

# Specialist Service List: Victoria



**Exceptionally Complex Support Needs Program  
(ECSNP)**

The Exceptionally Complex Support Needs Program (ECSNP) is a national initiative funded by the National Disability Insurance Agency (NDIA). Cohealth is the ECSNP Provider for the state of Victoria.

This service list was developed in July 2020 and is subject to change. Please refer to services directly for updated information.

# Contents

<b>Abuse and Family Violence Support Services.....</b>	<b>4</b>
<b>Mental Health.....</b>	<b>9</b>
Mental Health Complaints Commissioner.....	9
Psychiatric Triage/ CATT .....	9
Suicide Helplines.....	11
Counselling Services .....	11
Trauma Support Services.....	13
Specialist Mental Health Service Providers .....	15
Youth Residential Rehabilitation Services.....	17
<b>Dual Diagnosis .....</b>	<b>19</b>
<b>AOD .....</b>	<b>20</b>
<b>Housing and Crisis Support Services.....</b>	<b>23</b>
Homelessness and Crisis Accommodation Services.....	23
Emergency STAA, MTA and Respite .....	24
Specialist Forensic Disability Accommodation.....	24
Emergency Relief/ Material Aid.....	25
<b>Justice Services .....</b>	<b>27</b>
Office of the Public Advocate.....	27
State Trustees .....	27
Specialist Disability Justice Services.....	27
Other Justice Support Services .....	30
Legal Support/ Aid .....	31
<b>Specialist Disability Support Services .....</b>	<b>33</b>
<b>Carer Support.....</b>	<b>38</b>
<b>Support Directories.....</b>	<b>39</b>
<b>Advocacy Services.....</b>	<b>40</b>

# Abuse and Family Violence Support Services

**In case of emergency or if there is imminent danger, always call 000.**

<a href="#"><u>Safe Steps Family Violence Response Centre</u></a>	<p><b>1800 015 188</b> 24 hours, 7 days</p> <p>Victoria's confidential family violence support service. The service will assess your safety needs. They will then arrange emergency or crisis accommodation if needed or link you with a local family violence support service.</p>
<p><a href="#"><u>1800 RESPECT</u></a></p>	<p><b>1800 737 732</b> 24 hours, 7 days</p> <p>A national sexual assault, family and domestic violence counselling line for anyone who has experienced-or are at risk of-physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people, and callers from culturally and linguistically diverse backgrounds.</p>
<p><a href="#"><u>Centre Against Sexual Assault (CASA House)</u></a></p>	<p><b>1800 806 292</b> 24 hours, 7 days</p> <p>Confidential telephone crisis counselling service for people who have experienced both past and recent sexual assault.</p>
<p><a href="#"><u>The Orange Door and Child FIRST</u></a></p>	<p><b>Child FIRST, as the access point for family services, is progressively transitioning to The Orange Door.</b></p> <p>The Orange Door is the new access point for women, children and young people who are experiencing family violence, or families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported.</p> <p>Local Government areas that have already transitioned to The Orange Door include:</p> <p><b>1800 312 820</b> Barwon</p>

	<p><b>180 0319 353</b> Bayside Peninsula</p> <p><b>1800 319 354</b> Inner Gippsland</p> <p><b>1800 290 943</b> Mallee</p> <p><b>1800 319 355</b> North Eastern Melbourne</p> <p>9am to 5pm Monday to Friday (closed public holidays)</p> <p>To access the referral contact list for Local Government Areas that have not yet transitioned, visit:</p> <p><b><u><a href="https://services.dhhs.vic.gov.au/referral-and-support-teams">https://services.dhhs.vic.gov.au/referral-and-support-teams</a></u></b></p>
<b><u><a href="#">Child Protection</a></u></b>	<p><b>After hours Child Protection Emergency Service - 13 12 78</b> 5.00pm - 9.00am Monday - Friday 24 hours on weekends and public holidays</p> <p>A state-wide after hours emergency service that receives new reports, as well as concerns for existing child protection clients who are considered to be at immediate risk and require urgent after hours service.</p> <p><b><i>Child Protection business hours: 8.45am - 5.00pm (Monday - Friday)</i></b></p> <p><b>North Division Intake - 1300 664 977</b> Banyule, Buloke, Darebin, Campaspe, Central Goldfield, Gannawarra, Greater Bendigo, Hume, Loddon, Macedon Ranges, Mildura, Moreland, Mount Alexander, Nillumbik, Swan Hill, Whittlesea, Yarra.</p> <p><b>South Division Intake - 1300 655 795</b> Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington, Wellington.</p> <p><b>East Division Intake - 1300 360 391</b> Alpine, Benalla, Boroondara, Greater Shepparton, Indigo, Knox, Manningham, Mansfield, Maroondah, Mitchell, Moira, Monash,</p>

	<p>Murrindindi, Strathbogie, Towong, Wangaratta, Whitehorse, Wodonga, Yarra Ranges.</p> <p><b>West Division Intake - Rural and regional only - 1800 075 599</b>  Ararat, Ballarat, Colac-Otway, Corangamite, Glenelg, Golden Plains, Greater Geelong, Hepburn, Hindmarsh, Horsham, Moorabool, Moyne, Northern Grampians, Pyrenees, Queenscliffe, Southern Grampians, Surf Coast, Warrnambool West Wimmera, Yarriambiack.</p> <p><b>West Division Intake - metropolitan only - 1300 664 977</b>  Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Moonee Valley, Wyndham.</p>
<a href="#"><u>InTouch Multicultural Centre Against Family Violence</u></a>	<p><b>1800 755 988</b>  9:00am- 5:00pm, Mon – Fri.</p> <p>InTouch supports women and children from migrant and refugee communities who are experiencing violence. You can contact for free and confidential advice.</p>
<b>Victorian Aboriginal Child Care Agency (VACCA)</b>	<p>The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members.</p> <p>VACCHA operates a number of Family Violence programs that support Aboriginal women, young people and children who have experienced family violence.</p> <p>For more information regarding these programs, visit:  <a href="https://www.vacca.org/page/services/family-violence/family-violence-case-management-and-outreach">https://www.vacca.org/page/services/family-violence/family-violence-case-management-and-outreach</a></p>
<a href="#"><u>Djirra (Aboriginal Family Violence Prevention and Legal Service)</u></a>	<p><b>1800 105 303</b>  9:00am - 5:00pm, Mon – Fri.</p> <p>Djirra's Aboriginal Family Violence Legal Service is dedicated to supporting Aboriginal people who are experiencing or have experienced family violence (women and men). We also assist non-Aboriginal people experiencing family violence who are parents of Aboriginal children.</p>
<a href="#"><u>w/respect</u></a>	<p><b>1800 542 847</b>  5pm to 11pm each Wednesday and 10 am to 10pm on Saturday and Sunday</p>

