

# DISABILITY SERVICES GUIDE FOR NORTHERN GRAMPIANS SHIRE



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This booklet is proudly produced by  
Grampians disAbility Advocacy Association  
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## LOCAL

### Acquired Brain Injury Clinic

#### **Acquired Brain Injury Clinic (Grampians Region)**

The Acquired Brain Injury Clinic is available for people with an ABI and their families/carers and service providers. Referrals are accepted from medical and health professionals or by self-referral. The clinic provides case management, education and counselling for people with an ABI and their families. It is available for people aged 6 - 65 years who are experiencing difficulties following a brain injury (including stroke).

Phone: 5320 3612 (Ballarat)

Email: [info@bhs.grampianshealth.org.au](mailto:info@bhs.grampianshealth.org.au)  
or [maureenm@bhs.org.au](mailto:maureenm@bhs.org.au)

### Autism/ Asperger's Support Group

#### **Autism/Asperger's Support Group (Stawell/Ararat)**

Julene Barnes is the co-ordinator. Meets monthly, contact Julene for venue details.

Phone: 5352 2129

### Axis Employment

#### **Axis Employment (Disability Employment Agency)**

Axis Employment is a not-for-profit provider of specialist employment services to people with a disability, and disadvantaged job seekers across the Grampians region. Services are provided to both job seekers and employers.

Office is located at 111 Main St, Stawell. The office is open Tuesdays and Thursdays.

There is also an Outreach Office situated in the St Arnaud Community Resource Centre.

Phone: 1800 811 622 or 5358 2164

Email: [reception@caei.com.au](mailto:reception@caei.com.au)

Website: [www.caei.com.au](http://www.caei.com.au)

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## **Ballarat Community Health Centre transport assistance**

Ballarat Health Companion, for people that need help getting to a medical appointment in Ballarat, meeting at Ballarat railway station.

Phone: 1800 054 172

Email: [info@bchc.org.au](mailto:info@bchc.org.au)

Website: [www.bchc.org.au](http://www.bchc.org.au)

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## **Bennett Centre Stawell – disability and day programs and activities**

This program is auspiced by Stawell Regional Health and situated in Sloane Street.

The Planned Activity Group – Bennett Centre for Community Activities provides social and recreational activities for aged people and people with disabilities, and respite for their carers.

Phone: 5358 8523

Email: [daycentre@srh.org.au](mailto:daycentre@srh.org.au)

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## **Department of Health and Human Services**

DHHS is the State Government provider of disability support.

DHHS provides case management, residential accommodation and funds outreach support services for people with an intellectual, physical, sensory or neurological disability, or an acquired brain injury.

Phone: 1800 783 783 or 5358 4374

Email: [Disability.Services@dhs.vic.gov.au](mailto:Disability.Services@dhs.vic.gov.au)

TTY Users: phone 13 36 77 and ask for 1300 650 172

Website: [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

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Ballarat  
Community  
Health  
Centre –  
transport  
assistance

Bennett  
Centre  
Stawell

Dept of  
Health &  
Human  
Services

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## Disability Parking Scheme

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### **Disability Parking Scheme – Northern Grampians Shire**

Contact the Shire offices to enquire about eligibility and process.

Phone: 5358 8700

Email: [ngshire@ngshire.vic.gov.au](mailto:ngshire@ngshire.vic.gov.au)

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## District Nursing Service

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### **District Nursing Service**

District Nurses undertake nursing services in the patient's home. They assist with tasks such as dressings, medications, respiratory therapy and blood glucose testing. The nurses are available to all within Stawell and St Arnaud and the surrounding communities.

Phone: 5358 8546 Stawell Area

Phone: 5477 2100 St Arnaud Area

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## East Wimmera Health Service

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### **East Wimmera Health Service – St Arnaud Campus**

The health service provides acute care, nursing home accommodation, district nursing, pathology and community health and support services to St Arnaud and the local surrounding area.

Some of the community health and support services provided by EWHS are the community car program, community health nurse, counselling, occupational therapy, social work, a volunteer visiting program.

