

Disability Services Directory

A guide to programs and services for people with disabilities.



Introduction, acknowledgements, disclaimer and alternate versions

Introduction

The Disability Services Directory is a MetroAccess initiative funded by the Department of Human Services (Southern Region Disability Service Branch), in partnership with the City of Casey. This directory provides information on programs and services that are available for people with disability, their families and carers, in the City of Casey and neighbouring regions.

The aim of the directory is to provide a guide to Council and government services, community groups, clubs, and organisations available across a broad spectrum of the community. It is hoped that the Disability Services Directory will assist and support participation in community life for people with a disability, their families and carers, in the City of Casey.

Acknowledgements

The City of Casey would like to thank the individuals and local organisations who provided information for the directory and acknowledge their work in providing support, advice and services to people with disability, their families and carers.

Disclaimer

The information contained is not exhaustive. No warranty, representation or undertaking is made about the content, accuracy and completeness of the information provided.

For a more comprehensive listing of other local public or private bodies, check the City of Casey website at www.casey.vic.gov.au, local newspapers, Phone directories or the internet.

Council accepts no responsibility of liability for any damage, loss or injury which may arise from anything contained in this publication. No person is entitled to any redress against the Council on any account whatsoever and however arising in relation to any information provided.

The listing of any group, club, organisation or establishment is not an endorsement by Council of such group, club organisation or establishment. Readers should not rely on the information provided and must make their own enquiries, inspections and assessments as to suitability and quality of services.

Every effort has been made to ensure the information is as current and accurate as possible at the time of printing.

If you would like to change your listing or have a new service to be considered for inclusion please complete the Listing/Inclusion Form located at the back of the directory.

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Advocacy

Blind Citizens Australia

Free call: 1800 033 660
Phone: 9654 1400
Fax: 9650 3200
Email: bca@bca.org.au
Website: www.bca.org.au

The united voice of blind and vision impaired Australians.

Brain Injury Australia

Free call: 1800 272 461
Phone: 02 9808 9390
Email: admin@braininjuryaustralia.org.au
Website: www.braininjuryaustralia.org.au

The national Acquired Brain Injury (ABI) advocacy organisation represents the needs of people with an ABI, their families and carers, through its state and territory member organisations.

Casey North Community Information and Support Service

Address: Suite 1 / 90-92 Victor Crescent, Narre Warren, VIC, 3805
Phone: 9705 6699
Fax: 9705 6794
Email: cnciss@caseynorthciss.com.au
Website: www.caseynorthciss.com.au

Community information and support service, providing a range of programs and information resources to residents in the North end of City of Casey. Services include social work support, counselling, financial counselling and budgeting advice, no interest loan scheme and emergency relief program.

Advocacy (continued)

Communications Rights Australia

Address: Unit 4 / 3 Tuck Street, Moorabbin, VIC, 3189
Phone: 9555 8552 / 9555 8948
Fax: 9555 8550
NRS: 1300 555 727
Email: info@caus.com.au
Website: www.caus.com.au
Facebook: www.facebook.com/pages/Communication-Rights

Communication Rights Australia is the only funded specialist advocacy and information service within Australia working in partnership with the community to represent the interests of people who have communication difficulties. Their services are designed to break down barriers, promote inclusion and remove discrimination through:

- Individual advocacy, advice and referral when the system has broken down
- Information on human rights and the right to communicate
- Community education – how to ensure the protection of communication rights

Cranbourne Information and Support Service

Address: 156 Sladen Street, Cranbourne, VIC, 3977
Phone: 5996 3333
Fax: 5996 3608
Email: ciss@cranbourneiss.org.au
Website: www.cranbourneiss.org.au

Community Information and Support Service provides a range of crisis intervention services and information resources to residents in the southern suburbs of the City of Casey. Services include community information, counselling, financial counselling, social work support, no interest loans scheme, emergency relief program, ADHD support groups, anger management counselling and WAYSS housing support.

Advocacy (continued)

DARU Disability Advocacy Resource Unit

Address: Level 8 / 128 Exhibition Street, Melbourne, VIC, 3000

Phone: 9639 5807

TTY: 133 677 and quote 9639 5807

Email: admin@daru.org.au

Website: www.daru.org.au

DARU provides online information and resources to disability advocacy organisations and people with a disability.

Deafness Forum of Australia

Phone: 02 6262 7808

Email: info@deafnessforum.org.au

Website: www.deafnessforum.org.au

Deafness Forum of Australia improves the quality of life for Australians who are deaf, hearing impaired or have a chronic ear disorder.

Disability Resource Centre Inc.

Outer Southeast Outreach Service

Address: 186 Foster Street East, Dandenong, VIC, 3175

Phone: 9791 4870

Fax: 9792 1111

Email: katrina@drc.org.au

Website: www.drc.org.au

The Disability Resources Centre Inc. (DRC) is a membership driven organisation managed and staffed by people with disabilities. They provide individual advocacy to adults with a disability. They also work on systemic issues and conduct and support campaigns which aim to provide long-term benefits for many people.

Advocacy (continued)

Office of the Public Advocate

Address: Level 1, 204 Lygon Street, Carlton, Melbourne, VIC, 3053

Phone: 1300 309 337

Fax: 1300 787 510

NRS: 1300 305 612

Email: publicadvocate@justice.vic.gov.au

Website: www.publicadvocate.vic.gov.au

The Office of the Public Advocate works to promote the interests, rights and dignity of Victorians with a disability. They provide assistance with advocacy, guardianship, powers of attorney (including enduring guardianship) and consent to medical and dental treatment.

Physical Disability Australia

Phone: 08 7129 8085

Email: pda@pda.org.au

Website: www.pda.org.au

Physical Disability Australia represents the interests and views of people with physical disabilities.

Reinforce Self Advocacy

Address: Level 2, Ross House, Melbourne, VIC, 3000

Phone: 9650 7855

Fax: 9639 4342

Email: reinforce@rosshouse.org.au

Website: www.reinforce.org.au

Reinforce Self Advocacy organisation is for people with an intellectual disability. Reinforce promotes the rights of people with an intellectual disability to be upheld in the same way as everyone else in the community.

Advocacy (continued)

South East Access and Support Service (SEAS)

Monash Health - Community Support Options

Address: Level 1, 55 Buckingham Avenue, Springvale, VIC, 3171

Phone: 9792 7747

Fax: 8792 2350

Email: communitysupportoptions@monashhealth.org

Website: www.monashhealth.org

SEAS assist people who are older and have a disability or health problems. They help people who have insecure living conditions, which may include caravan parks, boarding houses, supported residential services, public housing or renting across Casey, Cardinia and Greater Dandenong.

VALID Advocacy Support Service

Address: 235 Napier Street, Fitzroy, VIC, 3065

Phone: 9416 4003

Fax: 9416 0850

Email: office@valid.org.au

Website: www.valid.org.au

VALID is funded by the State Government to provide peak representation of adults with an intellectual disability and to operate an advocacy support service for adults with intellectual disability, their families, carers and advocates.

Victorian Equal Opportunity and Human Rights Commission

Address: Level 3, 204 Lygon Street, Carlton, Melbourne, VIC, 3053

Phone: 1300 292 153

TTX: 1300 289 621

Interpreters: 1300 152 494

Fax: 1300 891 858

Email: information@veohrc.vic.gov.au

Website: www.humanrightscommission.vic.gov.au

This organisation deals with matters relating to discrimination on the grounds of race, colour or ethnic origin, racial, vilification, sex, sexual harassment, marital status, pregnancy and disability.

Advocacy (continued)

Women with Disabilities Victoria

Phone: 02 6244 8288

Fax: 02 6244 8255

Email: wwda@wwda.org.au

Website: www.wwda.org.au

Women with Disabilities Victoria addresses the particular needs of women with disabilities in Australia.

Community Learning Centres / Neighbourhood Houses

City of Casey Community Learning Centres and Neighbourhood Houses

Search for your local Centre using the Casey cluster website

Website: www.caseynhclc.com.au

These organisations provide social, educational and recreational activities for their communities in a welcoming supportive environment.

Balla Balla Community Centre

Address: 65 Berwick-Cranbourne Road, Cranbourne East ,VIC, 3977

Phone: 5990 0900

Fax: 5995 9605

Email: admin@ballaballa.com.au

Website: www.ballaballa.com.au

Berwick Neighbourhood Centre

Address: 112 High Street, Berwick, VIC, 3806

Phone: 9796 1970

Fax: 9796 1981

Email: bnc10@westnet.com.au

Website: www.berwickneighbourhoodcentre.com.au

Blind Bight Community Centre

Address: Anchorage Drive, Blind Bight, VIC, 3980

Phone: 5998 7014

Fax: 5998 7999

Email: bbcc3980@bigpond.net.au

Brentwood Park Neighbourhood House

Address: 21A Bemersyde Drive, Berwick, VIC, 3806

Phone: 8786 7022

9702 1218 (**Playground Coordinator & Booking Officer**)

Email: bpnh@westnet.com.au

Website: www.brentwoodparkneighbourhoodhouse.com.au

Community Learning Centres / Neighbourhood Houses (continued)

Cranbourne Community House

Address: 49 Valepark Crescent, Cranbourne, VIC, 3977

Phone: 5996 2941

Fax: 5995 2089

Email: cch@cranbournecommunityhouse.com

Website: www.cranbournecommunityhouse.com

Doveton Neighbourhood Learning Centre

Address: Oak Avenue, Doveton, VIC, 3177

Phone: 9791 1449

Fax: 9791 1526

Email: info@dovetonnlc.com.au

Website: www.dovetonnlc.net.au

Endeavour Hills Uniting Care Neighbourhood Centre

Address: Lower Level, 10 Raymond McMahon Blvd, Endeavour Hills, VIC, 3802

Phone: 9700 3789

Fax: 9700 6754

Email: infor@ehillsnc.org.au

Website: www.ehillsnc.org.au

Hallam Community Learning Centre

Address: 56 Kays Avenue, Hallam, VIC, 3803

Phone: 9703 1688

Fax: 9703 1688

Email: admin@hallamcc.com.au

Website: www.hallamcc.com.au

Community Learning Centres / Neighbourhood Houses (continued)

