



**knox** your city

# A Guide to Disability & Aged Services in Knox

Available  
online



9298 8000  
[knox.vic.gov.au](http://knox.vic.gov.au)



This guide is also available as an interactive online version at [knox.vic.gov.au](http://knox.vic.gov.au)

The disability and aged services sector continues to evolve and new services will become available under the National Disability Insurance Scheme (NDIS).

For additional resources and service information that might be suitable, please refer to your local Council, the NDIS website at [ndis.gov.au](http://ndis.gov.au) or visit My Aged Care at [myagedcare.gov.au](http://myagedcare.gov.au)

Symbols used in this guide:



Telephone



Hearing assisted (TTY)



Fax number



Email address



Facebook



Website



Hours of operation



Address



Postal address

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# Where do I start?


# Where do I start?

## Knox City Council

Operating Hours:

8:30am-5pm - Monday - Friday

## Knox Municipal Disability Leadership Team

 9298 8000

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

 [knox.vic.gov.au](http://knox.vic.gov.au)

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 511 Burwood Hwy, Wantirna South 3152

The team provides support and services to people with disabilities and their families that complement those offered by the NDIS. This includes advocacy, community engagement and awareness raising, information and education, capacity building for people with a disability, families and carers. The team work to increase accessibility across Knox and partner with disability services and providers to strengthen the community service system.

## Access Keys

 [Knox.vic.gov.au/disability](http://Knox.vic.gov.au/disability)

Customised accessibility guides which include details about a venue layout, parking, amenities, safety and accessibility features, including professional photos.


We now have Access Keys for:

- Knox Civic Centre
- Each of the five Knox Neighbourhood Houses
- Each of the five Knox Libraries
- Knox Festival
- Stringybark Festival
- Carols by Candlelight

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- Knox Early Years Hubs
- Knox Leisureworks
- Knox Netball Centre
- Eildon Park Tennis Club

## Active Ageing and Disability Services

 9298 8000

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

 [knox.vic.gov.au](http://knox.vic.gov.au)

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 511 Burwood Hwy, Wantirna South 3152

Knox City Council is committed to taking an age-friendly approach to the services that Council and community deliver and value. In essence, Council is committed to supporting a 'whole-of-life' approach to health.

Active Ageing is the process of making effective use of opportunities for physical, social and emotional wellbeing to enable older people to actively participate in society. We aim to help older Knox residents enjoy active, healthy and independent lives.



# Where do I start?

## Early Years Consultants (EYCs) also known as Preschool Field Officers

☎ 9298 9304

@ earlyyearsconsultants@knox.vic.gov.au

🌐 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🕒 Monday - Friday, 8:30am-4:30pm

🏠 511 Burwood Hwy, Wantirna South 3152

Knox City Council employs EYC's to consult, support and resource educators and families in eligible preschool services to provide inclusive, strength based programs which ensure access and equity for children with additional needs/ or requiring additional support. EYCs provide service in the municipal area of Knox City Council.



## Housing Support Service

☎ 9298 8000

@ knoxcc@knox.vic.gov.au

🌐 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

A Housing Support Officer is available through the Specialised Access Team - Active Ageing and Disability Service.

This service helps eligible Knox residents aged 55 years or older who are homeless or at risk of homelessness.

The service may include support, advice, advocacy, referrals and assistance for public housing.

Who is eligible?

- People aged 55 years and over.
- With moderate to low income, and receiving a Centrelink payment.
- Reliant on private rental (do not own a home) and at risk of homelessness.
- Currently living in Knox and have lived in Knox for at least two years, OR, past long-term Knox residents looking to return to Knox for family connection.
- Meet the assets/income eligibility of the Department of Health and Human Services Housing Service.
- Able to live independently.

If you require emergency housing assistance, please contact:

- Uniting - Harrison (Open door program) - call 9051 3000
- Eastern Metropolitan Region Homelessness Assistance (Crisis housing) - call 1800 825 955

# Where do I start?

## Knox Community Connection (Transport)

📞 9298 8000

@ hacc.intake@knox.vic.gov.au

🌐 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

A bus service for senior residents of Knox who are transport disadvantaged or socially isolated.

Programs include door-to-door service to local senior citizens' clubs and shopping, outings trips for individuals to different locations across Melbourne and a bus for eligible community groups.

## Leisure Services

📞 9298 8000

@ knoxcc@knox.vic.gov.au

🌐 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🕒 Monday - Friday, 8.30am-5pm

🏠 511 Burwood Hwy, Wantirna South 3152

Responsible for the management of all Council sporting facilities, as well as managing the contracts of user groups which occupy these facilities. Amongst a wide range of roles, the Unit is also responsible for increasing growth in sport and leisure pursuits within Knox, implementing club development initiatives, policy review and strategic planning through a leisure lens.

## Maternal and Child Health Service

📞 9298 8741 (MCH appointments)

@ mchcoordination@knox.vic.gov.au (confidential information)

🌐 knox.vic.gov.au/maternalchildhealth

📘 facebook.com/KnoxCouncil

🏠 See website for list of Maternal and Child Health Centres


Free and confidential family centred practice is provided to all families with children from birth to 5 years.

All children are offered regular assessments and referrals to other support services as needed. The service offers information, guidance and education.

