

Grampians disAbility Advocacy

Help and Resources Guide for people with a disability





Ararat Rural City



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Agencies that provide Support with **NDIS Appeals** to Administration Review Tribunal ART) are in **purple** writing

State-wide Disability Advocacy Services

daru.org.au/find-an-advocate

ADEC (Action on Disability in Ethnic Communities)

- **Telephone** 9480 7000
- **Email** info@adec.org.au
- **Website** adec.org.au

Blind Citizens Australia (BCA)

- **Freecall** 1800 033 660
- **Email** bca@bca.org.au
- **Website** www.bca.org.au

AED Legal Centre (discrimination in education or employment)

- **Telephone** 9639 4333
- **Email** aedlegal@aed.org.au
- **Website** aed.org.au

AMIDA (Action for More Independence and Dignity in Accommodation)

- **Telephone** 9650 2722
- **Email** amida@amida.org.au
- **Website** www.amida.org.au

Brain Injury Matters

- **Telephone** 9639 7222
- **Email** office@braininjurymatters.org
- **Website** www.braininjurymatters.org

Association for Children with a Disability (ACD)

- **Freecall** 1800 654 013
- **Email** mail@acd.org.au
- **Website** www.acd.org.au

Deaf Victoria

- **Email** info@deafvictoria.com.au
- **Website** www.deafvictoria.org.au

Disability Justice Advocacy (DJA)

Information individual advocacy and support for adults with disabilities in Melbourne area

- **Freecall** 1800 808 126
- **Email** info@dja.org.au
- **Website** dja.org.au

Disability Rights and Culture (previously known as Disability Resource Centre)

- **Telephone** 9671 3000
- **Email** advocacy@drc.org.au
- **Website** drc.org.au

Disability Discrimination Legal Service (DDLS)

- **Freecall** 1300 882 272
- **Email** info@ddls.org.au
- **Website** ddls.org.au

Independent Mental Health Advocacy

support people who are at risk of, or are currently receiving, compulsory mental health treatment

- **Intake Line** 1300 947 820
- **Email** contact@imha.vic.gov.au
- **Website** www.imha.vic.gov.au
- **Mental Health Rights:**
  Freecall 1800 959 353

Leadership Plus Inc.

- **Freecall** 1300 727 017
- **Email** admin@leadershipplus.com
- **Website** leadershipplus.com

National Aged Care Advocacy Line (See OPAN)

- **Freecall** 1800 700 600
- **Email** AgedCareAdvocacy@health.gov.au
- **Website** www.health.gov.au/our-work/national-aged-care-advocacy-program-nacap

Office of the Public Advocate (OPA)

Advice, assistance and advocacy re. complaints on behalf of people who have a disability or dementia

- **Freecall** 1300 309 337
- **TTY** 1300 305 612
- **Email** publicadvocate@justice.vic.gov.au
- **Website** www.publicadvocate.vic.gov.au

Villamanta Disability Rights Legal Service

State-wide community legal service with primary focus on people with intellectual disability

- **Freecall** 1800 014 111
- **Email** legal@villamanta.org.au
- **Website** villamanta.org.au

Star Victoria

For people and families of a person with an intellectual disability

- **Telephone** 9650 2730
- **Email** info@starvictoria.org.au
- **Website** starvictoria.org.au

VALID (Victorian Advocacy League for Individuals with Disability Inc.) for people with an I.D.

- **Freecall** 1800 655 570
- **Email** office@valid.org.au
- **Website** www.valid.org.au

Women with Disabilities Victoria

- **Telephone** 9286 7800
- **Email** wdv@wdv.org.au
- **Website** www.wdv.org.au/

Youth Disability Advocacy Service (YDAS) Vic

- **Telephone** 9267 3755
- **Email** info@yacvic.org.au
- **Website** www.yacvic.org.au/ydas

Victorian Mental Illness Awareness Council

- **Telephone** 9380 3900
- **Email** info@vmiac.org.au
- **Website** www.vmiac.org.au

Villamanta Disability Rights Legal Centre

- **Freecall** 1800 014 111
- **Email** legal@villamanta.org.au
- **Website** villamanta.org.au

Regional and Local Disability Advocacy Services

Colac Otway Region Advocacy Service

- **Telephone** 5232 1009
- **Email** info@coras.com.au
- **Website** coras.com.au

Grampians Disability Advocacy Association (GDAA)

- **Freecall** 1800 552 272
- **Email** admin@grampiansadvocacy.org.au
- **Website** www.grampiansadvocacy.org.au

Gippsland Disability Advocacy Inc Morwell Traralgon

- **Telephone** 5175 0444
- **Email** administration@gdai.org.au
- **Website** gdai.com.au

Independent Mental Health Advocacy

- **Freecall** 1300 947 820
- **Email** contact@imha.vic.gov.au

Melbourne East Disability Advocacy (MEDA)

- **Telephone** 9877 7990
- **Email** office@meda.org.au
- **Website** meda.org.au

Migrant Resource Centre (MRC) North West

- Freecall 1300 676 044
- Email mrcnw@mrcnorthwest.org.au
- Website www.mrcnorthwest.org.au

North East Citizen Advocacy (NECA)

- **Telephone / Facsimile** 8407 3684
- **Email** neca@citizenadvocacy.com.au
- **Website** citizenadvocacy.com.au/

Regional Disability Advocacy Service (RDAS) for people in North East Victoria and Southern NSW

- **Freecall** 1800 250 292
- **Email** admin@rdas.org.au
- **Website** rdas.org.au

Rights Information and Advocacy Centre (RIAC)

- **Telephone** 5222 5499
- **Email** advocacyinfo@riac.org.au and referrals@riac.org.au
- **Website** www.riac.org.au