Hampton Park Community House

Address: 16-20 Stuart Avenue, Hampton Park, VIC, 3976

Phone: 9799 0708

Fax: 9799 4016

Email: office@hamptonparkch.com.au

Website: www.hamptonparkch.com.au

Lynbrook Community Centre

Address: Cnr of Lynbrook Boulevard and Harris Street, Lynbrook, VIC, 3975

Phone: 9792 7370

Email: lynbrookcc@casey.vic.gov.au

Website: www.casey.vic.gov.au/

Merinda Park Learning and Community Centre

Address: 141-147 Endeavour Drive, Cranbourne, VIC, 3977

Phone: 5996 9056

Fax: 5996 9434

Email: mmerinda@bigpond.net.au

Website: www.merindapark.com.au

Narre Warren Community Learning Centre

Address: 1 Malcolm Court, Narre Warren, VIC, 3805

Phone: 9704 7388

Fax: 9704 0033

Email: info@narreclc.net.au

Website: www.narreclc.net.au

Community Learning Centres / Neighbourhood Houses (continued)

Oakgrove Community Centre

Address: 81-101 Oakgrove Drive, Narre Warren South, VIC, 3805

Phone: 9704 2781

Fax: 9704 2781

Email: oakgrovenws@optusnet.com.au

Website: www.oakgrovecc.org.au

Pearcedale Community Centre Inc.

Address: 710 Baxter-Tooradin Road, Pearcedale, VIC, 3912

Phone: 5978 6226

Selandra Community Place

Address: 2 Forest Drive, Clyde North, VIC, 3978

Phone: 5998 9541

Fax: 5998 9542

Email: selandracommunityplace@casey.vic.gov.au

Website: www.selandracommunityplace.com.au

Community Information Centres

Casey North Community Information and Support Service

Address: 1 / 90-92 Victor Crescent, Narre Warren, VIC, 3805

Phone: 9705 6699

Fax: 9705 6794

Email: criciss@caseynorthciss.com.au

Website: www.caseynorthciss.com.au

Community Information and Support Service provides a range of programs and information resources to residents in the northern end of City of Casey. Services include social work support, counselling, financial counselling and budgeting advice, no interest loan scheme and emergency relief program.

Cranbourne Information and Support Service

Address: 156 Sladen Street, Cranbourne, VIC, 3977

Phone: 5996 3333

Fax: 5996 3608

Email: ciss@Cranbourneiss.org.au

Website: www.cranbourneiss.org.au

Cranbourne Information and Support Service, provides a range of crisis intervention services and information resources to residents in the southern suburbs of the City of Casey. Services include community information, counselling, financial counselling, social work support, no interest loans scheme, emergency relief program, ADHD support groups, anger management counselling and WAYSS housing support.

Family Relationships Centres/Family Relationship Advice Line

Free call: 1800 050 321

Website: www.familyrelationships.gov.au

Provides information, advice and dispute resolution to help parents/carers focus on the needs of the children and develop workable arrangements for the children without going to court.

National Council on Intellectual Disability (NCID)

Website: www.ncid.org.au

NCID aims to promote the quality of life of people with intellectual disabilities.

Community Information Centres (continued)

National Information Communication Awareness Network

Address: Unit 5, 48 Brookes Street, Mitchell, ACT, 2911

Free call: 1800 806 769

Phone: 02 6241 1220

Fax: 02 6241 1224

Email: info@nican.com.au

Website: www.nican.com.au

This network provides information about organisations, activities and services for people with disabilities, their support workers, families, friends and others in the community.

Respite South

Free call: 1800 052 222

Website: www.respitesouth.org.au

Respite South provide a comprehensive website which puts disability related information in one place. The four main features of the site are news and events, weekly newsletter, respite finder directory and an online library full of useful information, for example, how to get a companion card or a carer card, lists of local carer support groups and information about accessing public transport.

Windermere Child and Family Services

Address: 48 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 3200

Fax: 9796 7650

Email: info@windermere.org.au

Website: www.windermere.org.au

Windermere Child and Family Services provides disability services, family day care, in-home childcare, early childhood development services, family services, housing support, victims assistance, counselling program and dry nights program.

Community Support Groups

ADHD Support Group

Cranbourne Community House

Address: 49 Valepark Crescent, Cranbourne, VIC, 3977

Contact: Flora Warren

Phone: 5996 3333

Email: flora@cranbourneiss.org.au

Website: www.cranbourneiss.org.au

This group provides mutual support for families and parents of children diagnosed with ADHD. Meetings are held monthly. Gold coin donations welcome.

Casey Asperger Syndrome Support (CASS)

Address: 20 Agonis Street, Doveton, VIC, 3177

Phone: 0439 008 082

Email: info@thecass.com.au

Website: www.thecass.com.au

Facebook: www.facebook.com/groups/aspiecase

CASS is a not-for-profit support group for Autism run by volunteer parents based in the City of Casey. They have been operating as an Incorporated Association since August 2009.

CASS offers support to families through information sessions and parent support meetings for parents each term. They also run social activity groups for children with as ASD. Siblings are welcome and parents must stay in attendance and remain responsible for their children at all times.

CASS has a Facebook Page and Library of Resources (Books, DVD's, Handouts) available for members to access.

Community Support Groups (continued)

Casey People with MS

Cranbourne Integrated Care Centre

Address: 140-154 Sladen Street, Cranbourne, VIC, 3977

Contact: Janette Windsor

Phone: 5996 6192 / 0412 720 669

Exercise Classes are held weekly on Tuesdays and Thursdays. After exercise there is a chance to socialise, share information and have a coffee and chat. Feel free to just come along for the coffee and chat. Information on the Exercise Classes can be obtained by ringing the Monash Health Intake number 8786 5174.

Group meets for lunch on the first Tuesday of each month at the Cranbourne Returned Services League (RSL) Club, 1475 South Gippsland Highway, Cranbourne.

Cerebral Palsy Support Network

Address: PO Box 5265, Cranbourne, VIC, 3977

Contact: Joan Impey

Phone: 5990 9116

Cranbourne Arthritis Support Group Inc. offers warm water exercises and support for persons suffering from muscular/skeletal diseases. They also offer a range of social, recreational and health related activities.

Cranbourne Arthritis Support Group Inc.

Address: PO Box 5265, Cranbourne, VIC, 3977

Contact: Joan Impey

Phone: 5990 9116

Cranbourne Arthritis Support Group Inc. offers warm water exercises and support for persons suffering from muscular/skeletal diseases. They also offer a range of social, recreational and health related activities.

Community Support Groups (continued)

Cranbourne Special Needs Support Group

Address: 928 Nepean Highway, Hampton East, VIC, 3188

Phone: 8552 2222

Email: moira@moira.com.au

Website: www.moira.com.au

Support group meetings are held on the second Thursday of the month from 12 noon (except during school holidays) at Amstel Gold Course, 1000 Cranbourne-Frankston Road, Cranbourne.

Cranbourne Stroke Support Group

Contact: John and Sandy Harris, Lyn Meagher

Phone: 5995 2373 / 5996 6446

Cranbourne Stroke Support Group offers a friendly environment where you can meet other survivors or carers. We have bus trips and lunch outings several times a year as well as guest speakers.

Meetings held the first Friday of the month at the Cranbourne Community House, Corner Fairbairn Road and Valepark Crescent Cranbourne. Time: 1pm - 3pm Lunch and Raffle.

Dandenong Male Carer Support Group

Contact: Graham Walker

Phone: 9547 1883

Support group meets on the second Monday of the month, 12pm - 2pm at Dandenong Club (Bistro), corner Heatherton and Stud Roads, Dandenong North.

Narre Warren Arthritis Self Help and Support Group

Contact: Maurice Henderson

Phone: 8794 9101

Community Support Groups (continued)

Painting with Parkinson's

Address: The Old Cheese Factory,
Homestead Road, Berwick, VIC, 3806

Phone: 0409 188 317

Fax: 9702 3051

Email: atkingj@aapt.net.au

Website: www.anneatkinart.com

Painting with Parkinson's is an organisation that gives people living with Parkinson's a chance to enjoy a program designed specifically for them. It uses creativity, exercise and socialisation to help with making life more bearable with this chronic illness. Each participant will be guided to find their own creativity. There will be exercises to help with improving balance and overall strength and social activities to help participants find friendship and feel less isolated.

Counselling

Casey North Community Information and Support Service

Address: 1 / 90-92 Victor Crescent, Narre Warren, VIC, 3805

Phone: 9705 6699

Fax: 9705 6794

Email: criciss@caseynorthciss.com.au

Website: www.caseynorthciss.com.au

Community Information and Support Service provides a range of programs and information resources to residents in the northern end of City of Casey. Services include social work support, counselling, financial counselling and budgeting advice, no interest loan scheme and emergency relief program.

Grief Line

Phone: 9935 7400

Website: www.griefline.org.au

Grief line provides bereavement support (anonymous) and referral to other services. Death, loss and grief are an intimate part of life. At this time personal support is often sought in order to express and explore feelings and experiences. Available to everybody in the community.

Lifeline

Phone: 13 11 44 (24 hour crisis line)

Emergencies dial 000

Website: www.lifeline.org.au

Lifeline provides a 24 hour phone counselling service, referral to other services for friends, relatives and carers. Face-to-face counselling is also available.

