

Tip Sheet 6 – Advocacy & Other Key Contacts

Key Victorian groups providing Advocacy, Information, Legal Support, Complaints Handling, etc.



Details for agencies that provide support with NDIS Appeals to the Administrative Appeals Tribunal (AAT) are written in blue

STATEWIDE DISABILITY ADVOCACY SERVICES

ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES) Head office: Level 1, U22/855 Plenty Road, SOUTH MORANG VIC 3752 Dandenong: Suite 1, 50 Thomas Street, DANDENONG VIC 3175 Mail: PO Box 40, SOUTH MORANG VIC 3752 Disability and aged care support services for people from ethnic backgrounds, NDIS plan management and appeals support, different forms of advocacy, other information and resources	Web: www.adec.org.au Ph: (03) 9480 7000 Email: info@adec.org.au
AMIDA (ACTION FOR MORE INDEPENDENCE & DIGNITY IN ACCOMMODATION) Office: 1 st Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000 Individual, family, systemic, and self-advocacy support for people with disability regarding housing issues, NDIS appeals support	Web: www.amida.org.au Ph: (03) 9650 2722 Housing Support Worker: 1800 825 955 Email: amida@amida.org.au
ACD (ASSOCIATION FOR CHILDREN WITH A DISABILITY)	Web: www.acd.org.au

Office: Level 1, 587 Canterbury Road, SURREY HILLS VIC 3127	Ph: (03) 9880 7000 or 1800 654 013 (regional) Text: 0475 577 997 Email: mail@acd.org.au
Information, support, and individual advocacy for families of children who have a disability and/or developmental delays	

BCA (BLIND CITIZENS AUSTRALIA)	Web: www.bca.org.au
Office: 3 rd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9654 1400 or 1800 033 660
Individual and systemic advocacy for people who have vision impairment, information access, peer support	Text: 0436 446 780 Email: bca@bca.org.au

CAV (CONSUMER AFFAIRS VICTORIA)	Web: www.consumer.vic.gov.au
Mail: GPO Box 123, MELBOURNE VIC 3001 (General correspondence)	Ph: 1300 558 181
GPO Box 4567, MELBOURNE VIC 3001 (Complaints)	Enquiries/complaints can be submitted via a form available on the website
Where to make complaints and collect information/resources about contracts, purchases, refunds, and scams relating to housing and business	

DEAF VICTORIA	Web: www.deafvictoria.org.au
Office: Level 6, 54 Wellington Street, COLLINGWOOD VIC 3066	Email: info@deafvictoria.org.au
Peak state body providing individual and systemic advocacy for people who are deaf and hard of hearing	Enquiries can be submitted via a form available on the website

DJA (DISABILITY JUSTICE AUSTRALIA)	Web: www.dja.org.au
Mail: Unit 2, 28A Albert Street, PRESTON VIC 3072	Ph: (03) 9474 0077 or 1800 808 126

Individual and systemic advocacy for children and adults with disability, NDIS appeals support	Email: info@dja.org.au
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DDLS (DISABILITY DISCRIMINATION LEGAL SERVICE)	Web: www.ddls.org.au
Office: 2 nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9654 8644 or 1300 882 872
Community legal centre providing information, referral, advice, casework assistance, community legal education, policy, and law reform	(regional) Email: info@ddls.org.au

DRC (DISABILITY RESOURCES CENTRE)	Web: www.drc.org.au
Office: 3 rd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9671 3000
Individual advocacy, NDIS access and support, campaign organisation	Email: advocacy@drc.org.au or info@drc.org.au Enquiries can be submitted via a form available on the website

IFAS (INDEPENDENT FAMILY ADVOCACY SERVICE)	Web:
Non-legal individual advocacy for parents and primary carers in early-stage involvement with the child protection system CATCHMENT AREA REQUIREMENTS APPLY	www.legalaid.vic.gov.au/independent-family-advocacy-and-support Ph: 1800 849 200 Email: IFAScontact@vla.vic.gov.au

IMHA (INDEPENDENT MENTAL HEALTH ADVOCACY)	Web: www.imha.vic.gov.au
Head office: 570 Bourke Street, MELBOURNE VIC 3000	Ph: 1300 947 820
Mail: GPO Box 4380, MELBOURNE VIC 3001	Email: contact@imha.vic.gov.au

Statewide advocacy support service for people receiving compulsory mental health treatment to make decisions and have as much say as possible about their assessment, treatment, and recovery	Enquiries can be submitted via a form available on the website
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LEADERSHIP PLUS	Web: www.leadershipplus.com
Mail: PO Box 190, RICHMOND VIC 3121	Ph: (03) 9489 2999
Statewide individual advocacy service for people with all types of disability, NDIS appeals support	Email: admin@leadershipplus.com or intake@leadershipplus.com

OPA (OFFICE OF THE PUBLIC ADVOCATE)	Web: www.publicadvocate.vic.gov.au
Office: Level 1, 204 Lygon Street, CARLTON VIC 3053	Ph: 1300 309 337 (advice service)
Advice and assistance regarding guardianship and administration, enduring powers of attorney, medical treatment decision-making to people with disability, carers and family, and professionals	In-person appointments and general enquiries can be made via forms available on the website

STAR VICTORIA	Web: www.starvictoria.org.au
Office: 3 rd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9650 2730
Individual advocacy and information for people with intellectual disability	Text: 0491 615 461 Email: info@starvictoria.org.au or advocacy@starvictoria.org.au Enquiries can be submitted via a form available on the website

VALID (VICTORIAN ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY)	Web: www.valid.org.au
Office: Level 1, 144-152 Langridge Street, COLLINGWOOD VIC 3066	Ph: (03) 9416 4003

