

## Aids and Equipment Services

### Yooralla Eastern Region Communication Service

Building A, 46 Warrandyte Road, Ringwood 3134

Phone: 9871 2643 Mobile 0411 079 701

Web: [www.yooralla.com.au/](http://www.yooralla.com.au/)

Email: [Bron.jones@yooralla.com.au](mailto:Bron.jones@yooralla.com.au)

Communication service for people aged 18-65 years who have severe communication impairment and no other access to speech pathology services. The service aims to link people into their local communities and to improve the skills of listeners in understanding people with communication difficulty. Limited individual service is available and no work is done with swallowing difficulties.

### Yooralla - Independent Living Centres

705 Princes Highway, Brooklyn 3012 PO Box 1101, Altona Gate 3025

Phone: 1300 885 886

Fax: 9314 4825

Web: [www.yooralla.com.au/ilc.php](http://www.yooralla.com.au/ilc.php)

Email: [ilc@yooralla.com.au](mailto:ilc@yooralla.com.au)

Many clients with disabilities look to the Independent Living Centres to enhance their independence and quality of life through impartial information and professional advice on daily living equipment. All enquiries via the Brooklyn Centre for referrals to the relevant service areas.

## Carers

### ADEC

175 Plenty Road, Preston 3072

Phone: 9480 1666

TTY: 1800 626 078

Fax: 9480 3444

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

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

For people with disabilities who are from ethnic communities, or their carers. Respite groups for carers and people with disabilities; community education for service providers and government agencies; training in sensitivity around ethnic and disability issues for service providers; individual advocacy for clients whose rights are not being upheld.

### annecto Disability Services

41-43 Ringwood Street, Ringwood 3134 PO Box 4067, Ringwood 3134

Phone: 9876 0122

Fax: 9876 0133

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

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

Provides CACP, EACH and EACH D packages in the City of Maroondah. These packages are designed to support people living in their own home and may include assistance with services such as Home Care, Personal Care, basic garden maintenance. Clients who receive one of these programs will be allocated a case manager who will get to know them and together, design a support package of services.

Also an approved provider of the Department of Human Services Respite for Older Carers program. This program is designed to give carers who have a son or daughter with a disability a well earned rest by actively engaging with the person who has a disability and linking them into the appropriate services.

### Bouverie Centre (The) (ABI)

8 Gardiner Street, Brunswick 3056

Phone: 9385 5100

Fax: 9381 0336

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

Email: [Bouverie.centre@latrobe.edu.au](mailto:Bouverie.centre@latrobe.edu.au)

A statewide organisation that provides family therapy and a range of educational and consultative services. The Bouverie Centre, Victoria's Family Institute, has a specialist acquired brain injury (ABI) team that provides family therapy to people with an ABI and their families. The Intake team will provide information about the services offered.

### Brainlink Services

The Nerve Centre, 54 Railway Road, Blackburn 3130

Phone: 9845 2955

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

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

A service dedicated to improving the quality of life of people affected by conditions of the brain, and providing support to their families. BrainLink's primary service group are people with conditions of the brain occurring after birth, which includes those affected by stroke, head injuries and brain tumour; people with progressive neurological diseases; their families and service providers.

Brainlink assists all people affected by brain disorders to live as independently as possible in the community through the provision of information and support services. Brainlink also monitors and researches current issues for improvements in ABI services, and pilots projects to meet perceived service gaps.

Respite opportunities that are unique and flexible are available, from one day support activities, to overnight retreats in a range of formats e.g. for carers only, for people with ABI only, for the person with ABI and their carer at the same time.

### Carers Association Victoria

Level 1, 37 Albert Street, Footscray 3011

Phone: 9396 9500 Freecall 1800 246 636

Fax: 9396 9555

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

Email: [cav@carersvic.org.au](mailto:cav@carersvic.org.au)

Education and training services for carers who provide care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged. Carers Victoria is the statewide voice for family carers, representing and providing support to carers in the community. Services include advocacy and representation, education and training, information and support services, professional counselling, and policy and research.

### Carers Exercise Group (Disability)

Croydon Leisure and Aquatic Centre, 11 Civic Square, Croydon 3136

Phone: 9239 2580

Email: [caitlin.daly@ucco.org.au](mailto:caitlin.daly@ucco.org.au)

An exercise group for carers of people with a disability. A qualified fitness professional conducts the exercise program, which is suitable for all fitness levels.

The group exercise program is a joint initiative between Commonwealth Respite and Carelink Centre Eastern Metropolitan region, Respite for Carers program at EACH and Maroondah City Council.

