

Disability Services Directory



Brimbank
City Council



Foreword

The Disability Services Directory is a MetroAccess initiative funded by the Department of Health and Human Services and implemented in partnership with Brimbank City Council.

This Directory provides information on programs and services that are available for people with a disability, their families and carers, in the City of Brimbank and neighbouring regions.

The aim of the directory is to provide a guide to Council services, community groups, clubs, organisations and options available across a broad spectrum of community activities and services available.

It is envisaged that the Disability Services Directory will provide an invaluable resource to the community and assist and increase participation in community life for people with disabilities, their families and carers in the City of Brimbank.

If you would like to change current details or have a new service considered for inclusion please contact the MetroAccess Officer at Brimbank City Council on (03) 9249 4000.



Acknowledgements

Brimbank City Council would like to thank all community members and organisations that have contributed in the development of this Directory and acknowledge their work in providing support, advice and services to people with a disability, their families and carers in the Brimbank municipality.



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Brimbank City Council

Brimbank City Council provides a full range of home, community support and recreational programs to assist and maintain people's independence and quality of life at home and in the local community. These services provide assistance for older people, people with disabilities, their carers and families. In-home services include respite care, home care, personal care, home maintenance and meals on wheels. Brimbank City Council also supports the Brimbank Disability Network Group, which meets bi-monthly to discuss issues around access and inclusion in the community.

Phone: (03) 9249 4000 | Fax: (03) 9249 4351 | Email: info@brimbank.vic.gov.au | Web: www.brimbank.vic.gov.au | TTY: National Relay Service 13 3677

MetroAccess

Assists the community to support and include people with disabilities, and their families, by helping the community work together to share information; identify & develop solutions to concerns; provide community education to raise awareness & understanding about the needs of people with disabilities; develop policies promoting community inclusion; and develop & implement projects that address local community issues and promote community inclusion. The service also improves access to information about services and community activities; ensures the needs of people with disabilities are considered in any changes to current services or the planning of future services; and supports service providers in assisting people with disabilities to live the life they choose. For further information, please contact the MetroAccess Officer.

Phone: (03) 9249 4451
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677

Meals on Wheels

Brimbank City Council's Meals on Wheels service provides a three course meal to frail aged older people and people with a disability who are unable to cook/prepare meals for themselves. Services can be provided to residents of the City of Brimbank who are eligible for Home and Community services can also be eligible for Meals on Wheels. For more information about eligibility or to make a referral contact the Intake Officer.

Phone: (03) 9249 4494
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677

Home and Community Care

Home and Community Care is a state and commonwealth government-funded program that provides funding services to support older people and people with disabilities and their carers. The aim of this program is to provide basic support and assistance for people living at home who are unable to undertake daily tasks and who wish to continue independently. Services provided include the following:

- General household tasks
- Personal care
- Respite care
- Food services
- Property maintenance
- Recreational programs

Anyone can make a referral or inquire about services. Access to services is based on assessed need. The assessment will determine the type and level of services you need and how often you require the service. For more information about eligibility or to make a referral, contact the Intake Officer.

Phone: (03) 9249 4494
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677

Youth Services

Brimbank Youth Services provides opportunities for young people 12 to 25 years old living in the Brimbank municipality to participate in programs that develop their potential, assist with contributing to community life and also offers counselling and support if required. To find out more about services offered by Brimbank Youth Services telephone the following number.

Phone: (03) 9091 8200
Fax: (03) 9091 8203
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677

Pre-school Field Officers

The Pre-school Field Officers provides support and advice to staff, children and families in state-funded kindergarten/preschool programs. Pre-school Field Officers work in kindergartens and in child care centres that provide kindergarten programs. The Pre-school Field Officers can support children with disabilities who are not involved with an early intervention agency, children with developmental delay, children with challenging behaviour, children with social and emotional difficulties and children who are experiencing difficulty in a kindergarten environment. For further information please contact the Pre-school Field Officers.

Phone: (03) 9249 4210 or (03) 9249 4115
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677

Disability Persons Car Parking Permit Scheme

The City Compliance Department is responsible for issuing Disability Parking Permits. To be considered for a Disability Parking Permit, the following eligibility requirements must be met.

- You must be a resident of Brimbank
 - Your disability needs to inhibit your ability to walk
 - Your disability should be diagnosed as lasting more than six months
- Disability Parking Permits may be allocated for a driver, passenger or both. Application forms can be obtained from Customer Service Centres or by telephoning.

Phone: (03) 9249 4000
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Web: www.brimbank.vic.gov.au
TTY: National Relay Service 13 3677



Advocacy & Legal Services

Action on Disability within Ethnic Communities (ADEC)

Address: 175 Plenty Road, PRESTON 3072
Phone: (03) 9480 1666
Phone: 1800 626 078
Fax: (03) 9480 3444
Email: info@adec.org.au
Website: www.adec.org.au

ADEC Individual Advocacy

A multicultural community organisation providing information, referral, advocacy and support regarding legal rights and services for people from non-English-speaking backgrounds with intellectual, psychiatric, socio-emotional or physical disabilities, including hearing or vision impairment, acquired brain injury and developmental delay in children. Advocacy is also available on behalf of survivors of torture or trauma. Families and community workers may also inquire. Interpreters can be arranged.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil.
Availability: Appointments necessary. Waiting list applies.
Referral: Self or agency.
Assessment: Screening and assessment of needs is undertaken on referral.

Association for Children with a Disability (ACD)

Address: Suite 2, 98 Morang Road, HAWTHORN 3122
Phone: (03) 9818 2000
Phone: 1800 013 654
Fax: (03) 9818 2300
Email: mail@acd.org.au
Website: www.acd.org.au

Information, Support & Advocacy for Children with a Disability

Provides health information, support and advocacy for families of infants, children and young people 0 to 18 years old who have disabilities. A newsletter, 'Noticeboard', is produced in alternate months for members. Information booklets include the following:

'Helping You and Your Family' and 'Through the Maze', an overview of services & support for parents. Interpreter services are available.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Annual Membership fees apply.
Referral: Self.

Australian Community Support Organisation (ACSO)

Address: 1 Hoddle Street, RICHMOND 3121
Postal: PO Box 14278, MELBOURNE 8001
Phone: (03) 9413 7000
Fax: (03) 9413 7188
Email: acso@acso.org.au
Website: www.acso.org.au

Forensic Mental Health Program

A specialist state-wide program for people who have mental illness, have come into contact with the criminal justice system and are considered to be disadvantaged.

A specialist service is also available for women with severe or borderline personality disorders. The program provides assistance with housing, material aid, advocacy and ongoing support.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Personal Support Program (PSP)

Assists young people and adults who are deemed at risk or in need of high-level support resulting from disabilities, psychiatric conditions, criminal justice issues or drug and alcohol problems. The program provides psychological counselling, personal & practical support, referral & advocacy, outreach activities and case management to reduce social isolation and help participants enter the workforce & community.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Waiting list applies.
Referral: Centrelink or Job Capacity Assessor.

Australian Council of Social Service (ACOSS)

Address: Level 2, 619 Elizabeth Street, REDFERN NSW 2016
Postal: Locked Bag 4777, STRAWBERRY HILLS NSW 2012
Phone: (02) 9310 6200
Fax: (02) 9310 4822
Email: info@acoss.org.au
Website: www.acoss.org.au

ACOSS

The peak council of the community welfare sector in Australia and the national voice for the needs of people affected by poverty and inequality.

ACOSS conducts policy development, research and advocacy in the areas of economic development & taxation, employment, education & training, social security & low incomes, community services, health, mental health, housing & urban development, law & justice and rural & regional community issues.

Office Hours: 9.00am to 5.30pm, Mon to Fri.
Annual Membership: Free, individuals; varies based on annual income, organisations.
Referral: Self.

Australian Disability Support Alliance (ADSA)

Postal: PO Box 678, BELGRAVE 3160
Phone: (03) 9844 2177
Phone: 0414 861 490
Fax: (03) 9752 6363
Email: lynyoung@ozemail.com.au

Advocacy Group

The Group works to ensure people with disabilities receive understanding, support and quality services to enable them to have fulfilling lives and to ensure that the voices of the families are heard. Adult day services, housing and respite are the main areas of focus.

Availability: Inquire for meeting times & locations. Telephone contact is available during business hours & after hours.
Cost To Clients: Nil.
Referral: Self.

Blind Citizens Australia

Address: Level 3, Ross House, 247-251 Flinders Lane, MELBOURNE 3000
Phone: (03) 9654 1400
Phone: 1800 033 660
Fax: (03) 9650 3200
Email: bca@bca.org.au
Website: www.bca.org.au

Advocacy for the Blind

Services for blind and vision-impaired people include provision of information, peer support through local branches and individual & systemic advocacy in dealing with government & the community. The organisation also works with government bodies to influence policy. A national newsletter, 'Blind Citizens News', is published twice yearly and is distributed to all members in Braille, CD or large print. The newsletter is also available on the BCA internet home page, on data CD and by email. The CD magazine, 'SoundAbout', with news and telephone interviews, is produced quarterly.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Annual Membership Fees apply.
Referral: Self or agency.



Brain Injury Matters (BIM)

Address: Level 4, Ross House, 247-251 Flinders Lane, MELBOURNE 3000
Phone: (03) 9639 7222
Email: office@braininjurymatters.org
Website: www.braininjurymatters.org

Self-Advocacy, Support & Community Education Group for People with ABI

A self-advocacy and community education organisation for people with acquired brain injury. Activities such as community awareness events & projects and occasional social lunches provide people with opportunities to have a say on issues that affect them.

Books and newsletters are published as community education tools as funding allows.

Office Hours: 10.00am to 2.00pm on most business days, with a telephone answering machine available when the office is unattended.

Annual Membership fees apply.

Availability: Appointments preferred. After-hours appointments are available.
Referral: Self.

CAUS Communication Rights Australia

Address: Unit 4, 3 Tuck Street, MOORABBIN 3189
Phone: (03) 9555 8552
Phone: (03) 9555 8948
Fax: (03) 9555 8550
Email: info@caus.com.au
Website: www.caus.com.au

Information, Referral & Advocacy

The society provides advocacy, information and referral for children, young people and adults who have speech and communication impairments. Information resources are also available for health professionals and community groups. The society publishes a quarterly newsletter.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self.

Cystic Fibrosis Victoria

Address: 80 Dodds Street, SOUTH BANK 3006
Phone: (03) 9686 1811
Fax: (03) 9686 3437
Email: admin@cfv.org.au
Website: www.cfv.org.au

Cystic Fibrosis Support

Cystic Fibrosis Victoria is a state-wide organisation providing support services and health & other programs for Victorians with cystic fibrosis and for their families & carers. Services include counselling, information & education, equipment loan, advocacy & lobbying, respite care, residential assistance for rural members, limited

financial assistance and a comprehensive resource centre & website.

Office Hours: 9.00am to 5.00pm, Mon to Fri. A telephone answering machine is available when the office is unattended.

Annual Membership fees apply.

Cost To Clients: Inquire.

Availability: Conditions apply for some services and programs.

Referral: Self or agency.

Deaf Children Australia

Address: 597 St Kilda Road, MELBOURNE 3004
Postal: PO Box 6466, MELBOURNE 8008
Phone: (03) 9539 5300
TTY: (03) 9510 7143
Helpline: 1800 645 916
Fax: (03) 9525 2595
Email: helpline@deafchildren.org.au
Website: www.deafchildrenaustralia.org.au

Family Support Services

Support for deaf and hearing-impaired children, young people and their families include counselling, referral to other agencies, practical support and advocacy.

Office Hours: 9.00am to 5.00pm, Mon to Fri. A telephone answering machine is available when the office is unattended.

Cost To Clients: Nil.

Availability: Appointments necessary.

Referral: Self, service provider or school.

Special Requirements: Children and young people must be school-age students.

Disability Advocacy Resource Unit (DARU)

Address: Level 8, 128 Exhibition Street, MELBOURNE 3000
Phone: (03) 9639 5807
TTY: 13 3677
Email: admin@daru.org.au
Website: www.daru.org.au

Disability Advocacy

DARU resources the disability advocacy sector and disability advocates by providing professional development & training and supporting disability advocates and those who have disabilities to bring about positive changes in policy, legislation and practices.

The Unit also organises forums, offers a clearing house to support advocacy efforts and provides links to broader social policy and generic advocacy.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Disability Discrimination Legal Service (DDLS)

Address: Ross House, 2nd Floor, 247 Flinders Lane, MELBOURNE 3000
Phone: (03) 9654 8644
Country Callers: 1300 882 872
TTY: (03) 9654 6817
Fax: (03) 9639 7422
Email: info@ddls.org.au
Website: www.communitylaw.org.au/ddls

Information, Education, Casework, Policy & Law Reform

Legal advice and assistance for people who wish to make a complaint following unfair treatment because of disabilities.

Training about the Disability Discrimination Act is available for people with disabilities, their advocates and service providers and information sessions can be conducted for community groups.

Interpreters can be arranged.

Office Hours: 9.00am to 5.00pm, Mon to Fri. A telephone answering machine is available when the office is unattended.

Cost To Clients: Nil.

Availability: Appointments necessary.

Referral: Self.

Disability Justice Advocacy

Address: Unit 2, 28A Albert Street, PRESTON 3072
Phone: (03) 9494 0077
Free call: 1800 808 126
Email: info@justadvocacy.com
Website: www.justadvocacy.com

Disability Justice Advocacy

Provides individual and systemic advocacy for young people and adults 16 to 65 years old who have high support needs due to permanent physical or multiple disabilities. Families and carers are acknowledged in the process.

Office Hours: 9.30am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Availability: Appointments necessary. Waiting list applies.

Referral: Self, family or organisation.

Assessment: Required.

Disability Resources Centre

Address: Ross House, 3rd Floor, 247 Flinders Lane, MELBOURNE 3000
Phone: (03) 9671 3000
Email: advocacy@drc.org.au
Website: www.drc.org.au

Advocacy

Provides individual advocacy for adults and young people 18 years old and over who have disabilities.

Office Hours: 11.00am to 5.00pm, Tue to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Availability: Appointments necessary. Waiting list applies at times.



Referral: Self, health professionals or community agency.
Assessment: Conducted to determine priority of service required.

Leadership Plus

Address: Milton House, 25 Flinders Lane, MELBOURNE 3000
Phone: (03) 9489 2999
Fax: (03) 9489 2988
Email: admin@leadershipplus.com
Website: www.leadershipplus.com

Advocacy for People with Disabilities

Leadership Plus works on support-service issues for people with disabilities and provides group advocacy in the areas of education, employment, recreation, housing and access to goods & services. Information is also available for service providers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Self or agency.

Individual Advocacy

Provides advocacy, information, support and referral for people, specializing particularly across acquired brain injury and CALD.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Self or agency.

Magistrates' Court of Victoria, Melbourne

Address: 233 William Street, MELBOURNE 3000
Postal: GPO Box 882, MELBOURNE 3001
Phone: (03) 9628 7777
Website: www.magistratescourt.vic.gov.au

Disability Liaison Officer

Provides consultancy for the court to assist magistrates in the management of people with disabilities in the sentencing process. The Coordinator advises the court in relation to issues concerning disabilities as they affect the court and identifies service needs of defendants with complex-care demands such as anti-social or challenging behaviours. When a magistrate has concerns about the vulnerability or additional needs of a person in custody, the Disability Coordinator negotiates with prison management regarding the most suitable location, depending on classification. The Disability Coordinator is also able to apply to VCAT on behalf of the Magistrates' Court for the appointment of an administrator or a guardian.

Office Hours: 9.00am to 4.30pm, Mon to Fri.
Referral: Magistrate, police, legal practitioner or community services staff.

Enforcement Review Office

The Enforcement Review Program (ERP) assists and advises members of the community who have unpaid fines and whose special circumstances demand particular consideration.

ERP applies to outstanding Perin Court infringement notices that are progressing to the enforcement stage. Special circumstances justifying review include diagnosed mental illness, acquired brain injury, intellectual disability and severe physical disability. If the offender suffers from one of the special circumstances and it is evident that judgment was impaired at the time of the offence, a third party can make an application for revocation of fines. The application for revocation of fines must outline the client's special circumstances including financial capacity, medical diagnosis and compliance with treatment. Medical evidence from the client's treating medical practitioner or psychiatrist and other relevant social factors should also be included.

Office Hours: 9.00am to 4.30pm, Mon to Fri.

Mental Health Court Liaison Service

Consultancy and advice services on mental health problems are provided for Magistrates' Courts and their users by senior registered psychiatric nurses with at-call back-up from consultant forensic psychiatrists. Services include on-site court-based psychiatric support services for defendants.

The service provides offenders with mental illness access to appropriate treatment; identification & assessment of mental health status & fitness to plead; diversion from the criminal justice system; reduction in the frequency & length of custodial remands to obtain psychiatric reports; linking to appropriate mental health facilities in the community or prison system as appropriate; and reassessment of the mental state of offenders with a known psychiatric history. The service consults and networks with mental health services, professional services and family members involved in the offender's care.

Office Hours: 9.00am to 4.30pm, Mon to Fri.

Magistrates' Court of Victoria, Sunshine

Address: 10 Foundry Road, SUNSHINE 3020
Postal: PO Box 435, SUNSHINE 3020
Phone: (03) 9300 6263
Fax: (03) 9300 6269
Website: www.magistratescourt.vic.gov.au

Mental Health Court Liaison Service

Consultancy and advice services on mental health problems are provided for Magistrates' Courts and their users by senior registered psychiatric nurses with at-call back-up from consultant forensic psychiatrists. Services include on-site court-based psychiatric support services for defendants.

The service provides offenders with mental illness access to appropriate treatment; identification & assessment of mental health status & fitness to plead; diversion from the criminal justice system; reduction in the frequency & length of custodial remands to obtain psychiatric reports; linking to appropriate mental health facilities in the community or prison system as appropriate; and reassessment of the mental state of offenders with a known psychiatric history. The service consults and networks with mental health services, professional services and family members involved in the offender's care.

Office Hours: 9.00am to 4.30pm, Mon to Fri.

Mental Health Legal Centre

Address: Building 98, RMIT, 102 Victoria Street, CARLTON 3053
Postal: PO Box 12365, A'Beckett Street, MELBOURNE 8006
Phone: (03) 9629 4422
Phone: 1800 555 887
Fax: (03) 9347 4992
Email: mhlc@mhlc.org.au
Website: www.communitylaw.org.au/mentalhealth

Community Legal Education

The education worker provides information for tertiary institutions, individuals and community groups on the legal rights of people with mental illness.

Office Hours: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self, community group or tertiary institution.

Legal Advocacy

A legal advocacy service is provided for people with psychiatric disabilities. Issues include discrimination, crimes compensation, guardianship, family & criminal law, health problems, freedom of information, child welfare law, the Mental Health Review Board and some civil litigation.

Services are also provided for people who have had mental illness or have been in contact with mental health services.

Office Hours: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil.
Referral: Self.
Assessment: At first contact.

Telephone Advice Service

Legal advice is provided by telephone on a range of issues for people with psychiatric disabilities. Services are also provided for people who have had mental illness or have been in contact with mental health services.



Availability: Information service, 3.00pm to 5.00pm, Mon, Wed & Fri; 6.30pm to 8.30pm, Tue & Thur.

Office Hours: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Referral: Self.

Mental Health Review Board of Victoria

Address: Level 30, Marland House, 570 Bourke Street, MELBOURNE 3000

Phone: (03) 8601 5270

Phone: 1800 242 703

Fax: (03) 8601 5299

Email: mhrb@dhs.vic.gov.au

Website: www.mhrb.vic.gov.au

Mental Health Review Board

The Mental Health Review Board is an appeals tribunal which reviews civil law issues where psychiatric patients have been treated involuntarily either as inpatients or on community treatment orders.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self

Migrant Resource Centre, North West Region, Diversity & Disability

Address: 20 Victoria Crescent, ST ALBANS 3021

Phone: (03) 9367 6044

Fax: (03) 9367 4344

Email: dnd@mrcnorthwest.org.au

Website: www.mrcnorthwest.org.au

Self-Advocacy for Ethnic People with Disabilities

Provides self-advocacy skills for members and promotion of advocacy outcomes; offers consultative opportunities for those who work with or support people who have disabilities and are from ethnic backgrounds; enhances participation and representation by people who are from ethnic backgrounds and living in Victoria; engages with policy makers in the ethnic and disability sectors; and provides consumer representation at local, regional and national forums. Community languages are spoken.

Office Hours: 9.00am to 5.00pm, Mon to Thur.

Cost To Clients: Nil.

Referral: Self.

National Disability Abuse & Neglect Hotline

Postal: PO Box Q687, QUEEN VICTORIA BUILDING, NSW 1230

Phone: 1800 880 052

TIS: 13 14 50

NRS: 1800 555 677

Fax: (02) 8412 7199

Email: hotline@workfocus.com

Website: www.disabilityhotline.org

Disability Abuse & Neglect Hotline

A referral service that takes reports about people who are using any disability service funded by the Commonwealth or state or territory governments and who may have had their legal or moral rights transgressed though abuse or neglect. Reports are forwarded to appropriate government agencies for investigation. Callers are also referred to other potential avenues of assistance such as complaints resolution agencies and advocacy organisations. Reports can be made by people with disabilities and by their families or carers, by advocates, services staff and health & other professionals. Anonymous reports are accepted and the privacy of people making reports is closely guarded. Advocacy can be arranged for callers with disabilities who require help to make a report.

Availability: 8.00am to 8.00pm, seven days a week.

Cost To Clients: Nil.

Referral: Self.

Office of Disability, Department of Health and Human Services

Address: 50 Lonsdale Street, MELBOURNE 3000

Phone: 1300 880 043

Phone: (03) 9096 0574

TTY: (03) 9639 2417

Fax: (03) 9650 3812

Email: ofd@dhs.vic.gov.au

Website: www.officefordisability.vic.gov.au

Office of Disability

Provides expert support and policy advice to the Minister for Community Services, supports the Victorian Disability Advisory Council, leads the development and implementation of Victorian Government policy for people with a disability, works to improve community attitudes to disability and runs programs that support people with a disability to speak for themselves and protect their rights.

Office of the Public Advocate

Address: Level 1, 204 Lygon Street, CARLTON 3053

Phone: 1300 309 337

TTY: 1300 305 612

Fax: 1300 787 510

Website: www.publicadvocate.vic.gov.au

Community Education & Research

The Office produces publications and resource material and organises seminars and workshops on a range of topics including the role of the Office of the Public Advocate, the work of the Guardianship List

of VCAT and other issues relevant to people with disabilities, their families or carers and health professionals.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self.

Community Guardianship Program

The Office provides an independent guardian for people whose disabilities prevent them from making reasonable decisions for themselves. The community guardian helps represented people with disabilities to make decisions about issues such as housing & health care; encourages their participation in the community; protects them from neglect, abuse or exploitation; and provides advocacy for their legal rights. Ongoing training and support is provided for guardians.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Within agency.

