

Foreward

Councillor Tony Briffa JP

Chair Disability Advisory Committee



People with a disability represent 18.6 per cent of the total Hobsons Bay population, and contribute to community life in many ways.



Welcome to the Services and Information Directory for People with Disabilities.

People with a disability represent 18.6 per cent of the total Hobsons Bay population, and contribute to community life in many ways. People with a disability have different abilities, lifestyles, knowledge and experiences, and confront barriers and inequalities.

Problem free access to services and information should not be a concern for many residents in Hobsons Bay, but it is. It is my wish, and that of my fellow Councillors, to make life more

equitable, safe, and accessible for all residents. This directory is intended to raise awareness and provide easy access to a range of services and information available to people with disabilities in Hobsons Bay.

I look forward to continuing to champion these important issues to create a universally accessible Hobsons Bay.



Councillor Tony Briffa JP
Chair Disability Advisory Committee.

Hobsons Bay City Council Services

Hobsons Bay City Council

115 Civic Parade Altona
Phone: **9932 1000**
Fax: 9932 1090
TTY: 9398 8504
Email: customerservice@hobsonsbay.vic.gov.au
www.hobsonsbay.vic.gov.au

Access for All Abilities Program

The Access for All Abilities Program works with local sport and recreation providers to increase the number of opportunities for people with a disability to participate in sport and recreation. Mums, dads, kids, families, friends, seniors, carers, clubs, sporting associations, leisure centres and disability groups, can also get involved. Not only are there health and wellbeing benefits but there are opportunities to meet new people, improve skills, have fun, or build a sporting career.

For more information on sport and recreation for people with a disability in Hobsons Bay, subscribe to the free quarterly Access for All Abilities Newsletter, on the

Access for All Abilities pages on the Council's website www.hobsonsbay.vic.gov.au
Access for All Abilities is a Victorian Government initiative coordinated by Sport and Recreation Victoria. Funding is provided by the Department of Planning and Community Development.

Children's Services

Programs for children that include long day care, family day care and occasional care are provided. Normal waiting list procedures apply.

Community Centres and Neighbourhood houses

A network of community centres and neighbourhood houses located across Hobsons Bay offer a range of recreation and learning programs. Some programs are specifically for people with disabilities, but everyone is welcome and encouraged to participate. Each year a brochure listing all programs at all centres is printed and is available at www.hobsonsbay.vic.gov.au

Community Care

Home Care

115 Civic Parade, Altona

Phone: **9932 1000**

Fax: 9932 1500

Email: customerservice@hobsonsabay.vic.gov.au

Provides general housekeeping support for eligible people who are unable to complete their housework. Tasks may include vacuuming and mopping floors, changing bed linen, laundry and dusting.

Other assistance is available such as unescorted shopping or paying of bills on behalf of a client.

Hobsons Bay Libraries

Phone:

9932 1330 – Altona

9932 3020 – Altona Meadows

9932 2052 – Newport

9932 4170 – Williamstown

Email:

library@hobsonsabay.vic.gov.au

www.libraries.hobsonsabay.vic.gov.au

Hobsons Bay Libraries are committed to ensuring that people with disabilities, their families and carers have the

same opportunities as others to access equitable library and information services. Library activities are open to all people and specific resources are also available.

Visual Impairment and other Print Disability

Audiobooks on cassette and CD, including the latest fiction, classics and nonfiction titles.

Large-print books (fiction and nonfiction).

Resources for adult literacy students and their instructors. Materials include graded readers, book (audio and print) kits, and guides.

Hearing Loop

Meeting rooms available for hire. A hearing loop is available in meeting room 2 at the Altona Meadows Library and Learning Centre.

Communication Boards

Communication boards are available in all libraries. Three boards are available to choose from:

- Alphabet board
- Word board
- Picture Board

For other Services - contact the Home Library and Community Access Librarian on 9932 4170.

Home Library Services to homebound, aged care, residential facilities, hospitals or residents living in Hobsons Bay who are unable to visit the library due to physical limitation or a temporary or permanent disability. Library materials can be delivered and returned free of charge via a courier.

Library programs and events are open to all abilities. The library does provide some special events and programs, please check the libraries' website events calendar for details or contact the Home Library and Access Librarian.

Library tours and outreach visits are available at all branches on request.

Community Care

Food Services

Delivered meals (Meals on Wheels) provide fresh, nutritious, home delivered three course meals, to eligible residents.

Six choices are available daily and dietary requirements are

catered for. We also deliver centre-based meals to eligible community groups.

Café meals are subsidised meals that can be purchased from approved cafes, providing community based meals for people who are socially isolated.

Personal Care Services

This service involves help with showering, bathing, dressing, grooming and going to the toilet. Meal preparation and shopping assistance can be provided to eligible residents.

Our staff are trained to safely assist with these tasks.

Property Maintenance Services

This service provides minor household repairs and modifications necessary to maintain home safety to eligible residents. The tasks that can be performed include installation of ramps, rails and smoke detectors; replacement of light bulbs and tap washers; and repairs to doors, gates and windows.

Our Property Maintenance Officers are not able to do jobs solely for the purpose of

improving the appearance of your home e.g. painting your fence. However some garden maintenance may be undertaken that has been deemed hazardous to the health and safety of the client.

Respite Services

Respite provides a break for people who care for a partner, family member or friend who cannot be left without supervision.

The overnight respite support is at a community house which is set within a garden setting where people who are frail aged can stay overnight.

The Great Breaks respite program is for children with a disability aged 5-12 and offers recreation, social interaction and a break for parents.

Social Support

Planned Activity Groups

Planned Activity Groups at Walker Close in Altona North and Sloan House in Newport provide social and recreation program to older people with support needs and adults who have disabilities.

Senior Citizens Clubs

Senior Citizens clubs across the municipality provide opportunities to: meet and get to know new people; join in health and fitness programs; go on outings; participate in regular painting, arts and crafts; indoor games; enjoy entertainment – visiting performers and groups.

