**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**

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| **ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)** | Web: [www.adec.org.au](http://www.adec.org.au)  Ph: (03) 9480 7000  Email: [info@adec.org.au](mailto:info@adec.org.au) |
| 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 |

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| **AMIDA (ACTION FOR MORE INDEPENDENCE & DIGNITY IN ACCOMMODATION)** | Web: [www.amida.org.au](http://www.amida.org.au)  Ph: (03) 9650 2722  Housing Support Worker: 1800 825 955  Email: [amida@amida.org.au](mailto:amida@amida.org.au) |
| Office: 1st 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 |

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| **ACD (ASSOCIATION FOR CHILDREN WITH A DISABILITY)** | Web: [www.acd.org.au](http://www.acd.org.au)  Ph: (03) 9880 7000 or 1800 654 013 (regional)  Text: 0475 577 997  Email: [mail@acd.org.au](mailto:mail@acd.org.au) |
| Office: Level 1, 587 Canterbury Road, SURREY HILLS VIC 3127 |
| Information, support, and individual advocacy for families of children who have a disability and/or developmental delays |

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

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

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

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| **DJA (DISABILITY JUSTICE AUSTRALIA)** | Web: [www.dja.org.au](http://www.dja.org.au)  Ph: (03) 9474 0077 or 1800 808 126  Email: [info@dja.org.au](mailto:info@dja.org.au) |
| Mail: Unit 2, 28A Albert Street, PRESTON VIC 3072 |
| Individual and systemic advocacy for children and adults with disability, NDIS appeals support |

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| **DDLS (DISABILITY DISCRIMINATION LEGAL SERVICE)** | Web: [www.ddls.org.au](http://www.ddls.org.au)  Ph: (03) 9654 8644 or 1300 882 872 (regional)  Email: [info@ddls.org.au](mailto:info@ddls.org.au) |
| Office: 2nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000 |
| Community legal centre providing information, referral, advice, casework assistance, community legal education, policy, and law reform |

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

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

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| **IMHA (INDEPENDENT MENTAL HEALTH ADVOCACY)** | Web: [www.imha.vic.gov.au](http://www.imha.vic.gov.au)  Ph: 1300 947 820  Email: [contact@imha.vic.gov.au](mailto:contact@imha.vic.gov.au)  Enquiries can be submitted via a form available on the website |
| Head office: 570 Bourke Street, MELBOURNE VIC 3000 |
| Mail: GPO Box 4380, MELBOURNE VIC 3001 |
| 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 |

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| **LEADERSHIP PLUS** | Web: [www.leadershipplus.com](http://www.leadershipplus.com)  Ph: (03) 9489 2999  Email: [admin@leadershipplus.com](mailto:admin@leadershipplus.com) or [intake@leadershipplus.com](mailto:intake@leadershipplus.com) |
| Mail: PO Box 190, RICHMOND VIC 3121 |
| Statewide individual advocacy service for people with all types of disability, NDIS appeals support |

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

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

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| **VALID (VICTORIAN ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY)** | Web: [www.valid.org.au](http://www.valid.org.au)  Ph: (03) 9416 4003  Email: [info@valid.org.au](mailto:info@valid.org.au)  Enquiries can be submitted via a form available on the website |
| Office: Level 1, 144-152 Langridge Street, COLLINGWOOD VIC 3066 |
| Individual advocacy for people with intellectual disability |

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

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

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

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| **YDAS (YOUTH DISABILITY ADVOCACY SERVICE)** | Web: [www.yacvic.org.au/ydas](http://www.yacvic.org.au/ydas)  Ph: 0438 638 734 (call or text)  Email: [intake@ydas.org.au](mailto:intake@ydas.org.au) |
| Office: Level 2, 235 Queen Street, MELBOURNE VIC 3000 |
| Individual advocacy and support for young people aged 12 to 25 who have disabilities |

**REGIONAL DISABILITY ADVOCACY SERVICES**

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

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| **CORAS (COLAC OTWAY REGION ADVOCACY SERVICE)** | Web: [www.coras.com.au](http://www.coras.com.au)  Ph: (03) 5232 1009  Email: [info@coras.com.au](mailto:info@coras.com.au)  Enquiries can be submitted via a form available on the website |
| Office: 50 Rae Street, COLAC VIC 3250 |
| 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 |

