

## 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 Review Tribunal (ART) are written in blue

### STATEWIDE DISABILITY ADVOCACY SERVICES

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| <b>ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)</b>   | Web: <a href="http://www.adec.org.au">www.adec.org.au</a>   |
| Head office: Level 1, U22/855 Plenty Road, SOUTH MORANG VIC 3752   | Ph: (03) 9480 7000  |
| Dandenong: Suite 1, 50 Thomas Street, DANDENONG VIC 3175   | Email: <a href="mailto:info@adec.org.au">info@adec.org.au</a>   |
| 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 |   |
| <b>AMIDA (ACTION FOR MORE INDEPENDENCE &amp; DIGNITY IN ACCOMMODATION)</b>   | Web: <a href="http://www.amida.org.au">www.amida.org.au</a>   |
| Office: 1 <sup>st</sup> Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000   | Ph: (03) 9650 2722  |
| Individual, family, systemic, and self-advocacy support for people with disability regarding housing issues, NDIS appeals support  | Housing Support Worker: 1800 825 955<br>Email: <a href="mailto:amida@amida.org.au">amida@amida.org.au</a> |
| <b>ACD (ADVOCATING FOR CHILDREN WITH A DISABILITY)</b>   | Web: <a href="http://www.acd.org.au">www.acd.org.au</a>   |

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| Office: Unit 6, 400 Canterbury Road, SURREY HILLS VIC 3127   | Ph: (03) 9880 7000 or 1800 654 013  |
| Information, support, and individual advocacy for families of children who have a disability and/or developmental delays                   | (regional)<br>Text: 0475 577 997<br>Email: <a href="mailto:mail@acd.org.au">mail@acd.org.au</a> |
| <b>BCA (BLIND CITIZENS AUSTRALIA)</b>  | Web: <a href="http://www.bca.org.au">www.bca.org.au</a>   |
| Office: 3 <sup>rd</sup> 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<br>Email: <a href="mailto:bca@bca.org.au">bca@bca.org.au</a>                 |
| <b>CAV (CONSUMER AFFAIRS VICTORIA)</b>   | Web: <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>                       |
| 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 |   |
| <b>DEAF VICTORIA</b>   |   |
| Office: Level 6, 54 Wellington Street, COLLINGWOOD VIC 3066  | Email: <a href="mailto:info@deafvictoria.org.au">info@deafvictoria.org.au</a>                   |
| 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                                  |
| <b>DJA (DISABILITY JUSTICE AUSTRALIA)</b>  | Web: <a href="http://www.dja.org.au">www.dja.org.au</a>   |
| Mail: Unit 2, 28A Albert Street, PRESTON VIC 3072  | Ph: (03) 9474 0077 or 1800 808 126  |

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| Individual and systemic advocacy for children and adults with disability, NDIS appeals support  | Email: <a href="mailto:info@dja.org.au">info@dja.org.au</a>   |
| <b>DDLs (DISABILITY DISCRIMINATION LEGAL SERVICE)</b>   | Web: <a href="http://www.ddls.org.au">www.ddls.org.au</a>   |
| Office: 2 <sup>nd</sup> 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)<br>Email: <a href="mailto:info@ddls.org.au">info@ddls.org.au</a>   |
| <b>DRC (DISABILITY RIGHTS AND CULTURE)</b>  | Web: <a href="http://www.drc.org.au">www.drc.org.au</a>   |
| Office: 3 <sup>rd</sup> Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000  | Ph: (03) 9671 3000  |
| Individual advocacy, NDIS access and support, campaign organisation   | Email: <a href="mailto:advocacy@drc.org.au">advocacy@drc.org.au</a> or <a href="mailto:info@drc.org.au">info@drc.org.au</a><br>Enquiries can be submitted via a form available on the website |
| <b>IFAS (INDEPENDENT FAMILY ADVOCACY SERVICE)</b>   | Web:  |
| Non-legal individual advocacy for parents and primary carers in early-stage involvement with the child protection system<br>CATCHMENT AREA REQUIREMENTS APPLY | <a href="http://www.legalaid.vic.gov.au/independent-family-advocacy-and-support">www.legalaid.vic.gov.au/independent-family-advocacy-and-support</a><br>Ph: 1800 849 200                      |
|   | Email: <a href="mailto:IFAScontact@vla.vic.gov.au">IFAScontact@vla.vic.gov.au</a>   |
| <b>IMHA (INDEPENDENT MENTAL HEALTH ADVOCACY)</b>  | Web: <a href="http://www.imha.vic.gov.au">www.imha.vic.gov.au</a>   |
| Head office: 570 Bourke Street, MELBOURNE VIC 3000  | Ph: 1300 947 820  |
| Mail: GPO Box 4380, MELBOURNE VIC 3001  | Email: <a href="mailto:contact@imha.vic.gov.au">contact@imha.vic.gov.au</a>   |

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| 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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| <b>LEADERSHIP PLUS</b>  | Web: <a href="http://www.leadershipplus.com">www.leadershipplus.com</a>   |
| 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: <a href="mailto:admin@leadershipplus.com">admin@leadershipplus.com</a> or <a href="mailto:intake@leadershipplus.com">intake@leadershipplus.com</a> |