Southern Disability Advocacy

- **Telephone** 9533 5977
- **Email** info@southernda.org.au
- **Website** southernda.org.au

Southwest Advocacy Association (SWAA) Warrnambool

- **Telephone** 5561 4584
- **Email** admin@swadvocacy.org.au
- **Website** southwestadvocacy.org.au

Citizen Advocacy Sunbury & Districts

- **Telephone** 9744 7378
- **Email** casunbury@bigpond.com
- **Website** citizenadvocacysunbury.com.au

Self-Advocacy Groups

Voices Together website for more information

Contact SARU or VALID for information about local and service-based groups

SARU (Self-Advocacy Resource Unit)

- **Telephone** 9639 6856
- **Email** saru@rosshouse.org.au
- **Website** www.saru.net.au

All Abilities (Voices Together) South West

- **Email** allabilitiesadvocacy@hotmail.com

Self Advocates Connected South West

- **Email** contact@selfadvocatesconnected.org.au

Brain Injury Matters (BIM) Self Advocacy

- **Telephone** 9639 7222
- **Email** office@braininjurymatter.org
- **Website** www.braininjurymatters.org

Deafblind Vic

- **Email** deafblindadvocacy@gmail.com
- **Website** deafblindvictoria.com

Diversity n Disability (DnD) see also Voices Together

- **Telephone** 9367 6044
- **Email** christian@mrcnorthwest.org.au
- **Website** www.mrcnorthwest.org.au/disability_services.html

Have a Say Bendigo

- **Telephone** 5449 2700
- **Email** hasgroup@amicus.org.au

Powerful Parents Self-Advocacy

- **Telephone** 9639 9106
- **Email** positivepowerfulparents@gmail.com
- **Website** positivepowerfulparents.com.au

Rainbow Rights

- **Telephone** 049 082 5094
- **Email** rainbowrightsandadvocacy@gmail.com
- **Website** www.facebook.com/rainbowrightsandadvocacy

RAISE (run by Grampians disAbility Advocacy and RIAC)

ILC funded groups meeting at various regional locations

- **Freecall** 1800 552 272
- **Email** admin@grampiansadvocacy.org.au

Reinforce

Self-advocacy group representing people with intellectual disability

- **Telephone** 9650 7855
- **Email** info@reinforce.org.au
  reinforce@rosshouse.org.au
- **Website** reinforce.org.au

Sister Rocks Self Advocacy Group (Stawell and Northern Grampians Shire)

- **Freecall** 1800 552 272
- **Email** admin@grampiansadvocacy.org.au

United Brains

- **Telephone** 9639 7222
- **Email** admin@unitedbrains.org.au
- **Website** www.unitedbrains.org.au

VALID Northern, Eastern, Western, Southern Network

- **Telephone** 9416 4003
- **Email** rick@valid.org.au
- **Website** www.valid.org.au/self-advocacy-networks

Voices for Change

The Deadly First Nations Shout Out Group Power in Equality (PCEAU)

- **Email** voicesforchangeaustralia@gmail.com

(The Deadlys) Contact SARU

- **Email** info.pceau@gmail.com

Voices Together

- **Telephone** 9639 6856
- **Email** saru@rosshouse.org.au
- **Website** www.voicestogether.com.au

State-wide Services

Consumer Affairs Victoria (CAV)

- **State-wide Main Telephone** 1300 558 181
- **Interpreter Service** 131 450

Disability Services Commissioner

- **Freecall** 1800 677 342
- **Email** complaints@odsc.vic.gov.au
- **Website** odsc.vic.gov.au

My Aged Care

- **Freecall** 1800 200 422

For translating and interpreting services (TIS National),
call For sign language interpreting services **call Deaf Connect,** on 1300 773 803 or **Email** interpreting@deafconnect.org.au well in advance to ensure an interpreter is available. **Or call the Services Australia Aged Care line on** 1800 227 475

Elder Rights Advocacy

Advocacy & information for potential/current residents (& their families) in Nursing Homes & Hostels

- **Freecall** 1800 700 600
- **Email** era@era.asn.au
- **Website** elderrights.org.au.au

Seniors Rights Victoria (SRV) provides legal services & advocacy (especially Elder Abuse)

- **Freecall** 1300 368 821
- **Email** info@seniorsrights.org.au
- **Website** seniorsrights.org.au

Office of the Public Advocate

- **Freecall** 1300 309 337
- **Website** www.publicadvocate.vic.gov.au

Tenancy Plus (Housing Vic) Tenants Vic

- **Freecall** 1800 068 860
- **Website** www.housing.vic.gov.au tenancy-plus-support-program

Tenants Vic

- **Website** tenantsvic.org.au

Tenants Victoria is a not-for-profit community legal centre that helps protect the rights of renters in Victoria. All our services are free. Some services are available to all renters. Others depend on your circumstances. To check if you're eligible for assistance, visit our eligibility page.

Renter support line

- **Telephone** (03) 9416 2577

Social housing and rooming houses

- **Freecall** 1800 068 860

Financial counselling

If you are a renter experiencing financial hardship, our confidential and free financial counselling service may be able to help.