The Grampians Aged Care Assessment Service is also available at the St Arnaud Campus.

Phone: 5477 2100 (24 hour service)

Email: [starnaud@ewhs.org.au](mailto:starnaud@ewhs.org.au)

Website: [www.ewhs.org.au](http://www.ewhs.org.au)

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## **Grampians Community Health (GCH)**

Grampians Community Health is a central hub for support programs, counselling services and health promotion services throughout the Northern Grampians Shire. Situated at 8-22 Patrick St, Stawell.

Phone: 5358 7400

Email: [gch@grampianscommunityhealth.org.au](mailto:gch@grampianscommunityhealth.org.au)

Website: [www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)

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## **Grampians Community Health Active Respite Options Program**

GCH provides a range of suitable activities and social inclusion options to provide respite for carers of people who are frail aged, have dementia or a disability. Active Respite Options Program has a variety of respite and support options available, including outings, group inclusion, skill development; carers support group, social inclusion and community connections, one off day trips, dementia packages, in-home respite, and retreats.

Phone: 5358 7400

Email: [gch@grampianscommunityhealth.org.au](mailto:gch@grampianscommunityhealth.org.au)

Website: [www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)

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## **Grampians Community Health Community Support Options and Linkages**

Provides case management and individualised care packages designed to support people with a disability to remain independent and live comfortably in their own home.

Phone: 5358 7400

Email: [gch@grampianscommunityhealth.org.au](mailto:gch@grampianscommunityhealth.org.au)

Website: [www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)

**Grampians  
Community  
Health**

**GCH Active  
Respite  
Options  
Program**

**GCH  
Community  
Support  
Options &  
Linkages**

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## **Grampians disAbility Advocacy Association**

This disability advocacy service listens to, takes direction from, and stands beside people with disability, from the Stawell and St Arnaud area, in their interactions with organisations and the community.

Grampians Advocacy helps people to learn about and act on their rights to achieve the best possible result. Advocacy includes providing information, assisting with letter writing or providing support at meetings that you may not feel comfortable attending alone. If you don't know where to go for the help you need, then contact GdAA. The service is for people with any kind of disability and their families or carers.

Phone: 1800 552 272

Email: [asas@netconnect.com.au](mailto:asas@netconnect.com.au)

Website: [www.grampiansadvocacy.org.au](http://www.grampiansadvocacy.org.au)

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## **Grampians Parkinson's Disease Support Group**

Support for those with Parkinson's and their families.

### **Contact Bev and Peter Boag:**

Phone: 5356 2331 or 0408 562 331

Email: [bev.boag@gmail.com](mailto:bev.boag@gmail.com)

(Parkinson's Victoria Inc)

Phone: 1800 644 189

Email: [info@parkinsons-vic.au](mailto:info@parkinsons-vic.au)

Website: [www.parkinsons-org.au](http://www.parkinsons-org.au)

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## **Grampians Respite Website**

Website Only: [www.grampiansrespite.org.au](http://www.grampiansrespite.org.au)

A website designed to assist families, carers, case managers and people with a disability to choose and access accurate and current disability service information in the Grampians region, including Stawell and the surrounding area.

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## **Home and Community Care (HACC) Services**

The Northern Grampians Shire Council funds the Home and Community Care (HACC) Services. Services provided are home care, personal care, respite care, meals on wheels and home maintenance. Referrals can be made by an individual, family, friends or health services.

The HACC program also conducts living at home assessments and can make referrals to other agencies for services.

Phone: Stawell 5358 7590

Patrick St, Stawell (Stawell Health and Community Centre)

Phone: St Arnaud 5495 1500

Napier St, St Arnaud

Website: [www.health.vic.gov.au/hacc/](http://www.health.vic.gov.au/hacc/)

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## **Hospital Admission Risk Program (HARP)**

This program is also referred to as the Health Independence Program and is designed to assist people to manage their health to reduce the need to go to hospital.