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

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| **GDA (GIPPSLAND DISABILITY ADVOCACY)** | Web: [gdai.com.au](http://www.gdai.com.au)  Ph: (03) 5175 0444  Email: [administration@gdai.org.au](mailto:administration@gdai.org.au)  Enquiries can be submitted via a form available on the website |
| Office: Suite 2, First Floor, 6-8 Grey Street, TRARALGON VIC 3844 |
| Bairnsdale: U 1, 210 Main Street, BAIRNSDALE VIC 3875 |
| 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 |

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| **MEDA (MELBOURNE EAST DISABILITY ADVOCACY)** | Web: [www.meda.org.au](http://www.meda.org.au)  Ph: (03) 9877 7990  Email: [office@meda.org.au](mailto:office@meda.org.au)  Enquiries can be submitted via a form available on the website |
| Office: Level 1, 79 Mahoneys Road, FOREST HILL VIC 3131 |
| Individual advocacy for adults with intellectual disability in Boroondara, Monash, Maroondah, Whitehorse, and Manningham |

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

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

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| **RDAS (REGIONAL DISABILITY ADVOCACY SERVICE)** | Web: [www.rdas.org.au](http://www.rdas.org.au)  Ph: 1800 250 292  Email: [admin@rdas.org.au](mailto:admin@rdas.org.au)  Intake forms and enquiries can be submitted via the website |
| Wodonga: 132 Melbourne Road, WODONGA VIC 3690 |
| Wangaratta: 6/8-10 Tone Road, WANGARATTA VIC 3677 |
| Individual advocacy for people with disabilities in North-East Victoria and Southern NSW, NDIS reviews and appeals support |

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| **RIAC (RIGHTS INFORMATION AND ADVOCACY CENTRE)** | Web: [www.riac.org.au](http://www.riac.org.au)  Ph: (03) 5222 5499  Email: [referrals@riac.org.au](mailto:referrals@riac.org.au)  General enquiries and referrals can be submitted via forms available on the website |
| Mail: PO Box 1763, SHEPPARTON VIC 3630 |
| Individual and systemic advocacy for people with disabilities, First Nations disability advocacy, CHSP Access and Support program, NDIS appeals support |

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| **SOUTHERN DISABILITY ADVOCACY** | Web: [www.southernda.org.au](http://www.southernda.org.au)  Ph: (03) 9533 5977  Email: [info@southernda.org.au](mailto:info@southernda.org.au)  Enquiries can be submitted via a form on the website  Appointments with the self advocacy advice line can be requested via the website |
| Office: 2/128 Balcombe Road, MENTONE VIC 3194 |
| Mail: PO Box 161, BENTLEIGH VIC 3204 |
| 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 |

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

**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.

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| **SARU (SELF ADVOCACY RESOURCE UNIT)** | Web: [saru.net.au](http://www.saru.net.au)  Ph: (03) 9639 6856  Email: [saru@rosshouse.org.au](mailto:saru@rosshouse.org.au)  Enquiries can be submitted via a form available on the website |
| 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 |

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| **BIM (BRAIN INJURY MATTERS)** | Web: [braininjurymatters.org](http://www.braininjurymatters.org)  Ph: (03) 9639 7222  Email: [office@braininjurymatters.org](mailto:office@braininjurymatters.org)  Enquiries can be submitted via form available on the website |
| Office: 4th 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) |

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| **DIVERSITY & DISABILITY – ‘THE DnD PROGRAM’** | Web: [www.mrcnorthwest.org.au/services/disability-services/](http://www.mrcnorthwest.org.au/services/disability-services/)  Ph: 1300 676 044  Enquiries can be submitted via form available on the website |
| 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 |

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| **NEW HORIZONS** | Web: [www.voicestogether.com.au/self-advocates/find-group/vic/new-horizons/](http://www.voicestogether.com.au/self-advocates/find-group/vic/new-horizons/)  Ph: 0438 099 733 (Sue Chrisfield) |
| Office: Lifeworks, 9 Greenwood Avenue, RINGWOOD VIC 3134 |
| Self advocacy and mutual support group for adults with intellectual disability, held on the 2nd Wednesday of each month ($15.00 cost) |

