

## Key Victorian Groups providing Advocacy, Information, Legal Support and Complaints handling



Agencies that provide Support with **NDIS Appeals** to Administration Appeals Tribunal (AAT) are in **green** writing

### State-wide Disability Advocacy Services

#### ADEC

#### (Action on Disability in Ethnic Communities)

175 Plenty Rd, Preston 3072  
 Tel: 9480 7000  
 Toll Free: 1800 626 078  
 Fax: 9480 3444  
 Email: [info@adec.org.au](mailto:info@adec.org.au)

#### Dandenong Office

186 Foster St, East Dandenong  
 Tel: 9791 8344

#### Werribee office

Level 1, 1-3 Watton St. Werribee 3030  
 Tel: 8744 2100

*Note: Info, referral, advocacy for ethnic families/groups, Bi-lingual Ethnic Disability Workers*

#### AMIDA

#### (Action for More Independence and Dignity in Accommodation)

1st Floor, Ross House, 247 Flinders Lane, Melbourne VIC 3000  
 Tel: 9650 2722  
 Fax: 9654 8575  
 Email: [amida@amida.org.au](mailto:amida@amida.org.au)

*Information, referral and self advocacy support for people with disability with housing issues*

#### Association for Children with a Disability

**(ACD)** [www.acd.org.au](http://www.acd.org.au) [www.adec.org.au](http://www.adec.org.au)

Suite 1, 587 Canterbury Road  
 Surrey Hills VIC 3127  
 Tel: 9880 7000  
 Toll Free: 1800 654 013  
 Fax: 9818 2300  
 Email: [mail@acd.org.au](mailto:mail@acd.org.au)

*Information Advocacy and Support for families of children who have a disability*

#### Blind Citizens Australia (BCA)

Lev. 3, Ross House  
 247 Flinders Lane, Melbourne 3000  
 Tel: 9654 1400  
 Toll Free: 1800 033 660  
 Fax: 9650 3200  
 Email: [bca@bca.org.au](mailto:bca@bca.org.au)

*Information and individual advocacy support for people with sensory impairment*

#### Communication Rights Australia (CAUS)

Unit 4, 3 Tuck Street [www.amida.org.au](http://www.amida.org.au)  
 Moorabbin (PO Box 292 Bentleigh 3204)  
 Tel: 9555 8552  
 Toll Free: 1300 666 604  
 Fax: 9555 8550  
 Email: [info@caus.com.au](mailto:info@caus.com.au)

*Information and advocacy for people with disabilities who have speech or communication difficulties.*

**Consumer Affairs Victoria (CVA)**

113 Exhibition St, (GPO Box 123: 3001)  
Melbourne ([local offices](#) listed on page 6)  
**Helpline 1300 558 181**  
Koori Helpline 1300 661 511  
Email: [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

*Complaints about purchases, refunds, contracts, scams, door to door sales etc*

**Deaf Victoria**

(formerly Victorian Council of Deaf People - VCOD)  
Level 3, 340 Albert St, (Box 6186)  
East Melbourne 3004  
**SMS: 0431 476 721**  
Email: [info@deafvictoria.com.au](mailto:info@deafvictoria.com.au)

*State-wide advocacy, info & support service for the deaf community*

**Disability Justice Advocacy (DJA)**

2 /28A Albert Street  
Preston 3072  
**Tel: 9474 0077**  
Free call: 1800 808 126  
Email: [info@justadvocacy.com](mailto:info@justadvocacy.com)

*Provide advocacy for people with higher support needs*

**Disability Discrimination Legal Service (DDLS)**

2nd Floor, Ross House 247 Flinders Lane, Melbourne 3000  
Tel: 9654 8644  
Free call 1300 882 872  
TTY: 9654 6817  
Fax: 9639 7422  
Email: [info@ddls.org.au](mailto:info@ddls.org.au)

*Can provide advocacy, legal advice, training and community education on the Federal DDA.*

**Disability Resources Centre (DRC)**

[www.drc.vic.gov.au](http://www.drc.vic.gov.au)  
3rd Floor, Ross House 247 Flinders Lane, Melbourne 3000  
Tel: 9671 3000  
Fax: 9489 2988  
Email: [advocacy@drc.org.au](mailto:advocacy@drc.org.au)

**Outreach:** 186 Foster St East, Dandenong  
Tel: 9791 4870  
Fax: 9792 1111  
Email: [katrina@drc.org.au](mailto:katrina@drc.org.au)

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

**Independent Mental Health Advocacy (IMHA)**

[www.imha.vic.gov.au](http://www.imha.vic.gov.au)  
350 Queen Street, Melbourne VIC 3000  
**Intake Line: 1300 947 820**  
Tel: 9093 3701  
Fax: 9269 5400  
Email: [Contact@imha.vic.gov.au](mailto:Contact@imha.vic.gov.au)  
[www.imha.vic.gov.au](http://www.imha.vic.gov.au) [www.justadvocacy.com](http://www.justadvocacy.com)

*Advocacy support service for people receiving compulsory psychiatric treatment to have as much say as possible about their assessment, treatment and recovery*

**Leadership Plus Inc.**

*(formerly Action for Community Living)*  
25 Flinders Lane, Melbourne  
Tel: 9489 2999  
Fax: 9489 2988 [www.communitylaw.org.au/ddls](http://www.communitylaw.org.au/ddls)  
Free call: 1300 727 017  
Email: [admin@leadershipplus.com](mailto:admin@leadershipplus.com)

