

## **Advocacy**

### **Action for Community Living Inc.**

86 Herbert Street, Northcote 3070

Phone: 9489 2999

Fax: 9489 2988

Web: [www.advocacyhouse.org](http://www.advocacyhouse.org)

Email: [acl@advocacyhouse.org](mailto:acl@advocacyhouse.org)

Advocacy support for all areas of disability, advocating empowerment, independence and inclusion in the community for people with a disability.

### **AMIDA - Action for More Independence and Dignity in Accommodation**

Ross House, 1st Floor, 247 Flinders Lane, Melbourne 3000

Phone: 9650 2722

Fax: 9654 8575

Web: [www.amida.infoxchange.net.au](http://www.amida.infoxchange.net.au)

Email: [amida@infoxchange.net.au](mailto:amida@infoxchange.net.au)

Working for improved housing conditions and more housing choices for people with disabilities, because they are entitled to a choice of good housing which is non-institutional. People with a disability have a right to live in the community and to have support that allows them to participate in the community and enjoy a good quality of life.

AMIDA works on a systemic level to achieve these aims, working with groups of people or on problems that affect groups of people.

Assistance is also offered to individuals to help them with a problem and if this problem is also faced by others, AMIDA aims to find the cause of the problem, to stop it affecting other people.

### **Blind Citizens Australia**

Ross House, 247-251 Flinders Lane, Melbourne 3000

Phone: 9654 1400 or 1800 033 660 (free call)

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

Email: [bca@bca.org.au](mailto:bca@bca.org.au)

Provides individual advocacy, systemic advocacy, information dissemination, peer support, consultancy and advice to governments, corporations and the community. All advocacy, peer support and information services are provided at no cost to blind or vision-impaired people.

## **Communication Rights Australia (CAUS)**

Unit 4, 3 Tuck Street, Moorabbin 3189

Phone: 9555 8552

National Relay Service: 1300 555 727

Fax: 9555 8550

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

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

Provides advocacy and information services for people who have a communication or speech impairment. Also provides information, training and community education for service providers, families and interested parties who support the goals and mission of the organisation.

## **Community Visitors Program**

Level 4, 456 Lonsdale Street, Melbourne 3000

Phone: 1300 309 337

Fax: 9603 9595

Web: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

Coordinated by the Office of the Public Advocate, an independent statutory office working to promote the interests, rights and dignity of Victorians with a disability. Community Visitors are volunteers who monitor and visit a wide range of residential services used by people with a disability to ensure their needs are being met. Residential services include supported residential services, community residential units and services for people with a mental illness. The Office provides training and support to the Community Visitors.

## **Disability Action Group - Eastern Region (DAGER)**

34 Stoda Street, Heathmont 3135

Phone: 9720 9800

Mobile: 0417 153 988 or 0409 992 519

Email: [marriott@alphalink.com.au](mailto:marriott@alphalink.com.au)

Convened in August 2008, the purpose of DAGER is to action any concerns that people with disabilities may have, to promote self-advocacy or to advocate for them, and to bring in appropriate guest speakers. Contacts are Carol and Woody Marriott.

## **Disability Advocacy Resource Unit (DARU)**

Level 8, 128 Exhibition Street, Melbourne 3000

Phone: 9639 5807

TTY: 133 677 quote 9639 5807

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

Email: [admin@daru.org.au](mailto:admin@daru.org.au)

Resources the disability advocacy sector and disability advocates by supporting people with disabilities and working to bring about positive changes in policy, legislation, practices and community awareness.

Also provides professional development and training opportunities, and weekly email updates with news relevant to advocates and people with disabilities. DARU maintains a website with links to a range of resources, provides links to broader social policy and generic advocacy, and offers a clearinghouse to support advocacy efforts, as well as providing a resource and equipment library for disability advocates.

### **Disability Justice Advocacy Inc. (DJA)**

86 - 88 Herbert Street, Northcote 3070

Phone: 9481 7022

Toll free: 1800 808 126

Fax: 9489 2999

Web: [www.justadvocacy.com](http://www.justadvocacy.com)

Email: [info@justadvocacy.com](mailto:info@justadvocacy.com)

Provides advocacy to people with high support needs as a result of physical or multiple disabilities. DJA is focused on the needs, rights and interests of people with a disability and works towards justice and inclusion for them. DJA helps people work out the major issues of concern, and work toward solution of these issues - priority is given to accommodation, attendant care, health and aids and equipment issues. Meetings can take place in the home, workplace or in the community. Support is free for people who meet the above criteria.

### **Disability Rights Victoria**

86 Herbert Street, Northcote 3070

Phone: 9489 2999

TTY: 9489 1179

Fax: 9489 2988

Web: [www.advocacyhouse.org/drv/about.html](http://www.advocacyhouse.org/drv/about.html)

Email: [acl@advocacyhouse.org](mailto:acl@advocacyhouse.org)

An advocacy organisation directed by people with disability, working with and on behalf of adults with a disability, through a network of advocates across Victoria.

### **Disability Support Pensioners Australia Inc.**

DSP Australia Inc.

530 Lygon Street, Carlton 3053 PO Box 43, Carlton 3053

Phone: 0403 001 042

Web: [www.home.vicnet.net.au/~dsp](http://www.home.vicnet.net.au/~dsp)  
Email: [judiann@vicnet.net.au](mailto:judiann@vicnet.net.au)

For people on Disability Support Pensions and those who care for them. Provides an advocacy service to help people on DSPs have a better quality of life.

### **Reinforce Inc.**

Level 2, Ross House, 247 - 251 Flinders Lane, Melbourne 3000

Phone: 9650 7855 or 9650 8255  
Fax: 9639 4004  
Email: [reinforce@rosshouse.org.au](mailto:reinforce@rosshouse.org.au)

A self advocacy organisation for people with a disability that assists, supports and encourages independence for people with an intellectual disability. Reinforce promotes the rights of people with an intellectual disability being upheld in the same way as for everyone else in the community.

### **STAR Victoria Inc.**

2nd floor, Ross House, 247 Flinders Lane, Melbourne 3000

Phone: 9650 2730  
Fax: 9650 6972  
Web: [www.starvictoria.org.au](http://www.starvictoria.org.au)  
Email: [info@starvictoria.org.au](mailto:info@starvictoria.org.au)

An independent community organisation that advocates on a statewide basis for the rights of people with an intellectual disability and their families. STAR promotes action on issues that affect people with an intellectual disability; works to ensure quality, community-based supports for people with an intellectual disability and their families; can provide individual advice and support to help people work towards achieving positive changes; provides information to assist in making decisions.

### **Victorian Advocacy League for Individuals with Disability Inc.(VALID)**

235 Napier Street, Fitzroy 3056

Phone: 9416 4003  
Fax: 9416 0850  
Web: [www.valid.org.au](http://www.valid.org.au)  
Email: [office@valid.org.au](mailto:office@valid.org.au)

An advocacy group for adults with intellectual disabilities and their families, funded by the State Government, and managed by an independent committee made up of people with a disability, family members and concerned citizens. Services include information provision, advocacy, support to individuals, their families, carers and advocates. Also advocates to government and government departments, services provider agencies and other relevant bodies.

## **Youth Disability Advocacy Service (YDAS)**

Level 2, 172 Flinders Street, Melbourne 3000

Phone: 9267 3755

Web: [www.ydas.org](http://www.ydas.org)

Email: [info@ydas.org](mailto:info@ydas.org)

Works alongside young people aged 12 to 25 years with disabilities, to raise awareness of their rights and to support them to achieve what they want. YDAS provides one-on-one support through individual advocacy service and also works on broader social issues affecting young people with disabilities through their systemic advocacy.

## **Aids and equipment services**

### **Achievable Concepts**

PO Box 361, Moonee Ponds 3039

Phone: 9370 0217

Fax: 9370 0319

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

Email: [sales@achievableconcepts.com.au](mailto:sales@achievableconcepts.com.au)

Suppliers of adapted recreation and sporting equipment for people with disabilities.

### **Auditory Services**

Shop 5/50 Main Street, (enter off Lacey St), Croydon 3136

Phone: 9723 3780

Web: [www.hear.net.au](http://www.hear.net.au)

Email: [info@hear.net.au](mailto:info@hear.net.au)

An Australian Government agency dedicated to helping people manage their hearing impairment so they have a better quality of life.

### **Aussie Adaptions Pty Ltd**

3/19 Ramage Street, Bayswater 3153

Phone: 9720 8285

Fax: 9720 9805

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

Email: [sales@aussieadaptions.com.au](mailto:sales@aussieadaptions.com.au)

For people requiring vehicle modifications, recreation equipment and accessibility equipment.

## **Australian Communication Exchange (ACE) / National Relay Service (NRS)**

295 Logan Road, Stones Corner QLD 4120

Phone: Info Line: 1800 555 630

TTY: 133 677

National Relay Service: 133 677

Fax: 1800 555 690

Web: [www.aceinfo.net.au](http://www.aceinfo.net.au)

Email: [feedback@aceinfo.net.au](mailto:feedback@aceinfo.net.au)

Assists deaf or hearing impaired people - an Australia-wide telephone access service available to everyone at no additional charge. People who are deaf or have a hearing or speech impairment and/or use a TTY or a computer with a modem, can access anyone in the wider telephone network through the NRS.

## **Australian Hearing**

138-148 Main Street, Croydon 3136

Phone: 9724 9144

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

One of the largest hearing service providers in the world with a reputation for innovation and world-leading practices. Provides a full range of hearing services for children and young people up to the age of 21 years, eligible adults and aged pensioners, and most war veterans.

## **Bilby Shoes**

2 Northgate Drive, Thomastown 3074

Phone: 9465 0880

Fax: 9465 0660

Web: [www.bilbyshoes.com](http://www.bilbyshoes.com)

Email: [bilbyshoes@bigpond.com](mailto:bilbyshoes@bigpond.com)

For anyone requiring specialised footwear. Provides specialised fittings in extra depth footwear and custom-made footwear to accommodate children and adults with disabilities. Products are recognised by Aids & Equipment Program (A&EP), Department of Veterans' Affairs (DVA) and most health funds and include orthotics that are custom-made in seven days.

One of the most advanced Pedorthic Diabetic Gait labs in Victoria.

## **Correct Comfort Solutions**

PO Box 4407, Knox City 3152

Phone: 9761 9023

Fax: 9761 9023

For people with disabilities requiring specialist furniture. Supply and installation of electric lift/recliner chairs.

### **Equipment Recycling Network Inc.**

17 Greenwood Avenue, Ringwood 3134 PO Box 419, Ringwood 3134

Phone: 9879 5211

Fax: 9879 6211

Web: [www.erni.asn.au](http://www.erni.asn.au)

Email: [erni@erni.asn.au](mailto:erni@erni.asn.au)

Recycles and distributes computers and equipment to people with disabilities.

### **Fisher Lane - Medical Hire and Sales**

26 Victoria Crescent, Abbotsford 3067

Phone: 9419 2250

Fax: 9417 2074

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

Email: [Anthony.h@fisherlane.com.au](mailto:Anthony.h@fisherlane.com.au)

For people with impaired mobility - hire and sales of rehabilitation and mobility equipment. Home demonstrations of customised, lightweight and powered wheelchairs, electronic scooters, walkers and walking aids, and bathroom equipment.

### **Magic Mobility Wheelchairs**

2/16 Viewtech Place, Rowville 3178

Phone: 9755 8100

Fax: 9755 8111

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

Email: [admin@magicmobility.com.au](mailto:admin@magicmobility.com.au)

Manufacturer and supplier of manual and electric, standard and custom-made wheelchairs of all sizes and types.

### **Maroondah Home Healthcare**

32-34 Railway Avenue, Ringwood East 3135

Telephone: 9879 8885

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

Email: [sales@homehealth.com.au](mailto:sales@homehealth.com.au)

Fax: 9879 3133

Supplies aids and equipment such as wheelchairs, powerchairs, scooters, lift chairs, seating, bathroom aids, commodes, aids to daily living.

### **National Relay Service**

21A Elliott Street, Balmain NSW 2041

Phone: Helpdesk (9am-5pm) Voice: 1800 555 660 or SMS: 0416 001 350

TTY: 1800 555 630

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

Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

A phone solution for people who are deaf, or have a hearing or speech impairment.

### **Scope Victoria - Communication Resource Centre**

830 Whitehorse Road, Box Hill 3128

Phone: 9843 2000 Free call: 1800 888 824

Fax: 9843 2033

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

Email: [crc@scopevic.org.au](mailto:crc@scopevic.org.au)

For people with complex communication needs. Provides information, advice, resources and services relating to the many different aspects of complex communication needs. Collaborates with a wide range of individuals and groups to provide consultancy services, educational and training resources, community education, peer support and student education.

### **TADVIC (Technology for Independent Living)**

c/- Royal Talbot Rehabilitation Centre, 1 Yarra Boulevard, Kew 3101.

Phone: 9853 8655 or 1300 663 243

Fax: 9853 8098

Web: [www.tadvic.asn.au](http://www.tadvic.asn.au)

Email: [info@tadvic.asn.au](mailto:info@tadvic.asn.au)

Aims to advise, design, construct or modify equipment for people with disabilities, when there is no suitable commercial option. Volunteers have engineering/technical skills.

### **Telstra Disability Services**

Phone: 1800 068 424 (free call)

TTY: 1800 808 981 (free call)

Fax: 1800 814 777 (free call)

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



Offers a range of services to suit the communication needs of older people and people with disabilities, including equipment, priority support and specialist advice regarding Telstra services.

### **VHHE Mobile Repairs**

Unit 1, 51 Lusher Road, Croydon 3136

Phone: 9725 6577

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

Email: [sales@vhhe.com.au](mailto:sales@vhhe.com.au)

Provides healthcare equipment solutions. An equipped showroom with an easy-to-access display of all equipment is available, also an all-weather indoor trial area for electric scooters and wheelchairs, with enough space to work through a series of assessments to promote safe handling of the equipment.

### **Victorian Aids & Equipment Program**

Maroondah Hospital, Davey Drive, Ringwood 3134

Phone: 9871 3506 or freecall 1800 783 783

Web: [www.dhs.vic.au/supports\\_for\\_people/living\\_in\\_my\\_home](http://www.dhs.vic.au/supports_for_people/living_in_my_home)

Provides assistance to eligible people to access subsidised aids, equipment and home modifications to enhance their safety and independence, support their family and carers, and prevent premature admission to institutional care, or high cost services.

### **Vision Australia - Talking Newspaper Service**

454 Glenferrie Road, Kooyong 3144

Phone: 1300 654 656

Fax: 9864 9677

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

Email: [library@visionaustralia.org](mailto:library@visionaustralia.org)

For people who have a vision impairment or are print handicapped. The Service narrates selected local newspapers onto audiotapes and sends them in the mail free of charge.

### **Word of Mouth Technology Pty Ltd**

2 Floriston Road, Boronia 3155

Phone: 9761 2211

TTY: 9761 2184

Fax: 9761 1834

Web: [www.wom.com.au](http://www.wom.com.au)  
Email: [info@wom.com.au](mailto:info@wom.com.au)

Suppliers of equipment for people who are deaf or hearing impaired, including listening devices for television, telephone and conversation; visual and vibrating alarms for door, telephone, baby cry and fire alarm; hearing assistance systems for use in schools, places of worship and other public venues. Consultants on hearing access issues.

## **Yooralla Eastern Region Communication Service**

Building A, 46 Warrandyte Road, Ringwood 3134

Phone: 9871 2643 Mobile: 0411 079 701  
Web: <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: 98760122

Fax: 98760133

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

Telephone: 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 Caitlin at 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

Telephone: 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 need.