Parentline

Phone: 13 22 89

Website: www.education.vic.gov.au/about/contact/Pages/parentline

Parentline provides a state-wide phone counselling service to parents and carers of children aged from birth to eighteen years. Professional counsellors explore a variety of issues that impact on parenting and relationships. Parentline can provide contact details for community services. Parentline respects confidentiality and the right to privacy of callers. Open 8am to midnight seven days a week.

Counselling (continued)

Windermere Child and Family Services

Address: 48 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 3200

Fax: 9705 7650

Email: info@windermere.org.au

Website: www.windermere.org.au

Windermere Child and Family Services provides disability services, family day care, in home childcare, early childhood development services, family services, housing support, victim's assistance, counselling program and dry nights program.

Disability Support Services

Acquired Brain Injury - LIAISE (Living Independence Access Integration Support)

Disability Services

Address: 55 Buckingham Avenue, Springvale, VIC, 3171

Phone: 9792 7716 (Intake)

Fax: 8558 9190 for referrals

Website: www.monashhealth.org.au

LIAISE provides case management and integration programs for individuals with acquired brain injury and their carers. They also provide an acquired brain injury recover program.

Australian Hearing

Free call: 1300 412 512

Website: www.hearing.com.au

Australia Hearing provides hearing services to clients eligible under the Australia Government Hearing Services Program.

Autism Plus

Address: 8 Holly Drive, Dingley Village, VIC, 3172

Phone: 1300 428 847 / 9982 9722

Fax: 9982 9723

Email: enquiries@autismplus.com.au

Website: www.autismplus.com.au

Autism Plus provides specialist support in autism, complex and challenging behavior, general disability, high support needs, case management, residential support workers, personal care assistants, recreation and respite.

Autism Spectrum Australia (Aspect)

Free call: 1800 277 328

Website: www.autismspectrum.org.au

Autism Spectrum Australia (Aspect) is a service provider for autism and other disabilities providing evidence informed schools program with additional services that include information and advice, diagnostic assessments, behaviour support, parent and family support and adult programs.

Disability Support Services (continued)

Better Hearing Australia

Address: 5 High Street, Prahran, VIC, 3181

Phone: 1300 242 842

Email: victoria@betterhearing.org.au

Website: www.betterhearing.org.au

Better Hearing Australia provides free independent and current information and advice on all aspects of hearing loss management.

Blairlogie Living and Learning Centre

Address: 685 North Road, Pearcedale, VIC, 3912

Contact: Shannon Conway

Phone: 5978 7900

Fax: 5978 7922

Email: admin@blairlogie.org

Website: www.blairlogie.org

Facebook: www.facebook.com/blairlogieliving

Blairlogie Living and Learning Centre provides flexible support to people with a disability to enhance each person's opportunities for continuing education, social integration and employment.

Bunurong Health Service / Dandenong & District Aborigines Co-operative Limited

Address: 3 Carroll Avenue, Dandenong, VIC, 3175

Phone: 9794 5933

Fax: 9791 1247

Email: bunurong@ddacl.org.au

Website: www.monashhealth.org.au

Bunurong Community Care works to support people living with a disability and the frail aged to living independently in their home. This service operates within the municipalities of Bayside, Kingston, Dandenong, Casey and Cardinia, incorporating Indigenous disability support services.

Disability Support Services (continued)

Carers Victoria

Address: Level 1, 37 Albert Street, Footscray, VIC, 3011

Free call: 1800 242 636

Phone: 9396 9500

Fax: 9396 9555

Website: www.carersvictoria.org.au

Carers Victoria provides services for caring families throughout Victoria.

Casey Child and Adolescent Mental Health

Monash CAMHS - Casey Community Team, Casey Hospital

Address: 52 Kangan Drive, Berwick, VIC, 3806

Phone: 8768 1569

Fax: 8768 1957

After Hours: 1300 369 012

CAMHS provide specialist child and adolescent mental health services for children and adolescents up to the age of 18 years with serious emotional disturbance. This includes young people with a diagnosable psychiatric disorder whose condition is considered seriously detrimental to their growth or development and/or where there are substantial difficulties in the person's social or family environment.

Children with Disability Australia (CDA)

Address: Suite 3, 173 Queens Parade or PO Box 172, Clifton Hill, VIC, 3068

Free call: 1800 222 660

Phone: 9482 1130

Fax: 9482 7833

Email: info@cda.org.au

Website: www.cda.org.au

CDA is a national peak body which represents children and young people aged 0-25 with a disability.

Disability Support Services (continued)

City of Casey Home and Community Care (HACC)

Address: Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: caseycc@casey.vic.gov.au

Website: www.casey.vic.gov.au

HACC provides access to home care, personal care, respite care, Meals on Wheels, HACC transport service, social support program and home maintenance.

Community Support Options - Monash Health

Address: 4th Floor, 229 Thomas Street, Dandenong, VIC, 3175

Free call: 1800 052 222 (After Hours)

Phone: 9792 7747

Email: communitysupportoptions@monashhealth.org

Website: www.monashhealth.org

Community Support Options provides various support for people in our community to maintain independent living. A range of support options for the frail, aged, people with dementia, insecure housing, people with disabilities and carers living in the Southern region of Melbourne.

Department of Health and Human Services (DHHS)

Address: 165-169 Thomas Street, Dandenong, VIC, 3175

Phone: 1800 783 783 (Intake & Response)

TTY: 133 677

Website: www.dhs.vic.gov.au

DHHS provide support for people with a disability, their families and carers acting as a contact point for information on programs and services available in the community.

Disability Support Services (continued)

Ermha – Mental Health Support

Address: 67 Robinson Street, Dandenong, VIC, 3175

Phone: 1300 376 421

Fax: 9792 9027

Email: reception@ermha.org

Website: www.ermha.org

Ermha supports people with mental health issues by providing high quality services that promote, develop and sustain the independence and community inclusion of those who have or may acquire a severe mental illness.

EW Tipping Foundation

Address: 1036 Dandenong Road, Carnegie, VIC, 3163

Phone: 9564 1000

Fax: 9564 1004

Email: info@tipping.org.au

Website: www.tipping.org.au

EW Tipping provide tailored support to people with a range of intellectual, physical and neurological disabilities and associated conditions. Services include a range of recreational and community access support, group programs and transitional living services through to complex care associated with spinal injury, medical conditions, mental health problems and behaviours of concern.

Helping Hand is Here

Contact: Michelle Jankovic

Phone: 9017 4649

Website: www.helpinghandishere.com.au

Facebook: www.facebook.com/Helping.Hand.Is.Here

There are many disability support services in Victoria, but finding each of them which support you, can be confusing and time consuming. Helping Hand is a comprehensive web based disability directory containing disability and support service links.

Disability Support Services (continued)

Independence Australia

Address: 208 Wellington Street, Collingwood, VIC, 3066

Phone: 1300 704 456

Fax: 1300 704 451

Email: theteam@independenceaustralia.com

Website: www.independenceaustralia.com

Independence Australia is a not-for-profit organisation supporting people with a disability or other physical need to regain, retain and extend their independence. With particular expertise and experience in providing services to people with physical and neurological disabilities including spinal cord injury, poliomyelitis, cerebral palsy, acquired brain injury, multiple sclerosis, motor neuron disease and stroke.

Kalimna – The Bridge Connects Webb Street

Address: 67-69 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 9111

Fax: 9705 9222

Email: info@thebridgeinc.org.au

Website: www.thebridgeinc.org.au

Kalimna, a service of Options Victoria, is a not-for-profit community organisation providing a variety of services for people of adult age who have a disability. Kalimna services are located at Narre Warren, Berwick and Cranbourne. These services support people to link with their community to pursue lifestyles of choice. Flexible person centered services are provided to people residing in the Cities of Casey, Greater Dandenong and Cardinia by a dedicated team of staff and volunteers.

Disability Support Services (continued)

MiLife Victoria

Address: Level 1, Suite 1, 108-120 Young Street, Frankston, VIC, 3199

Phone: 9775 7333

Fax: 9775 7300

Email: milife@milife-victoria.org.au

Website: www.milife-victoria.org.au

Leaders in disability care, MiLife Victoria provides support and services to people in activities of everyday life through individualised planning, in home services, respite and day program activities, provided in various community locations. Support is provided in the areas of social and community involvement, independent living, prevocational training, recreation and leisure.

MOIRA

Address: 928 Nepean Highway, Hampton East, VIC, 3188

Phone: 8552 2222

Email: moirageneral@moira.org.au

Website: www.moira.org.au

MOIRA provides a range of support services for people with disabilities and youth in crisis in and throughout the Southern Metropolitan Region of Melbourne and Victoria. It also provides support services to families and carers.

MOIRA Sibling Support Program

Address: 928 Nepean Highway, Hampton East, VIC, 3189

Phone: 8552 2222

Fax: 8552 2233

Email: moira@moira.org.au

Website: www.moira.org.au

MOIRA Sibling Support Program provides support for children who have a brother or sister with a disability or chronic condition. The program offers separate activities for Primary School and Secondary School aged siblings living in the Southern Metropolitan Region of Melbourne. The aim is to connect young siblings with peers, to reduce social isolation and provide respite. Siblings with a disability are not eligible, including ADHD and Asperger's.

Disability Support Services (continued)

Monash Audiology Cranbourne - Monash Health

Cranbourne Integrated Care

Address: 140-154 Sladen Street, Cranbourne, VIC, 3977

Phone: 5990 6180

Fax: 5990 6179

Monash Audiology Cranbourne provides primary hearing health care, specialising in the prevention of hearing loss and in the identification, assessment, diagnosis, management, and treatment of hearing disorders.