Phone: 5358 8618 Stawell Regional Health Services

Phone: 5477 2222 East Wimmera Health Service St Arnaud

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## **McCallum Disability Services – St Arnaud**

Formerly known as Murdoch Community Services, McCallum provides supported services to people with a disability in the St Arnaud and surrounding areas. Services include supported employment programs, facility-based respite, outreach and day services as well as the delivery of individualised support packages for those with a disability.

Phone: 5495 1566 or 5334 1921

Email: [choices@mccallum.org.au](mailto:choices@mccallum.org.au)

Website: [www.mccallum.org.au](http://www.mccallum.org.au)

Home and  
Community  
Care  
(HACC)  
Services

Hospital  
Admission  
Risk  
Program  
(HARP)

McCallum  
Disability  
Services -  
St Arnaud

## Personal Helpers & Mentors (PHaMS)

### **Personal Helpers and Mentors (PHaMS)**

Auspiced by Grampians Community Health, PHaMS offers support to people affected by mental health issues to assist with counselling, medical appointments, day to day living, including finances and housing issues.

Phone: 5358 7400

Email: [gch@grampianscommunityhealth.org.au](mailto:gch@grampianscommunityhealth.org.au)

Website: [www.dss.gov.au](http://www.dss.gov.au) and search for PHaMS

## Pinarc Support Services

### **Pinarc Support Services**

Formed in 1998, Pinarc Support Services provides specialised support for people with a disability, promotes inclusion and acceptance in the broader community and facilitates flexible, needs-based support.

Phone: 5329 1300 or 5320 1398

Email: [admin@pinarc.org.au](mailto:admin@pinarc.org.au)

Website: [www.pinarc.org.au](http://www.pinarc.org.au)

## Pinnacle Flexible Respite Services – Day Programs

### **Pinnacle Flexible Respite Services, Day Programs and Employment**

Pinnacle, established in 2013 as a merger between McGregor Community Services and Intertwine Services, provides a range of services for both adults and children with a disability. There are several locations around Stawell and Ararat.

Pinnacle also provides day programs, community access and employment opportunities for people with a disability.

Phone: 5352 3084

Email: [admin@pinnacleinc.com.au](mailto:admin@pinnacleinc.com.au)

Website: [www.pinnacleinc.com.au](http://www.pinnacleinc.com.au)

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## **Skene Street Special School – Stawell**

Skene Street School is a specialist school serving the diverse educational needs of students aged from 5-18 years with an intellectual, physical, sensory or neurological disability, providing intensive educational, social and vocational programs.

A multi-disciplinary team of specially trained teachers, assistants, physiotherapy aides and communication assistants work directly with the students.

**Phone: 5358 2448**

**Email: [skene.street.sch.stawell@edumail.vic.gov.au](mailto:skene.street.sch.stawell@edumail.vic.gov.au)**

**Website: [www.skenesds.vic.edu.au](http://www.skenesds.vic.edu.au)**

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## **Stawell Psychiatric Health Services (Ballarat Health Services)**

Ballarat Health Services Psychiatric Services strives to ensure that every client, their families and carers, receive best practice treatments for mental illness. Treatments are adopted to provide people with a mental illness the greatest opportunity to recover and return to pre-illness functioning.

Ballarat Health Services division is a publicly funded Area Mental Health Service and provides mental health services to adults, children and aged persons.

Psychiatric services in Stawell is located in the grounds of Stawell Community Health Centre.

**Phone: 5358 5153**

**Phone: 1300 661 323 (24 hour service)**

**Skene St  
Special  
School  
Stawell**

**Stawell  
Psychiatric  
Health  
Services**

## Stawell Regional Health

### **Stawell Regional Health**

SRH is the major provider of health care in Stawell. Information on home care, personal care, respite care, and food services including meals on wheels can be obtained by calling one of the following numbers:

**Phone:** 5358 8500

**Email:** [info@srh.org.au](mailto:info@srh.org.au)

**Website:** [www.srh.org.au](http://www.srh.org.au)

## Stawell Taxis

### **Stawell Taxis**

Stawell Taxi Service can provide a wheelchair accessible taxi.