## **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.

## **Uniting Care 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.

## **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**

### **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.

## **Autism Behavioural Intervention Association (ABIA)**

Suite 2/437, Canterbury Road, Surrey Hills 3126

Phone: 9830 0677

Fax: 9830 0211

Web: [www.abia.net.au](http://www.abia.net.au)

Email: [info@abia.net.au](mailto:info@abia.net.au)

A not-for-profit association providing training, education, information, support and advice to families, carers and professionals working with children with Autism Spectrum Disorders (ASD).

ABIA's qualified psychologists offer one-on-one counselling for parents and children with an ASD. A major part of the fee is covered by Medicare. Families can access a range of government funding to assist in paying for the training options ABIA offer.

## **BarnabasCare**

Suite 2, 1014 Doncaster Road, Doncaster East 3109

Phone: 9842 3924

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

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

Provides community support, education and counselling services for Melbourne's Chinese community. Community support is offered in the areas of parenting and relationship building. Education services are available for children and students in need - underachievers, new migrants, children with behaviour problems or disabilities such as LD (Learning Disability), SLD (Specific Learning Disability), ADD (Attention Deficit Disorder) / ADHD (Attention Deficit Hyperactivity Disorder), Autism, Asperger's Syndrome.

Counselling services are available for disadvantaged and at risk children and students of all ages who may be experiencing social/emotional difficulties, depression, anxiety, grief, trauma or are at risk of self-harm.

## **Care Connect - Continence Support Service**

111 Main Street, Lilydale 3140

Phone: 9737 2999

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

Email: [wdavey@careconnect.org.au](mailto:wdavey@careconnect.org.au)

Advice, support and some brokerage for children between the ages of five and 16 years with a diagnosed disability.

## **Cerebral Palsy Education Centre**

Beacon Street, Glen Waverley 3150 PO Box 211, Glen Waverley 3150

Phone: 9560 0700

Fax: 9560 0669

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

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

A unique and successful specialist education service for children with cerebral palsy and their families. The main focus is on early intervention.

## **Connections - Kindergarten Inclusion Support Program**

1-3 & 5 Pitt Street, Ringwood 3134

Phone: 9871 0233

Fax: 9879 7446

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

Email: [enquiries@connections.org.au](mailto:enquiries@connections.org.au)

Supports the inclusion of children with severe disabilities in a funded four-year-old kindergarten program, through the provision of an additional assistant to work with the group.

## **Deaf Children Australia**

597 St Kilda Road, Melbourne 3000 PO Box 6466, St Kilda Road Central, Melbourne 8008

Phone: 9539 5300 Helpline 1800 645 916

TTY: 9510 7143

Fax: 9525 2595

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

Email: [helpline@deafchildren.org.au](mailto:helpline@deafchildren.org.au)

Provides information, advocacy, support services and educational resources that respond to the needs of deaf children and their families.

## **EACH - Child Early Prevention Program**

75 Patterson Street, East Ringwood 3135

Phone: 9837 3942

Fax: 9879 6356

Web: [www.each.com.au/en/services/each\\_child\\_early\\_intervention\\_program/](http://www.each.com.au/en/services/each_child_early_intervention_program/)

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

For children from birth to school entry who have significant delay in two or more areas of their development. Provides:

- assessment for children from birth to school entry
- therapy, education and family support, both individual and in small groups
- inclusive centre-based programs
- home programs
- support to local kindergartens and childcare
- parent support - assisting with issues affecting family wellbeing
- links to other services.

## **Early Childhood Intervention Services (ECIS)**

Phone: Intake 1300 662 655 Admin: 9845 8050

Fax: 9845 8070

Web: [www.ecis.vic.gov.au](http://www.ecis.vic.gov.au)

Supports children with a disability or developmental delay from birth to school entry, and their families. ECIS provides special education, therapy, counselling, service planning and coordination, assistance and support to access services such as kindergarten and child care.

Services are tailored to meet the individual needs of the child and focused on supporting the child in their natural environment, everyday experiences and activities. These services are funded through the Department of Education and Early Childhood Development (DEECD) and provided by Specialist Children's Services teams and Early Childhood Intervention agencies.

There is no central intake service in the Eastern Metropolitan Region. However Specialist Children's Services intake workers can provide information and assist families, caregivers or referrers with accessing Early Childhood Intervention Services across the region. SCS intake workers can be contacted on 1300 662 655. Alternatively ECIS can be contacted directly. A list of Early Childhood Intervention Services can be found on the following website:  
[www.education.vic.gov.au/ecsmanagement/intervention/regions/eastern.htm](http://www.education.vic.gov.au/ecsmanagement/intervention/regions/eastern.htm)

## **Extended Families Australia**

Suite 15, 27 Bank Street, Box Hill 3128

Phone: 9285 4837

Fax: 9285 4840

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

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

Matches volunteers to families who have a child/children with disabilities for social support and respite.

## **Irabina Childhood Autism Services**

193 Bayswater Road, Bayswater 3153

Phone: 9720 1118

Fax: 9720 6641

Web: [www.irabina.com](http://www.irabina.com)

Email: [autism@irabina.com](mailto:autism@irabina.com)

A specialist early childhood intervention service that provides family-centred programs for children and their families who are challenged by Autism Spectrum Disorder, from the time of diagnosis to school entry.

## **Kids Who Care Foundation (Young Carers Project)**

Government Pavilion, Showgrounds Village – P1  
320 – 380 Epsom Road, Flemington 3031

Phone: 9347 2655

Fax: 9348 1273

Web: <http://kidswhocare.tryyouth.org.au>

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

A range of support options and recreational opportunities for primary and secondary young carers.

## **Knox Inclusion Support Agency**

511 Burwood Highway, Wantirna South 3152

Phone: 9298 8000

Fax: 9800 3096

Web: <http://www.maroondah.vic.gov.au/ChildrenDisabilities.aspx>

Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

Employs Inclusion Support Facilitators (ISFs) who support staff in Long Day Care, Occasional Care, Outside School Hours Care and Holiday Programs to promote inclusive practices. They also assist care services in building their skills base and capacity to include children with additional needs. These include children from culturally and linguistically diverse backgrounds; children with ongoing high support needs; Aboriginal and Torres Strait Islander children.

Please note - the program supports services to assist children and families rather than working with children and families directly.

## **Mooroolbark Early Childhood Intervention Program**

8 Charles Street, Mooroolbark 3138

Phone: 9726 7135  
Fax: 9727 2484  
Email: mooroolbark.cc@kindergarten.vic.gov.au

Early childhood intervention service for families with children from birth to school entry age with developmental delay / disability.

### **Noah's Ark Inc.**

1283 Malvern Road, Malvern 3144

Phone: 8823 8600  
Web: <http://www.noahsarkinc.org.au/>  
Email: noahsark@noahsarkinc.org.au

Provides:

- Early childhood intervention programs for babies and children up to six years of age
- Inclusion support programs into child care services
- Inclusion support to early childhood services and school
- Sibling support
- Specialist equipment for child care
- Resources.

### **Taralye (the oral language centre for deaf children)**

137 Blackburn Road, Blackburn 3130 PO Box 113, Blackburn 3130

Phone: 9877 1300  
Fax: 9877 1922  
Web: [www.taralye.vic.edu.au](http://www.taralye.vic.edu.au)  
Email: [information@taralye.vic.edu.au](mailto:information@taralye.vic.edu.au)

Offers programs and services to families with young babies and children with hearing impairments to allow them to have access to the world of hearing and spoken language.

Taralye advocates for early diagnosis of hearing loss, prompt fitting of hearing aids and/or cochlear implants and high quality early childhood intervention services. Taralye operates an Audiology and Otology Clinic offering a full range of audiological facilities for newborns to 18 year-olds.

### **Uniting Care Ringwood Biala**

2 Greenwood Avenue, Ringwood 3134

Phone: 9870 2335

Provides respite and support for parents of special needs children to help overcome their feelings of isolation from the community and to promote optimal family functioning. Ensures that each child has the opportunity to learn and develop through individually designed, appropriate educational play. Available during school terms only, 9.30am to 3.00pm, Monday, Wednesday and Thursday.

## **Very Special Kids**

321 Glenferrie Road, Malvern 3144

Phone: 9804 6222

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

Email: [mail@vsk.org.au](mailto:mail@vsk.org.au)

For families with a child who has a life-threatening illness. Provides a range of flexible programs including counselling, a sibling support program, trained volunteer program, bereavement support program, newsletters, holiday accommodation, social activities, respite, and end-of-life care at Very Special Kids House, Australia's first children's hospice.

## **Vision Australia - Early Childhood & Education Services**

252 Dorset Rd, Boronia 3155 PO Box 189, Boronia 3155

Phone: 9760 0000 or 1300 847 466 and ask for Boronia

Web: [www.visionaustralia.org](http://www.visionaustralia.org)

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

Early childhood services for children (aged 0-6 years) with a vision impairment and their families. Provides training and resources for families to help children who are blind or vision impaired to increase their choices and reach their full potential in life. Aims to facilitate each child's development, access to education and independence, from birth to school leaving age.

Specialist staff work with children and their families to develop programs that are tailored to individual needs in a sensitive and timely manner - whether the child was born with a vision impairment or their sight was affected later in life.

## **Education and training**

### **Aurora School**

96 Holland Road, Blackburn South 3130 PO Box 249, Blackburn South 3130

Phone: 8878 9878

TTY: 8878 9899

Fax: 8878 9800

Web: [www.auroraschool.vic.edu.au](http://www.auroraschool.vic.edu.au)

Email: [aurora.sch@edumail.vic.gov.au](mailto:aurora.sch@edumail.vic.gov.au)

A government school specialising in Early Intervention and Early Education programs for deaf children and deafblind children. Provides three specialty programs: Early Intervention, Early Education and Deafblind Education.

- Early Intervention Program - aims to provide parents with the support, knowledge and skills they need to promote their children's development, especially their communication and language development, during the early years.
- Early Education Program - specialises in education programs for young deaf children from three years of age. There is a strong emphasis on the development of communication skills (listening, speaking, signing, reading and writing) and effective use of both expressive and receptive language.
- Deafblind Education Program - offers specialised education for students aged three to 18 years, who have visual and hearing impairments and communication difficulties.

## **Brain Injury Matters (BIM)**

4th Floor, Ross House, 247 Flinders Lane, Melbourne 3000

Phone: 9639 7222

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

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

Facilitates self-advocacy and community education for people living with an acquired brain injury (ABI). BIM provides events, training, education and public speakers.

## **Croydon Special Developmental School**

69-95 Belmont Road, East Croydon 3136

Phone: 9725 4933

Fax: 9723 7104

Web: [www.croydonsds.vic.edu.au](http://www.croydonsds.vic.edu.au)

Email: [croydon.sds@edumail.vic.gov.au](mailto:croydon.sds@edumail.vic.gov.au)

Provides education programs for children aged four years-eight months to 18 years, who have a moderate to profound intellectual disability, and for children with multiple disabilities, including autism. The school is divided into two sections – junior and senior.

Students who live in the designated zone of Croydon, Bayswater, Boronia, Ferntree Gully, Kilsyth, Mooroolbark, Wonga Park, Donvale, Ringwood, Heathmont, Mitcham, Knoxfield and Wantirna are offered free daily door-to-door, chaperoned bus transport.

The school strongly supports the belief that learning is enhanced in a supportive, calm and stable environment which acknowledges and values the uniqueness of each learner. Each student at Croydon SDS has an individual educational program designed to meet specific needs as identified by a multi-disciplinary team, in consultation with parents/care-givers. The school is committed to a cooperative partnership with parents.



Enquiries may be directed to the Principal at the school.

### **Eastwood Primary School & Deaf Facility**

Alexandra Road, East Ringwood 3135

Phone: 9870 6105

TTY: 9871 0399

Fax: 9870 3012

Web: [www.eastwood.vic.edu.au](http://www.eastwood.vic.edu.au)

Email: [eastwood.ps.deaf@edumail.vic.gov.au](mailto:eastwood.ps.deaf@edumail.vic.gov.au)

Provides deaf and hearing impaired students with access to a primary school curriculum across all year levels from prep to year six.

### **Guide Dogs Victoria - Acquired Brain Injury Mobility Service**

Chandler Highway, Kew 3101 Private Bag 13, Kew 3101

Phone: 9854 4444

Web: [www.guidedogsvictoria.com.au/acquired-brain-injury-mobility](http://www.guidedogsvictoria.com.au/acquired-brain-injury-mobility)

Email: [referrals@guidedogsvictoria.com.au](mailto:referrals@guidedogsvictoria.com.au)

Previously known as Neurological Mobility, provides specialised assessment and training for clients who have a vision loss caused by a brain injury. Assessment aims to determine mobility needs and ascertain whether specific training can help the client develop compensatory scanning skills to enhance the use of remaining vision and the other senses.

### **Heatherwood School**

370 Springvale Road, Donvale 3111

Phone: 9842 8319

Fax: 9842 8512

Web: [www.heatherwood.vic.edu.au](http://www.heatherwood.vic.edu.au)

Email: [heatherwood.sch@edumail.vic.gov.au](mailto:heatherwood.sch@edumail.vic.gov.au)

Heatherwood is a school for secondary aged students with a mild intellectual disability. At Heatherwood, staff understand the unique concerns, challenges and hopes of students and their parents.

### **Specific Learning Difficulties Association of Victoria (SPELD)**

494 Brunswick Street, North Fitzroy 3068

Phone: 9489 4344

Fax: 9486 2437

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

Email: [admin@speldvic.org.au](mailto:admin@speldvic.org.au)

A non-political, non-sectarian association of parents and professional people interested in children and adults with specific learning difficulties, including dyslexia. Provides information, assessment, specialist teaching, seminars, an advisory service, a learning centre and educational psychological assessment for children and adults with learning difficulties.

## **Swinburne University Disability Liaison Officers**

369 Stud Road, Wantirna South 3152

Phone: 9210 1181

Web: [www.swinburne.edu.au/stuserv/disability](http://www.swinburne.edu.au/stuserv/disability)

Email: [ldavey@swin.edu.au](mailto:ldavey@swin.edu.au)

For students of Swinburne TAFE or University who have learning difficulties, including intellectual disabilities. To assist students to access and fully participate in study, the Disability Liaison Officer meets with each student who requests assistance to determine support needs, and to clarify what information needs to be passed on to academic staff. The Disability Liaison Officer for Wantirna also covers the Croydon and Lilydale Campus.

## **Vermont South Special School**

22-30 Livingstone Road, Vermont South 3133 PO Box 6069, Vermont South 3133

Phone: 9802 8199

Fax: 9802 8487

Web: [www.vermont-south-ss.vic.edu.au](http://www.vermont-south-ss.vic.edu.au)

Email: [vermont.south.ss@edumail.vic.gov.au](mailto:vermont.south.ss@edumail.vic.gov.au)

Vermont South Special School caters for the educational, social and emotional needs of children with a mild intellectual disability. Students are aged between five and 12 years. Small class sizes and trained Special Education teachers with exceptional skills and dedication to their role guarantee that children with mild intellectual disabilities are given the opportunity to benefit from alternative quality education.

## **Wantirna Heights School**

Kingloch Parade, Wantirna 3152

Phone: 9720 7492

Fax: 9720 7945

Web: [www.wantirnaheightsschool.vic.edu.au](http://www.wantirnaheightsschool.vic.edu.au)

Email: [info@wantirnaheightsschool.vic.edu.au](mailto:info@wantirnaheightsschool.vic.edu.au)

For primary school-aged students with Autism Spectrum Disorder. Provides educational programs specially for children with autism in their primary years.

