

# specialist service list: victoria

The Exceptionally Complex  
Support Needs Program

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 document is the second version of the specialist service list and was updated in December 2020. Please refer to services directly for updated information.

# Contents

<b>Abuse and family violence support services</b> .....	<b>3</b>
Complaint Commissions/ Commissioners .....	7
<b>Mental health support services</b> .....	<b>8</b>
Mental Health Complaints Commissioner.....	8
Psychiatric Triage/ CATT .....	8
Suicide Helplines and Support Services.....	11
Counselling Services .....	11
Trauma Support Services.....	14
Youth Residential Rehabilitation Services .....	15
Specialist Mental Health Service Providers .....	16
<b>AOD Support Services</b> .....	<b>19</b>
AOD Counselling, Withdrawal and Rehab Services .....	19
Dual Diagnosis Services .....	23
<b>Aboriginal Community Controlled Organisations</b> .....	<b>24</b>
<b>Migrant Support Services</b> .....	<b>29</b>
<b>Crisis Accommodation and Support Services</b> .....	<b>31</b>
Homelessness and Crisis Accommodation Services .....	31
Support Directories.....	32
Emergency STAA, MTA and Respite .....	33
Specialist Forensic Disability Accommodation.....	33
Emergency Relief/ Material Aid .....	34
<b>Justice Services</b> .....	<b>35</b>
Office of the Public Advocate .....	35
State Trustees .....	35
Specialist Disability Justice Services .....	35
Other Justice Support Services .....	37
Legal Aid .....	39
<b>Specialist Disability Support Services</b> .....	<b>41</b>
<b>Carer Support</b> .....	<b>45</b>
<b>Specialist health services for people with a disability</b> .....	<b>46</b>
<b>Disability Advocacy Services</b> .....	<b>47</b>

# Abuse and family violence support services

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

<p><a href="#"><u>Safe Steps Family Violence Response Centre</u></a></p>	<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>Sexual Assault Crisis Line (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> <ul style="list-style-type: none"> <li>• 1800 312 820 - Barwon</li> <li>• 180 0319 353 - Bayside Peninsula</li> <li>• 1800 319 354 - Inner Gippsland</li> <li>• 1800 290 943 - Mallee</li> <li>• 1800 319 355 - North Eastern Melbourne</li> </ul> <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><a href="https://services.dhhs.vic.gov.au/referral-and-support-teams">https://services.dhhs.vic.gov.au/referral-and-support-teams</a></p>
<p><u><a href="#">Child Protection</a></u></p>	<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>Child Protection business hours: 8.45am - 5.00pm (Monday - Friday)</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, 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>
<p><u><a href="#">InTouch Multicultural Centre Against Family Violence</a></u></p>	<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>

<p><a href="#"><u>Djirra (Aboriginal Family Violence Prevention and Legal Service)</u></a></p>	<p><b>1800 105 303</b> 9am – 5pm, Monday - Friday</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>
<p><a href="#"><u>Dardi Munwurro</u></a></p>	<p><b>1800 435 799 or <a href="mailto:intake@dardimunwurro.com.au">intake@dardimunwurro.com.au</a></b></p> <p>Dardi Munwurro delivers a range of family violence, healing and behaviour change programs and services, to break the cycle of inter-generational trauma in Aboriginal families and communities, by empowering and inspiring individuals to heal the past, acknowledge the present and create a positive vision for the future.</p>
<p><a href="#"><u>Elizabeth Morgan House Aboriginal Women's Service</u></a></p>	<p><b>9403 9400 or <a href="mailto:info@emhaws.org.au">info@emhaws.org.au</a></b> Mon – Fri, 9am – 5pm</p> <p>Elizabeth Morgan House Aboriginal Women's Service Inc. (EMH) is the peak body in Victoria for Aboriginal women and also a peak body responding to Family Violence. We are a proud not for profit community controlled organisation. EMH provides specialist Family Violence support to Aboriginal women and their children who are currently experiencing or have experienced Family Violence.</p>
<p><a href="#"><u>Boorndawan Willam Aboriginal Healing Service (BWAHS)</u></a></p>	<p><b>9212 0200 or <a href="mailto:bwahs@bwahs.com.au">bwahs@bwahs.com.au</a></b></p> <p>Boorndawan Willam Aboriginal Healing Service (BWAHS) is the lead specialist Aboriginal Specific family violence service that provides a service in the Eastern Metropolitan Region that is inclusive of Inner and Outer East. BWAHS provides a range of services and programs to Aboriginal individuals and families who are experiencing, at risk of experiencing family violence or use violence.</p> <p>BWAHS has developed an excellent record for providing high quality family violence and trauma informed Intensive Case Management , Integrated Family Services responses and evidence-based therapeutic programs to individuals and groups for a whole of family approach.</p>

<p><a href="#"><u>Victorian Aboriginal Child Care Agency (VACCA)</u></a></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>VACCA operates a number of Family Violence programs that support Aboriginal women, young people and children who have experienced family violence. For more information regarding these programs, visit: <a href="https://www.vacca.org/page/services/family-violence/family-violencecase-management-and-outreach">https://www.vacca.org/page/services/family-violence/family-violencecase-management-and-outreach</a></p>
<p><a href="#"><u>w/respect</u></a></p>	<p><b>1800 542 847</b></p> <p>(5pm to 11pm each Wednesday and 10 am to 10pm on Saturday and Sunday)</p> <p>Specialist LGBTIQ family violence service</p>
<p><a href="#"><u>Futures Free from Violence (FFFV) – Drummond Street Services</u></a></p>	<p><b>03 9663 6733 or intake@ds.org.au</b></p> <p>Futures Free from Violence (FFFV) 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><a href="#"><u>Victims of Crime Helpline</u></a></p>	<p><b>Call:</b> 1800 819 817  <b>Text:</b> 0427 767 891  <b>Email:</b> <a href="mailto:vsa@justice.vic.gov.au">vsa@justice.vic.gov.au</a> (External link)        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>
<p><a href="#"><u>National Disability Abuse &amp; Neglect phone line</u></a></p>	<p><b>1800 464 800</b>        9:00am - 5:00pm, Mon – Fri.</p> <p>A telephone service for reporting cases of neglect and abuse of disabled members of the community.</p> <p>*This is not a crisis response service</p>