Community Visitors Program

The Office coordinates community visitors who regularly visit institutions and services to promote the legal rights and best interests of clients with disabilities. The visitors hear complaints and inquire into the adequacy & standard of housing and support services in establishments funded by Disability Services, Psychiatric Services and Supported Residential Services for the aged. Twenty-four-hour, seven-day-a-week emergency contact is available.

Availability: Visitors attend each facility monthly. Clients may request additional visits according to need.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Referral: Within agency.

Special Requirements: Clients must be registered with Disability Services or Psychiatric Services or live in a supported residential service.

Disabilities Advocacy

The Office provides advocacy for people with disabilities who cannot make their own decisions regarding health, finance or housing. The service also provides advice for complaints about services and care & treatment and provides assistance with complaints agencies.

The service further encourages positive change in policies, procedures and government legislation and in the policies and procedures of community agencies working with people with disabilities. Twenty-four-hour, seven-day-a-week emergency contact is available.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Referral: Self, community agency, government agency or medical.



Independent Third Persons (ITP) Program

The Independent Third Person (ITP) Program provides trained volunteers to support victims, witnesses or suspects with mental illness, acquired brain injury, dementia or intellectual disabilities during interviews with Victoria Police.

Trained ITPs are available after hours across Victoria. Police will arrange for an ITP to be present at an interview if required. An ITP will facilitate communication, support the person being interviewed and assist them to understand their rights. An ITP cannot give legal advice or provide advocacy for a person.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Referral: Within agency.

People with Disability (PWD) Australia

Address: Tower 1, Level 10, 1 Lawson Square, REDFERN NSW 2016

Postal: PO Box 666, STRAWBERRY HILLS NSW 2012

Phone: (02) 9370 3100

Phone: 1800 422 015

TTY: (02) 9318 2138

TTY Toll Free: 1800 422 016

Fax: (02) 9318 1372

Email: pwd@pwd.org.au

Website: www.pwd.org.au

PWD Australia

People with Disability (PWD) Australia are a peak non-government disability rights & advocacy organisation. Members are people with disabilities and organisations primarily composed of people with disabilities. PWD represents the moral and legal rights of people with all types of disabilities.

Programs include information services such as the newsletters, 'LinkUp' and 'E-Bulletin'; individual, group and systemic advocacy; and education and training. The organisation provides individual and group advocacy for people who have disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil for advocacy.

Membership application available; fees apply.

Referral: Self or agency.

Reinforce

Address: 2nd Floor, Ross House, 247 Flinders Lane, MELBOURNE 3000

Phone: (03) 9650 7855

Email: reinforce@rosshouse.org.au

Website: www.reinforce.org.au

Community Education on Intellectual Disability Rights

Community education is available for children and young people in schools and tertiary institutions about the legal & moral rights of people who have intellectual disabilities.

Office Hours: 9.00am to 4.00pm, Mon to Thur

Cost To Clients: Nil.

Referral: Educational institution.

Intellectual Disadvantage Advocacy & Support

Advocacy and support to protect the legal and moral rights of people who have intellectual disabilities.

Office Hours: 9.00am to 4.00pm, Mon to Thur.

Cost To Clients: Nil.

Referral: Self.

Self Advocacy Resource Unit (SARU)

Address: 1st Floor, Ross House, 247 Flinders Lane, MELBOURNE 3000

Phone: (03) 9639 6856

Email: saru@rosshouse.org.au

Website: www.saru.net.au

Self Advocacy Support

SARU resources and assists self-advocacy groups for people who have intellectual disabilities, acquired brain injury or for those with complex communication needs. A resource library containing CDs and DVDs on self-advocacy rights & disability awareness, computers, video editing, printers, poster makers, DVD burners and labellers, a television and internet access are available for use. Digital cameras, audio recorders, video cameras, a printer, a laminator, DVD players and a data projector are also available for borrowing.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

State Trustees

Address: 1 McNab Avenue, FOOTSCRAY 3011

Phone: (03) 9667 6444

Phone: 1300 138 672

Website: www.statetrustees.com.au

Enduring Power of Attorney

A legal arrangement to manage the financial or medical affairs of people and their families by empowering another person to act on their behalf, immediately or at a later date, in the event of an illness or disability. An Enduring Power of Attorney can only be made by people while they are still able to make decisions for themselves.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: According to service provided.

Referral: Self.

Management of Financial & Legal Affairs

Management of financial and legal affairs for people with disabilities, including income collection, payment of accounts, property management, investment & taxation advice, provision of legal services and referrals & submissions to government agencies.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: According to service provided.

Referral: Self, agency or Victorian Civil & Administrative Tribunal.

Trust Management

Provides assistance in the legal establishment and management of testamentary, personal and commercial trusts. Trust management for those with disabilities is available.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: According to service provided.

Referral: Self.

Victorian Advocacy League for Individuals with Disabilities (VALID)

Address: 235 Napier Street, FITZROY 3065

Phone: (03) 9416 4003

Phone: 1800 655 570

Fax: (03) 9416 0850

Email: office@valid.org.au

Website: www.valid.org.au

VALID

Provides information, advice, advocacy, training and assistance for adults who have intellectual disabilities and for their families and carers. VALID also works to ensure that people who have intellectual disabilities and their families are provided with appropriate services.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil.

Referral: Self, agency or family.

Victorian Civil & Administrative Tribunal (VCAT) Guardianship List

Address: Level 5, 223 William Street, MELBOURNE 3000

Postal: GPO Box 5408, MELBOURNE 3001

Phone: (03) 9628 9911

Phone: 1300 079 413

Fax: (03) 8685 1404

Email: vcat@vcat.vic.gov.au

Website: www.vcat.vic.gov.au

Guardianship for People with Disabilities

The VCAT Guardianship List can appoint a plenary or limited guardian for people who have disabilities and are at least 18 years old, or alternatively make an order that can take effect upon a young person attaining 18 years old.

Office Hours: 9.00am to 4.30pm, Mon to Fri.

A twenty-four-hour answering service is available for emergency applications.

Cost To Clients: Nil for application fee.

A comprehensive listing of the current application, hearing and other fees is available on the website.

Referral: Self or agency, by application to VCAT.



Victorian Disability Advisory Council

Address: Level 24, 50 Lonsdale Street
MELBOURNE 3001
Postal: GPO Box 4057, MELBOURNE 3001
Phone: (03) 9096 7616
Fax: (03) 9605 3812
Email: vdac@dhs.vic.gov.au
Website: www.dhs.vic.gov.au

Victorian Disability Advisory Council

Provides advice to the Minister for Community Services in respect of whole of government policies and strategies to increase the participation of people with a disability in the Victorian Community. The Council also works with other local and national community and government advisory groups to create opportunities for all Victorians.

Victorian Disability Services Commissioner

Address: Level 30, 570 Burke Street,
MELBOURNE 3000
Phone: 1800 677 342
TTY: 1300 726 563
Fax: (03) 8608 5765
Email: complaints@odsc.vic.gov.au
Website: www.odsc.vic.gov.au

Disability Services Commissioner

The Commissioner works with people who have disabilities and with disability service providers to resolve complaints.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self or agency.

Victorian Equal Opportunity & Human Rights Commission

Address: Level 3, 204 Lygon Street,
CARLTON 3053
Advice Line: 1300 292 153
General Inquiries: 1300 891 848
TTY: 1300 289 621
Fax: 1300 286 834
Email: information@veohrc.vic.gov.au
Website: www.humanrightscommission.vic.gov.au

Equal Opportunity Commission Victoria

The Commission investigates and provides confidential conciliation services following complaints of sexual harassment or discrimination or unfair treatment on the basis of age, disability, industrial activity, lawful sexual activity or sexual orientation, marital status, parental or carer status, physical features, political belief or activity, pregnancy, race, religion, sex, gender identity, breastfeeding or personal association with any of these identified grounds. The Commission also provides assistance with formalising a complaint. If conciliation is unsuccessful, either party has the right to refer the case

to the Anti-Discrimination List, Victorian Administrative Civil and Tribunal, in which event private legal representation is optional.
Office Hours: 9.00am to 5.00pm Mon to Fri.
Cost To Clients: Nil.
Referral: By telephone, letter or visit.

Villamanta Disability Legal Rights Service

Address: 44 Bellerine Street, GEELONG
3220
Phone: (03) 5229 2925
Phone: 1800 014 111
Fax: (03) 5229 3354
Email: legal@villamanta.org.au
Website: www.villamanta.org.au

Legal Service

Villamanta Disability Rights Legal Service is a free Victoria-wide community legal service that works on disability-related legal problems, particularly those that affect people who have intellectual disabilities.

Services include telephone information, advice & referral; legal advocacy & casework in disability-related legal areas; community education, primarily for people with disabilities; and policy & law reform including lobbying government & non-government bodies about laws & policies that affect people with disabilities. Books on disability rights issues are available for sale. Training for service providers may be arranged on a fee-for-service basis.

Availability: Advice Line, 1.00pm to 3.00pm, Mon to Fri.
Office Hours: 9.00am to 5.00pm Mon to Fri; Office closed 10.00am to 11.00am, Wed; a telephone answering machine is available when the office is unattended.
Cost To Clients: Nil for people who have disabilities. A fee may be charged for community education to service providers.
Referral: Self or agency.
Special Requirements: The Victoria-wide free call number to obtain legal information & advice should be used by people with disabilities & their direct carers only.

Voices Vic

Address: 211 Chapel Street, PRAHRAN 3181
Phone: (03) 9692 9500
Fax: (03) 9510 9627
Website: www.prahranmission.org.au

Community Awareness, Education & Advocacy

Provides community awareness, education and advocacy for community, government and mental health sectors.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Availability: Site visits are also available. Appointments necessary.
Referral: Self or organisation.

Women with Disabilities Victoria

Address: Level 9, 255 Bourke Street,
MELBOURNE 3000
Postal: GPO Box 1160, MELBOURNE 3001
Phone: (03) 9286 7800
Email: wdv@wdv.org.au
Website: www.wdv.org.au

Women with Disabilities Victoria

Provides a voice for the moral & legal rights of women with disabilities and works to improve their lives and life chances. The organisation provides active promotion of the participation of women with disabilities in all aspects of social, economic, political and cultural life; advocacy on issues of concern for women with disabilities; a representative organisation for women with disabilities in Victoria, undertaking systemic advocacy and providing policy advice; research, support & information; and education.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Youth Affairs Council of Victoria (YACVIC)

Address: Level 2, 180 Flinders Street
MELBOURNE 3000
Phone: (03) 9267 3799
Phone: 1300 727 176
Fax: (03) 9639 1622
Email: info@yacvic.org.au
Website: www.yacvic.org.au

Youth Disability Advocacy Service (YDAS)

An advocacy service provided by young people with disabilities for children and young people 12 to 25 years old with disabilities. The service is coordinated by the Youth Affairs Council of Victoria (YACVIC) in partnership with Youthlaw and the Disability Discrimination Legal Service.

Office Hours: 9.30am to 5.00pm, Mon to Fri



Carers & Support Services

Carers Victoria

Address: Level 1, 37 Albert Street,
FOOTSCRAY 3011

Postal: PO Box 2204, FOOTSCRAY 3011

Phone: 1800 242 636

TTY: (03) 9396 9587

Fax: (03) 9396 9555

Email: reception@carersvictoria.org.au

Website: www.carersvictoria.org.au

Carers @ Work (NRCP)

In-home day respite care and centre-based group day programs enable carers of people who are frail aged or who have disabilities, who are working, seeking work or studying to access flexible in-home or community respite per week at times and days that suits the carer.

Office Hours: 9.00am to 5.00pm, Mon to Fri; with an after-hours service available.

Cost To Clients: Costs vary, enquire to discuss.

Availability: Varies as respite is provided during the time the carer is working.

Referral: Self or agency.

My Connected Community

Provides support, information, discussion and social networks through an online service, VICNET, for people who care for the aged and those who have disabilities and are isolated for geographic reasons or because of their responsibilities as carers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Availability: Free education and training on how to use VICNET virtual community site is available through local neighbourhood houses and community centres.

Referral: Self.

YCM 121: Young Carers' Mentoring

Individual community-based mentoring for adolescent children 12 to 18 years old who are carers. Young carers help provide care for a family member who has a chronic illness, a disability or mental illness or is frail aged or has an alcohol or other drug problem.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Centrelink Disabilities Payments

Phone: 13 2717

Centrelink Carer Allowance

The Carer Allowance provides financial assistance to a person providing constant personal care to a family member who is a youth or adult 16 years old or over with a severe intellectual, psychiatric or physical disability; or for a dependent child under 16 years old with a profound disability.

The personal care test is related directly to tasks requiring daily attention such as administering medication, eating, food preparation, bathing, hygiene and mobility, but not assistance with domestic chores.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Centrelink Disability Support Pension (DSP)

The Disability Support Pension provides financial assistance to ensure an adequate level of income for adults and young people 16 years old and over, not having reached pension age, with psychiatric, intellectual or physical impairments of twenty per cent or more.

The impairment must prevent them from working, or completing educational or vocational training, for at least the next two years.

Permanently blind people qualify automatically.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Centrelink Mobility Allowance

The Mobility Allowance provides financial assistance to adults and young people 16 years old and over with psychiatric, intellectual or physical disabilities that prevent them from using public transport without substantial assistance.

Recipients must spend at least 8 hours per week in paid employment, vocational training or voluntary work for a community, charitable or welfare organisation. The allowance is also payable to people undertaking job search activities.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Respite Connections Commonwealth Carelink Centre

Address: Level 1, 37 Albert Street,
FOOTSCRAY 3011

Postal: PO Box 2204, FOOTSCRAY 3011

Phone: 1800 052 222

Fax: (03) 9396 9555

Website: www.carersvictoria.org.au

Commonwealth Carer Respite Centre & Carelink Centre

Provides information, support and brokerage for respite services for carers living in the western metropolitan region including the municipalities of Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Moonee Valley and Wyndham. The Centre promotes community awareness of carers and carer issues; works in active partnership with service providers and the community, with carers and people with care or support needs including the aged and those with disabilities or mental health disorders; and develops carer education programs for service providers and the wider community.

Telephone assistance is available 24 hours, 7 days a week.

Availability: Waiting list applies, but varies across programs.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self, agency or family.

Special Requirements: Person receiving support must live in the catchment area.

Assessment: Required for services provided by Carelink Centre. Program assessment is not required for Carelink services.

Gay and Lesbian Health Victoria

The Rainbow Network

Address: 215 Franklin St, Melbourne,
Victoria, 3000

Phone: (03) 9479 8760

Email: info@glhv.org.au

Website: www.rainbownetwork.com.au

Rainbow Network is the Victoria

Wide support service for anyone working with same sex attracted, intersex, trans and gender diverse young people. We offer our members free training, resources, secondary consultation, professional supervision and a monthly eBulletin. Membership is free (Delivered in partnership with the Department of Health funded HEY Project).



Child & Family Services

Annecto the people network

Address: 81 Cowper Street,
FOOTSCRAY 3011
Phone: (03) 9687 7066
Fax: (03) 9687 5621
Email: theteam@annecto.org.au
Website: www.annecto.org.au

In-Home Respite Care

Provides regular in-home respite care to assist the children, families or carers of young people and adults 18 to 65 years old with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self.

Association for Children with a Disability (ACD)

Address: Suite 2, 98 Morang Road,
HAWTHORN 3122
Phone: (03) 9818 2000
Phone: 1800 013 654
Fax: (03) 9818 2300
Email: mail@acd.org.au
Website: www.acd.org.au

Information, Support & Advocacy for Children with a Disability

Provides health information, support and advocacy for families of infants, children and young people 0 to 18 years old who have disabilities.

A newsletter, 'Noticeboard', is produced in alternate months for members. Information booklets include the following: 'Helping You and Your Family' and 'Through the Maze', an overview of services & support for parents. Interpreter services are available.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Annual Membership fees apply.
Referral: Self.

Autism Angels

Postal: PO Box 4086, KEILOR DOWNS 3038
Phone: (03) 9362 1000
Phone: 0404 522 226
Email: info@autismangels.org.au
Website: www.autismangels.org.au
Self-Help & Support Group

A social support group for parents, families, friends and carers of children

affected by autism; provides information and an opportunity to form friendships.
Availability: 2.00pm, first Sunday each month, members free; non-members \$5. Telephone contact with an answering machine is available to leave a message. Calls will be returned within twenty-four to forty-eight hours.

Cost To Clients: Nil.
Annual Membership: \$20 per child per year.
Referral: Self.

Autism Victoria (T/A Amaze)

Address: 24 Drummond Street,
CARLTON 3053
Postal: PO Box 374, CARLTON SOUTH 3053
Phone: (03) 9657 1600
Fax: (03) 9639 4955
Email: info@amaze.org.au
Website: www.amaze.org.au

Autism Victoria InfoLine

A peak body providing information and advice about services, family counselling, support, education & training programs, library services, promotional materials and representation for children, young people and adults who have autism spectrum disorders. Information in other languages is available. A magazine, 'The Spectrum', is published 3 times per year and a free online newsletter, 'The eSpectrum', is sent out every second Wednesday.

Availability: The InfoLine is available during business hours, with voicemail to leave a message after hours or when the line is busy. Calls will be returned. Appointments necessary for face-to-face consultations.
Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil for information; counselling & library, nil for members only.
Annual Membership fees apply.
Referral: Self.

Information Sessions

Information sessions and workshops are held for parents, young people and adults with autism spectrum disorders.

Availability: Various times, weekdays, weekends and evenings, monthly or in alternate months. Bookings essential.
Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil for members.
REFERRAL: Self.

Baptcare, North & West Metropolitan Family Services

Address: 25 Norwood Crescent,
MOONEE PONDS 3039
Phone: (03) 9373 3800
Email: vicfamilycommunityservices@baptcare.org.au
Website: www.baptcare.org.au

Continuity of Care Program

Provides financial assistance to supplement support services for families of children with severe disabilities and/or high medical needs requiring intensive in-home support.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

Disability Services: Case Management

Provides case management support for families with children and young people who have a disability.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Family or carer.

Disability Services: Family Activity Program

Provides funding support for children, young people and adults 6 to 64 years old who have a disability to assist them to participate in a holiday with their family/carer or independently.

The program assists people who, without funding, would be unable to experience a holiday due to their disability.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, family or carer.

Disability Services: Flexible Respite Care

The respite program provides financial assistance for families with children and young people 6 to 18 years old with disabilities. Brokerage money is available to purchase a range of respite options where other respite services are not available for the family. Support is offered on a short-term basis only.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Availability: No case-management service provided.
Referral: Family or carer.

Families First

An intensive family-based service focusing on addressing the immediate needs of children, young people and their families to enable them to remain together and prevent long-term out-of-home placement of children.

The program includes parenting skills education; child development; advocacy; family, individual or marital counselling; communication & negotiating skills; home maintenance skills; networking & linking with local community resources; and practical assistance. Workers available for families 24 hours, 7 days a week.

Office Hours: 9.00am to 5.00pm, Mon to Fri.



Cost To Clients: Nil.
Referral: Human Services.

Family Options

Family Options provides long-term accommodation placement with alternative families for children and young people 5 to 18 years old with disabilities. The child's own family is encouraged to maintain an active role in the child's life.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Human Services.

Home Start Program

The Home Start Program works with families of children under 5 years old, who are experiencing a wide range of difficulties, including social isolation and depression in order to help prevent family crisis and breakdown.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Family or agency.

Integrated Family Services

Provides in-home support for vulnerable families with children and young people 0 to 18 years old.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Parenting Assessment Skill & Development Services (PASDES)

Provides in-home parenting assessment and skills development service for families with children 0 to 3 years old, who have been identified by the Department of Health and Human Services Protective Workers as being at high risk.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Human Services.

Respite Activity Program (RAP)

The day program provides social and recreational activities for children and young people with moderate to severe disabilities and respite for their families or carers. There is a group for children 8 to 12 years old and a group for young people 12 to 18 years old. Priority of access for these groups is for people who are not using other services or have limited access to services.

Availability: The program operates four separate groups, each meeting for a six hour activity on weekends, two in Essendon and two in Werribee.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, medical, community agency or Department of Health and Human Services.

Shared Family Care

Regular respite care provides accommodation in carers homes for children 0 to 6 years old with a developmental delay or those 6 to 17 years old with intellectual disabilities. The service provides respite for families coping with the additional demands placed on them by the care of children or young people with intellectual delay or disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Long-term.
Referral: Self, community or government agency.

Break Thru People Solutions

Address: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9365 9500
Fax: (03) 9310 7255
Email: mhcss@breakthru.org.au
Website: www.breakthru.org.au

Mental Health Respite: Carers Support Family and carer support groups provide opportunities for carers of people with mental illness to receive mutual support, share information about the illnesses involved & services available, develop coping strategies, take a break from the home situation and to provide a link to information and support services.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil to attend group.
Referral: Self.

Brimbank City Council

Address: 301 Hampshire Road, SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

Recreation Programs (HACC)

Personal care at home for children and young people with disabilities and support for their families. Respite care is also available.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Means tested.
Availability: Weekday, evening & weekend care are available according to need.
Referral: Self, family, agency or medical.
Assessment: An assessment to determine eligibility & needs is required & is undertaken by the Home Care Assessment Officer.

Playgroups for children with additional needs

Playgroups are a great way to meet other families, have fun together doing activities, and to provide important learning and stimulation opportunities for children to encourage their development and skills. Playgroups in Brimbank welcome all children. There are also a number of playgroups - facilitated and non-facilitated - that are specifically for children with additional needs and their families. For more information about the playgroups in your local area contact the Brimbank City Council Playgroup Development Officers via email tanyag@brimbank.vic.gov.au or nicoleo@brimbank.vic.gov.au or telephone 9249 4365. Alternatively contact ISIS Primary Care Playgroup Development Officer via email Nathalie.molina@isispc.com.au or telephone 9313 5018.

Location: Community centres across Brimbank.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Client: Varies depending on funding to groups. Discounted rates for health care card holders.

Availability: Groups usually meet weekly for two hours in the mornings, during school term.
Referral: Parent/guardian and carers.

Preschool Field Officer

A service for state-funded 4 year old kindergarten programs for children with additional needs. The service provides advice and support for staff and families in state-funded 4 year old kindergartens and child care centres.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Phone: 9249 4845
Cost To Clients: Nil.
Referral: Kindergarten Teacher, Child Care Services, Allied Health Staff & Paediatricians.

Recreation Programs (HACC)

Social outings, recreational activities and support are provided for children, young people, adults and the aged who have disabilities and reside in the municipality. Western Amigos, for children and young people 7 to 15 years old. Out & Abouters, for young people and adults 16 to 45 years old. Explorers Club, for socially isolated older residents aged 55 years or over and not attending PAG or senior citizens' programs.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Dependent on activity.
Availability: Activities are run weekly. Transport is available for those unable to use public transport.
Referral: Self, family, agency or medical.
Assessment: By application.
Special Requirements: Must be eligible under HACC funding guidelines.