Get in touch via

- **Email** financialcounselling@tenantsvic.org.au

Provides advice, assistance and advocacy for tenants of private and public rental properties

Find and Connect Support Services – OPEN PLACE

Helps connect forgotten Australians to locate records, family searches, counselling & support groups

- **Freecall** 1800 779 379
- **Email** info@openplace.org.au
- **Website** www.openplace.org.au

Legal Centres

Great resource is the Law Handbook – www.lawhandbook.org.au

AED LEGALCENTRE (Association of Employees with Disability)

Information, training and legal advice for people with disabilities about employment, education and rights

- **Telephone** 9639 4333
- **Email** aedlegal@aed.org.au
- **Website** aed.org.au

Disability Discrimination Legal Service

The Disability Discrimination Legal Service Inc (DDLS) is a statewide independent community legal centre that specialises in disability discrimination legal matters, and sexual harassment of women with disabilities in the workplace

- **Freecall** 1300 882 872
- **Email** info@ddls.org.au
- **Website** ddls.org.au

Disability Justice Australia

- **Freecall** 1800 808 126
- **Email** info@dja.org.au
- **Website** dja.org.au

Allied Justice Outreach: Ararat, Daylesford, Horsham and Stawell

- **Freecall** 1800 466 488
- **Email** help@alliedjustice.org.au
- **Website** www.alliedjustice.org.au

Barwon Community Legal Service

- **Freecall** 1300 430 599
- **Email** bcls@barwoncls.org.au
- **Website** www.barwoncls.org.au

Mental Health Legal Centre

- **Freecall** 1800 555 887
- **Email** mhlc@mhlc.org.au
- **Website** https://mhlc.org.au

The Mental Health Legal Rights Service Helpline:

- **Freecall** 1800 849 806

First Nations people can also access culturally safe mental health legal support through Victorian Aboriginal Legal Service by

- **Calling** 9418 5920

Mental Health Rights

- **Freecall** 1800 959 353

Administrative Review Tribunal

- **Freecall** 1800 228 333
- **Email** reviews@art.gov.au

National Disability Insurance Agency (NDIA)

- **Freecall** 1800 800 110
- **Website** www.ndis.gov.au

Social Security Rights Victoria

- **Freecall** 1800 094 164

Legal Assistance Line

- **Freecall** 1300 792 387

Debt Help

- **Website** www.socialsecuritydebthelp.org.au

Disability Support Pension Help

- **Website** dsphelp.org.au

Social Security Rights

- **Website** www.ssrv.org.au

Vic Legal Aid

- **Freecall** 1300 792 387
- **Website** www.legalaid.vic.gov.au

VILLAMANTA Disability Rights and Legal Service

Home - Villamanta Disability Rights Legal Service

- **Freecall** 1800 014 111
- **Email** legal@villamanta.org.au

Monitoring and/or support with complaints

Abuse and Neglect Hotline

- **Freecall** 1800 880 052
- **Website** www.jobacess.gov.au/report-abuse-neglect

To report abuse or neglect of a person with disability anywhere in Australia, contact the National Disability Abuse & Neglect Hotline

- **On** 1800 880 052.

The Hotline or text 106 if hearing impaired

AHPRA (complaints about Health Practitioner)

- **Freecall** 1300 419 495

Australian Health Practitioner Regulation Agency - Home Commissioner for Children and Young People

Promotes the safety and wellbeing of children; investigates child deaths and monitors the standard

- **Freecall** 1300 782 978
- **Email** contact@ccyp.vic.gov.au
- **Website** ccyp.vic.gov.au

Complaints Resolution and Referral Abuse and Neglect Hotline

Complaints about Commonwealth funded employment or advocacy services 9am – 7pm

- **Freecall** 1800 880 052
- **Email** crrs@workfocus.com
- **Website** www.dss.gov.au/disability-employment-programs/complaints-and-referrals

Consumer Utilities Advocacy Centre Ltd (CUAC)

Systemic advocacy on behalf of energy and water consumers on policy and regulatory issues

- **Telephone** 9639 7600
- **Email** info@cuac.org.au
- **Or** info@consumersfederation.org.au
- **Website** consumersfederation.org.au consumer-utilities-advocacy centre

Consumer Affairs Victoria (CAV)

Complaints and advocacy related to purchases, refunds, contracts, scams, door to door sales

- **Freecall** 1300 558 181
- **Website** www.consumer.vic.gov.au

Consumer Action Law

Legal Advice

- **Freecall** 1800 466 477

Court Network

Volunteers provide information & support to victims during Court cases. Rural contacts on website

- **Freecall** 1800 571 239
- **Email** admin@courtnetwork.com.au
- **Website** odsc.vic.gov.au

Community Visitors C/- Office of Public Advocate

Monitors & reports on care of people living in disability funded residential accommodation

(See Independent Third Person Program below)

- **Freecall** 1300 309 337
- **Website** www.publicadvocate.vic.gov.au

Independent Third Person Program (ITP)

ITPs attend police interviews for adults & young people with disability to ensure that they are not disadvantaged during the interview process,

contact the Office of the Public Advocate

- **Freecall** 1300 309 337 or 1300 791 189

Disability Services Commissioner (DSC)

Supports to resolve complaints about State funded disability services

- **Freecall** 1800 677 342
- **TTY** 1300 726 563
- **Email** complaints@odsc.vic.gov.au
- **Website** odsc.vic.gov.au

Health Services Commissioner Complaints

- **TTY** 1300 550 275
- **Freecall** 1300 582 113
- **Website** hcc.vic.gov.au/make-complaint
- **Website** hcc.vic.gov.au

Justice Connect

- **Telephone** 8636 4400
- **Website** justiceconnect.org.au
- **Email** admin@justiceconnect.org.au

Mental Health Complaints Commissioner (MHCC)

Supports to resolve complaints about Victorian mental health services

- **Freecall** 1800 246 054
- **Email** help@mhcc.vic.gov.au
- **Website** www.mhwc.vic.gov.au

Department of Health, Disability and Ageing National Office

- **Freecall** 1800 020 103
- **Email** enquiries@health.gov.au

Law Institute of Victoria

Hotline for reporting neglect and abuse of people with disabilities using government funded services

- **Telephone** 9607 9311
- **Email** enquiries@liv.asn.au
- **Website** www.liv.asn.au