Disability Planning

Contact: Disability Planning and Development Officer

The Council's Disability Planning and Development Officer strategically responds to the aspirations and needs of people with a disability, their families and carers by:

- Identifying and highlighting current and future needs
- Identifying and developing responses to changing needs and issues through advocacy, planning and policy development
- Contributing to increasing understanding, and strengthening of our diverse community to enhance wellbeing and opportunities

Maternal and Child Health Services

Preschool Field Officer

The Preschool Field Officer (PSFO) is an advocate for the inclusion of all children with additional needs into kindergarten services within Hobsons Bay. The PSFO has extensive experience in early childhood development and offers support and resources to kindergarten programs for children with additional needs and can include children with challenging behaviours, children with social or emotional difficulties, children with speech, language and/or communication difficulties, children with developmental delays, children with advanced abilities and skills and children with disabilities. The PSFO conducts kindergarten visits and undertakes observations and play based assessments of referred children. The PSFO will also facilitate links between families, staff and

other specialist services, provide specialist toys and if necessary assist with applications for funding for additional staff support or for children who have been identified as requiring a second year of kindergarten. Any concerns a parent or carer may have need to be initially discussed with the kindergarten teacher and the teacher then needs to contact the PSFO.

Metro Access

Contact: Metro Access
Project Officer

The goal of MetroAccess is to enhance the capacity of local communities and disability supports across metropolitan Victoria to plan and support people with disabilities to maximise opportunities for community membership and participation.

MetroAccess is a partnership between Local Government and the Department of Human Services Victoria.

RECHARGE Scheme

Contact: Metro Access
Project Officer

www.rechargescheme.org.au

The RECHARGE scheme is a simple and effective means of ensuring that people who use an electric scooter or wheelchair can travel without the fear of being stranded by a flat battery. It's about encouraging local businesses to provide a power point so customers can recharge their battery at their business, if required.

RECHARGE stickers are visible on participating shop fronts so everyone can easily identify local businesses involved. There are also RECHARGE stickers placed above/near power points so people can easily recognise which power point has been set aside for use.

All RECHARGE logos and associated information are consistent so everyone can recognise this initiative wherever they live, work or visit in Victoria.

This initiative was first developed in the Shire of Nillumbik and is proudly supported by VicRoads, Department of Human Services and Mobility Aids Australia Pty Ltd.

Volunteering in Hobsons Bay

People interested in volunteering in their local community can contact the Volunteer Information Line on **9932 1193**.

Youth Services

Cnr Crown and Railway Avenue
Laverton

Contact: Assistant Youth
Support Worker

Ph: **9932 3000**

Fax: 9932 3008

Email: customerservice@hobsonsbay.vic.gov.au

Hobsons Bay Youth Services provides a range of recreation and support based programs for young people aged 12 to 25 years with disabilities. These programs mainly focus on recreation, however can include elements of skill development and support.

Great Breaks (10 -14 years),
Be Yourself (12-17 years) and
Expand (18-25 years) are run
during the school holidays.

Each month on a Saturday morning Youth Services run the The Combi Program (open for young people aged 12-25), this is a social interaction group who go out for activities or have a centre based activity for the morning.

Eligibility criteria applies.





A-D

A-D

Abercare Family Services

25 Norwood Crescent,
Moonee Ponds 3039
Phone: **9373 3800**

www.baptcare.org.au

Provides a range of support services for people with intellectual disabilities or developmental delay aged 0-18 years of age including short term respite.

Action for Community Living

Incorporating Disability Rights Victoria and VICNORD.

86 Herbert Street,
Northcote 3070

Phone: **9489 2999**

Fax: 9489 2988

Email: acl@advocacyhouse.org

www.advocacyhouse.org

Provides individual advocacy, information and support to adults with physical and multiple disabilities via a network of advocates located across Victoria.

Victorian Network on Recreation and Disability (VICNORD)

The Victorian Network on Recreation and Disability (VICNORD) is funded by Sport and Recreation Victoria and is a state-wide information and advocacy network of people with disabilities, their carers and advocacy groups, VICNORD advocates in relation to recreation, sport, physical activity, tourism and the arts.

Action for More Independence & Dignity in Accommodation (AMIDA)

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

Phone: **9650 2722**

www.amida.infoxchange.net.au

Provides information and advocacy on the housing needs of people with disabilities, including tenants' rights and better access to public housing.

Action on Disability within Ethnic Communities (ADEC)

175 Plenty Road,
Preston 3072

Phone: **9480 1666**

Freecall: 1800 626 078

www.adec.org.au

Represents people from different ethnic communities with disabilities, and their carers. Provides advocacy, information, referral, education, training and consultancy.

AGAPI Care

14 Shower Street,
Preston 3072
(PO Box 66, Northcote 3070)

Phone: **9416 9768**

Email: agapi@pacific.net.au

www.agapi.com.au

Provides a variety of services to people with disabilities at the respite care facilities in Preston and Oakleigh.

Alpha Autism

Alpha – West

60 Rosala Avenue,
Altona North 3025

Phone: **9315 3356**

Fax: 9315 3949

E-mail: west@alpha-autism.org.au

Alpha West offers a wide range of activities designed to meet individual needs with a strong focus on community participation.

Alpha Employment Service

Alpha Employment Service (AES) is a no-cost specialist employment service that assists job seekers with autism or similar needs with employment preparation, job search, job placement and post placement support, in the open labour market. AES operates as part of the Disability Employment Network (DEN).

A-D

Annecto – the people network

81 Cowper Street,
Footscray 3011

Phone: **9687 7066**

Emergency After-Hours

Response Service:

1800 72 72 80 (Freecall)

Fax: 9687 5621

Email: theteam@annecto.org.au

www.annecto.org.au

Provides a range of support, respite and activity programs including: planning, accessing and providing services of choice, personal care, community access and in home assistance, accommodation outreach; respite services including in home respite, recreational activities, community access, facility based and emergency respite; supported accommodation (referral is through the Victorian Government Department of Human Services, DHS).

David House

Little David Street,

Yarraville 3012

(PO Box 29, Yarraville VIC 3013)

Phone: **9314 0988**

Fax: 9315 1258

Provides a wide range of services and opportunities for people aged 18+ with intellectual disabilities. Increased opportunities for participation in the local community. Services include community and centre-based activities, individual community options, in home respite, accommodation outreach, home visits, and disability accommodation.