	Specialist LGBTIQ family violence service
<a href="#"><u>Victims of Crime Helpline</u></a>	<p><b>Call: 1800 819 817</b></p> <p><b>Text:</b> 0427 767 891</p> <p><b>Email:</b> <a href="mailto:vsa@justice.vic.gov.au">vsa@justice.vic.gov.au</a> (<a href="#">External link</a>)</p> <p>8am–11pm, 7 days.</p> <p>The Victims of Crime Helpline offers information, advice and support and is the first step for victims of crime to access free services in Victoria. The helpline is pivotal in linking victims to services, ensuring they receive personalised, timely and appropriate support to manage and recover from the effects of crime.</p>
<a href="#"><u>Drummond Street Services - Futures Free from Violence (FFV)</u></a>	<p><b>03 9663 6733 or <a href="mailto:intake@ds.org.au">intake@ds.org.au</a></b></p> <p>Futures Free from Violence (FFV) offers women, trans and gender diverse people who have used force and/or violence in family and intimate partner relationships the opportunity to work towards change in both a supported group and one-to-one therapeutic environment.</p> <p>We aim to facilitate understanding of participants experiences, actions and thinking in a judgement-free environment, which considers how beliefs are shaped by our experiences and values.</p>
<a href="#"><u>National Disability Abuse &amp; Neglect phone line</u></a>	<p><b>1800 880 052 or <a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a></b></p> <p>9:00am - 7:00pm, Mon – Fri.</p> <p>The National Disability Abuse and Neglect Hotline is a telephone service for reporting the abuse or neglect of people with disability.</p> <p>Callers who are deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) by calling 1800 555 677 then asking for 1800 880 052</p> <p><b>*This is not a crisis response service</b></p>
<a href="#"><u>NDIS Quality and Safeguards</u></a>	<p><b>1800 035 544</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p>

<a href="#"><u>Commission (NDIS Commission)</u></a>	
<a href="#"><u>Disability Services Commission (DSC)</u></a>	<p><b>1800 677 342</b> 9:00am - 5:00pm, Mon – Fri.</p> <p>If you would like to make a complaint, or talk about violence, abuse or neglect you can contact the DSC for advice or information.</p>
<a href="#"><u>Office of the Victorian Senior Practitioner</u></a>	<p><b>9096 8427</b> Email: <a href="#"><u>Victorian Senior Practitioner</u></a> 9:00am - 5:00pm, Mon – Fri.</p>



# Mental Health

## Mental Health Complaints Commissioner

<b>Mental Health Complaints Commissioner</b>	<b>1800 246 054 (free call from landlines) or 03 9032 3328</b> 9:00am - 5:00pm, Mon – Fri.
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## Psychiatric Triage/ CATT

**In case of emergency or if there is imminent danger, always call 000.**

<b>North:</b>	<b><u>Northern</u> - 1300 874 243</b>  Whittlesea and Darebin (Local Government Areas)  <b><u>North East</u> - 1300 859 789</b>  Nillumbik and Banyule
<b>East:</b>	<b><u>Central East</u> - 1300 721 927</b> Manningham (Local Government Area), Monash-Waverley East, Monash-Waverley West, Whitehorse-Box Hill and Whitehorse-Nunawading West (Statistical Local Areas).  <b><u>Dandenong</u> - 1300 369 012</b> Greater Dandenong, Casey, Cardinia (Local Government Areas) and Frankston-East (Statistical Local Area)  <b><u>Inner South East</u> - 1300 363 746</b> Port Phillip, Stonnington (Local Government Areas) and Glen Eira- Caulfield (Statistical Local Area)  <b><u>Inner Urban East</u> - 1300 558 862</b> Yarra and Boroondara (Local Government Areas)  <b><u>North East</u> - 1300 859 789</b> Nillumbik and Banyule  <b><u>Outer East</u> - 1300 721 927</b> Maroondah, Knox, Yarra Ranges (Local Government Areas) and Whitehorse-Nunawading East (Statistical Local Area)

<b>West:</b>	<p><b><u>Inner West, Mid West and North West</u> - 1300 874 243</b></p> <p>Inner West: Mooney Valley and Melbourne</p> <p>Mid West: Melton and Brimbank</p> <p>North West: Hume and Moreland</p> <p><b><u>South West</u> - 1300 657 259</b></p> <p>Wyndham, Hobsons Bay and Maribyrnong</p>
<b>South and Peninsula:</b>	<p><b><u>Middle South</u> - 1300 369 012</b></p> <p>Bayside and Kingston</p> <p><b><u>Peninsula</u> - 1300 792 977</b></p> <p>Mornington Peninsula and French Island (Local Government Areas), Kingston-South and Frankston-West (Statistical Local Areas)</p>
<b>Rural and Regional Service Areas:</b>	<p><b><u>Barwon</u> - 1300 094 187</b></p> <p>Greater Geelong, Queenscliffe, Surf Coast, Colac-Otway (Local Government Areas), Corangamite-South [part1] and Golden Plains-South West</p> <p><b><u>Gippsland</u> - 1300 363 322</b></p> <p>East Gippsland, Wellington, Baw Baw, Bass Coast, Latrobe and South Gippsland</p> <p><b><u>Glenelg (South Western)</u> - 1800 808 284</b></p> <p>Glenelg, Southern Grampians, Moyne, Warrnambool (Local Government Areas) and Corangamite-North</p> <p><b><u>Goulburn and Southern</u> – 1300 369 005</b></p> <p>Greater Shepparton, Strathbogie, Mitchell, Murrindindi (Local Government Areas) and Moira-East</p> <p><b><u>Grampians</u> – 1300 661 323</b></p> <p>Hindmarsh, West Wimmera, Horsham, Yarriambiack, Northern Grampians, Ararat, Hepburn, Pyrenees, Ballarat, Moorabool (Local Government Areas) and Golden Plains-North West and Golden Plains-South West</p> <p><b><u>Loddon Campaspe / Southern Mallee</u> - 1300 363 788</b></p> <p>Gannawarra, Buloke, Campaspe, Central Goldfields, Loddon, Greater Bendigo, Mount Alexander, Macedon Ranges (Local Government Areas), Swan Hill-Balance [part1] and Swan Hill-Central</p> <p><b><u>North Eastern Hume</u></b></p> <p><b>Wodonga: 1300 881 104*</b></p> <p><b>Wangaratta: 1300 783 347*</b></p>

	<p><b>*Contact the office closest to where you live</b>  Towong, Wondonga, Alpine, Indigo, Wangaratta, Benalla, Mansfield  (Local Government Areas) and Moira-East</p> <p><b><u>Northern Mallee – 1300 366 375</u></b>  Mildura (Local Government Area), Swan Hill-Balance [part<sup>1</sup>] and  Swan Hill-Robinvale</p>
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## Suicide Helplines

**In case of emergency or if there is imminent danger, always call 000.**

<a href="#"><u>Suicide Call Back Service</u></a>	<p><b>1300 659 467</b>  24 hours, 7 days</p> <p>Helpline for people at risk of suicide, and their carers</p>
<a href="#"><u>Lifeline</u></a>	<p><b>13 11 14</b>  24 hours, 7 days</p> <p>Lifeline is a national charity providing all Australians experiencing a personal crisis with access to crisis support and suicide prevention services.</p>

## Counselling Services

<a href="#"><u>Lifeline</u></a>	<p><b>13 11 14</b>  24 hours, 7 days</p> <p>Lifeline is a national charity providing all Australians experiencing a personal crisis with access to crisis support and suicide prevention services.</p>
<a href="#"><u>BeyondBlue</u></a>	<p><b>1300 224 636</b>  24 hours, 7 days</p>
<a href="#"><u>ehedspace</u></a>	<p><b>1800 650 890</b></p>

	<p>9am – 1am, 7 days</p> <p>A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation.</p>
<a href="#"><u>Kids Helpline</u></a>	<p><b>1800 551 800</b> 24 hours, 7 days</p> <p>Private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.</p>
<a href="#"><u>MensLine Australia</u></a>	<p><b>1800 789 978</b> 24 hours, 7 days</p> <p>Telephone counselling and referral service for men.</p>
<a href="#"><u>Parentline</u></a>	<p><b>13 22 89</b> 8am – 12am, 7 days</p> <p>Parentline is a phone service for parents and carers of children from birth to 18 years old. Parentline offers confidential and anonymous counselling and support on parenting issues.</p>
<a href="#"><u>SANE Help Centre</u></a>	<p><b>1800 187 263</b> 10am-10pm, Monday - Friday</p> <p>The SANE Help Centre provides counselling, support, information and referrals to adults who identify as having a complex mental illness, complex trauma or high levels of psychological distress. We also provide support to the family or friends that care about them.</p>
<a href="#"><u>The Samaritans</u></a>	<p><b>135 247</b> 24 hours, 7 days</p> <p>Anonymous Crisis Support to Australians dealing with feelings of depression, sadness, loneliness and despair.</p>