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| <b>OPA (OFFICE OF THE PUBLIC ADVOCATE)</b>  | Web: <a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a>       |
| 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 |

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| <b>STAR VICTORIA</b>   | Web: <a href="http://www.starvictoria.org.au">www.starvictoria.org.au</a>   |
| Office: 3 <sup>rd</sup> 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: <a href="mailto:info@starvictoria.org.au">info@starvictoria.org.au</a> or <a href="mailto:advocacy@starvictoria.org.au">advocacy@starvictoria.org.au</a> |
|  | Enquiries can be submitted via a form available on the website  |

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| <b>VALID (VICTORIAN ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY)</b> | Web: <a href="http://www.valid.org.au">www.valid.org.au</a> |
| Office: Level 1, 144-152 Langridge Street, COLLINGWOOD VIC 3066          | Ph: (03) 9416 4003  |

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| Individual advocacy for people with intellectual disability | Email: <a href="mailto:info@valid.org.au">info@valid.org.au</a><br>Enquiries can be submitted via a form available on the website |
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| <b>VMIAC (VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL)</b>  | Web: <a href="http://www.vmiac.org.au">www.vmiac.org.au</a>               |
| Office: Level 3, 211 Chapel Street, PRAHRAN VIC 3181   | Ph: (03) 9380 3900  |
| Mail: PO Box 59, SOMERTON VIC 3062   | Email: <a href="mailto:reception@vmiac.org.au">reception@vmiac.org.au</a> |
| 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            |

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| <b>VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE</b>   | Web: <a href="http://www.villamanta.org.au">www.villamanta.org.au</a>   |
| 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)<br>CATCHMENT AREA REQUIREMENTS APPLY | Email: <a href="mailto:legal@villamanta.org.au">legal@villamanta.org.au</a><br>Enquiries can be submitted via a form available on the website |

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

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| <b>YDAS (YOUTH DISABILITY ADVOCACY SERVICE)</b>       | Web: <a href="http://www.yacvic.org.au/ydas">www.yacvic.org.au/ydas</a> |
| Office: Level 2, 235 Queen Street, MELBOURNE VIC 3000 | Ph: 0438 638 734 (call or text)   |

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| Individual advocacy and support for young people aged 12 to 25 who have disabilities | Email: <a href="mailto:intake@ydas.org.au">intake@ydas.org.au</a> |
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## REGIONAL DISABILITY ADVOCACY SERVICES

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| <b>CITIZEN ADVOCACY SUNBURY AND DISTRICTS</b>  | Web: <a href="http://citizenadvocacysunbury.com.au">citizenadvocacysunbury.com.au</a> |
| Office: 5A/36 Macedon Street, SUNBURY VIC 3429   | Ph: (03) 9744 7378 or 0408 178 614  |
| Mail: PO Box 420, SUNBURY VIC 3429   | Email: <a href="mailto:casunbury1@bigpond.com">casunbury1@bigpond.com</a>             |
| 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                        |

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| <b>CORAS (COLAC OTWAY REGION ADVOCACY SERVICE)</b>  | Web: <a href="http://www.coras.com.au">www.coras.com.au</a>   |
| 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: <a href="mailto:info@coras.com.au">info@coras.com.au</a><br>Enquiries can be submitted via a form available on the website |

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| <b>GdA (GRAMPIANS DISABILITY ADVOCACY ASSOCIATION)</b>   | Web: <a href="http://grampiansadvocacy.org.au">grampiansadvocacy.org.au</a>               |
| 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: <a href="mailto:admin@grampiansadvocacy.org.au">admin@grampiansadvocacy.org.au</a> |

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| <b>GDA (GIPPSLAND DISABILITY ADVOCACY)</b>                               | Web: <a href="http://gdai.com.au">gdai.com.au</a>                                 |
| 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: <a href="mailto:administration@gdai.org.au">administration@gdai.org.au</a> |
| Wonthaggi: Bass Coast Adult Learning, 239 White Road, WONTHAGGI VIC 3995 |   |

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| 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  |
| <b>MEDA (MELBOURNE EAST DISABILITY ADVOCACY)</b>   | Web: <a href="http://www.meda.org.au">www.meda.org.au</a>   |
| 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: <a href="mailto:office@meda.org.au">office@meda.org.au</a><br>Enquiries can be submitted via a form available on the website |
| <b>MRC NWR (MIGRANT RESOURCE CENTRE NORTH WEST REGION)</b>   | Web: <a href="http://www.mrcnorthwest.org.au">www.mrcnorthwest.org.au</a>   |
| 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 |   |
| <b>NECA (NORTH-EAST CITIZEN ADVOCACY)</b>  | Web: <a href="http://www.citizenadvocacy.com.au">www.citizenadvocacy.com.au</a>   |
| 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  |   |
| <b>RDAS (REGIONAL DISABILITY ADVOCACY SERVICE)</b>   | Web: <a href="http://www.rdas.org.au">www.rdas.org.au</a>   |
| Wodonga: 132 Melbourne Road, WODONGA VIC 3690  | Ph: 1800 250 292  |
| Wangaratta: 6/8-10 Tone Road, WANGARATTA VIC 3677  | Email: <a href="mailto:admin@rdas.org.au">admin@rdas.org.au</a>   |