*State-wide advocacy & Info for people with all types of disability*

**National Aged Care Advocacy Line**

Tel: 1800 700 600

**Office of the Public Advocate (OPA)**

Level 1, 204 Lygon St, Carlton 3053  
Tel: 1300 309 337  
TTY: 1300 305 612  
Fax: 1300 878 510  
Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

*Advice, assistance and advocacy re. complaints on behalf of people who have an intellectual or psychiatric disability; dementia or an acquired brain injury*

**Star Victoria**

2nd Floor, Ross House, 247 Flinders Lane, Melbourne 3000  
Tel: 9650 2730  
Fax: 9650 6972  
Email: [info@starvictoria.org.au](mailto:info@starvictoria.org.au)

*Aims to heighten awareness of the rights of people with intellectual disabilities*

**VALID**

**(Victorian Advocacy League for Individuals with Disability Inc.)**

130 Cremorne St, Richmond 3121  
Tel: 9416 4003  
Free call: 1800 655 570  
Fax: 9416 0850  
Email: [office@valid.org.au](mailto:office@valid.org.au)  
[www.valid.org.au](http://www.valid.org.au)

*Provides advocacy support for adults with an intellectual disability across Victoria*

**Victorian Mental Illness Awareness Council (VMIAAC)**

Building 1, 22 Aintree St. Brunswick East  
Tel: 9380 3900  
Fax: 9388 1445  
Email: [info@vmiac.org.au](mailto:info@vmiac.org.au)

*Individual advocacy and support for groups of people with emotional and/or mental difficulties*

**Villamanta Disability Rights Legal Service**

[www.villamantadrs.org.au](http://www.villamantadrs.org.au)  
Building ad, Level 2, Deakin University  
1 Gheringhap Street, Geelong 3220  
Tel: 5227 3338  
Toll Free: 1800 014 111

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

**Women with Disabilities Victoria (WDV)**

Lev 9, 255 Bourke St.  
(GPO Box 1160) Melbourne 3001  
Tel: 9286 7800 [www.starvictoria.org.au](http://www.starvictoria.org.au)  
Fax: 9663 7955  
Email: [wdv@wdv.org.au](mailto:wdv@wdv.org.au)

*Systemic advocacy on behalf of women with disabilities*

**Youth Disability Advocacy Service (YDAS)**

Level 2, 235 Queen St  
Melbourne 3000  
Tel: 0429 964 859  
Email: [info@yacvic.org.au](mailto:info@yacvic.org.au)

*Individual advocacy & support for young adults with disabilities*

[www.vmiac.org.au](http://www.vmiac.org.au)

## Regional and Local Disability Advocacy Services

### **ASSERT 4 ALL - A4All**

(also, Barwon Disability Resource Council)

48 McKillop St, Geelong 3220

Tel/TTY: **5221** 8011

Toll free: 1300 942 773

Fax: 5229 5665

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

### **Outreach office**

1 Rutherford Crt, Maddingley 3340

*Information individual advocacy for people with disabilities in Barwon and Southern Grampians areas*

### **Colac Otway Region Advocacy Service (CORAS)**

50 Rae St, Colac 3252

Tel: 5232 1009

Fax: 5232 1291

Email: [pgbrady@bigpond.com](mailto:pgbrady@bigpond.com)

[www.coras.com.au](http://www.coras.com.au)

*Information individual advocacy and support for people with disabilities*

### **DRAS**

Now part of Reg. Info. Advocacy Council (RIAC)

### **Grampians Disability Advocacy Association (GDAA)**

*(previously known as Ararat Stawell Advocacy Service)*

### **Main Office**

2/32 Tuson St (Box 112), Ararat 3377

Tel: 1800 552 272

Fax: 5352 2733

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

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

### **Ballarat Office**

Suite 19, 15 Dawson St South, Ballarat [www.bdrc.org.au](http://www.bdrc.org.au)

Tel: 5364 293

Email: [ballarat@grampiansadvocacy.org.au](mailto:ballarat@grampiansadvocacy.org.au)

### **Daylesford Office**

13 Hospital Street, Daylesford

Tel: 5348 3350

Email: [daylesford@grampiansadvocacy.org.au](mailto:daylesford@grampiansadvocacy.org.au)

### **Clunes Office**

69 Service St. Clunes c/- Daylesford office

### **Horsham Office**

17 McLachlan Street, Horsham

Tel: 5381 2400

Email: [horsham@grampiansadvocacy.org.au](mailto:horsham@grampiansadvocacy.org.au)

### **Stawell Office**

111 Main Street Stawell

Tel: 5358 2164

*Information individual advocacy & support for people with disabilities*

### **Gippsland Disability Advocacy**

Suite 2, 1<sup>st</sup> Floor, 6 – 8 Grey St (PO Box 409, Morwell 3840), Traralgon 3844

Tel: 5175 0444

Email: [administration@gdai.org.au](mailto:administration@gdai.org.au)

*Provides support with individual, self and family advocacy, plus some citizen advocacy*

### **Melbourne East Disability Advocacy (MEDA)**

Level 1, 79 Mahoney's Rd, Forest Hill, 3131 (PO Box 302)

Tel: 9877 7990

Email: [office@meda.org.au](mailto:office@meda.org.au)

*Matches voluntary 'citizens' to a person with a disability as support in the inner east area (Municipalities of Manningham, Whitehorse, Monash and Boroondara)*

**Migrant Resource Centre (MRC) North West**

20 Victoria Crescent, St Albans 3021

Tel: 9367-6044

Fax: 9367-4344

Email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)

*Individual for people with a disability from CALD backgrounds*

**North East Citizen Advocacy (NECA)**

56 Gabonia Avenue, Watsonia South 3087

(PO Box 251 Heidelberg 3084)