Maternal and Child Health Nurses hold general nurse, midwifery and Maternal and Child Health qualifications and are a good source of local information and community supports including community playgroups and supported playgroups.

# Where do I start?

## Playgroups

 9298 8000

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

 [knox.vic.gov.au/playgroups](http://knox.vic.gov.au/playgroups)

Knox City Council has community playgroup sessions where parents, carers and grandparents with babies and children 0-5 years are welcome to attend. You'll find a fun, friendly playgroup operating from many locations across the municipality, with times and days to suit you. In addition, supported playgroups are available for parents 25 years and under, families with children 0-5 years of age who have additional needs, developmental delay, disability and chronic medical conditions.


## Social Support Groups (SSG)

 9298 8000

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

 [knox.vic.gov.au](http://knox.vic.gov.au)


 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 Orana Neighbourhood House,  
62 Coleman Road, Wantirna South 3152

Knox City Council provides a service for eligible residents, aged over 65 years, to participate in enjoyable social activities in a friendly environment.

Activities include games, presentations by guest speakers, gardening, group discussions, cooking, gentle physical exercises and outings to interesting destinations around Melbourne.


## Statewide Disabled Persons Parking Scheme

 9298 8000

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


 [knox.vic.gov.au](http://knox.vic.gov.au)

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 511 Burwood Hwy, Wantirna South 3152

Knox City Council participates in the statewide Disabled Persons Parking Scheme which provides people with significant mobility or intellectual disabilities equality of opportunity to access facilities and services throughout the State. Permit applications are available for individuals and organisations, and must be verified by a medical practitioner.


## Youth Services

 9298 8000

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

 [knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)


 511 Burwood Hwy, Wantirna South 3152


Provides information, referral, support and programs for young people aged 10-25 years (and their families) who are living, working, studying or have a connection to the city of Knox.



# Where do I start?

## Centrelink

 13 24 68 (Boronia Office)

 1800 810 586

 humanservices.gov.au

 Monday - Friday, 8.30am-4.30pm

 3 William Street, Boronia 3155

Centrelink support people who are ill, injured or have a disability with a range of payments. Centrelink can also support carers with a range of payments.

### Carer Adjustment Payment

A one off payment to help families when a child up to 6 is diagnosed with a severe illness, medical condition or major disability.

### Carer Allowance

An additional fortnightly payment if you give daily care to someone who has a disability, serious illness or is frail aged.

### Child Disability Assistance Payment

A yearly payment to help parents with the costs of caring for a child with disability.

### Continance Aids Payment Scheme

Helps people who have permanent and severe incontinence with the cost of incontinence products.

### Disability Employment Services

Services that can help you find and keep a job if you have a disability, illness or injury.

### Disability Support Pension

Financial help if you have a permanent physical, intellectual or psychiatric condition that stops you from working.

### Essential Medical Equipment Payment

A yearly payment to help with increases to home energy costs. This can be from the use of essential medical equipment to help manage disability or a medical condition.

### Ex-Carer Allowance (Child) Health Care Card

A concession card to receive cheaper health care and some discounts if you're a student and had a Carer Allowance Health Care Card when you turned 16.

### Mobility Allowance

A payment to help with travel costs for work, study or looking for work if you have a disability, illness or injury that means you can't use public transport.

### Pensioner Education Supplement

A regular extra payment to help with study costs if you get certain income support from Centrelink.

### Rent Assistance

A regular extra payment if you pay rent and get certain payments from Centrelink.

### Sickness Allowance

An income support payment if you can't work or study for a while because of illness, injury or disability.

### Telephone Allowance


A quarterly payment to help with phone and internet costs if you get certain payments from Centrelink.

### Youth Disability Supplement

An extra payment if you're a young person with a disability and on an income support payment.


# Where do I start?

## My Aged Care

 1800 200 422

 [myagedcare@dss.gov.au](mailto:myagedcare@dss.gov.au)


 [myagedcare.gov.au](http://myagedcare.gov.au)


 Monday - Friday, 8am-8pm;  
Saturday, 10am-2pm

The one-stop-shop for aged care services and information in Australia.

The My Aged Care website can help you navigate the aged care system. The Gateway is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

## Department of Health and Human Services

 1800 783 783

 1800 008 149


 [services.dhhs.vic.gov.au](http://services.dhhs.vic.gov.au)


 Monday - Friday, 9am-5pm


### Disability

Financial assistance, accommodation options, community involvement and other supports and services for people with a disability, their families and carers.

## National Disability Insurance Scheme (NDIS)

 1800 800 110

 [ndis.gov.au](http://ndis.gov.au)

 Monday - Friday, 8:30am-4:30pm


 3 William Street, Boronia 3155

The NDIS is a national approach to providing individualised support and services for people with a disability, their families and carers to achieve their goals and aspirations.

To become an NDIS participant you will need to meet the age, residency and disability or early intervention access requirements. In some States and

Territories people currently receiving supports will be moving to the NDIS first. Test your eligibility by contacting the National Disability Insurance Agency.

## National Disability Insurance Agency (NDIA)

 1800 800 110

 [ndis.gov.au](http://ndis.gov.au)

 3 William Street, Boronia 3155

The NDIA is the independent statutory agency that are implementing the National Disability Insurance Scheme (NDIS).

The NDIA make decisions about access to the NDIS and provide planning to determine what funding is reasonable and necessary.