**Phone:** 5358 4222

## Stawell Transport Services

### **Stawell Transport Services**

The Community Car and Volunteer Transport Program is available in the Stawell area. The community car is driven by a volunteer driver. Bookings should be made as early as possible to avoid disappointment. A small fee is required to cover costs of the vehicle.

For more information about this service contact Grampians Community Health.

**Phone:** 5358 7400

## The Victorian Patient Transport Assistance Scheme

### **The Victorian Patient Transport Assistance Scheme**

This program is available to people living in rural regions who need to travel more than 100km, or on average 500km for a minimum of five consecutive weeks to access the nearest approved medical specialist.

It provides partial re-imbursement for travel and accommodation. VPTAS claim forms are available through DHHS.

**Phone:** 5333 6040 (Ballarat Head Office)

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## **Transport Service – St Arnaud**

The St Arnaud Community Health Centre (East Wimmera Health Service) provides a community car program. It is used to transport people with a disability and the aged to medical and other appointments out of town. The car is driven by approved volunteer drivers.

**Phone:** 5477 2127

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## **Villa Maria Catholic Homes**

Villa Maria provides community aged care packages designed to assist older people who may be frail or have a disability to live at home safely. Services include, but are not limited to, personal care assistance, home care, meal delivery, or assistance with meal preparation and in-home respite care.

**Phone:** 1300 650 615

**Email:** [villamaria@villamaria.com.au](mailto:villamaria@villamaria.com.au)

**Website:** [www.villamaria.com.au](http://www.villamaria.com.au)

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## **VISTA Support Services ( EW Tipping Foundation)**

VISTA provides one on one care for those who are unable to care for themselves day to day. Assistance is provided for daily activities, attending appointments, personal hygiene and mobility. The service is available to any person with a disability within Victoria, including the Stawell and St Arnaud areas.

**Phone:** 5381 2825

**Email:** [info@vistasupport.org.au](mailto:info@vistasupport.org.au)

**Website:** [www.tipping.org.au](http://www.tipping.org.au)

**Transport  
Service –  
St Arnaud**

**Villa Maria  
Catholic  
Homes**

**VISTA  
Support  
Services**

## Western District Employment Agency

### **Western District Employment Agency**

WDEA can help people with a disability get a job. Disability Management Services are provided for job seekers with a disability, injury or health condition who require the assistance of a DES provider but are not expected to need long-term support in the workplace. WDEA is located at 152 Main St Stawell.

Phone: 5358 2799

Email: [stawell@wdea.org.au](mailto:stawell@wdea.org.au)

Website: [www.wdea.org.au](http://www.wdea.org.au)

## Wimmera Regional Sports Assembly

### **Wimmera Regional Sports Assembly (Access for All Abilities)**

Access for All Abilities is auspiced by Wimmera Regional Sports Assembly. It provides sporting programs to improve participation by people with a disability.

Funded through Sport and Recreation Victoria, AAA also helps recreation and leisure providers, local sporting clubs and venues to become accessible and promotes a positive community culture and values, to enable all individuals to participate in sport and leisure.

Phone: 5382 4599

Email: [aaa@wrsa.org.au](mailto:aaa@wrsa.org.au)

Website: [www.wrsa.org.au/aaa](http://www.wrsa.org.au/aaa)



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## **Wimmera Uniting Care – Community Mental Health**

Wimmera Uniting Care's Community Mental Health program supports people with a mental illness by providing a mental health support worker to assist the person to learn new skills and enhance their lifestyle via recreation, community and employment possibilities.

Phone: 5358 7400 or 5362 4000

Email: [info@wuc.org.au](mailto:info@wuc.org.au)

Website: [www.wuc.org.au](http://www.wuc.org.au)

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## **Wimmera Uniting Care – Disability and Community Living Support**

Wimmera Uniting Care provides a range of services to people aged between 18 and 65 who have a disability and are still living independently.

WUC assists with setting goals and creating active participation within the community and with day to day living issues and situations.