# **Employment**

## **CRS Australia**

Shop 3, 5-7 Clarke Street, Lilydale 3140  
Building B, 309 Stud Road (next to Knox City Shopping Centre), Wantirna South  
3152

Phone: Toll Free: 1800 277 277 Administration: 9206 0802

Fax: 9206 0850

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

Email: [Marketing.Communications@crs australia.gov.au](mailto:Marketing.Communications@crs australia.gov.au)

Provides a specialist vocational rehabilitation service for people with a disability, injury or health condition, who need help to get and keep a job. It helps them to manage the barriers they are facing, to get work and build on skills and strengths. Services include pain management techniques, job search assistance, job matching, skills training, workplace modifications and counselling.

## **ECHO Disability Employment Network**

Suite 6, 45-51 Ringwood Street, Ringwood 3134

Phone: 9879 7814

Fax: 9876 8591

Web: [www.echoaustralia.com](http://www.echoaustralia.com)

Email: [echo@echoaustralia.com](mailto:echo@echoaustralia.com)

An employment service supporting people with a disability in finding work in the open labour market. It offers job search support including looking for work, resume building, and interview preparation. Also helps with training in specific job skills, career advice, vocational training and skill identification.

## **Groundwork**

18 Bond Street, Ringwood 3134

Phone: 9259 4100

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

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

A quality disability employment network service which assists people with a disability to find employment, then provides ongoing support to help sustain employment.

## **Workbridge- Outer East Employment Service**

Head Office - 211 Main Street, Lilydale 3140

Phone: 9738 8000

Fax: 9738 8099

Web: [www.workbridge.asn.au](http://www.workbridge.asn.au)

Email: [enquiries@workbridge.asn.au](mailto:enquiries@workbridge.asn.au)

Provides case management and open employment opportunities for people with a disability. Head office in Lilydale, appointments can be arranged in Ringwood.

## **YES Personnel**

100 Maroondah Highway, Ringwood 3134

Phone: 9879 5011

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

Email: [yes@st.johnofgod.org.au](mailto:yes@st.johnofgod.org.au)

An accredited employment agency for people with a disability. Provides a tailored support service aimed at people with a disability who want to work but choose to do so in a supported employment environment. Assistance is also given to people who need a higher degree of support and normally find it difficult to find and keep a job.

## **Government**

### **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](http://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](http://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.

### **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)

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: Info line: 1800 650 611

TTY: 1800 898 888

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

Email: [info@companioncard.org.au](mailto: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.

### **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](http://www.dhs.vic.gov.au)  
Email: [Eastern.Disability@dhs.vic.gov.au](mailto: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 Free call: 1800 677 342  
General Enquiries Local call: 1300 728 187  
TTY: 1300 726 563  
Fax: 8608 5765  
Web: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)  
Email: [complaints@odsc.vic.gov.au](mailto: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.

## **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](http://www.humanrightscommission.vic.gov.au)  
Email: General Information: [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)  
Complaints: [complaints@veohrc.vic.gov.au](mailto: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.

## **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](http://www.maroondah.vic.gov.au/DisabilityAccess.aspx)

Email: [co.care@maroondah.vic.gov.au](mailto: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](http://www.officefordisability.vic.gov.au)

Email: [ofd@dpcd.vic.gov.au](mailto: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.

## **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](http://www.publicadvocate.vic.gov.au)  
Email: [publicadvocate@justice.vic.gov.au](mailto: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](http://www.officefordisability.vic.gov.au/disability_advisory_council.htm)  
Email: [vdac@dpcd.vic.gov.au](mailto:vdac@dpcd.vic.gov.au)

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

## **Legal**

### **Disability Discrimination Legal Service (DDLS)**

Ross House Association Inc., 2nd Floor, 247 Flinders Lane, Melbourne 3000

Phone: 9654 8644  
TTY: 9654 6817  
Fax: 9639 7422  
Web: [www.communitylaw.org.au/ddls/](http://www.communitylaw.org.au/ddls/)  
Email: [info@ddls.org.au](mailto:info@ddls.org.au)

A statewide independent community legal centre that specialises in disability discrimination legal matters. Provides free legal services in several areas including information, referral, advice, casework assistance, community legal education, and policy and law reform.

### **Victoria Legal Aid**

23 Ringwood Street, Ringwood 3134

Phone: 9259 5444  
Fax: 9259 5400  
Web: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)



Email: [ringwood@vla.vic.gov.au](mailto:ringwood@vla.vic.gov.au)

Helps people with their legal problems, with the focus on helping and protecting the rights of socially and economically disadvantaged Victorians. Can help in areas of criminal law, family law and some civil law matters. The Victorian Legal Aid website contains information on Disability Discrimination and the mental health system.

## **Villamanta Disability Rights Legal Service**

44 Bellerine Street, Geelong 3220

Phone: Legal advice: 1800 014 111

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

Email: [legal@villamanta.org.au](mailto:legal@villamanta.org.au)

A statewide community legal centre that works on disability related legal and justice issues. In the area of casework, work is mainly undertaken for people who have an intellectual disability. Services include free telephone advice; an information and referral service; legal casework on some disability related areas of law; policy and law reform; community legal education.

## **Mental health**

### **Adults Surviving Child Abuse**

Mingo Centre, 607 Whitehorse Road, Surrey Hills 3127

Phone: 1300 657 380

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

Email: [vic@asca.org.au](mailto:vic@asca.org.au)

Provides support for all survivors of child abuse and incest. Building the resources, support, advocacy and education to promote healing for survivors of child abuse.

### **Anxiety Disorders Association of Victoria Inc.**

PO Box 625, Kew 3101

Phone: 9853 8089

Fax: 9853 8089

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

Email: [adavic@adavic.org](mailto:adavic@adavic.org)

The Anxiety Disorders Association of Victoria is a not-for-profit, self-funded organisation. It provides support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues. It acts as an entry-level service with 'grass-roots' support and resources for issues including anxiety, stress, worry, and related disorders such as depression, phobias, panic attacks, obsessive compulsive disorder (OCD), post-traumatic stress disorder (PTSD), sleep disorders, and self-esteem problems.

## **Anxiety Recovery Centre Victoria (ARCVic)**

42 High Street Road, Ashwood 3147 PO Box 23, Ashburton 3147

Phone: Helpline: 9886 9377 Office: 9886 9233

Fax: 9886 9411

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

Email: [arcmail@arcvic.com.au](mailto:arcmail@arcvic.com.au)

Specialises in support, information, educational and recovery services for people and families affected by obsessive compulsive disorder (OCD), OCD spectrum disorders including trichotillomania and body dysmorphic disorder, social anxiety disorder, panic disorder and agoraphobia, generalised anxiety disorder, specific phobias, stress disorders, and childhood specific anxiety problems such as separation anxiety and school refusal. Education, training and consultation services are provided to primary care and mental health professionals and agencies.

## **ARAFEMI Victoria Inc.**

Ground Floor, 270 Auburn Road, Hawthorn 3122

Phone: 9810 9300

Fax: 9810 9399

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

Email: [admin@arafemi.org.au](mailto:admin@arafemi.org.au)

A non-profit community based organisation, which works from a recovery perspective. It is unique as it houses both the peak support agency for carers of people with a mental illness, and a broad range of consumer services. Its mission is to promote and improve the wellbeing of people affected by mental illness.

## **beyondblue: the national depression initiative**

PO Box 6100, Hawthorn West 3122

Phone: 9810 6100 Info line: 1300 224 4636

TTY: Phone 133 677 and ask for 1300 22 4636

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

[www.youthbeyondblue.com](http://www.youthbeyondblue.com)

Email: [bb@beyondblue.org.au](mailto:bb@beyondblue.org.au)

An independent, not-for-profit organisation working to increase awareness of depression, anxiety, and related disorders throughout Australia. Works with health services, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise.

## **Bouverie Centre (The)**

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 state-wide integrated clinical, academic and consultation agency specialising in family approaches in mental health service provision. The Bouverie Centre, Victoria's Family Institute, provides a range of programs to individuals and family members, service providers and agencies.

## **Butterfly Foundation (The)**

PO Box 453, Malvern 3144

Phone: 9822 5771

Fax: 9822 5776

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

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

A community-based charitable organisation that supports people with eating disorders and their carers. This may include financial support for treatment.

## **Cairnmillar Institute**

993 Burke Road, Camberwell 3124

Telephone: 9813 3400

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

Email: [enquiries@cairnmillar.org.au](mailto:enquiries@cairnmillar.org.au)

Fax: 9882 9764

Provides a counselling service; counselling is available in languages other than English. While there is a cost to clients, arrangements can be made for people experiencing financial difficulties. Medicare benefits are now available for psychologists' clients.

## **Carers Exercise Group (Mental Health)**

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

Telephone: 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.

### **Carers Offering Peers Early Support (COPES)**

Murnong Clinic, PO Box 135, East Ringwood 3134

Phone: 9955 1177

Web: [www.each.com.au/en/services/carers\\_offering\\_peers\\_early\\_support\\_copes/](http://www.each.com.au/en/services/carers_offering_peers_early_support_copes/)

Email: [Vicky.robinson@easternhealth.org.au](mailto:Vicky.robinson@easternhealth.org.au)

Provides support to carers of a family member or friend with mental health issues, who currently receives services through Eastern Health or EACH. The program is staffed by workers who are carers themselves. Support is generally through individual appointments with the carer.

### **CREST (EACH)**

15 Greenwood Avenue, Ringwood 3134

Phone: Ph: 9879 2557

Fax: 9870 4004

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

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

A home-based, psychosocial outreach support service for adults who have a diagnosed mental illness and live in the cities of Maroondah, Knox and Shire of Yarra Ranges.

CREST supports people to live independently in their community through:

- assistance in developing independent living and coping skills such as managing a budget, running a household, using public transport and planning to meet day-to-day challenges
- linking people into local community services such as social groups, day programs, neighbourhood houses and gyms
- referral to specialist services such as therapists, case managers, doctors; employment, vocational, and rehabilitation services; and government departments and agencies
- assistance in accessing and maintaining private, public and community housing
- information, advice and advocacy.

### **D2DL (The Support for Day to Day Living in the Community Program)**

9 Greenwood Avenue, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

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

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

A Commonwealth funded service aimed at helping people with severe and persistent mental health issues to reconnect and become involved in the recreational, social, personal development, and prevocational and vocational programs and activities in their local community.

The program is based on the recognition that people can become socially isolated and face significant barriers to participating in social, community and educational activities. It promotes recovery by assisting people with severe and persistent mental illness to:

- improve the quality of their lives and to live successfully at an optimal level of independence in the community
- increase community participation and develop social networks; participate in community activities; develop new skills or re-learn old skills; develop confidence and self reliance; accomplish personal goals.

Eligibility and referral - people 17 years and over with a severe and persistent mental illness, who are living in the community within the outer eastern metropolitan region.

### **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.

### **Eastern Health Child and Adolescent Mental Health Service**

Wundeela Centre, 21 Ware Crescent, Ringwood East 3135

Phone: For all new referrals contact Intake: 1300 721 927 (Option 2 for 0-17 years old, Option 4 for 18+)

Web: [www.easternhealth.org.au/mental/camhs.html](http://www.easternhealth.org.au/mental/camhs.html)

Aims to offer a mental health service to children and young people up to the age of 18 years who are displaying psychiatric symptoms or severe emotional and behavioural disturbance. A service in Lilydale for 12-25 year-olds is also available.

### **Eating Disorders Foundation of Victoria Inc.**

1513 High Street, Glen Iris 3146

Phone: Eating Disorders Helpline: 9885 0318 Head Office: 9885 6563

Fax: 9885 1153

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

Email: [edfv@eatingdisorders.org.au](mailto:edfv@eatingdisorders.org.au) [help@eatingdisorders.org.au](mailto:help@eatingdisorders.org.au)

The primary source of support, information, community education and advocacy for people with eating disorders and their families in Victoria.

### **FaPMI - Families where a Parent has a Mental Illness (Eastern Health AMHS)**

1/43 Carrington Road Box Hill 3128

Phone: 9843 5800

Fax: 9843 5808

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

Email: [Anne.holland@easternhealth.org.au](mailto:Anne.holland@easternhealth.org.au)

[Rebecca.allchin@easternhealth.org.au](mailto:Rebecca.allchin@easternhealth.org.au)

[Bronwyn.sanders@easternhealth.org.au](mailto:Bronwyn.sanders@easternhealth.org.au)

Provides the following programs to support family members whose parent has a mental illness:

- Parent Peer Support
- CHAMPS - groups for primary school aged children
- Supported Play Group.

Please contact a FaPMI coordinator or the FaPMI program support worker for further information regarding current programs.

### **Ferntree Gully Family Support Group (MIF)**

Barb. Edwards (Convenor), 17 Ellis Court, Mooroolbark 3138

Phone: 9726 5694

Support and information for carers of people who have a mental illness such as schizophrenia, bi-polar disorder, or depression. Monthly meetings held at Halcyon, 3 The Avenue, Ferntree Gully, on the third Wednesday of the month at 7.45pm.

## **GROW**

GROW Community Centre, 707 Glenhuntly Road, Caulfield South 3162

Phone: 9528 2977 and 1800 558 268

Web: [www.grow.net.au](http://www.grow.net.au)

Email: [vic@grow.net.au](mailto:vic@grow.net.au)

Offers mutual support self-help groups for people experiencing mental health issues, and those caring for them. Groups meet regularly for two hours, with refreshments following. Meetings are free, confidential, and no referral is required. All welcome.

- The GROW Group meets every Wednesday at 7pm in Building B at EACH, 46 Warrandyte Road, Ringwood (Melway Ref. 49 H7).
- The GROW - Better Together Caregivers Group meets every second and fourth Thursday of the month at 7pm-9pm at Heathmont Community Living Centre, Heathmont Uniting Church, 89 Canterbury Rd, Heathmont (Melway Ref. 50 B11).

## **Halcyon (EACH)**

3 The Avenue, Ferntree Gully 3156

Phone: 9758 8508

Fax: 9758 4013

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

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

A Psychiatric Day Rehabilitation Support Service (PDRSS), offering drop-in, structured activities, and individual support to people aged over 18 years who are managing a mental illness and live in Maroondah, Knox or the Shire of Yarra Ranges.

## **Heading Home - The Integrated Rehabilitation and Recovery Care Service (EACH)**

7-9 John Street, Lilydale 3140

Phone: 9879 2557

Web: [www.each.com.au/en/services/heading\\_home/](http://www.each.com.au/en/services/heading_home/)

Provides clinical and psychosocial rehabilitation for long term clients from the Community Care Units and the Secure Extended Care Unit within the North and East Regions to support their move to living in the community.

The program is conducted in partnership with MIND, the lead agency of the consortium and ARAFEMI and the Clinical Services of Eastern Health.

The program has three phases:

- working with the client within the unit in preparation for the transition into the community
- living in the community with intensive psychosocial support and clinical care

- transition from the intensive support to the level of support provided by the regular PDRSS and Clinical Services programs.

EACH works in close collaboration with the Community Care Unit and the Mobile Support and Treatment Services of the Outer East Area Mental Health Services to support participants who want to re-locate from any of the units to live in Maroondah, Knox or the Shire of Lilydale.

Referrals are only accepted through MIND, the lead agency of the consortium.

## **Hearing Voices Group (The)**

Phone: 9758 8508

Email: [HRyan@EACH.com.au](mailto:HRyan@EACH.com.au)

Operates out of Ferntree Gully and is open to anyone who hears voices, or has other sensory experiences that other people do not.

The group will:

- provide a safe space to share experiences of what it's like to hear voices amongst people with similar experiences
- look at different ways to make sense of hearing voices
- discuss different ways of coping with voices and distress
- encourage peer support and social connections.

To join the group, please call Helen Ryan on 9758 8508.

## **High & Complex Needs Project - EACH**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

Fax: 9876 0100

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

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

Conducted by EACH to provide care coordination service for:

- clients with a number of high and/or complex needs that place them or their family at risk of homelessness, incarceration or harm to self and others
- clients when existing services have not been able to meet their needs
- clients who would benefit from care plan coordination because of the complexity of issues or number of service providers that are involved.