My Aged Care Complaints

Dept of Social Services

- **Telephone** 1800 200 422

To make a complaint about My Aged Care services, first call them directly

- **On** 1800 200 422

to resolve issues quickly. If unsatisfied, or for provider-specific complaints, contact the

Aged Care Quality & Safety Commission

- **Online or call** 1800 951 822

Older Persons Advocacy Network

Free, confidential advocacy support is available via OPAN

- **On** 1800 700 600

Investigate concerns and complaints re facilities receiving aged care funding

- **Website** www.agedcarequality.gov.au

National Abuse and Neglect Hotline

- **Freecall** 1800 880 052
- **Email** Enquiries@dss.gov.au
- **Website** www.health.gov.au

NDIS Quality and Safeguarding Commission (QSC)

Any complaint, including breaches of restrictive practice or Code of Conduct, staff and services purchased with NDIS funding

- **Freecall** 1800 035 544
- **Email** feedback@ndiscommission.gov.au
- **Website** www.ndiscommission.gov.au

Office of the Public Advocate (OPA)

- **Advice Service Freecall** 1300 309 337
- **Website** www.publicadvocate.vic.gov.au

Office of the Victorian Information (Freedom of Information)

- **Freecall** 1300 006 842
- **Email** enquiries@ovic.vic.gov.au
- **Website** ovic.vic.gov.au

Public Transport Ombudsman

- **Freecall** 1800 466 865
- **Email** enquiries@ptovic.com.au
- **Website** www.ptovic.com.au

Australian Financial Complaints Authority

- **Freecall** 1800 931 678
- **Email** info@afca.org.au

Commonwealth Ombudsman

- **Freecall** 1300 362 072
- **Email** ombudsman@ombudsman.gov.au
- **Website** www.ombudsman.gov.au

Telecommunications Industry Ombudsman (TIO)

- **Freecall** 1800 062 058
- **Email** tio@tio.com.au
- **Website** www.tio.com.au

Victorian Ombudsman

- **Freecall** 1800 806 314
- **Email** ombudvic@ombudsman.vic.gov.au
- **Website** www.ombudsman.vic.gov.au

Energy and Water Ombudsman VIC (EWOV)

- **Freecall** 1800 511 511
- **Email** ewovinfo@ewov.com.au

Victorian Equal Opportunity & Human Rights Commission

- **Enquiry Line** 1300 292 153
- **Administration** 1300 891 848
- **Email** enquiries@veohrc.vic.gov.au

Police Complaints – Independent Broad-based Anti-Corruption Commission (IBAC)

Complaints about unfair treatment regarding work, school, services, housing or finances

- **Freecall** 1800 422 284
- **Email** info@ibac.vic.gov.au

Senior Rights Victoria

- **Freecall** 1300 368 821
- **Email** info@seniorrights.org.au

Equipment and Communication and Access and Transport

Changing Places

Changing Places toilets are larger than standard accessible toilets which provide people with disability and high support needs access to suitable, safe, and private bathroom facilities.

- **Website** changingplaces.org.au

Communication and Inclusion Resource Disability Aids and Equipment Centre (CIRC)

- **Freecall** 1300 472 673
- **Email** crc@scopevic.org.au

Companion Card

A card for people with disability who have a lifelong need for a high level of support to participate in community events & activities. The card allows a person's carer free entry to participating venues

- **Freecall** 1800 650 611
- **Email** companioncard@dffh.vic.gov.au
- **Website** www.companioncard.vic.gov.au

Continence Aids Payment Scheme (CAPS) For assistance with Applications and information

- **Freecall** 1800 239 309
- **Email** caps.processing@humanservices.gov.au
- **Website** www.bladderbowel.gov.au

Master Locksmiths Access Key

The (MLAK) is a system that enables 24/7 access to public toilets for people with a disability or bladder or bowel condition. The MLAK opens all toilet facilities equipped with an MLAK lock.

You can order a MLAK Key using MLAK order form.

- **Website** masterlocksmiths.com.au/mlak

Equipment Recycling Network (ERNI)

- **Telephone** 9879 5211
- **Email** erni@erni.asn.au

Note: Provides recycled equipment and computers to people with disabilities.

- **Freecall** 1300 788 855
- **Email** customerservice@independenceaustralia.com

Independent Living Centre (ILC)

Electronic Communication Devices Scheme (ECDS) - communication and technology needs, including advice, therapy, equipment info, training and support to improve communication.

- **Freecall** 1300 885 886
- **Email** ilc@yooralla.com.au
- **Website** www.ilcaustralia.org.au

Key Word Sign Victoria (formerly Makaton)

- **Freecall** 1300 472 673
- **Email** admin@keywordsignvictoria.org

Multi Purpose Taxi Program

The MPTP assists with accessibility & mobility needs by offering subsidized commercial passenger vehicle (CPV) fares to eligible members. Some restrictions may apply

- **Website** safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program

National Continence Helpline

- **Freecall** 1800 330 066
- **Email** helpline@continence.org.au

National Public Toilet Map

- **Freecall** 1800 990 646
- **Email** swep@bhs.org.au
- **Website** toiletmap.gov.au

National Relay Service - NRS

24-hour Relay of calls

- **Voice/TTY** 133 677 or
- **Speak and listen** 1300 555 727
- **Email** helpdesk@relayservice.com.au
- **Website** www.relayservice.com.au

Supported Accommodation Equipment Assistance (SAEAS)

- **Contact** SWEP
- **Freecall** 1300 747 937
- **Email** SWEPcentralintake@bhs.org.au

State-Wide Equipment Program (SWEP)

Provides people who have a permanent or long-term disability with subsidised aids, equipment, oxygen, continence and vehicle and home modifications