Individual advocacy for people with intellectual disability	Email: info@valid.org.au Enquiries can be submitted via a form available on the website
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VMIAC (VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL)	Web: www.vmiac.org.au
Office: Level 3, 211 Chapel Street, PRAHRAN VIC 3181	Ph: (03) 9380 3900
Mail: PO Box 59, SOMERTON VIC 3062	Email: reception@vmiac.org.au
Advocacy for people with lived experience of mental health challenges, NDIS access and appeals support	Enquiries can be submitted via a form available on the website

VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE	Web: www.villamanta.org.au
Mail: PO Box 7328, GEELONG WEST 3218	Ph: (03) 5260 1845 (general enquiries) or 1800 014 111 (legal matters)
Information and legal advice about disability-related legal issues, NDIS appeals support (support available for AAT and some internal reviews) CATCHMENT AREA REQUIREMENTS APPLY	Email: legal@villamanta.org.au Enquiries can be submitted via a form available on the website

WDV (WOMEN WITH DISABILITIES VICTORIA)	Web: www.wdv.org.au
Office: Level 1, 255 Bourke Street, MELBOURNE VIC 3000	Ph: (03) 9286 7800
Mail: PO Box 18314, COLLINS STREET EAST VIC 8003	Email: wdv@wdv.org.au
Systemic advocacy and community projects/programs relating to women with disabilities	Enquiries can be submitted via a form available on the website

YDAS (YOUTH DISABILITY ADVOCACY SERVICE)	Web: www.yacvic.org.au/ydas
Office: Level 2, 235 Queen Street, MELBOURNE VIC 3000	Ph: 0438 638 734 (call or text)

Individual advocacy and support for young people aged 12 to 25 who have disabilities	Email: intake@ydas.org.au
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REGIONAL DISABILITY ADVOCACY SERVICES

CITIZEN ADVOCACY SUNBURY AND DISTRICTS	Web: citizenadvocacysunbury.com.au
Office: 5A/36 Macedon Street, SUNBURY VIC 3429	Ph: (03) 9744 7378 or 0408 178 614
Mail: PO Box 420, SUNBURY VIC 3429	Email: casunbury1@bigpond.com
Matches voluntary 'citizens' with a person with a disability for support in the Sunbury district	Enquiries can be submitted via a form available on the website

CORAS (COLAC OTWAY REGION ADVOCACY SERVICE)	Web: www.coras.com.au
Office: 50 Rae Street, COLAC VIC 3250	Ph: (03) 5232 1009
Individual advocacy for people with disabilities in Colac, Otway, and Surf Coast, systemic advocacy, NDIS access and support (no AAT), community engagement programs and events	Email: info@coras.com.au
	Enquiries can be submitted via a form available on the website

GdA (GRAMPIANS DISABILITY ADVOCACY ASSOCIATION)	Web: grampiansadvocacy.org.au
Office: 2/32 Tuson Street, ARARAT VIC 3377	Ph: 1800 552 272
Individual advocacy for people with disabilities in Ballarat, Horsham, Warracknabeal, Ararat, Stawell, Daylesford, and Clunes, peer support programs, NDIS appeals support	Email: admin@grampiansadvocacy.org.au

GDA (GIPPSLAND DISABILITY ADVOCACY)	Web: gdai.com.au
Office: Suite 2, First Floor, 6-8 Grey Street, TRARALGON VIC 3844	Ph: (03) 5175 0444
Bairnsdale: U 1, 210 Main Street, BAIRNSDALE VIC 3875	Email: administration@gdai.org.au
Wonthaggi: Bass Coast Adult Learning, 239 White Road, WONTHAGGI VIC 3995	

Individual advocacy for people with disabilities in Baw Baw, South Gippsland, Bass Coast, Latrobe City, Wellington, and East Gippsland	Enquiries can be submitted via a form available on the website
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MEDA (MELBOURNE EAST DISABILITY ADVOCACY)	Web: www.meda.org.au
Office: Level 1, 79 Mahoneys Road, FOREST HILL VIC 3131	Ph: (03) 9877 7990
Individual advocacy for adults with intellectual disability in Boroondara, Monash, Maroondah, Whitehorse, and Manningham	Email: office@meda.org.au Enquiries can be submitted via a form available on the website

MRC NWR (MIGRANT RESOURCE CENTRE NORTH WEST REGION)	Web: www.mrcnorthwest.org.au
Head office: 20 Victoria Crescent, ST ALBANS VIC 3012	Ph: 1300 676 044
Broadmeadows: Suite 10, 11-17 Pearcedale Parade, BROADMEADOWS VIC 3047	Enquiries can be submitted via a form available on the website
Multiple services designed for recent migrants and people from CALD backgrounds, individual advocacy for people with disabilities from CALD backgrounds, NDIS support coordination	

NECA (NORTH-EAST CITIZEN ADVOCACY)	Web: www.citizenadvocacy.com.au
Office: 56 Gabonia Avenue, WATSONIA VIC 3087	Ph: (03) 8407 3684
Mail: PO Box 251, WATSONIA VIC 3087	Enquiries can be submitted via a form available on the website
Individual and systemic advocacy for people with intellectual disability in Banyule, Darebin, Whittlesea, and Nillumbik	

RDAS (REGIONAL DISABILITY ADVOCACY SERVICE)	Web: www.rdas.org.au
Wodonga: 132 Melbourne Road, WODONGA VIC 3690	Ph: 1800 250 292
Wangaratta: 6/8-10 Tone Road, WANGARATTA VIC 3677	Email: admin@rdas.org.au