Tel/Fax: 8407 3684

Email: [neca@citizenadvocacy.com.au](mailto:neca@citizenadvocacy.com.au)

*Matches voluntary 'citizens' to a person with a disability as support in inner Northern Reg.*

**Regional Disability Advocacy Service (RDAS)**

132 Melbourne Rd, (Box 982) Wodonga 3689

Tel: 02 6056 2420

Toll free: 1800 250 292

Fax: 02 6024 6809

email: [admin@rdas.org.au](mailto:admin@rdas.org.au)

**Wangaratta office**

15-17 Ely Street Wangaratta

Tel: 5718 0171

*Individual & systemic advocacy for people with disabilities living in Upper Murray area*

**Rights Information and Advocacy Centre (RIAC)**

**Shepparton:** 72 Wyndham St. (Box 1763: 3632)

Shepparton

Tel: 5822 1944

Fax: 5831 1610

Email: [advocacyinfo@riac.org.au](mailto:advocacyinfo@riac.org.au) and [referrals@riac.org.au](mailto:referrals@riac.org.au)

**Bendigo:** 122 Queen Street, Bendigo (Box 2219, Bendigo DC 3554)

Tel: 5443 0550

Fax: 5443 5178

Email: [bendigo@riac.org.au](mailto:bendigo@riac.org.au)

**Geelong:** (formerly DRAS) 11/23-31 Gheringhap St. Geelong

Tel: 5222 5499

Email: [geelong@riac.org.au](mailto:geelong@riac.org.au) [www.citizenadvocacy.com](http://www.citizenadvocacy.com)

**Mildura:** Deakin Business Ctr, Corner Lemon Ave and Eighth Street (Box 2641: 3502) Mildura

Tel: 5021 0265

*Information individual advocacy and support for people with disabilities*

**Southern Disability Advocacy**

320 Main St, Mornington (Box 1011 Bentleg 3204)

Tel: 9533 5977

Fax: 9923 6173

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

Mentone office, 2/128 Balcombe Rd.

*Advocates for person with a disability living in Southern Region using paid & voluntary staff*

**Southwest Advocacy Association (SWAA)**

45 Hider St (Box 480), Warrnambool 3280

Tel: 5561 4584

Fax: 5561 4371

email: [admin@swadvocacy.com.au](mailto:admin@swadvocacy.com.au) [www.riac.org.au](http://www.riac.org.au)  
[www.southwestadvocacy.org.au](http://www.southwestadvocacy.org.au)

*Information individual advocacy and support for people with disabilities*

**Sunbury and District Citizen Advocacy**

5A, 36 Macedon Street (PO Box 420) Sunbury

Tel: 9744 7378

Fax: 9740 8535

Email: [casunbury@bigpond.com](mailto:casunbury@bigpond.com)

*Matches voluntary 'citizens' to a person with a disability as support in Sunbury district*

## Self-Advocacy Groups

The following are **formal** self-advocacy groups or networks. However, there are many local informal or service based (i.e. participants come from one service) groups across Victoria - contact SARU or VALID for information about local and service-based groups

### SARU (Self-Advocacy Resource Unit)

Level 1, Ross House 247 Flinders St.  
Melbourne 3000  
Tel: 9639 6856  
Email: [saru@rosshouse.org.au](mailto:saru@rosshouse.org.au)

*Provides information and resourcing to set up and support self-advocacy groups*

### Advocacy South West Network

Facilitator - email:  
[plougheed@warrnambool.vic.gov.au](mailto:plougheed@warrnambool.vic.gov.au)

*Self-advocacy network of people from services across the South Western area of Victoria*

### Brain Injury Matters (BIM)

4<sup>th</sup> Floor, Ross House, 247 Flinders Lane,  
Melbourne  
Tel: 9639 7222  
Fax: 9654 1057  
Email: [office@braininjurymatters.org](mailto:office@braininjurymatters.org)

*Self-advocacy group representing people with brain injury.*

### Diversity & Disability (DND)

45 Main Road West, St Albans 3021  
Tel: 9367-6044  
Fax: 9367-4344  
Email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)

*Facilitates self-advocacy groups for people with a disability from CALD backgrounds*

### New Horizons (EACH)

46 Warrandyte Rd, Ringwood 3134  
Tel: 9871 1850  
Email: [dnewham@each.com.au](mailto:dnewham@each.com.au)

*Self-advocacy group that meets in evenings*

### New Wave Self Advocacy Group

[www.saru.net.au](http://www.saru.net.au)  
c/- 8 Hopetoun Ave, Morwell  
Tel: 5134 8071  
Email: [newwaveteam@gmail.com](mailto:newwaveteam@gmail.com)

*Self-advocacy group for people with intellectual disability including a drop-in centre*

### Powerful Parents Self-Advocacy

Tel: 9650 7855  
Email: [susan-arthur@gmail.com](mailto:susan-arthur@gmail.com)

*Self-advocacy group representing parents with intellectual disability meets at Ross House*

### Reinforce

Lev 2, Ross House, 247 Flinders Lane, Melbourne  
[www.braininjurymatters.org](http://www.braininjurymatters.org)  
Tel: 9650 7855  
Fax: 9636 4004  
Email: [reinforce@rosshouse.org.au](mailto:reinforce@rosshouse.org.au)

*Self-advocacy group representing people with intellectual disability.*

### United Brains

Tel: 5977 5425  
Email: [neilc1953@gmail.com](mailto:neilc1953@gmail.com)  
[www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)

*Provides links between ABI self-advocacy groups to share information and resources*