Centrelink Disabilities Payments

Phone: 13 2717

Centrelink Carer Payment

The Carer Allowance provides financial assistance to a person providing constant personal care to a family member who is a youth or adult 16 years old or over with a severe intellectual, psychiatric or physical disability; or for a dependent child under 16 years old with a profound disability. The personal care test is related directly to tasks requiring daily attention such as administering medication, eating, food preparation, bathing, hygiene and mobility, but not assistance with domestic chores.

Office Hours: 8.30am to 4.30pm, Mon to Fri.



Centrelink, Sunshine

Address: 103 Harvester Road, SUNSHINE 3020
Postal: PO Box 900, SUNSHINE VIC 3020
Phone: 132468
Website: www.centrelink.gov.au

Centrelink

Centrelink offices provide a range of customer services on behalf of Commonwealth Government departments. In addition to providing financial assistance to eligible candidates, Centrelink provides support services for families, the elderly, the sick or injured, people with disabilities, young and adult job seekers, recent immigrants, carers, people undertaking or planning to undertake study or training, the self-employed, retired people and people planning retirement, the bereaved, people recently separated or divorced and people in crisis.

Office Hours: 8.00am to 5.00pm, Mon to Fri.
Referral: Self.
Assessment: By application.
Special Requirements: Proof of income.

Centrelink, Water Gardens

Address: 399 Keilor-Melton Road, TAYLORS LAKES 3038
Postal: PO Box 312, SUNSHINE 3020
Phone: 13 1021
Phone: 13 1202
Website: www.centrelink.gov.au

Centrelink

Centrelink offices provide a range of customer services on behalf of Commonwealth Government departments. In addition to providing financial assistance to eligible candidates, Centrelink provides support services for families, the elderly, the sick or injured, people with disabilities, young and adult job seekers, recent immigrants, carers, people undertaking or planning to undertake study or training, the self-employed, retired people and people planning retirement, the bereaved, people recently separated or divorced and people in crisis.

Office Hours: 8.00am to 5.00pm, Mon to Fri.
Referral: Self.
Assessment: By application.
Special Requirements: Proof of income.

Department of Education & Early Childhood Development

Address: 900/1 McNab Avenue, FOOTSCRAY 3011
Postal: PO Box 2141, FOOTSCRAY 3011
Phone: (03) 8397 0300
Fax: (03) 8397 0303
Website: www.education.vic.gov.au

Assessment, Counselling & Support Services

A welfare consultant, social worker and a psychologist are available to provide

assessment, counselling and support for primary school and secondary school students and their families where the children are experiencing difficulties at school or home.

Office Hours: 8.00am to 6.00pm, Mon to Fri.
Availability: Appointments necessary.
Referral: Self or school.
Assessment: By welfare consultant or psychologist.

Early Childhood Intervention Services (ECIS)

Early Childhood Intervention Services support children with disabilities or developmental delay from birth to school entry and their families. ECIS provides special education, therapy, counseling, service planning & coordination assistance and support to access services such as kindergarten & child care.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Appointments necessary.
Referral: Self or school.

Planning & Coordination, Education Services

Provides access to public preschools, primary school & secondary school education & supports private schools; ensures that all Victorians have access to training & further education services necessary for the social & economic development of the State; links training & further education to employment, especially in high-skill areas & areas of skill shortage; and ensures that Government policies and service provision meet the needs of young Victorians. In addition, the Department provides support and advisory services to the Ministers for Education & Training, for Education Services and for Youth Affairs as well as a number of statutory bodies.

Office Hours: 8.00am to 6.00pm, Mon to Fri.

Speech Pathology Services

Speech pathology and assistance with linguistic difficulties is provided for primary-school and secondary-school students in schools within the district.

Office Hours: 8.00am to 6.00pm, Mon to Fri.

Department of Health & Human Services (DHHS) Disability Services, North & West

Phone: (03) 9412 2741
Phone: 1800 783 783
TTY: (03) 9412 2647
Fax: (03) 9412 5466
Email: north.intake@dhs.vic.gov.au
Email: west.informationandsupport@dhs.vic.gov.au
Website: www.dhs.vic.gov.au/disability

Disability Intake & Response Service

The service provides information and support for young people and adults with disabilities and for their carers and families to gain access to community support and services in their local area.

Programs funded by Disability Services fall into the following areas:
 Individual support packages; Assistance for people to live independently in their own homes includes aids & equipment, HomeFirst, outreach support and therapy; Specialist disability support includes behaviour intervention services and criminal justice services; Accommodation includes the Disability Housing Trust and shared supported accommodation; Support for families and carers includes Family Options, flexible support packages and respite; Community participation includes day programs, Futures for Young Adults and recreation; Information, Planning & Advocacy includes information services, advocacy services and peak organisations; Strengthening communities involves creating inclusive communities; Disability Intake & Response Service, for intake assessment; Quality & disability standards involves improvement of services; Learning & development includes training for disability support workers and carers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self, health professional or community organisation.

Extended Families Australia

Address: Suite 1, 95 Bell Street, COBURG 3058
Phone: (03) 9355 8848
Fax: (03) 9354 9404
Email: northwest@extendedfamilies.org.au
Website: www.extendedfamilies.org.au

Coordinating Body

Extended Families Australia is a not-for-profit association that provides support, respite, significant social relationships and community participation for infants, children and young people 0 to 18 years old who have disabilities and for their families.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Gellibrand Support Services

Address: 24 Withers Street, SUNSHINE 3020
Phone: (03) 9300 5400
Fax: (03) 9300 5444
Email: info@gellibrand.org.au
Website: www.gellibrand.org.au

Individual Support Program

Provides funding to enable children, young people and adults 13 to 64 years old with intellectual disabilities or acquired brain injury to live in their own housing, whether family homes, bungalows or rental or public housing. The program focuses on clients whose parents or primary carers are ageing or in poor health. Funding may also be available to employ outreach support to assist the primary carers or to assist the clients themselves with daily living and access to appropriate services.

Office Hours: 8.30am to 5.30pm, Mon to Fri.
Cost To Clients: Nil.
Referral: DHS Disability Services.



Good Shepherd Youth & Family Services

Address: 354 Main Road West,
ST ALBANS 3021
Phone: (03) 8312 8800
Fax: (03) 9364 3733
Email: stalbans@goodshepvic.org.au
Website: www.goodshepvic.org.au

Families & Young People Support Services

Provides family support and early intervention for infants, children and young people 0 to 18 years old. Programs include youth support, counselling for families and kindergarten and pre-school services for young children.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self or community agency.

Interchange, Western Region

Address: Level 1, 6 South Road,
BRAYBROOK 3019
Postal: 10/ 6 South Road, BRAYBROOK 3019
Phone: (03) 9396 1111
Fax: (03) 9396 1613
Email: interwest@interchangewestern.org.au
Website: www.interchangewestern.org.au

Host Program

Out-of-home respite service for infants, children and young people 0 to 18 years old with disabilities and for their carers. Children are matched to volunteer single or family hosts and regular respite is provided in the host's own home for periods of up to forty-eight hours per month.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Self or agency

Recreation Program

Various holiday programs assist families by providing recreational activities for children and adolescents with disabilities. Respite is also provided for families with children, young people and adults 12 to 35 years old.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self or agency.
Special Requirements: Participants must be on the Interchange waiting list.

Isis Primary Care, St Albans Head Office

Address: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9296 1200
Fax: (03) 9366 2086
Email: isis@isispc.com.au
Website: www.isispc.com.au

Community Health Services

A community health centre providing a wide range of health and welfare services.

Office Hours: 8.30am to 5.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Bulk billing.
Referral: Self.

MacKillop Family Services, Family and Community Services

Address: 118 Commercial Road,
FOOTSCRAY 3011
Phone: (03) 9680 8444
Email: enquiry@mackillop.org.au
Website: www.mackillop.org.au

Disability Services, Greatbreak

Planned short-term & time-limited breaks for families & other voluntary carers of 7 to 18 year olds who have disabilities. The program supports & maintains primary care-giving relationships while providing a positive and enjoyable experience for the person who has a disability. Priority is given to carers or families with limited access to appropriate respite services & those from culturally or linguistically diverse backgrounds.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: inquire at agency.
Referral: Self or agency.

Melbourne City Mission, Disability Services

Address: 230 Normanby Avenue,
THORNBURY 3071
Phone: (03) 9487 9200
Intake: (03) 9487 9238
Website: www.melbournecitymission.org.au

Disability Services

The range of Disability Services provide information, education, opportunities and support that build a foundation that empower people with a disability to achieve their self-directed goals and experience active citizenship. Support services include early childhood development and family support.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Dependent on specific service.
Referral: Human Services.

Parent Support Program

A support program for parents of children with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.

TIME Out Sibling Support Program

A program that runs groups for children & young people who have siblings with disabilities. TIME Out gives children an opportunity to develop confidence, strategies and skills relevant to their situation. The Program allows children to get to know others who have had similar experience and

provides some space & time in a fun, safe and understanding group. School-holiday excursions are also conducted.

Availability: Inquire.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, family or agency.

Melbourne City Mission, Hartnett House

Address: 123 Albion Street,
BRUNSWICK 3056
Phone: (03) 9385 3200
Fax: (03) 9386 8631
Website: www.melbournecitymission.org.au

Children's Centre (Child Care)

Provides full or part-time care for children 3 months or over, in four age-appropriate playrooms. The service promotes inclusion and provides child care for children with disabilities. A kindergarten program also operates.

Availability: 7.30am to 6.00pm, Mon to Fri. Waiting list may apply.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire; Families, Housing, Community Services & Indigenous Affairs Child Care Benefit (CCB) is available.
Referral: Self.

Noah's Ark - West Metro

Address: Suite 114, 44-56 Hampstead Road,
MAIDSTONE 3012
Phone: (03) 9304 7400
Email: west@noahsarkinc.org.au
Website: www.noahsarkinc.org.au

Early Childhood Intervention Service (ECIS) & Inclusion Support

A home, community and centre-based early childhood intervention program and preschool education for infants and children 0 to 6 years old with developmental delay and diagnosed disabilities such as Down Syndrome, autism and Fragile X. A health team of early childhood intervention workers including teachers, social workers, physiotherapists, occupational therapists and speech pathologists provide services that reflect family priorities for their children.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Parent, guardian, agency or health professional.
Assessment: An initial assessment is conducted via home visit, after which families are placed on a waiting list.

Respite North & West

Website: www.respitenorthandwest.org.au

Respite Information Website

An information website about respite and disability in the North & West Metropolitan Region of Melbourne. Information is available for people with disabilities,



families/carers of children & adults with disabilities, service providers and other people interested in respite issues. Information about respite options, programs and support is available on the website.

Uncle Bob's Child Development Centre

Address: 56 Chapman Street, NORTH MELBOURNE 3051
Phone: (03) 9345 5092
Fax: (03) 9328 3797
Email: unclebobs.cdc@rch.org.au
Website: www.rch.org.au/unclebobs

Early Childhood Intervention Service (ECIS)

Educational & therapy services provide centre-based early childhood intervention for infants and children 0 to 6 years old with developmental delay or disabilities. Service coordination and support for families are also provided. Autism specific groups are available.

Office Hours: 9.00am to 5.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Inquire.
Availability: Inquire.
Referral: Central Intake - 1800 783 783

Very Special Kids

Address: 321 Glenferrie Road, MALVERN 3144
Phone: (03) 9804 6222
Phone: 1800 888 875
Fax: (03) 9822 1252
Email: mail@vsk.org.au
Website: www.vsk.org.au

Children's Hospice, Very Special Kids House

The hospice provides respite and palliative care for infants, children and young people 0 to 18 years old with life-threatening illnesses and support & counselling for their families. Respite care is available and staffed 24 hours a day by registered nurses. Family accommodation is available on site.

Availability: Twenty-four-hour telephone contact is available. Waiting list applies.
Office Hours: 8.30am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self, Royal Children's Hospital or Monash Medical Centre.

Vision Australia

Address: 346 Macaulay Road, KENSINGTON 3031
Phone: 1300 847 466
Phone: (03) 8378 1100
Fax: 1300 847 329
Email: info@visionaustralia.org
Website: www.visionaustralia.org.au

Better Start for Children with Disability program

Provides services of intervention therapies and treatments for children with disabilities, who are blind or have low vision. Children with vision of less than or equal

to 6/18 or equivalent field, in the better eye with correction, are eligible for the program. Programs focus on development of independence in different areas, including starting school, early literacy, social skills, physical development and acquisition and use of equipment. Vision Australia staff work with families to develop an integrated service plan that successfully combine Better Start programs with other available Vision Australia services.

Families need to register their child with Carers Australia by contacting 1800 242 636 in order to access this program.

Office Hours: 8.30am to 5.00pm, Mon to Fri; a telephone answering machine is available when the office is unattended.

Cost To Clients: Inquire.
Referral: Parent, guardian, agency or health professional.

Western Health Service, Sunshine Hospital

Address: 147 Furlong Road, ST ALBANS 3021
Postal: PO Box 294, ST ALBANS 3021
Phone: (03) 8345 1333
Website: www.wh.org.au

Children's Allied Health Service (CAHS)

Provides paediatric services for children in physiotherapy, occupational therapy, speech pathology, dietetics and audiology.

Office Hours: 8.00am to 5.00pm, Mon to Fri.
Referral: Medical or agency. A written referral is usually required; inquire at reception.

Hospital Services

Inpatient, outpatient, medical and surgical services are available in acute treatment for adults, gynaecology & obstetrics, paediatrics, haemodialysis, electro-convulsive therapy, pathology, and psychiatry for children, adolescents, adults and the aged.

After-hours service is available.
Availability: Twenty-four hours, seven days a week.
Office Hours: 8.00am to 5.00pm, Mon to Fri.
Referral: Medical.

Yooralla, Altona North Early Childhood Centre

Address: 30 Ronald Avenue, ALTONA NORTH 3025
Phone: (03) 9932 2162
Fax: (03) 9932 2161
Email: ank@yooralla.com.au
Website: www.yooralla.com.au

Early Childhood Intervention Service (ECIS)

A centre-based community preschool for children 3 to 4 years old. Group sizes are small and approximately one third of group spaces are allotted to children 3 to 6 years old with two or more identified developmental delays or disabilities. The team consisting of a preschool teacher, occupational therapist,

physiotherapist, speech pathologist and kindergarten assistants is available to support the learning and development of all the children. Therapy, education and family support is provided through individual home-based consultation, other community children's services or in Yooralla Family Networks groups.

Office Hours: 8.30am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Kindergarten fees apply for children attending the preschool.
Referral: Parent, guardian, agency or health professional.

Yooralla Autism & Therapy Services

Address: 48-50 Box Forest Road, GLENROY 3046
Phone: (03) 9359 2255
Email: autismandtherapy@yooralla.com.au
Website: www.yooralla.com.au

Autism & Therapy Services

Provides outreach services in speech pathology, physiotherapy, occupational therapy and limited child psychology for infants, children and young people 0 to 18 years old with disabilities, including those with autism spectrum disorders.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Fee-for-service.
Availability: Appointments necessary.
Referral: Self or school.

Yooralla Independent Living Centre

Address: 705 Princes Highway, BROOKLYN 3012
Postal: PO Box 1101, ALTONA GATE 3025
Phone: (03) 9362 6111
TTY: (03) 9314 9001
Fax: (03) 9314 9825
Email: ilc@yooralla.com.au
Website: www.ilcaustralia.org.au

ComTEC Services

Provides services for people with disabilities who have communication and technology needs. They provide professional advice by occupational therapists and speech pathologists on the functional application of assistive technology, which enables informed decision making about communication, computer and technology options for people with disabilities.

Cost To Clients: Nil.
Referral: Self.

Equipment Library

The library has a broad range of equipment available for loan to assist children, young people and adults with disabilities. Electronic equipment includes environmental-controls settings and special-access computers including voice-access computers. Specialised equipment may be hired to meet a short-term need, usually up to one month.

Office Hours: 9.00am to 4.30pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self.



Counselling Services

Carers Victoria

Address: Level 1, 37 Albert Street,
FOOTSCRAY 3011
Postal: PO Box 2204, FOOTSCRAY 3011
Phone: 1800 242 636
TTY: (03) 9396 9587
Fax: (03) 9396 9555
Email: reception@carersvictoria.org.au
Website: www.carersvictoria.org.au

Carer Counselling & Advisory Service

A state-wide 1800 free-call number provides specialised information, support and referral for carers. Short-term counselling is available. Interpreting assistance is available.

Availability:

Carer Advisory Service: 8.30am to 4.30pm,
Mon to Fri.

Counselling: Appointments necessary.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self.

Isis Primary Care, St Albans Centre

Address: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9296 1200
Fax: (03) 9366 2086
Email: isis@isispc.com.au
Website: www.isispc.com.au

Drug & Alcohol Counselling

Provides counselling for people with drug and alcohol problems. Interpreters can be arranged by appointment.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self.

General & Family Counselling

Provides counselling, support and referral for a range of personal and family problems. Interpreters can be arranged by appointment.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: Inquire.

Referral: Self.

Problem Gambling Counselling Service

Counselling for individuals, couples and families experiencing gambling related difficulties including financial and relationship difficulties and legal and emotional problems. Information and education about issues relating to problem gambling and gaming facilities are also provided.

Interpreters can be arranged by appointment.

Locations: Altona Meadows, Deer Park, Melton, Sunshine, Footscray, Hoppers Crossing & St Albans.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: Nil.

Availability: After hours appointments and phone counselling is available.

Referral: Self or agency.

Kids HelpLine

Postal: GPO Box 2469, BRISBANE QLD 4001

Free STD call: 1800 551 800

Phone: (07) 3369 1588

Fax: (07) 3367 1266

Email: admin@kidshelp.com.au

Website: www.kidshelp.com.au

Counselling Service

A twenty-four-hour, confidential & anonymous national telephone counselling and referral service.

Web & email counselling are also available via the website.

The service is for 5 to 25 year olds.

Availability: Twenty-four hours, seven days a week.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self.

Lifeline Melbourne

Address: 148 Lonsdale Street,
MELBOURNE 3000

Phone: 13 11 14

Phone: (03) 9666 1244

Fax: (03) 9663 1135

Email: lifelineadmin@wesley.org.au

Website: www.lifelinemelb.com.au

Lifeline Telephone Counselling

A twenty-four-hour crisis telephone counselling, information and referral service available nationally that provides an immediate and confidential opportunity to discuss a problem or concern.

The service responds to callers of all ages with a wide range of concerns and emergencies including matters involving relationships, domestic violence, family issues, youth issues, child abuse, depression & anxiety, loneliness, unemployment, grief, problems at work or school, homelessness, money worries, drug & alcohol problems and suicide. A particular focus is suicide prevention and mental health.

Availability: Twenty-four hours, seven days a week.

Referral: Self.

SuicideLine (VIC)

Phone: 1300 651 251

Website: www.suicideline.org.au

Telephone Counselling & Information

A twenty-four hour specialist telephone counselling and information service for anyone affected by suicide.

Availability: Twenty-four hours, seven days a week.



Culturally Diverse Services

Action on Disability within Ethnic Communities (ADEC)

Address: 175 Plenty Road, PRESTON 3072
Phone: (03) 9480 1666
Phone: 1800 626 078
Fax: (03) 9480 3444
Email: info@adec.org.au
Website: www.adec.org.au

ADEC Education Unit

Training for service providers, community organisations and government departments to teach people to work effectively with individuals from non-English-speaking backgrounds who have intellectual, psychiatric, socio-emotional or physical disabilities, including hearing or vision impairment, acquired brain injury and developmental delay in children. A training calendar is available on request.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Negotiable. Appointments necessary.
Referral: Self.

ADEC Individual Advocacy

A multicultural community organisation providing information, referral, advocacy and support regarding legal rights and services for people from non-English-speaking backgrounds with intellectual, psychiatric, socio-emotional or physical disabilities, including hearing or vision impairment, acquired brain injury and developmental delay in children. Advocacy is also available on behalf of survivors of torture or trauma. Families and community workers may also inquire. Interpreters can be arranged.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Waiting list applies.
Referral: Self or agency.
Assessment: Screening and assessment of needs is undertaken on referral.

Multicultural Carers' & Disability Support Program

Provides mutual support for ethnic carers of people with disabilities. A disability support group is also available. Language-specific groups are conducted for carers who speak Arabic, Italian, Cantonese, Mandarin, Greek, Farsi, Turkish and Vietnamese. Community languages spoken include Arabic, Cantonese,

Farsi, Greek, Hakka, Italian, Mandarin, Teo Chiew, Turkish and Vietnamese.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire; a small cost applies.
Availability: Waiting list may apply.
Referral: Self.
Special Requirements: Person or carer must be eligible for HACC services and live in the catchment area designated by the program.

Multicultural Family Respite Program

Provides a friendly visiting service that matches bilingual volunteers to people with low-to-moderate disabilities, giving families and carers time to pursue other activities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: A fee may be charged for some activities.

Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Self or agency.
Assessment: Volunteer coordinator will visit the family.

Special Requirements: Must be from an ethnic community. Excludes psychiatric and ADHD as primary disabilities.

Transcultural Mental Health Access Program

Provides mental health information and community education for people from non-English-speaking backgrounds. Four language-specific self-help groups including two Chinese groups, a Vietnamese group and a Turkish group are available.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: A small charge applies.
Availability: Appointments necessary. Waiting list applies.
Referral: Self.

Victorian Home & Community Care (HACC) Cultural Planning Project

Liaises with HACC programs across Victoria to ensure they provide services that respond to the needs of the aged and people with disabilities from non-English-speaking backgrounds.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Appointments necessary.

Brimbank City Council

Address: 301 Hampshire Road, SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

Planned Activity Group (PAG - HACC)

The day program provides social support, recreation, activity-based programs and enhancement of daily living skills for the frail aged and those with disabilities. Specific programs are available for people with dementia including those from the Italian ethnic community.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Minimal fee. A meal & transport are included.
Referral: Self, family, agency or medical.
Assessment: An assessment to determine eligibility & needs is required & is undertaken by the Home Care Assessment Officer.

Care Connect, Moonee Ponds Office

Address: Level 1, 641 Mt Alexander Road, MOONEE PONDS 3039
Phone: (03) 9362 8000
Phone: 1800 116 166
Fax: (03) 9326 0155
Email: info@careconnect.org.au
Website: www.careconnect.org.au

Complex Case Support

Provides specialised and intensive case management services to refugees and humanitarian entrants with complex and high needs and puts supports in place to assist them to participate fully and independently in the community.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, family or medical.

Good Shepherd Youth & Family Services

Address: 354 Main Road West, ST ALBANS 3021
Phone: (03) 8312 8800
Fax: (03) 9364 3733
Email: stalbans@goodshepvic.org.au
Website: www.goodshepvic.org.au

Families & Young People Support Services

Provides family support and early intervention for infants, children and young people 0 to 18 years old. Programs include in-home support for families in order to provide opportunities for individual parenting-skills development, general parenting-skills training and mutual support groups for women including young mothers, sole parents, women with psychiatric disabilities, women from non-English-speaking backgrounds and women who are experiencing or have experienced family violence.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self or community agency.