- **Freecall** 1300 747 937

Solve Disability Solutions (formerly TADVIC)

- **Freecall** 1300 663 243
- **Email** info@solve.org.au

Accessible Telecoms

Disability accessible equipment

- **Freecall** 1800 442 3000
- **Email** accessible.telecoms@accan.org.au
- **Telstra Freecall** 132200

Vision Australia

- **Freecall** 1300 847 466
- **Email** info@visionaustralia.org
- **Website** www.visionaustralia.org

Aids and equipment websites

Continence Foundation

- **Website** www.continence.org.au

Bladder Bowel website

- **Website** www.bladderbowel.gov.au

Independent Living Centres Australia

- **Website** www.ilcaustralia.org.au

Scope Disability Services

physical therapy and communication support, accommodation and group programs

- **Freecall** 1300 472 673
- **Website** www.scopeaust.org.au

Telstra Disability Equipment

- **Freecall** 1800 068 424
- **TTY** 133 677

Travellers Aid

Supports: Connectivity Assistance, Travel Companion Service, Mobility Equipment hire Available at Southern Cross, Flinders St, Parkville, Geelong, Ballarat and Seymour

- **Telephone** 9654 2600
- **Website** www.travellersaid.org.au/book-a-service

Information and support services

Afterhours GP Helpline

Provides free health information and assistance from a registered nurse or medical advice from a GP

- **Freecall** 1800 022 222

Aged Care Information Line

- **Freecall** 1800 200 422

ACSO (Australian Community Support Organisation)

Whether you or someone you know is on parole, straight release, or a general member of the community, ACSO has a range of programs and services to actively reduce crime and make a safer community for all.

- **Freecall** 1800 524 200
- **Email** info@acso.org.au
- **Website** www.acso.org.au

ARBIAS

Provides range services to people with ABI including accommodation, info, counselling

- **Telephone** 8388 1222
- **Email** EnquiriesVIC@arbias.com.au
- **Website** www.arbias.org.au

Association for Children with a Disability

- **Freecall** 1800 654 013
- **Email** mail@acd.org.au
- **Website** www.acd.org.au

AMAZE (formerly Autism Victoria) Autism Connect

- **Freecall** 1300 308 699
- **Email** info@amaze.org.au
- **Website** www.amaze.org.au

Ballarat Community Directory

- **Website** www.ballarat.vic.gov.au/community/ballarat-community-directory

Carers Association of Victoria

- **Freecall** 1800 514 845
- **Email** reception@carersvictoria.org.au
- **Website** www.carersvic.org.au

Carer Gateway

Support for parents/carers including respite, information and after hours emergency respite service

- **Freecall** 1800 422 737
- **Website** www.carergateway.gov.au

Community Connectors Service Ballarat (Council)

- **Telephone** 5320 5500
- **Email** communityconnector@ballarat.vic.gov.au

Dementia Australia

- **Freecall** 1800 100 500
- **Website** www.dementia.org.au

Department of Families, Fairness & Housing – Disability Intake & Response Team

Information on services, referral and short-term response for people with disability

- **Freecall** 1300 475 170
- **Website** www.dffh.vic.gov.au

Directline

A 24-hour telephone service which provides anyone in the community with access to drug and alcohol counseling, information and referral to services

- **Freecall** 1800 888 236 24
- **Website** www.health.vic.gov.au/aod/directline

Down Syndrome Victoria Inc. (DSV)

- **Freecall** 1300 658 873
- **Email** info@dsav.asn.au
- **Website** www.downsyndromevictoria.org.au

Epilepsy Foundation of Victoria

- **Freecall** 1300 761 487
- **Email** epilepsy@epilepsyfoundation.org.au
- **Website** www.epilepsyfoundation.org.au

Fight Parkinsons

- **Freecall** 1800 931 031
- **Website** www.fightparkinsons.org.au

Huntingtons Vic

- **Freecall** 1800 063 501
- **Email** info@huntingtonsvic.org.au
- **Website** www.huntingtonsvic.org.au

Meli (Geelong and Wimmera South West & Horsham)

Education, Tenancy Assist, Gamblers Help, Financial

- **Telephone** 5226 8900

Email: info@meli.org.au

MND (Motor Neuron Disease) Victoria

- **Freecall** 1800 777 175
- **Email** info@mnd.org.au
- **Website** www.mnd.org.au

MS Society (Multiple Sclerosis) Australia

- **Freecall** 1300 010 158
- **Email** info@msaustralia.org.au
- **Website** www.msaustralia.org.au

NDIS Community Connectors

Remote Community Connectors are community-based NDIA representatives that support the culturally appropriate delivery of the NDIS in remote and very remote communities.

- **Freecall** 1800 800 110
- **Website** www.ndis.gov.au/understanding/what-ndis/whos-delivering-ndis/what-community-connector

Financial Counselling Vic (FCVIC)

- **Telephone** 9663 2000
- **Website** fcvic.org.au

See National Debt Helpline

- **Freecall** 1800 007 007

Peace of Mind Foundation (Brain Cancer Support)

- **Telephone** 0408 448 223
- **Email** info@peaceofmindfoundation.org.au
- **Website** www.peaceofmindfoundation.org.au

Red Cross

Help with Emergency and disasters, Community services, aged care, homelessness & loneliness

- **Freecall** 1800 733 276
- **Website** www.redcross.org.au

Salvation Army

Help with Aged Care, Alcohol and other Drugs, Food, Emergency Services, Family and Domestic Violence, Employment, Funerals, Homelessness Support Services, Housing, Youth Services

- **Freecall** 13 72 58
- **Website** www.salvationarmy.org.au/need-help
- **Website** www.salvationarmy.org.au/need-help/financial-assistance