### VALID Self-Advocacy Networks

130 Cremorne St Richmond VIC 3132  
Tel: 9416 4003  
Email: [rick@valid.org.au](mailto:rick@valid.org.au)

*Facilitates four self-advocacy groups for individuals from services across regions to gain skills & information, as well as advocate about issues of concern to government etc.*



## State-wide generic Advocacy Services

### Consumer Affairs Victoria (CAV)

#### State-wide

Main phone: 1300 558 181  
 Interpreter Service: 131 450

#### Metro North West

27 Dimboola Rd, Broadmeadows  
 Tel: 9936 9100

#### Metro South West

46-50 Walker St, Dandenong  
 Tel: 8765 5222

#### Metro Eastern

703 Station St, Box Hill  
 Tel: 8803 8444

#### Grampians

206 Mair St, Ballarat 3350  
 Tel: 03 4301 7000

#### Hume

119-121 Murphy St, Wangaratta 3677  
 Tel: (03) 5723 6444

#### Gippsland

25 Ann St, Morwell 3840  
 Tel: (03) 5116 5701

#### Barwon South West

Level 5, 30a Little Malop, Geelong 3220  
 Tel: (03) 5226 4444  
 218 Koroit St, Warrnambool 3280  
 Tel: (03) 5560 5273

#### Loddon Mallee

81 Bull St, Bendigo 3550  
 Tel: (03) 5440 6100  
 59 Madden St, Mildura 3500  
 Tel: (03) 5021 6100

*Information and advocacy for any 'consumers' including people with disabilities who need support with problems with buying products, refunds contracts, door to door salespersons*

### Elder Rights Advocacy (ERA)

consumer.vic.gov.au  
 Level 2, 85 Queen St, Melbourne  
**Ph. 9602 3066**  
 Free call: 1800 700 600  
 Email: [era@era.asn.au](mailto:era@era.asn.au)

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

### Seniors Rights Victoria (SRV)

Level 4, 533 Little Lonsdale St, Melbourne  
 Tel: 1300 368 821  
 Email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

*Provide legal services & advocacy (especially Elder Abuse) to any Victorian aged 60 and above*

### SHASP

#### (Social Housing Advocacy and Support Program)

#### Metro Regions

**Wesley Housing and Support Service**  
 291A Maroondah Hwy, Ringwood  
 Tel: 8870 4030

#### Uniting Care Harrison

1012 Little Burwood Hwy, Wantirna South  
 Tel: 9871 8700

#### HomeGround Services

1A/68 Oxford St, Collingwood  
 Tel: (03) 9417 2500

#### SASHS Western – Network (Sunshine)

Tel: 9312 5799

#### Wombat Housing and Support Services

Nth Melbourne 3051  
 Tel: 8327 2222  
 Free call: 1800 887 775

**HomeGround Services**

122 Chapel St, St Kilda  
Tel: 9537 7888

**WAYSS**

294-300 Thomas St, Dandenong  
Tel: (03) 9791 6111

**Rural Regions**

**Community Connections Vic.**

26 Fairy St, Warrnambool 3280  
Tel: 1300 361 680

**Bethany Community Support**

1 Gibb St, Hamlyn Heights 3215  
Tel: 5278 8122

**Quantum Support Services**

225-227 Princess Drive, Morwell  
Tel: 5120 2000  
Free call: 1800 243 455

**Brophy Family and Youth Servs.**

Tel: 5561 8888

**PACT Community Support**

Level 4, 17 Lydiard St Nth, Ballarat  
Tel: 5309 1900  
Free call: 1800 660 446

**Rural Housing Network**

**Seymour**  
Tel: 5735 2000

**Shepparton**

Tel: 5833 1000

**Wodonga**

Tel: (02) 6055 9000

**Wangaratta**

ph. 5722 8000

**Advocacy and Rights Centre (Bendigo & Mildura)**

Tel: 5444 4364  
Free call: 1800 639 121

*Provides advice, advocacy and assistance to public housing tenants throughout Victoria*

**Tenants Union Victoria**

55 Johnston St, Fitzroy 3065

**Admin**

Tel: 9411 1444  
Tenants Help line: (03) 9416 2577  
Email: [emailus@tuv.org.au](mailto:emailus@tuv.org.au)

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



## Legal Centres

Great resource is the Law Handbook - [www.lawhandbook.org.au/](http://www.lawhandbook.org.au/)

### AED (Association of Employees with Disability) LEGAL CENTRE

Suite 4 Level 9, 276 Flinders St, Melbourne  
 Tel: 9639 4333  
 Fax: 9650 2833  
 Email: [noni.lord@aed.org.au](mailto:noni.lord@aed.org.au)

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

### Disability Discrimination Legal Service (DDLS)

See entry in 'State-wide Advocacy section'

*Note: Can provide advocacy, legal advice, training and community education on the Federal DDA*

### Federation of Community Legal Centres (FCLC)

Level 3, 225 Bourke Street, Melbourne VIC 3000  
 Tel: (03) 9652 1500  
 Email: [administration@fclc.org.au](mailto:administration@fclc.org.au)

*Information and support to find appropriate lawyer or to **find your local Community Legal Centre** etc.*

### Mental Health Legal Centre

Building 97, 106–108 Victoria Street  
 Carlton Vic 3053  
 Tel: 9629 4422  
 Free call: 1800 555 887  
 Fax: 9614 0488  
 Email: [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au)

*Information and advice (phone or in person) to people who have a mental illness and their families*