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| <p>Individual advocacy for people with disabilities in North-East Victoria and Southern NSW, NDIS reviews and appeals support</p>  | <p>Intake forms and enquiries can be submitted via the website</p>  |
| <p><b>RIAC (RIGHTS INFORMATION AND ADVOCACY CENTRE)</b></p>  | <p>Web: <a href="http://www.riac.org.au">www.riac.org.au</a></p>  |
| <p>Mail: PO Box 1763, SHEPPARTON VIC 3630</p>  | <p>Ph: (03) 5222 5499</p>   |
| <p>Individual and systemic advocacy for people with disabilities, First Nations disability advocacy, CHSP Access and Support program, NDIS appeals support</p>                                     | <p>Email: <a href="mailto:referrals@riac.org.au">referrals@riac.org.au</a><br/>         General enquiries and referrals can be submitted via forms available on the website</p> |
| <p><b>SOUTHERN DISABILITY ADVOCACY</b></p>   | <p>Web: <a href="http://www.southernda.org.au">www.southernda.org.au</a></p>  |
| <p>Office: 2/128 Balcombe Road, MENTONE VIC 3194</p>   | <p>Ph: (03) 9533 5977</p>   |
| <p>Mail: PO Box 161, BENTLEIGH VIC 3204</p>  | <p>Email: <a href="mailto:info@southernda.org.au">info@southernda.org.au</a></p>  |
| <p>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</p> | <p>Enquiries can be submitted via a form on the website<br/>         Appointments with the self advocacy advice line can be requested via the website</p>                       |
| <p><b>SWAA (SOUTHWEST ADVOCACY ASSOCIATION)</b></p>  | <p>Web: <a href="http://swadvocacy.com.au">swadvocacy.com.au</a></p>  |
| <p>Office: 193A Liebig Street, WARRNAMBOOL VIC 3280</p>  | <p>Ph: (03) 5561 4584</p>   |
| <p>Mail: PO Box 480, WARRNAMBOOL VIC 3280</p>  | <p>Email: <a href="mailto:admin@swadvocacy.com.au">admin@swadvocacy.com.au</a></p>  |
| <p>Individual and systemic advocacy for people with disabilities in the Corangamite, Glenelg, South Grampians, Moyle, and Warrnambool LGAs, NDIS access and appeals support</p>                    | <p>Enquiries can be submitted via a form available on the website</p>   |

## 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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| <b>SARU (SELF ADVOCACY RESOURCE UNIT)</b>   | Web: <a href="http://saru.net.au">saru.net.au</a>   |
| Office: Ground Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000   | Ph: (03) 9639 6856  |
| 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 | Email: <a href="mailto:saru@rosshouse.org.au">saru@rosshouse.org.au</a><br>Enquiries can be submitted via a form available on the website                             |
| <b>BIM (BRAIN INJURY MATTERS)</b>   | Web: <a href="http://braininjurymatters.org">braininjurymatters.org</a>   |
| Office: 4 <sup>th</sup> Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000  | Ph: (03) 9639 7222  |
| Self advocacy and community education run by and for people with Acquired Brain Injury (ABI)  | Email: <a href="mailto:office@braininjurymatters.org">office@braininjurymatters.org</a><br>Enquiries can be submitted via form available on the website               |
| <b>DIVERSITY &amp; DISABILITY – ‘THE DnD PROGRAM’</b>   | Web:  |
| Head office: 20 Victoria Crescent, ST ALBANS VIC 3012   | <a href="http://www.mrcnorthwest.org.au/services/disability-services/">www.mrcnorthwest.org.au/services/disability-services/</a>                                      |
| Disability self advocacy program delivered from MRC’s St Albans office for people from CALD backgrounds   | Ph: 1300 676 044<br>Enquiries can be submitted via form available on the website  |
| <b>NEW HORIZONS</b>   | Web: <a href="http://www.voicestogether.com.au/self-advocates/find-group/vic/new-horizons/">www.voicestogether.com.au/self-advocates/find-group/vic/new-horizons/</a> |
| Office: Lifeworks, 9 Greenwood Avenue, RINGWOOD VIC 3134  |   |

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| Self advocacy and mutual support group for adults with intellectual disability, held on the 2 <sup>nd</sup> Wednesday of each month (\$15.00 cost) | Ph: 0438 099 733 (Sue Chrisfield) |
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| <b>NEW WAVE GIPPSLAND</b>   | Web: <a href="http://newwavegippsland.com">newwavegippsland.com</a>  |
| 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<br>Enquiries can be submitted via a form available on the website |