## Complaint Commissions/ Commissioners

<p><u><a href="#">NDIS Quality and Safeguards Commission (NDIS Commission)</a></u></p>	<p><b>1800 035 544</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Quality and Safeguards Commission manages complaints about NDIS providers. Visit: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a> for more information.</p>
<p><u><a href="#">Victorian Disability Workers Commission</a></u></p>	<p><b>1800 497 132</b></p> <p>9.30am and 4.30pm, Mon – Fri.</p> <p>The Victorian Disability Workers Commission (VDWC) operates an independent complaints service. The VDWC is a unique regulator because its focus is on individual disability workers.</p> <p>The VDWC regulates all disability workers in Victoria, regardless of the funding source of the service (inc. NDIS registered and unregistered disability workers). Visit: <a href="http://www.vdwc.vic.gov.au">www.vdwc.vic.gov.au</a> for more information.</p>
<p><u><a href="#">Disability Services Commissioner</a></u></p>	<p><b>1800 677 342</b></p> <p><a href="mailto:complaints@odsc.vic.gov.au">complaints@odsc.vic.gov.au</a></p> <p>The Disability Services Commission manages complaints about DHHS transfer / in-kind group home, funded disability services or TAC funded disability services. For more information, visit: <a href="http://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/">www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/</a></p>

# Mental health support services

## Mental Health Complaints Commissioner

<a href="#"><u>Mental Health Complaints Commissioner</u></a>	<b>1800 246 054 or 9032 3328</b> 9:00am - 5:00pm, Mon – Fri.
--	---

## Psychiatric Triage/ CATT

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

	<p>Nillumbik and Banyule</p> <p><b><u>Outer East</u></b> - 1300 721 927</p> <p>Maroondah, Knox, Yarra Ranges (Local Government Areas) and Whitehorse-Nunawading East (Statistical Local Area)</p>
<b>West</b>	<p><b><u>Inner West, Mid West and North West</u></b> - 1300 874 243</p> <p><b>Inner West:</b> Mooney Valley and Melbourne</p> <p><b>Mid West:</b> Melton and Brimbank</p> <p><b>North West:</b> Hume and Moreland</p> <p><b><u>South West</u></b> - 1300 657 259</p> <p><b>This Mental Health Service Area covers:</b> Wyndham, Hobsons Bay and Maribyrnong</p>
<b>South and Peninsula</b>	<p><b><u>Middle South</u></b> - 1300 369 012</p> <p><b>This Mental Health Service Area covers:</b> Bayside and Kingston</p> <p><b><u>Peninsula</u></b> - 1300 792 977</p> <p><b>This Mental Health Service Area covers:</b> 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></b> - 1300 094 187</p> <p>This Mental Health Service Area covers: Greater Geelong, Queenscliffe, Surf Coast, Colac-Otway (Local Government Areas), Corangamite-South [part1] and Golden Plains-South West [part2] (Statistical Local Areas)</p> <p><b><u>Gippsland</u></b> - 1300 363 322</p> <p>This Mental Health Service Area covers: East Gippsland, Wellington, Baw Baw, Bass Coast, Latrobe and South Gippsland (Local Government Areas)</p> <p><b><u>Glenelg (South Western)</u></b> - 1800 808 284</p> <p>This Mental Health Service Area covers: Glenelg, Southern Grampians, Moyne, Warrnambool (Local Government Areas) and Corangamite-North [part1] (Statistical Local Area)</p>

**Goulburn and Southern – 1300 369 005**

This Mental Health Service Area covers:  
Greater Shepparton, Strathbogie, Mitchell, Murrindindi (Local Government Areas) and Moira-East [part1] (Statistical Local Area)

**Grampians – 1300 661 323**

This Mental Health Service Area covers:  
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 [Part - includes Dereel town] (Statistical Local Areas)

**Loddon Campaspe / Southern Mallee - 1300 363 788**

This Mental Health Service Area covers:  
Gannawarra, Buloke, Campaspe, Central Goldfields, Loddon, Greater Bendigo, Mount Alexander, Macedon Ranges (Local Government Areas), Swan Hill-Balance [part1] and Swan Hill-Central (Statistical Local Areas)

**North Eastern Hume**

**Wodonga: 1300 881 104\***

**Wangaratta: 1300 783 347\***

**\*Contact the office closest to where you live**

This Mental Health Service Area covers:  
Towong, Wodonga, Alpine, Indigo, Wangaratta, Benalla, Mansfield (Local Government Areas) and Moira-East [part1] (Statistical Local Areas)

**Northern Mallee – 1300 366 375**

This Mental Health Service Area covers:  
Mildura (Local Government Area), Swan Hill-Balance [part1] and Swan Hill-Robinvale (Statistical Local Areas)

## Suicide Helplines and Support Services

If you are assisting someone who is in immediate danger or significant risk of harming themselves or others, you must call 000.

<p><a href="#"><u>Suicide Call Back Service</u></a></p>	<p><b>1300 659 467</b> (24 hours, 7 days)</p> <p>Helpline for people at risk of suicide, and their carers</p>
<p><a href="#"><u>Lifeline</u></a></p>	<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>
<p><a href="#"><u>The Way Back Support Service – Beyond Blue</u></a></p>	<p>People who have attempted suicide or experienced a suicidal crisis often experience severe distress in the days and weeks immediately afterwards, and they are at high risk of attempting again.</p> <p>Beyond Blue developed The Way Back Support Service to support them through this critical risk period. A Support Coordinator contacts the person within one business day of receiving their referral and tailors a program for up to three months after discharge from hospital. This program is built on personal connection and integration with community services.</p> <p>Visit: <a href="https://www.beyondblue.org.au/the-facts/suicide-prevention/after-a-suicide-attempt/the-way-back-support-service">https://www.beyondblue.org.au/the-facts/suicide-prevention/after-a-suicide-attempt/the-way-back-support-service</a> for more information about where this service is being delivered in Victoria.</p>

## Counselling Services

<p><a href="#"><u>Lifeline</u></a></p>	<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>
<p><a href="#"><u>BeyondBlue</u></a></p>	<p><b>1300 224 636</b> (24 hours, 7 days)</p>