To find out more about the NDIS, including eligibility visit the NDIS website at [www.ndis.gov.au](http://www.ndis.gov.au) or call 1800 800 110.

# Where do I start?

## NDIS Latrobe Community Health Service 7 – 65 years

☎ 1800 242 696

@ info@lchs.com.au

🖱 [lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis](https://lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis)

🕒 Monday - Friday, 8:30am-5pm

🏠 Mountain High Shopping Centre, Shop 30, 7-13 High Street, Bayswater

Provides planning and community connection services as a partner with the National Disability Insurance Agency.

## NDIS LINK ECEI 0 - 6 years

☎ 1800 546 532

@ ecei@linkhc.org.au

🖱 [linkhc.org.au](https://linkhc.org.au)

🕒 Monday - Friday, 8:30am-5pm

🏠 Mountain High Shopping Centre, Shop 30, 7-13 High Street, Bayswater

Link Health and Community is the community partner delivering Early Childhood Early Intervention (ECEI) services for children aged 0-6 years across Eastern Melbourne and Inner Gippsland for the National Disability Insurance Scheme (NDIS).

You can access ECEI support if your child is 0-6 years old and you have concerns about your child's development; or your child has a disability.





# Community Centres & Neighbourhood Houses



# Community Centres & Neighbourhood Houses

## Coonara Community House

☎ 9758 7081

@ enquiries@coonarahouse.org.au

🌐 coonarahouse.org.au

f facebook.com/  
CoonaraCommunityHouse/

🕒 Monday - Friday, 9am-4pm  
during school terms

🏠 22 Willow Rd, Upper Ferntree Gully 3156

Provides a wide range of educational, recreational, support groups, parenting resources, personal development, computer training and health and wellbeing programs for adults. 3 year old kinder program and Occasional Childcare for 0-5 year olds.

## Mountain District Learning Centre (MDLC)

☎ 9758 7859

@ office@mdlc.com.au

🌐 mdlc.com.au

f facebook.com/MDLC3156/

🕒 Monday - Friday, 9am-5pm

🏠 13-15 The Avenue, Ferntree Gully 3156

A registered training organisation, learn local centre and neighbourhood house, offers education, training and activities in a supportive community setting.

## Orana Neighbourhood House

☎ 9801 1895

@ onh@netspace.net.au

🌐 orananh.org.au

🕒 Monday - Friday, 9am-3:30pm

🏠 62 Coleman Road, Wantirna South 3152

Offers self-help and support groups, Arts and crafts groups, personal development courses, health and wellbeing courses, computer and business courses and other general adult education.

## Rowville Neighbourhood Learning Centre Inc

☎ 9764 1006

@ inquiries@rowvillenc.org.au

🌐 rowvillenc.org.au

f facebook.com/  
rowvilleneighbourhoodlearningcentre/

🕒 Monday - Friday, 9am-5pm  
(School terms only) Tuesday - Friday  
9am-5pm (term holidays)

🏠 40 Fulham Road, Rowville 3178

Welcomes community members of all ages and provides a broad range of programs and activities.

It offers Adult Education short courses, music, dance, art, language and a number of creative hobbies, social group celebrations and is a place to grow and belong.

## The Basin Community House

☎ 9761 0209 (Club Room)

@ info@basincommunityhouse.org

🌐 thebasincommunityhouse.org.au

🕒 Monday - Friday, 9:15am-3pm

🏠 1221 Mountain Highway, The Basin 3154

Provides adult education, classes for people with disabilities and community development programs for the residents of Knox.

Accessible and affordable hire of rooms are available to community groups for meetings or special occasions.





# Adult Education & Employment Services

# Adult Education & Employment Services

## APM - Employment Services

☎ 1800 APM APM (1800 276 276)

@ support@apm.net.au

🌐 www.apm.net.au

🏠 168a Boronia Road, Boronia 3155

Assisting people to find and keep a job and support them to deal with challenges with employment such as injury, illness or disability. Also work with local and national businesses to recruit and retain a diverse and valuable workforce.

## BHI Employment Services (Disability Employment Services)

☎ 9800 1870

@ des.enquiries@boxhill.edu.au

🌐 boxhill.edu.au/services/bhi-employment-services/

🏠 Head Office: Box Hill Institute, Whitehorse Campus, Ground Floor, Building 2, 1000 Whitehorse Road, Box Hill 3128

A local not for profit assisting people across Melbourne who are facing complex barriers to employment ranging from physical, intellectual and mental health to gain and maintain sustainable ongoing employment.

Provides:

- One on one support to develop a plan to return to employment.
- Weekly contact to ensure your employment plan is a success.
- Assistance with resume and cover letter preparation.

- Individual marketing to employers by a qualified BHI staff member.
- Ongoing support once you have secured employment for as long as required.

## Connecting2Australia (Disability Employment Service)

☎ 1300 111 212

@ info@c2a.org.au

🌐 www.connecting2australia.org.au

🏠 26 Corporate Blvd, Bayswater 3153

A registered NDIS provider and not for profit organisation focused on creating opportunities for people living with a disability to support them to live their best life through community development, training, work and support.