Individual advocacy for people with disabilities in North-East Victoria and Southern NSW, NDIS reviews and appeals support	Intake forms and enquiries can be submitted via the website
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RIAC (RIGHTS INFORMATION AND ADVOCACY CENTRE)	Web: www.riac.org.au
Mail: PO Box 1763, SHEPPARTON VIC 3630	Ph: (03) 5222 5499
Individual and systemic advocacy for people with disabilities, First Nations disability advocacy, CHSP Access and Support program, NDIS appeals support	Email: referrals@riac.org.au General enquiries and referrals can be submitted via forms available on the website

SOUTHERN DISABILITY ADVOCACY	Web: www.southernda.org.au
Office: 2/128 Balcombe Road, MENTONE VIC 3194	Ph: (03) 9533 5977
Mail: PO Box 161, BENTLEIGH VIC 3204	Email: info@southernda.org.au
Self advocacy advice line, individual advocacy for people with disabilities in the Port Phillip, Stonnington, Bayside, Glen Eira, Kingston, Casey, Frankston, and Mornington Peninsula LGAs	Enquiries can be submitted via a form on the website Appointments with the self advocacy advice line can be requested via the website

SWAA (SOUTHWEST ADVOCACY ASSOCIATION)	Web: www.southwestadvocacy.org.au
Located in Warrnambool – currently moving office locations	Ph: (03) 5561 4584
Individual and systemic advocacy for people with disabilities in the Corangamite, Glenelg, South Grampians, Moyle, and Warrnambool LGAs, NDIS access and appeals support	Email: admin@swadvocacy.com.au Enquiries can be submitted via a form available on the website

SELF ADVOCACY GROUPS

The following are 'formal' self advocacy groups or networks. There are also many local informal or service based groups across Victoria – contact SARU or VALID for information about local and service based groups.

SARU (SELF ADVOCACY RESOURCE UNIT) Office: Ground Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000 Provides support and resources to self advocacy groups across Victoria for people with intellectual disability, ABI, people with complex communication requirements, and people whose first language is not English	Web: saru.net.au Ph: (03) 9639 6856 Email: saru@rosshouse.org.au Enquiries can be submitted via a form available on the website
BIM (BRAIN INJURY MATTERS) Office: 4 th Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000 Self advocacy and community education run by and for people with Acquired Brain Injury (ABI)	Web: braininjurymatters.org Ph: (03) 9639 7222 Email: office@braininjurymatters.org Enquiries can be submitted via form available on the website
DIVERSITY & DISABILITY – 'THE DnD PROGRAM' Head office: 20 Victoria Crescent, ST ALBANS VIC 3012 Disability self advocacy program delivered from MRC's St Albans office for people from CALD backgrounds	Web: www.mrcnorthwest.org.au/services/disability-services/ Ph: 1300 676 044 Enquiries can be submitted via form available on the website
NEW HORIZONS Office: Lifeworks, 9 Greenwood Avenue, RINGWOOD VIC 3134	Web: www.voicestogether.com.au/self-advocates/find-group/vic/new-horizons/

Self advocacy and mutual support group for adults with intellectual disability, held on the 2 nd Wednesday of each month (\$15.00 cost)	Ph: 0438 099 733 (Sue Chrisfield)
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NEW WAVE GIPPSLAND	Web: newwavegippsland.com
New Wave is comprised of four self advocacy groups focused on people with intellectual disability or acquired brain injury: Morwell, Leongatha, Bass Coast, and Rainbow Pride	Contact details for each new Wave group peer worker are available on the website Enquiries can be submitted via a form available on the website

POSITIVE POWERFUL PARENTS	Web: positivepowerfulparents.com.au
Office: 1 st Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9639 9106
Self advocacy group run for and by parents who have intellectual disability	Email: info@positivepowerfulparents.com.au Enquiries can be submitted via a form available on the website

REINFORCE SELF ADVOCACY	Web: reinforce.org.au
Office: 2 nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9650 7855
Self advocacy group run for and by people who have intellectual disability	Email: info@reinforce.org.au Enquiries can be submitted via a form available on the website

VALID SELF ADVOCACY NETWORKS	Web: valid.org.au/valid-self-advocacy/
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Northern (Bundoora), Eastern (Ringwood), and Western (Maidstone) networks for people with intellectual disability to build self advocacy skills, work on systemic change, and build social connections	Ph: (03) 9416 4003 Email: rick@valid.org.au
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STATEWIDE GENERAL ADVOCACY SERVICES

BEYOND HOUSING	Web: beyondhousing.org.au
Wodonga: Level 4, 111-113 Hume Street, WODONGA VIC 3690	Ph: (03) 6055 9000 (Wodonga)
Wangaratta: 40-42 Rowan Street, WANGARATTA VIC 3676	(03) 5722 8000 (Wangaratta)
Shepparton: 49 Stewart Street, SHEPPARTON VIC 3630	(03) 5833 1000 (Shepparton)
Seymour: 54 Tallarook Street, SEYMOUR VIC 3660	(03) 5735 2000 (Seymour)
Support and information relating to crisis and longer-term housing access and maintenance in the North East and Goulburn Valley regions of Victoria	Email: info@beyondhousing.org.au Enquiries can be submitted via a form on the website

CAV (CONSUMER AFFAIRS VICTORIA)	Web: www.consumer.vic.gov.au
Mail: GPO Box 123, MELBOURNE VIC 3001 (General correspondence)	Ph: 1300 558 181
GPO Box 4567, MELBOURNE VIC 3001 (Complaints)	Enquiries/complaints can be submitted via a form available on the website
Where to make complaints and collect information/resources about contracts, purchases, refunds, and scams relating to housing and business	

ERA (ELDER RIGHTS ADVOCACY)	Web: www.elderrights.org.au
Office: 2 nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	Ph: (03) 9602 3066 or 1800 700 600
Individual advocacy, volunteer visitors, information, and community and professional education for older people	Email: admin@era.asn.au Enquiries can be submitted via a form on the website