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| <b>POSITIVE POWERFUL PARENTS</b>   | Web: <a href="http://positivepowerfulparents.com.au">positivepowerfulparents.com.au</a>   |
| Office: 1 <sup>st</sup> 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: <a href="mailto:info@positivepowerfulparents.com.au">info@positivepowerfulparents.com.au</a><br>Enquiries can be submitted via a form available on the website |

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| <b>REINFORCE SELF ADVOCACY</b>   | Web: <a href="http://reinforce.org.au">reinforce.org.au</a>   |
| Office: 2 <sup>nd</sup> 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: <a href="mailto:info@reinforce.org.au">info@reinforce.org.au</a><br>Enquiries can be submitted via a form available on the website |

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| <b>VALID SELF ADVOCACY NETWORKS</b> | Web: <a href="http://valid.org.au/valid-self-advocacy/">valid.org.au/valid-self-advocacy/</a> |
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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<br>Email: <a href="mailto:rick@valid.org.au">rick@valid.org.au</a> |
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## STATEWIDE GENERAL ADVOCACY SERVICES

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| <b>BEYOND HOUSING</b>   | Web: <a href="http://beyondhousing.org.au">beyondhousing.org.au</a>   |
| 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: <a href="mailto:info@beyondhousing.org.au">info@beyondhousing.org.au</a><br>Enquiries can be submitted via a form on the website |

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| <b>CAV (CONSUMER AFFAIRS VICTORIA)</b>   | Web: <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a> |
| 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                                 |
| Where to make complaints and collect information/resources about contracts, purchases, refunds, and scams relating to housing and business | a form available on the website   |

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| <b>ERA (ELDER RIGHTS ADVOCACY)</b>  | Web: <a href="http://www.elderrights.org.au">www.elderrights.org.au</a>   |
| Office: 2 <sup>nd</sup> 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: <a href="mailto:admin@era.asn.au">admin@era.asn.au</a><br>Enquiries can be submitted via a form on the website |

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| <b>SENIORS RIGHTS VICTORIA</b>  | Web: <a href="http://seniorsrights.org.au">seniorsrights.org.au</a>             |
| Office: Level 2, 424 St Kilda Road, MELBOURNE VIC 3004  | Ph: (03) 9655 2129 (general enquiries) or<br>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: <a href="mailto:info@seniorsrights.org.au">info@seniorsrights.org.au</a> |

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

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

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

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| HAVEN HOUSING SERVICES   | <a href="http://havenhomesafe.org.au/">havenhomesafe.org.au/</a> | 1300 428 364<br>1800 825 955 (statewide urgent assistance)<br>Area-specific contact information available on website   |
| MELI                     | <a href="http://meli.org.au/">meli.org.au/</a>                   | (03) 5226 8900<br>1800 825 955 (statewide urgent assistance)<br><a href="mailto:info@meli.org.au">info@meli.org.au</a> |
| QUANTUM SUPPORT SERVICES | <a href="http://quantum.org.au/">quantum.org.au/</a>             | 1800 243 455   |

## LEGAL CENTRES

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| <b>AED (Association of Employees with Disability) LEGAL CENTRE</b>  | Web: <a href="http://www.aed.org.au">www.aed.org.au</a>   |
| Office: Level 9, 45 William Street, MELBOURNE VIC 3000  | Ph: (03) 9639 4333  |
| 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 | Email: <a href="mailto:aedlegal@aed.org.au">aedlegal@aed.org.au</a><br>Enquiries can be submitted via a form available on the website |
| <b>BARWON COMMUNITY LEGAL SERVICE</b>   | Web: <a href="http://www.barwoncommunitylegal.org.au">www.barwoncommunitylegal.org.au</a>   |
| Office: Level 1, 63 Thomson Street, BELMONT VIC 3216  | Ph: 1300 430 599  |
| Mail: PO Box 571, BELMONT VIC 3216  | Email: <a href="mailto:bcls@barwoncls.org.au">bcls@barwoncls.org.au</a>   |
| Free legal information, advice, and casework for people in the Greater Geelong, Bellarine Peninsula, Surf Coast, and Colac Otway regions  |   |

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| <b>DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)</b>  | Web: <a href="http://ddls.org.au">ddls.org.au</a>             |
| Office: 2 <sup>nd</sup> Floor, Ross House, 247-251 Flinders Lane, MELBOURNE VIC 3000   | Ph: (03) 9654 8644 or 1300 882 872                            |
| 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 | Email: <a href="mailto:info@ddls.org.au">info@ddls.org.au</a> |

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

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| <b>FITZROY LEGAL SERVICE</b>   | Web: <a href="http://fls.org.au">fls.org.au</a> |
| Fitzroy: Level 4, Fitzroy Town Hall, 201 Napier Street, FITZROY VIC 3065   | Ph: (03) 9419 3744 (Fitzroy and Reservoir)      |
| 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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| <b>MENTAL HEALTH LEGAL CENTRE (MHLC)</b>   | Web: <a href="http://mhlc.org.au">mhlc.org.au</a>              |
| Mail: PO Box 495, 72-82 Errol Street, NORTH MELBOURNE VIC 3051   | Ph: (03) 9629 4422 (intake)                                    |
| Phone-based free legal advice covering a range of matters for mental health consumers, some capacity for advocacy and casework | Email: <a href="mailto:mhlc@mhlc.org.au">mhlc@mhlc.org.au</a>  |
|  | Enquiries can be submitted via a form available on the website |