## Echo Australia

☎ 9800 1870

@ echo@echoaustralia.com

🌐 echoaustralia.com

📘 facebook.com/echoaustralia

🕒 Monday - Friday, 9am-5pm

🏠 Shop 3, 1A City Square, Knox O-Zone Shopping Centre, Wantirna South 3152

A specialist employment service supporting people with disability and disadvantages to find work in the open labour market.

Services are available across the South and Eastern corridors of Melbourne.

# Adult Education & Employment Services

## Knoxbrooke Inc

 (1300 KNOXBROOKE)

 reception@knoxbrooke.com.au

 knoxbrooke.com.au

 facebook.com/knoxbrooke/

 Monday - Friday, 8:30am-4pm

 977 Burwood Hwy, Ferntree Gully 3156

 PO Box 79, Ferntree Gully 3156

Adult Day Service Centre for adults with intellectual and other disabilities. Supported employment, educational/day training program. Registered for NDIS.

## Monkami Centre Inc

 9725 8677

 admin@monkami.org

 monkami.org

 Monday - Friday, 9am-4pm

 2-6 Dixon Avenue, Croydon 3136


 PO Box 1048, Croydon 3136

Offers services to people over 18 years of age with intellectual disabilities. Supporting individuals to develop skills that will enable them to live with the greatest degree of independence within their own community, whilst providing opportunities to achieve individual goals and aspirations.

Individuals must meet the Disability criteria.


## SPELD Victoria

 9480 4422  
1800 051 533 (Free Infoline Service)

 admin@speldvic.org.au  
infoline@speldvic.org.au

 speldvic.org.au


 facebook.com/SPELDvic/

 Monday - Friday, 9am-5pm  
Saturday, 9am-1pm

 Donkey Wheel House, Level 3,  
673 Bourke Street, Melbourne 3000

Dyslexia and learning difficulties support including educational and professional development - fees apply.

## Swinburne University AccessAbility Services

 9210 1181

 accessibility@swin.edu.au

 swin.edu.au/accessability


 Monday - Friday, 9am-5pm

 369 Stud Road, Wantirna South 3152

The Disability Support Service assists students to participate equally in their chosen course of study. Swinburne provides a range of support services to meet the individual needs of students with a disability.

# Adult Education & Employment Services

## Think Organise Do

 0400 378 580


 [gail@thinkorganisedo.com.au](mailto:gail@thinkorganisedo.com.au)


 [thinkorganisedo.com.au](http://thinkorganisedo.com.au)

 [facebook.com/thinkorganisedo](https://facebook.com/thinkorganisedo)

An e-learning platform providing extensive evidence based information and resources for the three ability groups of Autism Spectrum Disorder, ADHD and Intellectual Disability. Think Organise Do Pro provides tailored professional learning opportunities to schools, families, organisations and workplaces.

## U3A Knox

 9752 2737

 [office@u3aknox.org.au](mailto:office@u3aknox.org.au)

 [u3aknox.org.au](http://u3aknox.org.au)

 Monday - Friday, 9:30am-3:30pm

 1A Park Boulevard, Ferntree Gully 3156


University of the Third Age is specifically for those over 45 years of age and retired from full-time employment. The provision of low cost educational and recreational activities in a non-competitive environment.

## Uniting Disability Employment Service

 9692 9501

 [employmentservices@vt.uniting.org](mailto:employmentservices@vt.uniting.org)

 [vt.uniting.org](http://vt.uniting.org)

 444 Burwood Highway,  
Wantirna South 3152

Uniting is the community services organisation of the Uniting Church in Victoria and Tasmania.


Provide support to people experiencing unemployment, people with disability and people experiencing mental health issues to access training opportunities and find meaningful employment.

Uniting provide over 770 programs and services.

## Vision Australia

 1300 847 466

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

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

 [facebook.com/VisionAustralia](https://facebook.com/VisionAustralia)

 Monday - Friday, 9am-4:30pm

 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.



# Advocacy & Legal Services



# Advocacy & Legal Services


For more specialist advocacy services, please also refer to Information and Advice chapter.


## AMIDA - Action for More Independence & Dignity in Accommodation

 9650 2722

 amida@amida.org.au


 amida.org.au

 Monday & Tuesday, 9.30-5pm  
Wednesday, Thursday & Friday,  
9.30am-2.30pm

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

An independent advocacy organisation which advocates for good housing for people with disability. Provides advocacy to individuals, with priority given to people with an intellectual disability, and advocate for change in systems which prevent people from achieving good housing.

## Blind Citizens Australia

 1800 033 660 (Toll Free)  
9654 1400 (Phone)  
0488 824 623 (SMS)

 bca@bca.org.au

 bca.org.au

 facebook.com/  
BlindCitizensAustralia?ref=hl



 Ross House, Level 3, 247-251 Flinders Lane, Melbourne 3000

A united voice of Australians who are blind and vision-impaired. Their mission is to achieve equity and equality by empowerment, promoting positive community attitudes and by striving for high quality and access.

All advocacy, peer support and information services are provided at no cost to blind or vision-impaired people.

## Communication Rights Australia

 9555 8552  
1300 666 604 - Advice/Intake

 info@communicationrights.org.au

 communicationrights.org.au


 Monday - Friday, 9am-5pm


 Shop 4, 3 Tuck Street, Moorabbin 3189

Provides specialist information and advocates for people with disabilities whose human rights have been infringed, giving priority to those with little or no speech.