People wanting to join the exercise group should contact UCCO and not the Croydon Leisure and Aquatic Centre to register their interest.

### Carers Exercise Group (Mental Health)

Croydon Leisure and Aquatic Centre, 11 Civic Square, Croydon 3136

Phone: 9294 5750 (MetroAccess Officer, Maroondah City Council)

An exercise group for carers of people with a mental health issue. A qualified fitness professional conducts the exercise program, which is suitable for all fitness levels.

The group exercise program is a joint initiative between the Respite for Carers program at EACH and Maroondah City Council.

People wanting to join the exercise group should contact the MetroAccess Officer at Maroondah City Council and not the Croydon Leisure and Aquatic Centre to register their interest.

### Commonwealth Carelink Centre

Knox Ozone, Level 1, Suite 30-34, 2 Capital City Boulevard, Wantirna South 3152

Phone: 1800 052 222

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

Email: [carelink@ucco.org.au](mailto:carelink@ucco.org.au)

An information centre for older people, people with disabilities and those who provide care and services. Provides free and confidential information on community aged-care, disability and other support services available locally, interstate or anywhere within Australia.

### EACH - Respite for Carers (Disability)

Ringwood Office, 46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

Fax: 9876 0100

Web: [www.each.com.au](http://www.each.com.au)

Email: [respiteforcarers@each.com.au](mailto:respiteforcarers@each.com.au)

Provides a range of support services to parents and carers of a person with a disability, and people with a disability aged between six and 64 years. The support services:

- enable carers and the people they care for to have a break from the regular care situation
- allow carers to have time for themselves whilst the person they care for is supported by trained staff
- offer different options for people in different situations
- explore each individual carer's needs and tailor respite options to meet those needs
- assist parents and family members by providing information and referral supports.

### EACH - Respite for Carers (Mental Health)

Building 3, Level 1, 3 Capital City Boulevard, Wantirna South 3152

Phone: 9887 4499

Fax: 9887 5355

Web: [www.each.com.au](http://www.each.com.au)

Email: [respiteforcarers@each.com.au](mailto:respiteforcarers@each.com.au)

Provides support to parents and carers of a person with a mental illness with a range of support services that:

- enable carers and the people they care for to have a break from the regular care situation
- allow carers to have time for themselves whilst the person they care for is being supported by trained staff
- offer different options for people in different situations
- explore each individual carer's needs and tailor respite options to meet those needs
- assist parents and family members by providing information and referral supports.

### Family Relationship Services for Carers (FRSC)

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1865 or 1300 303 346

Web: [www.each.com.au](http://www.each.com.au)

Based at EACH in Ringwood, providing support to carers of a family member with a disability. The disability eligibility criteria include intellectual, physical/sensory, neurological, autism spectrum disorders, acquired brain injury and mental illness.

The provision of counselling for families is one of the main focuses of the program. Counsellors have been selected because they have experience or expertise in the area of disability.

Family meetings, interviews and counselling usually occur in the homes of the carer or family members, but may be at other locations, depending on need. Family members receive counselling to discuss a variety of issues - carer, disability, and family issues, among others. Arrangements for these sessions are flexible to suit the family members' commitments. Costs for families to receive three to eight counselling sessions are met by FRSC.

### Maroondah Carers Support Group

75 Patterson Street, Ringwood East 3135

Phone: 9879 3933 or 9298 4215

Web: [www.each.com.au](http://www.each.com.au) or [www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)

Email: [lscott@each.com.au](mailto:lscott@each.com.au) or [co.care@maroondah.vic.gov.au](mailto:co.care@maroondah.vic.gov.au)

For carers of all ages and disabilities. Activities include support, information, speakers and outings. Meets monthly at Ringwood Library. Contact Lyn Scott on 9879 3933 or the Assessment Team at Maroondah City Council on 9298 4215. Maroondah Carers Support Group is co-facilitated by EACH and Maroondah City Council.

### Parent Support Network

97 Bedford Road, Ringwood East 3135

Phone: 9259 4312

Fax: 9896 0256

Web: [www.psn-emr.com.au](http://www.psn-emr.com.au)

Email: [psn-emr@bigpond.net.au](mailto:psn-emr@bigpond.net.au)

Supports carers, parents and families of children with a disability or special needs.

### Randstad

Level 2, 19-23 Prospect Street, Box Hill 3128

Phone: 1300 362 190

Fax: 9946 6155

Web: [www.randstad.com.au](http://www.randstad.com.au)

Email: [kelly.slaney@randstad.com.au](mailto:kelly.slaney@randstad.com.au)

Supplies staff in a casual or permanent capacity to the Disability Community Services sector.