<p><b><u>Yarning Safe 'N' Strong – Victorian Aboriginal Health Service</u></b></p>	<p><b>1800 959 563</b> (24 hours, 7 days)</p> <p>Yarning Safe 'N' Strong is a confidential phone crisis line for Aboriginal and Torres Strait Islander People and families who need to have a yarn with someone about their wellbeing. Yarn safely with culturally suitable counsellors who “get it” no matter how big or small the challenging, including:</p> <ul style="list-style-type: none"> <li>• Social and Emotional wellbeing</li> <li>• Financial wellbeing</li> <li>• Medical support including COVID-19 testing</li> <li>• Drug and alcohol counselling and rehab services</li> </ul>
<p><b><u>Partners in Wellbeing</u></b></p>	<p><b>1300 375 330</b></p> <p>Free mental health support for people across Victoria. Partners in Wellbeing provides telephone based Wellbeing Coaching to help individuals manage anxiety, depression or stress. Partners in Wellbeing also provides free mental health support for Victorian small business owners who have been significantly impacted by the Covid-19 pandemic.</p> <p>Partners in Wellbeing is funded by the Victorian Government and is being delivered by Neami National, EACH and the ACSO across Victoria. For more information regarding referrals, visit: <a href="https://www.partnersinwellbeing.org.au/referral">https://www.partnersinwellbeing.org.au/referral</a></p>
<p><b><u>eheadspace</u></b></p>	<p><b>1800 650 890</b> 9am – 1am (Melbourne time) 7 days a week.</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>
<p><b><u>Kids Helpline</u></b></p>	<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>
<p><b><u>MensLine Australia</u></b></p>	<p><b>1800 789 978</b> (24 hours, 7 days)</p> <p>Telephone counselling and referral service for men.</p>

<p><b><u>Parentline</u></b></p>	<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>
<p><b><u>Drummond Street</u></b></p>	<p><b>9663 6733 or <a href="mailto:disabilitysupport@ds.org.au">disabilitysupport@ds.org.au</a></b> 9am to 5pm (local time) Monday, Thursday and Friday. 9 am to 8pm Tuesday and Wednesday.</p> <p>Independent Disability Support Services for People Impacted by the Disability Royal Commission.</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>
<p><b><u>SANE Help Centre</u></b></p>	<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>
<p><b><u>The Samaritans</u></b></p>	<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>
<p><b><u>QLife</u></b></p>	<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>

## Trauma Support Services

<p><b><u><a href="#">Blue Knot Foundation</a></u></b></p>	<p><b>1300 657 380</b> 9am-5pm, Monday - Friday (email at <a href="mailto:helpline@blueknot.org.au">helpline@blueknot.org.au</a>).</p> <p>Telephone counselling for adult survivors of childhood trauma, their friends, family and the health care professionals who support them.</p>
<p><b><u><a href="#">Take Two – Berry Street</a></u></b></p>	<p><b>9450 4700 or email <a href="mailto:taketwo@berrystreet.org.au">taketwo@berrystreet.org.au</a></b> 9am-5pm, Mon – Fri.</p> <p>Specialist childhood trauma support services (services for children and families).</p>
<p><b><u><a href="#">Foundation House</a></u></b></p>	<p>For information about referrals, visit: <a href="https://foundationhouse.org.au/for-clients/make-a-referral/">https://foundationhouse.org.au/for-clients/make-a-referral/</a></p> <p>Foundation House is a specialist refugee trauma agency supporting survivors of torture and other traumatic events.</p>
<p><b><u><a href="#">Bravehearts</a></u></b></p>	<p><b>1800 272 831</b> 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>
<p><b><u><a href="#">Link-Up Victoria</a></u></b></p>	<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> </ul>

	<ul style="list-style-type: none"> <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>
<p><b><u>National Redress Scheme</u></b></p>	<p>The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Victorian Redress Support Services can be found at:  <a href="https://www.nationalredress.gov.au/support/explore/vic-redress-supportservices">https://www.nationalredress.gov.au/support/explore/vic-redress-supportservices</a></p>

## Youth Residential Rehabilitation Services

<p><b>Melbourne Metro Youth Residential Rehabilitation (YRR)</b></p>	<p>Youth Residential Rehabilitation (YRR) is a 'live-in' 12 month residential program for people aged 16-25 years with a mental health issue. 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, subacute 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>• Cohealth - Essendon: 9448 5516</li> <li>• Cohealth - St Albans: 9448 5504</li> <li>• Cohealth - Reservoir: 9448 5525</li> <li>• Mind - Rosanna: 1300 286 473</li> <li>• Neami - Moorabbin: 1300 001 948</li> <li>• Neami - Seaford: 8840 5520</li> <li>• Neami - Noble Park: 1300 001 953</li> <li>• Neami - Hawthorn: 8842 9387</li> <li>• EACH - Wantirna ITC: 9800 1499</li> <li>• EACH - Box Hill ITC: 9890 6833</li> </ul> <p>Referrals for YRR Services must go through the relevant Intake Service. 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> </ul>
--	---

	<ul style="list-style-type: none"> <li>• <b>EACH Intake: 1300 003 224, 9871 265 or mhccbintake@each.com.au</b></li> </ul> <p>Metro: Northern, Eastern, South East.</p>
<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>• Uniting, Barnaglen - Ballarat: 5331 9002</li> <li>• Wellways, Kuna Bim - Warrnambool: 1300 111 400</li> <li>• Wellways, Jacaranda - Shepparton: 5831 8005</li> <li>• Mind - Wodonga: 1300 286 463</li> <li>• Mind, Wannik Gunyah - Traralgon: 1300 286 463</li> <li>• ACSO - Bendigo: 5442 7951 Referrals for YRR Services must go through the relevant Intake Service.</li> </ul> <p>To make a referral for Regional YRR, contact ACSO Intake: <b>1300 022 760 or email mhcss@acso.org.au</b></p>