<a href="#"><u>Griefline</u></a>	<p><b>1300 845 745</b> 6am – 2am, 7 days</p> <p>Griefline provides confidential telephone counselling and support services to people experiencing grief and loss.</p>
<a href="#"><u>QLife</u></a>	<p><b>1800 184 527</b> 3pm-12am, 7 days</p> <p>QLife is Australia's first nationally-oriented counselling and referral service for LGBTI people. The project provides nation-wide, early intervention, peer supported telephone and web based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing.</p>
<a href="#"><u>Drummond Street</u></a>	<p><b>9663 6733</b> or <a href="mailto:disabilitysupport@ds.org.au">disabilitysupport@ds.org.au</a> 9am to 5pm (local time) Monday, Thursday and Friday. 9 am to 8pm Tuesday and Wednesday.</p> <p><b>Independent Disability Support Services for People Impacted by the Disability Royal Commission.</b></p> <p>Drummond Street provides confidential, free counselling and support services for people affected by the Disability Royal Commission, including people with disability and their families and carers.</p>

## Trauma Support Services

<a href="#"><u>Blue Knot Foundation</u></a>	<p><b>1300 657 380</b> email at <a href="mailto:helpline@blueknot.org.au">helpline@blueknot.org.au</a> 9am-5pm, Mon – Fri.</p> <p>Telephone counselling for adult survivors of childhood trauma, their friends, family and the health care professionals who support them.</p>
<a href="#"><u>Berry Street – Take Two</u></a>	<p><b>9450 4700</b> or email <a href="mailto:taketwo@berrystreet.org.au">taketwo@berrystreet.org.au</a></p>

	<p>9am-5pm, Mon – Fri.</p> <p>Specialist childhood trauma support services (services for children and families).</p>
<a href="#"><u>Bravehearts</u></a>	<p><b>1800 272 831</b></p> <p>8:30am - 4:30pm, Mon – Fri.</p> <p>Bravehearts' national Information and Support Line can be accessed by anyone wanting information or support relating to child sexual assault and exploitation.</p>
<a href="#"><u>Link-Up Victoria</u></a>	<p><b>1800 OUR MOB (1800 687 662) or <a href="mailto:linkup@vacca.org">linkup@vacca.org</a></b></p> <p>Link-Up Victoria supports the Stolen Generations and their families. Link-Up Victoria understands inter-generational trauma and we:</p> <ul style="list-style-type: none"> <li>• Can access and provide you with copies of records about yourself and family</li> <li>• Organises reunions between Aboriginal people who were adopted, fostered or placed in an institution, with their families, and assists them to reconnect with their culture, communities and traditional country</li> <li>• Organises counselling that builds self-awareness, safety, wellbeing and resilience</li> <li>• Runs events to mark National Sorry Day and the Anniversary of the National Apology to the Stolen Generations</li> <li>• Provides cultural healing programs and activities.</li> </ul>
<a href="#"><u>National Redress Scheme</u></a>	<p>The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.</p> <p><b>Victorian Redress Support Services can be found at:</b>  <a href="https://www.nationalredress.gov.au/support/explore/vic-redress-support-services">https://www.nationalredress.gov.au/support/explore/vic-redress-support-services</a></p>

## Specialist Mental Health Service Providers

<p><u><a href="#">Forensicare</a></u></p>	<p><b>9947 2500 - Community Forensic Mental Health Service</b></p> <p>For contact information regarding all other services, visit:  <a href="https://www.forensicare.vic.gov.au/contact/">https://www.forensicare.vic.gov.au/contact/</a></p> <p>Forensicare (Victorian Institute of Forensic Mental Health) is the state-wide specialist provider of forensic mental health services in Victoria. Forensicare is the only agency in Victoria that provides clinical forensic mental health services which span all components of the mental health and criminal justice sectors. Forensicare provide forensic mental health services for people:</p> <ul style="list-style-type: none"> <li>• with a serious mental illness in the criminal justice system</li> <li>• at risk of offending who pose a risk to themselves or others</li> <li>• referred from the general mental health system for specialist advice, support and/or treatment.</li> </ul>
<p><u><a href="#">Spectrum</a></u></p> <p><b>(Statewide Centre of Clinical Excellence for Personality Disorders)</b></p>	<p><b>8833 3050</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>Spectrum Personality Disorder Service for Victoria is the Statewide Centre of Clinical Excellence for Personality Disorders. It was established by the Victorian Health Department in 1999 and is managed by Eastern Health.</p>
<p><u><a href="#">Australian Borderline Personality Disorder Foundation</a></u></p>	<p>The Australian BPD Foundation in collaboration with Spectrum, developed a resource guide with contacts for services available to people living with BPD. This resource can be found at:  <a href="https://www.bpdfoundation.org.au/images/Vic_Guide_2.pdf">https://www.bpdfoundation.org.au/images/Vic_Guide_2.pdf</a></p>

<a href="#"><u>Victorian Dual Disability Service (VDDS)</u></a>	<p><b>9231 1988</b></p> <p>8:30am – 5pm, Mon – Fri.</p> <p>The Victorian Dual Disability Service (VDDS) is a statewide specialist mental health service for people with an intellectual disability. VDDS is a joint mental health initiative between St Vincent's Hospital Melbourne and Melbourne Health.</p> <p>The VDDS provides phone-based advice to anyone about the mental health of people with an intellectual disability in relation to:</p> <ul style="list-style-type: none"> <li>• Presentation of mental disorders</li> <li>• Mental health assessment</li> <li>• Assessment for Autism Spectrum Disorder</li> <li>• Treatment for a mental disorder</li> <li>• Management of mental and behavioural disorders</li> </ul>
<a href="#"><u>MIND</u></a>	<p><b>1300 286 463 (1300 AT MIND)</b></p> <p>Mind offers specialised psychosocial support services. NDIS funded services include:</p> <ul style="list-style-type: none"> <li>• Support Coordination</li> <li>• Specialised assessments and counselling</li> <li>• In home and community support</li> <li>• Group recreation activities</li> <li>• SIL</li> </ul>
<a href="#"><u>ermha365</u></a>	<p><b>1300 376 421 or <a href="mailto:reception@ermha.org">reception@ermha.org</a></b></p> <p>ermha365 provides a range of NDIS complex mental health &amp; disability services. People who use our services may have complex needs associated with mental health or a dual disability, intellectual disability, cognitive disability, developmental disability, or psychosocial disability.</p>
<a href="#"><u>Orygen Youth Health</u></a>	<p><b>Contact OYH Triage on 1800 888 320</b></p> <p>(24 hours, 7 days)</p> <p>Orygen Specialist Program provides specialist mental health services for young people aged 15 to 25 who reside in the western and north-western regions of metropolitan Melbourne. Programs focus is on</p>



	providing early intervention to young people with severe and/or complex mental illness. Visit: <a href="https://oyh.org.au/how-refer">https://oyh.org.au/how-refer</a> for more information on how to refer.
<b><a href="#">YSAS</a></b>	<p><b>Call 9415 8881 or <a href="mailto:reception@ysas.org.au">reception@ysas.org.au</a></b></p> <p>YSAS provides a number of different drug and alcohol programs for people aged 12 – 21 years (including day programs, outreach, rehab and withdrawal programs). YSAS Residential Withdrawal Services and Residential Rehabilitation Services are free and voluntary.</p> <p>More information is available at: <a href="https://ysas.org.au/drugs-alcohol">https://ysas.org.au/drugs-alcohol</a></p>
<b>Headspace</b>	<p><b>1800 650 890</b></p> <p>9am – 1am (Melbourne time) 7 days.</p> <p>A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation.</p>