# Advocacy & Legal Services

## Community Visitors Program

 1300 309 337 (Advice Service)

 1300 305 612

 OPA\_Advice@justice.vic.gov.au

 publicadvocate.vic.gov.au/our-services/community-visitors


 Monday - Friday, 9am-5pm


 Level 1, 204 Lygon Street, Carlton 3053

Office of the Public Advocate's Community Visitors are volunteers empowered by law to visit Victorian disability accommodation services, supported residential services and mental health facilities.

Community Visitors observe the environment and staff interaction with residents and patients, make enquiries and inspect documents, and where possible communicate with residents and patients to ensure they are being cared for and supported with dignity and respect, and to identify any issues of concern.

## Consumer Affairs Victoria


 1300 558 181

 consumer@justice.vic.gov.au

 consumer.vic.gov.au


 facebook.com/ConsumerAffairsVictoria/

 Monday - Friday, 9am-5pm


 GPO Box 123, Melbourne 3001

Information and advice on issues such as housing and accommodation, shopping refunds, door-to-door sales, internet shopping, scams, cars, mobile phones, assistance to conciliate a dispute with a business or landlord, community education and advocacy support.

## Deaf Victoria Inc


 0431 476 721

 info@deafvictoria.org.au

 deafvictoria.org.au

 facebook.com/deafvictoria/


 Monday - Friday, 9am-5pm (appointments only)

 Level 3, 340 Albert Street, Melbourne 3002


A non-profit organisation led and managed by deaf people through provision of advocacy and information services to strengthen community participation and quality of life for deaf Victorians.

Deaf Victoria advocates on behalf of deaf people to increase access to service, to represent and providing leadership to the state government and disability groups pertaining to deaf people.

## Disability Advocacy Resource Unit (DARU)


 9639 5807

 admin@daru.org.au

 daru.org.au

 facebook.com/DARUadvocacy


 Monday - Friday, 9am-5pm

 Level 8/128 Exhibition Street, Melbourne 3000

A State-wide service established to resource the disability advocacy sector. Provides training and support to disability advocates. DARU can assist people with disabilities and family members to find an advocate. DARU also sends out weekly email updates with news relevant to advocates and people with disabilities.

# Advocacy & Legal Services


## Disability Discrimination Legal Service

 9654 8644  
1300 882 872 (Free Call)

 info@ddls.org.au

 ddls.org.au


 Monday - Friday, 9am-5pm

 Level 2, 247-251 Flinders Lane,  
Melbourne 3000

Provides free legal services to people with disabilities who have experienced discrimination on the basis of disability.

Services include provision of information, referral, advice, and casework assistance. Also provides community legal education sessions to professional and community groups to raise disability awareness and provide information on relevant legislation.

## Disability Justice Australia Inc.

 1800 808 126 (Toll Free)  
9474 0077


 info@dja.org.au


 dja.org.au

 Unit 2, 28A Albert Street Preston 3072

Provides advocacy support to people who have ongoing support needs as a result of disability.


## Disability Services Commissioner (DSC)

 1800 677 342 (Free Call)  
1300 726 563

 complaints@odsc.vic.gov.au


 odsc.vic.gov.au

 Monday - Friday, 9am-5pm

 Level 20, 570 Bourke Street,  
Melbourne 3000

An independent statutory body that provides advice and assistance to people with a disability, their families and service providers in resolving complaints about registered Victorian disability service providers. Provides education, training and other resources to individuals and organisations regarding the making and handling of complaints.

## EACH New Horizons Self Advocacy Group

 1300 003 224

 info@each.com.au

 each.com.au

 Monday - Friday, 9am-5pm

A self-advocacy and mutual support group for adults with an intellectual disability.


It is a group for people of all abilities to:

- speak up for themselves
- make real choices
- learn new skills
- ensure that their rights and interests are respected and realised
- support each other

Support with transport can be provided.


# Advocacy & Legal Services

## Eastern Community Legal Centre Inc (Outer East)


 9762 6235

 outereast@eclc.org.au

 eclc.org.au

 Monday - Thursday, 9am-5pm;  
Tuesday evenings

 Suite B, 6 Floriston Road, Boronia 3155

 PO Box 747, Boronia 3155


Free legal assistance from offices in Box Hill, Boronia and Healesville during the day, at night and at outreach locations across Melbourne's east.

ECLC serves the local government areas of Boroondara, Knox, Manningham, Maroondah, Whitehorse and the Yarra Ranges.

In addition to direct legal services, ECLC actively engages in law reform and undertakes community development to educate and empower people in the community.

ECLC raises awareness of legal issues and provides education through projects and partnerships, workshops, media events and publications.

## Eastern Disability Action Group (EDAG)

 0409 992 519

 marriott@alphalink.com.au


 34 Stoda Street, Heathmont 3135

A community organisation that supports and advocates on behalf of a member and their carer and raises awareness of issues that people with a disability/multiple disabilities may experience.

## Elder Rights Advocacy

 1800 700 600, 9602 3066

 era@era.asn.au


 era.asn.au and opan.com.au


A state-wide, Victorian non-profit organisation established in 1990 as Residential Care Rights. Provide information, advocacy and community education regarding all form of aged care, home-based and residential.