Immigrant Women's Support Service

Phone: (03) 3846 3490
Email: mail@iwss.org.au
Website: www.iwss.org.au

Family Violence Support, Information & Referral

Provides support and telephone information & referral for women and their children who are from culturally & linguistically diverse backgrounds and are experiencing family violence. Services include the following: Crisis support; ongoing support; Counselling/advocacy; Community education and specialist knowledge support for service providers.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil.
Referral: Self or agency.

Migrant Resource Centre, North West Region, Diversity & Disability

Address: 20 Victoria Crescent, ST ALBANS 3021
Phone: (03) 9367 6044
Fax: (03) 9367 4344
Email: dnd@mrcnorthwest.org.au
Website: www.mrcnorthwest.org

Self-Advocacy for Ethnic People with Disabilities

Provides self-advocacy skills for members and promotion of advocacy outcomes; offers consultative opportunities for those who work with or support people who have disabilities and are from ethnic backgrounds; enhances participation and representation by people who are from ethnic backgrounds and living in Victoria; engages with policy makers in the ethnic and disability sectors; and provides consumer representation at local, regional and national forums. Community languages are spoken.

Office Hours: 9.00am to 5.00pm, Mon to Thur.
Cost To Clients: Nil.
Referral: Self.

Social Support Program - Friendly Visiting (HACC)

A friendly visiting service providing outreach support for members of the German, Macedonian, Turkish, Indian and Sri Lankan ethnic communities who are aged, ill, housebound or have disabilities, and for their carers. This is not a counselling service.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

Spectrum Migrant Resource Centre

Address: Level 1, 306-308 Bell Street, PRESTON 3072
Phone: (03) 9496 0200
Fax: (03) 9484 7942
Email: preston@spectrumvic.org.au
Website: www.spectrumvic.org.au

Disability Services

The program focuses on the needs of people with a disability and their carers, particularly those from a migrant and refugee background.

Activities include respite for older carers, individual support packages and activity groups.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Inquire.
Referral: Through case-management service.

Translating & Interpreting Service (TIS)

Address: Casselden Place, 2 Lonsdale Street, MELBOURNE 3000
Postal: GPO Box 241, MELBOURNE 3001
Phone: 131 450
Website: www.tisnational.gov.au

Telephone & On-Site Interpreting

The Department of Immigration & Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for English speakers who need to communicate with them. TIS National has access to over 1400 contracted interpreters across Australia, speaking more than 160 languages and dialects.

The service is available twenty-four hours a day, seven days a week for any individual or organisation in Australia requiring interpreting services.

Availability: Call Centre, twenty-four hours, seven days a week.
Office Hours: 9.00am to 4.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self.

Victorian Transcultural Mental Health (VTMH)

Address: Level 2, Bolte Wing, St Vincent's Hospital, Nicholson Street, FITZROY 3065
Phone: (03) 9231 3300
Website: www.vtmh.org.au

Transcultural Mental Health

The unit works to improve the quality and accessibility of mental health and psychiatric disability support services for culturally & linguistically diverse (CALD) consumers and carers throughout Victoria. An integrated program of involvement in advisory committees, delivery of culturally responsive training workshops, resource production, coordination of special interest groups, research activities, and consultation and capacity building partnerships with specialist mental health service networks.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Western Suburbs Indigenous Gathering Place

Address: Unit 1-2/7 Wedge Street, Werribee
Phone: (03) 8742 3144
Website: www.gatheringplace.com.au

Carer Support Group (HACC)

A support group for indigenous people who are aged or have psychiatric disabilities and for their family carers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil. Lunch is provided.
Referral: Self.

Home & Community Care (HACC) & Care Management

In-home support and personal care at home for Koories who are frail aged or with disabilities to enable them to remain at home. This includes Home Care, Property Maintenance and Delivered Meals Services. Assessment, advocacy, referral and limited case management are also provided.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Subject to assessment, eligibility, relative need & funding. Appointments necessary. Applications required. Waiting list applies.
Referral: Self, family, friend, agency or medical.

Indigenous Gathering Place

Provides a broad range of services to indigenous people across all age groups. These include health, information to other services and Home and Community Care services.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.



Education & Library Services

Brimbank Libraries, Deer Park Branch

Address: Cnr Neale & Station Roads, DEER PARK 3023

Phone: (03) 9249 4660

Email: library@brimbank.vic.gov.au

Website: www.brimbanklibraries.vic.gov.au

Library Services

The Library holds an extensive collection of educational, recreational and reference materials for children, young people & adults, including fiction, non-fiction, large-print publications, magazines, newspapers and audio & video materials. Multilingual materials, inter-library loans, photocopying, internet access and personal computers are available. The Library conducts community activities, preschool story-times and school-holiday activities for children.

A housebound service is provided for the aged and those with disabilities. Community languages spoken include Cantonese, Tamil and Vietnamese.

Office Hours: 9.30am to 8.00pm, Mon - Thurs; 9.30am to 5.00pm, Fri; 10.00am to 5.00pm, Sat.

Membership: Free.

Special Requirements: Proof of identification and current address are necessary to join. Children under 18 years of age need the signature of a parent or guardian on their application forms.

Brimbank Libraries, Keilor Village Branch

Address: Kennedy Street, KEILOR 3036

Phone: (03) 9249 4670

Email: library@brimbank.vic.gov.au

Website: www.brimbanklibraries.vic.gov.au

Library Services

The Library holds an extensive collection of educational, recreational and reference materials for children, young people & adults, including fiction, non-fiction, large-print publications, magazines, newspapers and audio & video materials. Multilingual materials, inter-library loans, photocopying, internet access and personal computers are available. The Library conducts community activities, preschool story-times and school holiday activities for children. A housebound service is provided for the aged and those with disabilities.

Office Hours: 1.00pm to 5.00pm, Mon & Fri; 9.30am to 5.00pm, Tues & Wed; 1.00pm to 8.00pm, Thur; 10.00am to 5.00pm, Sat.

Membership: Free.

Special Requirements: Proof of identification and current address are necessary to join. Children under 18 years of age need the signature of a parent or guardian on their application forms.

Brimbank Libraries, St Albans Branch

Address: 71A Alfrieda Street, ST ALBANS 3021

Phone: (03) 9249 4650

Email: library@brimbank.vic.gov.au

Website: www.brimbanklibraries.vic.gov.au

Library Services

The Library holds an extensive collection of educational, recreational and reference materials for children, young people & adults, including fiction, non-fiction, large-print publications, magazines, newspapers and audio & video materials. Multilingual materials, inter-library loans, photocopying, internet access and personal computers are available.

The Library conducts community activities, preschool story-times and school-holiday activities for children. A housebound service is provided for the aged and those with disabilities. Community languages spoken include Italian and Maltese.

Office Hours: 9.30am to 5.00pm, Mon; 9.30am to 8.00pm, Tue - Fri; 10.00am to 5.00pm, Sat; 1.00pm to 5.00pm, Sun.

Membership: Free.

Special Requirements: Proof of identification and current address are necessary to join. Children under 18 years of age need the signature of a parent or guardian on their application forms.

Brimbank Libraries, Sunshine Branch

Address: 301 Hampshire Road, SUNSHINE 3020

Phone: (03) 9249 4640

Email: library@brimbank.vic.gov.au

Website: www.brimbanklibraries.vic.gov.au

Library Services

The Library holds an extensive collection of educational, recreational and reference materials for children, young people & adults, including fiction, non-fiction, large-print publications, magazines, newspapers and audio & video materials. Multilingual materials, inter-library loans, photocopying, internet access and personal computers are available. The Library conducts preschool story-times and school-holiday activities for children. Community activities are arranged. A housebound service is provided for the aged and those with disabilities. Community languages spoken include Greek, Italian, Maltese, Polish and Vietnamese.

Office Hours: 9.30am to 8.00pm, Mon - Fri; 10.00am to 5.00pm, Sat; 1.00pm to 5.00pm, Sun.

Membership: Free.

Special Requirements: Proof of identification and current address are necessary to join. Children under 18 years of age require a parent or guardian as guarantor and to provide permission to use the internet.

Brimbank Libraries, Sydenham Branch

Address: 1 Station Street, TAYLORS LAKES 3038

Phone: (03) 9249 4680

Email: library@brimbank.vic.gov.au

Website: www.brimbanklibraries.vic.gov.au

Library Services

The Library holds an extensive collection of educational, recreational and reference materials for children, young people & adults, including fiction, non-fiction, large-print publications, magazines, newspapers and audio & video materials. Multilingual materials may be reserved & borrowed from Sydenham Library and inter-library loans & photocopying are available. The Sydenham Branch Library specialises in internet access, games, multimedia and specialist information technology (IT) help, with thirty-eight personal computers available.

An x-box is also available. The Library conducts preschool story-times and school-holiday activities for children. Community activities are arranged.

A housebound service is provided for the aged and those with disabilities. Community languages spoken include Vietnamese.

Office Hours: 9.30am to 8.00pm, Mon - Thur; 9.30am to 5.00pm, Fri; 10.00am to 5.00pm, Sat; 1.00pm to 5.00pm, Sun.

Membership: Free.

Special Requirements: Proof of identification and current address are necessary to join. Children under 18 years of age require a parent or guardian as guarantor and to provide permission to use the Internet.

Furlong Park School & Preschool for Deaf Children

Address: 58 - 84 Furlong Road, SUNSHINE NORTH 3020

Phone: (03) 9312 3244

Fax: (03) 9312 6685

Email: furlong.park.ds@edumail.vic.gov.au

Website: www.furlongpark.vic.edu.au

Special School & Early Education Program

A full-time school program is available for children 7 to 13 years old who are hearing-impaired or have communication problems. An early education program is also provided for preschool children 3 to 6 years old who are hearing-impaired.



Availability: 9.00am to 3.15pm, Mon to Fri.
Appointments necessary. Applications required.

Office Hours: 8.15am to 4.30pm, Mon to Fri.
Cost To Clients: Nil.

Referral: Human Services or Department of Education & Early Childhood Development.

Assessment: Guidance Officer.

Jackson School

Address: 40-46 Mulhall Drive,
ST ALBANS 3021

Phone: (03) 9366 4322

Email: jackson.sch@edumail.vic.gov.au

Website: www.jacksons.vic.edu.au

Special Developmental School

A full-time school program for children and young people with mild to moderate intellectual disabilities. Educational and training programs are provided for children 5 to 18 years old. The staff provides assistance for the children and their parents. Occupational therapists, speech therapists and psychologists also on staff.

Availability: 9.00am to 2.50pm, Mon to Fri.

Office Hours: 8.00am to 4.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self, school or medical.

Assessment: Psychologist.

St Albans East Deaf Facility

Address: St Albans East Primary School,
Station Avenue, ST ALBANS 3021

Phone: (03) 9364 5890

TTY: (03) 9364 5890

Fax: (03) 9364 5960

Email: st.albans.east.ps@edumail.vic.gov.au

Website: <http://www.saeaps.vic.edu.au/page/57/Deaf-Facility->

Specialist Centre for Deaf & Hearing-Impaired Children

A facility for deaf and hearing-impaired students from Prep to Year 6. Children participate in regular classes within the school, with additional resources provided by trained teachers of the deaf.

The facility addresses all communication methods including speech, listening and signing in English & Auslan. Auslan is taught to all students from Prep to Year 6. Speech pathology and audio logical support services are also provided. The level of support is negotiated to match the needs of each student.

Availability: 8.00am to 5.00pm, Mon to Fri.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Referral: Self.

Special Requirements: A bilateral sensory-neural hearing loss that is moderate/severe/profound.

Sunshine Secondary College Deaf Facility

Address: Cnr Glengala Road & Alison Street,
ARDEER 3022

Phone: (03) 9361 9022

TTY: (03) 9360 4584

Fax: (03) 9360 4584

Website: www.sunshine.vic.edu.au

Facility for Deaf Students

Provides full mainstream secondary school education for deaf and hearing impaired children and young people in Years 7 to 12 including the Victorian Certificate of Education (VCE) or the TAFE Vocational and Educational Training (VET) Program.

Office Hours: 8.30am to 4.00pm, Mon to Fri.

Cost To Clients: Nil.

Availability: Students are integrated into their courses with support from teachers of the deaf and/or interpreters. Students use their chosen method of communication, oral/aural, Auslan or signed English.

The curriculum and facilities include time-tabled classes and tutorials in language development, a deaf studies program for young people in Years 7 to 10, contact with the deaf community, an elective speech program conducted by a qualified speech pathologist, a captioned video library and telephone typewriters for loan. Students also have access to computer facilities including the internet and email service.

Referral: Self or agency.

Sunshine Special Developmental School

Address: Ivory Court, SUNSHINE WEST 3020

Phone: (03) 9311 4804

Fax: (03) 9364 8374

Email: sunshine.sds@edumail.vic.gov.au

Website: www.ssds.vic.edu.au

Special Developmental School

A full-time school program for children and young people with mild to profound intellectual disabilities. Educational and training programs are provided for children 5 to 18 years old. The school has both educational and paramedical staff to assist the children and their parents.

Availability: 9.00am to 3.00pm, Mon to Fri.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self, school or medical.

Assessment: Guidance Officer.

Postal: PO Box 14428, MELBOURNE 8001

Phone: (03) 9919 4000

Email: admissions@vu.edu.au

Website: www.vu.edu.au

Address: McKechnie Street,
ST ALBANS 3021

Education Pathways: Work Education

Victoria University, St Albans Campus

Provides vocational preparation for students 16 years old or over with disabilities or special learning needs and wishing to gain employment or undertake further career-related training.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self.

Assessment: By application.

Western Autistic School

Address: Cnr Garnet & Teague Streets,
NIDDRIE 3042

Postal: PO Box 392, NIDDRIE 3042

Phone: (03) 9097 2000

Email: western.autistic.sch@edumail.vic.gov.au

Website: www.westernautisticschool.vic.edu.au

Autism Teaching Institute

Provides accredited training for teachers of primary-school and secondary-school children with autism spectrum disorder.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Referral: Self.

Autistic School

Provides specialist school programs for primary-school children diagnosed with autism spectrum disorder, and limited places for upper primary and secondary school students. The school also acts as a resource for other schools, agencies and professionals who work with or care for children with autism spectrum disorder.

Availability: 9.00am to 3.00pm, Mon to Fri.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Referral: Self, school or medical.

Assessment: Autism Assessment Team.

Yooralla FirstBase Western

Address: 1 Andrea Street, ST ALBANS 3021

Postal: 1 Andrea Street, ST ALBANS 3021

Phone: (03) 9310 8704

Fax: (03) 9310 9817

Email: firstbase.west@yooralla.com.au

Website: www.yooralla.com.au

Transition Program (Futures for Young Adults)

Provides assistance for young people over 18 years old with disabilities to make the transition from school to community life. Individual programs include gaining access to educational courses, sporting and recreational groups and finding employment.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Availability: Appointments necessary.

Application required.

Referral: Self.



Employment & Training

Annecto Job Connections

Address: Werribee Business Centre, Unit 25, 2-14 Station Place, WERRIBEE 3030
Phone: (03) 9742 7771
Fax: (03) 9742 7474
Email: job.connections@annecto.org.au
Website: www.annecto.org.au

Disability Employment Service

An open employment service providing placement, training and support for young people and adults 15 to 65 years old with disabilities. Community languages spoken include Greek, Hindi and Italian.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Waiting list applies.
Referral: Self or Centrelink.

Distinctive Options

Address: 97 Main Road West, ST ALBANS, VIC 3021
Phone: (03) 9740 7100
Email: info@d-o.com.au
Website: www.distinctiveoptions.com.au

Open Employment

An open employment service providing placement, training and support for young people and adults 15 to 65 years old with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or Centrelink.

Mambourin Enterprises, Head Office

Address: 4C Pyke Street, WERRIBEE 3030
Phone: (03) 9731 9200
Fax: (03) 9749 8273
Email: contact@mambourin.org
Website: www.mambourin.org

Pathways

Provides planning and support for people with disabilities to establish suitable pathways towards employment and social participation through partnerships with local community services.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Availability: Waiting list may apply.
Referral: Department of Health and Human Services.
Assessment: By Department of Health and Human Services.

Mambourin Enterprises, Sunshine

Address: 50 Stanford Street, SUNSHINE 3020
Phone: (03) 9364 7999
Fax: (03) 9364 8977
Email: contact@mambourin.org
Website: www.mambourin.org

Pathways

Provides planning and support for people with disabilities to establish suitable pathways towards employment and social participation through partnerships with local community services.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Availability: Waiting list may apply.
Referral: Department of Health and Human Services.
Assessment: By Department of Health and Human Services.

MatchWorks, St Albans

Address: 358-360 Main Road West, ST ALBANS 3021
Phone: (03) 9367 8000
Fax: (03) 9367 9000
Email: corporate@matchworks.com.au
Website: www.matchworks.com.au

Disability Employment Services

A specialised employment service providing placement, training and support in the open labour market for young people and adults with disabilities. Various free services individually tailored for job seekers, employees and employers are provided.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self. If clients are eligible for benefits, they should apply in the first instance to Centrelink.

MatchWorks, Sunshine

Address: Shop T62, Sunshine Plaza, Service Street (opposite Dawson Street), SUNSHINE 3020
Phone: (03) 9312 2200
Fax: (03) 9312 2299
Email: corporate@matchworks.com.au
Website: www.matchworks.com.au

Disability Employment Services

A specialised employment service providing placement, training and support in the open labour market for young people and adults with disabilities. Various free services individually tailored for job seekers, employees and employers are provided.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self. If clients are eligible for benefits, they should apply in the first instance to Centrelink.

Scope (VIC), West Metro Office

Address: 432 Main Road West ST ALBANS, 3021, VIC
Phone: (03) 9366 3766
Website: www.scopevic.org.au

Ongoing Personal Support & Case Management

Provides flexible, ongoing personal support and case management to link adults and young people 18 years old or over with multiple disabilities into community-based day programs including educational and employment programs. The service encourages people to participate various recreational activities in order to develop relationships with other members of the community and to increase self-esteem and confidence.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Referral: Self or agency.

Sign For Work

Address: 597 St Kilda Road, MELBOURNE 3004
Phone: (03) 9539 5309
Fax: (03) 9539 5388
Email: info@signforwork.org.au
Website: www.signforwork.org.au

Disability Employment Services (DES)

Provides counselling and support for young people and adults who have disabilities to assist with entry into the workforce. Specialists are also available to assist deaf or hearing-impaired people and those who have mental illness.

Office Hours: 9.00am to 5.00pm, Mon to Fri; a telephone answering machine is available when the office is unattended.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self.

St John of God, ACES Western

Address: 551 Melton Highway, SYDENHAM 3037
Postal: PO Box 2307, TAYLORS LAKES 3038
Phone: (03) 9449 0899
Fax: (03) 9449 3430
Email: aceswestreception@sjog.org.au
Website: www.sjog.org.au

Adult Training Support

A day program providing social, recreational, pre-vocational and educational activities for people with disabilities. Activities provide respite for families or carers.

Availability: 9.00am to 3.00pm, Mon to Fri.
Office Hours: 9.00am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Referral: Self.



Victoria University, St Albans Campus

Address: McKechnie Street,
ST ALBANS 3021
Postal: PO Box 14428, MELBOURNE 8001
Phone: (03) 9919 4000
Email: admissions@vu.edu.au
Website: www.vu.edu.au

Education Pathways: Work Education

Provides vocational preparation for students 16 years old or over with disabilities or special learning needs and wishing to gain employment or undertake further career-related training.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.
Assessment: By application.

Vision Australia Employment Services

Address: 346 Macaulay Road,
KENSINGTON 3031
Phone: 1300 847 466
Phone: (03) 8378 1100
Fax: 1300 847 329
Email: info@visionaustralia.org
Website: www.visionaustralia.org.au

Employment Assistance

A specialised employment service providing placement, training and support in the open labour market for young people and adults who have vision impairments or are legally blind. Various free services individually tailored for job seekers, employees and employers are provided.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Availability: Appointments necessary. Waiting list applies.
Referral: Self. If clients are eligible for benefits, they should apply in the first instance to Centrelink.
Assessment: Conducted by employment coordinator.

Western Autistic School

Address: Cnr Garnet & Teague Streets,
NIDDRIE 3042
Postal: PO Box 392, NIDDRIE 3042
Phone: (03) 9097 2000
Email: western.autistic.sch@edumail.vic.gov.au
Website: www.westernautisticschool.vic.edu.au

Autism Teaching Institute

Provides accredited training for teachers of primary-school and secondary-school children with autism spectrum disorder.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Referral: Self.

Westgate Community Initiatives Group (WCIG), St Albans

Address: 352 Main Road West,
ST ALBANS 3021

Phone: (03) 9364 6199
Fax: (03) 9364 6425
Email: jobs@wcig.org.au
Website: www.wcig.org.au

Disability Employment Services

Provides open employment training & assistance, advocacy with employers & government agencies and continuing employment support for people with psychiatric, sensory or physical disabilities. Services are available for those needing Auslan or ethnic language interpretation.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Centrelink, Department of Health and Human Services, medical or community agency.

Westgate Community Initiatives Group (WCIG), Sunshine

Address: Shop 2, 27-35 Clarke Street,
SUNSHINE 3020
Phone: (03) 9311 9411
Fax: (03) 9311 8843
Email: wcig@wcig.org.au
Website: www.wcig.org.au

Disability Employment Services (DES)

Provides open employment training & assistance, advocacy with employers & government agencies and continuing employment support for people with psychiatric, sensory or physical disabilities. Services are available for those needing Auslan or ethnic language interpreting.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Centrelink, Department of Health and Human Services, medical or community agency.

Westgate Community Initiatives Group (WCIG), Werribee

Address: Suite 10, Level 1, 75 Watton Street,
WERRIBEE 3030
Phone: (03) 9731 0477
Fax: (03) 9731 0674
Email: wcig@wcig.org.au
Website: www.wcig.org.au

Disability Employment Services

Provides open employment training & assistance, advocacy with employers & government agencies and continuing employment support for people with psychiatric, sensory or physical disabilities. Services are available for those needing Auslan or ethnic language interpreting.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Centrelink, Department of Health and Human Services, medical or community agency.

WISE Employment, St Albans

Address: 356 Main Road West,
ST ALBANS 3021

Phone: (03) 8312 7300
Fax: (03) 8312 7328
Email: stalbans@wiseemployment.com.au
Website: www.wiseemployment.com.au

Disability Employment Services, Uncapped Program. A specialised employment service providing placement, training and support in the open labour market for young people and adults with disabilities. Various free services individually tailored for job seekers, employees and employers are provided. Community languages spoken include Bosnian, Croatian, Greek, Italian, Macedonian, Maltese, Portuguese, Serbian, Turkish and Vietnamese.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self. If clients are eligible for benefits, they should apply in the first instance to Centrelink.
Special Requirements: Priority is given to applicants in receipt of the Disability Support Pension.