## Youth Residential Rehabilitation Services

<b>Melbourne Metro YRR</b>	<p>Youth Residential Rehabilitation (YRR) is a 'live-in' 12 month residential program for people aged 16-25 years with a mental health issue.</p> <p>The aim of the service is to assist the person to learn or re-learn skills, build confidence, and better manage their mental health. It also aims to support people to achieve their own recovery goals. There are weekly fees/costs for participants.</p> <p><b>*This service is not an alternative for mental health inpatient, sub-acute mental health, crisis/emergency or transitional accommodation.</b></p> <p>For general enquiries or to arrange site visits prior to making a referral, contact the YRR Providers directly as per below:</p> <ul style="list-style-type: none"> <li>• <a href="#">Cohealth - Essendon</a>: 9448 5516</li> </ul>
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	<ul style="list-style-type: none"> <li>• <a href="#">Cohealth - St Albans</a>: 9448 5504</li> <li>• <a href="#">Cohealth - Reservoir</a>: 9448 5525</li> <li>• <a href="#">Mind - Rosanna</a>: 1300 286 473</li> <li>• <a href="#">Neami - Moorabbin</a>: 1300 001 948</li> <li>• <a href="#">Neami - Seaford</a>: 8840 5520</li> <li>• <a href="#">Neami - Noble Park</a>: 1300 001 953</li> <li>• <a href="#">Neami - Hawthorn</a>: 8842 9387</li> <li>• <a href="#">EACH - Wantirna ITC</a>: 9800 1499</li> <li>• <a href="#">EACH - Box Hill ITC</a>: 9890 6833</li> </ul> <p><b>Referrals for YRR Services must go through the relevant Intake Service.</b> To make a referral, contact the relevant Intake Service below:</p> <ul style="list-style-type: none"> <li>• <b>Neami Intake: 1300 379 462 or <a href="mailto:intake@neaminational.org.au">intake@neaminational.org.au</a></b> Metro: Inner Melbourne areas, North-Western, Bayside-Peninsula.</li> <li>• <b>EACH Intake: 1300 003 224, 9871 265 or <a href="mailto:mhcbbintake@each.com.au">mhcbbintake@each.com.au</a></b> Metro: Northern, Eastern, South East.</li> </ul>
<b>Regional YRR</b>	<p>For general enquiries or to arrange site visits prior to making a referral, contact the YRR Providers directly as per below:</p> <ul style="list-style-type: none"> <li>• <a href="#">Uniting, Barnaglen - Ballarat</a>: 5331 9002</li> <li>• <a href="#">Wellways, Kuna Bim - Warrnambool</a>: 1300 111 400</li> <li>• <b>Wellways, Jacaranda - Shepparton</b>: 5831 8005</li> <li>• <a href="#">Mind - Wodonga</a>: 1300 286 463</li> <li>• <a href="#">Mind, Wannik Gunyah - Traralgon</a>: 1300 286 463</li> <li>• <a href="#">ACSO - Bendigo</a>: 5442 7951</li> </ul> <p><b>Referrals for YRR Services must go through the relevant Intake Service.</b> To make a referral for Regional YRR, contact <b>ACSO Intake: 1300 022 760 or email <a href="mailto:mhcass@acso.org.au">mhcass@acso.org.au</a></b></p>

# Dual Diagnosis

<a href="#"><u>Direct Line</u></a>	<p><b>1800 888 236</b></p> <p>(24 hours, 7 days)</p> <p>Confidential alcohol &amp; drug counselling and referral in Victoria</p>
<a href="#"><u>Victorian Dual Diagnosis Initiative (VDDI)</u></a>	<p><b>VDDI Inquiries: 03 9231 2083</b></p> <p>To access the <b>VDDI Metro and Rural Contact List</b>, visit:</p> <p><a href="http://www.dualdiagnosis.org.au/home/images/VDDI/VDDI-Role_and_Contact_Details-June-2020.pdf">http://www.dualdiagnosis.org.au/home/images/VDDI/VDDI-Role_and_Contact_Details-June-2020.pdf</a></p>
<a href="#"><u>Cohealth Dual Diagnosis Counselling</u></a>	<p><b>9448 5511</b></p> <p><b><u>Health works</u></b></p> <p>4-12 Buckley Street, Footscray</p> <p><b>9448 5530</b></p> <p><b><u>Innerspace</u></b></p> <p>4 Johnston Street, Collingwood</p> <p>Counselling services for people who use drugs and have mental health issues.</p>

# AOD

<a href="#"><u>Direct Line</u></a>	<p><b>1800 888 236</b></p> <p>(24 hours, 7 days)</p> <p>Confidential alcohol &amp; drug counselling and referral in Victoria.</p>
<a href="#"><u>Catchment-based AOD intake services</u></a>	<p>The Victorian Government has appointed intake service providers in each local catchment across Victoria for triage and referral of people for alcohol and other drug treatment.</p> <p>The state-wide list of service providers that offer catchment-based intake services is available at: <a href="https://www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/pathways-into-aod-treatment/intake-assessment-providers-aod-treatment"><u>https://www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/pathways-into-aod-treatment/intake-assessment-providers-aod-treatment</u></a>.</p>
<a href="#"><u>Victorian pharmacotherapy area-based networks</u></a>	<p>The Victorian pharmacotherapy system is a community-based model, where medical professionals and pharmacists work together to make pharmacotherapy for opioid dependence available in the community. The list of contacts is available at: <a href="https://www2.health.vic.gov.au/about/publications/factsheets/information-on-victorian-pharmacotherapy-area-based-networks"><u>https://www2.health.vic.gov.au/about/publications/factsheets/information-on-victorian-pharmacotherapy-area-based-networks</u></a></p>
<a href="#"><u>The Victorian Drug and Alcohol Clinical Advisory Service (DACAS)</u></a>	<p><b>1800 812 804</b></p> <p>24 hour phone service for health professionals in Victoria.</p> <p>The Victorian Drug and Alcohol Clinical Advisory Service (DACAS) is a specialist telephone consultancy service that is free of charge for health and welfare professionals.</p>
<a href="#"><u>YSAS</u></a>	<p><b>9415 8881 or <a href="mailto:reception@ysas.org.au"><u>reception@ysas.org.au</u></a></b></p> <p>YSAS provides a number of different drug and alcohol programs for people aged 12 – 21 years (including day programs, outreach, rehab and withdrawal programs). YSAS Residential Withdrawal Services and Residential Rehabilitation Services are free and voluntary.</p> <p>More information is available at: <a href="https://ysas.org.au/drugs-alcohol"><u>https://ysas.org.au/drugs-alcohol</u></a></p>