### Victoria Legal Aid (VLA)

350 Queen St, (GPO Box 4380) Melbourne 3001  
 Tel: 9269 0234  
 Rural Victoria: 1300 792 387

*Range of support including a FREE phone legal advice and information service.*

### VILLAMANTA Disability Rights and Legal Service

See details in 'State-wide Advocacy Service section'

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

### Welfare Rights Network legal services Social Security Rights Vic.

PO Box 1221 North Fitzroy 3068  
 Tel: 9481 0355  
 Free call: 1800 094 164  
 Fax: 9419 3552  
 web: [www.ssrvc.org.au](http://www.ssrvc.org.au)

Barwon Community Legal Service  
 Level 1, 63 Thompson St, Belmont  
 Tel: 1300 430 599 or 5221 4744

Email: [bcls@barwoncls.org.au](mailto:bcls@barwoncls.org.au)  
 web: [www.barwoncls.org.au](http://www.barwoncls.org.au)

*Legal Centre for people with problems related to Centrelink. Phone Advice Tuesday to Friday afternoons*

## Monitoring and/or support with complaints

Great resource is the Law Handbook - [www.lawhandbook.org.au/](http://www.lawhandbook.org.au/)

### Administrative Appeals Tribunal (AAT)

Level 4, 15 William St, Melbourne  
 (GPO Box 9955, Melbourne)  
 Tel: 1800 228 333  
 Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)  
 Centrelink or Child Support  
[sscsdivision@aat.gov.au](mailto:sscsdivision@aat.gov.au)

*The Tribunal reviews administrative decisions made by Australian Gov't ministers, departments, agencies (e.g. NDIS, Centrelink) including Migration & Refugee decisions.*

### Australian Human Rights Commission (AHRC)

Postal Address: GPO Box 5218, Sydney NSW 2001  
 Complaints: 1300 656 419  
 Enquiries: 1300 369 711  
 Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)  
[www.humanrights.gov.au](http://www.humanrights.gov.au)

### Commissioner for Children and Young People

Level 18, 570 Bourke St, Melbourne Vic 3000  
 Tel: 8601 5884  
 Free call: 1300 782 978  
 Email: [contact@ccyp.vic.gov.au](mailto:contact@ccyp.vic.gov.au)

*Promotes the safety and wellbeing of children; investigates child deaths and monitors the standard and quality of care to children in out-of-home care.*

### Community Visitors (CV)

C/- Office of Public Advocate  
 204 Lygon St Carlton  
 Free call: 1300 309 337

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

### Complaints Resolution and Referral Service (CRRS)

PO Box 1764 Osborn Park DC, WA 6916  
 Free call: 1800 880 052  
 Fax: 08 9382 9277  
 Email: [crrs@workfocus.com](mailto:crrs@workfocus.com)

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

### Consumer Utilities Advocacy Centre Ltd (CUAC)

Suite 3, Level 2, 172 Flinders St, Melbourne 3000  
 (Note: Building Is Branded '180')  
 Tel: 9639 7600  
 Fax: 9639 8966  
 Email: [info@cuac.org.au](mailto:info@cuac.org.au)

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

### Consumer Affairs Victoria (CAV)

Refer to the 'State-wide Advocacy Services' [www.cav.vic.gov.au](http://www.cav.vic.gov.au) section for contacts

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

### Court Information and Welfare Network

565 Lonsdale St, Melbourne  
 Tel: 9603 7433  
 Free call: 1800 681 614  
 Admin: 9603 7420  
 Fax: 9670 8804 [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)  
 Email: [admin@courtnetwork.com.au](mailto:admin@courtnetwork.com.au)

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

**Disability Services Commissioner (DSC)**

Level 30, 570 Bourke Street, Melbourne 3000  
 Free call: 1800 677 342  
 TTY: 1300 726 563  
 Fax: 03 9603 8310  
 Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

*Supports to resolve complaints about State funded disability services*

**Health Services Commissioner**

26th Floor, 570 Bourke St, Melbourne  
**Complaints**  
 Tel: 8601 5200  
 TTY: 1300 550 275  
 Free call: 1300 582 113  
 Email: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)

*Information and complaints re. Health system.*

**Justice Connect**

(formerly Public Interest Law Clearing House)  
 17/461 Bourke St, [PO Box 16013, Collins St West, Melbourne 8007]  
 General Enquiries: 8636 4400  
 Legal Enquiries: 8636 4444  
 Email: [admin@justiceconnect.org.au](mailto:admin@justiceconnect.org.au)

*For improving access to justice and protecting human rights. Can assist with advice and **access to pro-bono legal support**. Undertakes law reform, policy work and legal education.*

**Law Institute of Victoria**

Level 3, 140 William St, Melbourne  
 (GPO Box 263 Melbourne 3001)  
 Tel: 9607 9311  
 Fax: 9602 5270  
 Email: [enquiries@liv.asn.au](mailto:enquiries@liv.asn.au)

*Can provide info on lawyers in your area and who deal with specialist issues*

**Mental Health Complaints Commissioner (MHCC)**

Level 26, 570 Bourke Street, Melbourne 3000  
 Free call: 1800 246 054  
 Fax: 03 9949 1506  
 Email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)

*Supports to resolve complaints about Victorian mental health services.*

**My Aged Care Complaints**

[www.hcc.vic.gov.au/hsc](http://www.hcc.vic.gov.au/hsc)  
 Dept of Social Services, Stakeholder relations  
 Box 210, Balwyn 3103  
 Tel: 1800 200 442

*Investigate concerns and complaints re facilities receiving aged care funding*

**National Abuse and Neglect Hotline**

Tel: 1800 880 052  
 Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

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

**NDIS Quality and Safeguarding Commission (QSC)**

PO Box 210, Penrith NSW 2750  
 Tel: 1800 035 544  
 Email: [feedback@ndiscommission.gov.au](mailto:feedback@ndiscommission.gov.au)