## Specialist Mental Health Service Providers

<b><u><a href="#">The Victorian Dual Disability Service</a></u></b>	<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> <li>• Assessment for Autism Spectrum Disorder</li> <li>• Treatment for a mental disorder</li> <li>• Management of mental and behavioural disorders</li> </ul>
<b><u><a href="#">The Transcultural Clinical Discussion Service - Victorian Transcultural Mental Health</a></u></b>	<p><b>9231 3300 or vtmh@svha.org.au</b></p> <p>The Transcultural Clinical Discussion Service (previously known as The Secondary Consultation Service) offers mental health clinicians an opportunity to discuss the cultural relevance of a specific consumer's symptoms and help-seeking behaviours or challenges with engagement.</p>
<b><u><a href="#">Forensicare</a></u></b>	<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 statewide 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.</p> <p>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>
<a href="#"><u>Spectrum</u></a>	<p><b>8833 3050</b> 9am – 5pm, Mon – Fri.</p> <p>Spectrum Personality Disorder Service for Victoria is the Statewide Centre of Clinical Excellence for Personality Disorders.</p>
<a href="#"><u>Australian Borderline Personality Disorder Foundation</u></a>	<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:</p> <p><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>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>

<p><a href="#"><u>Orygen Youth Health</u></a></p>	<p><b>1800 888 320</b> (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 providing early intervention to young people with severe and/or complex mental illness.</p>
<p><a href="#"><u>Headspace</u></a></p>	<p><b>1800 650 890</b> 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>

# AOD Support Services

## AOD Counselling, Withdrawal and Rehab Services

<p><u><a href="#">Direct Line</a></u></p>	<p><b>1800 888 236</b> (24 hours, 7 days)</p> <p>Confidential alcohol &amp; drug counselling and referral in Victoria</p>
<p><u><a href="#">The Victorian Drug and Alcohol Clinical Advisory Service (DACAS)</a></u></p>	<p><b>1800 812 804</b> 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>
<p><u><a href="#">Rural and metro catchments and intake and assessment numbers</a></u></p>	<p><b>1800 700 514 - Odyssey / ReGen</b> Inner North North Melbourne North West Melbourne South West Melbourne</p> <p><b>1800 229 263 - Inner Sth Community Health Service</b> Bayside</p> <p><b>1300 022 760 – ACSO</b> Hume Goulburn Valley Grampians Loddon Mallee Great South Coast Gippsland</p> <p><b>1800 142 536 – SECADA</b> South East Melbourne</p>

	<p><b>1300 665 781 – FaMDAS</b> Frankston-Mornington Peninsula</p> <p><b>1800 778 278 - Turning Point</b> Inner East</p> <p><b>1300 007 873 - SURE consortium</b> Eastern Melbourne</p> <p><b>1300 094 187 or 1300 763 254 (Colac area) - Barwon AOD Consortium</b> Barwon</p>
<p><u><a href="#">YSAS</a></u></p>	<p><b>9415 8881 or email <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><u><a href="#">Bunjilwarra Koori Youth Alcohol and Drug Healing</a></u></p>	<p><b>To make a referral, visit <a href="http://bunjilwarra.org.au/#referral">http://bunjilwarra.org.au/#referral</a> and fill out the relevant Expression of Interest forms. More info can be provided by calling <b>5979 2011</b></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> <p><b>Who is this best for?</b></p> <p>This program is a good option if you:</p> <ul style="list-style-type: none"> <li>• Identify as being of Aboriginal and/or Torres Strait Islander descent</li> <li>• Need help dealing with your drug and/or alcohol use</li> <li>• Really want to make changes</li> <li>• Are not working or going to school</li> </ul>

<p><b><u>Ngwala Willumbong</u></b></p>	<p><b>(03) 9510 6288</b> 9am to 5pm, Monday to Thursday, and 9am to 4pm on Fridays.</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>
<p><b><u>Windana</u></b></p>	<p>Referrals can be made through either Centralised Intake &amp; Assessment Services via your local catchment based intake provider or to Windana Youth directly through <a href="mailto:referrals.wych@windana.org.au">referrals.wych@windana.org.au</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>
<p><b><u>Breaking the Cycle - Latrobe Community Health Service (LCHS)</u></b></p>	<p><b>1800 242 696</b> <b>E-mail:</b> <a href="mailto:info@lchs.com.au">info@lchs.com.au</a></p> <p>Monday – Tuesday - 8.15am – 5.00pm Wednesday - 8.15am – 8.30pm Thursday – Friday - 8.15am – 5.00pm</p> <p>Latrobe Community Health Service (LCHS) aims to locate, engage and allow local Aboriginal and Non-Aboriginal young people to proceed through a withdrawal episode under professional supervision. After the young person has withdrawn from use, support will be given to minimise influences that may trigger future illicit drug use by</p> <ul style="list-style-type: none"> <li>• Reducing substance use and the harm associated with substance use for Aboriginal and Non-Aboriginal young people.</li> <li>• Improving the young person's health, wellbeing and social connectedness</li> <li>• Adopting integrated approaches to service delivery</li> </ul> <p><b>Who can access this service?</b> Aboriginal and Non-Aboriginal Youth (12-24 years)</p> <p><b>Program Location</b> Program is available across the local government areas of Latrobe and Baw Baw.</p>

<p><b><u>Turning Point</u></b></p>	<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>  <b><u><a href="https://www.turningpoint.org.au/treatment/clinicians">https://www.turningpoint.org.au/treatment/clinicians</a></u> for referral details.</b></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>Eastern Region Services Clients do not require a referral to access alcohol and other drug (AOD) services in the Eastern region. 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: <u><a href="mailto:ecadsintake@turningpoint.org.au">ecadsintake@turningpoint.org.au</a></u></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: <u><a href="mailto:Intake.sure@each.com.au">Intake.sure@each.com.au</a></u></p>
<p><b><u>Thorn Harbour Health</u></b>  <b><u>LGBTIQ AOD Services</u></b></p>	<p><b>9865 6700</b>  9am – 5pm, Mon – Fri.</p> <p>Alcohol and other Drugs Services specializing in LGBTIQ support.</p>