Individuals must be eligible for Disability Services and referral is by the Department of Health and Human Services. (DHHS)

Phone: 5358 7400 or 5362 4000

Email: [info@wuc.org.au](mailto:info@wuc.org.au)

Website: [www.wimmeraunitingcare.org.au](http://www.wimmeraunitingcare.org.au)

Wimmera  
Uniting  
Care –  
Community  
Mental  
Health

Wimmera  
Uniting  
Care –  
Disability  
and  
Community  
Living  
Support

## STATEWIDE

### Amaze (Autism Victoria)

#### **Amaze (Autism Victoria)**

Amaze helps individuals with ASD, their parents/carers and families, support groups, ASD professionals, schools and all others who need information and assistance on the subject of Autism Spectrum Disorder.

Phone: 1300 308 699

Email: [info@amaze.org.au](mailto:info@amaze.org.au)

Website: [www.amaze.org.au](http://www.amaze.org.au)

### Australian Red Cross Transport Service

#### **Australian Red Cross Transport Service**

The patient transport service exists for people who are isolated and have limited transport options so they can attend essential medical appointments. It is run from 22 locations throughout Victoria, including Ballarat. Patient transport drivers offer a friendly face and a helping hand.

Phone: 5331 1126

Email: [ecrothers@redcross.org.au](mailto:ecrothers@redcross.org.au)

### Ballarat Health Services SWEP program

#### **Ballarat Health Services SWEP program**

The State-wide Equipment Program (SWEP) is a sub-division of Ballarat Health Services which oversees a number of different assistive technology programs. SWEP provides Victorian people who either have a permanent or long-term disability or are frail aged with subsidised aids, equipment and home and vehicle modifications to enhance their independence and facilitate community participation.

Phone: 1300 747 937 or 5333 8100

Email: [swep@bhs.org.au](mailto:swep@bhs.org.au)

Website: [www.swep.bhs.org.au](http://www.swep.bhs.org.au)

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## **Better Hearing Australia (Victoria)**

Better Hearing is a foundation that provides support, information and assistance with coping and managing hearing loss. It provides information sessions, examination facilities and hearing conservation advice.

Phone: 1300 242 842

Email: [victoria@betterhearing.org.au](mailto:victoria@betterhearing.org.au)

Website: [www.betterhearing.org.au](http://www.betterhearing.org.au)

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## **Companion Card**

The Companion Card enables people with a lifelong disability to attend sporting events, cultural events and many other activities without incurring the cost of a second ticket for their companion.

The cardholder presents their card at participating affiliated organisations to purchase a ticket or pay an entry fee and receive a ticket for their companion at no extra charge.

Phone: 1800 650 611

TIS 131 450 and ask them to phone COMPANION CARD

Email: [companioncard@dpcd.vic.gov.au](mailto:companioncard@dpcd.vic.gov.au)

Website: [www.companioncard.org.au](http://www.companioncard.org.au)

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## **Disability Attendant Support Service Inc. (DASSI)**

Disability Attendant Support Service Inc. is an initiative that supports people with a disability or people requiring personal care assistance. It provides services to cater for a person's needs with an emphasis on safety and dignity.

Phone: 1300 032 774

Email: [contact@dassi.com.au](mailto:contact@dassi.com.au)

Website: [www.dassi.com.au](http://www.dassi.com.au)

## DDLS

### **Disability Discrimination Legal Service (DDLS)**

DDLS is committed to the elimination of discrimination against people with a disability. DDLS provides free legal advice and assistance, information, education and training, and policy and law reform projects. Family and carers are also able to make a complaint about discrimination.

Phone: 1300 882 872

TTY: (03) 9654 6817

Email: [info@ddls.org.au](mailto:info@ddls.org.au)

Website: [www.communitylaw.org.au/ddls](http://www.communitylaw.org.au/ddls)

## Disability Services Comm'er

### **Disability Services Commissioner**

The Disability Services Commissioner is a free service provided under the Disability Act 2006. The service is provided to assist people with a disability in regards to a complaint they may have about a disability service provider. Complaints may include, but are not restricted to, the provision of a disability service or the way a disability service provider has handled a complaint about the service. Both the client and the family/carers can make a complaint to the commissioner.