The responsibilities of care coordination include:

- taking a lead role as the central point of contact for the client and service providers
- coordinating regular meeting between all service providers to develop and monitor the care coordination plan
- establishing links with the individual, family and/or significant others
- developing flexible and creative service options with the client and services
- maintaining a focus on the client's needs and goals
- ensuring that an appropriate and effective crisis plan is in place



- transition planning to mainstream services.

Eligibility - Consumers who fit the description above.

Referral is through the Regional Coordinator of the EMR Complex Care Program on 9843 6706.

## **Lifeworks (Psychosocial Rehabilitation Day Program) - EACH**

9 Greenwood Street, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

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

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

Provides psychosocial support and rehabilitation services designed to enhance the quality of life and living skills of people with a psychiatric disability. The range of services include centre and community-based Drop In, structured group programs within the Centre and the community, participation in mainstream activities and programs, and care coordination or psychosocial case management.

Referrals will be accepted from individuals aged 17 to 64 years, who have a primary diagnosis of mental illness. Self-referral accepted, or referral by a mental health clinic or psychiatrist.

## **Maroondah Hospital Outer East CAT Service**

c/- Maroondah Hospital, Mount Dandenong Road, Ringwood East 3135

Phone: Triage 24 hours: 1300 721 927

Fax: 9847 4747

Provides a comprehensive community-based assessment and treatment service to persons aged 16-64 years who are in psychiatric crisis. They may be in need of a hospital admission or treatment in the community as an alternative to admission. This service is also provided to the Maroondah Hospital Emergency Department. The service operates 24 hours a day, seven days a week and provides a triage service for the Outer East Area Mental Health Program. After hours this includes Child and Adolescent Mental Health Services (CAMHS) and the Aged Services.

## **Mental Health Foundation of Australia**

270 Church Street, Richmond 3121

Phone: 9427 0406

Fax: 9427 1294

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

Email: [mhfvic@pacific.net.au](mailto:mhfvic@pacific.net.au)

Provides information and referral, resource materials, conferences, courses, seminars. Supports consumers and carers, coordinates Mental Health Week, consults with government. Organises monthly meetings for the Mood Disorders Support Group.

### **Mental Health Legal Centre Inc.**

9th floor, 10 -16 Queen Street, Melbourne 3000

Phone: 9629 4422

Fax: 9614 0488

Web: [www.communitylaw.org.au/mental health](http://www.communitylaw.org.au/mental_health)

Email: [mental\\_health\\_vic@clc.net.au](mailto:mental_health_vic@clc.net.au)

Provides a free and confidential legal service to anyone in Victoria who has experienced mental illness, where their legal problem relates to their mental illness. Assistance includes telephone advice and referral, direct advocacy (in some cases), education and general inquiries about mental health and the law for consumers in Victoria.

### **Mental Health Review Board**

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

Phone: 8601 5270

Fax: 8601 5299

Web: [www.mhrb.vic.gov.au](http://www.mhrb.vic.gov.au)

Email: [mhrb@dhs.vic.gov.au](mailto:mhrb@dhs.vic.gov.au)

A statutory tribunal established under the Mental Health Act 1986 to conduct reviews of, and hear appeals by, psychiatric patients being treated involuntarily either as inpatients or on community treatment orders.

Information on patient rights can be obtained through the Mental Health Review Board's website. There are also useful links to other information sources and the Mental Health Act 1986.

### **Mental Illness Fellowship Victoria - Helpline**

276 Heidelberg Road, Fairfield 3078

Phone: 8486 4222

Fax: 8486 4265

Web: [www.mifellowship.org](http://www.mifellowship.org)

Email: [help@mifellowship.org](mailto:help@mifellowship.org)

A free and confidential service that supplies mental health information support and referral advice. The helpline is for people with a mental illness, their families and friends, professionals, students and the general public.

The Helpline is staffed by trained volunteers who have personal experience or are a family member or close friend of a person with mental illness. They can provide:

- a listening ear that is empathic, respectful and non-judgmental
- up-to-date, accurate information about mental illnesses, treatment and recovery
- strategies and approaches for managing mental illness or supporting a friend or family member with a mental illness
- assistance with recognising individual strengths and resources
- links into support and education programs and local communities
- information about, and referral to MI Fellowship programs and other services.

The Helpline is available 9am - 5pm Monday to Friday.

## **Mental Illness Fellowship - Well Ways Programs**

276 Heidelberg Road, Fairfield 3078 PO Box 359, Clifton Hill 3068

Phone: Helpline: 8486 4222 Administration: 8486 4200

Fax: 8486 4265

Web: <http://www.mifellowship.org/services-wellways.shtml>

Email: [wellwaysfamed@mifellowship.org](mailto:wellwaysfamed@mifellowship.org)

- The Building a Future program is designed to increase the capacity of families, carers and friends to care effectively for themselves, other family members and their relative living with a mental illness. The program runs for eight weeks on a Tuesday night 6.30pm to 9.30pm in Ringwood.
- The Well Ways Duo program is designed to increase the capacity of families, carers and friends to care effectively for themselves, the person with the dual diagnosis and other family members. It runs for six weeks on a Tuesday night 6.30pm to 9.30pm in Ringwood.

The cost of the programs is \$250.

The Administrator, Family Services can discuss opportunities which may exist for funding assistance to attend any of the Well Ways programs.

## **MIND Australia - Narana Program**

2/24 Aisbett Avenue, Wantirna South 3152

Phone: 9800 1499

Fax: 9800 1599

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

Email: [narana@mindaustralia.org.au](mailto:narana@mindaustralia.org.au)

A structured residential program that provides recovery-focused psychosocial rehabilitation to young people aged 16 to 24 years. The program is staffed 24-hours a day and caters for individuals who have experiences with mental illness, who may be at risk of homelessness, suicide, self-harm, and may also have coexisting alcohol and other drug issues.

Narana is a small community of nine young people who can stay in the program for up to two years. It aims to facilitate growth, enhance relationships and improve the quality of life of its residents.

There is also an outreach program which offers ongoing housing and support and home-based outreach to 12 young people aged 18 to 24 years, who have the skills to live in the community with outreach support.

Referrals can be made to the program by self-referral, family/friend, or via a health professional. After the referral there is an informal visit to Narana and a formal interview.

### **Multicultural Mental Health Australia**

Building 52B, Cumberland Campus, 5 Fleet Street, North Parramatta NSW 2150  
Locked Bag 7118 Parramatta BC NSW 2150

Phone: 02 9840 3333

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

Email: [admin@mmha.org.au](mailto:admin@mmha.org.au) or [info@mmha.org.au](mailto:info@mmha.org.au) (information)

Provides national leadership in mental health and suicide prevention for Australians from culturally and linguistically diverse (CALD) backgrounds. Fact Sheets on mental health are available in up to 23 different languages.

### **Multiple and Complex Needs Initiative (MACNI)**

7-9 John Street, Lilydale 3140

Phone: 9735 7900

Fax: 9739 4733

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

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

This program has provided the care coordination and some of the direct care for two MACNI clients and will do so for any future clients on a MACNI package with EACH. The care plan for any future consumer on a MACNI individual support package will be coordinated through this program.

The program also coordinates the care and provides case management for a number of other clients, who have a severe mental illness and multiple needs and receive support from a number of service providers, within and/or external to EACH.

For more information contact the Multiple and Complex Needs Coordinator.

### **Murnong Community Mental Health Service**

Corner Bona and Patterson Streets, Ringwood East 3135

Phone: Psychiatric Triage: 1300 721 927 Administration: 9871 3988

Fax: 9871 3977

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

Clinical assessment and treatment for major mental illness. All clients are first triaged by the Maroondah Hospital psychiatric emergency and triage service and referred accordingly.

## **Oak House (The)**

196 Union Road, Surrey Hills 3127

Phone: 9888 4737

Fax: 9888 4797

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

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

Provides outpatient recovery programs for adolescents and adults with eating disorders.

## **Office of the Chief Psychiatrist**

Level 17, 50 Lonsdale Street, Melbourne 3000

Phone: Complaints and information 1300 767 299 (local charge call) or 9096 7571

Fax: 9096 7697

Web: [www.health.vic.gov.au/chiefpsychiatrist/index.htm](http://www.health.vic.gov.au/chiefpsychiatrist/index.htm)

Responsible under the Mental Health Act 1986 for the medical care and welfare of persons receiving treatment or care for a mental illness. Monitors the clinical standards of psychiatric practice and treatment provided by public mental health services. Investigates complaints from consumers, carers and others.

## **O'Meara Houses - Mental Illness Fellowship**

128 Railway Avenue, Ringwood 3134

Phone: 9874 5310

Fax: 9879 5467

Email: [enquiries@mifellowship.org](mailto:enquiries@mifellowship.org)

A five-day residential respite program for young people and adults 16 to 64 years old who have psychiatric disabilities, and an informal carer such as a family member or friend who provides regular and ongoing support.

The focus of the five days, from Monday morning to Friday afternoon, is on recreational and social activities, which are planned by guests and staff on the day of arrival. Up to eight guests receive accommodation in their own rooms, with shared bathroom facilities and 24-hour staff support. The program costs \$55 per week; spending money of approximately \$25 is suggested for outings and personal expenses. A waiting list applies.

A five-day respite week specifically for young people and for women is also available.

## **Out Doors Inc.**

231 Napier Street, Fitzroy 3065

Phone: 9417 2111

Fax: 9417 2163

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

Email: [admin@outdoorsinc.org.au](mailto:admin@outdoorsinc.org.au)

Provides psychosocial rehabilitation and planned respite services utilising outdoor adventure education and recreation.

## **PANDA - Post and Ante Natal Depression Association Inc.**

810 Nicholson Street, North Fitzroy 3068

Phone: Support:1300 726 306

Fax: 9482 6210

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

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

Provides confidential information, support, and referral to anyone affected by post and ante-natal mood disorders.

## **Partners Support Group - A Support Group for Partners of People with a Mental Illness**

Phone: 9879 4699

Email: [David.Neef@easternhealth.org.au](mailto:David.Neef@easternhealth.org.au)

Partners of people with mental illness face unique issues regarding their loved one's illness. This is specifically designed for partners. The support group will assist partners by:

- addressing specific issues concerning partners
- providing information on resources and services available
- providing a supportive environment to share experiences and offer peer support
- providing education on skills for management and self care.

The support group meets on the first Saturday of the month. For enquiries or to join the group please contact David Neef from Eastern Health on [David.Neef@easternhealth.org.au](mailto:David.Neef@easternhealth.org.au) or phone Sharon O'Boyle from Lifeworks on 9879 4699.

## **PHaMS (Personal Helpers and Mentors Program)**

18 Bond Street, Ringwood 3134

Phone: 9259 4100 (Maroondah) 9887 4499 (Knox) 9735 7900 (Yarra Ranges)

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

Email: Maroondah - [dchubb@com.au](mailto:dchubb@com.au)

Knox - [jmalborg@each.com.au](mailto:jmalborg@each.com.au)

Yarra Ranges - [ajohnson@each.com.au](mailto:ajohnson@each.com.au)

Assists people who have severe functional limitation as a result of a severe mental illness to:

- manage their daily lives
- access a range of appropriate and integrated community, social support, accommodation, health, welfare and employment services when they need them.

The program takes a strength-based, recovery approach through the provision of psychosocial case management or care coordination. The aim of the program is to provide increased opportunities for recovery and for consumers to achieve increased:

- access to appropriate support services at the right time
- coordination of care
- personal capacity and self reliance
- community participation.

## **Physical Disability Council of Australia**

PO Box 38, Willawarrin NSW 2440

Phone: (02) 6567 1500

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

Email: [pdca@pdca.org.au](mailto:pdca@pdca.org.au)

A peak physical disability organisation, actively promoting the rights, issues and participation of people with a physical disability throughout Australia.

## **Prevention of Homelessness on Discharge from Inpatients Unit (Reachout/Inpatient Unit)**

79 John Street, Lilydale 3140

Phone: 9739 4722

Fax: 9739 4733

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

The program works within the Inpatients Unit at Maroondah Hospital and the community to prevent people being discharged into homelessness, and to maintain accommodation that may be placed at risk due to an admission to the Inpatient Unit.

## **Psychiatric Disability Service of Victoria (VicServ)**

Level 2, 22 Horne Street, Elsternwick 3185

Phone: 9519 7000  
Fax: 9519 7022  
Web: [www.vicserv.org.au](http://www.vicserv.org.au)  
Email: [vicserv@vicserv.org.au](mailto:vicserv@vicserv.org.au)

A peak body of the community-managed psychiatric disability services sector in Victoria, representing this sector's views and interests in a variety of settings. Member agencies provide psychosocial rehabilitation for people with a serious psychiatric disability in community settings (including independent living and social skills development), accommodation, support, outreach, recreation and leisure activities, advocacy, community education and carer support.

## **Reachout (Intensive Outreach Program) - EACH**

7-9 John Street, Lilydale 3140

Phone: 9735 7900  
Fax: 9739 4733  
Web: [each.com.au](http://each.com.au)  
Email: [reachout@each.com.au](mailto:reachout@each.com.au)

Provides an assertive and intensive outreach service through a psychosocial case management model of services delivery to clients who:

- have a severe and enduring mental illness and high level of psychiatric disability
- are homeless or at risk of homelessness
- have a dual diagnosis
- have a significant forensic issue
- have co-occurring intellectual or ABI issues
- have frequently dropped through or out of the specialist mental health sector.

## **SANE Australia**

PO Box 226, South Melbourne 3205

Phone: Toll Free helpline: 1800 18 SANE (7263) Administration: 9682 5933  
Fax: 9682 5944  
Web: [www.sane.org](http://www.sane.org)  
Email: [info@sane.org](mailto:info@sane.org), or, [helpline@sane.org](mailto:helpline@sane.org)

Telephone and internet-based information and advice service for mental illness related issues. Involved in research and advocacy - campaigning for improved services and attitudes towards mental illness.

## **SHADES (Prevention of Homelessness on Discharge from Inpatients Unit) - EACH**

Maroondah Hospital, Davey Drive, Ringwood 3134



Phone: 9735 7900

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

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

Aims to assist individuals who are admitted to a mental health ward, who are homeless, or are at the risk of homelessness, on discharge from Maroondah Hospital.

- SHADES has direct access to three transitional houses.
- Provides support for up to three months.
- Provides short-term intensive support towards longer-term support, matched with stable, appropriate housing.

Referrals are only accepted from Maroondah Hospital – Mental Health Wards 1,2 and 3.

Eligibility criteria - adults aged 18 to 64 years, who are patients of Maroondah Hospital mental health wards, and homeless or at the risk of homelessness at discharge from hospital.

For more information contact the Team Leader (SHADES) on 9735 7900.

## **65 Plus (65+) Program (The)**

9 Greenwood Avenue, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

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

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

Operates from the Halcyon and Lifeworks Centres for people over 65 years of age with a diagnosed psychiatric disability.

The program has four components:

- home-based outreach support to engage with participants
- the provision of centre-based activities
- linking with and supporting participation in community-based activities
- assisting access to mainstream health and welfare services.

Referrals will be accepted for people 65 years of age and over who:

- have a psychiatric disability arising from a serious mental illness such as schizophrenia, bi-polar disorder or chronic anxiety and/or depression
- are living in Supported Residential Services, hostels, living independently or with carers
- are not at the very frail end of the physical health continuum or residing in nursing homes
- are not diagnosed as suffering predominately from dementia, but may have ageing and/or psychiatrically relative cognitive changes
- live within the municipalities of Maroondah, Knox or in the areas of the Shire of Yarra Ranges that adjoin Maroondah and Knox.