## Fair Work Ombudsman

 13 13 94 (Infoline)

 fairwork.gov.au

 facebook.com/fairwork.gov.au

 Monday - Friday, 8am-5:30pm  
(Infoline)

Offices: Monday - Friday, 9am-5pm

Independent statutory agency which has legislative responsibility for promoting compliance, as well as harmonious, productive and cooperative workplace relations:

- Investigates complaints or suspected contraventions of Commonwealth workplace relations laws.
- Enquires into any act or practice that may be contrary to Commonwealth workplace relations laws.
- Institutes proceedings to enforce federal workplace law.
- Provides tools and information for workers and small businesses about pay, awards, leave and termination.

# Advocacy & Legal Services

## Housing for the Aged Action Group (HAAG)

📞 9654 7389 / 1300 765 178

@ haag@oldertenants.org.au

🖱️ oldertenants.org.au/home\_at\_last

🏠 1st Floor, Ross House, 247-251 Flinders Lane, Melbourne 3000

A non-profit organisation who work towards easing housing related poverty for older Australians offering free and confidential advice about accommodation and tenancy issues.

## Home At Last (HAL)

Offers free and confidential advice, support and advocacy to older people who are homeless, at risk of homelessness, or are wanting to plan their housing future. Available to any older person in Victoria on a low income with low assets. Provide one-to-one assistance to you, or link you into a service that can help.

## Knox Community Space

📞 9758 7081

@ sally@coonarahouse.org.au

🖱️ westfield.com.au

📘 facebook.com/CommunitySpaceKnox/

🏠 Westfield Shopping Centre, L1, between Liquorland and iContact, near Knox City Fruit & Vegetable Market, Burwood Highway, Wantirna South 3152

This community space at Westfield Knox is available for not-for-profit groups operating in the Knox community to share information about their services with the Knox community through showcasing, celebrating and inclusive activities.

## Leadership Plus

📞 9489 2999

@ admin@leadershipplus.com

🖱️ leadershipplus.com

📘 facebook.com/Leadership-Plus-1738899826376273/

🕒 Monday - Friday, 9am-5pm

🏠 Milton House, 25 Flinders Lane, Melbourne 3000

Advocates for the rights of people living with disability:

- Works to make sure their voices are heard, while building strengths and skills.
- Provides individual advocacy and prioritises people with an acquired brain injury.
- Works on raising systemic issues that are of common concern.

## Melbourne East Disability Advocacy (MEDA)

📞 9877 7990

@ office@meda.org.au

🖱️ meda.org.au

🏠 Whitehorse Community Resource Centre, Suite 4, Level 1, 79 Mahoneys Road, Forest Hill 3131

Provides advocacy, information and support alongside people with intellectual disability in the local community through MEDA's advocacy programs.

Assists and empowers people with intellectual disability to have involvement in decision making and prevent discrimination and social exclusion.



# Advocacy & Legal Services

## Mental Health Legal Centre

📞 9629 4422  
1800 555 887 (Rural Callers)

@ mhlc@mhlc.org.au

🌐 mhlc.org.au

📘 facebook.com/MHLCMelbourne/

🕒 Tuesday - Friday, 9am-5pm  
Free and confidential legal advice  
Tuesday and Thursday, 6:30pm-8:30pm

🏠 Building 97, RMIT, 106-108 Victoria Street, Carlton 3053

✉️ PO Box 12365, A'Beckett Street, Melbourne 8006

For Victorians who experience mental health issues on a low income.

Provides free advice to people whose legal problems relate to their mental illness.

## NDIS Quality and Safeguards Commission

📞 1800 035 544

@ contactcentre@ndiscommission.gov.au

🌐 ndiscommission.gov.au

🕒 Monday - Friday, 9am-5pm

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

Work with NDIS participants, service providers, workers and the community to implement a new nationally consistent approach so that participants can access services and supports that promote choice, control and dignity.

## Older Persons Advocacy Network (OPAN)

📞 1800 700 600

@ enquiries@opan.com.au

🌐 era.asn.au

📘 facebook.com/olderpersonsadvocacynetwork/

🕒 Monday - Friday, 8am-8pm

Funded to provide free, confidential and independent advocacy support to older people, their families and representatives across Australia.

OPAN services are delivered around Australia by different service delivery organisations in each state and territory. In Victoria, this is Elder Rights Advocacy (ERA).

## Office of the Public Advocate

📞 1300 309 337

📞 1300 305 612

@ publicadvocate@justice.vic.gov.au

🌐 publicadvocate.vic.gov.au

🕒 Monday - Friday, 9am-5pm

🏠 Level 1, 204 Lygon Street, Carlton 3053


Independent statutory body established by the Victorian State Government.

- Works to promote the interests, rights and dignity of Victorians with disability or mental illness.
- Provides a number of services, including advocacy and guardianship and an advice service for enquiries about matters such as powers of attorney, guardianship, and medical decisions.

# Advocacy & Legal Services

- Advocates for broader improvements to the lives of people with a disability through its policy and research, and communications and media functions.

## Physical Disability Australia

 1800 732 647 (1800 PDA ORG)

 [manager@pda.org.au](mailto:manager@pda.org.au)

 [pda.org.au](http://pda.org.au)

 PO Box 345, Toowong Qld 4066


A national peak Disability Peoples Organisation (DPO) run by people with physical disability for people with physical disability. Over 1,000 members from all Australian States and Territories. Enabling every Australian living with a physical disability to realise their full potential.