SENIORS RIGHTS VICTORIA	Web: seniorsrights.org.au
Office: Level 2, 424 St Kilda Road, MELBOURNE VIC 3004	Ph: (03) 9655 2129 (general enquiries) or 1300 368 821 (helpline)
Information and support for Victorians who are concerned about elder abuse and are aged 60 and above, or 45 and above if you are Indigenous, and professionals in elder care, community legal service	Email: info@seniorsrights.org.au

PLEASE NOTE: The **SOCIAL HOUSING ADVOCACY AND SUPPORT PROGRAM** (SHASP) is now known as **TENANCY PLUS**

TENANCY PLUS Support Providers	WEBSITE	CONTACT
STATEWIDE		
TENANTS VICTORIA	tenantsvic.org.au/	(03) 9416 2577 (renter support line) (03) 9411 1444 (office admin) admin@tenantsvic.org.au
METROPOLITAN MELBOURNE		
LAUNCH HOUSING	launchhousing.org.au/	1800 825 955 (housing advice and support workers) (03) 9288 9600 (office admin) info@launchhousing.org.au
SALVATION ARMY SOCIAL HOUSING AND SUPPORT NETWORK	salvationarmy.org.au/housing/	Area-specific contact information available on website
UNITING VIC TAS HOUSING	unitingvictas.org.au/services/homelessness/	Area-specific contact information available on website
WAYSS	wayss.org.au/get-help/housing-homelessness/	(03) 9791 6111

		Enquiries can be submitted via a form on the Contact page
WOMBAT HOUSING AND SUPPORT SERVICES	wombat.org.au/	(03) 8327 2222 1800 887 775 (free call) wombat@wombat.org.au
REGIONAL VICTORIA		
ARC JUSTICE – HOUSING JUSTICE	arcjustice.org.au/programs/housing-justice/	Area-specific contact information available on website Enquiries and referrals can be submitted via forms on the website
BEYOND HOUSING	beyondhousing.org.au/	1800 825 955 (statewide urgent assistance) Area-specific contact information available on website Enquiries can be submitted via a form on the website
BROPHY FAMILY AND YOUTH SERVICES	brophy.org.au/	(03) 5561 8888 Enquiries can be submitted via a form on the website
CHILD AND FAMILY SERVICES	cafs.org.au/housing-support/	1800 692 237 Enquiries can be submitted via a form on the website

HAVEN HOUSING SERVICES	havenhomesafe.org.au/	1300 428 364 1800 825 955 (statewide urgent assistance) Area-specific contact information available on website
MELI	meli.org.au/	(03) 5226 8900 1800 825 955 (statewide urgent assistance) info@meli.org.au
QUANTUM SUPPORT SERVICES	quantum.org.au/	1800 243 455

LEGAL CENTRES

AED (Association of Employees with Disability) LEGAL CENTRE	Web: www.aed.org.au Ph: (03) 9639 4333 Email: aedlegal@aed.org.au Enquiries can be submitted via a form available on the website
Office: Level 9, 45 William Street, MELBOURNE VIC 3000	
Legal and systemic advocacy for individuals facing disability-based discrimination in education or employment, assistance and support with ‘whole life issues’ that impact education and employment, NDIS appeals support	
BARWON COMMUNITY LEGAL SERVICE	Web: www.barwoncommunitylegal.org.au Ph: 1300 430 599 Email: bcls@barwoncls.org.au
Office: Level 1, 63 Thomson Street, BELMONT VIC 3216	
Mail: PO Box 571, BELMONT VIC 3216	
Free legal information, advice, and casework for people in the Greater Geelong, Bellarine Peninsula, Surf Coast, and Colac Otway regions	

DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)	Web: ddls.org.au Ph: (03) 9654 8644 or 1300 882 872 Email: info@ddls.org.au
Office: 2 nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000	
Community legal centre with a focus on disability-based discrimination and sexual harassment, providing information, referral, advice, casework assistance, community legal education, and policy and law reform	

FEDERATION OF COMMUNITY LEGAL CENTRES (FCLC)	Web: www.fclc.org.au Ph: (03) 9652 1501 Email: administration@fclc.org.au
Office: Level 3, 225 Bourke Street, MELBOURNE VIC 3000	
Peak body for Community Legal Centres and Aboriginal Legal Services for Victoria, in-site search engine for finding your nearest community legal centre	

FITZROY LEGAL SERVICE	Web: fls.org.au Ph: (03) 9419 3744 (Fitzroy and Reservoir)
Fitzroy: Level 4, Fitzroy Town Hall, 201 Napier Street, FITZROY VIC 3065	
Reservoir: 279 Spring Street, RESERVOIR VIC 3073	
In-person or phone Night Service Legal Advice Clinic (appointments required), Day Service provides advice and legal representation for eligible people	

MENTAL HEALTH LEGAL CENTRE (MHLC)	Web: mhlc.org.au Ph: (03) 9629 4422 (intake) Email: mhlc@mhlc.org.au Enquiries can be submitted via a form available on the website
Mail: PO Box 495, 72-82 Errol Street, NORTH MELBOURNE VIC 3051	
Phone-based free legal advice covering a range of matters for mental health consumers, some capacity for advocacy and casework	

NEIGHBOURHOOD JUSTICE CENTRE	Web: www.neighbourhoodjustice.vic.gov.au
Office: 241 Wellington Street, COLLINGWOOD VIC 3066	