Artlife Program

Footscray Community Arts Centre

45 Moreland Street,

Footscray 3011

Phone: **9362 8888**

reception@footscrayarts.com.au

www.footscrayarts.com.au

ArtLife is a curated art day program for people with disabilities. The program provides opportunities for participation in a range of artistic experiences in areas including theatre, ceramics, music and writing. These art activities are combined with the development of life skills in areas such as communication, cooking and general self-development.

Association for Children with a Disability

Level 1, 587 Canterbury Road,
Surrey Hills, Vic 3127

Phone: (03) 9880 7000

Email: mail@acd.org.au

Information, support and advocacy organisation for children with disabilities and their families in Victoria covering all types of disabilities. Provides advice and information to parents/ family members, professionals and service providers.

Australian Greek Welfare Society

7 Union Street,
Brunswick 3056

Phone: **9388 9998**

Fax: 9388 9992

www.agws.com.au

Provides a range of services to the Greek community including an aged and disability unit that provides home based, community and residential services across the Melbourne metropolitan area.

Australian Human Rights Commission

Level 8, Piccadilly Tower,
133 Castlereagh Street,
Sydney NSW 2000

Phone: **02 9284 9600**

Complaints infoline:
1300 656 419

Enquiries and publications:
1300 369 711

TTY: 1800 620 241

www.humanrights.gov.au

Handles complaints under the Disability Discrimination Act 1992. Complaints are made to the Commission through its central office and can be made in any language.

Australian Polish Community Services

77 Droop Street,
Footscray 3011

Phone: **9689 9179**

Fax: 9687 7446

www.apcs.org.au

Provides a range of home-based support services specifically targeted for the Polish Australian community.

A–D

Autism Victoria

24 Drummond Street,
Carlton 3053

Phone: **9657 1600**

Information Line: 9657 1605
or 1300 308699

Fax: 9639 4955

Email: info@autismvictoria.org.au

www.autismvictoria.org.au

Peak body for Autism Spectrum Disorders in the state of Victoria whose aim it is to improve the quality of life for people affected by Autism Spectrum Disorders, their family and carers through a range of services to individuals and agencies.

Brainlink

The Nerve Centre
54 Railway Road,
Blackburn 3130

Phone: **9845 2952**

Freecall: 1800 677 579

www.brainlink.org.au

A state wide service that is dedicated to improving the quality of life of people affected by conditions of the brain and providing support to their families.

Care Connect Ltd.

Ground Floor,
75 Moreland Street,
Footscray 3011

Phone: **9362 8099**

Freecall: 1800 116 166

Phone: **9362 8000** – Disability
Intake Worker

Email: info@careconnect.org.au

www.careconnect.org.au

Provides Flexible Respite options for people with intellectual, physical, sensory or psychiatric disabilities. Programs also offered for older carer respite, mental health respite and some Home and Community Care packages. There are also several recreation options available including some brokerage, social groups (fishing, men's, MS and Vietnamese groups), carer support groups, camps, retreats, and holiday houses.

Carers Victoria

Level 1, 37 Albert Street,
Footscray 3011

Phone: **9396 9500**

Freecall: 1800 242 636

Advisory and Counselling Line:
1800 242 636

TTY: 9396 9587

Fax: 9396 9555

Email: cav@carersvic.org.au

www.carersvic.org.au

A free service providing information, support and assistance for carers in the Western Region. A short term counselling program for carers is also available. Referrals are received from doctors, support workers, or you can self refer.

Carers Victoria Respite Connections

Freecall: 1800 059 059

This is a free service providing information and assistance to carers living in the western metropolitan region of Melbourne. The service covers the local government areas of: Melbourne, Moonee Valley, Maribyrnong, Brimbank, Melton, Wyndham, and Hobsons Bay.

Centrelink

Phone: **132 717**

TTY: 1800 000 567

www.centrelink.gov.au

Income support, assessment, referral and advice for people with disabilities and their carers. Trained staff include Disability Services Officers, social workers and psychologists. Information can also be obtained in a number of languages other than English.

CO.AS.IT

189 Faraday Street,
Carlton, 3053

Phone: **9349 9000**

Fax: 9349 1063

www.coasit.com.au

A range of social welfare services tailored for the needs of elderly Italians living in metropolitan Melbourne including community aged care packages and other supports.

A-D

Commonwealth Carelink Centres

Freecall: **1800 052 222**

National Relay Service:
1800 555 677 then
1800 052 222.

Translating and Interpreting
Service: 13 14 50

www.commcarelink.health.gov.au

Information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available anywhere within Australia.

Commonwealth Rehabilitation Services – CRS Australia

Level 1, Metro West Centre
45 – 55 Paisley Street,
Footscray

Phone: **9362 3380**

Fax: 9362 3399

Shop 2, 1 Duncans Road
Werribee

Phone: **9731 5100**

Fax: 9731 5110

www.crsaustralia.gov.au

CRS Australia delivers rehabilitation services to Australian citizens or residents who have an injury, disability or health condition so that they can get a job or return to work. Eligibility criteria applies. Services are free for people receiving Centrelink income support payments.



Department of Education and Early Childhood Development

Early Childhood Intervention Programs

Central Intake

71 Moreland Street,
Footscray 3011

Phone: **9275 7500**

Services to families who have a child (aged between 0-6 years) with a developmental delay or disability, including assessment, information, speech therapy and support to access pre-school and childcare services.

Department of Human Services

Intake and Response Service

North and West Metropolitan

Phone: **9412 2741**

or 1800 783 783

Fax: 9412 5466

TTY: 9412 2647

Email: northandwest.disability@dhs.vic.gov.au

The Intake and Response Service provides information about supports and services and can also provide assistance with planning and support to people with disabilities, their families and carers in their local area.

Adult Training & Support Services (ATSS)

Programs for people with intellectual and physical disabilities including vocational training, independent living skills and recreational activities. Services are at various locations across the region and access to a service is based on assessment, the interests of the individual, vacancies available and priority of need.

Facility Based Respite Care

A number of respite houses provide short term respite - accommodation and qualified carers in a home like environment for people with disabilities in the Western Region. Access is based on assessment, vacancies available and priority of need.