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| **NEW WAVE GIPPSLAND** | Web: [newwavegippsland.com](http://www.newwavegippsland.com)  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 |
| 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 |

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

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

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| **VALID SELF ADVOCACY NETWORKS** | Web: [valid.org.au/valid-self-advocacy/](http://www.valid.org.au/valid-self-advocacy/)  Ph: (03) 9416 4003  Email: [rick@valid.org.au](mailto:rick@valid.org.au) |
| 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 |

**STATEWIDE GENERAL ADVOCACY SERVICES**

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

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

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

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| **SENIORS RIGHTS VICTORIA** | Web: [seniorsrights.org.au](http://www.seniorsrights.org.au)  Ph: (03) 9655 2129 (general enquiries) or 1300 368 821 (helpline)  Email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au) |
| Office: Level 2, 424 St Kilda Road, MELBOURNE VIC 3004 |
| 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 |

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

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| **TENANCY PLUS Support Providers** | **WEBSITE** | **CONTACT** |
| **STATEWIDE** | | |
| TENANTS VICTORIA | [tenantsvic.org.au/](https://tenantsvic.org.au/) | (03) 9416 2577 (renter support line)  (03) 9411 1444 (office admin)  [admin@tenantsvic.org.au](mailto:admin@tenantsvic.org.au) |
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| **METROPOLITAN MELBOURNE** | | |
| LAUNCH HOUSING | [launchhousing.org.au/](https://www.launchhousing.org.au/) | 1800 825 955 (housing advice and support workers)  (03) 9288 9600 (office admin)  [info@launchhousing.org.au](mailto:info@launchhousing.org.au) |
| SALVATION ARMY SOCIAL HOUSING AND SUPPORT NETWORK | [salvationarmy.org.au/housing/](http://www.salvationarmy.org.au/housing/) | Area-specific contact information available on website |
| UNITING VIC TAS HOUSING | [unitingvictas.org.au/services/homelessness/](https://www.unitingvictas.org.au/services/homelessness/) | Area-specific contact information available on website |
| WAYSS | [wayss.org.au/get-help/housing-homelessness/](https://www.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/](https://www.wombat.org.au/) | (03) 8327 2222  1800 887 775 (free call)  [wombat@wombat.org.au](mailto:wombat@wombat.org.au) |
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| **REGIONAL VICTORIA** | | |
| ARC JUSTICE – HOUSING JUSTICE | [arcjustice.org.au/programs/housing-justice/](https://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/](https://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/](https://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/](https://cafs.org.au/housing-support/) | 1800 692 237  Enquiries can be submitted via a form on the website |
| HAVEN HOUSING SERVICES | [havenhomesafe.org.au/](https://havenhomesafe.org.au/) | 1300 428 364  1800 825 955 (statewide urgent assistance)  Area-specific contact information available on website |
| MELI | [meli.org.au/](https://www.meli.org.au/) | (03) 5226 8900  1800 825 955 (statewide urgent assistance)  [info@meli.org.au](mailto:info@meli.org.au) |
| QUANTUM SUPPORT SERVICES | [quantum.org.au/](https://quantum.org.au/) | 1800 243 455 |

**LEGAL CENTRES**

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| **AED (Association of Employees with Disability) LEGAL CENTRE** | Web: [www.aed.org.au](http://www.aed.org.au)  Ph: (03) 9639 4333  Email: [aedlegal@aed.org.au](mailto: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 |

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| **BARWON COMMUNITY LEGAL SERVICE** | Web: [www.barwoncommunitylegal.org.au](http://www.barwoncommunitylegal.org.au)  Ph: 1300 430 599  Email: [bcls@barwoncls.org.au](mailto: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 |

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| **DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)** | Web: [ddls.org.au](http://www.ddls.org.au)  Ph: (03) 9654 8644 or 1300 882 872  Email: [info@ddls.org.au](mailto:info@ddls.org.au) |
| Office: 2nd 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 |

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| **FEDERATION OF COMMUNITY LEGAL CENTRES (FCLC)** | Web: [www.fclc.org.au](http://www.fclc.org.au)  Ph: (03) 9652 1501  Email: [administration@fclc.org.au](mailto: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 |