<a href="#"><u>Windana</u></a>	<p>Referrals can be made through either Centralised Intake &amp; Assessment Services via your <a href="#"><u>local catchment based intake provider</u></a> or to Windana Youth directly through <a href="mailto:referrals.wych@windana.org.au"><u>referrals.wych@windana.org.au</u></a></p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Youth Residential Withdrawal Service</li> <li>• Adult Residential Withdrawal Service</li> </ul>
<a href="#"><u>Bunilwarra Koori Youth Alcohol and Drug Healing</u></a>	<p><b>5979 2011</b></p> <p>This is a purpose-built 12 bed residential rehabilitation and healing service for male and female young Aboriginal people aged 16 – 25. The service is accessible state wide and run by Victorian Aboriginal Health Service (VAHS) and YSAS. This service is based in Hastings.</p>
<a href="#"><u>Ngwala Willumbong</u></a>	<p><b>9510 6288</b></p> <p>9am – 5pm, Mon – Thurs and 9am – 4pm, Fri.</p> <p>Ngwala Willumbong Aboriginal Corporation is an *Aboriginal Community Controlled Organisation that is dedicated to delivering quality specialist alcohol and drug residential rehabilitation and outreach support services to meet the needs of Aboriginal people and their families.</p>
<a href="#"><u>Turning Point</u></a>	<p>Turning Point provides assessment and treatment for people with substance use and gambling problems, and operates services statewide and in the Eastern region of Victoria (inner East and Eastern catchments).</p> <p><b>For Statewide Specialist Clinical Services visit:</b>  <a href="https://www.turningpoint.org.au/treatment/clinicians"><b>https://www.turningpoint.org.au/treatment/clinicians</b></a> for referral details</p> <p>Turning Point's Statewide Specialist Clinical Services are based in Richmond, and include a range of medical, psychiatry, specialist psychology and neuropsychology assessment and treatment services. These services are available to anyone in state of Victoria.</p> <p><b>Eastern Region Services</b></p> <p>Clients do not require a referral to access alcohol and other drug (AOD) services in the Eastern region.</p> <p>In the cities of Boroondara, Manningham, Whitehorse and Monash they can directly contact:</p>

	<p>Eastern Consortium Alcohol and Drug Services (ECADS)  Phone: 1800 778 278  Email: <a href="mailto:ecadsintake@turningpoint.org.au">ecadsintake@turningpoint.org.au</a></p> <p>In the the Cities of Knox, Maroondah and Shire of Yarra Ranges they can directly contact:</p> <p>Substance Use Recovery (SURE)  Phone: 1300 007 873  Email: <a href="mailto:Intake.sure@each.com.au">Intake.sure@each.com.au</a></p>
<p><a href="#">Thorne Harbour Health LGBTIQ AOD Services</a></p>	<p><b>(03) 9865 6700</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>Alcohol and other Drugs Services specializing in LGBTIQ support.</p>

# Housing and Crisis Support Services

## Homelessness and Crisis Accommodation Services

<a href="#"><u>St Kilda Crisis Centre</u></a>	<p><b><u>1800 627 727</u></b></p> <p>Crisis accommodation and support services for youth, single adults, couples and families.</p>
<p><a href="#"><u>Opening Doors</u></a></p>	<p><b>1800 825 955</b> (24 hours, 7 days)</p> <p>State-wide homelessness assistance. Call <b>1800 825 955</b> and you will be directed to the access point service that is closest to the person requiring assistance.</p>
<p><a href="#"><u>Specialist Homelessness Services - Ngwala Willumbong Aboriginal Corporation</u></a></p>	<p><b>(03) 9510 6288</b></p> <p>9am to 5pm, Monday to Thursday, and 9am to 4pm on Fridays.</p> <p>The Specialist Homelessness Services (SHS) provides Indigenous men, women, families and youth who are experiencing, or at risk of, homelessness with timely access to assistance and/or referral. The program provides access to short term/crisis accommodation in Southern and Eastern Metropolitan Melbourne.</p> <p>SHS provide a referral service where we utilise partnerships set up with mainstream organisations. We can also refer to Indigenous and mainstream services state-wide through the Victorian SHS Network.</p>
<p><a href="#"><u>Aboriginal Housing Victoria</u></a></p>	<p><b>(03) 9403 2100</b></p> <p>8.30am to 4.30pm, Mon – Fri.</p> <p>Services offered</p> <ul style="list-style-type: none"> <li>• Culturally safe housing services</li> <li>• Appropriate, affordable housing for Aboriginal Victorians</li> </ul> <p><b>AHV is a provider of long-term housing and does not offer emergency accommodation.</b></p>

<a href="#"><u>Flat Out</u></a>	<p><b>03 9372 6155</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>Flat Out is a state-wide advocacy and homelessness support service for women 18+ (with/without children), who have had contact with the criminal justice and/or prison system in Victoria.</p> <p>We provide individualised support for women 18+ (with/without children) to address homelessness, drug and alcohol treatment and a range of other support and advocacy aimed at addressing the underlying causes of criminalisation.</p> <p><b>*Flat Out does not have housing or crisis accommodation.</b></p>
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## Emergency STAA, MTA and Respite

<a href="#"><u>Commonwealth Respite and Carelink Centre</u></a>	<p>Monday to Friday, 8am to 6pm - <b>1800 052 222</b></p> <p>After Hours - <b>1800 059 059</b></p> <p>Call your local Commonwealth Respite and Carelink Centre if you need emergency respite.</p>
<a href="#"><u>The Housing Hub</u></a>	<p>The Housing Hub advertises vacancies for apartments and houses that are owned by housing providers (inc. STAA, MTA and SDA).</p> <p><a href="https://www.thehousinghub.org.au/">https://www.thehousinghub.org.au/</a></p>
<a href="#"><u>Medistays</u></a>	<p>Medistays advertises vacancies of accommodation/ hotels near hospitals that are available for MTA.</p> <p><a href="https://www.medistays.com.au/">https://www.medistays.com.au/</a></p>

## Specialist Forensic Disability Accommodation

<a href="#"><u>Specialist Forensic Disability Accommodation (SFDA)</u></a>	<p><b>For referrals to Specialist Forensic Disability Accommodation call FDSAS on 1300 390 709.</b></p> <p>SFDA is a network of 11 residential services under the Disability Act 2006. These services are managed by us and other service providers.</p> <p>SFDA accommodates people with cognitive impairment requiring forensic disability supports and subject to community-based orders. SFDA also accommodates people with a cognitive impairment who have</p>
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	served orders but pose a risk to community safety and continue to need support.
<a href="#"><u>ACSO Forensic Residential Services</u></a>	<p><b>9413 7000</b> or <b>acso@acso.org.au</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>ACSO operates eight forensic residential programs throughout Victoria to individuals with intellectual and cognitive disabilities who are engaged in the criminal justice system or at risk of engagement. ASCO specialise in supporting those who are subject to Community Corrections Orders, Supervision Orders, Parole Orders and Supervised Treatment Orders, as well as those with co-occurring disorders.</p>

## Emergency Relief/ Material Aid

<a href="#"><u>St Kilda Crisis Centre</u></a>	<p><b>1800 627 727</b></p> <p>Crisis accommodation and support services for youth, single adults, couples and families.</p>
<a href="#"><u>St Vincent de Paul</u></a>	<p><b>1800 305 330</b></p> <p>10:00am - 3:00pm, Mon – Fri.</p> <p>Welfare Assistance Line. Examples of the support offered include food hampers for individuals and families, and food parcels for those with little or no cooking facilities.</p>
<a href="#"><u>Australian Multicultural Community Services (AMCS)</u></a>	<p><b>03 8371 2320</b> or <a href="mailto:ercm@amcservices.org.au">ercm@amcservices.org.au</a></p> <p>9:30am – 3:30pm, Mon and Fri.</p> <p>Emergency food and support to individuals and families who are experiencing financial crisis and live in the following service areas:</p> <ul style="list-style-type: none"> <li>• Melbourne – Inner</li> <li>• Melbourne – North East</li> <li>• Melbourne – North West</li> <li>• Melbourne – West</li> </ul>