Online and in-person legal information and support services, including court-based support	Ph: (03) 9087 5739 Email: njc@courts.vic.gov.au
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SOCIAL SECURITY RIGHTS VICTORIA	Web: www.ssrv.org.au
Mail: PO Box 4226, FITZROY VIC 3065	Ph: (03) 9481 0299 (general enquiries)
Community legal centre providing free legal services relating to social security and Centrelink matters	(03) 9481 0355 (legal assistance line) (03) 9481 0655 (worker help line) 1800 094 164 (regional) Enquiries can be submitted via a form available on the website

VICTORIAN LEGAL AID (VLA)	Web: www.legalaid.vic.gov.au
Melbourne office: Level 9, 570 Bourke Street, MELBOURNE VIC 3000	Ph: 1300 792 387
Mail: GPO Box 4380, MELBOURNE VIC 3001	Legal Help Chat is available on the website and is staffed from 8am to 6pm, Monday to Friday
Multiple metro and regional office locations are listed on the website	
Free legal information available on website and via Legal Help Chat, free legal support available for eligible people	

VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE	Web: villamanta.org.au
Mail: PO Box 7328, GEELONG WEST VIC 3218	Ph: (03) 5260 1845 (general enquiries) or 1800 014 111 (legal issues only)
Community legal centre focused on disability-related legal and justice issues, NDIS appeals support	Email: legal@villamanta.org.au Enquiries can be submitted via a form available on the website

COMPLAINTS: MONITORING AND/OR SUPPORT

ADMINISTRATIVE REVIEWS TRIBUNAL (ART)	Web: www.art.gov.au
VIC office: Level 4, 15 William Street, MELBOURNE VIC 3000	Ph: 1800 228 333
Mail: GPO Box 9955, MELBOURNE VIC 3001	Email: reviews@art.gov.au
Independent reviews of administrative decisions made by under Commonwealth and Norfolk Island laws by Government ministers, departments, and agencies	Applications can be submitted, and case documents uploaded via online.aat.gov.au
AFCA (AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY)	Web: www.afca.org.au
Mail: GPO Box 3, MELBOURNE VIC 3001	Ph: 1800 931 678
Independent assistance for consumers and small businesses to make and resolve complaints about financial firms	Email: info@afca.org.au
	Complaints can be submitted via the website; live chat function is available on the website
AGED CARE QUALITY AND SAFETY COMMISSION	Web: www.agedcarequality.gov.au
National regulator of Commonwealth funded aged care services, provides support to resolve complaints about aged care services	Ph: 1800 951 822
	Email: info@agedcarequality.gov.au
	Complaints can be submitted via a form available on the website
AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)	Web: humanrights.gov.au
Mail: GPO Box 5218, SYDNEY NSW 2001	Ph: 1300 369 711 (reception)
National human rights institution that investigation of relevant complaints, systemic human rights advocacy, education, and research	Enquiries can be submitted via a form available on the website

COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE	Web: ccyp.vic.gov.au Ph: 1300 782 978 (general enquiries) Email: contact@ccyp.vic.gov.au
Mail: Level 18, 570 Bourke Street, MELBOURNE VIC 3000	
Promotes improvement in policies and practices that affect the safety and wellbeing of Victorian children and young people	

COMMONWEALTH OMBUDSMAN	Web: www.ombudsman.gov.au
NSW: Level 20, 60 Castlereagh Street, SYDNEY NSW 2000	Ph: 1300 362 072
VIC: Level 2, 452 Flinders Street, MELBOURNE VIC 3000	Enquiries and complaints can be submitted via forms available on the website
ACT: Level 5, 7 London Circuit, CANBERRA ACT 2601	
QLD: Level 22, 215 Adelaide Street, BRISBANE CITY QLD 4000	
SA: Level 11, 25 Grenfell Street, ADELAIDE SA 5000	
Mail: GPO Box 442, CANBERRA ACT 2601	
Free and independent service to help resolve complaints, after a complaint has already been filed. Is also the ACT Ombudsman, Defence Force Ombudsman, Overseas Students Ombudsman, VET Student Loans Ombudsman, Private Health Insurance Ombudsman, Postal Industry Ombudsman	

COMMUNITY VISITORS	Web: www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors Ph: 1300 309 337 (to request a Community Visitor) Email: opavolunteers@justice.vic.gov.au (to request a Community Visitor)
Volunteers who visit people with disability who are living in funded residential accommodation to check and report on the safety and cleanliness of the accommodation	

	Interest in becoming a Community Visitor volunteer can be registered via a form available on the website
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COMPLAINTS RESOLUTION AND REFERRAL SERVICE	Web: www.jobaccess.gov.au/resource/crrs-fact-sheet Ph: 1800 880 052 Email: crrs@glresolution.au Complaints can be submitted via a form available on the website
Mail: PO Box 1764, OSBORNE PARK DC WA 6916	
Free service for people with disability who are part of or using Disability Employment Services, Australian Disability Enterprises, and/or Disability Advocacy services	

COURT NETWORK	Web: courtnetwork.com.au Ph: 1800 571 239 or (03) 8306 6966 (head office) Email: admin@courtnetwork.com.au Enquiries, feedback, and complaints can be submitted via forms available on the website
Head office: 555 Lonsdale Street, MELBOURNE VIC 3000	
Victoria and Queensland-based volunteers who support people accessing and navigating court systems	

DISABILITY SERVICES COMMISSIONER (DSC)	Web: odsc.vic.gov.au Ph: 1800 677 342 Email: complaints@odsc.vic.gov.au (complaints) or contact@odsc.vic.gov.au (general enquiries)
Office: Level 30, 570 Bourke Street, MELBOURNE VIC 3000	
Supports people with disability to resolve complaints about disability service providers, and promotes the right of people with disability to be free from abuse	