## Dual Diagnosis Services

<p><u><a href="#">Direct Line</a></u></p>	<p><b>1800 888 236</b> (24 hours, 7 days)</p> <p>Confidential alcohol &amp; drug counselling and referral in Victoria</p>
<p><u><a href="#">Victorian Dual Diagnosis Initiative (VDDI)</a></u></p>	<p><b>VDDI Inquiries: 03 9231 2083</b></p> <p><b>To access the VDDI Metro and Rural Contact List, visit:</b> <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>
<p><u><a href="#">Cohealth Dual Diagnosis Counselling</a></u></p>	<p><b><u>Health works</u></b> 4-12 Buckley Street, Footscray <b>9448 5511</b></p> <p><b><u>Innerspace</u></b> 4 Johnston Street, Collingwood <b>9448 5530</b></p> <p><b>Counselling for people who use drugs and have mental health issues</b> cohealth aims to empower adults with a history of using drugs and mental health issues with ongoing counselling and access to a range of treatment options and services to help build a healthier, happier life.</p> <p><b>What will it cost me?</b> There is no cost for adults who can provide a history of drug use.</p>

# Aboriginal Community Controlled Organisations

<p><b><u><a href="#">Deadly Story</a></u></b> <b><u>(Service Directory)</u></b></p>	<p><b><u><a href="http://www.deadlystore.com/page/service-directory">www.deadlystore.com/page/service-directory</a></u></b></p> <p>Deadly Story provides a service directory to provide information regarding organisations, services and programs available to Aboriginal and Torres Strait Islander people. Deadly Story is the result of a partnership between VACCA, SNAICC, The Koorie Heritage Trust, the Federation of Victorian Traditional Owners Corporation and Brightlabs, in conjunction with the Department of Health &amp; Human Services.</p>
<p><b><u><a href="#">Victorian Aboriginal Child Care Agency (VACCA)</a></u></b></p>	<p><b><u>9287 8800</u> or <u><a href="mailto:vacca@vacca.org">vacca@vacca.org</a></u></b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p><i>The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members. VACCA's purpose is supporting culturally strong, safe and thriving Aboriginal communities.</i></p> <p>VACCA delivers more than fifty programs across Victoria including:</p> <ul style="list-style-type: none"> <li>• Children and families</li> <li>• Youth services and programs</li> <li>• Cultural strengthening programs</li> <li>• Community support</li> <li>• Family violence</li> <li>• Justice support</li> <li>• VACCO bushfire recovery support</li> <li>• External training.</li> </ul> <p>VACCA's services can also be accessed by non-Aboriginal people who have an Aboriginal family member, such as children or a partner.</p>
<p><b><u><a href="#">Victorian Aboriginal Community Services Association Ltd (VASCAL)</a></u></b></p>	<p><b><u>9416 4266</u> or <u><a href="mailto:reception@vacsal.org.au">reception@vacsal.org.au</a></u></b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>The Victorian Aboriginal Community Services Association Ltd (VACSAL) is a state-wide agency that provides advice to Government on a range of community development issues as well as being a major provider of extensive services to the Aboriginal</p>

	<p>community in both the metropolitan and some regional communities these services include:</p> <ul style="list-style-type: none"> <li>• Bert Williams Koorie Youth program and residential support.</li> <li>• Aboriginal Best Start Project.</li> <li>• Gambling Awareness Project.</li> <li>• indigenous Men's Support Programs and more.</li> </ul> <p>VACSAL is a community based, community controlled organisation comprising of representatives from Koorie organisations across the state.</p>
<p><b><u><a href="#">Bendigo and District Aboriginal Co-Operative (BDAC)</a></u></b></p>	<p><b>5442 4947 or <a href="mailto:reception@bdac.com.au">reception@bdac.com.au</a></b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>The Bendigo and District Aboriginal Co-Operative (BDAC) delivers services to Aboriginal and Torres Strait Islander people living in the Dja Dja Wurrung boundaries.</p>
<p><b><u><a href="#">The Ballarat and District Aboriginal Cooperative (BADAC)</a></u></b></p>	<p><b>5331 5344</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>BADAC is the Aboriginal Community-Controlled Organisation (ACCHO) for the Ballarat and district area, covering 4 local government areas (LGAs). BADAC supports the health and wellbeing of the Ballarat and District Aboriginal community with a range of holistic services.</p>
<p><b><u><a href="#">Dandenong and District Aboriginal Co-operative (DDACL)</a></u></b></p>	<p><b>8902 9700 or <a href="mailto:info@ddacl.org.au">info@ddacl.org.au</a></b></p> <p>The Dandenong and District Aboriginal Co-operative (DDACL) was established by families in the local area who saw the need to provide support for the growing Koori community. The service has adapted over the years to meet the changing needs of local Aboriginal people.</p> <p>We ensure all of our programs and service responses have a strong cultural component and we strive to remain accessible to the community.</p>
<p><b><u><a href="#">Gippsland &amp; East Gippsland Aboriginal Co-</a></u></b></p>	<p><b>5150 0700</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p>

<p><b><u>Operative Ltd (GEGAC)</u></b></p>	<p>Gippsland &amp; East Gippsland Aboriginal Co-Operative Ltd (GEGAC) has been serving the Aboriginal and wider East Gippsland communities for over 45 years. Programs include:</p> <ul style="list-style-type: none"> <li>• <u>Children, Youth and Family Services (CYFSU)</u></li> <li>• <u>Early Years – both childcare and kindergarten</u></li> <li>• <u>GEGAC Academy</u></li> <li>• <u>Maintenance</u></li> <li>• <u>Nungurra Youth Accommodation</u></li> <li>• <u>Tanderra</u></li> </ul>
<p><b><u>Goolum Goolum Aboriginal Co-operative</u></b></p>	<p><b>5381 6333 or <a href="mailto:reception@goolumgoolum.org.au">reception@goolumgoolum.org.au</a></b></p> <p>Goolum Goolum Aboriginal Co-operative aims to protect and promote the rights of Aboriginal children and young people in the Wimmera. We do this by providing culturally appropriate programs and supports which focus on the best interest of the child and the child's voice.</p>
<p><b><u>Gunditjmara Aboriginal Co-operative</u></b></p>	<p><b>5559 1234 or <a href="mailto:admin@gunditjmara.org.au">admin@gunditjmara.org.au</a></b></p> <p>The Gunditjmara Aboriginal Cooperative Ltd is an independent community based not-for-profit Aboriginal Community Controlled Organisation that was founded by a group of volunteers from the local Aboriginal community of the Victorian South West region in 1979. From humble beginnings to long-term vision of our community has driven the organisation as the primary provider of social, health and cultural services in our region. The Gunditjmara people are traditional owners of the coastal area extending from Portland in the south, Port Fairy, Warrnambool and inland into Camperdown.</p>
<p><b><u>Mallee District Aboriginal Services (MDAS)</u></b></p>	<p><b>5018 4100 or <a href="mailto:feedback@mdas.org.au">feedback@mdas.org.au</a></b></p> <p>Mallee District Aboriginal Services is north west Victoria's major service provider for Aboriginal and Torres Strait Islander people. With offices in Mildura, Swan Hill, Kerang and Robinvale, about 200 staff provide health, family, early years and wellbeing services for a potential client population of 5000 people in New South Wales and Victoria.</p>