<a href="#"><u>Ask Izzy</u></a>	<p><a href="https://askizzy.org.au/"><u>https://askizzy.org.au/</u></a></p> <p>Ask Izzy is a mobile website that connects people in need with housing, a meal, money help, family violence support, counselling and etc. It will list access points and services based on location.</p>
<a href="#"><u>IDEAS</u></a>	<p><a href="https://www.ideas.org.au/"><u>https://www.ideas.org.au/</u></a></p> <p>IDEAS' purpose is to provide access to information and opportunities for people with disabilities, their supporters and the community to reach their full potential. IDEAS operates an online services and support tool that connects people with disabilities in need with housing, a meal, money help, family violence support, counselling and etc. It will list access points and services based on location.</p>

# Justice Services

## Office of the Public Advocate

<a href="#"><u>Office of Public Advocate</u></a>	<p><b>1300 309 337</b> 9am – 4.45pm, Mon – Fri.</p> <p><b>After Hour service available for urgent matters (same number as above).</b> Urgent matters include:</p> <ul style="list-style-type: none"><li>- emergency situations relating to people who have an OPA guardian</li><li>- advice for medical professionals about urgent medical consent issues</li><li>- urgent guardianship or administration applications</li><li>- seeking urgent advice on abuse, violence or neglect of a person with disability</li></ul>
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## State Trustees

<a href="#"><u>State Trustees</u></a>	<p><b>1300 138 672</b> 9am – 5pm, Mon – Fri.</p>
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## Specialist Disability Justice Services

<a href="#"><u>Court Integrated Services Program (CISP)</u></a>	<p><b>To make a referral, visit <a href="https://www.mcv.vic.gov.au/find-support/bail-support-cisp">https://www.mcv.vic.gov.au/find-support/bail-support-cisp</a> and fill out the relevant referral forms.</b></p> <p>CISP provides support services for clients on bail for matters before the Victorian Magistrates' Court. The program aims to reduce the likelihood of people re-offending by supporting them to access relevant services, including:</p> <ul style="list-style-type: none"><li>• drug and alcohol treatment services</li><li>• crisis and supported accommodation</li><li>• disability and mental health services</li><li>• acquired brain injury services</li></ul>
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	<ul style="list-style-type: none"> <li>• Koori-specific services.</li> </ul> <p>CISP provides case management support for up to four months or until sentencing or finalisation of a person's criminal law matter (whichever is sooner). Throughout this period of case management, a Magistrate will monitor the person's progress via reports and regular hearings.</p> <p><u>CISP services</u> are available at most Magistrates' Courts in Victoria.</p>
<a href="#"><u>Forensic Disability Statewide Access Service (FDSAS)</u></a>	<p><b>1300 390 709 or <u>email the FDSAS team</u></b></p> <p>FDSAS provides the access point into the Forensic Disability Program, including the following:</p> <ul style="list-style-type: none"> <li>• Information and advice to people with a cognitive impairment who have come into contact with the justice system</li> <li>• Information to all relevant stakeholders such as Victoria Police and Corrections Victoria</li> <li>• Pre-screening for all referrals to ensure eligibility under the Disability Act 2006</li> <li>• Triage of referrals to ensure service to people most in need of forensic disability treatment and support</li> <li>• A central point of contact for all other services within Victoria's Forensic Disability Program to enhance coordination and practice consistency throughout the state.</li> </ul>
<a href="#"><u>Disability Forensic Assessment and Treatment Service (DFATS)</u></a>	<p><b>To discuss potential referrals call the DFATS Divisional Liaison Officer on 9280 2761.</b></p> <p><b>For referrals to DFATS call FDSAS on 1300 390 309</b></p> <p>DFATS is a statewide disability forensic service, which provides assessment, treatment, support and residential services for people with cognitive impairment who display high risk behaviours of concern and are involved (or at risk of being involved) in the criminal justice system.</p> <p>Programs of DFATS:</p> <ul style="list-style-type: none"> <li>• Secure residential treatment</li> <li>• Community-based assessment and treatment services</li> <li>• Consultancy services</li> <li>• Community Forensic Disability Mental Health Clinic.</li> </ul>

<a href="#"><u>Disability Justice Coordination</u></a>	<p><b>For referrals to Disability Justice Coordination call FDSAS on 1300 390 709.</b></p> <p>Disability Justice Coordination operates throughout Victoria and performs the following functions:</p> <ul style="list-style-type: none"> <li>• Assessment of people with a cognitive impairment who have been sentenced or placed on an order through the Victorian judicial system</li> <li>• Assistance to the judiciary in sentencing people with a disability through focus on rehabilitative goals relevant to the offending</li> <li>• Providing a person-centered and strength-based approach to interventions</li> <li>• Referrals to the National Disability Insurance Scheme (NDIS) if people have general disability needs</li> </ul>
<a href="#"><u>ACSO</u></a>	<p><b>03 9413 7000 or <a href="mailto:acso@acso.org.au">acso@acso.org.au</a></b></p> <p>9am – 5pm, Mon – Fri.</p> <p>ACSO are specialists in the delivery of programs for offenders re-entering the community from custodial settings, delivering a range of custodial and community-based programs for offenders, with a focus on community reintegration and breaking the cycle of offending.</p>
<a href="#"><u>Forensicare</u></a>	<p><b>Community Forensic Mental Health Service - 9947 2500</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>For contact information regarding all other services, visit:  <a href="https://www.forensicare.vic.gov.au/contact/">https://www.forensicare.vic.gov.au/contact/</a></p> <p>Forensicare (Victorian Institute of Forensic Mental Health) is the state-wide specialist provider of forensic mental health services in Victoria. Forensicare is the only agency in Victoria that provides clinical forensic mental health services which span all components of the mental health and criminal justice sectors. Forensicare provide forensic mental health services for people:</p> <ul style="list-style-type: none"> <li>• with a serious mental illness in the criminal justice system</li> <li>• at risk of offending who pose a risk to themselves or others</li> <li>• referred from the general mental health system for specialist advice, support and/or treatment.</li> </ul>

## Other Justice Support Services

<p><b><u>Youth Justice Court Advice Service (YJCAS)</u></b></p>	<p>Contact the court the young person required to attend for the contact number of your local Youth Justice office.</p> <p>Services offered:</p> <ul style="list-style-type: none"> <li>• Case management and supervision to young people (under 21) with matters in adult criminal jurisdictions</li> <li>• Bail supervision to young people at risk of a custodial sentence</li> </ul>
<p><b><u>Victorian Aboriginal Child Care Agency (VACCA)</u></b></p>	<p>The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members.</p> <p>VACCHA operates a number of justice support programs that help Aboriginal people and their families who have been in contact with the justice system to heal and reintegrate into the community.</p> <p>For more information regarding these programs, visit:  <a href="https://www.vacca.org/page/services/justice-support">https://www.vacca.org/page/services/justice-support</a></p>
<p><b><u>Jesuit Social Services - Youth Justice Community Support Service</u></b></p>	<p>The Youth Justice Community Support Service (YJCSS) provides intensive support for young people aged 10-21 engaged with the youth justice system in Victoria.</p> <p>YJCSS is a voluntary service, so the young person needs to agree to involvement with the program.</p> <p>Referrals must be made by <u>DOJCS</u> Youth Justice worker, so contact the team in your area:</p> <ul style="list-style-type: none"> <li>• Southern Melbourne and Bayside Peninsula (03) 8710 2700</li> <li>• Hume Moreland and North Eastern Melbourne (03) 9479 0379</li> <li>• Western Melbourne and Brimbank Melton (03) 9275 7353</li> <li>• Inner and Outer Eastern Melbourne (03) 9843 6481</li> </ul>
<p><b><u>YSAS – Youth Support Service</u></b></p>	<p><b>9415 8881 or <a href="mailto:reception@ysas.org.au">reception@ysas.org.au</a></b></p> <p>Youth Support Service (YSS) runs out of Gippsland, Ringwood, Dandenong, Frankston/Mornington Peninsula, Sunshine, Preston and Collingwood.</p> <p>YSS is for young people aged 10 – 17 years who have recently been in contact with police and could be at risk of entering the youth justice system. Referrals are made by Victoria Police who must get consent from the young person and their parent/s.</p>