## Public Transport Ombudsman

 1800 466 865 (Free Call)

 [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

 [ptovic.com.au](http://ptovic.com.au)

 [facebook.com/PublicTransport Ombudsman](https://facebook.com/PublicTransportOmbudsman)

The Public Transport Ombudsman is a fair, free and fast service to sort out public transport complaints and help make the system better for everyone.


## Reinforce Inc

 9650 7855

 [reinforce@rosshouse.org.au](mailto:reinforce@rosshouse.org.au)

 [reinforce.org.au](http://reinforce.org.au)

 Monday - Friday, 9am-5pm

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

A self advocacy organisation for people with an intellectual disability which assists, supports and encourages independence. Promotes the rights of people with an intellectual disability to be upheld in the same way as everyone else in the community.

Provides training, resources, lobbies government, holds forums, and promotes socialising and networking.

## Seniors Rights Victoria

 1300 368 821 (Helpline)

 [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

 [seniorsrights.org.au](http://seniorsrights.org.au)

 Monday - Friday, 10am-5pm

 Level 4, 533 Little Lonsdale Street,  
Melbourne 3000

Provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. Services include a Helpline, specialist legal services, short-term support and advocacy for individuals and community and professional education. Provides leadership on policy and law reform and works with organisations and groups to raise awareness of elder abuse.

# Advocacy & Legal Services

## Victorian Advocacy League for Individuals with a Disability (VALID)

📞 9416 4003

@ office@valid.org.au

🌐 valid.org.au

🕒 Monday - Friday, 9am-5pm

🏠 130 Cremorne Street, Richmond 3121

An advocacy group for individuals with intellectual disabilities and their families. Services include information provision, advocacy, support to individuals, their families, carers and advocates. Also advocates to government and government departments, service provider agencies and other relevant bodies.

## Victorian Equal Opportunity and Human Rights Commission

📞 1300 891 848 (General)  
1300 292 153 or 9032 3583 (Enquiries)

📠 1300 289 621

@ enquiries@veohrc.vic.gov.au

🌐 humanrightscommission.vic.gov.au

🕒 Monday - Friday, 9am-4:30pm

🏠 Level 3, 204 Lygon Street, Carlton 3053

Services provided by the Commission include:

- An Enquiry Line available by telephone, email and webchat.
- Free, fair and timely dispute resolution.
- Information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities.
- Education, training and consultancy.

## Villamanta Disability Rights Legal Service Inc.

📞 5227 3338

📞 1800 014 111 (Legal issues only)  
Monday - Friday, 1pm-3pm

@ legal@villamanta.org.au

🌐 villamanta.org.au

🏠 Deakin University  
Waurm Ponds Campus, 75 Pigdons Road, Waurm Ponds 3216

A free Statewide Community Legal Service that works only on disability related legal and justice issues. The purpose is to make sure that Victorian people who have a disability know about the law, and use the law, to get their rights. The main focus is the rights of people who have an intellectual disability.

Telephone information, advice and referral service.

Casework on disability related legal issues.

Some of these services are also provided to people who do not have a disability, who are involved in supporting people who have a disability.

## Vision Australia

📞 1300 847 466

@ info@visionaustralia.org

🌐 visionaustralia.org

📘 facebook.com/VisionAustralia


🕒 Monday - Friday, 9am-4:30pm

🏠 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.


# Advocacy & Legal Services

## Women's Health East

 9851 3700  
9848 3160

 health@whe.org.au

 whe.org.au


 1/125 George Street,  
Doncaster East 3109

A regional women's health promotion agency working across the Eastern Metropolitan Region to improve women's health, safety and wellbeing.

Building the capacity of organisations, services and programs in the region to optimally address issues affecting women.

## Women with Disabilities Victoria (WWDV)


 9286 7800


 wdv@wdv.org.au

 wdv.org.au

 facebook.com/  
womenwithdisabilitiesvictoria/

 Monday - Thursday, 9am-5pm

 Level 9, 255 Bourke Street,  
Melbourne 3000

 GPO Box 1160, Melbourne 3001

Not-for-profit organisation made up of women with disabilities who provide a voice for women with disabilities to achieve their rights in Victoria.


- Promotes the health and wellbeing of women with disabilities.
- Provides a state-wide advocacy information service in partnership with Women's Health Victoria.
- Does NOT provide individual advocacy.

## Youth Disability Advocacy Service (YDAS)

 0467 763 155  
0429 964 859 (Advocacy Intake Line)

 ydas@yacvic.org.au

 ydas.org.au

 Level 2, 235 Queen Street,  
Melbourne 3000

Works alongside young people with disabilities between the ages of 12 and 25 to raise awareness of their rights and to support them to achieve what they want. Provides one-on-one support through an individual advocacy service and also work on broader social issues affecting young people with disabilities through systemic advocacy.

### LiveAccess

Promoting action and change so live music venues and festivals are accessible to everyone, including people with disabilities.



# Aids & Equipment



# Aids & Equipment

## Achievable Concepts

☎ 0490 517 960

@ sales@achievableconcepts.com.au

🖱 achievableconcepts.com.au

🏠 5 Collins Close,  
Caves Beach NSW 2281

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

## Audioclinic Upper Ferntree Gully

☎ 1800 317 914, 9847 0469

@ contactus@audioclinic.com.au

🖱 audioclinic.com.au

📘 facebook.com/AudioClinicAustralia

🏠 Chandler House, 16/18 Albert Street,  
Upper Ferntree Gully

A hearing clinic provider with over 400 locations around Australia.