National Continence Helpline

Free call: 1800 330 066

Email: helpline@continence.org.au

Website: www.continence.org.au

The National Continence Helpline provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.

National Disability Services Victoria

Address: 10 / 369 Royal Parade, Parkville, VIC, 3052

Phone: 8341 4300

Fax: 8341 4333

Email: ndsvic@nds.org.au

Website: www.nds.org.au

National Disability Services Victoria represents services for people with disabilities and their families.

Disability Support Services (continued)

National Relay Service (NRS)

Address: Level 2, 10 Mallett Street, Camperdown, NSW, 2050

TTY: 133 677 / 1800 555 677

Speak/Listen: 1300 555 727 / 1800 555 727

SMS relay: 0423 677 767 / 133 677 if calling an SMS relay user

Email: helpdesk@relayservice.com.au

Website: www.relayservice.com.au

The National Relay Service (NRS) is an Australian government initiative. It provides a solution for people who are deaf or who have a hearing or speech impairment. The NRS relays calls at no extra cost. Training on how to use the service is free.

Outlook (VIC) Inc. - Outlook One

Address: 24 Toomuc Valley Road, Pakenham, VIC, 3810

Phone: 5941 1535

Fax: 5940 1063

Email: outlook@outlookvic.org.au

Website: www.outlookvic.org.au

Outlook One can provide a range of tailored supports to the unique needs of the individual. Outlook One provides a blend of community activities, personal support, training and employment based on individual's needs, goals and lifestyle choices. Services are offered in Narre Warren, Cranbourne, Pakenham, Hallam, Berwick and Emerald.

OzChild – Child First

Address: 947 Nepean Hwy, Mornington, VIC, 3931

Phone: 5975 7644

Fax: 5975 4289

Website: www.ozchild.org.au

Facebook: www.facebook.com/ozchild

OzChild improves life opportunities for children across Australia and beyond by delivering a range of integrated, diverse and accessible services that are outcome focused and recognised for excellence.

Disability Support Services (continued)

Polio Australia

Address: Suite 119C, Level 1, 89 High Street, Kew, VIC, 3101

Contact: Mary-Ann Liethof, National Program Manager

Phone: 9016 7678

Email: office@polioaustralia.org.au

Website: www.polioaustralia.org.au

Facebook: www.facebook.com/PolioAustralia

Australia's polio survivors working in partnership with health professionals.

SCOPE

Address: Cnr Station Street & Nepean Highway, Aspendale, VIC, 3195

Phone: 9587 8225

Website: www.scopevic.org.au

Scope is one of the largest providers of services to people with a disability in Victoria, and one of the largest not-for-profit organisations in Australia. Scope offers a wide range of services from services for people with a disability to services for carers, employers and other groups.

Spinal Cord Injuries in Australia

Address: Level 2, Whitten Oval Administration Building, Victoria University,
417 Barkly Street, Footscray, VIC, 3012

Free call: 1800 819 775

Email: office@scia.org.au

Website: www.scia.org.au

Spinal Cord Injuries in Australia deals with the prevention of spinal cord injury, care for those with spinal cord injury and the support of research to find a cure for spinal cord injury.

Disability Support Services (continued)

Statewide Autistic Services Inc. (SASI)

Address: 13 Sir Laurence Drive, Seaford, VIC, 3198

Phone: 9773 6044

Fax: 9776 4299

Email: enquiries@asi.org.au

Website: www.sasi.org.au

SASI offers teenagers and adults with high needs autism and other complex disabilities the education and support they need to live with dignity, respect and as independently as possible.

The Bridge Inc.

Address: Plaza Business Centre

Suite 3, Level 4, 26 McCrae Street, Dandenong, VIC, 3175

Phone: 8710 8555

Fax: 8710 8599

Email: info@thebridgeinc.org.au

Website: www.thebridgeinc.org.au

Facebook: www.facebook.com/thebridgeorg

The Bridge is a not-for-profit disability services provider located in the South Eastern suburbs of Melbourne. Formerly known as Options Victoria, they have been helping people with disabilities for over 40 years.

The Bridge offer a wide range of community and employment services in many locations, including Berwick, Cranbourne, Narre Warren, Pakenham, Cheltenham, Glen Waverley, Springvale, Noble Park, Dandenong and Frankston.

If you want to have fun, meet new people, make new friends and learn new skills in a supportive, welcoming and positive environment, then the Bridge is the place for you.

Disability Support Services (continued)

Vicdeaf

Address: Level 4, 340 Albert Street, East Melbourne, VIC, 3002

Phone: 9473 1111

Fax: 9473 1122

NRS: 9473 1199

Email: info@vicdeaf.com.au

Website: www.vicdeaf.com.au

Vicdeaf's vision is to achieve access and equity for deaf and hard of hearing Victorians. They are a progressive community service organisation striving to provide relevant, responsive and accessible services and equipment.

Villa Maria

Address: 6 Studley Park Road, Kew, VIC, 3101

Phone: 9855 7600

Fax: 9855 7899

Website: www.villamaria.com.au

Villa Maria is a values based organisation providing quality services and life enhancing opportunities for older people and children and adults with a disability, their families and carers.

Vision Australia

Address: 454 Glenferrie Road, Kooyong, VIC, 3144

Phone: 1300 847 466

Fax: 1300 847 329

Email: info@visionaustralia.org

Website: www.visionaustralia.org.au

Vision Australia works in partnership with people, who are blind or vision impaired, and their families, to expand the choices available to them.

Disability Support Services (continued)

Wallara

Address: 34 Potter Street, Dandenong, VIC, 3175

Phone: 9792 2985

Fax: 9793 3100

Email: wallarainfo@wallara.com.au

Website: www.wallara.com.au

Wallara supports people with disabilities by providing community day services, accommodation, in-home support, life options, community options, high support, seniors and pathways to employment.

Wesley Mission Victoria

Address: Unit 2/2 Codrington Street, Cranbourne, VIC, 3977

Phone: 5996 6806

Email: adele.henderson@wesley.org.au

Website: www.wesley.org.au

Wesley Mission Victoria Connect South program provides services to support people with a disability, by offering a range of flexible recreational and skill based activities that are responsive to individual needs.

Windermere Child and Family Services

Address: 48 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 3200

Fax: 9705 7650

Email: info@windermere.org.au

Website: www.windermere.org.au

Windermere Child and Family Services provides disability services, family day care, in-home childcare, early childhood development services, family services, housing support, victims assistance, counselling program and dry nights program.

Disability Support Services (continued)

Women's Health in the South East (WHISE)

Address: 2 / 31 Princes Highway, Dandenong, VIC, 3175

Phone: 9794 8677

Fax: 9793 1866

TIS: 131 450

Website: www.whise.org.au

WHISE is a community based organisation located in South East Melbourne that is run by women, for women, and is concerned with all aspects of women's wellbeing.

Yooralla – Tarlina Early Childhood Centre

Address: 19 Oban Close, Endeavour Hills, VIC, 3802

Phone: 9213 1800

Fax: 9700 6611

Email: tarlina.admin@yooralla.com.au

Website: www.yooralla.com.au

Yooralla Tarlina Early Childhood Centre provides early intervention services to families who have a child with a developmental delay or disability. Support may be through home visits, community settings such as playgroup, childcare or as needed by the family. Families can choose to participate in parent support, sibling, dad's and aquatics groups. Yooralla Inner South has two inclusive playgroups supported by therapy staff and open to any child from birth to 18 years.

Yooralla Personalised Service

Phone: 1800 966 725

TTY: 9916 5899

TIS: 131 450

Email: ispservice@yooralla.com.au

Website: www.yooralla.com.au

Yooralla Personalised Service provides support and opportunities for people with disability with a range of programs and supports individual, educational, vocational, recreational and therapeutic needs. This can range from within the home to out in the community. Yooralla can also provide service coordination and brokerage should this be identified. Services offered include in-home support, one on one support, education, employment, service coordination, transport, training, therapy, holidays and brokerage.

Education and Training

Centrelink

Offices: Cranbourne: 7-9 Codrington Street, Cranbourne, VIC, 3177
Dandenong: 27-29 Robinson Street, Dandenong, VIC, 3175
Fountain Gate: 71-73 Webb Street, Narre Warren, VIC, 3802
Pakenham: 17 John Street, Pakenham, VIC, 3180

Main Line: 132 468

Website: www.centrelink.gov.au

For assistance with Disability Support Pension, Mobility Allowance, Newstart Allowance, Sickness Allowance, Youth Allowance, Pension Supplement and Employment Pathway Plan.

Chisholm Institute - Disability Support (General)

Address: 121 Stud Road, Dandenong, VIC, 3175

Phone: 1300 244 746

Email: disabilitysupport@chisholm.edu.au

Website: www.chisholm.edu.au

Chisholm's disability support service assists students with disabilities to access a full range of educational opportunities. Support may include access to note-takers, alternative assessment arrangements, special equipment, in-class support, course material presented in an alternative format, interpreters for the deaf or special consideration.

Dandenong Valley Special Developmental School

Address: Victoria Road, Narre Warren, VIC, 3805

Phone: 9704 4800

Fax: 9796 6298

Email: dandenong.valley.sds@edumail.vic.gov.au

Website: www.dandyvalley.vic.edu.au

Dandenong Valley SDS is an Education Department school catering for children and young people with moderate to severe intellectual disabilities. Children range in age from 5 to 18 years. The school also has an Early Education Program for children, with developmental delay, aged between 2.5 and 4.5 years.