<a href="#"><u>VicPsychPlus</u></a>	<p><b>9482 4499 or <a href="mailto:admin@vicpsychplus.com">admin@vicpsychplus.com</a></b></p> <p>Vicpsychplus provides quality assessment and treatment services in <b>Forensic</b> matters. Vicpsychplus provide Forensic Services that include:</p> <ul style="list-style-type: none"> <li>• Psychological assessment</li> <li>• Treatment / Intervention (Offence specific and offence related)</li> <li>• Risk Assessment Sexual / Violence Offences</li> <li>• Assessment of sexual deviance (adult and adolescent)</li> <li>• Family Law Assessment</li> <li>• Protective capacity of non-offending care givers</li> <li>• Fitness to Plead</li> <li>• Child Protection court matters</li> <li>• Expert opinion</li> <li>• Domestic Violence</li> </ul>
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## Legal Support/ Aid

<a href="#"><u>Victoria Legal Aid</u></a>	<p><b>1300 792 387</b></p> <p>(24 hours, 7 days)</p> <p>Victorian Legal Aid supports people impacted by sexual assault, domestic or family violence and abuse. It is a confidential information, counselling and support service.</p>
<a href="#"><u>Victorian Aboriginal Legal Service (VALS)</u></a>	<p><b>1800 064 865</b></p> <p>24/ 7 for custody notification and pre-interview advice</p> <p>9am to 5pm, Mon – Fri for Legal Service</p>
<a href="#"><u>The Disability Discrimination Legal Service (DDLS)</u></a>	<p><b>03 9654 8644 or <a href="mailto:info@ddls.org.au">info@ddls.org.au</a></b></p>

	<p>The DDLS provides information, education and training about legal rights and responsibilities under disability discrimination laws for people with disabilities and the general community. For service providers, businesses and government, this service is provided at a reasonable cost. For people with disabilities and their associates, disability advocacy workers, community legal centre workers and for open public seminars, this service is provided free of charge.</p>
<p><a href="#"><u>AED Legal Centre</u></a></p>	<p><b>(03) 9639 4333 or noni.lord@aed.org.au</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>The AED Centre provides information, education, advice, and legal representation to people with disability who experience discrimination in the areas of education or employment as well as representation to people seeking review of decisions about their NDIS plans.</p>
<p><a href="#"><u>Villamanta Disability Rights Legal Service</u></a></p>	<p><b>1800 014 111</b></p> <p>1 pm – 3 pm, Mon–Fri.</p> <p>Villamanta is a Community Legal Service operating throughout the state of Victoria on disability related legal and justice issues for people who have a disability. Our focus is on intellectual disability. Villamanta has a free call number for people who live anywhere in Victoria for anyone wanting information, advice or referral about a disability-related legal issues.</p>



# Specialist Disability Support Services

<p><a href="#"><u>Multiple and Complex Needs Initiative</u></a></p>	<p><b>Disability services intake and response</b>  1800 783 783 or <a href="mailto:disability.services@dhhs.vic.gov.au">disability.services@dhhs.vic.gov.au</a>  9am – 5pm, Mon – Fri.</p> <p>The <a href="#"><u>Multiple and Complex Needs Initiative (MACNI)</u></a> is a time-limited specialist service for people 16 years and older, who have been identified as having multiple and complex needs. This includes people with combinations of:</p> <ul style="list-style-type: none"> <li>• Mental illness</li> <li>• Substance abuse issues</li> <li>• Intellectual impairment</li> <li>• Acquired brain injury</li> <li>• Forensic issues.</li> </ul> <p>MACNI is a shared service across the Department of Health and Human Services (DHHS) in partnership with the Department of Justice and Community Safety.</p>
<p><a href="#"><u>Exceptionally Complex Support Needs Program (ECSNP)</u></a></p>	<p><b>Email requests for secondary consult to <a href="mailto:ecsnp@cohealth.org.au">ecsnp@cohealth.org.au</a></b>  9am-5pm, Mon – Fri.</p> <p>The ECSNP can provide Subject Matter Expertise, secondary consult and advice to disability service providers or mainstream services who are assisting NDIS Participants with complex support needs or at risk of/ experiencing crisis. The ECSNP is service facing only and does not deliver services directly to NDIS Participants.</p>
<p><a href="#"><u>Victorian Dual Disability Service (VDDS)</u></a></p>	<p><b>9231 1988</b>  8:30am – 5pm, Mon – Fri.</p> <p>The Victorian Dual Disability Service (VDDS) is a statewide specialist mental health service for people with an intellectual disability. VDDS is a joint mental health initiative between St Vincent's Hospital Melbourne and Melbourne Health.</p> <p>The VDDS provides phone-based advice to anyone about the mental health of people with an intellectual disability in relation to:</p> <ul style="list-style-type: none"> <li>• Presentation of mental disorders</li> <li>• Mental health assessment</li> </ul>

	<ul style="list-style-type: none"> <li>• Assessment for Autism Spectrum Disorder</li> <li>• Treatment for a mental disorder</li> <li>• Management of mental and behavioural disorders</li> </ul>
<a href="#"><u>Autism Spectrum Australia (Aspect)</u></a>	<p><b>1800 277 328</b></p> <p>Autism Spectrum Australia (Aspect) is Australia's largest provider of services for people on the spectrum.</p>
<a href="#"><u>Statewide Autistic Services (SASI)</u></a>	<p><b>03 9773 6044</b></p> <p>9am – 5pm, Mon – Fri.</p> <p>SASI offer a range of services to people, families and community members dealing with Autism Spectrum Disorders (ASDs). SASI services include accommodation, day services, community-based recreation and respite, children's residential respite, communication support and goal mastery.</p>
<a href="#"><u>arbias Specialist ABI Services</u></a>	<p><b>8388 1222 or <a href="mailto:EnquiriesVIC@arbias.com.au">EnquiriesVIC@arbias.com.au</a></b></p> <p>arbias provides a large range of supports to people with an ABI and high complex needs and who have been assessed as eligible for NDIS services/funding. Services include:</p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Housing</u></a></li> <li>• <a href="#"><u>Community Programs</u></a></li> <li>• <a href="#"><u>Neuropsychology (NPAIS)</u></a></li> <li>• <a href="#"><u>NDIS Services</u></a></li> <li>• <a href="#"><u>TAC Intensive Outreach Case Management</u></a></li> </ul>
<a href="#"><u>Brainlink</u></a>	<p><b>1800 677 579 or <a href="mailto:admin@brainlink.org.au">admin@brainlink.org.au</a></b></p> <p>9am – 5pm, Mon – Fri.</p> <p>BrainLink Services is a Victorian based service that is dedicated to improving the quality of life of people affected by <b>Acquired Brain Injury (ABI)</b>.</p> <p>BrainLink's first priority is to respond to the immediate needs of the families and friends of those who are living with an acquired brain disorder.</p>