St Vincent de Paul

Welfare Assistance

- **Freecall** 1800 305 330
- **Website** www.vinnies.org.au/vic

VPTAS (Victorian Patient Transport Assistance Program)

- **Freecall** 1300 737 073
- **Email** vptas@health.vic.gov.au

WIRE (originally Women's Information and Referral Exchange)

- **Freecall** 1300 134 130
- **Website** www.wire.org.au

Women and Mentoring

Early intervention program that supports woman and non-binary people in contact with the legal System, by matching them individually with a supporting mentor

- **Telephone** 0403 583 648
- **Email** admin@womenandmentoring.org.au
- **Website** www.womentandmentoring.org.au

Migrant Resource Centres (MRC)

Migrant Information Centre Eastern Melbourne
- **Telephone** 9285 4888
- **Email** mic@miceastmelb.com.au
- **Website** www.miceastmelb.com.au

Spectrum MRC
- **Telephone** 1300 735 653
- **Email** info@spectrumvic.org.au
- **Website** www.spectrumvic.org.au

Diversitat
- **Telephone** 5221 6044
- **Email** info@diversitat.org.au
- **Website** www.diversitat.org.au

Gippsland Multicultural Services
- **Telephone** 5133 7072
- **Email** reception@gms.org.au
- **Website** www.gms.org.au

New Hope Migrant & Refugee Centre
- **Telephone** 9510 5877
- **Email** newhope@newhope.asn.au
- **Website** www.newhope.asn.au

MRC North West
- **Telephone** 9367 6044
- **Email** mrcnw@mrcnorthwest.org.au
- **Website** www.mrcnorthwest.org.au

Southern Migrant and Refugee Centre
- **Telephone** 9767 1900
- **Email** smrc@smrc.org.au
- **Website** www.smrc.org.au

Meli (Geelong) Refugee & Asylum Seeker
- **Telephone** 5226 8900
- **Website** meli.org.au

InTouch Multicultural Centre Against Violence
- **Telephone** 1800 015 188
- **Website** intouch.org.au

Red Cross
Providing & support to refugees, people seeking asylum, people in immigration detention & other people who are vulnerable as a result of migration. We also provide services to trace and reconnect families who have lost contact as a result of international or internal conflict, war and disaster.
- **Website** www.redcross.org.au/migration

Information websites

Better Health

Accessing disability services in Victoria can be dependent on your location as well as your particular needs. Learn about the kinds of support that are available for managing disability. Understand the rights of people with a disability and their carers and find information about support groups as well as useful information for managing your healthcare

Website www.betterhealth.vic.gov.au/servicesandsupport/disability-services

Ask Izzy for a lot of info about many services Australia wide

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.

Website askizzy.org.au

Infoxchange

Technology for social justice

Website www.infoxchange.org.au

Carer Gateway

Carer Gateway is an Australian Government program providing free services & support for carers. If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you. The Australian Government works with a range of health and carer organisations across Australia, known as Carer Gateway service providers, to deliver services to carers no matter where they live in Australia. Carer Gateway provides many services to support carers in their caring role, including:

- *in-person and online peer support groups*
- *tailored support packages to help with accessing planned respite, transport services, and more*
- *in-person and phone counselling*
- *in-person and online self-guided coaching*
- *online skills courses to support your wellbeing and understanding of legal responsibilities relating to the caring role*
- *access to emergency respite if you suddenly find you can't provide care, for example if you become ill or injured*

Freecall 1800 422 737 M-F 8am-5pm

Homepage | Carer Gateway

Website www.carergateway.gov.au

Disability Advocacy Support Helpline

Disability Advocacy Support Helpline | Department of Social Services

- **Freecall** 1800 643 787
- **Email** thehelpline@advocacy.law.org.au
- **Website** www.health.gov.au/contacts/disability-advocacy-support-helpline

Disability Gateway

The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia

- **Freecall** 1800 643 787
- **Website** www.disabilitygateway.gov.au

Dept Families Fairness and Housing (Services Australia)

Aiming to improve the quality of life for people with a disability through the provision of a broad range of supports & community services, Information about homelessness and crisis accommodation, children, families & young people, disability, financial support & crisis and emergency

- **Website** services.dffh.vic.gov.au/disability

Disability Gateway (Housing)

Information about types of housing, rental assistance, housing rights and key national supports

- **Freecall** 1800 643 767
- **Website** www.disabilitygateway.gov.au

Rainbow Alliance (Stawell)

LGBTQIA+ community organizations, student groups, or regional advocacy bodies designed to provide safe spaces, peer support, and advocacy for queer individuals and their allies

- **Telephone** 5358 3500

Rainbow Network

Find a service for lesbian, gay, bisexual, queer, intersex, trans and gender diverse young Victorians. Search through our directory to connect you with LGBTIQA+ groups and services all over Victoria.

- **Telephone** 9479 1292
- **Website** www.rainbownetwork.com.au

CRISIS & SUPPORT

(some 24 hour service, not all of these are crisis support)

Aboriginal Family Violence Prevention & Legal Service
Telephone 9244 3333

Anxiety Recovery Centre Victoria (ARCVic)
Helpline 1300 269 438

Beyond Blue
Freecall 1300 224 636 (24/7)

Bush Support Line (for rural and remote health workers)
Freecall 1800 805 391 (24/7)

Charlee LGBTQi + Suicide Prevention
Freecall 1800 729 367

Child First
Freecall 1800 705 211

Child Protection Crisis Line
Telephone 13 12 78 (24/7)

Direct Line (Drug & Alcohol help)
Freecall 1800 888 236 (24/7)

Family Alcohol & Drug Support Help
Freecall 1300 368 186 (24/7)