The majority of places in the program will be reserved for referrals from the Aged Persons Mental Health Service System.

Referrals can be made through either the Halcyon or Lifeworks centres.

## **SKIPS (Supporting Kids in Primary Schools) - EACH**

16 Bond Street, Ringwood 3134

Phone: 9259 4104

Web: [www.each.com.au/en/services/supporting\\_kids\\_in\\_primary\\_schools/](http://www.each.com.au/en/services/supporting_kids_in_primary_schools/)

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

A unique program designed by EACH and Eastern Health which addresses the issue of mental illness in families, and how primary schools can support the children in those families. The program has two main objectives: to address the role of primary schools and teachers in supporting children and families affected by the mental illness of a parent; to reduce stigma through classroom education about mental illness. The program is available to primary schools within the outer east region of Melbourne.

Contact the Manager, Vocational Enterprises.

## **Spectrum Personality Disorder Service**

PO Box 135, Ringwood East 3135

Phone: 9871 3900

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

Email: [spectrum@easternhealth.org.au](mailto:spectrum@easternhealth.org.au)

Provides assessment and treatment services for people diagnosed with borderline personality disorder, and who have been referred to the service by their mental health service case manager. Contact the Intake Worker.

## **St Vincent de Paul Society - Compeer Program**

43 Prospect Street, Box Hill 3128 Locked Bag 4800, Box Hill 3128

Phone: 9895 5886

Fax: 9890 6515

Web: <http://www.vinnies.org.au/compeer-vic>

Email: [compeer@svdp-vic.org.au](mailto:compeer@svdp-vic.org.au)

Provides one-to-one volunteer friendship for people living with mental illness. Screens, trains and supports volunteers who spend one hour per week in friendly companionship with a person referred through their mental health practitioner.

## **Suicide Helpline Victoria**

Crisis Support Services, PO Box 2335, Footscray 3011

Phone: Phone 24 hours: 1300 651 251

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

Available throughout Victoria 24 hours a day, seven days a week. Provides counselling and support, crisis intervention, information for people concerned about suicidal risk in others, support for people bereaved by suicide.

## **Victorian Dual Disability Service (VDDS)**

10-12 Gertrude Street, Fitzroy 3065

Phone: 9288 2950

Fax: 9288 2953

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

Email: [vdds@svhm.org.au](mailto:vdds@svhm.org.au)

A state-wide mental health service for people with an intellectual disability (ID). Provides phone-based advice about the mental health of people with an intellectual disability. Information is provided in relation to:

- the presentation of mental disorders in people with an ID
- mental health assessment of people with an ID
- Autism Spectrum Disorders
- the treatment of mental disorders in people with an ID
- the management of mental and behavioural disorders in people with an ID
- the services available in Victoria and how to access them.

In addition to phone-based consultation the VDDS is available to conduct joint assessments with staff of Area Mental Health Services (AMHS) on clients receiving services throughout the AMHS continuum of care.

## **Victorian Mental Illness Awareness Council**

Building 1/22 Aintree Street, Brunswick East 3057

Phone: 9380 3900

Fax: 93881445

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

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

Offers support, advocacy, education, information and referrals to people who are experiencing, or have experienced in the past, emotional or mental distress.

## **Victorian Transcultural Psychiatry Unit**

Level 2, Bolte Wing, St. Vincent's Hospital, Nicholson Street, Fitzroy 3065

Phone: 9288 3300

Fax: 9288 3370

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

Email: [vtpu@svhm.org.au](mailto:vtpu@svhm.org.au)

A statewide unit which supports area mental health and psychiatric disability support services in working with culturally and linguistically diverse (CALD) consumers and carers throughout Victoria.

## **Victoria's Mental Health Services**

Department of Human Services Mental Health Branch, GPO Box 4057, Melbourne 3001

Phone: 1300 767 299

Web: <http://www.health.vic.gov.au/mentalhealth/index.htm>

Oversees the provision of specialist mental health services for children, adults and older people who have, or are at risk of having, a serious mental illness. The website provides information for consumers, carers and services. There is also a range of free mental health publications available by download or in hard copy.

## **Peak organisation and other community services**

### **ABI Behaviour Consultancy**

123 Albion Street, Brunswick 3056

Phone: 9383 7176

Fax: 9383 7278

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

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

Provides behaviour management support to people affected by acquired brain injury (ABI), and specialist services to families and professionals dealing with acquired brain injury resulting from situations such as accidents or illness. Core functions include direct counselling services to families, consultation and training services to professionals and research on family adjustment to ABI. The service is funded to work with people aged 18 to 65 years who have an ABI and are not receiving compensation payments, their families and associated service providers. Can advise compensable clients (TAC, Workcover ) on how to access related services.

### **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. Provides 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.

## **Alzheimer's Australia Vic**

98-104 Riversdale Road, Hawthorn 3122

Phone: 9815 7800 National Dementia Helpline: 1800 100 500

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

Email: [alz@alzvic.asn.au](mailto:alz@alzvic.asn.au)

Offers professional counselling and support, runs education programs on dementia and dementia care, provides leadership in policy, and encourages and participates in research. The drop-in centre in Hawthorn features a well-stocked library, multimedia gallery and exhibition space. Information is available in 23 languages, and interpreter services are available.

## **annecto Disability Services**

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

Phone: 9876 0122

Fax: 98760133

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

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

Provides Community Aged Care Package (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home – Dementia Specific (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 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.

## **AQA Victoria**

440 Heidelberg Road, Fairfield 3078

Phone: 9489 0777

Fax: 9482 4371

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

Email: [admin@aqavic.org.au](mailto:admin@aqavic.org.au)

A provider of support and services for people who sustain spinal cord injuries (quadriplegia and paraplegia) and similar physical disabilities. Provides a well established attendant care service (AQA Qualcare) for clients living with spinal cord injury and other disabilities.

Also provides a valued information/peer support service that operates on two levels:

- raising awareness and educating the community about the issues of spinal cord injury (SCI)
- motivating and assisting those with SCI during their rehabilitation and re-integration in the community.

### **Arbias Ltd**

27 Hope Street, Brunswick 3056

Phone: 8388 1222

Fax: 9387 9925

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

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

Specialist support services for people with acquired brain injury, specialising in alcohol and substance related brain injuries. Provides neuropsychological assessments, case management, community programs, accommodation, and specialised training and education courses for service providers.

Fee-for-service case management and behavioural assessment, and strategy support can be accessed upon request. All initial enquiries can be directed to the Intake and Response Case Manager.

### **Archicentre Home Services**

530 Glenferrie Road, Hawthorn 3122

Phone: 9815 1900

Fax: 9819 5413

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

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

Architect inspection of homes to check on health, safety and maintenance items or any problems relating to the property. This service is funded by the Department of Human Services, for the purpose of assisting people living safer and longer in their own homes.

To be eligible for this service people must either own their own home or rent from a private person and be receiving either a full Aged, Disability or Veteran's Affairs pension. This service is also available for a carer of a child with a disability.

### **Australian Huntington's Disease Association Victoria (AHDA)**

607 Warrigal Road, Ashwood 3147

Phone: 9563 3922 or 1800 063 501 (free call)

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

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

Employs a team of professionals to provide specialist HD services to individuals, families, carers, and professional service providers. Services include information and education, counselling and advice, assessment and referral, service planning and coordination, support for carers, and individual and systemic advocacy.

### **Australasian Society for the Study of Intellectual Disability (ASSID)**

PO Box 84, Rosanna 3084

Phone: 1800 644 741

Fax: 9497 4567

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

Email: [assid.nat@bigpond.com](mailto:assid.nat@bigpond.com)

Provides and promotes mechanisms for the generation and sharing of knowledge and debate among people in the field of intellectual disability.

### **Autism Victoria**

24 Drummond Street, Carlton 3053

Phone: 9657 1600

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

Email: [admin@autismvictoria.org.au](mailto:admin@autismvictoria.org.au)

The peak body for Autism Spectrum Disorders in the state of Victoria. Conducts policy analysis at both a state and national level, provides a forum for members to communicate with each other, and lobbies to support their interests. Also provides specialist information and advice to the families and services caring for people with an Autism Spectrum Disorder, funded by the Victorian Department of Human Services.

### **Better Health Channel**

Level 16, 50 Lonsdale Street, Melbourne 3000

Phone: 1800 126 637

Web: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

Email: [betterhealthchannel@dhs.vic.gov.au](mailto:betterhealthchannel@dhs.vic.gov.au)

Contains details of more than 2,500 related services for people with disabilities, their families, friends, and carers of all ages.

### **beyondblue: the national depression initiative**

PO Box 6100, Hawthorn West 3122

Phone: 9810 6100 Info line: 1300 224 4636

TTY: Phone 133 677 and ask for 1300 22 4636

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

www.youthbeyondblue.com  
Email: bb@beyondblue.org.au

An independent, not-for-profit organisation working to increase awareness of depression, anxiety, and related disorders throughout Australia. Works with health services, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise.

## **Brainlink Services**

The Nerve Centre, 54 Railway Road, Blackburn 3130

Phone: 9845 2955  
Web: www.brainlink.org.au  
Email: 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. The service 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.

## **Cerebral Palsy Support Network (CPSN)**

86 Herbert Street, Northcote 3070

Phone: 94457488 1300 277 600 (1300 CPSN 00)  
Web: www.cpsn.info  
Email: cpsn@cpsn.info

Offers a range of support services including 'The Buzz', a bi-monthly newsletter containing interesting information about Cerebral Palsy; telephone information and support service; information seminars; support groups; links to members in other locations; recreational groups; workshops; a respite brokerage program; online services - email, website and message boards.

## **Continence Foundation of Australia**

AMA House, 293 Royal Parade, Parkville 3052

Phone: 9347 2522 Helpline: 1800 330 066



Fax: 9347 2533  
Web: [www.continence.org.au](http://www.continence.org.au)  
Email: [info@continence.org.au](mailto:info@continence.org.au)

The national peak body for continence management, promotion and advocacy. A not-for-profit organisation, the Continence Foundation of Australia has branches or representatives in each State and Territory and a State Resource Centre in New South Wales, South Australia, Victoria and Western Australia.

The Foundation manages the National Continence Helpline (1800 33 00 66) on behalf of the Australian Government. The National Continence Helpline is a free service that provides confidential advice about bladder and bowel control problems. The Helpline also provides free information brochures and information about local continence services.

### **Cystic Fibrosis Victoria (CFV)**

80 Dodds Street, Southbank 3006

Phone: 9686 1811  
Fax: 9686 3437  
Web: [www.cfv.org.au](http://www.cfv.org.au)  
Email: [admin@cfv.org.au](mailto:admin@cfv.org.au)

Provides information, advocacy and support services to children, adolescents and adults with Cystic Fibrosis, and their care givers. Services include counselling and referral, equipment lending, outreach support program, holiday and respite accommodation facilities, information services, financial assistance program and an accommodation assistance program for rural members. CFV conducts awareness programs for the general public.

### **Down Syndrome Association of Victoria**

219 Napier Street, Fitzroy 3065

Phone: 1300 658 873  
Web: [www.dsav.asn.au](http://www.dsav.asn.au)  
Email: [info@dsav.asn.au](mailto:info@dsav.asn.au)

A not-for-profit, membership-based association seeking to represent the needs and views of Victorians with Down syndrome and their families. The association can provide parents, families, and friends of children and adults with Down syndrome with support, encouragement, information and resources.

### **EACH - Self Directed Support**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850  
Fax: 9876 0100

Web: [www.each.com.au](http://www.each.com.au)  
Email: [dsakko@each.com.au](mailto:dsakko@each.com.au)

Involves a range of personal support, either in the home or the community. Responds to the needs of people who have physical, intellectual, sensory, and/or cognitive disabilities.

Personal support activities may include:

- assistance with mobility, including transfer with aids, rehabilitation, exercises, therapy, and associated supports
- accessing recreation, leisure and cultural activities, using local facilities and services including shops, banks, public transport and recreational activities
- accessing generic services normally used by individuals to enable them to maintain independence
- assistance with personal hygiene (bathing, grooming, dressing etc.) including bowel and bladder care, general self-care (eating, drinking, taking medication etc.).

### **Eastern Volunteer Resource Centre Inc.**

Suite 1A, 1st Floor, 36 New Street, Ringwood 3134

Phone: 9870 7822

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

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

A not-for-profit organisation established in 1976 providing volunteer assisted transport for the frail-aged, and people with disabilities. Eastern Volunteers also recruit, refer, and train volunteers for over 300 community service organisations. They work in partnership with all levels of government, peak volunteer organisations, other volunteer resource centres, and a wide range of community service organisations and local businesses. Eastern Volunteers' main office is located in Ringwood, with small part-time outreach offices located at Box Hill and Lilydale.

### **Epilepsy Foundation of Victoria**

818 Burke Road, Camberwell 3124

Phone: 9805 9111 or 1300 852 853 (Australia wide)

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

Email: [epilepsy@epilepsy.asn.au](mailto:epilepsy@epilepsy.asn.au)

Provides support for people living with epilepsy, and their families, to help them live better lives. Services include information, library services, advice and support, epilepsy counselling, workshops, support groups and practical assistance, as well as education and training, research and advocacy on behalf of people with epilepsy.

### **Guide Dogs Victoria**

Chandler Highway, Kew 3101 Private Bag 13, Kew 3101

Phone: 9854 4444

Fax: 9854 4500  
Web: [www.guidedogsvictoria.com.au](http://www.guidedogsvictoria.com.au)  
Email: [referrals@guidedogsvictoria.com.au](mailto:referrals@guidedogsvictoria.com.au)

Provides mobility training programs for people with a vision impairment, that will enable them to enjoy safety, independence and equal rights, opportunities and responsibilities.

## **Housing Choices Australia**

Level 4, 333 Queen Street, Melbourne 3000

Phone: 1300 312 447  
Fax: 1300 312 737  
Web: [www.hcau.org.au](http://www.hcau.org.au)  
Email: [info@hcau.org.au](mailto:info@hcau.org.au)

Has recently merged with Melbourne Affordable Housing and now has over 40 dedicated staff members. Aims to provide and manage a wide range of affordable accommodation solutions, especially for people with a diverse range of disabilities, including physical, sensory, or intellectual disabilities and acquired brain injury, as well as mental and chronic illness.

## **Housing Resource & Support Service Inc.**

Suite 2.01, 2nd Floor, 60 Leicester Street, Carlton 3053

Phone: 9340 5100  
Fax: 9340 5102  
Web: [www.hrss.com.au](http://www.hrss.com.au)  
Email: [admin@hrss.com.au](mailto:admin@hrss.com.au)

Assists people with disabilities to participate in the greatest range of life choices as active community members. Services provided include planning and facilitation; resource coordination (case management); service coordination (purchase of attendant care or other approved services); housing options for people with disabilities.

Recognises the particular needs of people with disabilities from indigenous and CALD backgrounds, and of women with disabilities.

## **Independence Australia**

208 Wellington Street, Collingwood 3066

Phone: 1300 704 456  
Fax: 1300 704 451  
Web: [www.independenceaustralia.com](http://www.independenceaustralia.com)  
Email: [theteam@independenceaustralia.com](mailto:theteam@independenceaustralia.com)

A not-for-profit organisation which helps people regain, retain, and extend their independence by providing a range of specifically tailored services and products. Has particular expertise in the area of spinal cord injury and poliomyelitis, and also supports people with a wide range of disabilities. Services include attendant care, case management, accommodation, counselling support, creative arts, Polio Network Victoria, information services, and health/wound care/continence products.

## **Infoxchange - Disability News**

Web: [www.disabilitynews.infoxchange.net.au](http://www.disabilitynews.infoxchange.net.au)

A popular interactive noticeboard for people with a disability, their friends, families, carers, as well as service providers, used to share disability related news, events, activities and education notices.