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

**Office of Professional Practice**

Level 24, 50 Lonsdale St, Melbourne 3000  
 Tel: 9096 8427  
 Fax: 9096 8017  
 Email: [officeofprofessionalpractice@dhhs.vic.gov.au](mailto:officeofprofessionalpractice@dhhs.vic.gov.au)

*Works in partnership with professionals and organisations to maximise people's quality of life, promote people's development and safeguard their rights*

**Office of the Public Advocate (OPA)**

Refer to entry in State-wide Advocacy Services

**Office of the Victorian Information Commissioner (OVIC)**

Level 6, 121 Exhibition St (GPO Box 24274)  
Melbourne 3001  
Enquiries: 1300 006 842  
General: 8684 1660  
Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

**Ombudsman and Industry Complaints**

Australian Financial Complaints Authority (AFCA) (formerly Financial Ombudsman Serv) includes:

**Banking Complaints:**

GPO Box 3, Melbourne 3001  
Tel: 1300 780 808  
Email: [info@afca.org.au](mailto:info@afca.org.au)

**Commonwealth Ombudsman:**

Lev 1, 441 St Kilda Road Melbourne 3004  
Tel: 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Credit and Investment Ombudsman (CIO)**

PO Box A252, Sydney South NSW 1235  
Complaints: 1800 138 422

**Energy and Water Ombudsman VIC (EWOV)**

GPO Box 469, Melbourne 3001  
Tel: 1800 500 509  
Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

**Legal Services Board and Commissioner**

Level 5, 555 Bourke St, Melbourne  
Tel: 1300 796 344  
Email: [admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au)

**Private Health Insurance Industry Ombudsman**

Admin Tel: 02 8235 8777  
Complaints Hotline 1800 640 695  
Email: [info@phio.org.au](mailto:info@phio.org.au)  
Web: [www.phio.org.au](http://www.phio.org.au)

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

GPO Box 24234, Melbourne  
Tel: 1300 735 135

Email: [info@ibac.vic.gov.au](mailto:info@ibac.vic.gov.au) [publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

**Public Transport Ombudsman**

Box 538, Collins St W, Melbourne. 8007  
Tel: 1800 466 865  
Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au) [ovic.vic.gov.au](http://ovic.vic.gov.au)

**Telecommunications Industry Ombudsman (TIO)**

Box 276, Collins St West 8007  
Tel: 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Web: [www.tio.com.au](http://www.tio.com.au)

**Victorian Ombudsman**

[www.afca.org.au](http://www.afca.org.au)  
Lev 1, 459 Collins St. Melbourne  
Regional Tel: 1800 806 314  
Metro Tel: 9613 6222  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

**Senior Practitioner - (former OSP)**

Refer to Office of Professional Practice (previous page) for issues re. DHS programs [www.ombudsman.gov.au](http://www.ombudsman.gov.au)  
Web: [www.dhs.vic.gov.au/ds/osp](http://www.dhs.vic.gov.au/ds/osp)

Monitors and advises on 'restrictive' practice in disability services in Vic. **ONLY up until 30-6-19**  
[www.cio.org.au](http://www.cio.org.au)

**VCAT - Guardianship List**

55 King St., Melbourne 3000  
Tel: 9628 9911  
Free call: 1300 079 413 [www.ewov.com.au](http://www.ewov.com.au)  
Email: [humanrights@vcat.vic.gov.au](mailto:humanrights@vcat.vic.gov.au)

Appoints Guardians and 'Administrators' where required for people over 18 years, who have impairments, disability or illness [www.lsbc.vic.gov.au](http://www.lsbc.vic.gov.au)

**Victorian Equal Opportunity & Human Rights Commission**

Level 3, 204 Lygon St, Carlton 3053  
Enquiry Line: 1300 292 153  
Admin: 1300 891 848  
Fax: 1300 891 858  
TTY: 1300 289 621  
Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

Complaints about unfair treatment regarding work, school, services, housing or financial matters. Free **advice** service on discrimination law through Enquiry Line 9-4pm weekdays

## Equipment and Communication

### Communication and Inclusion Resource Centre (CIRC)

830 Whitehorse Rd. Box Hill 3128  
 Tel: 9843 2000  
 Free call: 1300 472 673  
 Fax: 9843 2033  
 Email: [crc@scopevic.org.au](mailto:crc@scopevic.org.au)

*Aids, resources and training related to communication impairment. Also, Gastrostomy information and NECAS (Non-Electronic Communication Aids Scheme)*

### Contenance Aids Payment Scheme (CAPS)

For assistance with Applications and information  
 Tel: 1800 239 309  
 Email: [caps.processing@humanservices.gov.au](mailto:caps.processing@humanservices.gov.au)  
 Web: [www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)

*People with permanent disability aged 16 - 65yrs - receive an annual allocation of funds for purchase of continence aids, including pads.*

### Electronic Communication Devices Scheme (ECDS)

Refer to details for Independent Living Centre details below.