Phone: 1800 677 342

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Website: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

## GROW

### **GROW**

GROW is a supportive and free network that allows those suffering from depression to seek assistance and support from people who care and understand.

Phone: 1800 558 268

Email: [vic@grow.net.au](mailto:vic@grow.net.au)

Website: [www.grow.net.au](http://www.grow.net.au)

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## **Multi Purpose Taxi Program**

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members. Contact the Taxi Services Commission and to find out if you are eligible and how to apply.

Phone: 1800 638 802 TTY: 1800 555 677

Phone: 1800 555 727 Speak and Listen

Email: [contact@taxi.vic.gov.au](mailto:contact@taxi.vic.gov.au)

Website: [www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

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## **Office of the Public Advocate**

The Office of the Public Advocate aims to promote and protect the human rights of Victorians with a disability and strengthen their position in society. It provides information and advice, guardianship, support for family and friends and investigation of allegations of mistreatment.

Phone: 1300 309 337

TTY: 1300 305 612

Email: [publicadvocate@justice.gov.au](mailto:publicadvocate@justice.gov.au)

Website: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

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## **Personal Alert Victoria (available through Dept Health Vic)**

Personal Alert Victoria (PAV) is a personal monitoring service that responds to calls for emergency assistance and is funded by the Victorian Government through the Department of Health. PAV enhances the confidence of frail, older people and people with chronic health issues to live independently in their own home by providing contact 24 hours a day.

Phone: 5358 8700 Northern Grampians Shire

Multi  
Purpose  
Taxi  
Program

Office of  
the Public  
Advocate

Personal  
Alert  
Victoria

## Safety Link Personal Monitoring & Alarm Service

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### **Safety Link Personal Monitoring & Alarm Service (PERS)**

Safety Link is a Personal Emergency Response Service that was established to keep people who live alone at home in touch with their family, friends and even medical care if they should need it. Safety Link provides its services to Government Departments, Retirement Villages, as well as many Community Groups and individuals across Australia.

Phone: 1800 813 617

Email: [info@safetylink.org.au](mailto:info@safetylink.org.au)

Website: [www.safetylink.org.au](http://www.safetylink.org.au)

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## Scope

### **Scope**

Client Services are offered across five regional and three metropolitan areas. Scope is committed to addressing the issues that affect the lives of people with disability, their families and carers. Through an individualised approach, Scope develops services to support individual choices of people with disability and their families.

Phone: 1300 472 673

Email: [contact@scopevic.org.au](mailto:contact@scopevic.org.au)

Website: [www.scopevic.org.au](http://www.scopevic.org.au)

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## Villamanta Legal Service

### **Villamanta Legal Service**

Villamanta Disability Rights Legal Service Inc. is a state wide community legal service that works only on disability related legal and justice issues, with a particular focus on the rights of people who have an intellectual disability.

Phone: 1800 014 111

TTY Users: Phone 133 677 then ask for 03 5229 2925

Email: [legal@villamanta.org.au](mailto:legal@villamanta.org.au)

Website: [www.villamanta.org.au](http://www.villamanta.org.au)

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## **Yooralla Information and Equipment**

The Yooralla group has a range of programs to suit different disabilities and individual requirements. It is dedicated to providing information about the latest technology available to people with a disability and their carers, including, but not limited to, library, equipment library, electronic communication devices and independent living centres.

**Phone: (03) 9666 4500**

**National Relay Service on 1800 555 660**

**TIS on 13 14 50**

**Email: [ooralla@ooralla.com.au](mailto:ooralla@ooralla.com.au)**

**Website: [www.yooralla.com.au](http://www.yooralla.com.au)**

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## **Youth Disability Advocacy Service**

YDAS is funded by the Victorian Government to provide individual advocacy for young people with a disability between the ages of 12 and 25 throughout Victoria. YDAS is dedicated to assisting people of younger years with support, information and general assistance with their individual disability and the consequences that may arise because of their situation.