Education and Training (continued)

Department of Education and Early Childhood Development

Address: 2 Treasury Place, East Melbourne, VIC, 3002

Phone: 9637 2000

Email: edline@edumail.vic.gov.au

Website: www.education.vic.gov.au

The Department of Education and Early Childhood Development brings together a range of learning and development services for Victorian children, young people and adults.

Emerson School

Address: 1430 Heatherton Road, Dandenong, VIC, 3175

Phone: 9791 8900

Fax: 9791 3489

Email: emerson.sch@edumail.vic.gov.au

Website: www.emersonsc.vic.edu.au

Emerson School is a specialist school that provides a dynamic range of programs for primary and secondary students with mild intellectual processing disabilities. It is a school with a reputation for providing quality services to a region that includes Rowville in the north, Cranbourne in the south, Mulgrave / Springvale in the west and Bunyip / Pakenham in the east.

INSIGHT - Insight Education Centre for the Blind and Vision Impaired

Address: 120 Enterprise Avenue, Berwick, VIC, 3806

Free call: 1800-INSIGHT (1800 474 448)

Fax: 9707 4316

Website: www.insightvision.org.au/

INSIGHT aims to educate, support and empower blind and vision impaired Victorian children and young people so that they reach their potential, independence and self-worth.

Education and Training (continued)

KU Children's Services

Address: Suite 3, 6-8 Lyall Road, Berwick, VIC, 3806

Phone: 8768 4300

Fax: 9796 2829

Email: ku.seoutermelbourneisa@ku.com.au

Website: www.ku.com.au

KU offer a number of specialised play and family support programs, which are play-based learning programs delivered by highly trained, qualified and experienced staff.

Marnebek School

Address: New Holland Drive, Cranbourne, VIC, 3977

Phone: 5996 3858

Fax: 5996 8480

Email: marnebek.sch.Cranbourne@edumail.vic.gov.au

Website: www.marnebek.vic.edu.au

Marnebek School Cranbourne is a dual mode (Special and Special Development) Department of Education and Early Childhood Development government funded school. It caters for a diverse student population with mild, moderate or profound intellectual disability. Students are aged from 5 to 18 years.

Naranga School

Address: Naranga Crescent, Frankston, VIC, 3199

Phone: 9788 2222

Fax: 9776 5133

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

Website: www.naranga.vic.edu.au

Naranga is a school for students who have a mild intellectual disability. The school provides teachers, teacher aides, welfare, psychology and speech pathology services.

Education and Training (continued)

Officer Specialist School

Address: 3 Parker Street, Officer, VIC, 3809

Contact: Principal

Phone: 5943 2800

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

Officer Specialist School is a special development school.

Employment Services

Centrelink

Offices: Cranbourne: 7-9 Codrington Street, Cranbourne, VIC, 3177
Dandenong: 27-29 Robinson Street, Dandenong, VIC, 3175
Fountain Gate: 71-73 Webb Street, Narre Warren, VIC, 3802
Pakenham: 17 John Street, Pakenham, VIC, 3180

Main Line: 132 468

Website: www.centrelink.gov.au

For assistance with Disability Support Pension, Mobility Allowance, Newstart Allowance, Sickness Allowance, Youth Allowance, Pension Supplement and Employment Pathway Plan.

Commonwealth Rehabilitation Service (CRS) Australia

Address: Suite 3, 418 Princes Highway, Narre Warren, VIC, 3805

Free call: 1800 277 277

Website: www.crsaustralia.gov.au

Provides help to get a job or return to work if you have a disability or a serious health problem. This help includes, advice, work experience training and vocational counselling. Practical advice is given on how to find the right job, how to write job applications and how to prepare for interviews. CRS Australia also helps employers to keep their workplaces.

Dandenong Valley Job Support Inc. Cranbourne

Address: Level 1, 15 Childers Street, Cranbourne, VIC, 3977

Phone: 1300 385 738

Fax: 5996 3187

SMS: 0407 764 991

Email: intakecranbourne@dvjs.com.au

Website: www.dvjs.com.au

Dandenong Valley Job Support Inc. Cranbourne provides job-seeking support and training to people with disabilities and employers.

Employment Services (continued)

Echo Australia Inc.

Email: echo@echoaustralia.com

Website: www.echoaustralia.com.au

Cranbourne

Address: Shop 3 & 4, 75-89 High Street, Cranbourne

Phone: 5990 0555

Fax: 5995 9822

Narre Warren

Address: 6/418 Princess Highway, Narre Warren VIC 3805

Phone: 8790 1621

Fax: 9704 8586

ECHO assists people with disabilities to fully participate in the labour market.

Gateway Industries

Address: 55-57 Progress Street, Dandenong, VIC, 3175

Phone: 9793 9988

Fax: 9793 9800

Email: office@gatewayindustries.com.au

Website: www.gatewayindustries.com.au

Gateway Industries provides service and support to employees with disabilities providing them with an infrastructure and conditions equitable to other industries and sharing a quality of life with them.

Max Solutions

Address: Shop 9, 3 Webb Street, Narre Warren, VIC, 3804

Phone: 8796 6500

Fax: 8796 6599

Website: www.maxsolutions.com.au

MAX Solutions provides personalised support services to our job seekers with short term and long term illness, injuries and disabilities.

Employment Services (continued)

National Disability – Coordinating Officer Program

Address: 31 Playne Street, Frankston, VIC, 3199

Phone: 9784 0400

Email: sbailey@skillsplus.com.au

Website: www.ndcovictoria.net.au

The NDCO Program aims to improve the transition of people with a disability aged 15 to 64 years into tertiary education and employment, providing information, coordination and referral for people with a disability.

Outlook Employment – Narre Warren

Address: Suite 2, 418 Princes Hwy, Narre Warren, VIC, 3805

Phone: 9705 6445

Fax: 8970 1144

Website: www.outlookemp.org.au

Outlook Employment is a government funded service which is free to eligible job seekers and to employers, assisting people with a disability, injury or illness to find and maintain employment.

Wallara Industries

Address: Unit 4/102-128 Bridge Road, Keysborough, VIC, 3175

Phone: 9798 1019

Fax: 9798 6203

Email: wi@wallara.com.au

Website: www.wallaraindustries.com.au

Wallara Industries is one of Melbourne's leading contract packing businesses servicing many major Australian and International companies. Wallara Industries supports the employment of people with a disability.

Employment Services (continued)

Wise Employment

Address: 7-9 Bakewell Street, Cranbourne, VIC, 3977

Free call: 1800 685 105

Phone: 5996 3511

Fax: 5996 3533

Email: cranbourne@wiseemployment.com.au

Website: www.wiseemployment.com.au

WISE Employment is a not-for-profit organisation with a professional, integrated approach to finding the right job for jobseekers and the right staff for employers. It offers comprehensive training and retraining for jobseekers, as well as training for employers.

Equipment and Aids

Access Solutions National Pty Ltd

Address: Suite 1 / 15 Castleridge Street, Narre Warren, VIC, 3805

Phone: 1300 668 985

Email: info@asnpl.com.au

Website: www.asnpl.com.au

Access Solutions National Pty Ltd has a range of their own products as well as a focus on developing innovative customised assistive products for people with a disability. ASN also evaluate products for businesses/organisations to ensure items are disability friendly.

Australian Communication Exchange (ACE)

Phone: 07 3815 7600

TTY: 07 3815 7602

Fax: 07 3815 7601

Website: www.aceinfo.net.au

ACE helps empower deaf, hearing impaired and speech impaired Australians by providing equal access to phone communication technology through services like the National Relay Service.

Beyond Disability

Address: PO Box 1451, Pearcedale, VIC, 3912

Phone: 5978 5000

Email: secretary@bdi.org.au

Website: www.bdi.org.au

Beyond Disability is a team of local volunteers who assist people who are physically disabled and housebound to connect with the world by using online technologies. Beyond Disability provides access to computer equipment and volunteer assistance.

Equipment and Aids (continued)

Coastcare Medical Equipment and Sales

Address: 1 / 80 / 86 Enterprise Avenue Berwick, VIC, 3806

Phone: 9707 4955

Fax: 9707 4933

Email: berwick@coastcaremed.com.au

Website: www.coastcaremed.com.au

Coastcare provide a range of rehabilitation products to clients in hospitals, aged care, disability facilities and domestic situations. They assist clients to find the most appropriate equipment, offering personal delivery and installation service.

DoAbility

Address: 101 Munster Terrace, North Melbourne, VIC, 3051

Phone: 9376 4487

Fax: 9376 6071

Website: www.doability

DoAbility supply a range of equipment for children and adults with a disability, to assist in daily living, therapy and recreation. Some items are also available for hire.

GMS Rehabilitation

Address: 48 Commercial Drive, Lynbrook, VIC, 3975

Phone: 1300 734 223

Website: www.gmsrehab.com.au

GMS offer a wide range of products including top brands such as Pride Mobility, ROHO, Sunrise Medical and Ivacare.

Hearing Dogs (Lions)

Phone: 08 8388 7836

TTY: 08 8388 1297

Email: hearingdogs@picknowl.com.au

Website: www.hearingdogs.asn.au

Hearing dogs support people who are deaf or have a hearing impairment by alerting them to a variety of sounds, e.g. doorbell, smoke alarm boiling kettle. This national service is hosted by Lions Australia.

Equipment and Aids (continued)

Helping Hand is Here

Contact: Michelle Jankovic

Phone: 9017 4649

Website: www.helpinghandishere.com.au

Facebook: www.facebook.com/Helping.Hand.Is.Here

There are many disability support services in Victoria, but finding each of them which support you, can be confusing and time consuming. Helping Hand is a comprehensive web based disability directory containing disability and support service links.

Linds Rehabilitation Equipment

Address: 58-62 Star Crescent, Hallam, VIC, 3803

Phone: 9796 3399

Fax: 9796 3313

Email: sales@lindsrehab.com.au

Website: www.lindsrehab.com.au

Linds provides a range of aids and other equipment for people with a disability.