### Equipment Recycling Network (ERNI)

17 Greenwood Ave (Box 419) Ringwood 3134  
 Tel: 9879 5211  
 Email: [erni@erni.asn.au](mailto:erni@erni.asn.au)

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

### Home Renovation Service

Tel: 9815 1900  
 Rural: 1300 136 513

*Provided via Archicentre 1300 13 45 13 a free assessment & advice on home modifications that assist maintain independent.*

### Disability Aids and Equipment

Showroom [www.scopevic.org.au](http://www.scopevic.org.au)  
 35-37 Tinning Street, Brunswick, VIC 3056  
 Tel: 1300 788 855  
 Email: [customerservice@independenceaustralia.com](mailto:customerservice@independenceaustralia.com)

*Full range of equipment & aids including continence products*

### Independent Living Centre (ILC)

#### Main

Shop C1, Central West Shopping Centre  
 67 Ashley St, Braybrook VIC 3019  
 Postal Address: PO Box 1235, Robinson 3019

#### Eastern

54 Railway Road, Blackburn  
 Tel: 9362 6111  
 Rural: 1300 885 886  
 Fax: 9687 1607  
 TTY 9687 0301  
 Email: [a&ep@yooralla.com.au](mailto:a&ep@yooralla.com.au) or [ilc@yooralla.com.au](mailto:ilc@yooralla.com.au) or [comtas@yooralla.com.au](mailto:comtas@yooralla.com.au)

*Electronic Communication Devices Scheme (ECDS) - communication and technology needs, including advice, therapy, equipment info, training and support to improve communication. ILC - range of equipment to try, along with advice and support. Appointments required*

### Key Word Sign Victoria (formerly Makaton)

PO Box 142, Canterbury 3126  
 Tel: 9899 8684  
 Email: [admin@keywordsignvictoria.org](mailto:admin@keywordsignvictoria.org)  
[housing.vic.gov.au/home-renovation-loan-owners](http://housing.vic.gov.au/home-renovation-loan-owners)

### National Continence Helpline

Tel: 1800 330 066  
 Email: [helpline@continence.org.au](mailto:helpline@continence.org.au)

*Free information and referral telephone service, with professional continence advisors, for people affected by incontinence; including advise about state and territory continence schemes*

**National Public Toilet Map**

Fax: 5333 8111 [www.toiletmap.gov.au](http://www.toiletmap.gov.au)  
 email: [swep@bhs.org.au](mailto:swep@bhs.org.au)

**National Relay Service - NRS**

Level 2, 10 Mallet St, Camperdown NSW 2050  
 24-hour Relay of calls - Voice/TTY 133 677 or  
 Speak and listen 1300 555 727  
 Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)  
 Admin: 1800 555 660  
 Fax: 1800 555 680

[www.relayservice.com.au](http://www.relayservice.com.au)  
*Provides people who have a permanent or long-term disability with subsidised aids, equipment, oxygen, continence and vehicle and home modifications*

*Note: Assists people who are deaf or with speech impairment to make phone calls*

**Solve Disability Solutions (formerly TADVIC)**

c/- Royal Talbot Rehab Centre  
 1 Yarra Blvd, Kew 3101  
 Free call: 1300 663 243  
 Fax: 9853 8098  
 Email: [info@solve.org.au](mailto:info@solve.org.au)

**SCOPE Victoria Advisory Services**

**Building Advisory Service (BAS)**

Tel: 9843 2000  
 Email: [bas@scopevic.org.au](mailto:bas@scopevic.org.au)

*Assists modify standard equipment or develop aids not available retail*

**Gokids Mobility Advisory Service**

Tel: 8311 4009  
 Email: [gokids@scopevic.org.au](mailto:gokids@scopevic.org.au)

**TELSTRA Disability Equipment Program**

Voice: 1800 068 424  
 TTY: 133 677  
 Fax: 1800 814 777  
 Email: [disability@online.telstra.com.au](mailto:disability@online.telstra.com.au)

**Supported Accommodation Equipment Assistance (SAEAS)**

Contact: **SWEP**  
 Free call: 1300 747 937  
 Email: [SWEPcentralintake@bhs.org.au](mailto:SWEPcentralintake@bhs.org.au)

*Note: Information and assistance with telephone adaptations for people with impairments or disability*

Provides equipment and aids for people with disability living in Non-government disability accommodation or respite (excluding aged care facilities)

**Vision Australia Foundation**

454 Glenferrie Rd, Kooyong 3144  
 Tel: 1300 847 466  
 Email: [info@visionaustralia.org](mailto:info@visionaustralia.org)

**State-Wide Equipment Program (SWEP)**

PO Box 1993 Bakery Hill Vic 3354  
 Tel: 1300 747 937 or 03 5333 8100

*Low Vision clinics across State. Sells aids and equipment for people with visual impairments* [swep.bhs.org.au](http://swep.bhs.org.au)

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**Aids and equipment websites**

- Continence Foundation of Australia website [www.continence.org.au](http://www.continence.org.au)
- Bladder Bowel website [www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)
- Independent Living Centres Australia [www.ilcaustralia.org.au](http://www.ilcaustralia.org.au)



## Information and support services

### Afterhours GP Helpline

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

Tel: 1800 022 222

### Aged Care Information Line

Tel: 1800 200 422

### ARBIAS

27 Hope St (Box 5002), Brunswick

Tel: 8388 1222

Fax: 9387 9925

Email: [EnquiriesVIC@arbias.com.au](mailto:EnquiriesVIC@arbias.com.au)

Web: [www.arbias.org.au](http://www.arbias.org.au)

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

### Association for Children with a Disability

Refer to entry in Advocacy Services List

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

### AMAZE (formerly Autism Victoria)

24 Drummond St Carlton (Box 374 Carlton South)

Tel: 9657 1600

INFOline 1300 308 699

Fax: 9639 4955

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

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

*Info, counselling, family support and other services to people with autism/their families*

### Carers Association of Victoria

Level 1, 37 Albert St (Box 2204) Footscray 3011

Tel: 9396 9500

Toll Free: 1800 242 636

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

Web: [www.carersvic.org.au](http://www.carersvic.org.au)