<p><a href="#"><u>Mungabareena Aboriginal Corporation</u></a></p>	<p><b>(02) 6024 7599 or <a href="mailto:reception@mungabareena.org.au">reception@mungabareena.org.au</a></b></p> <p>Mungabareena Aboriginal Corporation is located in Albury Wodonga and offers a range of programs, including general health/medical; maternal health, Aboriginal family-led decision making, family violence, chronic care, cultural programs, disability support worker, home and community care, housing support, Koori First Steps Pre-school, justice worker, youth justice and transport.</p>
<p><a href="#"><u>Murray Valley Aboriginal Co-operative</u></a></p>	<p><b>5026 3353 or <a href="mailto:info@mvac.org.au">info@mvac.org.au</a></b></p> <p>The Murray Valley Aboriginal Cooperative is a not-for-profit organisation who provides a diverse range of programs from childcare, kindergarten, health, medical, well being, housing and aged care for the Aboriginal people in Robinvale. Our main focus is on self determination, empowerment and resilience.</p> <p>We offer a wide range of services aimed at improving the lives of Aboriginal people in the Murray Valley region of Northern Victoria. These culturally sensitive resources and amenities include Aged Care, Child Care, Health Care, Housing, Employment, Social and Emotional Wellbeing, and Legal Advice.</p>
<p><a href="#"><u>Njernda Aboriginal Corporation</u></a></p>	<p><b>5480 6252 or <a href="mailto:reception@njernda.com.au">reception@njernda.com.au</a></b></p> <p>Njernda's purpose is to deliver community controlled, holistic services and programs which improve the physical, emotional, cultural and spiritual wellbeing of the Aboriginal Community of Echuca and surrounding areas.</p>
<p><a href="#"><u>Rumbalara Aboriginal Co-operative</u></a></p>	<p><b>5820 0000</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>Rumbalara Aboriginal Co-operative is a community-controlled organisation that offers a range of health and community services to the Greater Shepparton community.</p>

<p><b><u>Wathaurong Aboriginal Co- Operative</u></b></p>	<p><b>Administration, Community Services, Family Services</b>  Phone: 03 5277 0044  Fax: 03 5278 4123  Email: <a href="mailto:admin@wathaurong.org.au">admin@wathaurong.org.au</a></p> <p><b>Health Services</b>  Phone: 03 5277 2038  Fax: 03 5277 3537  Email: <a href="mailto:medicalreception@wathaurong.org.au">medicalreception@wathaurong.org.au</a></p> <p><b>Children's Services</b>  Phone: 03 5277 0372  Fax: 03 5278 4123  Email: <a href="mailto:admin@wathaurong.com.au">admin@wathaurong.com.au</a></p> <p>The Wathaurong Aboriginal Co-Operative delivers services to Aboriginal and Torres Strait Islander people within the wider Geelong region and Colac. Services provide improved access to a range of culturally appropriate health, housing, education, employment and cultural services; contribute to improvements in community wellbeing; and build the capacity of the community to control its own affairs and achieve self-determination.</p>
<p><b><u>Winda-Mara Aboriginal Corporation</u></b></p>	<p><b>5527 0000 or <a href="mailto:reception@windamara.com">reception@windamara.com</a></b></p> <p>Winda-Mara Aboriginal Corporation (Winda-Mara) is a community controlled organisation located in South West Victoria with offices in Heywood and Hamilton and an 80km service area. Winda-Mara's key focus is to provide opportunities for Aboriginal and Torres Strait Islander people and their families to access and participate in culturally appropriate services and community activities.</p>
<p><b><u>Ramahyuck District Aboriginal Corporation</u></b></p>	<p><b>5143 1644</b></p> <p>Ramahyuck District Aboriginal Corporation was established as an Aboriginal Community Controlled organisation in 1992 to improve the social, health and economic outcomes for Aboriginal people in the East Gippsland region of Victoria, Australia. Our primary health care clinics and social and emotional wellbeing programs specialise in culturally appropriate and comprehensive primary health services for Aboriginal people while also providing health services to the non-Aboriginal population.</p>

<p><b><u>Rumbalara Aboriginal Co- operative</u></b></p>	<p><b>5820 0000</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>Rumbalara Aboriginal Co-operative is a community-controlled organisation that offers a range of health and community services to the Greater Shepparton community. Services include:</p> <ul style="list-style-type: none"> <li>• Positive ageing and disability</li> <li>• Justice and AOD</li> <li>• Health and wellbeing</li> <li>• Engagement and family services</li> </ul>
---	--

## Migrant Support Services

<p><b><u>The Migrant Information Centre</u></b></p>	<p><b>Boxhill: 9285 4888</b></p> <p><b>Ringwood: 9870 1351</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>The Migrant Information Centre (MIC) supports culturally and linguistically diverse people and their families, older people, people with disabilities and their carers, community groups and service providers in the Eastern Region of Melbourne to enhance their settlement and access to services and strengthen their participation within the community.</p> <p>Professionals can also contact the MIC to access secondary consult and training to enhance their knowledge and skills in delivering culturally and linguistically appropriate services that better meet the needs of diverse clients.</p>
<p><b><u>Southern Migrant and Refugee Centre</u></b></p>	<p><b>9767 1900</b></p> <p><b>smrc@smrc.org.au</b></p> <p>9:00am - 5:00pm, Mon – Fri.</p> <p>Southern Migrant and Refugee Centre (SMRC) is a community service organisation that provides extensive and essential services to refugees and migrants in Melbourne's South and East.</p>