Gay & Lesbian Switchboard
Freecall 1800 729 367

Griefline
Freecall 1300 845 745

Headspace
Freecall 1800 650 890

Kids Help Line
Freecall 1800 551 800 (24/7)

Lifeline
Telephone 13 11 14 (24/7)

Medicare Mental Health
Freecall 1800 595 212

Mehelp
Freecall 1300 323 411

Mental Health Crisis Line
Freecall 1300 661 323 (24/7)

Mensline
Freecall 1300 789 978 (24/7)

Mens Referral Service
Freecall 1300 766 491 (24/7)

Mindspot
Freecall 1800 614 314

National Debt Helpline
Freecall 1800 007 007

Nurse on Call
Freecall 1300 606 024 (24/7)

PANDA (post-natal depression and baby/family related)
Freecall 1300 726 306

Partners in Wellbeing
Freecall 1300 375 330

Qlife
Freecall 1800 184 527

Rainbow Door
Freecall 1800 729 367

Safe Steps (Family Violence Help line)
Freecall 1800 015 188 (24/7)

SANE Australia Helpline
Freecall 1800 187 263

Sexual Assault Crisis Line
Freecall 1800 577 101

Standby Support After Suicide
Freecall 1300 727 247

Suicide Call Back Service
Freecall 1300 659 467 (24/7)

Suicide Line
Freecall 1300 651 251 (24/7)

Thirrili (after suicide support for A/TSI people)
Freecall 1800 805 801 (24/7)

13YARN
Telephone 13 92 76 (24/7)

Yarning Safe and Strong
Freecall 1800 959 563 (24/7)

Brother to Brother (WellMob)
Freecall 1800 435 799 (24/7)

Victims of Crime Helpline
Freecall 1800 819 817

WIRE (Support for Women)
Freecall 1300 134 130

1800 RESPECT
Freecall 1800 737 732 (24/7)

HOUSING

Uniting counselling services are based in Melbourne, Wimmera, Ballarat and Geelong

- **Telephone** 03 9192 8100
- **Emergency Housing** 1800 195 114

hello@unitingvictas.org.au
Website: www.unitinghousing.org.au

Catholic Care

- **Freecall** 1800 123 228
- **Email** info@cchousing.com.au
- **Website** www.catholiccarevic.org.au/services/home-support/catholiccare-victoria-housing

Child and Family Services

- **Freecall** 1800 692 237
- **Website** cafs.org.au/our-services/housing-homelessness

Wintringham

Wintringham is a specialised welfare company that provides housing and care to elderly, frail men and women who are homeless or at risk of homelessness. For people over the age of 50.

- **Telephone** 03 9034 4824
- **Email** admin@wintringham.org.au
- **Website** www.wintringham.org.au/need-a-helping-hand.html

Dept Families, Fairness and Housing

If you are in urgent need of somewhere to stay, you should call our 24-hour statewide toll free number to get help. To speak with a housing and support worker, if you are homeless, at risk of homelessness or escaping family violence,

- **Call** 1800 825 955 **- 24 hour, statewide, toll free number.**

This number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.

- **Freecall** 1300 475 170
- **Website** services.dffh.vic.gov.au/getting-help
- **Bacchus Marsh CAFS Moorabool** 5367 9900
- **Ballarat Uniting Vic-Tas** 5332 1286
- **Daylesford CAFS Daylesford** 5337 3333
- **Horsham Uniting Wimmera** 5362 4000
- **Stawell Uniting Wimmera** 5362 4000
- **Maryborough Maryborough District Health Service** 5461 0300
- **Geelong Meli - Young people 15-25 years old** 5226 8932
- **Geelong The Salvation Army - Adults over 25 years old** 5223 5400
- **Wathaurong Aboriginal Homelessness** 5277 0044

Statewide after-hours services

Name	Phone	Hours of operation
Homelessness Statewide After-Hours Service	(03) 9536 7777 or toll free from landline 1800 825 955 or 1800 627 727	Operates from 5pm to 9am Monday to Friday and all day and night on weekends and public holidays
Safe Steps Family Violence Response Centre - women and children experiencing family violence only	(03) 9322 3555 or toll free 1800 015 188 (not free from mobile)	24 hours

Justice Connect

Dear Landlord self-help tool can draft a letter to your rental provider to negotiate a payment plan, help you understand your rights in the eviction process, & prepare you for VCAT.

- **Telephone** 8636 4400
- **Dear Landlord** apps.justiceconnect.org.au/dear-landlord

Housing Australia

First Home Buyers Scheme, Low Deposit No LMI. Aust Govt Help to Buy Scheme Options

- **Freecall** 1800 549 767
- **Website** firsthomebuyers.gov.au

Housing Choices Australia

Housing Choices Australia is a community housing provider. They build, develop and own a range of housing types for people on lower incomes & people with a disability. They work with individuals, families & support agencies, community organisations & government to meet specific housing needs. Rents are subsidised. Contact Housing Choices for more details

- **Freecall** 1300 312 447
- **Email** contact@hcau.org.au
- **Website** www.housingchoices.org.au

Beyond Housing

- **Freecall** 1800 269 672
- **Website** beyondhousing.org.au

Mission Australia

- **Freecall** 1800 951 123
- **Website** www.missionaustralia.com.au/find-support/housing-and-homelessness

SUPPORTS FOR ABORIGINAL AND TORRES STRAIT ISLANDERS

Koori Liaison Officers – Magistrate Court

- **Telephone** 9603 9364
- **Website** www.mcv.vic.gov.au/find-support/aboriginal-and-torres-strait-islander
- **Website** www.mcv.vic.gov.au/about/koori-court

The program aims to reduce the likelihood of people re-offending by assisting them access support services. The Court Integrated Services Program (CISP) provides support and coordinates referrals to:

- *drug and alcohol treatment services*
- *crisis and supported accommodation*
- *disability and mental health services*
- *acquired brain injury services*
- *Koori specific services.*

- **Website** www.mcv.vic.gov.au/find-support/bail-support-cisp
- **Info Sheet Website** www.mcv.vic.gov.au/sites/default/files/2023-06/MCV%20CISP%20Flyer.pdf

Victorian Aboriginal Legal Service

- **Freecall** 1800 064 865
- **Email** vals@vals.org.au
- **Website** www.vals.org.au/contact-us

Djirra

If you are experiencing or have experienced family violence and need support - they can assist

- **Freecall** 1800 105 303
- **Website** djirra.org.au

Aboriginal Engagement Officers (Vic Legal Aid)

- **Freecall** 1300792 387
- **Email** aceoleadership@vla.vic.gov.au
- **Website** www.legalaid.vic.gov.au/aboriginal-community-engagement-officers

Koori Support at VCAT

- **Website** www.vcat.vic.gov.au/help-and-support/support-services-vcat/koori-support

Partners in Wellbeing (Mental Health Support)

- **Freecall** 1300 375 330
- **Website** partnersinwellbeing.org.au/about

First Nations Supports for Indigenous Australians (for financial wellbeing)

- **Telephone** 9699 6192
- **Website** firstnationsfoundation.org.au

First Nations Disability Network

- **Freecall** 1800 006 455
- **Email** enquiries@fpdn.org.au
- **Website** fpdn.org.au

LIVEUP

For older indigenous people, to assist with ageing, lifestyle and living independently

- **Freecall** 1800 951 971
- **Email** communities@liveup.org.au
- **Website** www.liveup.org.au

Inclusion Australia

Inclusion Australia is the national peak body for intellectual disability. They are the trusted and authentic national voice of people with an intellectual disability and their families. They work closely with people with an intellectual disability and families through the Our Voice committee and our state and territory member organisations.

- **Freecall** 1300 312 343
- **Email** admin@inclusionaustralia.org.au
- **Website** inclusionaustralia.org.au

Grampians disAbility Advocacy

(servicing 11 local government areas across the Grampians and Western Victoria)

- **Freecall** 1800 552 272
- **Email** admin@grampiansadvocacy.org.au
- **Website** www.grampiansadvocacy.org.au

Rights Information and Advocacy Centre

First Nations Disability Advocacy Program is specially designed for Aboriginal or Torres Strait Islander individuals with disabilities, their families, and carers

- **Intake – Phone** 5222 5499
- **Email** referrals@riac.org.au
- **Website** www.riac.org.au

Wathaurong Aboriginal Homelessness

- **Telephone** 5277 0044

RESOURCES - Web Links

Applying for the DSP

- **Website** www.ejaustralia.org.au/wp-content/uploads/EJA-Factsheet-Disability-Support-Pension.pdf
- **Website** dsphelp.org.au
- **Website** dsphelp.org.au/understanding-the-disability-support-pension
- **Website** dsphelp.org.au/applying-for-the-disability-support-pension
- **Website** dsphelp.org.au/getting-the-right-medical-evidence
- **Website** dsphelp.org.au/medical-evidence-bot
- **Website** dsphelp.org.au/what-happens-if-my-application-is-rejected

Applying for the NDIS

- **Website** www.ndis.gov.au/applying-access-ndis/am-i-eligible
- **Website** valid.org.au/resources-and-media/resources/10-steps-excellent-ndis-therapy-reports
- **Website** www.ndis.gov.au/applying-access-ndis/how-apply

Complaints about NDIS workers/services/fraud

- **Website** www.ndiscommission.gov.au/complaints

How to Make a Complaint about Disability Services in Victoria

- **Website** odsc.vic.gov.au/2022/05/16/confused-about-where-to-make-a-complaint-about-a-disability
- **Website** odsc.vic.gov.au/resources/sector-factsheets

The Law Handbook

- **Website** www.lawhandbook.org.au

Noahs Ark and Toy Library

- **Ararat Telephone** 5352 9453
- **Horsham Freecall** 1800 819 140
- **Main Contact** 1800 819 140

AAA Play (all inclusive activities)

- **Freecall** 1800 222 842
- **Website** aaaplay.org.au

PHONE APPS & Info Sharing (to assist people with a disability)

HiAlert is an app that has a "free" component to use the Alert Card in everyday or specific situations, to let others know what health conditions and / or disabilities you have and how they can best support you. Other features are available at a very reasonable cost. Your data is secure and private only you can access and share it.

- **HiAlert** Communication App
- **Daisy App** connects people experiencing violence or abuse to local services across Australia. Family members and friends can also use Daisy to gather information and support people who are experiencing violence. Daisy is an app that provides information about support services in your local area. Daisy was developed by 1800RESPECT and is free to use and download. Daisy includes safety features to help protect the privacy of people using it.
- **Hidden Disabilities Sunflower** the Hidden Disabilities Sunflower is a simple tool for you to voluntarily share that you have a disability or condition that may not be immediately apparent – and that you may need a helping hand, understanding, or more time in shops, at work, on transport or in public spaces. To see learn more and see products that can be purchased, go to their
- **Website** hdsunflower.com/au/shop.html

NOTES



Grampians disAbility Advocacy

To know more about GdA and access other resources go to **www.grampiansadvocacy.org.au**

Or Follow us on Facebook If you are interested in becoming a GdA member or participate in an advisory group or Sub-Committee, email: **admin@grampiansadvocacy.org.au**

All information correct at the time of publishing. It is advised to check current details via the internet in case this information has changed. Feel free to reach out to us and advise any amendments, or recommended inclusions.
We hope this booklet will be of benefit. It is published on our website.