## **Life Supports - Acquired Brain Injury (ABI) Specialist Counselling Services**

Level 1 / 401 Whitehorse Road, Balwyn 3103 PO Box 1265, Box Hill 3128

Phone: 1300 735 030

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

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

Provides a range of specialist acquired brain injury (ABI) counselling services aiming to improve the lives of people who have been affected by an ABI.

ABI specialist services include:

- support in adjusting to life with an ABI
- trauma counselling
- grief and loss counselling
- family counselling
- relationship counselling
- parenting support
- sexuality counselling
- drug and alcohol counselling
- anger management counselling
- anger management course
- suicide prevention counselling
- secondary consultation to case managers
- professional development training for organisations.

## **Limbs 4 Life**

Suite 2A, 303 Burwood Highway East Burwood 3151 PO Box 282, Tunstall Square, East Doncaster 3109

Phone: 1300 782 231

Fax: 9886 8269

Web: [www.limbs4life.com](http://www.limbs4life.com)

Email: [info@limbs4life.com](mailto:info@limbs4life.com)

A not-for-profit organisation which offers information, social activities, free publications and peer support to amputees, their families and primary care givers.

### **ME/CFS Australia (Victoria)**

21-23 Livingstone Close, Burwood 3125

Phone: 9888 8991

Fax: 9888 8981

Web: [www.mecfs-vic.org.au](http://www.mecfs-vic.org.au)

Email: [admin@mecfs-vic.org.au](mailto:admin@mecfs-vic.org.au)

A not-for-profit charitable organisation dedicated to providing information, support and advocacy for the Myalgic Encephalomyelitis/Chronic Fatigue Syndrome community. Services include a support and information line, support groups, a directory of health practitioners, crisis care and support service, awareness raising and community education.

ME/CFS support groups meet monthly in Maroondah and most other local government areas. Contact ME/CFS office for further details.

### **Melbourne City Mission - ABI Unit**

230 Normaby Avenue, Thornbury 3071

Phone: 9487 9242

Fax: 9487 9220

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

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

Offers case management for people who have an acquired brain injury. Various services available with differing eligibility. Contact the Information and Referral Case Manager for more information or to discuss a possible referral.

### **Migrant Information Centre (Eastern Melbourne) - Aged Care and Disability Services**

Suite 2, 27 Bank Street, Box Hill 3128

Phone: 9285 4888

Fax: 9285 4882

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

Email: [sporteous@miceastmelb.com.au](mailto:sporteous@miceastmelb.com.au)

Takes a lead role in the coordination of current, relevant information and the provision of services which strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations. Can assist:

- individuals to access aged care and disability services that meet their needs
- service providers to provide culturally appropriate services

- communities to find out more about services, and how to access them.

## **Motor Neurone Disease (MND) Association of Victoria**

265 Canterbury Road, Canterbury 3126

Phone: 9830 2122

Fax: 9830 2228

Web: [www.mnd.asn.au](http://www.mnd.asn.au)

Email: [info@mnd.asn.au](mailto:info@mnd.asn.au)

MND's Family Support Services provide four key services at no cost to service users: information services; regional advisors; aids and equipment; volunteers.

MND Victoria has developed a number of different resources to inform, assist and educate people living with MND, carers, health professionals and others interested in Motor Neurone Disease.

## **MS Australia – ACT/NSW/VIC**

54 Railway Road, Blackburn 3130.

Phone: 9845 2700 or free call MS Connect on 1800 042 138

Fax: 9845 2777

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

Email: [msconnect@mssociety.com.au](mailto:msconnect@mssociety.com.au)

A non-profit health and disability care organisation committed to reducing the impact of MS (Multiple Sclerosis). Provides a wide range of support services, information resources and educational programs for individuals with MS, their families, carers, friends and health care professionals.

Helps people living with MS understand and manage the disease to achieve optimal health and wellbeing. It raises funds for the provision of services, programs and research, educates the community and liaises with government and other bodies on MS-related issues.

## **Muscular Dystrophy Association (MDA)**

111 Boundary Road, North Melbourne 3051

Phone: 9320 9555 or 1800 656 632 (free call)

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

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

For people affected by a neuromuscular disorder, their families and carers. MDA is the peak agency for people affected by neuromuscular disorders. Services include information, community support groups, case coordination, advocacy, respite programs, education and training, and medical research.

## **Parkinson's Victoria**

20 Kingston Road, Cheltenham 3192

Phone: 9551 1122 or Toll Free 1800 644 189

Web: [www.parkinsons-vic.org.au](http://www.parkinsons-vic.org.au)

Email: [info@parkinsons-vic.org.au](mailto:info@parkinsons-vic.org.au)

Provides information, support, referrals, advice and education on Parkinson's and related issues. Services include telephone information and advice, information kits, resource packages, resource library, information sessions and seminars, a quarterly newsletter, in-service education, support groups and health promotion. There are approximately 40 Parkinson's Victoria affiliated support groups throughout the state, including Ringwood.

## **Personalised Lifestyle Assistance (PLA)**

Suite 2 / 18 Floriston Road, Boronia 3155

Phone: 9739 8333

Fax: 9739 8333

Web: [www.plavic.net.au](http://www.plavic.net.au)

Email: [debrouget@netspace.net.au](mailto:debrouget@netspace.net.au)

A small community-based information and advisory service. Builds capacity and knowledge predominantly in people with a disability and their families, to enable them to have opportunities typical of other citizens in the community - lifestyles that are individually tailored, community inclusive and empowering. PLA is people/family-friendly and value-driven.

## **Scope**

830 Whitehorse Road, Box Hill 3128

Phone: 9843 3000

Fax: 9843 2030

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

Email: [contact@scopevic.org.au](mailto:contact@scopevic.org.au)

A leading Victorian disability service provider supporting children and adults with disabilities across 94 sites. Services include specialist therapies such as speech pathology, physiotherapy and occupational therapy; respite, day and lifestyle centres; supported accommodation and employment. Scope is also committed to overcoming the attitudinal and structural barriers which prevent people with disabilities from participating in the community.

## **Spina Bifida Foundation of Victoria**

4th Floor, Ross House, 247-251 Flinders Lane, Melbourne 3000

Phone: 9663 0075  
Web: [www.sbfv.org.au](http://www.sbfv.org.au)  
Email: [info@sbfv.org.au](mailto:info@sbfv.org.au)

For people with spina bifida, family members and interested / supportive community members. An independently funded not-for-profit organisation, it provides information and programs to people with spina bifida and their families. Dedicated to helping people with spina bifida to lead better lives.

## **St John of God Accord**

PO Box 151, Mooroolbark 3138

Phone: 9727 1822  
Fax: 9727 2709  
Web: [www.st.johnofgod.org.au](http://www.st.johnofgod.org.au)  
Email: [cstaub@st.johnofgod.org.au](mailto:cstaub@st.johnofgod.org.au)

Provides a range of support services to people with an intellectual disability. Services include disability employment services, conference and training packages, individualised support arrangements, assessment and planning for positive behaviour supports, lifestyle options, accommodation and in-home supports.

The organisation is positioned to respond to the new individualised Support Packages and offers tailored support through socially inclusive and highly individualised support arrangements.

## **Stroke Association of Victoria Inc.**

Level 1, Office 7, Ross House, 247 Flinders Lane, Melbourne 3000

Phone: 9670 1117 Helpline 7 days  
Office 90771246 (limited)  
Web: [www.strokeassociation.com.au](http://www.strokeassociation.com.au)  
Email: [admin@strokeassociation.com.au](mailto:admin@strokeassociation.com.au)

For information about stroke recovery and living with a stroke. A lead body for stroke support groups in Victoria providing telephone support groups; telephone peer support, counselling; referrals to other service providers; home and hospital visits (where possible). It also provides speakers, coordinates activities for Stroke Week, organises respite weekends for survivors and their carers, and publishes a quarterly newsletter for members.

## **Tinnitus Association of Victoria**

Tinnitus Association of Victoria  
PO Box 731, Woodend 3442

Phone: 9770 6075  
Web: [www.tinnitus.org.au](http://www.tinnitus.org.au)



Promotes awareness of tinnitus in the community, assists tinnitus sufferers to successfully manage their tinnitus and aims to improve the level of understanding of tinnitus among health professionals. Provides opportunities for tinnitus professionals to further their knowledge of tinnitus treatments, and regular seminars for tinnitus sufferers.

## **Tourette Syndrome Association of Victoria**

The Nerve Centre, 54 Railway Road, Blackburn 3130

Phone: 9845 2700

Fax: 9845 2777

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

Email: [tourettes@mssociety.com.au](mailto:tourettes@mssociety.com.au)

A voluntary non-profit organisation consisting of people with Tourette Syndrome (TS), their families, professionals and other interested individuals.

Its objectives are to:

- support individual and families with TS through counselling and advocacy
- disseminate educational material to health care workers and educators
- increase public awareness of TS through mainstream media networks
- maintain a membership base of TS sufferers and their families
- conduct public meetings for members and other interested persons
- provide resources and information on TS
- organise family outings throughout the year for members and their families.

## **UnitingCare Harrison - Independent Accommodation Network (IAN)**

1012 Little Burwood Highway, Wantirna South 3152 PO Box 4503, Knox City 3152

Phone: 9871 8700

TTY: 9800 3569

Fax: 9801 3134

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

Email: [ian@harrison.org.au](mailto:ian@harrison.org.au)

A free matching and referral service operating metropolitan-wide to link people with a disability to others who may or may not have a disability and are looking to share a flat or house. The network endeavours to connect people with similar interests, needs, goals and aspirations so they can share and maintain ideal living arrangements.

Many people with a disability have been successfully matched into their choice of independent accommodation, ranging from living alone to sharing with two, three or four people in the private rental market.

IAN provides information and resources to clients, service providers and carers/families regarding suitable housing options in the local community.

## **UnitingCare Harrison**

1012 Little Burwood Highway, Wantirna South 3152 PO Box 4503, Knox City 3152

Phone: 9871 8700

TTY: 9800 3569

Fax: 9801 3134

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

Email: [Melanie.ellis@harrison.org.au](mailto:Melanie.ellis@harrison.org.au)

Offers a range of outreach and live-in skill development programs to assist people with an intellectual disability from the Eastern Metropolitan region of Melbourne to develop independent living skills. There is also a matching and referral service to link people with a disability to others with similar interests, needs, goals and aspirations so they can share a flat or house together.

The Gifford Arts Project is for adults who have a disability and who want to pursue artistic activities with a focus on visual arts. The project operates on Mondays at the Croydon North Uniting Church from 1.00pm to 4.00pm.

## **Vicdeaf**

Level 4, 340 Albert Street, East Melbourne 3002

Phone: (voice): 9473 1111

TTY: 9473 1199

Fax: 9473 1122

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

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

The primary source of reference, referral, advice and support for deaf and impaired hearing adults in Victoria. Services include case management, counselling, independent living skills, social groups, and shared supported accommodation.

## **Victorian Council of Deaf People (VCOD)**

PO Box 6186, St Kilda Road, Melbourne 3004

TTY: TTY number 9521 2466 For Hearing people to get in touch - Phone number is 133667 and then quote TTY number 9521 2466

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

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

A consumer-run organisation providing an advocacy and information service. Represents the deaf community in areas such as education, employment and community access at the government and community level, offering professional support for existing services and programs, and liaison with deaf people, educators, community workers and others.

## **Victorian Women with Disabilities Network - Advocacy Information Service**

123 Lonsdale Street, 1st Floor, Melbourne 3001

Phone: 9662 3755

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

Email: [vwdn@vwdn.org.au](mailto:vwdn@vwdn.org.au)

Advocates on behalf of women with disabilities and provides support and information to address the needs of women with disabilities in Victoria. The service is co-located with Women's Health Victoria.

## **Vision Australia**

252 Dorset Road, Boronia 3155 PO Box 189, Boronia 3155

Phone: 9760 0000

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

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

A living partnership between people who are blind, sighted, or have low vision; united by a passion that in the future, people who are blind or have low vision will have access to and fully participate in every part of life they choose. Provides a range of services including low vision clinics, occupational therapy, orientation and mobility training, orthoptics, volunteer services, recreation services, and early childhood services.

## **Wesley Mission Melbourne - Wesley Disability Community Services**

9 Civic Square, Croydon 3136

Phone: 9666 1222 and ask for Eastern Region

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

Email: [wdse@wesley.org.au](mailto:wdse@wesley.org.au)

Offers a range of programs and services.

- Kids under Kanvas: provides respite to families of young people aged 8-18 years with disabilities.
- Young Adults programs: offered to young adults aged 18-25 years.
- Shared Supported Holidays: tailored holidays for people with an acquired brain injury and other disabilities.
- Individualised Planning: a community based service assisting individuals to participate in their chosen community, recreation, or skill-based activities.
- Adult Training Support Service (ATSS): an innovative day program for people with intellectual disabilities, which provides individual and flexible support to enhance skills development and community participation.

Also provides Community Access Planning Services for the Transport Accident Commission (TAC) and Pathways to Employment for Young Adults Planning Services for the Department of Human Services (DHS).

## **WIRE - Women's Information Referral Exchange**

Queen Victoria Women's Centre, Ground Floor, 210 Lonsdale Street, Melbourne  
3000

Phone: Phone Support: 1300 134 130 Administration: 9921 0870

National Relay Service: 133 677

Fax: 9921 0888

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

Email: [wire@wire.org.au](mailto:wire@wire.org.au), or [inforequests@wire.org.au](mailto:inforequests@wire.org.au)

Provides free information, support and referrals to women across Victoria. Women contact WIRE to talk issues through with a sensitive, supportive and skilled woman. Services include a phone support service, a women's information centre, and a comprehensive website with information sheets on issues including anxiety, depression, sexual assault, separation, financial and legal matters.

## **Women with Disabilities Australia (WWDA)**

PO Box 605, Rosny Park TAS 7018

Phone: 6244 8288

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

Email: [wwda@wwda.org.au](mailto:wwda@wwda.org.au)

A national peak advocacy group dedicated to promoting the participation of women with disabilities in all aspects of social, economic, political and cultural life. Undertakes systemic advocacy; provides policy advice; undertakes research and provides information and education.

## **Yooralla**

6 Ellingworth Parade, Box Hill 3128

Phone: 9899 2766

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

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

Provides practical solutions for around 30,000 Victorians with disabilities annually. These solutions include therapy, equipment, accommodation, employment, recreation and independent living skills that improve mobility, communication and quality of life. Yooralla now caters for children and adults who have acquired disabilities through road and recreational accidents, health problems, drug and alcohol abuse and the effects of ageing, as well as people born with disabilities.

## **Recreation and leisure**

### **Ambleside Tours - Tours for People with disAbilities**

34 Stoda Street, Heathmont 3135

Phone: 9720 9800 Mobile: 0417 153 988 or 0409 992 519

Web: [www.amblesidetours.com](http://www.amblesidetours.com)

Email: [marriott@alphalink.com.au](mailto:marriott@alphalink.com.au)

Offers fully escorted and aided theatre parties, day trips and trips within Australia for persons with a wide range of dis**Abilities**.

Also offers tours within Australia for people with dis**Abilities**, from overseas countries. Depending on the need, Ambleside can provide carers and plan the trip according to the interests of clients.

## **Arts Access Victoria**

24 Eastern Road, South Melbourne 3205

Phone: 9699 8299 EASE Bookings: 9699 8497

TTY: 9699 7636

Fax: 9699 8868

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

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

EASE Ticketing Service: [ease@artsaccess.com.au](mailto:ease@artsaccess.com.au)

Provides access, participation and professional development in the arts and cultural life across Victoria for people with a disability. Offers a range of events, programs and recreational opportunities for people with a disability to explore different art mediums, develop skills and create new work. With a focus on contemporary arts projects, Arts Access programs feature the acclaimed 'The Other Film Festival', Australia's only disability film festival, Arts Access Arts Classes and the Deaf Arts Network.