### UnitingCare Community Options

Ground Floor, Building 5, Brandon Office Park, 539-540 Springvale Road, Glen Waverley 3150  
Knox O-Zone, Level 1, Suite 3034, 2 Capital City Boulevard., Wantirna South 3152

Phone: 1300 651 463 or 9239 2500

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

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

Provides support to older people, people with disabilities, and the unpaid carers who support them. Aims to help people remain living in their own homes, and integrated into their local communities. Services include short and long-term support as well as a variety of respite and carer support services.

### Villa Maria Community Services - Carer Services

Level 1, Building 5, 540 Springvale Road, Glen Waverley 3150

Phone: 1300 650 615

Web: [www.villamaria.com.au](http://www.villamaria.com.au)

Email: [villamaria@villamaria.com.au](mailto:villamaria@villamaria.com.au)

Offers information and support to carers living in the municipalities of Boroondara, Monash, Manningham, Knox, Maroondah and Yarra Ranges. Carer support workers provide information and advice to carers regarding the services available and respite options in the community. They can also assist with funding for short term respite and with in-home, out-of-home and residential respite. Together with the carer they develop a Carer Support Plan to enable the carer to access respite and support services, in order to continue in their caring role.

Carer support workers can also provide information and advise on local Carer Support Groups, and other carer related activities throughout the year.

### Water Exercise Training Service (WETS)

36 Mascot Avenue, Bonbeach 3196

Phone: 8774 1722

Fax: 8774 1722

Web: [www.wets.com.au](http://www.wets.com.au)

Email: [info@wets.com.au](mailto:info@wets.com.au)

An aquatic training provider, well known for its innovative approach to meeting community needs. WETS has introduced a seminar program, MATE, Making Aquatics a Terrific Experience, which is for carers who accompany people with a disability or medical condition to the pool. The focus is on supporting and empowering their 'mate', so that the aquatic experience is both positive and fun-filled.

## Carers

### Yooralla Respite Service Coordination

PO Box 223, Surrey Hills 3127

Phone: 9831 5600  
Fax: 9830 0003  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Email: [ride@yooralla.com.au](mailto:ride@yooralla.com.au)

This program has been designed to assist carers residing with a person with a disability to identify and use meaningful respite. The program assists carers to navigate through a sometimes complex respite service system. It is ideal for carers who do not have current Case Management, and are struggling to identify or use appropriate respite services. The program may suit carers who are currently having difficulty finding appropriate services, or are using services that no longer meet their needs.

### Yooralla RIDE (Respite Information & Development in the East)

PO Box 223, Surrey Hills 3127

Phone: 1300 886 798  
Fax: 9830 0003  
Web: [www.respiteeast.org.au](http://www.respiteeast.org.au)  
Email: [ride@yooralla.com.au](mailto:ride@yooralla.com.au)

An information service about respite available for people aged between six and 64 years with a disability, who live with a primary carer. Carers, people with a disability, and service providers can phone or email RIDE to request information about respite services available in their area. RIDE also administers the respite east website to provide on-line information about respite in the eastern region.

## Children and Young People

### Association for Children with a Disability Inc. (The)

Suite 2, 98 Morang Road, Hawthorn 3122

Phone: 9818 2000  
Fax: 9818 2300  
Web: [www.acd.org.au](http://www.acd.org.au)  
Email: [mail@acd.org.au](mailto:mail@acd.org.au)

An information, support and advocacy organisation for children with a disability and their families. The organisation is run by parents of children with a disability - most of the staff and committee are parents. A non-profit organisation, it offers support for all types of disability.

### Autism Action

18 Collins Street, Box Hill 3128 (home office) PO Box 46, Surrey Hills 3127

Phone: 9899 7816  
Web: [www.autismaction.com.au](http://www.autismaction.com.au)  
Email: [info@autismaction.com.au](mailto:info@autismaction.com.au)

A service which provides in-home therapy, workplace training support and guidance using a family-centred approach. Autism Action provides a range of programs to suit all families and professional staff needs.

- Discovery Program - 1:1 home support for newly diagnosed families
- Next Step Program - intensive 1:1 home-based education/therapy programs
- 'Talking Points' - parent and professional workshops/workplace training
- Social Skills Group - centre-based preschool program for High Functioning Autism (HFA) & Asperger's children
- Education Consultancy Services- assisting school staff to develop inclusive strategies
- Workplace training and development for staff working in the disabilities sector of Victoria
- PlayConnect Playgroup - Box Hill South.

Services are available to families and professionals with children aged 18 months to 18 years. Autism Action is an approved Autism Early Intervention Provider, under the Helping Children with Autism Packages.