<p><b><u>Migrant Resource Centre North West Region</u></b></p>	<p><b>9367 6044</b>  <b>mrcnw@mrcnorthwest.org.au</b>            9:00am - 5:00pm, Mon – Fri.</p> <p>The Migrant Resource Centre North West Region (MRC NWR) provides settlement services and support for refugees and community groups in Brimbank, Hume, Moonee Valley, Maribyrnong and the Shire of Melton.</p> <p>The MRC NWR Disability Advocacy Program provides assistance and support to people with a disability, their carers and families, who are from culturally and linguistically diverse (CALD) communities and having difficulty accessing information and services or have been discriminated against. Our staff assists people with a disability to assert their rights as valued members of society and to participate in making decisions about their lives.</p>
<p><b><u>Spectrum Migrant Resource Centre</u></b></p>	<p><b>1300 735 653</b>            9:00am - 4:00pm, Mon – Fri.</p> <p>Spectrum delivers services to newly arrived and established people with migrant and refugee backgrounds in the northern and western Melbourne areas.</p>
<p><b><u>Gippsland Multicultural Services</u></b></p>	<p><b>5133 7072</b>  <b>reception@gms.org.au</b></p> <p>Gippsland Multicultural Services Inc. is a community based organisation, assisting migrants and refugees in Gippsland through the provision of a range of services and programs that support the settlement and ongoing participation of our diverse communities in the Gippsland region.</p>

# Crisis Accommodation and Support Services

## Homelessness and Crisis Accommodation Services

<p><a href="#"><u>St Kilda Crisis Centre</u></a></p>	<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.</p> <p>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> 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> 8.30am to 4.30pm, Monday to Friday</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>

<p><a href="#"><u>Flat Out</u></a></p>	<p><b>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. 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>
--	---

## Support Directories

<p><a href="#"><u>Ask Izzy</u></a></p>	<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>
<p><a href="#"><u>IDEAS</u></a></p>	<p><a href="https://www.ideas.org.au/"><u>https://www.ideas.org.au/</u></a></p> <p>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>

## Emergency STAA, MTA and Respite

<p><a href="#"><u>Commonwealth Respite and Carelink Centre</u></a></p>	<p><b>1800 052 222</b> – Business Hours  <b>1800 059 059</b> – After Hours</p> <p>Call your local Commonwealth Respite and Carelink Centre if you need emergency respite.</p>
<p><a href="#"><u>The Housing Hub</u></a></p>	<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>
<p><a href="#"><u>Medistays</u></a></p>	<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>
<p><a href="#"><u>Nest</u></a></p>	<p>Nest lists disability-friendly properties and vacancies from providers housing suitable to people with disability, including Specialist Disability Accommodation (SDA) providers, disability providers, community and social housing providers, real estates and private landlords.</p> <p><a href="https://gonest.com.au/">https://gonest.com.au/</a></p>

## Specialist Forensic Disability Accommodation

<p><a href="#"><u>Specialist Forensic Disability Accommodation (SFDA)</u></a></p>	<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 served orders but pose a risk to community safety and continue to need support.</p>
---	---

<p><b><u><a href="#">ACSO Forensic Residential Services</a></u></b></p>	<p><b>9413 7000 or <a href="mailto:acso@acso.org.au">acso@acso.org.au</a></b>            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

<p><b><u><a href="#">St Kilda Crisis Centre</a></u></b></p>	<p><b><u>1800 627 727</u></b></p> <p>Crisis accommodation and support services for youth, single adults, couples and families.</p>
<p><b><u><a href="#">St Vincent de Paul</a></u></b></p>	<p><b><u>1800 305 330</u></b>            10:00am - 3:00pm, Monday to Friday (except for public holidays)</p> <p>Welfare Assistance Line</p>
<p><b><u><a href="#">Ask Izzy</a></u></b></p>	<p><b><u><a href="https://askizzy.org.au/">https://askizzy.org.au/</a></u></b></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>
<p><b><u><a href="#">IDEAS</a></u></b></p>	<p><b><u><a href="https://www.ideas.org.au/">https://www.ideas.org.au/</a></u></b></p> <p>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

<p><u><a href="#">Office of Public Advocate</a></u></p>	<p><b>1300 309 337</b> 9am-4.45pm, Monday to Friday</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>
---	--

## State Trustees

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

## Specialist Disability Justice Services

<p><u><a href="#">Court Integrated Services Program (CISP)</a></u></p>	<p>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.</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></ul>
--	---

	<ul style="list-style-type: none"> <li>• crisis and supported accommodation</li> <li>• disability and mental health services</li> <li>• acquired brain injury services</li> <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><a href="#">CISP services</a> are available at most Magistrates' Courts in Victoria.</p>
<p><a href="#"><u>Forensic Disability Statewide Access Service (FDSAS)</u></a></p>	<p><b>1300 390 709 or <a href="#">email the FDSAS team</a></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>
<p><a href="#"><u>Disability Forensic Assessment and Treatment Service (DFATS)</u></a></p>	<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>

<p><a href="#"><u>Disability Justice Coordination</u></a></p>	<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>
<p><a href="#"><u>Specialist Forensic Disability Accommodation (SFDA)</u></a></p>	<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 served orders but pose a risk to community safety and continue to need support.</p>

## Other Justice Support Services

<p><a href="#"><u>Youth Justice Court Advice Service (YJCAS)</u></a></p>	<p><u>Contact the court</u> the young person required to attend for the contact number of your local Youth Justice office. 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. 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>The Youth Justice Community Support Service (YJCSS) – Jesuit Social Services</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. YJCSS is a voluntary service, so the young person needs to agree to involvement with the program.</p> <p>Referrals must be made by DOJCS 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>Youth Support Service (YSS) - YSAS</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. 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.</p> <p>Referrals are made by Victoria Police who must get consent from the young person and their parent/s.</p>
<p><b><u>Vicpsychplus</u></b></p>	<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 Forensic 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>