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| <b>NEIGHBOURHOOD JUSTICE CENTRE</b>                 | Web:   |
| Office: 241 Wellington Street, COLLINGWOOD VIC 3066 | <a href="http://www.neighbourhoodjustice.vic.gov.au">www.neighbourhoodjustice.vic.gov.au</a> |

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| Online and in-person legal information and support services, including court-based support | Ph: (03) 9087 5739<br>Email: <a href="mailto:njc@courts.vic.gov.au">njc@courts.vic.gov.au</a> |
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| <b>SOCIAL SECURITY RIGHTS VICTORIA</b>  | Web: <a href="http://www.ssrv.org.au">www.ssrv.org.au</a>  |
| 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)<br>(03) 9481 0655 (worker help line)<br>1800 094 164 (regional)<br>Enquiries can be submitted via a form available on the website |

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| <b>VICTORIAN LEGAL AID (VLA)</b>  | Web: <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a> |
| 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                               |
| Multiple metro and regional office locations are listed on the website  | and is staffed from 8am to 6pm, Monday to Friday                          |
| Free legal information available on website and via Legal Help Chat, free legal support available for eligible people |   |

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

## COMPLAINTS: MONITORING AND/OR SUPPORT

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| <b>ADMINISTRATIVE REVIEW TRIBUNAL (ART)</b>   | Web: <a href="http://www.art.gov.au">www.art.gov.au</a>  |
| VIC office: Level 4, 15 William Street, MELBOURNE VIC 3000  | Ph: 1800 228 333   |
| Mail: GPO Box 9955, MELBOURNE VIC 3001  | Email: <a href="mailto:reviews@art.gov.au">reviews@art.gov.au</a>  |
| 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 <a href="http://online.aat.gov.au">online.aat.gov.au</a>  |
| <b>AFCA (AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY)</b>   | Web: <a href="http://www.afca.org.au">www.afca.org.au</a>  |
| 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: <a href="mailto:info@afca.org.au">info@afca.org.au</a><br>Complaints can be submitted via the website; live chat function is available on the website               |
| <b>AGED CARE QUALITY AND SAFETY COMMISSION</b>  | Web: <a href="http://www.agedcarequality.gov.au">www.agedcarequality.gov.au</a>  |
| National regulator of Commonwealth funded aged care services, provides support to resolve complaints about aged care services                         | Ph: 1800 951 822<br>Email: <a href="mailto:info@agedcarequality.gov.au">info@agedcarequality.gov.au</a><br>Complaints can be submitted via a form available on the website |
| <b>AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)</b>  | Web: <a href="http://humanrights.gov.au">humanrights.gov.au</a>  |
| 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   |

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| <b>COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE</b>  | Web: <a href="http://ccyp.vic.gov.au">ccyp.vic.gov.au</a>   |
| Mail: Level 18, 570 Bourke Street, MELBOURNE VIC 3000  | Ph: 1300 782 978 (general enquiries)  |
| Promotes improvement in policies and practices that affect the safety and wellbeing of Victorian children and young people   | Email: <a href="mailto:contact@ccyp.vic.gov.au">contact@ccyp.vic.gov.au</a>   |
| <b>COMMONWEALTH OMBUDSMAN</b>  | Web: <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>   |
| 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   |
| ACT: Level 5, 7 London Circuit, CANBERRA ACT 2601  | via forms available on the website  |
| 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 |   |
| <b>COMMUNITY VISITORS</b>  | Web: <a href="http://www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors">www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors</a>                           |
| 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  | Ph: 1300 309 337 (to request a Community Visitor)<br>Email: <a href="mailto:opavolunteers@justice.vic.gov.au">opavolunteers@justice.vic.gov.au</a> (to request a Community Visitor) |

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|   | Interest in becoming a Community Visitor volunteer can be registered via a form available on the website   |
| <b>COMPLAINTS RESOLUTION AND REFERRAL SERVICE</b>   | Web: <a href="http://www.jobaccess.gov.au/resource/crrs-fact-sheet">www.jobaccess.gov.au/resource/crrs-fact-sheet</a>  |
| Mail: PO Box 1764, OSBORNE PARK DC WA 6916  | Ph: 1800 880 052   |
| Free service for people with disability who are part of or using Disability Employment Services, Australian Disability Enterprises, and/or Disability Advocacy services | Email: <a href="mailto:crrs@glresolution.au">crrs@glresolution.au</a><br>Complaints can be submitted via a form available on the website   |
| <b>COURT NETWORK</b>  | Web: <a href="http://courtnetwork.com.au">courtnetwork.com.au</a>  |
| Free, non-legal community support service provided by volunteers for all court users – victims, witnesses, accused persons, family, and friends                         | Ph: 1800 571 239 (Weekdays, 12pm-4pm AEST)<br>Email: <a href="mailto:admin@courtnetwork.com.au">admin@courtnetwork.com.au</a><br>Enquiries, feedback, and complaints can be submitted via forms available on the website |
| <b>DISABILITY SERVICES COMMISSIONER (DSC)</b>   | Web: <a href="http://odsc.vic.gov.au">odsc.vic.gov.au</a>  |
| Office: Level 30, 570 Bourke Street, MELBOURNE VIC 3000   | Ph: 1800 677 342   |
| Supports people with disability to resolve complaints about disability service providers, and promotes the right of people with disability to be free from abuse        | Email: <a href="mailto:complaints@odsc.vic.gov.au">complaints@odsc.vic.gov.au</a> (complaints) or <a href="mailto:contact@odsc.vic.gov.au">contact@odsc.vic.gov.au</a> (general enquiries)                               |