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| **FITZROY LEGAL SERVICE** | Web: [fls.org.au](https://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 |

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| **MENTAL HEALTH LEGAL CENTRE (MHLC)** | Web: [mhlc.org.au](http://www.mhlc.org.au)  Ph: (03) 9629 4422 (intake)  Email: [mhlc@mhlc.org.au](mailto: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 |

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| **NEIGHBOURHOOD JUSTICE CENTRE** | Web: [www.neighbourhoodjustice.vic.gov.au](http://www.neighbourhoodjustice.vic.gov.au)  Ph: (03) 9087 5739  Email: [njc@courts.vic.gov.au](mailto:njc@courts.vic.gov.au) |
| Office: 241 Wellington Street, COLLINGWOOD VIC 3066 |
| Online and in-person legal information and support services, including court-based support |

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| **SOCIAL SECURITY RIGHTS VICTORIA** | Web: [www.ssrv.org.au](http://www.ssrv.org.au)  Ph: (03) 9481 0299 (general enquiries)  (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 |
| Mail: PO Box 4226, FITZROY VIC 3065 |
| Community legal centre providing free legal services relating to social security and Centrelink matters |

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| **VICTORIAN LEGAL AID (VLA)** | Web: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)  Ph: 1300 792 387  Legal Help Chat is available on the website and is staffed from 8am to 6pm, Monday to Friday |
| Melbourne office: Level 9, 570 Bourke Street, MELBOURNE VIC 3000 |
| Mail: GPO Box 4380, MELBOURNE VIC 3001 |
| 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 |

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| **VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE** | Web: [villamanta.org.au](http://www.villamanta.org.au)  Ph: (03) 5260 1845 (general enquiries) or 1800 014 111 (legal issues only – Weekdays, 10am-4pm AEST)  Email: [legal@villamanta.org.au](mailto:legal@villamanta.org.au)  Enquiries can be submitted via a form available on the website |
| Mail: PO Box 7328, GEELONG WEST VIC 3218 |
| Community legal centre focused on disability-related legal and justice issues, NDIS appeals support |

**COMPLAINTS: MONITORING AND/OR SUPPORT**

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| **ADMINITRATIVE REVIEWS TRIBUNAL (ART)** | Web: [www.art.gov.au](http://www.art.gov.au)  Ph: 1800 228 333  Email: [reviews@art.gov.au](mailto:reviews@art.gov.au)  Applications can be submitted, and case documents uploaded via [online.aat.gov.au](http://www.online.aat.gov.au) |
| VIC office: Level 4, 15 William Street, MELBOURNE VIC 3000 |
| Mail: GPO Box 9955, MELBOURNE VIC 3001 |
| Independent reviews of administrative decisions made by under Commonwealth and Norfolk Island laws by Government ministers, departments, and agencies |

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| **AFCA (AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY)** | Web: [www.afca.org.au](http://www.afca.org.au)  Ph: 1800 931 678  Email: [info@afca.org.au](mailto:info@afca.org.au)  Complaints can be submitted via the website; live chat function is available on the website |
| Mail: GPO Box 3, MELBOURNE VIC 3001 |
| Independent assistance for consumers and small businesses to make and resolve complaints about financial firms |

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| **AGED CARE QUALITY AND SAFETY COMMISSION** | Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  Ph: 1800 951 822  Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)  Complaints can be submitted via a form available on the website |
| National regulator of Commonwealth funded aged care services, provides support to resolve complaints about aged care services |

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| **AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)** | Web: [humanrights.gov.au](http://www.humanrights.gov.au)  Ph: 1300 369 711 (reception)  Enquiries can be submitted via a form available on the website |
| Mail: GPO Box 5218, SYDNEY NSW 2001 |
| National human rights institution that investigation of relevant complaints, systemic human rights advocacy, education, and research |

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| **COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE** | Web: [ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)  Ph: 1300 782 978 (general enquiries)  Email: [contact@ccyp.vic.gov.au](mailto: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 |

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| **COMMONWEALTH OMBUDSMAN** | Web: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)  Ph: 1300 362 072  Enquiries and complaints can be submitted via forms available on the website |
| NSW: Level 20, 60 Castlereagh Street, SYDNEY NSW 2000 |
| VIC: Level 2, 452 Flinders Street, MELBOURNE VIC 3000 |
| 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 |