## Legal Aid

<p><a href="#"><u>Victorian Legal Aid</u></a></p>	<p><b>1300 792 387</b> 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>
<p><a href="#"><u>Victorian Aboriginal Legal Service (VALS)</u></a></p>	<p><b>1800 064 865</b> 24 hours, 7 days for custody notification and pre-interview advice 9am to 5pm, Mon – Fri for Legal Service</p>
<p><a href="#"><u>Disability Discrimination Legal Service</u></a></p>	<p><b>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 <a href="mailto:noni.lord@aed.org.au">noni.lord@aed.org.au</a></b> 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> 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><b><u>The Exceptionally Complex Support Needs Program (ECSNP)</u></b></p>	<p><b>Email requests for secondary consult to <a href="mailto:ecsnp@cohealth.org.au">ecsnp@cohealth.org.au</a></b></p> <p>9am-5pm, Mon – Fri.</p> <p>The ECSNP can provide Subject Matter Expertise, secondary consult and advice to 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><b><u>Disability and Complex Clients Practice Advice and Support – Department of Health and Human Services</u></b></p>	<p><b>Email: <a href="mailto:DCC.PAS@dhhs.vic.gov.au">DCC.PAS@dhhs.vic.gov.au</a> or contact a Complex Needs Coordinator in your local area.</b></p> <p>9am-5pm, Mon – Fri.</p> <p><b>West Division</b></p> <ul style="list-style-type: none"> <li>• Ballarat - 03 5333 6530</li> <li>• Footscray- 03 9275 7222</li> <li>• Sunshine - 03 9229 4100</li> <li>• Geelong - 03 5226 4540</li> <li>• Warrnambool - 03 5561 9444</li> </ul> <p><b>North Division</b></p> <ul style="list-style-type: none"> <li>• Bendigo - 03 5434 5555</li> <li>• Fitzroy - 03 9412 5330</li> <li>• Mildura - 03 5022 3111</li> </ul> <p><b>East Division</b></p> <ul style="list-style-type: none"> <li>• Box Hill - 03 9843 6000</li> <li>• Wangaratta - 03 5722 0555</li> <li>• Ringwood - 03 9871 5199</li> <li>• Shepparton - 03 5832 1500</li> </ul> <p><b>South Division</b></p> <ul style="list-style-type: none"> <li>• Dandenong - 03 8765 7575</li> <li>• Frankston - 03 9784 3100</li> <li>• Warragul - 03 5624 0600</li> <li>• Sale - 03 5144 9100</li> </ul>

<p><b><u>Multiple and Complex Needs Initiative</u></b></p>	<p><b>Email: <a href="mailto:DCC.PAS@dhhs.vic.gov.au">DCC.PAS@dhhs.vic.gov.au</a></b> 9am – 5pm, Mon – Fri.</p> <p>The <u>Multiple and Complex Needs Initiative (MACNI)</u> 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><b><u>Victorian Dual Disability Service (VDDS)</u></b></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. 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>
<p><b><u>Autism Spectrum Australia (Aspect)</u></b></p>	<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>
<p><b><u>Statewide Autistic Services (SASI)</u></b></p>	<p><b>9773 6044</b> 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>
<p><b><u>arbias</u></b></p>	<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>• Housing</li> </ul>

	<ul style="list-style-type: none"> <li>• Community Programs</li> <li>• Neuropsychology (NPAIS)</li> <li>• NDIS Services</li> <li>• TAC Intensive Outreach Case Management</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> 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 Acquired Brain Injury (ABI). 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>
<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><a href="mailto:info@expression.com.au">info@expression.com.au</a></b> <b>SMS/FaceTime. 0402 217 586</b> <b>Skype. <a href="https://www.expression.com.au">expression.australia</a></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, LGBTIQA+, 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 1800 042 138</b> <b>Email <a href="mailto:msconnect@ms.org.au">msconnect@ms.org.au</a></b> Fill in the online enquiry form 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. 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>
<p><b><u><a href="#">The Prader-Willi Syndrome Association of Victoria Inc.</a></u></b></p>	<p><b>0451 797 284 or email: <a href="mailto:info@pws.asn.au">info@pws.asn.au</a></b></p> <p>Support, information and advocacy.</p>
<p><b><u><a href="#">Vision Australia</a></u></b></p>	<p><b>1300 84 74 66 or <a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a></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><b><u><a href="#">Young People in Nursing Homes</a></u></b></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 As a health promotion charity, we provide information and referral on:</p> <ul style="list-style-type: none"> <li>• Accommodation options • 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>Carer Gateway</u></a>	<p><b>1800 422 737</b></p> <p>By calling Carer Gateway, you will be connected with a new Australia-wide network of Carer Gateway service providers. They will talk through what you need and help you to find local services and support to help you.</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>Carers Helpline - Mind</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>

# Specialist health services for people with a disability

<p><b><u><a href="#">The Women with Individual Needs Clinic</a></u></b></p>	<p>The Women with Individual Needs Clinic is an antenatal care clinic for women who are pregnant and have a disability.</p> <p>The Women with Individual Needs Clinic has a dedicated Midwife and Social Worker. The Midwife provides continuity of antenatal and postnatal care, pregnancy related information and postnatal outreach for up to six weeks after the baby's birth.</p> <p>The Social Worker assesses a woman's psychosocial needs, provides information about service options, advocacy, practical assistance, emotional and social support, referral to community services and works with her and the midwife to develop a postnatal care plan.</p> <p>For information regarding referral, visit: <a href="https://www.thewomens.org.au/health-professionals/maternity/women-with-individual-needs#a_information">https://www.thewomens.org.au/health-professionals/maternity/women-with-individual-needs#a_information</a></p>
<p><b><u><a href="#">Special Needs Dental Health Services – The Royal Dental Hospital of Melbourne</a></u></b></p>	<p>The Special Care Unit provides dental care to patients with special needs who need dental treatment in a hospital setting. You will need a referral for treatment at the Special needs care unit.</p> <p>The Royal Dental Hospital of Melbourne also operates the domiciliary oral health service is available to anyone who is house bound making it difficult or unsafe for them to travel to the Royal Dental Hospital of Melbourne.</p> <p>For more information, visit: <a href="https://www.dhsv.org.au/public-dental-services/special-needs-dental-health-services">https://www.dhsv.org.au/public-dental-services/special-needs-dental-health-services</a></p>

# Disability 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 \(AEDLegal\)](#)
- [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](#)