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|  | <p>General enquiries and complaints can be submitted via forms available on the website</p>  |
| <p><b>ENERGY AND WATER OMBUDSMAN</b></p>   | <p>Web: <a href="http://www.ewov.com.au">www.ewov.com.au</a></p>   |
| <p>Mail: Reply Paid 469, MELBOURNE VIC 8060 (Braille letters accepted)</p>   | <p>Ph: 1800 500 509</p>  |
| <p>Free service that helps to resolve complaints between Victorians and their electricity, gas, and water companies, after a complaint has already been made</p> | <p>Email: <a href="mailto:ewovinfo@ewov.com.au">ewovinfo@ewov.com.au</a><br/>         Complaints can be submitted via the website; live chat function is available on the website</p>                |
| <p><b>HEALTH COMPLAINTS COMMISSIONER (HCC)</b></p>   | <p>Web: <a href="http://hcc.vic.gov.au">hcc.vic.gov.au</a></p>   |
| <p>Mail: Level 26, 570 Bourke Street, MELBOURNE VIC 3000</p>   | <p>Ph: 1300 582 113</p>  |
| <p>Independent body that receives and helps to resolve complaints about health service providers</p>   | <p>Enquiries and complaints can be submitted via forms available on the website</p>  |
| <p><b>IBAC (INDEPENDENT BROAD-BASED ANTI-CORRUPTION COMMISSION)</b></p>  | <p>Web: <a href="http://ibac.vic.gov.au">ibac.vic.gov.au</a></p>   |
| <p>Responsible for preventing and exposing public sector corruption and police misconduct in Victoria</p>  | <p>Ph: 1300 735 135<br/>         Email: <a href="mailto:info@ibac.vic.gov.au">info@ibac.vic.gov.au</a><br/>         Enquiries and complaints can be submitted via forms available on the website</p> |
| <p><b>JUSTICE CONNECT</b></p>  | <p>Web: <a href="http://justiceconnect.org.au">justiceconnect.org.au</a></p>   |
| <p>VIC mail: PO Box 16013, DX 128, MELBOURNE VIC 8007</p>  | <p>Ph: (03) 8636 4400 (VIC)</p>  |
| <p>NSW mail: PO Box 436, DARLINGHURST NSW 1300</p>   | <p>(02) 8599 2100 (NSW)</p>  |

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| Improves access to legal support across multiple areas and increases social justice, some capacity to provide free legal support |  |
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| <b>LAW INSTITUTE VICTORIA</b>   | Web: <a href="http://www.liv.asn.au">www.liv.asn.au</a>               |
| Office: Level 13, 140 William Street, MELBOURNE VIC 3000  | Ph: (03) 9607 9311 (reception)  |
| Mail: PO Box 263, MELBOURNE VIC 3001  | Email: <a href="mailto:inquiries@liv.asn.au">inquiries@liv.asn.au</a> |
| 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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| <b>MENTAL HEALTH AND WELLBEING COMMISSION</b>   | Web: <a href="http://www.mhwc.vic.gov.au">www.mhwc.vic.gov.au</a>   |
| 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: <a href="mailto:help@mhwc.vic.gov.au">help@mhwc.vic.gov.au</a> (complaints and enquiries)<br>Complaints can be submitted via a form available on the website |

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| <b>MY AGED CARE COMPLAINTS</b>   | Web: <a href="http://www.myagedcare.gov.au/contact-us/complaints">www.myagedcare.gov.au/contact-us/complaints</a> |
| 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 |   |

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| <b>NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE</b>  | Web: <a href="http://www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse">www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse</a> |
| 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 |   |

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|  | Email: <a href="mailto:hotline@glresolution.au">hotline@glresolution.au</a>   |
| <b>NDIS QUALITY AND SAFEGUARDS COMMISSION</b>  | Web: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>   |
| 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: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a><br>Enquiries and complaints can be submitted via forms available on the website |
| <b>OPA (OFFICE OF PUBLIC ADVOCATE)</b>   | Web: <a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a>   |
| 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   |
| <b>OVIC (OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER)</b>   | Web: <a href="http://ovic.vic.gov.au">ovic.vic.gov.au</a>   |
| 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: <a href="mailto:enquiries@ovic.vic.gov.au">enquiries@ovic.vic.gov.au</a>   |
| <b>PTO (PUBLIC TRANSPORT OMBUDSMAN)</b>  | Web: <a href="http://www.ptovic.com.au">www.ptovic.com.au</a>   |
| 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: <a href="mailto:enquiries@ptovic.com.au">enquiries@ptovic.com.au</a><br>Complaints can be submitted via a form available on the website                                      |