	General enquiries and complaints can be submitted via forms available on the website
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ENERGY AND WATER OMBUDSMAN	Web: www.ewov.com.au
Mail: Reply Paid 469, MELBOURNE VIC 8060 (Braille letters accepted)	Ph: 1800 500 509
Free service that helps to resolve complaints between Victorians and their electricity, gas, and water companies, after a complaint has already been made	Email: ewovinfo@ewov.com.au Complaints can be submitted via the website; live chat function is available on the website

HEALTH COMPLAINTS COMMISSIONER (HCC)	Web: hcc.vic.gov.au
Mail: Level 26, 570 Bourke Street, MELBOURNE VIC 3000	Ph: 1300 582 113
Independent body that receives and helps to resolve complaints about health service providers	Enquiries and complaints can be submitted via forms available on the website

IBAC (INDEPENDENT BROAD-BASED ANTI-CORRUPTION COMMISSION)	Web: ibac.vic.gov.au
Responsible for preventing and exposing public sector corruption and police misconduct in Victoria	Ph: 1300 735 135 Email: info@ibac.vic.gov.au Enquiries and complaints can be submitted via forms available on the website

JUSTICE CONNECT	Web: justiceconnect.org.au
VIC mail: PO Box 16013, DX 128, MELBOURNE VIC 8007	Ph: (03) 8636 4400 (VIC)
NSW mail: PO Box 436, DARLINGHURST NSW 1300	(02) 8599 2100 (NSW)

Improves access to legal support across multiple areas and increases social justice, some capacity to provide free legal support	
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LAW INSTITUTE VICTORIA	Web: www.liv.asn.au
Office: Level 13, 140 William Street, MELBOURNE VIC 3000	Ph: (03) 9607 9311 (reception)
Mail: PO Box 263, MELBOURNE VIC 3001	Email: inquiries@liv.asn.au
Maintains directories for finding legal help in your area across a range of specialist areas, can provide legal information and resources	

MENTAL HEALTH AND WELLBEING COMMISSION	Web: www.mhwc.vic.gov.au
Mail: Level 26, 570 Bourke Street, MELBOURNE VIC 3000	Ph: 1800 246 054
Supports to resolve complaints about publicly funded mental health and wellbeing services in Victoria	Email: help@mhwc.vic.gov.au (complaints and enquiries) Complaints can be submitted via a form available on the website

MY AGED CARE COMPLAINTS	Web: www.myagedcare.gov.au/contact-us/complaints
Mail: PO Box 1237, RUNAWAY BAY QLD 4216	Ph: 1800 200 422
Supports to resolve complaints about My Aged Care, provides guidance around making complaints relating to aged care services and receiving aged care funding	

NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE	Web: www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse
Mail: PO Box 1764, OSBORNE PARK DC WA 6916	Ph: 1800 880 052
Free, independent, and confidential service for reporting abuse and neglect of people with disability	

		Email: hotline@glresolution.au
NDIS QUALITY AND SAFEGUARDS COMMISSION		Web: www.ndiscommission.gov.au
Mail: PO Box 210, PENRITH NSW 2751		Ph: 1800 035 544
Handles complaints from NDIS participants regarding purchases made with NDIS funding, regulates NDIS service providers, monitors compliance against the NDIS Code of Conduct and NDIS Practice Standards		Email: contactcentre@ndiscommission.gov.au Enquiries and complaints can be submitted via forms available on the website
OPA (OFFICE OF PUBLIC ADVOCATE)		Web: www.publicadvocate.vic.gov.au
Office: Level 1, 204 Lygon Street, CARLTON VIC 3053		Ph: 1300 309 337 (advice service)
Advice and assistance regarding guardianship and administration, enduring powers of attorney, medical treatment decision-making to people with disability, carers and family, and professionals		In-person appointments and general enquiries can be made via forms available on the website
OVIC (OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER)		Web: ovic.vic.gov.au
Mail: PO Box 24274, MELBOURNE VIC 3001		Ph: 1300 006 842
Primary regulator of how the public sector collects, uses, and discloses information, provides advice to the community and the Victorian government		Email: enquiries@ovic.vic.gov.au
PTO (PUBLIC TRANSPORT OMBUDSMAN)		Web: www.ptovic.com.au
Mail: PO Box 538, Collins Street West, MELBOURNE VIC 8007		Ph: 1800 466 865
Free and independent service to help resolve complaints about public transport in Victoria, after a complaint has already been made to the public transport operator		Email: enquiries@ptovic.com.au Complaints can be submitted via a form available on the website

TIO (TELECOMMUNICATIONS INDUSTRY OMBUDSMAN)	Web: www.tio.com.au
Mail: PO Box 276, Collins Street West, MELBOURNE VIC 8007	Ph: 1800 062 058
Free and independent service to help people and small businesses to resolve complaints with phone and internet providers, after a complaint has already been made to the provider	A complaints form is available for download from the website and can be emailed to tio@tio.com.au or sent via mail

VCAT (VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL)	Web: www.vcat.vic.gov.au
Mail: GPO Box 5408, MELBOURNE VIC 3001	Ph: 1300 018 228
Melbourne: 55 King Street, MELBOURNE VIC 3000	Different email addresses for particular matters are listed on the website
Bendigo Law Courts: Level 3, 188 Hargreaves Street, BENDIGO VIC 3550	
Bundoora: Level 2, Uni Hill Town Centre, 1-3 Janefield Drive, BUNDOORA VIC 3083	
La Trobe Street, Melbourne: Level 4, 414 La Trobe Street, MELBOURNE VIC 3000 (For guardianship and human rights issues)	
Frankston: 1 Balmoral Street, FRANKSTON VIC 3199	
Oakleigh: Level 1, 20 Atherton Road, OAKLEIGH VIC 3166	
Makes decisions for certain legal cases and supports people to resolve disputes	

VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION	Web: www.humanrights.vic.gov.au
Office: Level 3, 204 Lygon Street, CARLTON VIC 3053 (Appointments only, no walk-ins)	Ph: 1300 292 153
Complaints about unfair treatment regarding disability rights, workplace rights, First Nations peoples' rights, LGBTQIA rights, older people's rights, racial and religious rights, women's rights, and youth rights	Email: enquiries@veohrc.vic.gov.au Complaints can be submitted via a form available on the website or emailed to complaints@veohrc.vic.gov.au

VICTORIAN LEGAL SERVICES BOARD AND COMMISSIONER	Web: lsbc.vic.gov.au Ph: (03) 9679 8001 Complaints can be submitted via a form available on the website
Office: Level 27, 500 Bourke Street, MELBOURNE VIC 3000	
Post: GPO Box 492, MELBOURNE VIC 3001	
Independently regulates lawyers and legal professional standards, supports to manage complaints about lawyers	

VICTORIAN OMBUDSMAN	Web: www.ombudsman.vic.gov.au Ph: 1800 806 314 Complaints can be submitted via a form available on the website
Office: Level 2, 570 Bourke Street, MELBOURNE VIC 3000	
Helps to resolve complaints about an action or decision made by a Victorian public organisation	

VICTORIAN SENIOR PRACTITIONER	Web: www.dffh.vic.gov.au/victorian-senior-practitioner Ph: (03) 9096 8427 Email: victorianseniorpractitioner@dffh.vic.gov.au
Mail: GPO Box 1774, MELBOURNE VIC 3001	
Upholds the rights of people who are subject to restrictive practice and makes sure that appropriate standards are met	

EQUIPMENT AND COMMUNICATION

CAPS (CONTINENCE AIDS PAYMENT SCHEME)	Web: www.health.gov.au/our-work/continence-aids-payment-scheme-caps Ph: 1800 239 309
Government program that provides a payment to eligible people, to help cover the costs of continence products	

CONTINENCE HEALTH AUSTRALIA	Web: www.continence.org.au/
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VIC: Suite 1, 407 Canterbury Road, SURREY HILLS VIC 3127	Ph: 1800 330 066 (national helpline) (03) 8692 8400 (head office – VIC) (02) 8741 5699 (NSW) Email: info@continence.org.au Call back service can be booked via the website
NSW: Brightsky Building, 6 Holker Street, NEWINGTON NSW 2127	
Information and resources relating to continence health, including guidance around getting financial assistance to pay for equipment and aids	

ECDS (ELECTRONIC COMMUNICATION DEVICES SCHEME)	Web: www.yooralla.com.au/electronic-communication-devices-scheme-ecds Ph: 1800 966 725 Email: ecds@yooralla.com.au Enquiries can be submitted via a form available on the website
State-funded scheme administrated by Yooralla where funding is available for eligible people to purchase Electronic Communication Devices	

FREEDOM SOLUTIONS	Web: freedomolutions.org.au/ Ph: 1300 663 243 Email: info@freedomolutions.org.au
NSW: Unit 10, 185 Briens Road, NORTHMEAD NSW 2152	
VIC: 27 Cathrine Street, COBURG NORTH VIC 3058	
Not-for-profit that customises, designs, and builds Assistive Technology solutions for people living with disability in NSW and VIC	

INDEPENDENCE AUSTRALIA	Web: store.independenceaustralia.com/homepage
Web store selling in-home personal care equipment and accessories, dietary and medical aids, mobility and daily living aids, and other items related to improving choices for older people and people with disability	

KEY WORD SIGN VICTORIA	Web: kwsa.org.au/victoria/
Office: Level 2, 109 Burwood Road, HAWTHORN VIC 3122	Ph: 1300 472 673
Information, training, and resources relating to the Key Word Sign style of Alternative and Augmentative Communication.	Email: keywordsignaustralia@scopeaust.org.au Enquiries can be submitted via a form available on the website
NATIONAL PUBLIC TOILET MAP	Web: toiletmap.gov.au/
Map showing public and private general and accessible toilets, adult change, and baby care locations with opening hours	Ph: 1800 990 646 Enquiries can be submitted via a form available on the website
NRS (NATIONAL RELAY SERVICE)	Web: www.accesshub.gov.au/about-the-nrs
Guidance on what the National Relay Service does and how to use the different functions; links to active NRS services	
SCOPE SHOP	Web: shop.scopeaust.org.au/
Wide range of communication aids and resources	Ph: 1300 472 673 Email: contact@scopeaust.org.au Enquiries can be submitted via a form available on the website
SWEP (STATE-WIDE EQUIPMENT PROGRAM)	Web: swep.bhs.org.au/
Mail: PO Box 1993, BAKERY HILL VIC 3354	Ph: (03) 5333 8100 or 1300 747 937

Subsidised Assistive Technology, home and vehicle modifications, oxygen equipment, continence, lymphoedema compression garments, and laryngectomy items and products for eligible people	Email: swep@gh.org.au Feedback and enquiries can be submitted via a form available on the website
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SAEAS (SUPPORTED ACCOMMODATION EQUIPMENT ASSISTANCE SCHEME)	Web: swep.bhs.org.au/supported-accommodation-equipment-assistance-scheme-saeas.php
Subsidised Assistive Technology available to eligible people who currently reside in Department of Health-funded accommodation	Ph: 1300 747 937 Email: swepat@gh.org.au

VISION AUSTRALIA	Web: shop.visionaustralia.org/
Vision Australia's webstore sells vision impairment-focused Assistive Technology	Ph: 1300 847 329

INFORMATION & SUPPORT SERVICES

AFTER HOURS GP HELPLINE	Web: www.healthdirect.gov.au/how-healthdirect-can-help-you
After hours health information and assistance from a registered nurse who can transfer you to a GP if required	Ph: 1800 022 222