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| **COMMUNITY VISITORS** | Web: [www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors](http://www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors)  Ph: 1300 309 337 (to request a Community Visitor)  Email: [opavolunteers@justice.vic.gov.au](mailto:opavolunteers@justice.vic.gov.au) (to request a Community Visitor)  Interest in becoming a Community Visitor volunteer can be registered via a form available on the website |
| 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 |

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| **COMPLAINTS RESOLUTION AND REFERRAL SERVICE** | Web: [www.jobaccess.gov.au/resource/crrs-fact-sheet](http://www.jobaccess.gov.au/resource/crrs-fact-sheet)  Ph: 1800 880 052  Email: [crrs@glresolution.au](mailto: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 |

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| **COURT NETWORK** | Web: [courtnetwork.com.au](http://www.courtnetwork.com.au)  Ph: 1800 571 239 (Weekdays, 12pm-4pm AEST)  Email: [admin@courtnetwork.com.au](mailto:admin@courtnetwork.com.au)  Enquiries, feedback, and complaints can be submitted via forms available on the website |
| Free, non-legal community support service provided by volunteers for all court users – victims, witnesses, accused persons, family, and friends |

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| **DISABILITY SERVICES COMMISSIONER (DSC)** | Web: [odsc.vic.gov.au](http://www.odsc.vic.gov.au)  Ph: 1800 677 342  Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au) (complaints) or [contact@odsc.vic.gov.au](mailto:contact@odsc.vic.gov.au) (general enquiries)  General enquiries and complaints can be submitted via forms available on the website |
| 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 |

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

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

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

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| **JUSTICE CONNECT** | Web: [justiceconnect.org.au](http://www.justiceconnect.org.au)  Ph: (03) 8636 4400 (VIC)  (02) 8599 2100 (NSW) |
| VIC mail: PO Box 16013, DX 128, MELBOURNE VIC 8007 |
| NSW mail: PO Box 436, DARLINGHURST NSW 1300 |
| 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](http://www.liv.asn.au)  Ph: (03) 9607 9311 (reception)  Email: [inquiries@liv.asn.au](mailto:inquiries@liv.asn.au) |
| Office: Level 13, 140 William Street, MELBOURNE VIC 3000 |
| Mail: PO Box 263, MELBOURNE VIC 3001 |
| Maintains directories for finding legal help in your area across a range of specialist areas, can provide legal information and resources |

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

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

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| **NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE** | Web: [www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse](http://www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse)  Ph: 1800 880 052  Email: [hotline@glresolution.au](mailto:hotline@glresolution.au) |
| Mail: PO Box 1764, OSBORNE PARK DC WA 6916 |
| Free, independent, and confidential service for reporting abuse and neglect of people with disability |

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| **NDIS QUALITY AND SAFEGUARDS COMMISSION** | Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  Ph: 1800 035 544  Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  Enquiries and complaints can be submitted via forms available on the website |
| Mail: PO Box 210, PENRITH NSW 2751 |
| 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 |

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

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| **OVIC (OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER)** | Web: [ovic.vic.gov.au](http://www.ovic.vic.gov.au)  Ph: 1300 006 842  Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au) |
| Mail: PO Box 24274, MELBOURNE VIC 3001 |
| Primary regulator of how the public sector collects, uses, and discloses information, provides advice to the community and the Victorian government |

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| **PTO (PUBLIC TRANSPORT OMBUDSMAN)** | Web: [www.ptovic.com.au](http://www.ptovic.com.au)  Ph: 1800 466 865  Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)  Complaints can be submitted via a form available on the website |
| Mail: PO Box 538, Collins Street West, MELBOURNE VIC 8007 |
| 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 |

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| **TIO (TELECOMMUNICATIONS INDUSTRY OMBUDSMAN)** | Web: [www.tio.com.au](http://www.tio.com.au)  Ph: 1800 062 058  A complaints form is available for download from the website and can be emailed to [tio@tio.com.au](mailto:tio@tio.com.au) or sent via mail |
| Mail: PO Box 276, Collins Street West, MELBOURNE VIC 8007 |
| 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 |