MobilityCare

Address: 1 / 12 Marriot Street, Oakleigh, VIC, 3166

Phone: 9568 8383

Fax: 9568 5114

Email: info@mobilitycare.net.au

Website: www.mobilitycare.net.au

MobiltyCare provides a wide range of disability, mobility and rehabilitation products and advice.

Equipment and Aids (continued)

Solve Disability Solutions (formerly TADVIC)

Address: c/- Royal Talbot Rehabilitation Centre, Kew, VIC, 3101

Free call: 1300 663 243

Phone: 9853 8655

Fax: 9853 8098

Email: info@solve.org.au

Website: www.solve.org.au

Solve Disability Solutions (formerly TADVIC) is a not-for-profit organisation that makes and modifies equipment for people with disabilities whose needs cannot be met commercially. Volunteers design, make and modify equipment for people with disabilities, provided no commercial solution is available.

Statewide Equipment Program (SWEP)

Address: PO Box 1993, Bakery Hill, VIC, 3354

Phone: 1300 747 937 / 5333 8100

Fax: 5333 8111

Email: swep@bhs.org.au

Website: <http://swep.bhs.org.au>

SWEP assists eligible people to access subsidised aids, equipment and home modifications to enhance safety and independence.

Telstra Disability Hotline

Free call: 1800 068 424

TTY: 1800 808 981

Fax: 1800 814 777

Website: www.telstra.com.au/disability

Telstra installs devices for people with disabilities and provides information on the location of TTY public pays as well as a range of specialist equipment for people with visual impairment.

Equipment and Aids (continued)

Vision Australia

Address: 454 Glenferrie Road, Kooyong, VIC, 3144

Phone: 1300 847 466

Fax: 1300 847 329

Email: info@visionaustralia.org

Website: www.visionaustralia.org

Vision Australia provides an extensive range of specialist equipment for people with a visual impairment.

Windermere Child and Family Services

Address: 48 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 3200

Fax: 9705 7650

Email: info@windermere.org.au

Website: www.windermere.org.au

Windermere provides an array of emotional and practical support services, education, advice, counselling and other therapeutic interventions. Services include but are not limited to respite, equipment, continence supports, transport, medical costs, therapeutic interventions, home and vehicle modifications and assessments.

Finance

Centrelink

Offices: Cranbourne: 7-9 Codrington Street, Cranbourne, VIC, 3177
Dandenong: 27-29 Robinson Street, Dandenong, VIC, 3175
Fountain Gate: 71-73 Webb Street, Narre Warren, VIC, 3802
Pakenham: 17 John Street, Pakenham, VIC, 3180

Main Line: 132 468

Website: www.centrelink.gov.au

For assistance with Disability Support Pension, Mobility Allowance, Newstart Allowance, Sickness Allowance, Youth Allowance, Pension Supplement and Employment Pathway Plan.

Department of Health and Human Services (DHHS)

Dandenong Regional Government Services Office

Address: 165-169 Thomas Street, Dandenong, VIC, 3175

Phone: 1300 555 526

Fax: 8765 7575

Website: www.dhs.vic.gov.au

DHHS provides access to a range of services specifically for people aged six years and over with a disability.

Salvation Army

Address: Cnr Parkhill Drive and Ernst Wanke Road, Berwick, VIC, 3806

Phone: 9704 1940 or 1300 371 288 (9.00 am – 5.00 pm, Monday to Friday).

Fax: 9704 1938

Website: www.salvos.org.au

The Salvation Army offers a range of support options to help with financial difficulties, depending on the nature of your problems. If you find yourself in crisis and are in need of material or financial assistance, please contact the Salvation Army for Emergency Relief assessment.

Health and Hospitals

Acute Mental Health Services

Phone: 1300 369 012 (Triage Nurse)

Emergencies dial 000

Website: www.monashhealth.org

Casey Hospital

Address: 52 Kangan Drive, Berwick, VIC, 3806

Phone: 8768 1200

Fax: 8768 1982

Website: www.monashhealth.org

Casey Hospital is a 229 bed hospital providing a comprehensive range of health services for the rapidly growing communities of Melbourne's Outer East. Services include an emergency department, general medical, mental health, rehabilitation, surgical and ambulatory care services.

City of Casey Maternal and Child Health

Phone: 13 22 29 (24 hours) / 9705 5200

Fax: 9704 9544

NRS: 133 677

TIS: 131 450

Website: www.casey.vic.gov.au

City of Casey Maternal and Child Health service provides information and support services to parents on a variety of parenting and health issues for families of children from birth to six. This service is free of charge.

Dandenong Hospital

Address: 105-135 David Street, Dandenong, VIC, 3175

Phone: 9554 1000 (AH) / 9554 1000 (BH)

Fax: 9554 1120

Email: info@monashhealth.org

Website: www.monashhealth.org

Health and Hospitals (continued)

Medibank Health Solutions

Phone: 1300 244 792

Website: www.medibankhealth.com.au

Medibank delivers expertise and experience in medical advisory, assessment and health screening services.

Royal District Nursing Service (RDNS)

Address: Unit 3 / 11 Gloucester Street, Berwick, VIC, 3806

Phone: 1300 33 44 55

Email: getinfo@rdns.com.au

Website: www.rdns.com.au

RDNS offers a wide range of general and specialist care and operates 24 hours a day, every day of the year. The care provided by RDNS enables people to remain in their own homes, providing them with more independence, choice and control in relation to their healthcare. Services provided include nursing care for the frail, aged and highly dependent.

South East Alcohol and Drug Services (SEADS)

Address: 86 Foster Street, Dandenong, VIC, 3175

Phone: 8792 2330 or 1300 473 237 (1300 4 SEADS)

Fax: 8792 2331

Email: seads@monashhealth.org

Website: www.monashhealth.org

SEADS operates from Dandenong, Springvale, Cranbourne, Berwick, Youth Stop, Pakenham and Doveton sites of Monash Health. SEADS provides a comprehensive regional program for the management of issues relating to Alcohol and Drug use.

St John of God Hospital

Address: Gibb Street, Berwick, VIC, 3806

Phone: 9709 1414

Fax: 9707 4135

Email: info.berwick@sjog.org.au

Website: www.sjog.org.au

St John of God Berwick Hospital is a not-for-profit private hospital. We are growing to meet the needs of our diverse and growing community.

Health and Hospitals (continued)

The Royal Children's Hospital

Address: 50 Flemington Road, Parkville, VIC, 3052

Phone: 9345 5522

Website: www.rch.org.au

Housing and Accommodation

Centrelink

Offices: Cranbourne: 7-9 Codrington Street, Cranbourne, VIC, 3177
Dandenong: 27-29 Robinson Street, Dandenong, VIC, 3175
Fountain Gate: 71-73 Webb Street, Narre Warren, VIC, 3802
Pakenham: 17 John Street, Pakenham, VIC, 3180

Main Line: 132 468

Website: www.centrelink.gov.au

For assistance with Disability Support Pension, Mobility Allowance, Newstart Allowance, Sickness Allowance, Youth Allowance, Pension Supplement and Employment Pathway Plan.

Department of Health and Human Services (DHHS)

Dandenong Regional Government Services Office

Address: 165-169 Thomas Street, Dandenong, VIC, 3175

Phone: 1300 555 526

Fax: 8765 7575

Website: www.dhs.vic.gov.au

The DHHS plans, funds and delivers community and housing services in line with the Government's vision for making Victoria a stronger, more caring and innovative state.

Department of Social Services (DSS)

Phone: 1300 653 227

Website: www.dss.gov.au

The Department Of Social Services looks after a broad range of issues affecting the living standards of Australian families, communities and individuals. DSS helps to make housing more available and to reduce homelessness, through programs and services, benefits and payments, and grants and funding for organisations providing services to supply housing and reduce homelessness.

Housing and Accommodation (continued)

MOIRA

Address: 928 Nepean Highway, Hampton East, VIC, 3188

Phone: 8552 2222

Email: moirageneral@moira.org.au

Website: www.moira.org.au

MOIRA provides supported accommodation services to individuals living at one of four properties located in the suburbs of Cheltenham, Aspendale and Frankston.

WAYSS Limited

Homeless Access Point

Phone: 9791 6111

Website: www.wayssltd.org.au

WAYSS assists individuals who are homeless or at risk of homelessness to improve their life circumstances by providing access to stable, affordable and safe accommodation. Regions serviced are Frankston, Dandenong, Cranbourne, Berwick & Pakenham.

Wesley Disability Support – Southern Region

Address: 280 Thomas Street, Dandenong, VIC, 3175

Phone: 9794 3000

Fax: 9794 3099

Email: dssouth@wesley.org.au

Website: www.wesley.org.au

Wesley provides five houses in the Carrum area that accommodate 26 people, including people in wheelchairs. Each person has their own room but shares the large, light living spaces with four others.

Legal

Disability Discrimination Legal Service Inc.

Ross House Association Inc.

Address: 2nd Floor, 247 Flinders Lane, Melbourne, VIC, 3000

Phone: 9654 8644

Fax: 9639 7422

TTY: 9654 6817

Email: info@ddls.org.au

Website: www.communitylaw.org.au

The Disability Discrimination Legal Service Inc. (DDLS) is a statewide independent community legal center that specialises in disability discrimination legal matters. We provide free legal services in several areas including information, referral, advice, casework assistance, community legal education and policy and law reform.