Curlew Avenue Respite House

27 Curlew Avenue,
Altona 3018

Phone: **9315 9175**

Phone DHS for an appointment:
1300 360 462

For adults aged 18-65 years with physical, sensory or intellectual disabilities and acquired brain injury.

A-D

Shared Support Accommodation

The Shared Supported Accommodation program aims to provide high-quality, supported housing in the community. Accommodation is usually offered in shared housing with up to five other people with disabilities. Support provided within the accommodation includes: household management; general self-care; personal hygiene; supported participation in the local community.

Individual Support Packages

Individual Support Packages are funds that are allocated to a person to meet their disability related support needs. The funds may be used to buy a range of disability-related supports chosen by the person to assist them to achieve their goals.

Futures for Young Adults (FFYA)

Intake and Response Service
Phone: **1800 783 783**

FFYA provides up to three years support for young people with disabilities to transition to post school options, such as employment, training, community activities and day centres.

Disability Discrimination Legal Service

2nd Floor, Ross House,
247 - 251 Flinders Lane,
Melbourne 3000

Phone: **9654 8644**

Fax: 9639 7422

TTY: 9654 6817

Email: info@ddls.org.au

www.communitylaw.org.au/ddls

Specialises in legal advice about disability discrimination matters. By appointment only.

Disabled Motorists Association (DMA) Victoria

2A Station Street,
Coburg 3058

Phone: **9386 0413**

dma@disabledmotorists.org.au

www.mc2.vicnet.net.au/home/motordma/web

A self help group run by and for people with a physical disability, providing information to members about vehicle modifications and purchase, travel, accommodation, Disabled Person's Parking Scheme and other transport and access issues. Also provides advocacy, training and consultancy services.

Disabled Person's Parking Scheme

Hobsons Bay City Council

Phone: **9932 1000**

Email: customerservice@hobsonsbay.vic.gov.au

www.hobsonsbay.vic.gov.au

VicRoads

Phone: **131 171**

www.vicroads.vic.gov.au

This state-wide scheme has two categories of permit for eligible people with significant disabilities. Eligibility must be endorsed by a doctor or other health professional. Application forms for residents can be obtained from Hobsons Bay City Council.

Down Syndrome Association of Victoria Inc (DSV)

219 Napier Street,
Fitzroy 3065

Phone: **1300 658 873**

Fax: 9486 9601

www.dsav.asn.au

Down Syndrome Victoria is a not-for-profit, membership-based association that aims to represent the needs and views of Victorians with down syndrome and their families. DSV coordinates support groups and personal support is available for students with down syndrome, their schools and families.







E-K

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Electra Street Community

47 Electra Street,
Williamstown 3016

Phone: **9397 1028**

Fax: 9397 3399

Email: electrast@mindaustralia.org.au

www.rfv.org.au

The residential, rehabilitation program at Electra Street Community supports the recovery of people who have been diagnosed with a serious mental illness. The length of stay is up to three years. The program provides its residents with opportunities for skill development, enhanced social relationships and community access. Each resident is allocated a key-worker and they work together to achieve agreed recovery goals.

The property at Electra Street Community is situated in a residential part of Williamstown and consists of separate men's and women's buildings, each housing five residents, and a separate staff office on the same property. Electra Street Community is close to shops and public transport.

Extended Families Australia

177 Glenroy Road,
Glenroy 3046

Phone: **8311 4044**

Fax: 9300 3358

Email: northwest@extendedfamilies.org.au

www.extendedfamilies.org.au

Is a not-for-profit organisation that provides support, respite, significant social relationships and community participation for children with disabilities and their families.

Footscray House

633 Barkly Street,
West Footscray

Phone: **9687 0992**

Shared supported accommodation with other people with disabilities.



Gateway Social Support Options

43 Paxton Street,
South Kingsville 3015

Phone: **9399 3511**

Fax: 9399 5081

www.gatewaysupport.org.au

A not-for-profit community-based organisation which provides social support programs to frail older people and people with disabilities living in the western suburbs of Melbourne. Gateway also provides opportunities for volunteers to be involved in strengthening their communities.

Gellibrand Support Services Inc

24 Withers Street,
Sunshine 3020

Phone: **9300 5400**

Fax: 9300 5444

Email: info@gellibrand.org.au

Long term residential placement for adults with physical and intellectual disabilities. Clients are provided with opportunities to develop skills ranging from cooking, banking and household duties, to social skills. Gellibrand also offers Home First, (a form of respite support, to adults with disabilities who live with their families).

Green PC

Footscray Retail Store
Brotherhood of St. Laurence
462 Geelong Road
corner Whitely Street,
West Footscray 3012

Phone: **8682 9703**

or **9418 7400**

www.greenpc.com.au

Green PC provides quality refurbished computers to people receiving Centrelink payments or on low incomes. Equipment is not free but as affordable as possible and comes with a 3 month parts and service warranty.

Guardianship List

55 King Street,
Melbourne 3000

Phone: **9628 9911**

Freecall: 1800 133 055

www.vcat.vic.gov.au

Part of the Victorian Civil and Administrative Tribunal (VCAT), Guardianship List protects people aged over 18 who, because of a disability, are unable to make reasonable decisions about their personal circumstances, accommodation, finances or legal affairs.

E-K

Home Renovation Service Scheme

www.archicentre.com.au

Phone: **9815 1900**

A free home inspection and advisory service for people aged over 60, people with disabilities and people caring permanently for a person with a disability in receipt of the full aged, disability support, or Veterans pension.

Independence Australia Bayside Villa - Respite House

89 Power Street,
Williamstown 3016

Phone: **9397 4744**

Provides respite for people aged over 16 with physical disabilities in single or twin rooms. One room is reserved for people referred by the Multiple Sclerosis Society.

Indigenous Gathering Place

200 Rosamond Road,
Maribyrnong 3032

Phone: **9318 7855**

Fax: 9318 7866

www.gatheringplace.com.au

A broad range of services to Aboriginal people across all age groups including health promotion and information,

referral to other services, Home and Community Care assessments and links to mainstream agencies including local Councils.

Infoxchange

375 to 377 Johnston Street,
Abbotsford 3067

Phone: **9418 7400**

Email: info@infoxchange.net.au

www.infoxchange.net.au

A not-for-profit company that can help people access information technology and exchange information and ideas.