**Phone: 1300 727 176**

**TTY: 133 677**

**Email: [ydasmanager@yacvic.org.au](mailto:ydasmanager@yacvic.org.au)**

**Website: [www.ydas.org.au](http://www.ydas.org.au)**

## AUSTRALIA WIDE

### Australian Hearing

#### **Australian Hearing**

Australian Hearing provides hearing services to clients eligible under the Australian Government Hearing Services Program. Services include assessing hearing, fitting hearing devices and providing counselling and rehabilitative programs to help eligible clients manage their hearing impairment.

(Visiting East Grampians Health Service) Tuesdays only

Phone: 1300 412 512

TTY: (02) 9412 6802

SMS: 0427 366 205

133 677 – National Relay Service

Email: [info@hearing.com.au](mailto:info@hearing.com.au)

Website: [www.hearing.com.au](http://www.hearing.com.au)

### Centrelink

#### **Centrelink**

Disability support pensions and carers allowances are accessed through Centrelink. Centrelink ensures everyone has access to payments and services regardless of their disability, illness, injury.

Phone: 13 27 17

Customers who are deaf, have a hearing or speech impairment can use a free TTY service. Centrelink can also provide signing interpreters for the hearing impaired. Customers can nominate another person or organisation to work with Centrelink on their behalf. Customers can choose to have letters read over the phone, sent on CD, in a larger font and in Braille.

Phone: 1800 810 586

Phone: 133 677 – National Relay Service (quote: 131 272)

TTY: 1800 810 586

Website: [www.humanservices.gov.au](http://www.humanservices.gov.au)



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## **Communication Rights Australia – CRA**

Communication Rights Australia defends the right of all people with communication or speech impairment to express themselves and be listened to. It provides a number of services and links to other resources, and offers a wide range of support, including advice on communication aids.

**Phone:** 1800 995 383 or 9555 8552

**Email:** [info@caus.com.au](mailto:info@caus.com.au)

**Website:** [www.caus.com.au](http://www.caus.com.au)

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## **Disability Services Abuse and Neglect Hotline**

Funded by the Commonwealth Government, the Disability Services Abuse and Neglect Hotline provides free support and services for those who are a victim, or people who suspect abuse of persons with a disability. Support is available for any type of abuse reported and all cases are treated with respect.

**Phone:** 1800 880 052

**National Relay Service:** 1800 555 677

**Email:** [hotline@workfocus.com](mailto:hotline@workfocus.com)

**Website:** [www.disabilityhotline.net.au](http://www.disabilityhotline.net.au)

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## **MIND Australia**

MIND provides services to people aged 16 years and over, seeking support for their mental health, focusing on daily living skills, capacity for mental health self-care and self-management, physical health, social and relationship skills, housing, education and employment.

**Phone:** 1300 286 463

**Phone:** 1300 550 265 Carer's Helpline

**Email:** [info@mindaustralia.org.au](mailto:info@mindaustralia.org.au)

**Website:** [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

**CRA**

**Disability  
Services  
Abuse and  
Neglect  
Hotline**

**MIND  
Australia**

## Telstra Disability Equipment Program

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### **Telstra Disability Equipment Program**

The Telstra program provides a range of specialised products to assist those who have difficulty using standard telephone services.

There are several options in telephone rental to provide a different support for each individual. Telstra provides each client with their best technological option for their particular disability.

**Phone:** 1800 068 424

**TTY on** 1800 808 981

**Email:** [disability@online.telstra.com.au](mailto:disability@online.telstra.com.au)

**Website:** [www.telstra.com.au/disability/catalogue](http://www.telstra.com.au/disability/catalogue)

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## Travellers Aid Australia

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### **Travellers Aid Australia**

Travellers Aid Australia offers trained volunteer Medical Companions to meet you at your train, bus, tram or taxi and guide you to and from your medical appointments in the CBD.

This is a free service; travellers are responsible for paying their own fares. 48 hours noticed is required for booking arrangements.

**Phone:** 1300 700 399

**Email:** [reception@travellersaid.org.au](mailto:reception@travellersaid.org.au)

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

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## **Vision Australia**

Vision Australia is a nationwide organisation dedicated to helping those who have difficulty seeing or who have gone blind.