	<p>The services BrainLink offer include:</p> <ul style="list-style-type: none"> <li>• A first point of call for families at onset of diagnosis;</li> <li>• Peer support programs;</li> <li>• Innovative and flexible respite opportunities;</li> <li>• Specialised case management for individuals with severe brain disorders;</li> <li>• Comprehensive information and resources;</li> <li>• A referral service to assist the community in navigating the disability service sector.</li> </ul>
<a href="#"><u>ermha365</u></a>	<p><b>1300 376 421 or <a href="mailto:reception@ermha.org">reception@ermha.org</a></b></p> <p>ermha365 provides a range of NDIS complex mental health &amp; disability services. People who use our services may have complex needs associated with mental health or a dual disability, intellectual disability, cognitive disability, developmental disability, or psychosocial disability.</p>
<a href="#"><u>Expression Australia</u></a>	<p><b>info@expression.com.au</b>  <b>SMS/FaceTime. 0402 217 586</b>  <b>Skype. expression.australia</b>  <b>TTY. 1300 780 235 (toll free)</b>  <b>Phone. (03) 9473 1111</b></p> <p>Expression Australia is a not-for-profit organisation created by and for the Deaf Community. Expression Australia provides:</p> <ul style="list-style-type: none"> <li>• NDIS supports (NDIS registered provider)</li> <li>• Auslan interpreting, notetaking and translations</li> <li>• Employment</li> <li>• Audiology and technology</li> <li>• Auslan courses</li> <li>• Awareness training (including Deaf, Hard of hearing, LGBTIQ+, Trans)</li> <li>• Video productions</li> </ul>

<a href="#"><u>MIND</u></a>	<p><b>1300 286 463 (1300 AT MIND)</b></p> <p>Mind offers specialised psychosocial support services. NDIS funded services include:</p> <ul style="list-style-type: none"> <li>• Support Coordination</li> <li>• Specialised assessments and counselling</li> <li>• In home and community support</li> <li>• Group recreation activities</li> <li>• SIL</li> </ul>
<a href="#"><u>MS Australia</u></a>	<p><b>Freecall <u>1800 042 138</u></b></p> <p><b>Email <u>msconnect@ms.org.au</u></b></p> <p><b>Fill in the <u>online enquiry form</u></b></p> <p>8am – 6pm, Mon - Fri</p> <p>MS Connect is MS Australia's free telephone and email information support and referral service. This service is for people living with the disease, family members, friends, carers and health professionals providing care to people affected by multiple sclerosis.</p> <p>People with other progressive neurological disorders are also eligible to register where there are no other appropriate services available to meet their needs.</p> <p>MS Australia also provides NDIS funded services including:</p> <ul style="list-style-type: none"> <li>• Support Coordination</li> <li>• Allied Health Assessments</li> <li>• Short Term Accommodation</li> <li>• Community Participation Groups</li> </ul>
<a href="#"><u>The Prader-Willi Syndrome Association of Victoria Inc.</u></a>	<p><b>0451 797 284 or email: <u>info@pws.asn.au</u></b></p> <p>Support, information and advocacy for families, carers and people living with PWS.</p>
<a href="#"><u>Vision Australia</u></a>	<p><b>1300 84 74 66 or <u>info@visionaustralia.org.</u></b></p>

	<p>Vision Australia is the leading national provider of vision loss support and services. Vision Australia provides services to people with varying degrees of vision loss.</p>
<p><a href="#"><u>Young People in Nursing Homes National Alliance</u></a></p>	<p><b>0437 178 078</b></p> <p>Young People in Nursing Homes National Alliance is Australia's first peak body for young Australians living in aged care facilities (or at risk of placement there) with a disability, who also have high and complex support needs</p> <p>As a health promotion charity, we provide information and referral on:</p> <ul style="list-style-type: none"> <li>• Accommodation options</li> <li>• Support services</li> <li>• Aids &amp; Equipment (including pressure care) and,</li> <li>• Opportunities for young people and families to participate in new service developments in all states and territories.</li> </ul> <p>While the Alliance is not resourced or funded to undertake individual advocacy, we focus on the provision of relevant information and referral across all states and territories. We can discuss your circumstances and provide referral to local support agencies relevant to you.</p>

# Carer Support

<a href="#"><u>Carers Australia</u></a>	<p><b>1800 242 636</b></p> <p>9am – 5pm, Monday - Friday</p> <p>Short-term counselling and emotional and psychological support services for carers and their families in each state and territory.</p>
<a href="#"><u>Alfred Health Carers Services</u></a>	<p><b>1800 052 222</b></p> <p>(24 hours, 7 days)</p> <p>An advisory and support service for carers located in Melbourne's south.</p>
<a href="#"><u>MIND – Family and Carer Support</u></a>	<p><b>1300 554 660</b></p> <p>MIND operate a Carers Helpline that provides a range of supports to carers of people with mental health issues including counselling and peer support, respite, recreation days, carer education, an online forum and support groups.</p>

# Support Directories

<a href="#"><u>Ask Izzy</u></a>	<p><a href="https://askizzy.org.au/"><u>https://askizzy.org.au/</u></a></p> <p>Ask Izzy is a mobile website that connects people in need with housing, a meal, money help, family violence support, counselling and etc. It will list access points and services based on location.</p>
<a href="#"><u>IDEAS</u></a>	<p><a href="https://www.ideas.org.au/"><u>https://www.ideas.org.au/</u></a></p> <p>IDEAS' purpose is to provide access to information and opportunities for people with disabilities, their supporters and the community to reach their full potential. IDEAS operates an online services and support tool that connects people with disabilities in need with housing, a meal, money help, family violence support, counselling and etc. It will list access points and services based on location.</p>
<a href="#"><u>Clickability</u></a>	<p><a href="https://clickability.com.au/"><u>https://clickability.com.au/</u></a></p> <p>Searchable directory of NDIS disability service providers, including support for daily living and access, therapy and assessment, recreation and leisure, learning and jobs, planning advocacy and navigation, and assistive technology and other solutions.</p>

# Advocacy Services

- [Action for More Independence and Dignity in Accommodation](#)
- [Action on Disability within Ethnic Communities Inc](#)
- [Association for Children with a Disability \(VIC\) Inc](#)
- [Association of Employees with Disability Inc \(AED Legal\)](#)
- [Barwon Disability Resource Council Inc \(Assert 4 All\)](#)
- [Blind Citizens Australia](#)
- [Citizen Advocacy Sunbury & Districts Inc](#)
- [Colac Otway Region Advocacy Service](#)
- [Communication Rights Australia](#)
- [Regional Disability Advocacy Service \(RDAS\)](#)
- [Disability Justice Australia \(DJA\)](#)
- [Disability Resources Centre Inc \(DRC\)](#)
- [Gippsland Disability Advocacy Inc](#)
- [Grampians Disability Advocacy Association](#)
- [Leadership Plus](#)
- [Melbourne East Disability Advocacy \(MEDA\)](#)
- [North – East Citizen Advocacy \(NECA\)](#)
- [Rights Information and Advocacy Centre Inc \(RIAC\)](#)
- [Southern Disability Advocacy](#)
- [Southwest Advocacy Association](#)
- [Tandem](#)
- [Victorian Advocacy League for Individuals with Disability Inc. \(VALID\)](#)
- [Victorian Mental Illness Awareness Council \(VMIAC\)](#)
- [Villamanta Disability Rights Legal Service](#)
- [Young People in Nursing Homes National Alliance](#)
- [Youth Disability Advocacy Service](#)