State Trustees Limited

Address: Shop 4, 157 Lonsdale Street (Cnr of Foster Street), Dandenong, VIC, 3175

Phone: 9667 6444

TTY: 133 677 then ask for 9667 6444

Website: www.statetrustees.com.au

A peak body helping Victorians with their financial needs providing a diverse range of professional products and services to support carers and people with a disability in a variety of legal issues.

Victorian Civil and Administrative Tribunal (VCAT)

Address: 55 King Street Melbourne, VIC, 3000

Phone: 9628 9081

Website: www.vcat.vic.gov.au

VCAT hears matters relating to guardianship and administration, mental health, disability, consumer matters, credit, discrimination, domestic building, residential and retail tenancy disputes and review and regulation matters.

Legal (continued)

Victoria Legal Aid

Helpline: 9269 0120

Website: www.legalaid.vic.gov.au

Head Office

Phone: 1300 792 387

Dandenong

Address: Level 1, 9-15 Pultney Street, Dandenong, VIC, 3175

Phone: 9767 7111

Victoria Legal Aid focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. We can help in areas of criminal law, family law and some civil law matters.

Victorian Equal Opportunity and Human Rights Commission

Address: Level 3, 204 Lygon Street, Carlton, VIC, 3053

Contact: 1300 292 153

Phone: 9032 3583

TTY: 1300 289 621

Fax: 1300 891 858

Interpreters: 1300 152 494

Email: information@veohrc.vic.gov.au

Website: www.humanrightscommission.vic.gov.au

The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body. Services provided include a free phone enquiry line, free dispute resolution service, information and education, training and consultancy services with responsibility under three laws: Equal Opportunity, Racial and Religious Tolerance, Charter of Human Rights and Responsibilities.

Libraries

Casey-Cardinia Library Corporation

Library Administration Casey Complex

Address: 65 Berwick-Cranbourne Road, Cranbourne, VIC, 3977

Contact: Customer Services Manager

Phone: 5990 0100

Fax: 5996 2533

Email: admin@cclc.vic.gov.au

Website: www.cclc.vic.gov.au

Facebook: www.facebook.com/CaseyCardiniaLibraries

The Casey-Cardinia Library Corporation is a FREE public library service to all residents of City of Casey plus three service points in the Cardinia Shire. Membership and borrowing is free. Services including large print books, eBooks, eMagazines, talking books on CD, MP3, Playaways or free digital downloads, Music CD's or Free Music Downloads, DVDs - many have soundtracks in other languages or captions for the hearing impaired. Members with a print disability are eligible to borrow a DAISY READER - an easy to use playback device that plays talking books in several formats. A Chinese collection is held at Endeavour Hills, Italian at Narre Warren and Sinhalese at Hampton Park Library. A Home Library Service is offered by volunteers to frail, aged or housebound members.

Cranbourne Library

Cranbourne Indoor Leisure Complex

Address: 65 Berwick-Cranbourne Rd, Cranbourne, VIC, 3977

Phone: 5990 0150

Website: www.cclc.vic.gov.au/cranbourne

Doveton Library

Address: 29 Autumn Place, Doveton, VIC, 3177

Phone: 9792 9497

Website: www.cclc.vic.gov.au/doveton

Libraries (continued)

Endeavour Hills Library

Address: Raymond McMahon Boulevard, Endeavour Hills, VIC, 3802

Phone: 8782 3400

Website: www.cclc.vic.gov.au/endeavourhills

Hampton Park Library

Address: Stuart Avenue, Hampton Park, VIC, 3976

Phone: 8788 8500

Website: www.cclc.vic.gov.au/hamptonpark

Narre Warren Library

Address: Overland Drive, Fountain Gate, VIC, 3805

Phone: 8782 3300

Email: information@cclc.vic.gov.au

Website: www.cclc.vic.gov.au

Facebook: www.facebook.com/caseycardinalibraries

Multicultural Services

ADEC - Action on Disability within Ethnic Communities

Address: 175 Plenty Road, Preston, VIC, 3072

Free call: 1800 626 078

Phone: 9480 1666

Fax: 9480 3444

Email: info@adec.org.au

Website: www.adec.org.au

ADEC strives to empower people with a disability from Non-English speaking backgrounds, their carers and families to fully participate as members of the Victorian community. ADEC is a state-wide organisation.

Centrelink

Offices: Cranbourne: 7-9 Codrington Street, Cranbourne, VIC, 3177

Dandenong: 27-29 Robinson Street, Dandenong, VIC, 3175

Fountain Gate: 71-73 Webb Street, Narre Warren, VIC, 3802

Pakenham: 17 John Street, Pakenham, VIC, 3180

Main Line: 132 468

Website: www.centrelink.gov.au

For assistance with Disability Support Pension, Mobility Allowance, Newstart Allowance, Sickness Allowance, Youth Allowance, Pension Supplement and Employment Pathway Plan.

National Ethnic Disability Alliance (NEDA)

Phone: 02 6262 6867 / 0407 878 933

Website: www.neda.org.au

NEDA promotes the rights of people from non-English speaking backgrounds with disabilities throughout Australia.

Multicultural Services (continued)

Southern Migrant and Refugee Centre

Email: smrc@sermrc.org.au

Website: www.smrc.org.au

Dandenong

Address: Level 1, 314 Thomas Street, Dandenong, VIC, 3175

Phone: 9767 1900

Narre Warren

Address: 60 Webb Street, Narre Warren, VIC, 3805

Phone: 9705 6966

The Southern Migrant and Refugee Centre provides case work for families and young people, services for aged and disability clients such as flexible respite care, social support and community care packages.

Respite and Recreation

Alfred Health Carer Services

Free call: 1800 052 222 (carer support)

Email: info@carersouth.org.au

Website: www.carersouth.org.au

Alfred Health Carer Services provide 24 hour carer support and access to planned and urgent respite, for carers young and old. As well as providing information, support and access to respite and other community services.

Association for Children with a Disability (ACD)

Address: Suite 2 / 98 Morang Road, Hawthorn, VIC, 3122

Free call: 1800 013 654 (rural callers)

Phone: 9818 2000

Fax: 9818 2300

Email: mail@acd.org.au

Website: www.acd.org.au

ACD provides respite care for people with disabilities in the homes of vetted and trained volunteers for short periods.

Australian Sports Commission

Phone: 02 6214 1111

Fax: 02 6214 1836

Website: www.ausport.gov.au

Ausport provides information on sport for people with a disability.

Respite and Recreation (continued)

City of Casey Enhancing Vacation Care Program (EVCP)

Address: City of Casey, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: leisure@casey.vic.gov.au

Website: www.casey.vic.gov.au

The Enhancing Vacation Care Program (EVCP) supports school holiday providers to become inclusive of children and teenagers with a disability. To access the EVCP, individuals must be aged between 5 and 17 years with a mild to moderate disability and living or attending school in the City of Casey.

City of Casey Home and Community Care (HACC)

Address: Council Offices, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: caseycc@casey.vic.gov.au

Website: www.casey.vic.gov.au

The City of Casey provides a range of comprehensive Home and Community Care (HACC) services for frail aged, people with a disability and their carers. These services aim to work with and support client's independence and assist them to live at home and to participate in everyday activities.

City of Casey Leisure Development

Address: City of Casey, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Website: www.casey.vic.gov.au

The City of Casey Leisure Department can assist you to get active and participate in sport and active recreation programs as well as inform you on the opportunities available in Casey.

Respite and Recreation (continued)

City of Casey Planned Activities Respite

Address: Aged Services Complex, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: caseycc@casey.vic.gov.au

Website: www.casey.vic.gov.au

If you are caring for a frail older person or a person with a disability, you may be able to receive Respite Care. This occurs when a trained Direct Care Worker looks after the person you care for while you have a break. Respite Care can be provided in your home or in the community. It can also include assistance with personal care, for example, showering and dressing or assistance with attending a program or community-based activity, such as exercise or social outings.

City of Casey Recreation Access Project (RAP)

Address: City of Casey, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

Fax: 9704 9544

NRS: 9705 5568

TIS: 131 450

Email: caseycc@casey.vic.gov.au

Website: www.casey.vic.gov.au

RAP is a leisure respite program funded by Home and Community Care for individuals with disabilities. RAP supports eligible participants in a group setting to access leisure opportunities available within the local and broader community.

Respite and Recreation (continued)

Companion Card

Phone: 1800 650 611
NRS: 13 36 77
TTY: 1800 898 888
TIS : 131 450
Website: www.companioncard.org.au

The Companion Card is issued to people with a significant, permanent disability who always require attendant care support from a companion to participate at most community venues and activities.

The Companion Card is used in those instances where you require assistance from your companion to participate at that particular venue or activity.

Disability Sport & Recreation

Address: PO Box 207, Abbotsford, VIC, 3065
Phone: 9473 0133
Email: info@dsr.org.au
Website: www.dsr.org.au

Disability Sport and Recreation provides and promotes positive health outcomes for Victorians with disability through participation in sport and recreation.

Doveton Special Soccer School

Address: PO Box 2676, Dandenong, VIC, 3175
Phone: 0414 393 700
Email: soccercoach2@hotmail.com
Website: www.dovetonsss.com.au

Doveton Special Soccer School provides an opportunity for people with an intellectual disability to participate in soccer, physical fitness activities and share the experience of friendship with other athletes, their family and the community.

Respite and Recreation (continued)

Marillac Casey Kidz Club

Address: 790 Glen Huntly Road, Caulfield South, VIC, 3162

Phone: 9591 6400

Fax: 9591 6401

Email: info@marillac.com.au

Website: www.marillac.com.au

Marillac's Casey Kidz Klub Program offers after school and vacation programs that young people between the ages of 12 and 18 with a disability can enjoy with trained support. It is fun for children and young people, and helps their families. They offer activities between 3.00pm and 6.00pm weekdays during school term and 8.00am and 6.00pm during the official Victorian School Holiday periods. Transport from Dandenong Valley and Marnebek schools can be arranged for the after school program.