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| **VCAT (VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL)** | Web: [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)  Ph: 1300 018 228  Different email addresses for particular matters are listed on the website |
| Mail: GPO Box 5408, MELBOURNE VIC 3001 |
| Melbourne: 55 King Street, MELBOURNE VIC 3000 |
| 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 |

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| **VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION** | Web: [www.humanrights.vic.gov.au](http://www.humanrights.vic.gov.au)  Ph: 1300 292 153  Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)  Complaints can be submitted via a form available on the website or emailed to [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au) |
| Office: Level 3, 204 Lygon Street, CARLTON VIC 3053 (Appointments only, no walk-ins) |
| 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 |

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| **VICTORIAN LEGAL SERVICES BOARD AND COMMISSIONER** | Web: [lsbc.vic.gov.au](http://www.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 |

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| **VICTORIAN OMBUDSMAN** | Web: [www.ombudsman.vic.gov.au](http://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 |

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| **VICTORIAN SENIOR PRACTITIONER** | Web: [www.dffh.vic.gov.au/victorian-senior-practitioner](http://www.dffh.vic.gov.au/victorian-senior-practitioner)  Ph: (03) 9096 8427  Email: [victorianseniorpractitioner@dffh.vic.gov.au](mailto: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**

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| **CAPS (CONTINENCE AIDS PAYMENT SCHEME)** | Web: [www.health.gov.au/our-work/continence-aids-payment-scheme-caps](http://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 |

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| **CONTINENCE HEALTH AUSTRALIA** | Web: [www.continence.org.au/](http://www.continence.org.au/)  Ph: 1800 330 066 (national helpline)  (03) 8692 8400 (head office – VIC)  (02) 8741 5699 (NSW)  Email: [info@continence.org.au](mailto:info@continence.org.au)  Call back service can be booked via the website |
| VIC: Suite 1, 407 Canterbury Road, SURREY HILLS VIC 3127 |
| 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 |

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| **ECDS (ELECTRONIC COMMUNICATION DEVICES SCHEME)** | Web: [www.yooralla.com.au/electronic-communication-devices-scheme-ecds](http://www.yooralla.com.au/electronic-communication-devices-scheme-ecds)  Ph: 1800 966 725  Email: [ecds@yooralla.com.au](mailto: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 |

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| **FREEDOM SOLUTIONS** | Web: [freedomsolutions.org.au/](https://freedomsolutions.org.au/)  Ph: 1300 663 243  Email: [info@freedomsolutions.org.au](mailto:info@freedomsolutions.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 |

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| **INDEPENDENCE AUSTRALIA** | Web: [store.independenceaustralia.com/homepage](https://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 |

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| **KEY WORD SIGN VICTORIA** | Web: [kwsa.org.au/victoria/](https://kwsa.org.au/victoria/)  Ph: 1300 472 673  Email: [keywordsignaustralia@scopeaust.org.au](mailto:keywordsignaustralia@scopeaust.org.au)  Enquiries can be submitted via a form available on the website |
| Office: Level 2, 109 Burwood Road, HAWTHORN VIC 3122 |
| Information, training, and resources relating to the Key Word Sign style of Alternative and Augmentative Communication. |

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| **NATIONAL PUBLIC TOILET MAP** | Web: [toiletmap.gov.au/](https://toiletmap.gov.au/)  Ph: 1800 990 646  Enquiries can be submitted via a form available on the website |
| Map showing public and private general and accessible toilets, adult change, and baby care locations with opening hours |

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| **NRS (NATIONAL RELAY SERVICE)** | Web: [www.accesshub.gov.au/about-the-nrs](http://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 |

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| **SCOPE SHOP** | Web: [shop.scopeaust.org.au/](https://shop.scopeaust.org.au/)  Ph: 1300 472 673  Email: [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)  Enquiries can be submitted via a form available on the website |
| Wide range of communication aids and resources |

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| **SWEP (STATE-WIDE EQUIPMENT PROGRAM)** | Web: [swep.bhs.org.au/](https://swep.bhs.org.au/)  Ph: (03) 5333 8100 or 1300 747 937  Email: [swep@gh.org.au](mailto:swep@gh.org.au)  Feedback and enquiries can be submitted via a form available on the website |
| Mail: PO Box 1993, BAKERY HILL VIC 3354 |
| Subsidised Assistive Technology, home and vehicle modifications, oxygen equipment, continence, lymphoedema compression garments, and laryngectomy items and products for eligible people |