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| <b>TIO (TELECOMMUNICATIONS INDUSTRY OMBUDSMAN)</b>  | Web: <a href="http://www.tio.com.au">www.tio.com.au</a>  |
| 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 <a href="mailto:tio@tio.com.au">tio@tio.com.au</a> or sent via mail |

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| <b>VCAT (VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL)</b>   | Web: <a href="http://www.vcat.vic.gov.au">www.vcat.vic.gov.au</a>          |
| 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   |  |

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| <b>VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION</b>   | Web: <a href="http://www.humanrights.vic.gov.au">www.humanrights.vic.gov.au</a>   |
| 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: <a href="mailto:enquiries@veohrc.vic.gov.au">enquiries@veohrc.vic.gov.au</a><br>Complaints can be submitted via a form available on the website or emailed to <a href="mailto:complaints@veohrc.vic.gov.au">complaints@veohrc.vic.gov.au</a> |

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

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

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

## EQUIPMENT AND COMMUNICATION

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

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| <b>CONTINENCE HEALTH AUSTRALIA</b> | Web: <a href="http://www.continence.org.au/">www.continence.org.au/</a> |
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| VIC: Suite 1, 407 Canterbury Road, SURREY HILLS VIC 3127  | Ph: 1800 330 066 (national helpline)<br>(03) 8692 8400 (head office – VIC)<br>(02) 8741 5699 (NSW)<br>Email: <a href="mailto:info@continence.org.au">info@continence.org.au</a><br>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 |  |

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

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| <b>FREEDOM SOLUTIONS</b>  | Web: <a href="http://freedom solutions.org.au/">freedom solutions.org.au/</a><br>Ph: 1300 663 243<br>Email: <a href="mailto:info@freedom solutions.org.au">info@freedom solutions.org.au</a> |
| 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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| <b>INDEPENDENCE AUSTRALIA</b>   | Web: <a href="http://store.independenceaustralia.com/homepage">store.independenceaustralia.com/homepage</a> |
| 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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| <b>KEY WORD SIGN VICTORIA</b>   | Web: <a href="http://kwsa.org.au/victoria/">kwsa.org.au/victoria/</a>   |
| 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: <a href="mailto:keywordsignaustralia@scopeaust.org.au">keywordsignaustralia@scopeaust.org.au</a><br>Enquiries can be submitted via a form available on the website |
| <b>NATIONAL PUBLIC TOILET MAP</b>   | Web: <a href="http://toiletmap.gov.au/">toiletmap.gov.au/</a>   |
| Map showing public and private general and accessible toilets, adult change, and baby care locations with opening hours | Ph: 1800 990 646<br>Enquiries can be submitted via a form available on the website  |
| <b>NRS (NATIONAL RELAY SERVICE)</b>   | Web: <a href="http://www.accesshub.gov.au/about-the-nrs">www.accesshub.gov.au/about-the-nrs</a>   |
| Guidance on what the National Relay Service does and how to use the different functions; links to active NRS services   |   |
| <b>SCOPE SHOP</b>   | Web: <a href="http://shop.scopeaust.org.au/">shop.scopeaust.org.au/</a>   |
| Wide range of communication aids and resources  | Ph: 1300 472 673<br>Email: <a href="mailto:contact@scopeaust.org.au">contact@scopeaust.org.au</a><br>Enquiries can be submitted via a form available on the website       |
| <b>SWEP (STATE-WIDE EQUIPMENT PROGRAM)</b>  | Web: <a href="http://swep.bhs.org.au/">swep.bhs.org.au/</a>   |
| Mail: PO Box 1993, BAKERY HILL VIC 3354   | Ph: (03) 5333 8100 or 1300 747 937  |

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

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| <b>VISION AUSTRALIA</b>  | Web: <a href="http://shop.visionaustralia.org/">shop.visionaustralia.org/</a><br>Ph: 1300 847 329 |
| Vision Australia's webstore sells vision impairment-focused Assistive Technology |   |