Interchange Western

Suite 6, Ashley House,
75 Ashley Street,
Braybrook 3019

Phone: **9396 1118**

Freecall: 1300 300 436

Fax: 9396 1613

www.interchange.org.au

Provides support to families who have a child with a disability through respite and social support. Interchange programs include host care, youth groups, school holiday programs, camps, sibling and family activities. Interchange is available to all children and young adults living in Victoria who have a disability.

ISIS Primary Care

330 Queen Street,
Altona Meadows 3028

Phone: **8368 3000**

Fax: 9360 7534

www.isispc.com.au

Provides services for people with disabilities and older people. Services include: physiotherapy; dieticians; podiatry; community health and rehabilitation; case management; activity groups; social support and information services for people with Acquired Brain Injury; and Linkages packages for young people with disabilities.

Job Connections

Werribee Business Centre
Unit 8, 8-10 Station Place,
Werribee 3030

Phone: **9742 7771**

Fax: 9742 7474

Email: job.connections@annecto.org.au

www.annecto.org.au

An individualised service to job seekers with disabilities including: advice on job options; training in job search techniques; employment placement; one-on-one support; employment training; resume preparation; ongoing employment support; employer canvassing. Access to a range of facilities at no-cost is provided and these include: computers, internet training rooms, and opportunities to set up job search groups.







L-R

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Leadership Plus

86-88 Herbert Street,
Northcote 3070

Phone: **9481 7154**
or **9481 7183**

Fax: 9482 5855

Leadership Plus is a Victorian community organisation promoting people with disabilities as leaders. Programs and courses are devised and delivered to develop the leadership skills of people with disabilities.

Macedonian Community Welfare Association

Shop 19, 1 Princess Street,
St Albans 3021

Phone: **9310 7566**
Fax: 9310 7588

www.mcwa.org.au

The Macedonian Community Welfare Association (MCWA) is a state-wide not-for-profit community based organisation which offers a range of services for the Macedonian community including people with disabilities.

Macey Heights

45 Macey Avenue,
Avondale Heights 3034

Phone: **9318 6751**

Provides day services for people with disabilities from birth to retirement age. Respite services are also provided through Western Leisure Care, as well as social gatherings and support for carers of people with disabilities.

Mackillop Disability Services

118 Commercial Road,
Footscray 3011

Phone: **9680 8444**

www.mackillop.org.au

Provides a range of services to assist families caring for children and young people with moderate to severe disabilities including: Flexible Support Packages; individual planning and support for people between the ages of 6 to 65; Special Support Unit; Respite and Recreation; and Alternative Recreational Choices (ARC).

Parent to Parent West

A Parent Strengthening Program providing information, workshops, advice, and quarterly newsletters for parents of children with disabilities aged under 18.

Maltese Community Council of Victoria

477 Royal Parade,
Parkville 3052

Phone: **9387 8922**

Fax: 9387 8309

<http://home.vicnet.net.au/~mccv/>

The Maltese Community Council of Victoria Inc. (MCCV) is a non-profit organisation which provides social, cultural, recreational and welfare support to all members of the Maltese Community in Victoria.

Mambourin Enterprises

130 Queen Street,
Altona 3018

Phone: **9398 4022**

www.mambourin.org.au

Supporting people with disabilities through the promotion of independent living by offering employment, education and training services to adults with disabilities.

Melbourne City Mission Disability Services

230 Normanby Avenue,
Thornbury 3071

Phone: **9487 9200**

www.melbournecitymission.org.au

Disability programs include case management, accommodation and support, adult training and support, parent support, recreation and respite services for children, families and adults of all abilities. Disability services are located in both the Western and North West regions, working across a wide variety of cultures and social groups.

Outreach Service

Outreach is a service that people with disabilities can access to assist in maximising their independence and to further develop skills and abilities in areas such as meal preparation, shopping, literacy, parenting skills and travel training.

Melbourne Mobility Centre

First Floor, Federation Square
Car Park, Melbourne

Phone: **9650 6499**

Freecall: 1800 735 266

TTY: 9650 9316

Provides hire of equipment including scooters, wheelchairs and walking frames, fully accessible toilets, wheelchair battery recharge, TTY and internet, tea and coffee, information and companion meet and greet services. Hire charges apply.

Metlink Information

Phone: **131 638**

TTY: 9619 2727

Metcard Helpline

Phone: (TTY) **1800 652 313**

V/Line information and bookings,

Phone: **136 196**

TTY: 9619 2727

V/Line customer feedback:
1800 800 120

Websites:

www.metlinkmelbourne.com.au

www.vline.com.au

www.victrip.com.au

www.companioncard.org.au

Migrant Resource Centre North West Region (NWMRC)

45 Main Road West,
St Albans 3021

Phone: **9367 6044**

www.mrcnorthwest.org.au

Undertakes community development work, systemic and individual advocacy in partnership with people with disabilities from ethnic communities living in the western region. It also runs the Disability & Diversity Program which helps people with disabilities come together and develop self help support groups.

Migrant Resource Centre Westgate Region

78-82 Second Avenue,
Altona North 3025

Phone: **9391 3355**

Email: info@wmrc.org.au

www.wmrc.org.au

A self help group of people with disabilities and their families meets at the centre each Saturday.

Mind Victoria

86-92 Mount Street,
Heidelberg 3084

Phone: **9455 7900**

Fax: 9455 7999

Email: info@mindaustralia.org.au

www.rfv.org.au

Provides a comprehensive range of programs including; residential rehabilitation, outreach services, transition to independent living, transition to stable and secure accommodation, respite for carers, volunteer and mentor programs, individual service packages and programs that foster healthy living, creative expression and participation in employment.

Amaroo

97-99 Osborne Street,
Williamstown 3016

Phone: **9397 2709**

Fax: 9397 0062

Email: amaroo@rfv.org.au

www.rfv.org.au

A structured day program and outreach service for people with mental health issues. Helps people develop their skills, self awareness and social networks. Programs include structured groups, activities, drop in and home based outreach.

Noah's Ark Inc.