WISE Employment, Werribee

Address: Level 1, 9 Bridge Street,
WERRIBEE 3030
Phone: (03) 8742 3300
Fax: (03) 8742 3366
Email: werribee@wiseemployment.com.au
Website: www.wiseemployment.com.au
Disability Employment Network, Uncapped Program

Employment placement, career advice, interview practice, job & travel training and post-placement support are provided for young people and adults 16 to 65 years old with disabilities. Community languages spoken include Spanish.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.
Special Requirements: Priority is given to applicants in receipt of the Disability Support Pension.

Yooralla FirstBase Western

Address: 1 Andrea Street, ST ALBANS 3021
Postal: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9310 8704
Fax: (03) 9310 9817
Email: firstbase.west@yooralla.com.au
Website: www.yooralla.com.au

Transition Program (Futures for Young Adults)

Provides assistance for young people over 18 years old with disabilities to make the transition from school to community life. Individual programs include gaining access to educational courses, sporting and recreational groups and finding employment.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Appointments necessary. Application required.
Referral: Self.



Equipment, Aids & Mobility

Brimbank City Council

Address: 301 Hampshire Road,
SUNSHINE 3020

Postal: PO Box 70, SUNSHINE 3020

Phone: (03) 9249 4000

TTY: (03) 9249 4999

Fax: (03) 9249 4351

Email: info@brimbank.vic.gov.au

Website: www.brimbank.vic.gov.au

Aged & Disability Information & Referral

Provides information about facilities, programs and resources for the aged and people with disabilities. Referral to appropriate support services is provided.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Self.

Community Bus Hire

The Council's community buses are available for hire to local, not-for-profit organisations and volunteer community groups. Eight buses are available including eighteen-seater and nine-seater buses with wheelchair access, and twelve-seater buses with or without wheelchair access. User groups must register annually and undertake recreational, social welfare or educational activities. Priority is given to transport for disability, child, youth and senior citizens' groups.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Availability: Bookings required.

Groups must provide their own fully licensed driver. Drivers of the eighteen-seater bus require an endorsed license plus an omnibus certificate.

Referral: Self.

Community Transport (HACC)

A bus service provides transport for frail, elderly residents and those with disabilities wishing to attend activities in the municipality such as senior citizens' clubs, shopping and planned activity groups. The bus is fitted with a hoist for wheelchair access.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Availability: Bookings required.

Referral: Self, family, agency or medical.

Special Requirements: Must be eligible under HACC funding guidelines.

Disabled Persons' Parking Permits

Parking permits are available for people with permanent or temporary ambulatory or behavioural disabilities or for their families or carers. Two types of permits are available, depending on the nature of the disability. One allows parking in a normal parking bay for twice the length of time and the other allows parking in a disabled parking bay. Permits are valid for a maximum of three years and would then need to be renewed.

Temporary permits may also be issued.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Referral: Medical practitioner or clinical psychologist.

Assessment: By application. Application forms are available from the Customer Service Help Desk & can be collected in person or sent out by mail.

Mobility Maps

Brimbank City Council has produced mobility maps to help people with disabilities access the community. The maps can be obtained by telephoning Council on (03) 9249 4000.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Multi-Purpose Taxi Program Application Forms

Council provides application forms for the government-funded taxi transport subsidy scheme. The scheme provides a fifty per cent reduction in taxi fares to assist people who are unable to use public transport independently because they are frail, aged or have permanent disabilities.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Availability: Application forms may be collected in person or posted to applicants.

Special Requirements: Medical evidence of disability.

Assessment: By application.

Pensioner Rate Rebates

Pensioners may qualify for concession rates. Contact Brimbank City Council Customer Service for further details. Those eligible include aged, widowed, invalid, disability support or single parent pensioners issued with a combined Centrelink, Transport and Health Benefits Card or entitled to full fringe benefits from the Department of Veterans' Affairs.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Companion Cards Victoria

Postal: GPO Box 4987, MELBOURNE 3001

Phone: 1800 650 611

TTY: 1800 898 888

National relay service: 13 3677

Speech-to-speech relay: 1300 555 727

Email: companioncard@health.vic.gov.au

Website: www.companioncard.gov.au

Victorian Companion Card

The Victorian Companion Card can be issued to people with severe, permanent disabilities and a demonstrated inability to participate at community venues and events without a companion to provide attendant care. Registered organisations admit the companions of cardholders at no charge. Organisations that have registered to accept Companion Cards may display the logo at their premises or on promotional material. Information can be provided, or an application form requested, by contacting the 1800 number.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Availability: Applications required.

Referral: Self.

Special Requirements: Applicants must be assessed as having a permanent disability by Human Services and live in Victoria or have a valid Visa.

Assessment: By application.

Disabled Motorists Association

Address: 2A Station Street, COBURG 3058

Phone: (03) 9386 0413

Fax: (03) 9386 0413

Email: dma@disabledmotorists.org.au

Website: www.live-disabledmotorists-c3c1c51.gotpantheon.com/

Disabled Motorists Association

Provides information for members about vehicle modifications, travel, accommodation, Disabled Person's Parking Scheme and other transport and access issues. The agency also provides advocacy, training and consultancy services.

Office Hours: 10.30am to 2.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Annual Membership: Inquire.

Green PC

Address: 33 Elizabeth Street,
RICHMOND 3121

Phone: (03) 9418 7436

Email: info@greenpc.com.au

Website: www.greenpc.com.au

Green PC

Green PC collects redundant computer hardware from government and community services in order to equip individuals and communities who would otherwise lack the opportunity to bridge the 'digital divide' between the information rich and information poor. Long-term unemployed young people are given training to refurbish this equipment which is then provided at minimal cost to low-income families, particularly those living in public high-rise estates. Not-for-profit organisations are also assisted.



Office Hours: 9.00am to 5.30pm, Mon to Fri, with online access twenty-four hours, seven days a week. A support desk is maintained during business hours.

Cost To Clients: Minimal fee. Equipment comes with a 3 month parts & service warranty.

Referral: Self.

Special Requirements: Must be a Health Care Card holder or a not-for-profit incorporated organisation.

MedAlert

Address: 5/ 60 Keilor Park Drive, KEILOR EAST 3033

Phone: 1300 655 782

Fax: 1300 539 420

Website: www.medalert.com.au

Emergency Alarm Systems

Personal-alarm systems for medical emergencies are available to hire or purchase for the aged and those with disabilities.

Office Hours: 8.30am to 5.30pm, Mon to Fri; after-hours emergency contact available, 8.00am to 10.00pm, seven days a week.

Multi-Purpose Taxi Program

Address: Level 23, 80 Collins Street, MELBOURNE 3000

Postal: GPO Box 1716, MELBOURNE 3001

Phone: 1800 638 802

Fax: (03) 8683 0777

Email: mptp@taxi.vic.gov.au

Website: www.taxi.vic.gov.au

Multi-Purpose Taxi Program

For people with severe & permanent disabilities that prevent them from gaining access to public transport independently.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Availability: Interstate travel vouchers must be requested two weeks prior to departure and may be collected in person or posted to recipients.

Special Requirements: Medical evidence of disability, hold a DVA concession card or gold Repatriation Health Card and live in Victoria.

OneStep Education Network

Postal: PO Box 704, PASCOE VALE 3044

Phone: 0408 589 734

Fax: (03) 9324 0951

Website: www.onestep.net.au

Assistive Technology

Provides a wide range of assistive technology including voice-activated computer software (Dragon Naturally Speaking), microphones, head sets, desktop microphones and boom systems for people with physical disabilities or other impairments, TAC-funded or other insurance-funded clients. Needs analysis

& suitability testing, individually-tailored packages, installation of equipment, on-site training and technical support & consultancy are also available.

Availability: 9.00am to 6.00pm, Mon to Fri, or by arrangement. Appointments necessary.

Cost To Clients: Dependent on requirements.

Referral: Self, occupational therapist, TAC or insurance company.

Public Transport Disability Services

Phone: 1800 800 007

Website: www.metlinkmelbourne.com.au

Disability Information Services

Information is available about transport services for people with disabilities.

Services include wheelchair assistance at Southern Cross Station and personal assistance for travellers with disabilities using rail, tram & bus services in metropolitan Melbourne.

Lifts are available at Southern Cross, Flinders Street, Box Hill, Dandenong, Boronia and Watergardens stations and all underground City Loop stations. AVAILABILITY: Twenty-four hours a day, seven days.

Travellers Aid Society of Victoria

Address: City Village, Level 3, 255 Bourke Street, MELBOURNE 3000

Phone: (03) 9654 2600 City Village

Phone: (03) 9610 2030 Flinders Street

Phone: (03) 9670 2072 Southern Cross

Fax: (03) 9654 1926

Email: reception@travellersaid.org.au

Website: www.travellersaid.org.au

Travellers Aid Access Service (TAAS)

Provide assistance for older people with personal care needs and for those with disabilities. Mobility equipment and wheelchair hire is available for hire to use in inner-urban areas. Battery charging points, accessible shower & toilets and internet facilities are available.

Office Hours: 9.00am to 5.00pm, Mon to Fri. Contact provider for cost of mobility aids to hire.

Locations: City Village: Level 3, 223 Bourke Street; Flinders Street Station: Main Concourse, Cnr Flinders & Swanston Streets; Southern Cross Station: Main Concourse, Southern Cross Station, 99 Spencer Street.

VicDeaf (Victorian Deaf Society)

Address: Level 4, 340 Albert Street, EAST MELBOURNE 3002

Phone: (03) 9473 1111

TTY: (03) 9473 1199

Fax: (03) 9473 1122

Email: info@vicdeaf.com.au

Website: www.vicdeaf.com.au

Auslan Fire Alarm Subsidy

A subsidy is available to have Auslan-enabled fire alarms installed in their homes for profoundly deaf Victorians who communicate via Auslan.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Availability: Applications required.

Application forms can be downloaded from the website or inquiries can be made by contacting Vicdeaf.

Special Requirements: Applicants must be over 18 years old or living independently; other application criteria apply.

HEAR Service

The Hearing, Education & Aural Rehabilitation Service provides a range of programs for deaf or hard-of-hearing children, young people and adults and their families & friends, for those working with deaf or hard of hearing people and for members of the community. Printed & telephone information, individual appointments and group programs are provided. Audiology services include hearing tests, demonstrations, fittings and maintenance of hearing aids and training courses in tinnitus management, deafness awareness and Auslan for people and agencies wishing to communicate with deaf people. Assistive listening devices are on display.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Availability: Appointments necessary.

Referral: Self.

Transcription & Note-taking for Hearing-Impaired People

Transcription and note-taking services are provided in the areas of community welfare, education, employment & staff development, the law, medicine, rehabilitation and religion. Student bookings require written authorisation from the funding source.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Fee for service.

Referral: Self or agency.



VicRoads

Address: 499 Ballarat Road,
SUNSHINE 3020
Phone: 13 11 71
Website: www.vicroads.vic.gov.au

VicRoads Customer Service Centre

Registration and licensing information is available. Information and assistance are also provided on vehicle safety requirements and a range of specific disability services including the Multi-Purpose Taxi Card and medical reports.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Victorian Children's Ostomy Association

Address: Equipment Distribution Centre,
Royal Children's Hospital, Flemington Road,
PARKVILLE 3052
Phone: (03) 9345 5325
Fax: (03) 9347 5046
Email: melanie.gibbs@rch.org.au

Ostomy Supplies

Health and disability aids are available for children and young people who have had an ileostomy, colostomy or urostomy.

Office Hours: 8.30am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Referral: Self, agency or medical.

Special Requirements: For orders to be collected, twenty-four hour notice must be given.

Vision Australia

Address: 346 Macaulay Road,
KENSINGTON 3031
Phone: 1300 847 466
Fax: (03) 8378 1200
Email: info@visionaustralia.org
Website: www.visionaustralia.org.au

Adaptive Technology

Provides information about a range of the latest adaptive technology products available from national and international providers including screen readers, screen magnifiers, electronic note-takers, video magnifiers (CCTVs), reading machines, speech software for mobile phones and book-reading devices. Adaptive Technology Consultants are available to assess, install and support the equipment needs of clients in their homes, educational institutions or work places and an Adaptive Technology Help Desk is available during business hours.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Aids & Equipment for Vision-Impaired People

Provides a retail outlet supplying aids and equipment for blind and vision-impaired clients. Equipment includes aids such as talking clocks, watches and timers, talking scales, Braille & large print games, magnifiers, large print calendars & diaries, canes, talking calculators, Braille writers & frames and medical care items. Price lists are available in accessible formats. Equipment can be ordered by telephone and delivered by mail.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Referral: Self.



Housing & Accommodation

Department of Health & Human Services

(DHHS) Office of Housing

Address: 50 Lonsdale Street,
MELBOURNE 3000

Phone: 1300 650 172

Email: housing@dhs.vic.gov.au

Website: www.housing.vic.gov.au

Home Renovation Scheme

Provides independent housing condition reports and financial assistance with loans for health & safety modifications and maintenance for home owners who are aged or have a family member who has a disability and is living in the home.

Work can include health and safety modifications such as step-less showers, altered bench heights, construction of ramps & wider access doorways; personal safety modifications such as safer paths & floor coverings, fencing & gates, smoke detectors & security lighting; internal maintenance such as wall & floor tiling, floor coverings to wet areas, painting & heater replacement; and general maintenance such as electrical rewiring, hot water service replacement, re-stumping and the renewal of wall or roof cladding.

Office Hours: 8.30am to 5.00pm, Mon to Fri.

Referral: Self.

Special Requirements: Free home inspections are available to Victorian homeowners or private renters who hold either a current Commonwealth Health Care Card or a Commonwealth Pensioner Concession Card, and aged 60 or over, or have a disability, or are permanently caring for someone with a disability.

Movable Units Scheme

Self-contained movable units are available for rent to enable eligible elderly people and those with disabilities to live in their own housing in the garden of a relative or friend.

Office Hours: 8.30am to 5.00pm, Mon to Fri.

Availability: There is usually a three to six month waiting period for a movable unit, from the time site assessment has been approved and the hiring agreements have been signed and returned before construction can begin. Applications required.

Special Requirements: Must be a permanent resident of Australia and aged 55 years or over & have a weekly income that is less than the current income limit for public housing in Victoria; or be in receipt of

at least \$1 of an Australian Disability Support Pension and have a weekly income that is less than the current income limit for public housing in Victoria.

Gellibrand Support Services

Address: 24 Withers Street,
SUNSHINE 3020

Phone: (03) 9300 5400

Fax: (03) 9300 5444

Email: info@gellibrand.org.au

Website: www.gellibrand.org.au

Supported Accommodation

Supported accommodation for adults and young people 18 years old or over with intellectual or physical disabilities. Workers provide 24-hour support.

Office Hours: 8.30am to 5.30pm, Mon to Fri.

Cost To Clients: Based on income.

Availability: Long-term.

Referral: DHS Disability Services.

Housing Choices Australia (HCA)

Address: Level 4, 333 Queen Street,
MELBOURNE 3000

Phone: 1300 312 447

Fax: 1300 312 737

Email: info@hcau.org.au

Website: www.hcau.org.au

Affordable Housing

HCA develops and manages affordable rental housing for low-income earners, especially for people who have a disability, chronic illness or mental illness and works in partnership with the private sector, governments, churches and the community.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Inquire.

Availability: Waiting list applies.

Lifestyle in Supported Accommodation (LISA)

Address: 73 Nepean Street,
WATSONIA 3087

Phone: (03) 9434 3810

Phone: 0409 404 550

Phone: 0438 753 667

Email: info@lisainc.com.au

Website: www.lisainc.com.au

Lifestyle in Supported Accommodation (LISA)

Provides parent support and acts as a lobby group for families with a member who has intellectual or multiple disabilities and is living in supported group housing in Victoria.

Availability: Telephone contact is available during business hours & after hours.

Cost To Clients: Nil.

Referral: Self or other.

ROCKET Program

Address: 5 Bent Street, ST ALBANS 3021

Phone: (03) 9310 9100

Fax: (03) 9310 9200

Website: www.wrhc.com.au

Residential Rehabilitation Service

Provides accommodation and rehabilitation over one to two years for young people 16 to 24 years old living in the western metropolitan region and experiencing diagnosed mental health problems.

The service assists clients to gain the skills and resources they need to live independently.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Contact organisation for a breakdown of cost.

Availability: Waiting list applies.

All potential clients are placed on a contact list & when a vacancy becomes available, clients on the contact list are considered.

Referral: Self, psychiatric service, case manager, medical or community agency.

Special Requirements: Clients must be within the age range & have a diagnosed mental health problem, familiarity with the western metropolitan region & a willingness to work towards independent living.

Assessment: Assessment is made by Rocket Program staff & may be conducted in conjunction with support from the young person's family, clinical staff or other support worker. Appointments necessary. Applications required.

Western Region Accommodation Program (WRAP Enhanced)

Phone: (03) 9364 9844

Email: wrap@mcm.org.au

Website: www.mcm.org.au

Western Region Accommodation Program (WRAP Enhanced)

The Western Region Accommodation Program provides supported, short-term crisis accommodation for young homeless people from 16 to 24 years old. Sole parents up to 25 years old are accepted.

One unit is modified to cater for people with disabilities. It also offers specialist support, outreach services and short stay beds, as a flexible crisis response option for young people who only require a short term stay.

Availability: 8.00am - 8.00pm, seven days a week.

Office Hours: 9.00am to 10.00pm, Mon to Fri.

Cost To Clients: Inquire.

Referral: Self or agency.

Assessment: Telephone assessment on referral.



Material Aid

Abercare Family Services

Address: 25 Norwood Crescent,
MOONEE PONDS 3039
Phone: (03) 9373 3800
Email: vicfamilycommunityservices@baptcare.org.au
Website: www.baptcare.org.au

Continuity of Care Program

Provides financial assistance to supplement support services for families of children with severe disabilities and/or high medical needs requiring intensive in-home support.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

Flexible Respite

The respite program provides financial assistance for families with children and young people 6 to 18 years old with disabilities. Brokerage money is available to purchase a range of respite options where other respite services are not available for the family. Support is offered on a short-term basis only.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: According to need. No case-management service is available.
Referral: Self or agency.

Anglicare Goss N' Shop

Address: 248 Hampshire Road,
SUNSHINE 3020
Phone: (03) 9311 9925

Emergency Relief

Emergency relief in the form of food vouchers is available for families and singles in demonstrable need.

Availability: 10.00am to 12noon, Tuesdays.
Appointments necessary.
Cost To Clients: Nil.
Referral: Self or agency.

Anglicare St Albans Church

Address: Cnr Alexina Street & East
Esplanade, ST ALBANS 3021
Phone: 0408 316 414

Emergency Relief

Emergency relief in the form of food vouchers is available for families and singles in demonstrable need.

Availability: 9.30am to 12.45pm, every 1st and 3rd Monday of every month.

Cost To Clients: Nil.

Referral: Self or agency.

Special Requirements: Must be in receipt of a Health Care Card or pension card.

Anglicare St Luke's Church

Address: Cnr Bellbird Avenue & Kings Road,
TAYLORS LAKES 3038
Phone: 0438 589 630

Emergency Relief

Emergency relief in the form of food vouchers is available for families and singles in demonstrable need.

Availability: Drop-in: 11.00am to 1.45pm,
Wednesdays.
Referral: Self or agency.

Brimbank City Council

Address: 301 Hampshire Road,
SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

Pensioner Rate Rebates

Pensioners may qualify for concession rates. Contact Brimbank City Council Customer Service for further details.

Office Hours: 8.45am to 5.00pm, Mon to Fri.

Centrelink Disabilities Payments

Phone: 13 2717

Centrelink Carer Allowance

The Carer Allowance provides financial assistance to a person providing constant personal care to a family member who is a youth or adult 16 years old or over with a severe intellectual, psychiatric or physical disability; or for a dependent child under 16 years old with a profound disability.

The personal care test is related directly to tasks requiring daily attention such as administering medication, eating, food preparation, bathing, hygiene and mobility, but not assistance with domestic chores.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Centrelink Disability Support Pension (DSP)

The Disability Support Pension provides financial assistance to ensure an adequate level of income for adults and young people 16 years old and over, not having reached pension age, with psychiatric, intellectual or physical impairments of twenty per cent or more.

The impairment must prevent them from working, or completing educational or vocational training, for at least the next two years.

Permanently blind people qualify automatically.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Centrelink Mobility Allowance

The Mobility Allowance provides financial assistance to adults and young people 16 years old and over with psychiatric, intellectual or physical disabilities that prevent them from using public transport without substantial assistance.

Recipients must spend at least 8 hours per week in paid employment, vocational training or voluntary work for a community, charitable or welfare organisation. The allowance is also payable to people undertaking job search activities.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Centrelink, Sunshine

Address: 103 Harvester Road,
SUNSHINE 3020
Postal: PO Box 900, SUNSHINE VIC 3020
Phone: 132468
Website: www.centrelink.gov.au

Centrelink

Centrelink offices provide a range of customer services on behalf of Commonwealth Government departments. In addition to providing financial assistance to eligible candidates, Centrelink provides support services for families, the elderly, the sick or injured, people with disabilities, young and adult job seekers, recent immigrants, carers, people undertaking or planning to undertake study or training, the self-employed, retired people and people planning retirement, the bereaved, people recently separated or divorced and people in crisis.

Office Hours: 8.00am to 5.00pm, Mon to Fri.

Referral: Self.

Assessment: By application.

Special Requirements: Proof of income.

Centrelink, Water Gardens

Address: 399 Keilor-Melton Road,
TAYLORS LAKES 3038
Postal: PO Box 312, SUNSHINE 3020
Phone: 13 1021
Phone: 13 1202
Website: www.centrelink.gov.au

Centrelink

Centrelink offices provide a range of customer services on behalf of Commonwealth Government departments. In addition to providing financial assistance to eligible candidates, Centrelink provides support services for families, the elderly, the sick or injured, people with disabilities, young and



adult job seekers, recent immigrants, carers, people undertaking or planning to undertake study or training, the self-employed, retired people and people planning retirement, the bereaved, people recently separated or divorced and people in crisis.

Office Hours: 8.00am to 5.00pm, Mon to Fri.
Referral: Self.
Assessment: By application.
Special Requirements: Proof of income.

Cohealth

Address: 72-78 Paisley Street,
 FOOTSCRAY 3011
Phone: (03) 8398 4100
Website: www.cohealth.org.au

Emergency Relief

Emergency relief for singles and families in financial distress. Interpreters are available by prior arrangement.

Availability: Wednesdays by appointment.
Office Hours: 8.30am to 5.00pm, Mon to Fri.
Referral: Self

Department of Health and Human Services (DHHS) Energy Relief Grants Scheme

Address: 50 Lonsdale Street,
 MELBOURNE 3000
Phone: 1800 658 521
Email: concessions@dhs.vic.gov.au
Website: www.dhs.vic.gov.au/for-individuals/financial-support/concessions/hardship/utility-relief-and-non-mains-utility-grant-scheme

Utility Relief Grants Scheme

The Scheme provides short-term financial assistance for families and singles unable to pay their utility bills owing to a temporary financial crisis. The Scheme is also available for eligible customers who experience difficulties paying for other non-main sources such as carted water and heating oil.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Availability: Applications required.
Special Requirements: Must be in receipt of a Health Care Card, Pensioner Concession Card or DVA Gold Card.