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| **SAEAS (SUPPORTED ACCOMMODATION EQUIPMENT ASSISTANCE SCHEME)** | Web: [swep.bhs.org.au/supported-accommodation-equipment-assistance-scheme-saeas.php](https://swep.bhs.org.au/supported-accommodation-equipment-assistance-scheme-saeas.php)  Ph: 1300 747 937  Email: [swepat@gh.org.au](mailto:swepat@gh.org.au) |
| Subsidised Assistive Technology available to eligible people who currently reside in Department of Health-funded accommodation |

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| **VISION AUSTRALIA** | Web: [shop.visionaustralia.org/](https://shop.visionaustralia.org/)  Ph: 1300 847 329 |
| Vision Australia’s webstore sells vision impairment-focused Assistive Technology |

**INFORMATION & SUPPORT SERVICES**

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

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

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| **ARBIAS** | Web: [www.arbias.org.au/](http://www.arbias.org.au/)  Ph: (02) 9736 1821 (NSW)  (03) 8388 1222 (VIC)  Email: [enquiriesNSW@arbias.com.au](mailto:enquiriesNSW@arbias.com.au) or [enquiriesVIC@arbias.com.au](mailto:enquiriesVIC@arbias.com.au) |
| 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 |

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| **ASK IZZY** | Web: [askizzy.org.au/](https://askizzy.org.au/)  Email: [support@askizzy.org.au](mailto:support@askizzy.org.au) (feedback, not general enquiries) |
| Regularly updated nationwide search engine for support services |

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| **CARERS VICTORIA** | Web: [www.carersvictoria.org.au/](http://www.carersvictoria.org.au/)  Ph: (03) 9396 9500 or 1800 514 845  Email: [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au) |
| Mail: PO Box 13305, Law Courts VIC 8010 |
| Statewide organisation providing information, resources, and support for unpaid carers |

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| **CARER GATEWAY** | Web: [www.carergateway.gov.au/](http://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 |
| Federal Government program providing free services, resources, and support for carers |

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| **DARU (DISABILITY ADVOCACY RESOURCE UNIT)** | Web: [daru.org.au/](https://daru.org.au/)  Ph: (03) 9639 5807  Feedback can be submitted via a form available on the website |
| Office: VCOSS Level 8, 128 Exhibition Street, MELBOURNE VIC 3000 |
| 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 |

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| **DIRECTLINE** | Web: [www.directline.org.au/](http://www.directline.org.au/)  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 |
| 24-hour free and confidential drug and alcohol telephone counselling, information, and referral |

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| **DISABILITY GATEWAY** | Web: [www.disabilitygateway.gov.au/](http://www.disabilitygateway.gov.au/)  Ph: 1800 555 677  Email: [disabilitygateway@benevolent.org.au](mailto:disabilitygateway@benevolent.org.au)  Enquiries and feedback can be submitted via forms available on the website |
| Portal for people with disability and their families and carers to find information, services, and support |

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| **DOWN SYNDROME VICTORIA** | Web: [www.downsyndrome.org.au/vic/](http://www.downsyndrome.org.au/vic/)  Ph: (03) 9486 9600 or 1300 658 873  Email: [info@dsav.asn.au](mailto:info@dsav.asn.au)  Enquiries can be submitted via a form available on the website |
| Office: 552 Victoria Street, Wurundjeri Country, NORTH MELBOURNE VIC 3051 |
| State peak organisation for people with Down syndrome and their families and carers |

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

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

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

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| **MY AGED CARE** | Web: [www.myagedcare.gov.au/](http://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 |

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| **NDIS (NATIONAL DISABILITY INSURANCE SCHEME)** | Web: [www.ndis.gov.au/](http://www.ndis.gov.au/)  Ph: 1800 800 110  Email: [enquiries@ndis.gov.au](mailto: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 |

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| **SHVIC (SEXUAL HEALTH VICTORIA)** | Web: [shvic.org.au/](https://shvic.org.au/)  Ph: (03) 9257 0100 or 1800 013 952  Email: [shv@shvic.org.au](mailto: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](mailto:info@valid.org.au)