Vision Australia has a large range of services to assist people with different disabilities or vision levels, while accommodating individual needs.

Phone: 1300 847 466

TTY 133 677, ask for 1300 84 74 66

Email: [info@visionaustralia.org](mailto:info@visionaustralia.org)

Website: [www.visionaustralia.org](http://www.visionaustralia.org)

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## **Women with Disabilities Australia (WWDA)**

Founded in 1994, WWDA is run by women with disabilities for women with disabilities and provides support, advocacy and assistance with research in the disabilities area.

Promoting and giving information about social interaction within society, economic, political and cultural life, it is the only organisation of its kind in Australia.

Phone: (03) 6244 8288 or 0438 535 123

Email: [wwda@wwda.org.au](mailto:wwda@wwda.org.au)

Website: [www.wwda.org.au](http://www.wwda.org.au)

## CARERS

### Association for Children with a Disability

#### **Association for Children with a Disability**

The association is dedicated to providing support, advocacy for parents, and information about children with a disability.

Whether you're a parent, carer, sibling, family member or a professional who works with children and families, ACD can help you make the most of available services and supports to achieve a positive future.

Phone: 1800 013 654

Email: [mail@acd.org.au](mailto:mail@acd.org.au)

Website: [www.acd.org.au](http://www.acd.org.au)

### Autism Advisory and Support Service

#### **Autism Advisory and Support Service**

Autism Advisory and Support Service provides support and information for parents who have children with Autism Spectrum Disorder.

It also provides assessment, educational programs and monthly meetings, as well as literature about the disorder and how to manage the condition once it has been diagnosed.

Phone: 1300 222 777 or 9601 2844

Email: [info@aass.org.au](mailto:info@aass.org.au)

Website: [www.aass.org.au](http://www.aass.org.au)

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**Carer Respite and Support Services** (incorporating Commonwealth Carelink Centre, Commonwealth Respite Centre and Carers Choice)

Provides care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged.

The Carer Respite Centre (Grampians Respite) provides a single contact point for carers needing information about respite and other resources available to support them in their caring role.

Phone: 1800 059 059

Phone: 5358 7400 (Grampians Community Health)

Website: [www.grampiansrespite.org.au](http://www.grampiansrespite.org.au)

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**Carers Victoria**

Carers Victoria is dedicated to providing support, advocacy for carers, and information about children with a disability. It provides support networks and opportunities for carers to interact with others in a similar situation.

Phone: 1800 242 636

TTY: 9396 9587

Email: [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

Website: [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

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**Community Mental Health Carer Support**

Auspiced by Grampians Community Health, this service assists carers of people with mental health issues to maintain their caring role and learn strategies to improve their own wellbeing.

Phone: 5358 7400

Carer  
Respite and  
Support  
Services

Carers  
Victoria

Community  
Mental  
Health  
Carer  
Support

## **Northern Grampians Shire – HACC Respite Care**

Northern Grampians Shire HACC Services provide respite care for families living in the Northern Grampians Shire. This service is provided in the home or community where the person is unable to be alone, and respite enables carers to attend appointments, social or recreational events.

Phone: 5358 7590 Stawell Area

Phone: 5495 1500 St Arnaud Area

Email: [ngshire@ngshire.vic.gov.au](mailto:ngshire@ngshire.vic.gov.au)

Website: [www.ngshire.vic.gov.au](http://www.ngshire.vic.gov.au)

## **OTHER CONTACTS THAT MAY BE OF USE**

### **Victorian Advocacy League for Individuals with Disability (VALID)**

VALID is an advocacy group for adults with intellectual disabilities and their families. VALID's mission is to protect and defend the human rights of people with an intellectual disability and to champion their rights as citizens.

Phone: (03) 9416 4003

### **Victorian Mental Illness Awareness Council**

VMIAC supports people who are experiencing a mental illness or emotional distress. VMIAC can provide information, advice, individual and group advocacy.

Phone: (03) 9387 8317

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