Arts Access also provides training, resources, mentorships and the EASE Ticketing Service, which offers people with disabilities access to arts and cultural events. EASE is a membership-based specialised booking service for people whose choice of seat is restricted due to physical or sensory impairment, and people who require access to flexible booking and payment options. EASE acts as a booking agency for sign interpreted, audio described and other events of specific interest to the disability sector.

## **Blind Sports Victoria (BSV)**

454 Glenferrie Road, Kooyong 3144

Phone: 9822 8876

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

Email: [blindsports@netspace.net.au](mailto:blindsports@netspace.net.au)

Assists people who have low vision or no vision to take part in sporting and recreational activities.

Delivers blind sports such as cricket, goalball, golf, indoor bowls, lawn bowls, power lifting, sailing, snow skiing, square dancing, swimming, swish, tandem cycling, ten pin bowling, tennis, track and field, 'Walking with Willpower'.

BSV can assist in finding and recruiting volunteers to assist participants who are blind or vision impaired to pursue their sporting or recreational activity.

## **Companion Card**

GPO Box 4987, Melbourne 3001

Phone: Info line: 1800 650 611

TTY: 1800 898 888

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

Email: [info@companioncard.org.au](mailto: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.

## **Croydon Aquatic and Leisure Centre**

11 Civic Square, Croydon 3136

Phone: 9294 5500

Fax: 9294 5515

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

Email: [manager.clc@maroondah.vic.gov.au](mailto:manager.clc@maroondah.vic.gov.au)

Offers a full range of fitness and aquatic services including:

- a fully-equipped gymnasium
- a range of group fitness classes including Les Mills classes, circuit and cycle
- a women-only gymnasium
- dedicated fitness programming for older adults and people with disabilities
- squash and tennis facilities
- two-court indoor basketball/netball stadium
- gymnastics program.

The aquatic facility offers three bodies of water, with ramps to all pools providing easy access for people of all abilities:

- a 25 metre indoor lap pool, complementing the fitness component of services already on offer at the Leisure Centre
- a leisure pool with beach entry and an interactive water play area which will be welcomed by family groups
- a warm water program pool which can be used for a variety of programs and activities, with an attached spa zone.

The aquatic centre offers a full range of learn-to-swim classes, including classes for preschool, primary school, adults and people with disabilities. The centre is spacious and has an accessible change village for individuals, families and groups.

## **Deaf Sports Recreation Victoria Inc (DSRV)**

Level 3, 340 Albert Street, East Melbourne 3002

Phone: 9473 1191

TTY: 9473 1154

Fax: 9473 1122

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

Email: [dsrv@pacific.net.au](mailto:dsrv@pacific.net.au)

The peak state body representing deaf and hard of hearing people in sport and recreation in Victoria, and assisting with their participation in deaf sport at local, state and international levels.

Provides information about sport and recreation clubs and activities where people who are deaf or hard of hearing can participate with other deaf and hard of hearing people. Provides support and information to individuals who are deaf or hard of hearing who wish to participate more fully in activities within their local community. Also offers support and information to organisations that provide sport and recreational activities and wish to make these activities more accessible to deaf and hard of hearing participants.

## **Disabled People's Company (The)**

Mooroolbark Community Centre, Brice Avenue, Mooroolbark 3138

Phone: 9726 4004

Email: [mooroolbarkcc@yarraranges.vic.gov.au](mailto:mooroolbarkcc@yarraranges.vic.gov.au)

A group of people with disabilities meet to socialise and take part in recreational activities such as outings and camps.

## **Eastern Recreation & Leisure Services (ERLS) - Access for All Abilities (AAA)**

Corner Pine Road and Station Street, Bayswater 3153 PO Box 128, Doncaster East 3109

Phone: 9720 5944

Web: [www.erls.net](http://www.erls.net)

Email: [aaa3@erls.net](mailto:aaa3@erls.net)

A not-for-profit community-based organisation servicing the eastern metropolitan region of Melbourne. ERLS is funded to facilitate the development of accessible and inclusive sport and recreation environments to increase participation by people of all abilities in their community.

## **IMPACT Support Services Inc.**

59 Warrigal Road, Oakleigh 3166

Phone: 9568 6144

Web: [www.impact.vic.edu.au](http://www.impact.vic.edu.au)

Email: [impact@impact.vic.edu.au](mailto:impact@impact.vic.edu.au)

A community-based not-for-profit organisation based in Oakleigh, providing support services for adults with intellectual disabilities, psychiatric disabilities, and neurological disorders, and their carers. Impact Leisure Services provides respite and recreation programs and supported holiday opportunities to adults with an intellectual disability. Call IMPACT for a copy of the latest Holiday and Respite Program, and further information.

## **Killara House - EACH**

40 Warrandyte Road, Ringwood 3134

Phone: 9870 0531

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

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

A Planned Activity Group for older people with dementia who are still living at home or in supported residential service accommodation. Operates from Killara House in Ringwood, providing enjoyable activities for participants and the opportunity for them to socialise with their peers.

A day outing is planned every week for participants who live with a carer. Participants have considerable input into planning trips and activities. These activities provide respite for carers while their relatives or friends are involved in activities. Killara also offers a Carer Support group.

## **Liberty Swing**

Ringwood Lake Park, Ringwood 3134

Web: [www.maroondah.vic.gov.au/LibertySwing.aspx](http://www.maroondah.vic.gov.au/LibertySwing.aspx)

A revolutionary design in play equipment which offers people in wheelchairs the opportunity to enjoy the fun and recreation of swinging.

The Liberty Swing key can be:

- purchased from Council Service Centres for \$10
  - loaned with a \$10 deposit which is refunded upon return of the key.
- On weekends, loan keys are available from the Ringwood Aquatic Centre.

The Liberty Swing key provides access to all Liberty Swings throughout Australia.

The installation of the Liberty Swing at Ringwood Lake Park is thanks to the work of Variety the Children's Charity, and a donation kindly provided by ConnectEast.



Locations of other Liberty Swings are provided in the Liberty Swing Brochure, which is available on the Maroondah City Council website.

## **National Information Communication Network Inc.- NICAN**

PO Box 110, Mitchell ACT 2911

Phone: 02 6241 1220

TTY: 1800 806 769

Fax: 02 6241 1224

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

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

NICAN's vision is to support an Australian society where any recreational opportunity values diversity, supports freedom and choice, and strengthens inclusive communities. This is done by providing information and awareness of the need for inclusion in recreation, tourism, sport and the arts for people with disabilities.

## **Penumbra Centre Inc**

360 Maroondah Highway, Ringwood 3134

Phone: 8822 4408

Email: [penumbracentre@optusnet.com.au](mailto:penumbracentre@optusnet.com.au)

A craft-based Adult Day Centre providing a variety of craft-based activities for people with a disability.

## **Reclink**

68 Clarke Street, South Melbourne 3205 PO Box 201, South Melbourne 3205

Phone: 9419 6672

Fax: 9419 6627

Web: [www.reclink.org](http://www.reclink.org)

Email: [peter.cullen@reclink.org](mailto:peter.cullen@reclink.org)

A charitable organisation whose mission is to provide sporting, social and arts activities to enhance the lives of people experiencing disadvantage.

## **Ringwood Aquatic Centre**

Greenwood Avenue, Ringwood 3134

Phone: 9298 4527

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

Email: [Maria.burn@maroondah.vic.gov.au](mailto:Maria.burn@maroondah.vic.gov.au)

Provides swimming programs for all abilities:

- Preschool Aquabuddies, for children between the ages of 12 months and five years
- Young Aquabuddies, designed for children and young adults with special needs
- Aquabuddies, social group for adults with special needs
- private and group swimming lessons
- school programs
- Aquasize water aerobics classes for adults with a mental health disability.

## **Ringwood Spiders**

Ringwood Spiders Football Club Inc., c/- 82 Cambridge Road, Mooroolbark 3138.

Phone: Clinton Fullgrave: 0425 818 590 Sue or Gavin Ross: 9725 8264 Frank Sullivan: 9801 1350

Web: [www.ringwoodspiders.com](http://www.ringwoodspiders.com)

Email: [info@ringwoodspiders.com](mailto:info@ringwoodspiders.com)

A football club providing Australian rules football opportunities for people with a mild to medium intellectual disability.

## **Special Olympics Victoria (Outer East Region)**

PO Box 9258, Scoresby 3179

Web: [www.sovoutereastern.org](http://www.sovoutereastern.org)

Email: [sov.outereastern@lizzy.com.au](mailto:sov.outereastern@lizzy.com.au)

An international voluntary program of year-round sports training and competition for children and adults with an intellectual disability. Offers training and competition in aquatics, basketball, bocce, gymnastics, tennis and tenpin bowling.

## **VICSRAPID Inc**

Sports House - Level 2, 375 Albert Road, Albert Park 3206

Phone: 9926 1380

Fax: 9926 1381

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

Email: [vicsrap@tpg.com.au](mailto:vicsrap@tpg.com.au)

A statewide, non-profit, community-based organisation enhancing the lifestyle of people with disabilities through access and choice of opportunities in community sport and recreation. Provides a particular focus on athletes with an intellectual disability for participation in competitive sports at national and international levels.

Vicsrapid:

- provides information and referral statewide
- conducts community and peer education programs
- provides presentations, speakers, information and visual displays

- provides consultancy and in-service training
- facilitates inclusion and participation of people with disabilities into activities, sports programs and events
- assists students with disabilities in their sport development
- coordinates talent identification clinics
- facilitates pathways to compete at state, national and international levels, and classification in sport, for athletes with an intellectual disability.

## **Victorian Network on Recreation and Disability (VICNORD)**

86 Herbert Street, Northcote 3070

Phone: 9489 2999

TTY: 9489 1179

Fax: 9489 2988

Web: [www.advocacyhouse.org/vicnord/about.html](http://www.advocacyhouse.org/vicnord/about.html)

Email: [vicnord@advocacyhouse.org](mailto:vicnord@advocacyhouse.org)

A statewide advocacy and information network of people with disabilities, their carers and advocacy groups, funded by Sport and Recreation Victoria. Works to address barriers that prevent access by people with disabilities to sport, recreation, physical activity, tourism, and the arts.

## **Victorian Sport & Recreation Association of People with an Intellectual Disability Inc.**

Sports House, Level 2, 375 Albert Road, Albert Park 3206

Phone: 9926 1380

Fax: 9926 1381

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

Email: [vicsrap@tpg.com.au](mailto:vicsrap@tpg.com.au)

A statewide, non-profit, community-based organisation formed to enhance the lifestyle of people with an intellectual disability through opportunities in community sport and recreation.

## **Wednesday Activity Group (WAG) - EACH**

Phone: 9837 3999

An informal social support group for people aged 35 years and over who require a low level of support whilst participating in the group. It has been in operation for over 30 years, and currently runs between the hours 10am and 1pm each Wednesday from St Stevens Church in Ringwood East.

The activity group boasts a significantly strong volunteer base - some clients and volunteers have been involved with WAG from its inception. The volunteers are the back-bone of this program, providing continual support in assistance with transport and kitchen tasks that involve preparation of a midday meal.

WAG's main focus is to promote social interaction and the development of friendships, and an opportunity to develop or continue the pursuit of interests or hobbies. Individual volunteers commit their time to take the lead and facilitate the various activity tables. Activities range from watercolour painting, crafts, decorative folkart painting, leather work and woodwork to cards and board games.

## **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.

## **Respite care services**

### **Able Australia Services**

616 Riversdale Road, Camberwell 3124 PO Box 1213, Camberwell 3124

Phone: 1300 225 369

TTY: 9882 6786

Fax: 9882 9210

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

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

Provides occasional respite which offers a break to family or carers of people with a disability. Available to people between the ages of six and 64 years who rely on the daily support of another person. The services are flexible and operate throughout the year, with a fee of \$5 an hour. They include in-home support respite, community access respite and holiday programs.

### **Australian Home Care Services**

54 Railway Road, Blackburn 3130

Phone: 9835 9060 or 1800 303 770

Fax: 1300 557 532

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

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

Provides a diverse range of in-home care options - personal care, home help, community access, respite care and live-in care. Service plans are developed in consultation with the care recipient, treating teams and case managers. Services operate every day of the year and 24 hours a day.

The Australian Home Care Eastern office also operates the Mobile Overnight Support Services (MOSS) which is a Department of Human Services (DHS) Eastern Metropolitan Region initiative. MOSS aims to assist people with a disability to increase or maintain their independence through the provision of overnight (after hours) attendant care support in their own, or their family's home. MOSS is seen as an extension of a person's existing supports.

Whilst primarily focused in the Monash region, there may be capacity to assist people living in the Maroondah area and residents should call the AHCS office to enquire about this availability. The types of support services that may be provided include routine, infrequent, ad hoc or for minor emergencies. The support provided is designed to enable a person to remain living in their home.

### **Care Connect Inc.**

16 - 18 Croydon Road, Croydon 3136 PO Box 1114, Croydon 3136

Phone: 9724 1666

TTY: 131 450

Fax: 9723 7055

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

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

A not-for-profit organisation specialising in assessment, case management, and brokerage services. Provides short and long-term case management for individuals with disabilities (as defined by the Disability Act).

### **DASSI**

582 Heidelberg Road, Fairfield 3078

Phone: 1300 032 774

Fax: 9482 3820

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

Email: [contact@dassi.com.au](mailto:contact@dassi.com.au)

Provides personal care, home care, respite care, therapy care and specialist care. Services can range from one hour to 24 hours of support per day, with short and long term bookings available. DASSI services are available to all age groups, disability and aged care. DASSI is a preferred provider of the Respite for Older Carers Program. Call the intake and assessment officer for assistance.

### **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.

### **Eastern Recreation and Leisure Services Inc - Respite Program**

125 George Street, Doncaster East 3109 PO Box 128, Tunstall Square, Doncaster East 3109

Phone: 9848 9204  
Web: [www.erls.net](http://www.erls.net)  
Email: [respite@erls.net](mailto:respite@erls.net)

Provides a fantastic opportunity for carers to access a respite service that provides a stimulating outlet for participants.

Participants are encouraged to take advantage of the many benefits that accessible and inclusive sport and active recreation has to offer. They are supported to explore and experience by connecting with community sport and active recreation opportunities available in the region.

### **Uniting Care 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. The goal is 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 - Flexible Respite Program**

535-537 High Street Road, Mount Waverley 3149

Phone: 9809 6823

Fax: 9803 0800

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

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

Offers a variety of respite programs.

- For children - four respite facilities based at Kew, Lilydale, Croydon and Wheelers Hill.
- For 6-18 year-olds - children's camps, Saturday and school holiday programs at Mitcham, Kew and Wantirna; after-school and vacation care at Mt Evelyn.
- Monthly adult social programs at Wantirna and Kew; a social group for 16-25 year-olds that meets bi-monthly at Wantirna; camps; a holiday program during December/January at Mount Waverley.
- A social group for children with hearing impairment.

## **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.

## **Social support services**

### **Abound**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

Fax: 9876 0100

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

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

Provides opportunities for people who have an acquired brain injury to participate in low cost recreation and social activities and to develop new skills in a variety of local venues. Has a focus on people's abilities and assisting their future goals.

### **Alkira Centre - Box Hill Inc.**

3 Thurston Street, Box Hill 3128

Phone: 9890 1365

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

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

Services for adults with intellectual disabilities: training and support services; residential services; respite services; recreation program.

### **Community Friend Program - Melbourne City Mission**

123 Albion Street, Brunswick 3056

Phone: 9385 3222

Fax: 9386 8631

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

Email: [cfp@mcm.org.au](mailto:cfp@mcm.org.au)

A social support service for people with a disability. The program promotes and supports leisure opportunities, with the support of volunteers from the local community.