Department of Health and Human Services (DHHS) Office of Housing

Address: 50 Lonsdale Street,
 MELBOURNE 3000
Phone: 1300 650 172
Email: housing@dhs.vic.gov.au
Website: www.housing.vic.gov.au

Home Ownership Assistance Schemes

The Office of Housing offers a number of home ownership financial assistance schemes. Inquiries must be directed to the Melbourne Office. Schemes include the Home Renovation Scheme for the aged and those with disabilities; Group Self-Build for those

building their own homes with a group of others; and Mortgage Relief, which provides temporary hardship assistance for twelve months. There is no direct service delivery available at this address.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Home Renovation Scheme

Provides independent housing condition reports and financial assistance with loans for health & safety modifications and maintenance for home owners who are aged or have a family member who has a disability and is living in the home. Work can include health and safety modifications such as step-less showers, altered bench heights, construction of ramps & wider access doorways; personal safety modifications such as safer paths & floor coverings, fencing & gates, smoke detectors & security lighting; internal maintenance such as wall & floor tiling, floor coverings to wet areas, painting & heater replacement; and general maintenance such as electrical rewiring, hot water service replacement, re-stumping and the renewal of wall or roof cladding.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Special Requirements: Free home inspections are available to Victorian homeowners or private renters who hold either a current Commonwealth Health Care Card or a Commonwealth Pensioner Concession Card, and aged 60 or over, or have a disability, or are permanently caring for someone with a disability.

Fareshare

Address: 1-7 South Audley Street,
 ABBOTSFORD 3067
Phone: (03) 9428 0044
Email: info@fareshare.net.au
Website: www.fareshare.net.au

Food Distribution Centre

Fareshare collects quality surplus food from supermarkets, food manufacturers and businesses and prepares nutritious meals that are distributed to over 80 charities, including soup kitchens, school breakfast clubs and crisis centres to assist families and individuals in need. Cooked meals and fresh fruit & vegetables are available for charities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Community agencies.

Holy Eucharist Parish

Address: 1A Oleander Drive,
 ST ALBANS 3021
Phone: (03) 9366 1310
Email: stalbanssouth@cam.org.au

Emergency Relief

Emergency relief in the form of fresh fruit, fresh vegetables, bread, eggs and milk is available for families and singles in demonstrable need.

Referral: Self or agency.
Special Requirements: Must be in receipt of a Health Care Card or pension card.

Magistrates' Court of Victoria, Sunshine

Address: 10 Foundry Road, SUNSHINE 3020
Postal: PO Box 435, SUNSHINE 3020
Phone: (03) 9300 6263
Fax: (03) 9300 6269
Website: www.magistratescourt.vic.gov.au

Court Fund

A court fund, consisting of monies paid in fines, may provide financial assistance for people who have appeared before the Court on that day and are in urgent need of assistance.

Office Hours: 9.00am to 4.30pm, Mon to Fri.

Matthew Talbot Soup Van, Footscray

Address: C/- Our Lady of Perpetual Help, 46 Ballarat Road, MAIDSTONE 3012
Postal: Locked Bag 4800, BOX HILL 3128
Phone: (03) 9895 5927
Website: www.vinnies.org.au

Community Meals

An outreach material aid service providing soup and sandwiches for the homeless, the disadvantaged and those at risk in Footscray.

Availability: 5.00pm to 11.00pm, seven nights a week. Inquiries from those wanting to volunteer their services are welcome to contact the Coordinator.

Cost To Clients: Nil.
Referral: Self.

Ozanam Community Centre

Address: 268 Abbotsford Street,
 NORTH MELBOURNE 3051
Phone: (03) 9329 6733
Website: www.vincencare.org.au

Community Meals

Material aid in the form of free tea, coffee, breakfasts and lunch-time meals is available five days a week for those who are homeless or marginalised.

Availability: Breakfast: 9.15am to 10.00am, Mon to Fri; Lunch: 12noon to 1.00pm, Mon to Fri.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Contribution where possible for lunch; no cost for breakfast.
Referral: Self.

Community Support

Provides information and referral for a wide range of support services in the areas of general & mental health, housing, material aid and crisis intervention.

Availability: Drop-in, 9.00am to 2.30pm, Mon to Fri.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.



Shower & Laundry Facilities

Showers and toilets are available during Community Centre hours for homeless and marginalised males and females. Clothes washing and drying facilities are also available.

Availability: 9.00am to 2.30pm, Mon to Fri.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.

Storage Facilities

Limited short-term storage of personal goods such as clothing and small household items is available.

Availability: 9.00am to 2.30pm, Mon to Fri.
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.

Salvation Army Melbourne Family Support Services Network

Address: 263 Gower Street, PRESTON 3072
Phone: (03) 9471 9111
Website: www.salvationarmy.org.au

Emergency Relief

Emergency relief in the form of food vouchers, food parcels and occasional essential furniture & clothing is available for families and singles in demonstrable need.

Cost To Clients: Nil.
Availability: Emergency.
 Appointments necessary.
Referral: Centrelink.

Salvation Army Social Housing Service, Western Region

Address: 16, 147 Harvester Road, SUNSHINE 3020
Postal: PO Box 784, SUNSHINE 3020
Phone: (03) 9312 5424
Fax: (03) 9312 5373
Website: www.salvationarmy.org.au/en/Find-Us/Victoria/SASHS/

Emergency Relief

Emergency relief in the form of food vouchers is available for families and singles in demonstrable need.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

SecondBite

Address: 73 McClure Road, KENSINGTON 3031
Phone: (03) 9376 3800
Phone: 1800 263 283
Fax: (03) 9376 3822
Website: www.secondbite.org

Food Angels

Provides access to fresh food, information on low cost seasonal recipes and support for families in crisis before they need to access emergency food relief.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

St Albans Community Youth Club

Address: 309A Main Road, ST ALBANS 3021
Postal: PO Box 763, ST ALBANS 3021
Phone: (03) 9366 4302
Email: tinshed@tsis.com.au

Material Aid

Emergency relief in the form of clothing & footwear, food, books and bric-a-brac for singles and families in financial distress. Bread is available on Fridays.

Availability: 9.00am to 3.00pm, Mon to Fri. Telephone to ensure provisions are still available.
Office Hours: 9.00am to 3.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Annual Membership: \$3 per person preferred, but will not be turned away if not a member.
Referral: Self.

Travellers Aid Society of Victoria

Address: City Village, Level 3, 255 Bourke Street, MELBOURNE 3000
Phone: (03) 9654 2600 City Village
Phone: (03) 9610 2030 Flinders Street
Phone: (03) 9670 2072 Southern Cross
Fax: (03) 9654 1926
Email: reception@travellersaid.org.au
Website: www.travellersaid.org.au

Travellers Aid Emergency Relief Assistance

Emergency relief in the form of travel-related assistance is available for travellers who experience transport or social disadvantage and for those who are vulnerable or distressed. This service is only available at Southern Cross Railway Station.

Location: Southern Cross Railway Station, 99 Spencer Street, Docklands.
Availability: 9.30am to 4.00pm, Mon to Fri. Telephone prior to arriving.
Referral: Self.

UnitingCare Sunshine Mission

Address: 32 Withers Street, SUNSHINE 3020
Postal: PO Box 3217, BROADMEADOWS 3047
Phone: (03) 9311 5900
Website: www.lentarauc.org.au

Food Bank

Emergency relief in the form of food for singles and families in financial distress. Food includes frozen meals, food parcels and bread.

Office Hours: 9.30am to 3.30pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.
Special Requirements: Must have a Health Care Card or Pension Card.

UnitingCare, Werribee Support & Housing

Address: 19 Duncans Road, WERRIBEE 3030
Phone: (03) 9742 6452
Website: www.wsh.org.au

Emergency Relief

Emergency relief is available for singles and families in financial distress. The service is provided by the volunteer group,

UnitingCare, Care & Concern.

Office Hours: 9.00am to 5.00pm, Mon to Fri
Cost To Clients: Nil.
Referral: Centrelink or other agency.
Special Requirements: Written referral required.

Vic Relief Foodbank Victoria

Address: 4/2 Somerville Road, YARRAVILLE 3013
Phone: (03) 9362 8300
Email: info@foodbankvictoria.org.au
Website: www.foodbankvictoria.org.au

Material Aid

Bedding is distributed to welfare agencies that provide material aid for families and singles in financial distress. Items are subject to availability.

Office Hours: 9.00am to 5.00pm, Mon to Fri. A telephone answering machine with recorded information and after-hours contact details is available when the office is unattended.
Cost To Clients: Handling fee charged to referral agency.
Referral: Community or government welfare agency.



Peak Bodies & Government

Autism Victoria (T/A Amaze)

Address: 24 Drummond Street,
CARLTON 3053

Postal: PO Box 374, CARLTON SOUTH 3053

Phone: (03) 9657 1600
(03) 9639 4955

Email: info@amaze.org.au

Website: www.amaze.org.au

Autism Victoria InfoLine

A peak body providing information and advice about services, family counselling, support, education & training programs, library services, promotional materials and representation for children, young people and adults who have autism spectrum disorders.

Information in other languages is available. A magazine, 'The Spectrum', is published 3 times per year and a free online newsletter, 'The eSpectrum', is sent out every second Wednesday.

Availability: The InfoLine is available during business hours, with voicemail to leave a message after hours or when the line is busy. Calls will be returned. Appointments necessary for face-to-face consultations.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Cost To Clients: Nil for information; counselling & library, nil for members only.

Annual Membership fees apply: Contact organisation for annual amount.

Referral: Self.

Brain Injury Australia (BIA)

Address: Suite 5, Hodson Building, Royal Rehabilitation Centre, 241 Morrison Road, PUTNEY NSW 2112

Postal: PO Box 220, MARRICKVILLE 1475

Phone: (02) 9808 9390

Phone: 1800 272 461

Email: admin@braininjuryaustralia.org.au

Website: www.braininjuryaustralia.org.au

Peak Body

BIA is the national peak organisation representing the interests and needs of people with acquired brain injury and for their families & friends. A conference is held bi-annually.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Department of Health & Human Services (DHHS) Children, Youth & Families

Address: 50 Lonsdale Street,
MELBOURNE 3000

Postal: GPO Box 4057, MELBOURNE 3001

Phone: 1300 650 172

Email: everychildeverychance@dhs.vic.gov.au

Website: www.dhs.vic.gov.au

Government Department

The Department of Health & Human Services (DH&HS) works to ensure the safety & well-being of adolescents & children at risk of harm, abuse or neglect. The Branch funds, supports & monitors services including Victoria's child protection service, residential & support services for children & adolescents in care, adoption & permanent care, family services, sexual assault, family violence, and the Victims' Assistance & Counselling Program. Services, available through a network of regional offices & funded agencies, provide safety, stability & assistance for children & young people up to 17 years old and at risk of significant harm so that they can develop the skills necessary for their future. Agencies work with families to ensure the safety of children & young people. Services include investigation of child abuse, case management & support services for abused children & young people, placement prevention & support services, home-based & residential care, adoption & permanent care, and provision of advice to court. Access is available twenty-four hours, seven days a week via the after-hours number.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Department of Health & Human Services (DHHS) Disability Services, Head Office

Address: 50 Lonsdale Street,
MELBOURNE 3000

Postal: GPO Box 4057, MELBOURNE 3001

Phone: 1300 650 172

Email: disability.services@dhs.vic.gov.au

Website: www.dhhs.vic.gov.au/disability

Disability Services

The Division provides and funds services for people with acquired brain injury or intellectual, sensory, neurological or physical disabilities. The program works with families and carers and with both non-government and government service providers to advance the well-being and promote the quality of life of people with disabilities. Programs funded by Disability Services fall into the following areas: Individual support packages; Assistance for people to live independently in their own homes including aids & equipment, HomeFirst, outreach support and therapy; Specialist disability support including behaviour intervention

services and criminal justice services; Accommodation includes the Disability Housing Trust and shared supported accommodation; Support for families and carers including Family Options, flexible support packages and respite; Community participation includes day programs, Futures for Young Adults and recreation; Information, Planning & Advocacy including information services, advocacy services and peak organisations; Strengthening communities involves creating inclusive communities; Disability Intake & Response Service, for intake assessment; Quality & disability standards involves improvement of services; Learning & development includes training for disability support workers and carers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
For direct connection to your regional Disability Intake and Response Service:
Telephone: 1800 783 783
TTY: 1800 008 149.

Department of Health & Human Services (DHHS) Disability Services, North & West

Phone: (03) 9412 2741

Phone: 1800 783 783

TTY: (03) 9412 2647

Fax: (03) 9412 5466

Email: north.intake@dhs.vic.gov.au

Email: west.informationandsupport@dhs.vic.gov.au

Website: www.dhs.vic.gov.au/disability

Disability Intake & Response Service

The service provides information and support for young people and adults with disabilities and for their carers and families to gain access to community support and services in their local area.

Programs funded by Disability Services fall into the following areas:

Individual support packages; Assistance for people to live independently in their own homes includes aids & equipment, HomeFirst, outreach support and therapy; Specialist disability support includes behaviour intervention services and criminal justice services; Accommodation includes the Disability Housing Trust and shared supported accommodation; Support for families and carers includes Family Options, flexible support packages and respite; Community participation includes day programs, Futures for Young Adults and recreation; Information, Planning & Advocacy includes information services, advocacy services and peak organisations; Strengthening communities involves creating inclusive communities; Disability Intake & Response Service, for intake assessment; Quality & disability standards involves improvement of services; Learning & development includes training for disability support workers and carers.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self, health professional or community organisation.



Department of Social Services

Address: Level 7-9, 595 Collins Street, MELBOURNE 3000
Postal: GPO Box 9820, MELBOURNE 3001
Phone: 1300 653 227
Website: www.dss.vic.gov.au

Government Department

The Commonwealth Department of Social Services provides policy advice to the Australian Government regarding income support & assistance for families & their young & adolescent children, senior citizens, people with disabilities, carers and community groups. The Department is also responsible for housing for families, multicultural affairs, aged care and mental health.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Haemophilia Foundation Victoria

Address: 13 Keith Street, HAMPTON EAST 3188
Phone: (03) 9555 7595
Fax: (03) 9555 7375
Email: info@hfv.org.au
Website: www.hfv.org.au

Community Education

Information pamphlets and speakers are available on request for people with bleeding disorders and for their families, schools and other interested individuals & groups in the community.

Office Hours: 8.30am to 4.30pm, Mon to Thur.
Cost To Clients: Nil.
Referral: Self.

National Network of Adult & Adolescent Children who have a Mentally Ill Parent/s

Postal: PO Box 213, GLEN IRIS 3146
Phone: (03) 9889 3095
Fax: (03) 9889 3095
Email: admin@nnaami.org
Website: nnaami.org

NNAAMI Support Group

The head office for the National Network of Adult & Adolescent Children who have a Mentally Ill Parent/s provides support for children, young people and adults who have a parent with a mental illness. NNAAMI is a national peak body that advises governments about client needs. The NNAAMI website provides a network of connection with others with similar life experiences, email support, web chat, email counselling, bulletin boards, life stories, access to support groups & discussions groups as well as information about camps and world on-line forums. Professional discussion & advice and professional development are available via the website. Pamphlets and referral forms can be

downloaded. Telephone counselling and face-to-face counselling are also available.

Availability: Twenty-four hours, seven days a week via the website; email contact should state NN Contact in the subject line. Appointments for counselling can be made by contacting the office. A waiting list may apply for counselling.

Office Hours: 12noon to 7.00pm, Mon to Fri.
Cost To Clients: Counselling: Dependent on income. Support groups & weekend camps: Inquire.
Referral: Self or professional. Referral form and pamphlet can be obtained from the website.

Office of Hearing Services

Postal: Department of Health, Mail Drop Point 113, GPO Box 9848, CANBERRA ACT 2601
Phone: 1800 500 726
TTY: 1800 500 496
Fax: (02) 6289 5443
Email: hearing@health.gov.au
Website: www.health.gov.au/hear

Hearing Services

The Office of Hearing Services manages the issuing of vouchers for eligible clients to access hearing assessments and devices from hearing service providers of their choice. It also administers the provision of hearing services for eligible clients with special needs, including children and young people under 21 years old, Aboriginal & Torres Strait Islanders over 50 years and indigenous people participating in community development employment projects programs.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

People with Disability (PWD) Australia

Address: Tower 1, Level 10, 1 Lawson Square, REDFERN NSW 2016
Postal: PO Box 666, STRAWBERRY HILLS NSW 2012
Phone: (02) 9370 3100
Phone: 1800 422 015
TTY: (02) 9318 2138
TTY Toll Free: 1800 422 016
Fax: (02) 9318 1372
Email: pwd@pwd.org.au
Website: www.pwd.org.au

PWD Australia

People with Disability (PWD) Australia are a peak non-government disability rights & advocacy organisation. Members are people with disabilities and organisations primarily composed of people with disabilities. PWD represents the moral and legal rights of people with all types of disabilities. Programs include information services such as the newsletters, 'LinkUp' and 'E-Bulletin'; individual, group and systemic advocacy; and education and training. The organisation provides individual and

group advocacy for people who have disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil for advocacy. Membership application available; fees apply.
Referral: Self or agency.

Physical Disability Council of Victoria (PDCV)

Postal: PO Box 551, BRENTFORD SQUARE 3131
Phone: (03) 9331 3474
Email: pdiscvic@gmail.com
Website: www.pdcv.org.au

Disability Coordinating Body

A coordinating body providing a communication link between people with physical disabilities and decision makers in government, the community and the business world. Contact is available during business hours.

Cost To Clients: Nil.

Psychiatric Disability Services of Victoria (VICSERV)

Address: Level 2, 22 Horne Street, ELSTERNWICK 3185
Postal: PO Box 1117, ELSTERNWICK 3185
Phone: (03) 9519 7000
Fax: (03) 9519 7022
Email: vicserve@vicserve.org.au
Website: www.vicserve.org.au

VICSERV

A peak body providing sector coordination, support, training and professional development for non-government organisations working with people with psychiatric disabilities. VICSERV consults with the mental health sector and makes submissions to relevant government departments on matters relating to policy development and service planning and provision.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Membership fees apply.

Victorian Coalition of Acquired Brain Injury Service Providers (VCASP)

Address: 27 Hope Street, BRUNSWICK 3056
Postal: PO Box 900, NORTHCOLE 3070
Phone: (03) 8388 1288
Phone: 0422 585 129
Website: www.vcasp.org.au

Coordinating Body

The Coalition provides a forum for agencies and service providers working in the field of acquired brain injury in Victoria. Planning, development, evaluation, research and education in the acquired brain injury field are promoted.



Links are established with peak disability bodies to ensure that the needs of people with acquired brain injury and their carers are represented.

Office Hours: Varies, with a telephone answering machine available when the office is unattended.

Annual Membership Fees apply: Contact organisation for cost of annual membership.

Availability: Appointments necessary.

Victorian Mental Illness Awareness Council (VMIAAC)

Address: Building 1, 22 Aintree Street, BRUNSWICK EAST 3057

Phone: (03) 9380 3900

Fax: (03) 9388 1445

Website: www.vmiac.org.au

Victorian Mental Illness Awareness Council

A coordinating organisation for clients of mental health services and consumer groups across Victoria. The Council is committed to empowerment and self-advocacy for mental health clients and works at systemic, individual and group levels. The Council also conducts research into mental health issues.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.

Women with Disabilities Australia (WWDA)

Postal: PO Box 407, LENAHA VALLEY TAS 7008

Phone: 0438 535 123

Email: wwda@wwda.org.au

Website: www.wwda.org.au

National Peak Body

A national peak body for Australian women with disabilities. WWDA provides a voice for the moral & legal rights of women with disabilities and works to improve their lives and life chances. The Association provides active promotion of the participation of women with disabilities in all aspects of social, economic, political and cultural life; advocacy on issues of concern for women with disabilities; a national representative organisation for women with disabilities in Australia, undertaking systemic advocacy and providing policy advice; research, support & information; and education. Priority areas include violence against women with disabilities, including unlawful sterilisation; health, with a particular focus on cervical, breast and osteoporosis screening; housing; disability support; employment and income support; information and communication technologies and education; and women who have disabilities and are at risk.

Office Hours: 8.30am to 4.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Annual Membership: Inquire. Details can be obtained from the website or by contacting the office.

Referral: Self.

Young People In Nursing Homes National Alliance

Address: 207 City Road, SOUTH BANK 3006

Phone: 0437 178 078

Email: bronwyn@ypinh.org.au

Website: www.ypinh.org.au

Young People in Nursing Homes

A national peak organisation promoting the rights of younger people who have disabilities and high & complex support needs living in residential aged-care facilities or at risk of admission to them. The Alliance assists these younger people to have choice about where they live and how they are supported.

The organisation also works with State and federal governments on policy and systemic reform solutions to resolve this long-standing problem.

Office Hours: 10.00am to 5.00pm, Mon to Fri.

Cost To Clients: Nil.



Recreation & Arts

Achievable Concepts

Postal: 5 Collins Close,
CAVES BEACH NSW 2281
Phone: 0490 517 960
Email: sales@achievableconcepts.com.au
Website: www.achievableconcepts.com.au

Recreation & Sporting Equipment

Provides adapted recreation and sporting equipment for the aged and people with disabilities.

Referral: Self.

Arts Access

Address: 222 Banks Street,
SOUTH MELBOURNE 3205
Phone: (03) 9699 8299
Fax: (03) 9699 8868
Email: info@artsaccess.com.au
Website: www.artsaccess.com.au

Access Program

The Access Program assists people with disabilities and those disadvantaged by social conditions to attend entertainment and recreational events. The Access Program provides information and advocacy about access to venues and facilities and liaises with the government, community and entertainment industry on access policies and related issues.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Artistic Program

The Artistic Program initiates practical arts projects in diverse community settings for people with disabilities and those disadvantaged by social conditions. The projects use all forms of the arts including environmental design, dance, drama, drawing, film, movement, oral history, painting, photography, printmaking, radio, sculpture, textiles, video and writing.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Arts Access

A coordinating body that creates accessible cultural opportunities for people with disabilities and those disadvantaged by social conditions. The service conducts advocacy and promotional programs to make the community, industry and government sectors aware of access issues for artists and arts consumers

with disabilities and social disadvantages.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Information & Training Services

Information and training are provided to assist groups with developing their own arts programs for people with disabilities and those disadvantaged by social conditions. There is an extensive resource library and a quarterly newsletter, 'Arts Access Newsletter', is published. Staff training workshops can be designed to meet the needs of artists and non-arts professionals working in the fields of health care and community services.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self.