Autism Program

Suite 8, Level 4,
Highpoint Shopping Centre
Rosamond Road,
Maribyrnong 3032

Phone: **9304 7402**

Fax: 9318 2822

Email: jenny.bott@noahsarkinc.org.au

www.noahsarkvic.org.au

An early intervention service in the Western suburbs auspiced by Noah's Ark.

Office of Housing

71 Moreland Street,
Footscray 3011

Phone: **9275 7516**

Fax: 92757539

www.housing.vic.gov.au

Public housing assistance and tenancy management services.



Office of the Public Advocate

5th Floor, 436 Lonsdale Street,
Melbourne 3000

Phone: **1300 309 337**

ACE: 133 677 or 9603 9500

TTY: 9603 9529

www.publicadvocate.vic.gov.au

Represents the interests of Victorian people with disabilities and aims to promote their rights, dignity and strengthen their position in society. Independent of government, it can investigate and speak out about situations where people are exploited, neglected or abused. Provides information about guardianship, enduring powers of attorney and medical consent.

Orygen

35 Poplar Road,
Parkville 3052

Phone: **9342 2800**

Triage Freecall: 1800 888 320

www.orygen.org.au

Mental health service for young people aged 15-24 years that is focused on early intervention and includes working with and supporting family members and significant others.

Polio Network

208 Wellington St,
Collingwood 3066

Contact: Polio Community Officer

Phone: **9418 0411**

Switchboard: 1300 704 456

Fax: 1300 704 451

Email: [polio@](mailto:polio@independenceaustralia.com)

independenceaustralia.com

www.polionetworkvic.asn.au

www.independenceaustralia.com

The Polio Network is a free service that provides relevant and accessible information, referral and support services to people who have had Polio, their families, carers and advocates.



Polio Services Victoria

Bolte Wing
St. Vincent's Hospital Melbourne
14 Nicholson Street,
Fitzroy 3065
PO Box 2900 Fitzroy 3065
PSV Hotline: **1800 030 324**
Phone: 9288 3900
Fax: 9288 3808
Email: psv@svhm.org.au
www.psv.svhm.org.au

PSV clinics provide initial specialised assessment and care planning, and offer long term review of people who have had Polio. A medical referral from a GP or specialist is required before being seen in the clinic.

RACV - Royal Automobile Club of Victoria

Phone: **131 111** (assistance)
Phone: 131 7228 (membership)
www.racv.com.au

Emergency Wheelchair and Scooter Breakdown Service

Assists members with an emergency wheelchair or scooter breakdown service through either roadside repair or a taxi to the destination (limits apply).

Residents for Access, Mobility and Participation (RAMP)

Outlets Co-operative
43 Mason Street,
Newport 3015
Phone: **9391 8504**

Email: outlets@outletsco-op.com.au
Advocacy group made up of people with disabilities, their carers and family members and people with an interest in access issues and who wish to have a voice on issues relating to accessing services, employment and transport. Their aim is to make positive changes for all Hobsons Bay residents.

Respite North and West

Phone: **9396 9550**
Email: admin@respitenorthandwest.org.au
www.respitenorthandwest.org.au

Respite North & West is a website designed to improve communication and access to information for all people with an interest in disability respite issues living in the Northern and Western metropolitan region of Melbourne.

L-R

Rosamond Special School

15 Rosamond Road,
Maidstone 3012

Phone: **9318 4511** or **9318 4711**

Fax: 9317 7604

Email: rosamond.ss@edumail.vic.gov.au

www.rosamond.vic.edu.au

Rosamond is a government school located in Maidstone and provides individual education programs for students aged between 5 and 18 years of age who live in the surrounding areas and have a clinically diagnosed mild intellectual disability.

Royal Children's Hospital

Equipment Distribution Centre

Flemington Road,
Parkville 3052.

Phone: **9345 5325**

Fax: 9347 5046

The Royal Children's Hospital Equipment Distribution Centre hires and sells aids and equipment for children. If a child/young adult has a long-term or permanent disability, lives at home, and is a permanent resident of Victoria, they may be eligible for subsidised aids, equipment and home modifications.



Royal Melbourne Hospital – Royal Park Campus

Community Therapy Services

34-54 Poplar Road,
Parkville 3052

Phone: **8387 2000**

www.mh.org.au

Services for people with disabilities and older people to help with everyday tasks. Services include assessment, inpatient rehabilitation and a number of specialist clinics.







S-I-V

S-I-V

S-V

Scope Head Office

830 Whitehorse Road,
Box Hill, 3128

Phone: **9843 3000**

Fax: 9843 2030

Glenroy Office
177 Glenroy Road,
Glenroy, 3046

Telephone: **8311 4000**

Facsimile: 9306 6654

Email: contact@scopevic.org.au

www.scopevic.org.au

Scope is a not-for-profit organisation providing disability services throughout Victoria to children and adults with physical and multiple disabilities. Scope offers a range of services including assessment, therapy,

Scope's Chis-lon Centre

175 Mitchell Street,
Maidstone 3012

Phone: **9317 0433**

Email: chislon@scopevic.org.au

Provides day services for people with physical and intellectual disabilities.

Scope's St Albans Lifestyle Options

432 Main Road West,
St Albans

Phone: **9366 7433**

Provides day services for people with physical and intellectual disabilities.

Spanish Latin American Welfare Centre (CELAS)

209 Nicholson Street,
Footscray 3011

Phone: **9687 0181**

Fax: 9687 3613

www.celas.org.au

Provides Family Services, Community Aged Care Packages, information, referral, counselling and other support services to the Spanish speaking community, including people with disabilities.



STAR Victoria

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

Phone: **9650 2730**

Fax: 9650 6972

Email: info@starvictoria.org.au

www.starvictoria.org.au

Advocates on a state-wide basis for the rights of people with intellectual disabilities and their families and works to ensure quality, community-based supports. STAR provides information about rights, services and support and may advocate on an individual and/or systemic basis as appropriate.

Sunshine Hospital

Aids and Equipment Program (A&EP)

176 Furlong Road,
St Albans 3021

Phone: **8345 1529**

Helps permanent Victorian residents with a long term or permanent disability to access a range of subsidised aids, equipment and home modifications. Application forms can be obtained from the A&EP provider who will arrange an assessment.