*Information, referral and support for carers of people with disability/illness*

### Carer Gateway

Free call: 1800 422 737

Web: [www.carergateway.gov.au](http://www.carergateway.gov.au)

*Support for parents/carers including respite, information and afterhours emergency respite service*

### DARU (Disability Advocacy Resource Unit)

Level 8, 128 Exhibition St, Melbourne 3000

Phone: 9639 5807

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

Web: [www.daru.org.au](http://www.daru.org.au)

*Provides information and resourcing for state funded advocacy services, their Boards and staff*

### Department of Health and Human Services (DHHS Vic.) – Disability Intake & Response Team

Tel: 1800 783 783 (connects to your local office)

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

### Directline

Free call: 1800 888 236 - 24 hours 7 days a week

Web: [www.health.vic.gov.au/aod/directline](http://www.health.vic.gov.au/aod/directline)

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

### Down Syndrome Victoria Inc. (DSV)

18/71 Victoria Cres, Abbotsford 3067

Tel: 9486 9600 or 1300 658 873

Fax: 9486 9601

Email: [info@dsav.asn.au](mailto:info@dsav.asn.au)

Web: [www.downsyndromevictoria.org.au](http://www.downsyndromevictoria.org.au)

*Support, information, referral, hospital visiting to new parents, computer club and local contacts*



**Epilepsy Foundation of Victoria**

587 Canterbury Rd, Surrey Hills 3124

Tel: 8809 0600

Infoline: 1300 761 487

email: [epilepsy@epilepsyfoundation.org.au](mailto:epilepsy@epilepsyfoundation.org.au)

Web: [www.epilepsyfoundation.org.au](http://www.epilepsyfoundation.org.au)

**Barwon SW and Grampians office**

8/265 Pakington St. Newtown 3220

Tel: 5223 1645

*Support Groups, info, counselling and advocacy assisting people with epilepsy/families*

**Family Planning Victoria - Disability Services**

901 Whitehorse Rd. (Box 1377) Box Hill 3128

Main: 9257 0100

Free call: 1800 013 952

Disability Prog: 9257 0191

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

Web: [www.fpv.org.au](http://www.fpv.org.au)

*Information, library, counselling, community and school education, sexuality education; clinical services*

**Housing Choices Australia  
(formerly Singleton)**

Level 3, 350 Queen St, Melbourne 3000

Tel: 1300 312 447

Fax: 1300 312 737

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

Web: [www.housingchoices.org.au](http://www.housingchoices.org.au)

*Provides range of accommodation options and works with others to plan build housing developments*

## Migrant Resource Centres (MRC)

### Migrant Information Centre Eastern Melbourne

Suite 2, Town Hall Hub, 27 Bank St, Box Hill  
 Tel: 9285 4888  
 email: [mic@miceastmelb.com.au](mailto:mic@miceastmelb.com.au)  
 Web: [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

### Diversitat

153 Pakington St, Geelong West 3218  
 Tel: 5221 6044  
 Email: [info@diversitat.org.au](mailto:info@diversitat.org.au)  
 Web: [www.diversitat.org.au](http://www.diversitat.org.au)

### Gippsland Multicultural Services

100 Buckley St, Morwell  
 Tel: 5133 7072  
 Email: [reception@gms.org.au](mailto:reception@gms.org.au)  
 Web: [www.gms.org.au](http://www.gms.org.au)

### New Hope Migrant & Refugee Centre

40 Grattan St, Prahran 3181  
 Tel: 9510 5877  
 Email [newhope@newhope.asn.au](mailto:newhope@newhope.asn.au)  
 Web: [www.newhope.asn.au](http://www.newhope.asn.au)

### MRC North West

20 Victoria Cres, St. Albans  
 Tel: 9367 6044  
 Email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)  
 Web: [www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)

### Southern Migrant and Refugee Centre

39 Clow St, Dandenong  
 Tel: 9767 1900  
 Email: [smrc@smrc.org.au](mailto:smrc@smrc.org.au)  
 Web: [www.smrc.org.au](http://www.smrc.org.au)

### Spectrum MRC

Lev 5, 61 Riggall St, Dallas 3047  
 Tel: 1300 735 653  
 Email: [info@spectrumvic.org.au](mailto:info@spectrumvic.org.au)  
 Web: [www.spectrumvic.org.au](http://www.spectrumvic.org.au)

163 Harvester Rd, Sunshine 3020  
 Tel: 1300 735 653

### National Disability Insurance Agency (NDIA)

Tel: 1800 800 110  
 Web: [www.ndis.gov.au](http://www.ndis.gov.au)

*New agency overseeing the establishment of the National Disability Insurance Scheme in Victoria*

## Information websites

### Human Services Directory

(health, disability, community)  
 Web: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

### InfoXchange

Web: [www.infoexchange.net.au](http://www.infoexchange.net.au)  
 Web: [www.serviceseeker.com.au](http://www.serviceseeker.com.au)

### Mental Health Advice Website

Web: [www.health.vic.gov.au/mentalhealthadvice](http://www.health.vic.gov.au/mentalhealthadvice)

### Depression Net

Web: [www.depressionnet.org.au](http://www.depressionnet.org.au)

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This **NDIS Tip Sheet** is a resource developed by the VALID Family Team. **Note:** Any updates are appreciated and can be forwarded to Christine Scott [christine@valid.org.au](mailto:christine@valid.org.au)

130 Cremorne Street, Richmond VIC 3121  
 Ph: (03) 9416 4003  
[www.valid.org.au](http://www.valid.org.au)