Arts Project Australia

Address: 24 High Street, NORTHCOTE 3070
Phone: (03) 9482 4484
Fax: (03) 9482 1852
Email: info@artsproject.org.au
Website: www.artsproject.org.au

Arts Project Australia

A not-for-profit incorporated association committed to supporting people who have disabilities and wish to become practitioners in the visual arts and promote their work as integral to the broad spectrum of contemporary arts practice. Arts Project Australia offers ongoing studio-based programs, staffed by practising artists who provide support & assistance for the artists. The association also runs an ongoing exhibitions & leasing program through which their work is promoted locally, nationally and internationally across a wide variety of exhibiting contexts including public institutions and commercial galleries.

Availability: Studio hours: 9.30am to 12noon & 1.00pm to 3.00pm, Mon to Fri; 10.00am to 12noon, Sat. Appointments necessary. Applications required. Waiting list applies.

Gallery hours: 9.00am to 5.00pm, Mon to Fri; 10.00am to 5.00pm, Sat; a telephone answering machine is available when the office is unattended.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire. Cost includes materials and tuition.
Referral: Self or agency.

Blind Sports Victoria

Address: 454 Glenferrie Road,
KOOYONG 3144
Phone: (03) 9822 8876
Email: info@blindsports.org.au
Website: www.blindsports.org.au

Sporting Association

Blind Sports Victoria provides sporting & recreational opportunities for people who are blind or sight impaired.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Fee varies according to activity.
Referral: Self or agency.

Boccia Victoria Committee

Address: 5/51 Wanstead Street,
WARRNAMBOOL 3280
Phone: 0409 021 849
Fax: (03) 9366 8489
Email: bocciavictoria@hotmail.com
Website: www.boccia.com.au/GetInvolved/Victoria

State Association

The sport and recreation coordinating body in Victoria for boccia, a paralympic sport for people with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.

Brimbank City Council

Address: 301 Hampshire Road,
SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

Out & About of Brimbank

Social outings, recreational activities and support are provided for children, young people, adults and the aged who have disabilities and reside in the municipality. Programs include the following. Western Amigos, for children and young people 7 to 15 years old. Out & Abouters, for young people and adults 16 to 45 years old. Explorers Club, for socially isolated older residents aged 55 years or over and not attending PAG or senior citizens' programs.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Dependent on activity.
Availability: Activities are run weekly. Transport is available for those unable to use public transport.
Referral: Self, family, agency or medical.
Assessment: By application.
Special Requirements: Must be eligible under HACC funding guidelines.

Cerebral Palsy Support Network

Address: 525 High Street, Preston 3072
Phone: (03) 9478 1001
Phone: 1300 277 600
Fax: (03) 9015 6439
Email: cpsn@cpsn.org.au
Website: www.cpsn.org.au

Access All Areas (AAA) Teenage Social Group

A social group for children and young people 13 to 18 years old who have cerebral palsy and related disabilities. A range of activities is available including theatre events. Participants are supported by adult volunteers and staff to assist in skill development, encourage independence and build confidence.



Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Contact organisation for costs to programs and events.
Referral: Self.

Deaf Children Australia

Address: 597 St Kilda Road, MELBOURNE 3004
Postal: PO Box 6466, MELBOURNE 8008
Phone: (03) 9539 5300
TTY: (03) 9510 7143
Helpline: 1800 645 916
Fax: (03) 9525 2595
Email: helpline@deafchildren.org.au
Website: www.deafchildreinaustralia.org.au

Deaf Children Australia Youth Grants

The awards provide young deaf people 15 to 21 years old the opportunity to undertake physical and cognitive challenges which enhance their personal development and aspirations. Award categories are Deaf Community & Culture, Education, Personal Development and Leadership Challenges. To be eligible for an award, projects must offer a valuable contribution to the deaf community in Victoria.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Special Requirements: Children and young people must be school-age students.

Recreation Program

Provides recreational activities for deaf and hearing-impaired children and young people to allow them to explore new experiences and challenges, develop social skills and build friendship networks. A weekly after-school care program is provided for children in the Deaf Children Australia housing program. Deaf Children Australia promotes regional and Victoria-wide recreational events and programs including family days and camps, swimming classes, excursions, sports days and outdoor adventure activities. The organisation and running of programs are assisted by deaf and hearing volunteers with signing skills.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Minimal fee, depending on activity.
Availability: Mostly weekends & school holidays.
Referral: Self.
Special Requirements: School-age students only.

Deaf Sports Australia (DSA)

Address: 340 Albert Street, EAST MELBOURNE 3002
Phone: (03) 9473 1191
TTY: (03) 9473 1154
Fax: (03) 9473 1122
Email: active@deafsports.org.au
Website: www.deafsports.org.au

Deaf Sports Victoria

A coordinating body for deaf sports clubs affiliated with Deaf Sports Australia.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Annual Membership: Inquire.
Referral: Sports Recreation Victoria.

Delahey Community Centre

Address: 80 Copperfield Drive, DELAHEY 3037
Phone: (03) 9249 4900
Email: info@delahey.org.au
Website: www.delahey.org.au

AAA Yoga

Provides yoga classes for recreation, health and well-being for people of all abilities including those with disabilities.

Availability: 11.00am to 12 noon, Mondays.
Office Hours: 9.00am to 4.00pm, Mon to Fri.
Cost To Clients: Contact Community Centre for information of programs and costs.
Referral: Self.
Special Requirements: Bring your own mat.

Disability Sport & Recreation

Address: 341 George Street, FITZROY 3065
Postal: PO Box 207, ABBOTSFORD 3067
Phone: (03) 9473 0133
Fax: (03) 9473 0134
Email: info@dsr.org.au
Website: www.dsr.org.au

Disability Sports Access

Provides and promotes positive health outcomes for Victorians with disability through participation in sport and recreation. They work in partnership and consult with Victorians with disability, carers, volunteers, sport and recreation sector representatives, disability service organisations, schools, researchers, health professionals, government, philanthropic organisations and community groups to fulfill their mission.

Office Hours: 8.30am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Annual Membership: Inquire.
Referral: Self.

Disability Sports Victoria (DSV)

Address: Level 1, 79 Mahoneys Road, FOREST HILL 3131
Phone: (03) 9894 1884
Fax: (03) 9614 3074
Email: disabilitysports@gmail.com
Website: https://www.facebook.com/pages/Disability-Sports-Victoria/329810010383296

Information & Referral

Disability Sports Victoria (DSV) is the peak organisation servicing sport for people with disabilities in Victoria, Australia. It acts as the umbrella organisation for sporting bodies responsible for helping people and athletes with disabilities. It aims to promote the development of sport for athletes with disabilities.

Cost To Clients: Nil.
Referral: Self.

Docklands Yacht Club

Address: Shed 2, North Wharf Road, DOCKLANDS 3008
Postal: PO Box 23263, DOCKLANDS 3008
Phone: 0425 737 389
Email: docklandsyachtclub@gmail.com
Website: www.docklands.yachting.org.au

Sailing Activities

A sailing club provides social & recreational activities and training for people of all ages including those with disabilities. Access dinghies suitable for people with most disabilities are available as well as a hoist and slings to enable those with mobility impairment to have safe and easy access to the yachts. All equipment is provided and weighted keels prevent the yachts tipping.

Assessment: Safety in a boat on water is assessed before participation.
Referral: Self.
Special requirements: All equipment supplied. Normal street clothing is worn.

Haemophilia Foundation Australia (HFA)

Address: 1624 High Street, GLEN IRIS 3146
Phone: (03) 9885 7800
Phone: 1800 807 173
Fax: (03) 9885 1800
Email: hfaust@haemophilia.org.au
Website: www.haemophilia.org.au

Recreational Camps

A social and recreational camping program including young adult, sibling and family camps are conducted for people who have haemophilia and for their families. Youth health forums are provided for young people who have haemophilia and related bleeding disorders and for their siblings.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Minimal fee.
Referral: Self.

Hunt Club Community Arts Centre

Address: 775 Ballarat Road, DEER PARK 3023
Phone: (03) 9249 4600
Email: huntclubarts@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au/arts

Methods in Drawing

Provides recreational art classes for people with acquired brain injuries. People of all abilities including disabilities and their carers are welcome.

Opening Hours: 9.00am to 5.30pm, Mon to Thur; 9.00am to 4.30pm, Fri; 9.00am to 12.30pm, Sat.
Cost To Clients: Minimal fee.
Referral: Self.



Pottery, Ceramics & Mosaics for People with Disabilities

A recreational program providing pottery classes including ceramics and mosaics for people with disabilities and for their families or carers.

Opening Hours: 9.00am to 5.30pm, Mon to Thur; 9.00am to 4.30pm, Fri; 9.00am to 12.30pm, Sat.

Cost To Clients: Inquire.

Referral: Self.

Interchange, Western Region

Address: Level 1, 6 South Road, BRAYBROOK 3019

Postal: 10/ 6 South Road, BRAYBROOK 3019

Phone: (03) 9396 1111

Fax: (03) 9396 1613

Email: interwest@interchangewestern.org.au

Website: www.interchangewestern.org.au

Recreation Program

Various holiday programs assist families by providing recreational activities for children and adolescents with disabilities. Respite is also provided for families with children, young people and adults 12 to 35 years old. Recreational activities, outings and camps are also provided to assist parents of children, young people and adults with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Inquire.

Referral: Self or agency.

Special Requirements: Participants must be on the Interchange waiting list.

Leisure Balance, Recreation Specialists

Postal: PO Box 254, DOVETON 3177

Phone: 0417 739 331

Fax: (03) 9792 9554

Email: alison@leisurebalance.com.au

Website: www.leisurebalance.com.au

Recreation Options

Provides support for people with disabilities to explore and gain access to community-based recreation options.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self or agency.

Mental Health Music Network

Address: Ground Floor, 5 Blackwood Street, NORTH MELBOURNE 3051

Phone: (03) 9326 9970

Phone: 0402 812 428

Email: info@wildatheart.org.au

Website: www.wildatheart.org.au

Mental Health Music Network

The Mental Health Music Network provides social, songwriting, music and multimedia making and performance opportunities for people living with mental health issues.

Availability: Inquire for times and dates.

Cost To Clients: Minimal entry fee for events.

Referral: Self.

Muscular Dystrophy Australia

Address: 111 Boundary Road, NORTH MELBOURNE 3051

Phone: (03) 9320 9555

Fax: (03) 9320 9595

Email: info@mda.org.au

Website: www.mda.org.au

Muscular Dystrophy Australia

Provides information, support and assistance for people affected by a neuromuscular disorder. Recreational programs, community education and health & disability resources are available. CampMDA, a national camp for children, young people and adults affected by muscular dystrophy, is held during the school holidays. Community languages spoken include Dutch and Greek.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: A fee is charged for CampMDA.

Availability: Appointments necessary.

Referral: Self.

Out Doors Inc.

Address: 231 Napier Street, FITZROY 3065

Phone: (03) 9417 2111

Fax: (03) 9417 2163

Email: indoors@outdoorsinc.org.au

Website: www.outdoorsinc.org.au

Holidays & Day Trips

A planned recreation & holiday respite program for young people and adults 16 to 64 years old with psychiatric disabilities and for their carers. Holiday and day activities are offered.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Contact organisation to find information on costs on current activities available.

Availability: Appointments necessary.

Applications required. Waiting list applies.

Referral: Health professional, community agency, general medical practitioner or carer.

People Outdoors

Address: 1/14 Concorde Drive, KEILOR PARK 3042

Phone: (03) 9365 7150

Email: peopleoutdoors@auscamps.asn.au

Website: www.peopleoutdoors.org.au

Recreation Support

Provides individual support for children, young people and adults with autism, acquired brain injury, developmental delay or intellectual, sensory or physical disabilities wishing to attend a weekend camp or other outdoor recreation program.

Office Hours: 8.30am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Availability: Applications required.

Referral: Self or agency.

Reclink Australia

Address: 115B Ferrars Street, SOUTH MELBOURNE

Postal: PO Box 201, SOUTH MELBOURNE 3205

Phone: (03) 9419 6672

Email: reclink@reclink.org

Website: www.reclink.org

Reclink Australia

Reclink Australia Inc is a network of organisations and individuals that provide social and recreational activities for the homeless and/or those with psychiatric disabilities or alcohol or other drug related health problems.

Availability: 10.00am to 5.00pm, Mon to Fri. Contact via phone or email only.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Cost To Clients: Contact organisation for cost information.

Special Requirements: Applications required.

Referral: Community agency.

RDA Victoria

Address: 400 Epsom Road, FLEMINGTON 3031

Phone: (03) 9258 4730

Email: info@rdav.asn.au

Website: www.rdav.asn.au

Horse-Riding for People with Disabilities

Horse-riding and associated recreational and therapeutic activities are provided for children, young people and adults with disabilities. Participants are assessed and provided with an appropriate program. Trained volunteers assist riders in the program.

Office Hours: 10.00am to 4.00pm, Mon to Fri.

Cost To Clients: Annual membership fee applies; minimal session fees apply at all centres.

Availability: Waiting list applies.

Referral: Self.

Sailability Victoria

Phone: (03) 9597 0066

Phone: 0412 592 395

Email: sailability@yachtingvictoria.com.au

Website: www.sailabilityvictoria.com.au

Sailing for People with Disabilities

A recreational program providing sailing and yachting opportunities for adults, young people and children over 7 years old with intellectual or physical disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Referral: Self.

Special Olympics Victoria

Address: 79 Mahoneys Road, FOREST HILL 3131

Phone: (03) 9877 2769

Email: victoria@specialolympics.org.au

Website: www.specialolympics.com.au/vic



Sporting Activities for People with Intellectual Disabilities

A volunteer organisation providing sports training and competition for children, young people and adults with intellectual disabilities. Sports include athletics, basketball, swimming, tennis, gymnastics, cricket, golf and sailing. Each year, athletes take part in Special Olympics state-wide, nationally and internationally.

Availability: An answering machine is available twenty-four hours to leave a message and calls are returned as soon as possible.

Referral: Self, parent, carer or Department of Health and Human Services.

Special Requirements: A registration form must be completed by a medical practitioner.

VicDeaf (Victorian Deaf Society)

Address: Level 4, 340 Albert Street, EAST MELBOURNE 3002

Phone: (03) 9473 1111

TTY: (03) 9473 1199

Fax: (03) 9473 1122

Email: info@vicdeaf.com.au

Website: www.vicdeaf.com.au

Self-Help & Support Groups

Various groups and clubs provide self-help & support, information and recreational & social activities for deaf and hard-of-hearing people. The Deaf Mental Health Support Group provides support and information for deaf and hard-of-hearing people with mental illness. The Vision & Hearing Support Club provides an opportunity for people with dual sensory disabilities to meet and socialise. Club 101 and Club 30+ are bridging programs for deaf and hard-of-hearing young people & adults 18 to 30 years old or adults over 30 years old. The groups meet in alternate weeks and provide support in developing independent living skills and social and communication skills.

Hyperdeafies is a youth group providing social activities and camps for deaf and hard-of-hearing adolescent children 13 to 18 years old. The group encourages development of personal and leadership skills. 101 Ways of Communicating is a support group for people with severe or total hearing loss who communicate verbally.

Cost To Clients: Nil.

Referral: Self or agency.

Assessment: By interview with the Duty Worker who will then refer clients to the appropriate service.

VICSRAPID

Address: Sports House, Level 2, 375 Albert Road, ALBERT PARK 3206

Phone: (03) 9926 1380

Fax: (03) 9926 1381

Website: www.vicsrapid.websyte.com.au

Sport & Recreation Services

A State-wide coordinating body facilitating sporting and recreational opportunities for children, young people and adults who have disabilities, particularly those with an intellectual disability. Sporting opportunities are available at local, regional, state, national and international levels, ranging from local grass roots activity up to elite events. VICSRAPID also provides community education, information and support services for families, carers, members of the general public and mainstream sporting and recreational services.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Annual membership fees apply:

Please contact organisation for further information.

Referral: Self, carer or agency.

Victorian Electric Wheelchair Sports Association (VEWSA)

Postal: PO Box 4002, MULGRAVE 3170

Phone: (03) 9574 8335

Fax: (03) 9574 8335

Email: vewsainc@net2000.com.au

Website: www.vewsa.com.au

Sporting Activities

Sporting activities are organised for children, young people and adults who have physical disabilities and require the use of an electric wheelchair or scooter for daily independent mobility. A Victorian team competes annually in the National Electric Wheelchair Sports (NEWS). Sporting programs are conducted from February to October.

Playing Venue: Croydon Leisure Centre, Mount Dandenong Road, CROYDON.

Office Hours: 10.00am to 5.00pm, Mon & Fri; 1.00pm to 5.00pm, Wed.

Annual membership fees apply: Please contact organisation for further details.

Availability: Inquire. Multi-purpose taxi transport from residence to playing venue can be arranged.

Referral: Self.

Assessment: Completion of a confidential medical form is necessary for all player members.

West Sunshine Community Centre

Address: 25 Kermeen Street, SUNSHINE WEST 3020

Phone: (03) 9249 4555

Fax: (03) 9249 4351

Email: wscc@brimbank.vic.gov.au

Website: www.westsunshinecc.org.au

Boccia

Boccia classes provide recreational and social opportunities for young people and adults 18 years old or over with intellectual disabilities.

Availability: 10.30am to 12.00pm, Fridays.

Office Hours: 9.00am to 5.30pm, Mon to Fri.

Referral: Self.

Recreational & Educational Activities

A program, varying from time to time, provides recreational and educational activities that may include art & craft, health & fitness and English as a second language. The current activities program includes computer classes, dance classes, yoga, soccer, tennis, tai chi and boccia. Classes including dance and boccia are available for young people and adults 18 years old or over with intellectual disabilities.

Office Hours: 9.00am to 5.30pm, Mon to Fri.

Referral: Self.

Westvale Community Centre

Address: 45 Kings Road, ST ALBANS 3021

Phone: (03) 9249 4665

Email: westvale@brimbank.vic.gov.au

Website: www.brimbank.vic.gov.au

Recreational & Educational Activities

A program, varying from time to time, provides recreational and educational activities that may include art & craft, kids cooking, playgroups, book buddies, lunchtime chess club, support programs, cake decorating, yoga and self-defense. Programs including arts and games are available for young people and adults 18 years old or over with intellectual disabilities.

Office Hours: 9.00am to 4.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Referral: Self.

Wild@HeART

Address: 5 Blackwood Street, NORTH MELBOURNE VIC 3051

Phone: (03) 9326 9970

Email: info@wildatheart.org.au

Website: www.wildatheart.org.au/Home.html

Community Arts Programs

Supports creative expression of people with disabilities through music, video and performance. Provides contemporary music, multimedia and performance workshops & events including Hip Hop, video-making projects, forming rock bands & performance groups, song writing, DJ, MC & VJ for children and young people who have disabilities.

Locations: North Melbourne Town Hall and various other venues in Melbourne, country Victoria & Sydney.

Availability: Inquire. Telephone contact via the mobile is available during business hours & after hours.

Office Hours: 9.00am to 5.00pm, Wed to Fri.

Cost To Clients: Minimal entry fee for events.

Referral: Self.



Respite Services

Abercare Family Services

Address: 25 Norwood Crescent,
MOONEE PONDS 3039
Phone: (03) 9373 3800
Email: vicfamilycommunityservices@
baptcare.org.au
Website: www.baptcare.org.au

Flexible Respite

The respite program provides financial assistance for families with children and young people 6 to 18 years old with disabilities. Brokerage money is available to purchase a range of respite options where other respite services are not available for the family. Support is offered on a short-term basis only.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: No case-management service is available.
Referral: Self or agency.

Overnight Respite - Home Stay Program

The Overnight Respite offers overnight family-based respite for children and young people between the ages of 6 and 18 years old with a disability living in the North and West metropolitan regions of Melbourne.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, medical, community agency or Human Services.

Annecto - the people network

Address: 81 Cowper Street, FOOTSCRAY 3011
Phone: (03) 9687 7066
Fax: (03) 9687 5621
Email: theteam@annecto.org.au
Website: www.annecto.org.au

Emergency After-Hours Respite Service (EARS)

An after-hours outreach service providing emergency in-home respite care for the frail aged and those with disabilities. Services may include triage, advice, support, referral and respite or personal care and are provided for children, young people and adults and their families or carers.

Auslan services for the deaf are also available.

Phone: 1800 727 280
Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.

Referral: Self.
Assessment: Emergency telephone assessment.

In-Home Respite Care

Provides regular in-home respite care to assist the children, families or carers of young people and adults 18 to 65 years old with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self.

Autism Spectrum Australia, Choose & Connect

Phone: 1800 277 328
Website: www.autismspectrum.org.au/
chooseandconnect

Day Services

Provides a comprehensive range of services from locations across metro Melbourne. Program plans and goals are developed with each individual and offer a range of ready-made options such as photography, film-making and design programs that people can select if interested. The key focus is social integration - enabling participants to gain confidence and skills within community settings.

Office Hours: 9.00am to 4.00pm, Mon to Fri.
Cost To Clients: Administration & transport fees apply.
Referral: Self, Department of Health and Human Services or within agency.

Outbound Program

Provides its members with an opportunity to participate in a range of social activities and short breaks, assisted by experienced support workers. These events occur on average twice a month on a Saturday with two weekend camps per year. The Outbound program offers challenging adventures, trips and interactive activities which encourage participants to engage with others and to make the most of social occasions and new experiences.

Office Hours: 9.00am to 4.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self, Department of Health and Human Services or within agency.

Break Thru People Solutions

Address: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9365 9500
Fax: (03) 9310 7255
Email: mhcss@breakthru.org.au
Website: www.breakthru.org.au

Mental Health Respite: Carers Support

Family and carer support groups provide opportunities for carers of people with mental illness to receive mutual support, share information about the illnesses involved & services available, develop

coping strategies, take a break from the home situation and to provide a link to information and support services.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil to attend group.
Referral: Self.

Brimbank City Council

Address: 301 Hampshire Road,
SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

In-Home Respite Care (NRCP & HACC)

In-home day respite care and centre-based group day program for carers of the aged and other people with dementia.

Office Hours: 8.00am to 4.30pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self or agency.

Out & About of Brimbank

Includes social outings and activities for young people and adults 16 to 45 years old with disabilities.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.

Recreation Programs (HACC)

Social outings, recreational activities and support are provided for children, young people, adults and the aged who have disabilities and reside in the municipality. Western Amigos, for children and young people 7 to 15 years old. Out & Abouters, for young people and adults 16 to 45 years old. Explorers Club, for socially isolated older residents aged 55 years or over and not attending PAG or senior citizens' programs.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Dependent on activity.
Availability: Activities are run weekly. Transport is available for those unable to use public transport.
Referral: Self, family, agency or medical.
Assessment: By application. Special Requirements: Must be eligible under HACC funding guidelines.

