

Government Services

Australian National Disability Abuse and Neglect Hotline

Phone: 1800 880 052
TTY: 1800 301 130
National Relay Service: 1800 555 677
Web: www.disabilityhotline.org

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation.

Centrelink

2-6 Bond Street, Ringwood 3134

Phone: Disability, Sickness and Carer Services 13 27 17 NRS: 1800 555 677
TTY: 1800 810 586
Web: www.centrelink.gov.au

Can support people who are ill, injured or have a disability, with a range of payments. Can also provide publications in alternative formats (including audio cassette/CD, large print, Braille, E-text, and languages other than English), language interpreters and accessible letters.

Payments available:

- Disability Support Pension is a payment for people whose physical, intellectual or psychiatric impairment prevents them from working, or for people who are permanently blind.
- Youth Disability Supplement provides assistance to people with disabilities who are under 21 years of age. There are varying qualification rules for Youth Disability Supplement.
- Pensioner Education Supplement (PES) helps people undertake full-time or part-time study.
- Mobility Allowance provides assistance to people with disabilities who are involved in qualifying activities such as job seeking or any combination of paid employment, voluntary work, vocational training and independent living/life skills training, and who cannot use public transport permanently or for an extended period without substantial assistance. Mobility Allowance is not taxable. People do not need to be receiving any other payments from Centrelink to qualify for Mobility Allowance.
- Carer Allowance (adult) is a supplementary payment for carers who provide daily care and attention for adults with a disability, severe medical condition or who are frail aged at home. Carer Allowance (adult) may be paid on top of Carer Payment (adult) or other payments, such as Age Pension.
- Carer Allowance (child) is a supplementary payment for parents or carers who provide daily care and attention for children with a disability or severe medical condition at home. Carer Allowance (child) may be paid on top of Carer Payment (child) or other payments, such as Age Pension.

Government Services

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
Email: carelink@ucco.org.au

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.

Companion Card

GPO Box 4987, Melbourne 3001

Phone: 1800 650 611
TTY: 1800 898 888
Web: www.vic.companioncard.org.au
Email: info@companioncard.org.au

Promotes the right of people with a significant disability who require a companion, to fair ticketing at Victorian events and venues. The Companion Card is issued to people who can demonstrate that they would not be able to participate at most venues and activities without a companion, and that this need is life-long.

Government Services

Department of Human Services (Department of Disability Client Services - Eastern)

883 Whitehorse Road, Box Hill 3128

Phone: 9843 6312 Intake and response

TTY: 9843 6638

Fax: 9843 6575

Web: www.dhs.vic.gov.au

Email: Eastern.Disability@dhs.vic.gov.au

Specialised teams work with children and their families, adolescents, young adults, and adults (including adults and their ageing carers). Across the program there are three areas of focus.

Planning with people to assist them to achieve goals which are person centred. This is achieved through the provision of accurate and timely information, problem solving with them, assisting people to navigate the service system and facilitating access to supports which may be informal, available in the generic support system, or through specific disability supports.

Delivering specific interventions to assist people to achieve goals which are person centred. This is provided through case management, behaviour support, speech pathology, life and parenting skill development, support for people involved with the criminal justice system and crisis responses.

Managing resources to achieve person centred goals. This is achieved through management of the Disability Support Register, coordinating the selection process for group home places, allocation of individualised Support Packages.

Disability Services Commissioner

Level 30, Marland House, 570 Bourke Street, Melbourne 3000

Phone: Complaint line freecall 1800 677 342

General enquiries local call 1300 728 187

TTY: 1300 726 563

Fax: 8608 5765

Web: www.odsc.vic.gov.au

Email: complaints@odsc.vic.gov.au

Created to work with people with a disability and disability service providers to resolve complaints. Commenced on 1 July 2007 under the Disability Act 2006 to improve services for people with a disability in Victoria. The Commissioner is independent of government, the Department of Human Services and disability service providers, and provides a free, confidential and supportive complaints resolution process.

Government Services

Maroondah City Council - Aged and Disability Services

Civic Square, Croydon 3136 PO Box 156, Ringwood 3134

Phone: 9294 5729

Fax: 9294 5744

Web: www.maroondah.vic.gov.au/DisabilityAccess.aspx

Email: co.care@maroondah.vic.gov.au

A program jointly funded by the Victorian and Australian governments through the HACC Program and operated by Maroondah City Council. The program aims to support disabled and frail-aged people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing inappropriate admission to long-term residential care, and to provide flexible, timely services that respond to the needs of clients.

Services provided include Home Care, Personal Care, Respite Care, Property Maintenance (all provided by Calvery Silver Circle Home Support Services on behalf of Council), a Community Respite Program, Meals on Wheels, Planned Activity Group and a Social Support program.

Office for Disability (Department of Planning and Community Development)

1 Spring Street, Melbourne 3000

Phone: 9208 3015 or 1300 880 043

TTY: 9208 3631

Fax: 9208 3633

Web: www.officefordisability.vic.gov.au

Email: ofd@dpcd.vic.gov.au

Established to work across government providing a coordinated approach to policy, and making housing, transport, buildings, jobs, health and other services more accessible for Victorians with a disability.

Government Services

Office of the Public Advocate - Advice Service

5th Floor, 436 Lonsdale Street, Melbourne 3000

Phone: 1300 309 337

TTY: 9603 9529

Fax: 1300 787 510

Web: www.publicadvocate.vic.gov.au

Email: publicadvocate@justice.vic.gov.au

An independent statutory office, working to promote the interests, rights and dignity of Victorians with a disability. The advice service provides information and assistance about the rights and services relevant to people with a disability. An emergency, after hours service is also available. Service includes advocacy around issues of guardianship, administration, medical and financial powers of attorney, capacity and consent.

Victorian Disability Advisory Council

GPO Box 2392V, Melbourne 3001

Phone: 9208 3057

TTY: 9208 3631

Fax: 9208 3633

Web: www.officefordisability.vic.gov.au/disability_advisory_council.htm

Email: vdac@dpcd.vic.gov.au

Provides advice to the Victorian Minister for Community Services on issues of policy and planning concerning people with disabilities.

Government Services

Victorian Equal Opportunity and Human Rights Commission

Level 3, 380 Lonsdale Street, Melbourne 3000

Phone: General information 9281 7111 Complaints 9281 7100

TTY: 9281 7110

Fax: 9281 7171

Web: www.humanrightscommission.vic.gov.au

Email: information@veohrc.vic.gov.au

Complaints: complaints@veohrc.vic.gov.au

Services provided by the Commission include:

- a free telephone Advice Line
- a timely, impartial and no-cost complaint handling process for people who may have experienced discrimination, victimisation, sexual harassment or racial or religious vilification information and education about equal opportunity, racial and religious vilification and the Charter
- education, training and consultancy services.
- The Commission is an independent statutory body that reports to the Victorian Parliament through the State Attorney-General.