### **Directions (EACH)**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

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

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



A brokerage model of service delivery for people from 18 to 65 years of age with disabilities. Their disabilities might be intellectual, physical and neurological, or acquired brain injury (ABI). Clients are allocated funds by the Department of Human Services and in consultation with the Directions team they determine what services they would like purchased on their behalf. Directions purchase and pay for those services and monitor the service delivery. A number of social activities are run, which is a great opportunity for people receiving the service to get together.

## **EACH - Community Participation, Vision Day Supports**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

Fax: 9876 0100

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

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

Provides people with high quality activities that address individual needs and enhance independence, abilities, community participation and quality of life. Vision Day Supports for adults and school leavers with a disability, is a community-based day service. Supports are personalised to suit a wide range of needs and interests. They include life skills development; community participation, personal development and self advocacy; social, recreation and leisure activities; pre-employment training; and continuing education.

## **Eastlynn ATSS**

2-4 Webster Avenue, Croydon 3136

Phone: 9723 0752

Fax: 9724 9937

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

Email: [kathieg@sasi.org.au](mailto:kathieg@sasi.org.au)

For clients with a disability who require assistance particularly in the area of life skills. The service offers programs to a wide variety of clients, including those with secondary disabilities such as physical, sensory or psychiatric conditions. Programs are based on the individual needs and abilities of each client as expressed through their Person Centred Plan.

Currently programs include swimming; arts and crafts; literacy and numeracy; recreation/leisure and health; independent living skills; personal skills; sensory awareness. The programs are offered within an enjoyable, stimulating and least restrictive environment to ensure a sense of security for each client.

## **Interact Learning Services**

2/24 Jesmond Road, Croydon 3136

Phone: 9723 3129

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

Email: [mhulbert@interactaust.com.au](mailto:mhulbert@interactaust.com.au)

Provides a range of support services designed to respond to the needs of individuals with intellectual or physical disabilities. Services include independence skills and personal development, physical support, recreational activities, health and fitness, community access, personal care, and transport assistance. Specialised sensory facilities are available to provide support for sensory-impaired individuals.

### **Interchange Outer East Inc.**

5-7 Yose Street, Ferntree Gully 3156

Phone: 9758 5522

Fax: 9758 5899

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

Email: [ioe@ioe.org.au](mailto:ioe@ioe.org.au)

A support service for families of children and young adults with disabilities. A wide range of respite, recreational and social support programs and services are available. These include: school holiday program; recreation programs for children, youth, teenagers and adults; family support programs for parents and siblings; outreach coordination; volunteer host program; purchasable respite services; and Balance Services, a post-school option for young adults aged over 18 years.

### **Knoxbrooke Day Services**

977 Burwood Highway, Ferntree Gully 3156

Phone: 9758 3666

Fax: 9752 3589

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

Email: [glenb@knoxbrooke.com.au](mailto:glenb@knoxbrooke.com.au)

Supporting people over the age of 18 years in a variety of activities and programs. This is achieved through a person-centred planning approach that identifies what people want to do and what support will they require. Knoxbrooke strives to assist people to develop themselves in reaching their full potential. It provides activities both at its service site and in the community.

### **Melba Support Services**

Ormeau Road, Mount Evelyn 3796 PO Box 316, Mount Evelyn 3796

Phone: 9760 8200

Fax: 9736 2224

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

Email: [melba@melbasupport.com.au](mailto:melba@melbasupport.com.au)

Encourages individuals to identify and pursue a broad range of social, educational, vocational and recreational opportunities which bring meaning and value to their lives. Also supports individuals to become recognised and accepted as valued members of their community.

## **Monkami Centre Inc.**

2-6 Dixon Avenue, Croydon 3136

Phone: 9725 8677

Fax: 9723 7760

Web: [www.monkami.com](http://www.monkami.com)

Email: [admin@monkami.org](mailto:admin@monkami.org)

An Adult Training and Support Service (ATSS) supporting adults with an intellectual disability. Currently offers a wide range of programs to support ages 18-75 years, in the areas of pre-vocational training, recreation and leisure, and independent living skills. Monkami is well supported by the local area and Maroondah Council, and has many innovative programs in the community to develop better connections for all.

## **NADRASCA**

52-62 Rooks Road, Nunawading, 3131

Phone: 9873 1111

Fax: 9873 2270

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

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

For people with a disability who are registered with the Department of Human Services. Nadrasca is a community based disability service which provides a range of programs to adults with a disability. These programs are designed to meet individual needs, and to enable participation, as fully as possible, as valued members in community life. Services include Nadrasca Industry (a disability supported employment service), day programs and activities for persons with significant disabilities, 24 hour care and independent living, as well as recreational and holiday programs, and aged services.

## **New Horizons - EACH**

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

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

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

Provides social support and advocacy for adults with disabilities and minimal support needs.

## **Statewide Autistic Services (SASI)**

13 Sir Laurence Drive, Seaford 3198 PO Box 2036, Seaford 3198

Phone: 9773 6044

Web: [www.sasi.org.au](http://www.sasi.org.au)  
Email: [enquiries@sasi.org.au](mailto:enquiries@sasi.org.au)

Provides a day program for young people 18 years old and over who have severe, challenging behaviours and multiple disabilities, especially autism. The program is based on client needs and includes swimming, arts and crafts, living skills and various community-based and recreational activities. Pre-vocational training, recreational programs, and community access are provided. Support and training are available for families, siblings and staff. Interpreters can be arranged.

### **Uniting Care Harrison**

1012 Little Burwood Highway, Wantirna South 3152 PO Box 4503, Knox City 3152

Phone: 9871 8700  
TTY: 9800 3569  
Fax: 9801 3134  
Web: [www.harrison.org.au](http://www.harrison.org.au)  
Email: [Melanie.ellis@harrison.org.au](mailto:Melanie.ellis@harrison.org.au)

Offers a range of outreach and live-in skill development programs to assist people with an intellectual disability from the Eastern Metropolitan region of Melbourne to develop independent living skills. There is also a matching and referral service to link people with a disability to others with similar interests, needs, goals and aspirations so they can share a flat or house together.

The Gifford Arts Project is for adults who have a disability and who want to pursue artistic activities with a focus on visual arts. The project operates on Mondays at the Croydon North Uniting Church from 1.00pm to 4.00pm.

### **Villa Maria - Disability Services - Gateway**

355 Stud Road, Wantirna South 3152

Phone: 9800 7240  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Email: [gww.teamleader@villamaria.com.au](mailto:gww.teamleader@villamaria.com.au)

Works with people to create a plan for their future and then looks at how Gateway can support them to bring their plan to life. Services are located in Wantirna, Mount Waverley and Kew and provide a variety of opportunities for adults with intellectual disability or acquired brain injury, some of whom also have physical disability. The programs operate Monday to Friday from 9am to 3pm.

### **Wesley Disability Homeshare**

10 Croydon Road, Croydon 3136

Phone: Co-ordinator: 0411 202 213 Head Office: 9666 1231  
Fax: 9666 1236  
Web: [www.wesley.org.au/programs/homeshare.html](http://www.wesley.org.au/programs/homeshare.html)

Email: [homeshare@wesley.org.au](mailto:homeshare@wesley.org.au), or, [kjeff@wesley.org.au](mailto:kjeff@wesley.org.au)

Matches older householders and householders with a disability who are looking for help and companionship around the home, with people of integrity who are able to provide this assistance in return for affordable accommodation.

## **Wesley Do Care**

Suite 1, 168 Boronia Road, Boronia 3155

Phone: 9762 5211

Fax: 9762 5390

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

Email: [docareeast@wesley.org.au](mailto:docareeast@wesley.org.au)

A social service for socially isolated, frail older people and adults with disabilities. The service assists individuals to become involved with, and remain in their community. It is available to people of any religion, race, ethnic or language group and operates throughout metropolitan Melbourne, offering a flexible respite service for carers. Wesley Do Care relies on the generosity of volunteers who contribute their time to support others.

## **Support groups**

### **Asperger Syndrome Support Network**

The Nerve Centre, 54 Railway Road, Blackburn 3130

Phone: 9845 2766

Web: [www.home.vicnet.net.au/~asperger/](http://www.home.vicnet.net.au/~asperger/)

Email: [assnvc@mssociety.com.au](mailto:assnvc@mssociety.com.au)

Support group for parents who have a family member diagnosed with Asperger's Syndrome. The group holds regular coffee mornings and evenings, information sessions and seminars on Asperger's Syndrome.

### **Croydon Stroke Support Group**

Postal address: 17 Anzac Street, Croydon 3136

Phone: 9723 3053

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

Email: [gilliansimons@yahoo.com.au](mailto:gilliansimons@yahoo.com.au)

Encourages stroke survivors and their carers to share their experiences and support each other in a friendly and caring environment. Activities and services include day trips, BBQ lunches and Christmas functions, guest speakers and demonstrators, education and information on stroke recovery and local services, a book and video library, activities such as cards, indoor bowls and art projects.

Members of CSSG receive quarterly newsletters and are eligible to attend the Fun Weekend and Stroke Seminar held annually by the Stroke Association of Victoria (SAV). Meetings are held at the Heathmont Uniting Church, 89 Canterbury Road, Heathmont.

### **Eastern Polio Support Group Inc.**

Mrs Janice Gordon (Secretary), 11A Quarry Road, Mitcham 3132

Phone: 9874 5363

Web: [www.polionetworkvic.asn.au](http://www.polionetworkvic.asn.au)

Email: [gordonjanice@hotmail.com](mailto:gordonjanice@hotmail.com)

Provides information and advocacy; peer support to people who have had Polio and Post-Polio Syndrome; support for their families and friends; newsletters. The support group meets at Box Hill Library, Maroondah Highway, Box Hill on the third Saturday of each month at 1.30pm. There is a guest speaker at each meeting.

### **15+ Family Network Group**

Phone: 9730 2694 or 0413 981212

Email: [anthea.gary@bigpond.com](mailto:anthea.gary@bigpond.com)

A peer-support and friendship group for parents of adults with Down syndrome.

### **Hearing Voices Group (The)**

Phone: 9758 8508

Email: [HRyan@EACH.com.au](mailto:HRyan@EACH.com.au)

Operates out of Ferntree Gully and is open to anyone who hears voices, or has other sensory experiences that other people do not.

The group will:

- provide a safe space to share experiences of what it's like to hear voices amongst people with similar experiences
- look at different ways to make sense of hearing voices
- discuss different ways of coping with voices and distress
- encourage peer support and social connections.

To join the group, please call Helen Ryan on 9758 8508.

### **Multiple Sclerosis Self-Help Groups**

The Nerve Centre, 54 Railway Road, Blackburn 3130

Phone: 9845 2700  
Fax: 9845 2777  
Web: [www.mssociety.org.au/live/peer-support-face.asp](http://www.mssociety.org.au/live/peer-support-face.asp)  
Email: [ghomann@mssociety.com.au](mailto:ghomann@mssociety.com.au)

Groups meet for mutual support around a 'special interest'. Trained Peer Support Workers initially lead each group; members are encouraged to meet for socialisation and educational opportunities. These self-help groups are active throughout Victoria, including Croydon, and meet from February through to December.

Enquiries and referral to any of the groups must be made through program staff - Gayle Homann or Carol Ford-Johnson.

### **Outer Eastern Support Group of Motor Neurone Disease Association of Victoria**

Bayswater Community Youth Centre, Corner Station Street and Pine Road,  
Bayswater 3153 c/- 35 York Street, Glen Waverley 3150

Phone: 9762 9429  
Web: [www.mnd.asn.au](http://www.mnd.asn.au)

Support groups provide an opportunity for people living with Motor Neurone Disease and their carers to come together for mutual support, to share information and experiences.

### **Scoot Wheel 'N' Move**

C/ - EACH Building A, 46 Warrandyte Road, Ringwood 3134

Telephone: 9871 2624  
Email: [jludtke@each.com.au](mailto:jludtke@each.com.au)  
Fax: 9876 0100

A group of Maroondah residents and other interested individuals, in partnership with EACH, who use or support someone who uses motorised scooters, electric wheelchairs and walking frames. The group also includes mothers with prams and service providers. The primary function of Scoot Wheel 'n' Move is to work collaboratively to improve access to the local community and create change for a more inclusive community for people using mobility aids.

Some of the outcomes of the project are the development of the Maintaining Your Mobility in Maroondah booklet and the Maroondah Mobility Expos. The Scoot Wheel 'n' Move group currently meets once a month at Maroondah Federation Estate and welcomes new members to the group.

## **Transport**

### **Eastern Volunteer Resource Centre**

1A/36 New Street, Ringwood 3134

Telephone: 9870 7822  
Web: [www.easternvolunteers.org.au](http://www.easternvolunteers.org.au)  
Email: [info@easternvolunteers.org.au](mailto:info@easternvolunteers.org.au)  
Fax: 9870 4200

Provides volunteer assisted community transport to the frail aged and people with disabilities to attend HACC activities, medical appointments, shopping and recreational activities. The service is available to people living in the cities of Maroondah and Whitehorse and specified areas of the Shire of Yarra Ranges.

## **Melbourne Mobility Centre - YMCA**

Federation Square Car Park, Level 1, Corner Flinders and Russell Street, Melbourne

Phone: 9650 6499  
TTY: 9650 9316  
Fax: 9650 9491  
Web: [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)  
Email: [enquiries@melbournemobilitycentre.com.au](mailto:enquiries@melbournemobilitycentre.com.au)

A unique service dedicated to improving access for all in the heart of Melbourne. People with disabilities, older people and anyone needing a little extra help to get around will welcome the Centre's range of services, designed to make any trip to the city easier and more enjoyable.

Some of the services provided include:

- equipment for hire, including motorised and manual wheelchairs, scooters, walking frames, crutches and canes for the vision impaired
- two fully accessible toilets
- information for people with mobility and sensory disabilities
- TTY telephone and accessible web access
- scooter battery re-charge facilities
- accessible tea, coffee and water facilities.

## **Metlink Melbourne**

GPO Box 4693TT, Melbourne 3001

Phone: Information Line 131 638  
TTY: 9619 2727  
Web: [www.metlinkmelbourne.com.au/accessible-transport/](http://www.metlinkmelbourne.com.au/accessible-transport/)

Provides information about:

- accessible trains, trams and buses
- mobility aid specifications
- accessible timetables
- publications in large print
- Assistance Animal Pass
- guide dogs
- Travellers Aid



## **Multi Purpose Taxi Program**

Level 23, 80 Collins Street, Melbourne 3000 GPO Box 2797, Melbourne 3001

Phone: 1800 638 802

TTY: Voice 133 677 Speak & Listen 1300 555 727

Web: [www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

Email: [mptp.taxi@transport.vic.gov.au](mailto:mptp.taxi@transport.vic.gov.au)

The Multi Purpose Taxi Program makes transport more accessible for Victorians with a severe and permanent disability.

## **RACV Emergency Wheelchair & Scooter Breakdown Service**

RACV Box 14578 City Mail Processing Centre 8001

Phone: RACV membership and insurance: 13 72 28 Roadside assistance requests: 13 11 11

TTY: RACV Assistance Centre: 9790 2825

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

Offers the option of emergency wheelchair and scooter assistance for members. The call-out service is available 24 hours a day if a wheelchair or scooter is immobilised through a mechanical failure, flat tyre or flat battery. Membership and program fees apply. Please contact RACV or visit their website for a RACV Emergency Wheelchair & Scooter Assist application form.

## **Red Cross**

Knaith Road, Ringwood East 3137

Telephone: 9870 5717

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

Provides transport for medical appointments and treatment for people with a disability and/or the frail aged. One week's notice is required.