## INFORMATION & SUPPORT SERVICES

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| <b>AFTER HOURS GP HELPLINE</b>   | Web: <a href="http://www.healthdirect.gov.au/how-healthdirect-can-help-you">www.healthdirect.gov.au/how-healthdirect-can-help-you</a><br>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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| <b>AMAZE</b>   | Web: <a href="http://www.amaze.org.au/">www.amaze.org.au/</a><br>Ph: 1300 308 699<br>Email: <a href="mailto:info@amaze.org.au">info@amaze.org.au</a><br>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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| <b>ARBIAS</b>  | Web: <a href="http://www.arbias.org.au/">www.arbias.org.au/</a>   |
| NSW: 27-29 George Street, North Strathfield NSW 2137   | Ph: (02) 9736 1821 (NSW)  |
| NSW mail: PO Box 117, Concord West NSW 2138  | (03) 8388 1222 (VIC)  |
| VIC: 27 Hope Street, Brunswick VIC 3056  | Email: <a href="mailto:enquiriesNSW@arbias.com.au">enquiriesNSW@arbias.com.au</a> or                              |
| VIC mail: PO Box 5002, Brunswick VIC 3056  | <a href="mailto:enquiriesVIC@arbias.com.au">enquiriesVIC@arbias.com.au</a>  |
| Case management and support services for people who have acquired brain injury, training for industry professionals, research into ABI |   |
| <b>ASK IZZY</b>  | Web: <a href="http://askizzy.org.au/">askizzy.org.au/</a>   |
| Regularly updated nationwide search engine for support services  | Email: <a href="mailto:support@askizzy.org.au">support@askizzy.org.au</a> (feedback, not general enquiries)       |
| <b>CARERS VICTORIA</b>   | Web: <a href="http://www.carersvictoria.org.au/">www.carersvictoria.org.au/</a>                                   |
| Mail: PO Box 13305, Law Courts VIC 8010  | Ph: (03) 9396 9500 or 1800 514 845  |
| Statewide organisation providing information, resources, and support for unpaid carers   | Email: <a href="mailto:reception@carersvictoria.org.au">reception@carersvictoria.org.au</a>                       |
| <b>CARER GATEWAY</b>   | Web: <a href="http://www.carergateway.gov.au/">www.carergateway.gov.au/</a>                                       |
| Federal Government program providing free services, resources, and support for carers  | Ph: 1800 422 737<br>Requests for a callback or email contact can be submitted via a form available on the website |
| <b>DARU (DISABILITY ADVOCACY RESOURCE UNIT)</b>  | Web: <a href="http://daru.org.au/">daru.org.au/</a>   |

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| 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   |
| <b>DIRECTLINE</b>   | Web: <a href="http://www.directline.org.au/">www.directline.org.au/</a>   |
| 24-hour free and confidential drug and alcohol telephone counselling, information, and referral   | Ph: 1800 888 236<br>Enquiries and feedback can be submitted via a form available on the website; live chat function is available on the website   |
| <b>DISABILITY GATEWAY</b>   | Web: <a href="http://www.disabilitygateway.gov.au/">www.disabilitygateway.gov.au/</a>   |
| Portal for people with disability and their families and carers to find information, services, and support  | Ph: 1800 555 677<br>Email: <a href="mailto:disabilitygateway@benevolent.org.au">disabilitygateway@benevolent.org.au</a><br>Enquiries and feedback can be submitted via forms available on the website |
| <b>DOWN SYNDROME VICTORIA</b>   | Web: <a href="http://www.downsyndrome.org.au/vic/">www.downsyndrome.org.au/vic/</a>   |
| 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: <a href="mailto:info@dsav.asn.au">info@dsav.asn.au</a><br>Enquiries can be submitted via a form available on the website   |
| <b>EPILEPSY FOUNDATION</b>  | Web: <a href="http://epilepsyfoundation.org.au/">epilepsyfoundation.org.au/</a>   |

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

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| <b>HOUSING CHOICES AUSTRALIA</b>   | Web: <a href="http://housingchoices.org.au/">housingchoices.org.au/</a> |
| 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: <a href="mailto:info@hcau.org.au">info@hcau.org.au</a>           |

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

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| <b>MY AGED CARE</b>   | Web: <a href="http://www.myagedcare.gov.au/">www.myagedcare.gov.au/</a>   |
| Mail: PO Box 1237, RUNAWAY BAY QLD 4216   | Ph: 1800 200 422  |
| Extensive information and support around accessing aged care services   | Live chat function is available on the website  |
| <b>NDIS (NATIONAL DISABILITY INSURANCE SCHEME)</b>  | Web: <a href="http://www.ndis.gov.au/">www.ndis.gov.au/</a>   |
| Information and guidance on accessing and navigating the NDIS; Scheme participant and myplace provider portal access  | Ph: 1800 800 110<br>Email: <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a><br>Live chat function is available on the website; search function for NDIS and partner office locations available on the website |
| <b>SHVIC (SEXUAL HEALTH VICTORIA)</b>   | Web: <a href="http://shvic.org.au/">shvic.org.au/</a>   |
| Box Hill: 901 Whitehorse Road, BOX HILL VIC 3128  | Ph: (03) 9257 0100 or 1800 013 952  |
| Melbourne: Level 1, 94 Elizabeth Steet, MELBOURNE VIC 3000  | Email: <a href="mailto:shv@shvic.org.au">shv@shvic.org.au</a>   |
| Information, resources, and education relating to sexual health for schools, professionals, and the general community |   |

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Please send feedback or comments to [info@valid.org.au](mailto:info@valid.org.au)