TADAust Connect

PO Box 3827,
Weston Creek ACT 2611

Phone: **1300 735 439**

(02 6287 4290 from mobiles)

Fax: 02 6287 4288

www.tadaustconnect.org.au

TADAust Connect is the website of the Internet Service Provider that provides an exclusive dialup service for people with disabilities, older people and war veterans. As well as dialup services, TADAust also offer a range of broadband, mobile and home telephone services.

Technical Aid to the Disabled Victoria (TADVIC)

Royal Talbot Rehabilitation Centre
1 Yarra Boulevard,
Kew 3101

Phone: **9853 8655**

Phone: 1300 663 243

Fax: 9853 8098

Email: info@tadvic.asn.au

www.tadvic.asn.au

TADVIC is an organisation whose volunteer members design, construct or modify equipment for people with disabilities. TADVIC is staffed by part time occupational therapists, and administration support staff.

S-V

Telstra Disability Services

Phone: **1800 068 424**

TTY: 1800 808 981

Fax: 1800 814 777

www.telstra.com.au

Telstra's Disability Equipment Program has been designed to provide eligible customers with specialised equipment to access the standard telephone service. Older people, people with disabilities and carers can obtain information in alternative formats and specialist advice about Telstra's Disability Equipment Program. Advice is also provided on other products and services that may meet their telecommunications needs and how to find the nearest location where products can be viewed. Charges may apply.

The National Carers Counselling Program

Freecall: **1800 242 636**

Carers have access to short-term professional counselling and assistance to manage issues such as stress, loss and grief through the National Carers Counselling Program, delivered by Carers Australia.

The National Respite for Carers Program

Phone: **1800 052 222**

Phone: 1800 059 059 -

After hours emergency respite support

The National Respite for Carers Program supports carers of older people and those with disabilities to take time out from their caring role.

Travellers Aid

Level 3, 225 Bourke Street,
Melbourne (Head Office)

Phone: **9654 2600**

Phone: 9610 2030 – Flinders
Street Station

Phone: 9670 2072 – Southern
Cross Station

Emergency Relief – 9670 2873

www.travellersaid.org.au

Travellers Aid centres offer support services, personal care assistance, drop in centres, and transport information for passengers, particularly those with special needs.

Uncle Bob's Child Development Centre

56 Chapman Street,
North Melbourne 3051

Phone: **9345 5092**

Fax: 9328 3797

Email: unclebobs.cdc@rch.org.au

Uncle Bob's Child Development Centre is an early intervention service for children aged 0-6 years with developmental delay and disabilities, and their families, who live in the west and inner northern suburbs. Programs include: Playgroup; Early Intervention Kindergarten Groups; Family Support programs; Outreach Support in the Community.

Vicnet

Phone: **8664 7001**

www.vicnet.net.au

Provides community internet services, information and support services to Victorian not-for-profit organisations and individuals including free internet and email training for people with limited internet access.

Very Special Kids

321 Glenferrie Road,
Malvern 3144

Phone: **9804 6222**

Freecall: 1800 888 875

Fax: 9822 1252

Email: mail@vsk.org.au

www.vsk.org.au

Very Special Kids supports families throughout their experience of caring for children with life-threatening illnesses, from diagnosis through to recovery or bereavement. Such illnesses include cancer, muscular dystrophy, neuro-degenerative and genetic conditions and rare syndromes.

Victorian Aboriginal Community Controlled Health Organisation (VACCHO)

5-7 Smith Street,
Fitzroy 3065

Phone: **9419 3350**

Fax: 9417 3871

www.vaccho.org.au

Provides strategic planning and advocacy to improve the health of Victorian Aboriginal people.

S-V

VALID – Victorian Advocacy League for Individuals with a Disability

235 Napier Street,
Fitzroy 3065

Phone: **9416 4003**

Fax: 9416 0850

Email: office@valid.org.au

www.valid.org.au

Individual advocacy support to adults with intellectual disabilities and their families focusing on those with more serious issues, and those who don't have other advocacy support networks available particularly in relation to specific issues and challenges with either specialist or community-based services. Individual advocacy support is usually on a short term basis.

Victoria Legal Aid

350 Queen Street,
Melbourne 3000

Phone: **9269 0234**

www.legalaid.vic.gov.au

Victorian Legal Aid helps people with their legal problems. It focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It also helps in areas of criminal law, family law and some civil matters. Free copies

of 'Using Disability Discrimination Law: A booklet for people with disabilities'; and 'Securing their future: for parents of children and adult children with a decision-making disability' can be downloaded from the website or obtained by ringing the office.

Victoria University Equity & Social Justice Branch (Disability Services)

Phone: **9919 2193**

TTY: 9919 2508

www.vu.edu.au

Victoria University provides university and TAFE courses at 12 campuses in the western region. Disability Services aims to ensure that people with disabilities or medical conditions are able to actively participate in all aspects of university life. Disability Services also provide advice on anti-discrimination legislation and policies to help students achieve equality, quality, diversity and social justice while studying at Victoria University.

Victorian Arabic Social Services

16 Oxford Street,
Newport 3015

Phone: **9391 0195**

www.vass.org.au

Information, support and referral services to people from an Arabic speaking background.

Victorian Human Rights and Equal Opportunity Commission

Level 3, 380 Lonsdale Street,
Melbourne 3000

Phone: **9281 7111**

TTY: 9281 7110

Toll free: 1800 134 142

www.humanrightscommission.vic.gov.au

Helps resolve complaints of discrimination by offering a confidential, free and impartial service that aims to achieve mutual agreement.

Villamanta Legal Service Inc.

44 Bellerine Street,
Geelong 3220

Phone: **5229 2925**

Free call: 1800 014 111

www.villamanta.org.au

Works only on disability related legal issues, with a focus on the issues of people who have intellectual disabilities. Provides a free telephone information, advice and referral service to people with a disability, casework on disability related legal issues, community education, policy and law reform and sells some publications on disability rights issues.

Vision Australia

Phone: **1300 847 466**

Email: info@visionaustralia.org

www.visionaustralia.org.au

Vision Australia offers advice and training in adaptive technology to assist the vision impaired with communicating and accessing information. Specialist staff assess a person's requirements in their home, school or workplace then recommend equipment or strategies to meet their individual needs. A helpdesk service is available to offer advice, solve problems with adaptive technology and assist with installing software.