MOIRA

Address: 928 Nepean Highway, Hampton East, VIC, 3188

Phone: 8552 2222

Email: moirageneral@moira.org.au

Website: www.moira.org.au

MOIRA provides respite co-ordination information and referral for people with disabilities living at home with an unpaid carer, Parent Support Program, Parent to Parent Program and also includes youth groups, camps, sibling support, case management, respite, financial intermediary and referral.

Monash Health Community – Brain Injury Services

Main Line: 9792 7432

Website: www.monashhealth.org

Cranbourne: 140-154 Sladen Street, Cranbourne, Vic, 3977

Berwick: 28 Parkhill Drive, Berwick, Vic, 3806

Monash Health Community provides a wide range of respite services to carers of the frail, aged and people living with a disability. By offering a large number of respite services, we help to prevent or delay the need for long-term residential care.

Respite and Recreation (continued)

Outlook (VIC) Inc. - Outlook One

Address: 24 Toomuc Valley Road, Pakenham, VIC 3810

Phone: 5941 1535

Fax: 5941 1063

Email: outlookonemanager@outlookvic.org.au or outlook@outlookvic.org.au

Website: www.outlookvic.org.au

Outlook One can provide a range of tailored supports to the unique needs of the individual. Outlook One provides a blend of community activities, personal support, training and employment based on individual's needs, goals and lifestyle choices. Services are offered in Narre Warren, Cranbourne, Pakenham, Hallam, Berwick and Emerald.

Painting with Parkinson's

Address: The Old Cheese Factory,
Homestead Road, Berwick, VIC 3806

Phone: 0409 188 317

Fax: 9702 3051

Email: atkingj@aapt.net.au

Website: www.anneatkinart.com

Painting with Parkinson's is an organisation that gives people living with Parkinson's a chance to enjoy a program designed specifically for them. It uses creativity, exercise and socialisation to help with making life more bearable with this chronic illness. Each participant will be guided to find their own creativity. There will be exercises to help with improving balance and overall strength and social activities to help participants find friendship and feel less isolated.

Reclink Australia

Address: 115 / B Ferrars Street, Melbourne, VIC, 3205

Phone: 9419 6672

Email: reclink@reclink.org or online service

Website: www.reclink.org

Reclink provides and promotes sport and art programs for people experiencing disadvantage. They assist vulnerable and isolated people, including people experiencing significant mental health challenges, disability, homelessness, substance abuse, culturally and linguistic diverse communities, correctional services and economic hardship.

Respite and Recreation (continued)

Respite South

Free call: 1800 052 222

Website: www.respitesouth.org.au

Respite South provide a comprehensive website which puts disability related information in one place. The four main features of the site are news and events, weekly newsletter, respite finder directory and an online library full of useful information, for example, how to get a companion card or a carer card, lists of local carer support groups and information about accessing public transport.

Ridability Victoria - Doveton Centre

Address: Myuna Farm, 182 Kidds Road, Doveton, VIC, 3177

Phone: 0432 869 215

Email: dubachoz@gmail.com

Website: www.rda.org.au

Riding for the Disabled Association of Australia is a not-for-profit organisation that enables individuals with a variety of disabilities and backgrounds to develop independence and a sense of freedom through adaptive coaching techniques and equipment. RDA Doveton operates out of Myuna Farm in Doveton.

Sailability Program – Lysterfield Lake Park

Address: Lysterfield Lake Park

Horswood Road, Lysterfield, VIC, 3156

Contact: Brian Girling

Phone: 9546 6508

Website: www.sailability.org

Sailability offers sailing opportunities for people of all abilities at Lysterfield Lake. The specialised wide access dinghies enable individuals to easily control boats within a secure environment and if required, with the aid of a Sailability volunteer.

Wesley Central Mission Respite Program - Southern Region

Phone: 9794 3000

Email: dssouth@wesley.org.au

Website: www.wesley.org.au

Wesley provides several short term respite options for carers of children and adults with disabilities who cannot manage without support, through the day, overnight, weekend and on school holiday camps and activities.

Translating and Interpreting Services

National Relay Service (NRS) Helpdesk

TTY: 1800 555 630 (free call)

TTY/voice call: 133 677

Voice: **1800 555 660 (free call)**
number

24-hour relay call

SMS: 0416 001 350

Fax: 1800 555 680 (free call)

Email: helpdesk@relayservice.com.au

Website: www.relayservice.com.au

The National Relay Service (NRS) is an Australian government initiative. It provides a solution for people who are deaf or who have a hearing or speech impairment. The NRS relays calls at no extra cost. Training on how to use the service is free.

Sign Language Communications Victoria

Address: Level 4, 340 Albert Street, East Melbourne, VIC, 3003

Phone: 9473 1117

TTY: 9473 1143

TIS: 9473 1143

Fax: 9473 1144

Email: slc_vic@slcommunications.com.au

Website: www.vicdeaf.com.au

Sign Language Communications Victoria (SLC VIC) is a professional and innovative booking service that is a part of Vicdeaf. Through SLC VIC you can book Auslan/English interpreters, deaf relay interpreters, live captioning and note takers. We assist deaf, hard of hearing and hearing people to communicate.

Translating and Interpreting Services (TIS) National

Address: GPO Box 241, Melbourne, VIC, 3001

Phone: 131 450

1300 655 082 (on-site interpreters)

Website: www.tisnational.gov.au

TIS National is available 24 hours a day, seven days a week for any person or organisation requiring interpreter service.

Transport

City of Casey Community Services Transport Program

Address: City of Casey, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: communitytransport@casey.vic.gov.au

Website: www.casey.vic.gov.au

Volunteer Transport

The Volunteer Transport Program is a service that provides transport to residents of the City of Casey by volunteers. The program aims to assist residents to remain independent and stay actively involved in the community. Volunteer drivers are available to transport eligible clients to medical appointments and to visit family at nursing homes and hospitals.

Community Transport

The Community Transport Service can assist disadvantaged, not-for-profit community groups within Casey that require transport. A range of mini-buses can be provided. Conditions and eligibility criteria apply for organisations and drivers.

City of Casey Parking Permits

Address: City of Casey, Magid Drive, Narre Warren, VIC, 3805

Phone: 9705 5200

NRS: 133 677

TIS: 131 450

Email: caseycc@casey.vic.gov.au

Website: www.casey.vic.gov.au

The City of Casey parking permits is part of a state-wide Disabled Persons' Parking Scheme currently operating in Victoria. The scheme provides for two permit categories with varying parking concessions based on the applicant's need for assistance.

Metro Trains

Phone: 1800 800 007

Website: www.metrotrains.com.au

MetroTrains providing train services in the metropolitan area. The Metro Train website can assist with journey planning, timetable, tickets and Myki cards.

Transport (continued)

Multi Purpose Taxi Program

Address: GPO Box 1716, Melbourne, VIC, 3001
Phone: 1800 638 802 (toll free for fixed landlines only)
TTY: 1800 555 677. Speak and listen 1800 555 727
Website: www.taxi.vic.gov.au

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with severe and permanent disabilities by offering subsidized taxi fares to members. You can become part of the MPTB if you meet the residential, medical and financial criteria.

Public Transport Victoria

Phone: 1800 800 007
Website: www.ptv.vic.gov.au

Public Transport Victoria (PTV) is a statutory authority that manages Victoria's train, tram and bus services. It provides a single contact point for you to gain information on public transport services, fares, tickets and initiatives.

Travellers Aid Disability Access Service (TADAS)

Address: Main Concourse, Flinders Street Station,
Cnr Flinders and Swanston Streets, Melbourne, VIC, 3000
Phone: 9610 2030
Fax: 9614 1249
Email: fss@travellersaid.org.au
Website: www.travellersaid.org.au

TADAS is available to all people with disabilities. It aims to encourage a greater use of the service by people from language backgrounds other than English. Services provided include information for people with disabilities visiting Melbourne and Victoria and personal care for people with disabilities who require assistance with meals, drinks and toileting.

Ventura Transit

Address: 82 Cheltenham Road, Dandenong, VIC, 3175
Phone: 9771 4300
NRS: 1300 8368 872 (1300 VENTURA)
Email: enquiries@venturabus.com.au
Website: www.venturabus.com.au

Ventura has local expertise and the ability to provide DDA (Disability Discrimination Act) compliant vehicles for small events up to large-scale transfers.

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Listing Inclusion / Update Form

Section: *(e.g. Support Services)*

.....

Name of group/agency:

.....

Activities/services provided: *(brief description – limit 30 words)*

.....

.....

.....

Services/program details:

.....

.....

.....

Phone numbers: *(please specify, e.g. Head Office, TTY, facsimile, etc.)*

.....

Email:

Contact name/details for future update process: *(e.g. generic enquiry email/postal address and role of authorising person – not for publication)*

.....

Privacy Act consent: *Please read and sign below. (Without written consent on the entry, new information cannot be included in the Disability Services Directory).*

I understand that by completing this form, I may be providing the City of Casey with personal information. I acknowledge that any such personal information may be used for the purpose of listing details, services and contact details of services for people with disabilities in the Disability Services Directory.

I understand that this information will not be distributed or used for any other purpose.

Signature: **Date:**

Please print your name:

Please tear off completed form and post to:

Metro Access Disability Inclusion Officer
City of Casey
PO Box 1000
Narre Warren VIC 3805

Contact City of Casey

03 9705 5200

NRS: 133 677 (for the deaf,
hearing or speech impaired)

TIS: 131 450 (Translating and Interpreting
Service)

caseycc@casey.vic.gov.au

casey.vic.gov.au

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