Specific Home Care (HACC)

Personal care at home for children and young people with disabilities and support for their families. Respite care is also available.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Means tested.
Availability: Weekday, evening & weekend care are available according to need.
Referral: Self, family, agency or medical.
Assessment: An assessment to determine eligibility & needs is required & is undertaken by the Home Care Assessment Officer.



Care Connect, Moonee Ponds Office

Address: Level 1, 641 Mt Alexander Road,
MOONEE PONDS 3039
Phone: (03) 9362 8000
Phone: 1800 116 166
Fax: (03) 9326 0155
Email: info@careconnect.org.au
Website: www.careconnect.org.au

Adult Flexible Respite Program

Provides care coordination and respite for families or carers of adults and young people 18 years old or over with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Means tested.
Referral: Self, family, medical or other agency.

Carers Victoria

Address: Level 1, 37 Albert Street,
FOOTSCRAY 3011
Postal: PO Box 2204, FOOTSCRAY 3011
Phone: 1800 242 636
TTY: (03) 9396 9587
Fax: (03) 9396 9555
Email: reception@carersvictoria.org.au
Website: www.carersvictoria.org.au

Carers @ Work (NRCP)

In-home day respite care and centre-based group day programs enable carers of people who are frail aged or who have disabilities, who are working, seeking work or studying to access flexible in-home or community respite per week at times and days that suits the carer.

Office Hours: 9.00am to 5.00pm, Mon to Fri; with an after-hours service available.
Cost To Clients: Costs vary, enquire to discuss.
Availability: Varies as respite is provided during the time the carer is working.
Referral: Self or agency.

Curlew Street Respite House

Address: 27 Curlew Avenue, ALTONA 3018
Phone: (03) 9412 5396
Phone: (03) 9412 5466
Email: NorthandWestRespiteBookingTeam@dhs.vic.gov.au
Website: www.respitenorthandwest.org.au

Respite Accommodation

Department of Health and Human Services respite accommodation is available for adults 18 to 65 years old with sensory, intellectual or physical disabilities or acquired brain injury.

Availability: 3.00pm to 9.00am, seven days a week. Initial contact for bookings telephone the Disability Intake Worker on (03) 9412 5333. Applications required.
Cost To Clients: Inquire.
Referral: Disability Intake Worker, Disability Services.
Assessment: Through Human Services, Disability Intake Worker.

Department of Health and Human Services (DHHS) Disability Services, North & West

Phone: (03) 9412 2741
Phone: 1800 783 783
TTY: (03) 9412 2647
Fax: (03) 9412 5466
Email: north.intake@dhs.vic.gov.au
Email: west.informationandsupport@dhs.vic.gov.au

Website: www.dhs.vic.gov.au/disability

Disability Intake & Response Service

The Service provides information and support for young people and adults with disabilities and for their carers and families to gain access to community support and services in their local area.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self, health professional or community organisation.

Facility-Based Respite Care

Provides facility-based planned and emergency respite accommodation for children, young people and adults with autism or intellectual, psychiatric, neurological or physical disabilities in order to allow their families or carers free time. Five respite beds and one emergency bed are available. The units are staffed 24 hours, seven days a week. The services does not provide day care, transport, staff support for clients keeping appointments or case management.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Availability: Access is based on assessment, vacancies available and priority of need.
Referral: Client Services, Intellectual Disability Services. Carers can contact the facility directly for planned respite.
Special Requirements: Must be registered with DHS Intellectual Disability Services.

Extended Families Australia

Address: Suite 1, 95 Bell Street,
COBURG 3058
Phone: (03) 9355 8848
Fax: (03) 9354 9404
Email: northwest@extendedfamilies.org.au
Website: www.extendedfamilies.org.au

Flexible Respite & Family Support

Extended Families are funded to provide a flexible respite service for families of infants, children and young people 0 to 18 years old with disabilities. The service provides a volunteer who gives regular respite for families by way of visiting, social contact and support to enhance the social & emotional development of children and young people with disabilities. The volunteers are dedicated, mature people supported by the management of qualified regional coordinators.

Office Hours: 9.00am to 5.00pm, Mon to Thur, with a telephone answering machine available when the office is unattended.
Cost To Clients: Enquire.
Availability: Waiting list applies.
Referral: Self or agency.
Assessment: Qualified staff assesses families and volunteers.
Special Requirements: Volunteers require a police check, a working with children check and two referees.

Flexible Respite NorthWest (Western Carers & Great Breaks)

Address: 432 Main Road West,
ST ALBANS 3021
Phone: (03) 9364 0846
Fax: (03) 9367 8787
Email: vblack@scopevic.org.au
Website: www.respitenorthandwest.org.au

Flexible Respite

Provides carer respite by placing people with disabilities in day activities that is relevant and interesting for them. Western Carers purchase day placements and support workers through a brokerage model. Great Breaks organises recreational activities with staff support.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Department of Health and Human Services.

Hendry Street Respite House

Address: 8 Hendry Street, SUNSHINE 3020
Phone: (03) 9364 8091
Phone: 1800 783 783
Email: NorthandWestRespiteBookingTeam@dhs.vic.gov.au
Website: www.respitenorthandwest.org.au

Respite Accommodation

Department of Health and Human Services respite accommodation is available for children and young people 6 to 18 years old with sensory, intellectual or physical disabilities or acquired brain injury.

Availability: 3.00pm to 9.00am, seven days a week. Applications required.
Cost To Clients: Inquire.
Referral: Disability Intake Worker, Disability Services.
Assessment: Through Human Services, Disability Intake Worker.



Interchange, Western Region

Address: Level 1, 6 South Road, BRAYBROOK 3019
Postal: 10/ 6 South Road, BRAYBROOK 3019
Phone: (03) 9396 1111
Fax: (03) 9396 1613
Email: interwest@interchangewestern.org.au
Website: www.interchangewestern.org.au

Host Program

Out-of-home respite service for infants, children and young people 0 to 18 years old with disabilities and for their carers. Children are matched to volunteer single or family hosts and regular respite is provided in the host's own home for periods of up to forty-eight hours per month.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary. Applications required. Waiting list applies.
Referral: Self or agency

Recreation Program

Various holiday programs assist families by providing recreational activities for children and adolescents with disabilities. Respite is also provided for families with children, young people and adults 12 to 35 years old. Recreational activities, outings and camps are also provided to assist parents of children, young people and adults with disabilities.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self or agency.

Isis Primary Care, Watergardens Campus

Address: Level 1, 399 Melton Highway, TAYLORS LAKES 3038
Postal: PO Box 147, ST ALBANS 3021
Phone: (03) 9449 6900
Email: isis@isispc.com.au
Website: www.isispc.com.au

Acquired Brain Injury (ABI) Project

Provides information, counselling, case management and practical support for young people and adults 18 to 65 years old with acquired brain injury and for their families. Respite care and community education are also available. Interpreters can be arranged by appointment.

Office Hours: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self or medical.

MacKillop Family Services, Family and Community Services

Address: 118 Commercial Road, FOOTSCRAY 3011
Phone: (03) 9680 8444
Email: enquiry@mackillop.org.au
Website: www.mackillop.org.au

Disability Services, Greatbreak

Planned short-term & time-limited breaks for families & other voluntary carers of 7 to 18 year olds who have disabilities. The program supports & maintains primary care-giving relationships while providing a positive and enjoyable experience for the person who has a disability. Priority is given to carers or families with limited access to appropriate respite services & those from culturally or linguistically diverse backgrounds.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Referral: Self or agency.

Flexible Support Packages

Provides case management and support & respite packages for families caring for infants, children and young people 0 to 18 years old with severe sensory, intellectual or physical disabilities or serious chronic illnesses that may put them at risk of out-of-home placement. The program supplies equipment and provides home modifications to maintain children in their family homes.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self or agency.

Mind Australia

Postal: PO Box 592, HEIDELBERG 3084
Phone: 1300 286 463
Email: info@mindaustralia.org.au
Website: www.mindaustralia.org.au

Respite for People with Psychiatric Disabilities

Supports parents and carers of people with psychiatric disabilities by providing planned & flexible supported respite care for children, young people and adults. Planned in-home support, outings, group holidays and recreational activities are provided.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self, community agency or medical.

Noah's Ark - West Metro

Address: Suite 114, 44-56 Hampstead Road, MAIDSTONE 3012
Phone: (03) 9304 7400
Email: west@noahsarkinc.org.au
Website: www.noahsarkinc.org.au

Early Childhood Intervention Service (ECIS) & Inclusion Support

A home, community and centre-based early childhood intervention program and preschool education for infants and children 0 to 6 years old with developmental delay and diagnosed disabilities such as Down Syndrome, autism and Fragile X. A health team of early childhood intervention workers including teachers, social workers, physiotherapists, occupational therapists and speech pathologists provide services that reflect family priorities for their children.

Office Hours: 8.30am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Parent, guardian, agency or health professional.

Assessment: An initial assessment is conducted via home visit, after which families are placed on a waiting list.

Parsons Street Respite House

Address: 47 Adelaide Street, ST ALBANS 3021
Phone: (03) 9312 4940
Fax: (03) 9312 7274
Email: parsonsstreet@scopevic.org.au
Website: www.scopevic.org.au

Overnight Respite Care

Provides overnight respite accommodation for young people and adults 18 to 64 years old with multiple, intellectual or physical disabilities in order to allow families or carers free time. Community languages spoken include Greek, Serbian and Vietnamese.

Availability: Applications required. Waiting list applies.

Referral: Self or agency.
Special Requirements: Day placement is restricted because the house is not open during the day except by prior arrangement.
Assessment: Required to determine eligibility & support needs.

Respite North & West

Website: www.respitenorthandwest.org.au

Respite Information Website

An information website about respite and disability in the North & West Metropolitan Region of Melbourne. Information is available for people with disabilities, families/carers of children & adults with disabilities, service providers and other people interested in respite issues. Information about respite options, programs and support is available on the website.



Scope (VIC), West Metro Office

Address: 47 Adelaide Street,
ST ALBANS 3021
Phone: (03) 9366 3766
Website: www.scopevic.org.au

Ongoing Personal Support & Case Management

Provides flexible, ongoing personal support and case management to link adults and young people 18 years old or over with multiple disabilities into community-based day programs including educational and employment programs. The service encourages people to participate various recreational activities in order to develop relationships with other members of the community and to increase self-esteem and confidence.

Office Hours: 8.30am to 4.30pm, Mon to Fri.
Referral: Self or agency.

St John of God, ACES Western

Address: 551 Melton Highway,
SYDENHAM 3037
Postal: PO Box 2307, TAYLORS LAKES 3038
Phone: (03) 9449 0899
Fax: (03) 9449 3430
Email: aceswestreception@sjog.org.au
Website: www.sjog.org.au

Adult Training Support

A day program providing social, recreational, pre-vocational and educational activities for people with disabilities. Activities provide respite for families or carers.

Availability: 9.00am to 3.00pm, Mon to Fri.
Office Hours: 9.00am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
Referral: Self.

Yooralla, Acacia Street Respite Facility

Address: 14 Acacia Street, GLENROY 3046
Phone: (03) 9300 1858
Fax: (03) 9304 4033
Email: acaciastreet@yooralla.com.au
Website: www.yooralla.com.au

Respite Accommodation

Provides planned & emergency respite accommodation and attendant care for children, adolescents and adults with autism, acquired brain injury or intellectual, sensory, neurological or physical disabilities.

Availability: Appointments necessary. Applications required. Waiting list applies.
Office Hours: Irregular daytime hours. A telephone answering machine is available when the office is unattended.
Referral: Self or agency.



Youth Services

Break Thru People Solutions

Address: 1 Andrea Street, ST ALBANS 3021
Phone: (03) 9365 9500
Fax: (03) 9310 7255
Email: mhcss@breakthru.org.au
Website: www.breakthru.org.au

Mental Health Respite: Carers Support

Family and carer support groups provide opportunities for carers of people with mental illness to receive mutual support, share information about the illnesses involved & services available, develop coping strategies, take a break from the home situation and to provide a link to information and support services.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil to attend group.
Referral: Self.

Brimbank City Council

Address: 301 Hampshire Road, SUNSHINE 3020
Postal: PO Box 70, SUNSHINE 3020
Phone: (03) 9249 4000
TTY: (03) 9249 4999
Fax: (03) 9249 4351
Email: info@brimbank.vic.gov.au
Website: www.brimbank.vic.gov.au

Out & About of Brimbank

Includes social outings and activities for young people and adults 16 to 45 years old with disabilities.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Referral: Self.

Recreation Programs (HACC)

Social outings, recreational activities and support are provided for children, young people, adults and the aged who have disabilities and reside in the municipality. Western Amigos, for children and young people 7 to 15 years old. Out & Abouters, for young people and adults 16 to 45 years old. Explorers Club, for socially isolated older residents aged 55 years or over and not attending PAG or senior citizens' programs.

Office Hours: 8.45am to 5.00pm, Mon to Fri.
Cost To Clients: Dependent on activity.
Availability: Activities are run weekly. Transport is available for those unable to use public transport.

Referral: Self, family, agency or medical.
Assessment: By application.
Special Requirements: Must be eligible under HACC funding guidelines.

Cohealth

Address: 72-78 Paisley Street, FOOTSCRAY 3011
Phone: (03) 8398 4100
Website: www.cohealth.org.au

Early Years Programs

Provides a range of programs for children including speech therapy, occupational therapy and pre-school literacy support. Interpreters are available by prior arrangement.

Availability: Enquire.
Office Hours: 8.30am to 5.00pm, Mon to Fri.
Referral: Self

Gellibrand Support Services

Address: 24 Withers Street, SUNSHINE 3020
Phone: (03) 9300 5400
Fax: (03) 9300 5444
Email: info@gellibrand.org.au
Website: www.gellibrand.org.au

Supported Accommodation

Supported accommodation for adults and young people 18 years old or over with intellectual or physical disabilities. Workers provide 24-hour support.

Office Hours: 8.30am to 5.30pm, Mon to Fri.
Cost To Clients: Based on income.
Availability: Long-term.
Referral: DHS Disability Services.

Good Shepherd Youth & Family Services

Address: 354 Main Road West, ST ALBANS 3021
Phone: (03) 8312 8800
Fax: (03) 9364 3733
Email: stalbans@goodshpvc.org.au
Website: www.goodshpvc.org.au

Families & Young People Support Services

Provides family support and early intervention for infants, children and young people 0 to 18 years old. Programs include in-home support for families in order to provide opportunities for individual parenting-skills development, general parenting-skills training and mutual support groups for women including young mothers, sole parents, women with psychiatric disabilities, women from non-English-speaking backgrounds and women who are experiencing or have experienced family violence.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Nil.
Availability: Appointments necessary.
Referral: Self or community agency.

Interchange, Western Region

Address: Level 1, 6 South Road, BRAYBROOK 3019
Postal: 10/ 6 South Road, BRAYBROOK 3019
Phone: (03) 9396 1111
Fax: (03) 9396 1613
Email: interwest@interchangewestern.org.au
Website: www.interchangewestern.org.au

Recreation Program

Various holiday programs assist families by providing recreational activities for children and adolescents with disabilities. Respite is also provided for families with children, young people and adults 12 to 35 years old.

Office Hours: 9.00am to 5.00pm, Mon to Fri.
Cost To Clients: Inquire.
Referral: Self or agency.
Special Requirements: Participants must be on the Interchange waiting list.

Magistrates' Court of Victoria, Sunshine

Address: 10 Foundry Road, SUNSHINE 3020
Postal: PO Box 435, SUNSHINE 3020
Phone: (03) 9300 6263
Fax: (03) 9300 6269
Website: www.magistratescourt.vic.gov.au

Court Integrated Services Program (CISP)

The program provides a coordinated, team based approach to the assessment and treatment of clients, providing assessment, case management and referral for problems relating to drug & alcohol abuse, mental health, disability and homelessness. Assistance is also provided specifically for Koori defendants.

Office Hours: 9.00am to 4.30pm, Mon to Fri.
Referral: Legal practitioner or Court.

ROCKET Program

Address: 5 Bent Street, ST ALBANS 3021
Phone: (03) 9310 9100
Fax: (03) 9310 9200
Website: www.wrhc.com.au

Mental Health Residential Rehabilitation Service (Rocket Program)

Provides accommodation and rehabilitation, for up to 12 months, for young people 16 to 24 years old living in the western metropolitan region and experiencing diagnosed mental health problems. The service assists clients to gain the skills and resources they need to live independently.

Office Hours: 9.00am to 5.00pm, seven days a week.
Cost To Clients: Please contact organisation for further information around cost.

**Availability:** Waiting list applies.

All potential clients are placed on a contact list & when a vacancy becomes available, clients on the contact list are considered.

Referral: Self, psychiatric service, case manager, medical or community agency.

Special Requirements: Clients must be within the age range & have a diagnosed mental health problem, familiarity with the western metropolitan region & a willingness to work towards independent living.

Assessment: Assessment is made by Rocket Program staff & may be conducted in conjunction with support from the young person's family, clinical staff or other support worker. Appointments necessary. Applications required.

Scope (VIC), West Metro Office

Address: 47 Adelaide Street,
ST ALBANS 3021

Phone: (03) 9366 3766

Website: www.scopevic.org.au

Ongoing Personal Support & Case Management

Provides flexible, ongoing personal support and case management to link adults and young people 18 years old or over with multiple disabilities into community-based day programs including educational and employment programs. The service encourages people to participate various recreational activities in order to develop relationships with other members of the community and to increase self-esteem and confidence.

Office Hours: 8.30am to 4.30pm, Mon to Fri.

Referral: Self or agency.

Visy Cares Hub

Address: 80B Harvester Road,
SUNSHINE 3020

Postal: PO Box 5083, SUNSHINE 3020

Phone: (03) 9091 8200

Website: www.visycares.org/projects_sunshine.htm

Sunshine Youth Housing

Provides information & advice for young people 15 to 25 years old who are homeless or at risk of becoming homeless and provides assistance in securing long-term housing such as private rental, public housing and social housing. Support with living independently, including assistance with budgeting and gaining access to income support, employment, education and training.

Advocacy to other agencies such as Office

of Housing, legal services, Centrelink, schools, local youth services and Council. Assistance with personal development. Referral to health practitioners, drug & alcohol services and mental health services. Outreach case management.

Availability: 9.00am to 5.00pm, Mon to Fri.
Office Hours: 8.30am to 5.30pm, Mon to Fri;
9.00am to 12noon, Sat.

Referral: Self or agency.

West Sunshine Community Centre

Address: 25 Kermeen Street,
SUNSHINE WEST 3020

Phone: (03) 9249 4555

Fax: (03) 9249 4351

Email: wsc@brimbank.vic.gov.au

Website: www.westsunshinecc.org.au

Recreational & Educational Activities

A program, varying from time to time, provides recreational and educational activities that may include art & craft, health & fitness and English as a second language. The current activities program includes computer classes, dance classes, yoga, soccer, tennis, tai chi and boccia. Classes including dance and boccia are available for young people and adults 18 years old or over with intellectual disabilities.

Office Hours: 9.00am to 5.30pm, Mon to Fri.

Referral: Self.

Western Region Accommodation Program (WRAP Enhanced)

Phone: (03) 9364 9844

Email: wrap@mcm.org.au

Website: www.mcm.org.au

Western Region Accommodation Program (WRAP Enhanced)

The Western Region Accommodation Program provides supported, short-term crisis accommodation for young homeless people from 16 to 24 years old. Sole parents up to 25 years old are accepted. One unit is modified to cater for people with disabilities.

It also offers specialist support, outreach services and short stay beds, as a flexible crisis response option for young people who only require a short term stay.

Availability: 8.00am - 8.00pm, seven days a week.

Office Hours: 9.00am to 10.00pm, Mon to Fri.

Cost To Clients: Inquire.

Referral: Self or agency.

Assessment: Telephone assessment on referral.

Westvale Community Centre

Address: 45 Kings Road, ST ALBANS 3021

Phone: (03) 9249 4665

Email: westvale@brimbank.vic.gov.au

Website: www.brimbank.vic.gov.au

Recreational & Educational Activities

A program, varying from time to time, provides recreational and educational activities that may include art & craft, kids cooking, playgroups, book buddies, lunchtime chess club, support programs, cake decorating, yoga and self-defense. Programs including arts and games are available for young people and adults 18 years old or over with intellectual disabilities.

Office Hours: 9.00am to 4.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

Referral: Self.

Yooralla FirstBase Western

Address: 1 Andrea Street, ST ALBANS 3021

Postal: 1 Andrea Street, ST ALBANS 3021

Phone: (03) 9310 8704

Fax: (03) 9310 9817

Email: firstbase.west@yooralla.com.au

Website: www.yooralla.com.au

Transition Program (Futures for Young Adults)

Provides assistance for young people over 18 years old with disabilities to make the transition from school to community life. Individual programs include gaining access to educational courses, sporting and recreational groups and finding employment.

Office Hours: 9.00am to 5.00pm, Mon to Fri.

Availability: Appointments necessary.

Application required.

Referral: Self.



Disclaimer

The content of this Disability Services Directory is provided for information purposes only. Whilst Brimbank City Council make every effort to ensure that information provided is current and accurate, no claim is made as to the accuracy or currency of the content in this directory at any time.

Brimbank City Council does not accept any liability to any person for the information or advice (or the use of such information or advice) which is provided in this directory or incorporated into it by reference.

If you find information that is outdated, please contact Brimbank City Council's MetroAccess Officer on 9249 4000.

Updates

Information regarding service providers and programs in this database is updated at least every six months. However, if you find information that has changed or have an update you wish to have listed, you can notify Brimbank City Council by completing and sending the form below by fax or post. This is one of the ways that you can ensure that all users of the system continue to benefit from up-to-date, local or specialised knowledge that you possess.

SEND THIS COMPLETED FORM TO:

**MetroAccess Officer
C/- Brimbank City Council**

E-mail: info@brimbank.vic.gov.au

PHONE: (03) 9249 4000 PAGES _____

Contact Name _____

Contact Phone _____ Contact Email _____

SERVICE PROVIDER INFORMATION

Service Provider Name _____

Management Body _____

Street Address _____

Suburb _____ Postcode _____

Phone 1 _____ Phone 2 _____ Fax _____

Email _____ Web Address _____

Wheelchair Access YES NO

Public Transport _____



SERVICE INFORMATION

If your organisation offers multiple services please fill one form for each program.

Service Name _____

Funding _____

Contact 1
Title & Name _____ Phone _____

Contact 2
Title & Name _____ Phone _____

Service Email _____ Service Fax _____

Service Website _____

Service Description _____

Location if different from Service Provider Address _____

Office Hours _____

Catchment Area (If Limited) _____

Availability (If Different From Office Hours) _____

Cost to Clients _____

Referral Information _____

Assessment _____

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Brimbank City Council

Telephone 9249 4000

Email info@brimbank.vic.gov.au

Post PO Box 70, Sunshine, VIC 3020

Hearing or speech impaired?

- TTY dial 133 677
- Speak & Listen 1300 555 727
- www.iprelay.com.au, then enter 03 9249 4000



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Brimbank Language Link



9209 0140

Local call costs apply