Volunteer West

130 Buckley Street,
Footscray 3011

Phone: **9687 7661**

Fax: 9687 4422

Email: info@volunteerwest.org.au

www.volunteerwest.org.au

Volunteer West works across the western region of Melbourne, undertaking a range of activities including: promoting volunteering; opening up new volunteer opportunities; providing training and support to volunteer coordinators and organisations; and helping businesses establish corporate volunteer programs.





W-Z

W-Z

Westgate Community Initiative Group (WCIG) Disability Employment Services

151 Nicholson Street,
Footscray 3011

Phone: **9689 3437**

Fax: 9689 9093

www.wcig.org.au

Specialist employment service that assists people with disabilities, illness or injury to find employment and assists in setting goals, interview preparation, wage subsidies etc.

Wesley Mission Melbourne Wesley Employment Services

154 Nicholson Street,
Footscray 3011

Phone: **9687 0033**

Fax: 9687 9616

www.wesleyemployment.com.au

Provides a free recruitment service which assists and supports people with disabilities to gain meaningful employment. Services provided include: career counselling and planning; job matching; job searching and assistance with applications; resume writing; interview skills and ongoing support after placement.

Western Autistic School

Garnet Street,
Niddrie 3042

Phone: **9337 9175**

Fax: 9331 0876

Email: western.autistic.sch@edumail.vic.gov.au

www.westernautisticschool.vic.edu.au

A special developmental school for children with autism from age 5 (school entry) to age 10-12. It has two campuses - Niddrie and Deer Park, and an extensive consultancy and professional development program, including the Autism Teaching Institute.

Western Region Client Network

Maidstone Community Centre,
21 Yardley Street,
Maidstone 3012

Phone: **9416 4003** (VALID Inc)

www.valid.org.au

A network of people from day programs and self advocacy groups in the western region that meets monthly at the Maidstone Community Centre to build advocacy skills and provide a stronger client voice in the region.

Western Region Disability Network

81 Cowper Street,
Footscray 3011

Phone: **9687 7066**

Fax: 9687 5621

wrdn@annecto.org.au

www.disabilityconnections.org.au

Has two main areas of interest: information sharing/networking and regional disability service planning. Members include people with disabilities, their families and carers, self help groups, service providers, disability advocates, government representatives and other people with an interest in disability issues in the Western region. It also manages the Disability Connections web site and sends out a regular newsletter. Membership is free.

Western Region Outreach Service (WROS)

60 Droop Street,
Footscray 3011

Phone: **8379 9400**

Fax: 03 9362 0722

www.wrhc.com.au

A Psychiatric Disability Rehabilitation and Support Service that provides community mental health outreach services and a variety of programs to people living with an enduring mental illness. WROS works with people who have a diagnosed mental illness; are aged over 16 and live in the Maribyrnong, Hobsons Bay or Wyndham areas.



W-Z

Western Respite Services

14 Hall Street,
Newport 3015

Phone: **9391 0144**

Fax: 9391 0433

Email: wrs@mindaustralia.org.au

www.mindaustralia.org.au

Western Respite Services supports the relationship between people with mental illnesses and their carers. Planned respite activities are provided and include: group holidays to various locations around Victoria; day trips and activities; family holidays for the client, carer and other family members; and individual respite sessions where a respite worker assists the client with outings and access to community activities.

WISE Employment

Level 1, 9 Bridge Street,
Werribee 3030

Phone: **8742 3300**

Fax: 8742 3366

www.wiseemployment.com.au

WISE Disability Employment Service was formed to assist people with disabilities to obtain and maintain award wage employment within the general labour market.

Women's Health West

317 - 319 Barkly Street,
Footscray 3011

Phone: **9689 9588**

Fax: 9689 3861

www.whwest.org.au

Works to meet the social, emotional and physical health needs of all women in the Western region including women with disabilities. A program for isolated women with disabilities runs from the Laverton and Werribee community centres.

Yarraville Special Developmental School

117 Blackwood Street,
Yarraville 3013

Phone: **9314 4919**

Email: yarraville.sds@edumail.vic.gov.au

School for children and young people with moderate to severe intellectual disabilities aged 5-18 years of age.

Yooralla

705 Geelong Road,
Brooklyn 3025

Phone: **9362 6111**

Freecall: 1800 686 533

TTY: 9314 9001

Fax: 9314 9825

Email: ilc@yooralla.com.au

www.yooralla.com.au

Yooralla is a multi-faceted community based disability service provider, operating professional disability services in various communities across Victoria. Yooralla provides therapy and equipment, accommodation and respite, employment and recreation, and independent living skills that improve mobility, communication, and quality of life. Yooralla also caters for children and adults who have acquired disabilities through road and recreational accidents, health problems, drug and alcohol abuse, and the effects of ageing, as well as people who are born with disabilities.

The Independent Living Centre (ILC)

Is a statewide service of Yooralla that provides impartial information and advice on Assistive Technology to enhance the quality of life for people with disabilities across Victoria.

The ILC displays and provides information about a wide range of equipment and aids for daily living and where these can be purchased. An advisory service and an equipment library are also provided. A referral is not required to visit the Independent Living Centre, however it is preferred that people use the telephone enquiry service prior to dropping in. Free to visit, individual 90 minute consultations cost \$30.

ComTEC

Yooralla's ComTEC service helps people with communication and technology needs. Services include IT technicians, speech pathologists, occupational therapists, a wide range of adaptive equipment, individual support and training.

Translation

Telephone Interpreting Service 131 450.

Arabic

خدمة الترجمة الهاتفية 131 450.

Croatian

Telefonska služba tumača 131 450.

Greek

Τηλεφωνική Υπηρεσία Διερμηνέων 131 450.

Italian

Servizio telefonico interpreti 131 450.

Macedonian

Телефонска преведувачка служба 131 450.

Maltese

Servizz ta' Interpretar bit-Telefon 131 450.

Mandarin

电话口译服务131 450。

Polish

Telefoniczna Służba Tłumaczy 131 450.

Vietnamese

Dịch vụ Thông dịch qua Điện thoại 131 450.

Chin

Telephone in Holhlehnak 131 450.

Karen

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