AMAZE	Web: www.amaze.org.au/
Mail: PO Box 374, Carlton South VIC 3053	Ph: 1300 308 699
Office: 678 Victoria Street, RICHMOND VIC 3121	Email: info@amaze.org.au
Peak Victorian organisation for people on the autism spectrum, systemic advocacy, information and resources relating to autism	Enquiries can be submitted via a form available on the website; live chat function is available on the website

ARBIAS NSW: 27-29 George Street, North Strathfield NSW 2137 NSW mail: PO Box 117, Concord West NSW 2138 VIC: 27 Hope Street, Brunswick VIC 3056 VIC mail: PO Box 5002, Brunswick VIC 3056 Case management and support services for people who have acquired brain injury, training for industry professionals, research into ABI	Web: www.arbias.org.au/ Ph: (02) 9736 1821 (NSW) (03) 8388 1222 (VIC) Email: enquiriesNSW@arbias.com.au or enquiriesVIC@arbias.com.au
ASK IZZY Regularly updated nationwide search engine for support services	Web: askizzy.org.au/ Email: support@askizzy.org.au (feedback, not general enquiries)
CARERS VICTORIA Mail: PO Box 13305, Law Courts VIC 8010 Statewide organisation providing information, resources, and support for unpaid carers	Web: www.carersvictoria.org.au/ Ph: (03) 9396 9500 or 1800 514 845 Email: reception@carersvictoria.org.au
CARER GATEWAY Federal Government program providing free services, resources, and support for carers	Web: www.carergateway.gov.au/ Ph: 1800 422 737 Requests for a callback or email contact can be submitted via a form available on the website
DARU (DISABILITY ADVOCACY RESOURCE UNIT)	Web: daru.org.au/

Office: VCOSS Level 8, 128 Exhibition Street, MELBOURNE VIC 3000	Ph: (03) 9639 5807
Develops and provides resources and training focused on keeping advocates updated on issues impacting people with disability in Victoria; maintains a registry of Victorian advocacy services	Feedback can be submitted via a form available on the website
DIRECTLINE	Web: www.directline.org.au/
24-hour free and confidential drug and alcohol telephone counselling, information, and referral	Ph: 1800 888 236 Enquiries and feedback can be submitted via a form available on the website; live chat function is available on the website
DISABILITY GATEWAY	Web: www.disabilitygateway.gov.au/
Portal for people with disability and their families and carers to find information, services, and support	Ph: 1800 555 677 Email: disabilitygateway@benevolent.org.au Enquiries and feedback can be submitted via forms available on the website
DOWN SYNDROME VICTORIA	Web: www.downsyndrome.org.au/vic/
Office: 552 Victoria Street, Wurundjeri Country, NORTH MELBOURNE VIC 3051	Ph: (03) 9486 9600 or 1300 658 873
State peak organisation for people with Down syndrome and their families and carers	Email: info@dsav.asn.au Enquiries can be submitted via a form available on the website
EPILEPSY FOUNDATION	Web: epilepsyfoundation.org.au/

Office: 587 Canterbury Road, SURREY HILLS VIC 3127 (*22/04/25 office currently closed for renovations)	Ph: (03) 8809 0600 or 1300 761 487 Email: epilepsy@epilepsyfoundation.org.au
Information, resources, and training relating to epilepsy, support services for people who have epilepsy, peer support groups	

HOUSING CHOICES AUSTRALIA	Web: housingchoices.org.au/
Melbourne: Level 3, 350 Queen Street, MELBOURNE VIC 3000	Ph: 1300 312 447
Develops and provides housing for people on lower incomes and people with disability	Email: info@hcau.org.au

MIGRANT RESOURCE CENTRES	WEBSITE	CONTACT
METROPOLITAN MELBOURNE		
MIGRANT INFORMATION CENTRE	miceastmelb.com.au/	(03) 7049 1600 (Box Hill) (03) 9870 1351 (Ringwood)
MIGRANT RESOURCE CENTRE NORTHWEST	www.mrcnorthwest.org.au/	1300 676 044
SPECTRUM MIGRANT RESOURCE CENTRE	spectrumvic.org.au/	(03) 9300 8600 (Sunshine) (03) 9977 9000 (Dallas) info@spectrumvic.org.au
REGIONAL VICTORIA		
CULTURA	www.cultura.org.au/	(03) 4210 0000 connect@cultura.org.au
GIPPSLAND MULTICULTURAL SERVICES	www.gms.org.au/	(03) 5133 7072 reception@gms.org.au

MY AGED CARE	Web: www.myagedcare.gov.au/ Ph: 1800 200 422 Live chat function is available on the website
Mail: PO Box 1237, RUNAWAY BAY QLD 4216	
Extensive information and support around accessing aged care services	

NDIS (NATIONAL DISABILITY INSURANCE SCHEME)	Web: www.ndis.gov.au/ Ph: 1800 800 110 Email: enquiries@ndis.gov.au Live chat function is available on the website; search function for NDIS and partner office locations available on the website
Information and guidance on accessing and navigating the NDIS; Scheme participant and myplace provider portal access	

SHVIC (SEXUAL HEALTH VICTORIA)	Web: shvic.org.au/ Ph: (03) 9257 0100 or 1800 013 952 Email: shv@shvic.org.au
Box Hill: 901 Whitehorse Road, BOX HILL VIC 3128	
Melbourne: Level 1, 94 Elizabeth Steet, MELBOURNE VIC 3000	
Information, resources, and education relating to sexual health for schools, professionals, and the general community	

Updated April 2025

Please send feedback or comments to info@valid.org.au