Services include:

- Hearing assessments
- Work cover assessments
- Tinnitus management
- Tympanometry
- Hearing aid prescription
- Hearing aid fitting
- Hearing rehabilitation
- Hearing test report
- Hearing aid batteries
- Hearing aid accessories

## Hearing Australia

☎ 1300 412 512

🖱 hearing.com.au

Hearing services are provided under the Australian Government Hearing Services Program. This program has two streams: the Community Service Obligation (CSO) program and the Voucher program.

Services include:

- assessing hearing
- selecting and fitting hearing devices
- regular hearing checks to monitor changes
- training to improve listening and communication
- providing counselling and rehabilitative programs
- ongoing care and device repair services
- home visits for those unable to travel to a clinic
- helping to manage hearing loss on a day-to-day basis.
- Hearing Australia is an approved provider under the NDIS.

## Bilby Shoes

☎ 9465 0880

@ sales.bilbyshoes@hotmail.com (Orders)  
bilbyshoes@live.com.au (Consultations)

🖱 bilbyshoes.com


🕒 Monday – Friday, 7:30am-5pm;  
Saturday, 8am-1pm

🏠 2 Northgate Drive, Thomastown 3074

Provides specialised and custom made footwear to accommodate children and adults with disabilities.

# Aids & Equipment


## Centre Mobility - Westfield Knox

 9814 5000 / 9814 5001 - Concierge

 CKnox@scentregroup.com


 westfield.com.au/knox

 refer to westfield.com.au/knox/hours

 425 Burwood Highway,  
Wantirna South 3152



Customers are offered complementary wheelchairs and power shoppers for up to 3 hours per booking. They can be booked and collected at the Concierge desk on Level 2 near the AFL store. It is recommended to make a reservation to ensure availability. Disabled parking is available near main entrances of the Centre.


## Equipment Recycling Network Inc.

 9879 5211

 erni@erni.asn.au

 erni.asn.au


 Tuesday and Thursday, 9am-2pm.  
 Please call ahead if you wish to drop off donations/equipment.

 17 Greenwood Avenue  
Ringwood 3134

A self funded, not-for-profit registered charity, staffed entirely by volunteers.

Recycles and distributes computers and equipment to people with disabilities.

## Fisher Lane Mobility

 1800 702 026

 enquiries@fisherlane.com.au


 fisherlane.com.au

 Monday - Friday, 9am-5pm

 26 Victoria Crescent, Abbotsford 3067

Hire and sales of rehabilitation and mobility equipment.


## Life Mobility

 9726 2000

 sales@lifemobility.com.au


 homehealth.com.au

 Monday - Friday, 8.30am-5pm

 Bayswater Showroom, 24 Corporate  
Boulevard Bayswater 3153

Provides a range of mobility, rehabilitation and healthcare products and services to support independent living for individuals.


## Magic Mobility Pty Ltd

 8791 5600

 admin@magicmobility.com.au

 magicmobility.com.au

 facebook.com/MagicMobility/  
facebook.com/viewsfromthechair/

 Monday - Thursday, 9am-5pm  
Friday 9am-4pm

 2/112 Browns Road, Noble Park 3174

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

# Aids & Equipment

## National Hearing Care

☎ 1800 704 189

@ Ferntreegully@nhc.com.au

🖱 nhc.com.au

🕒 Monday - Friday, 8:30am-5pm

🏠 Shop 14, Mountain Gate Shopping Centre, Ferntree Gully Road, Ferntree Gully 3156

Offers a range of services to look after your hearing needs, from diagnosing hearing difficulties, to fitting, servicing and maintaining hearing aids.

## Scope - Specialised Communication and Mobility Services

☎ 1300 472 673

@ contact@scopeaust.org.au

🖱 scopeaust.org.au

📘 facebook.com/scopeaust/

🏠 Level 2, 302 Burwood Road, Hawthorn 3122

✉ PO Box 5094, Glenferrie 3122

Helping you find ways to share and communicate. The team has the expertise, software and equipment to help people with complex communication needs get personalised, high quality communication aids.

A team of experienced therapists who specialise in childhood mobility and provide you with support, advice and customised equipment for your child, including wheelchairs, walkers and standing frames.

## Solve Disability Solutions Inc.

☎ 9853 8655 / 1300 663 243 (Free Call)

@ info@solve.org.au

🖱 solve.org.au

📘 facebook.com/solvedisabilitysolutions/

🕒 Monday - Friday, 8:30am-4:30pm

🏠 C/- Royal Talbot Rehabilitation Centre, 1 Yarra Boulevard, Kew 3101

- A Victorian wide, volunteer based organisation, providing custom, assistive technology (AT), enabling people to “Live without Limits” when a commercial solution is unavailable.

The two main programs are:

- Assistive Technology - design, construct or modify equipment and aids to suit the individual needs of clients.
- Freedom Wheels Modified Bike Program - standard bikes are modified using a range of specially designed support components to enable children and adults the ability to safely and independently ride a bike.

## Statewide Equipment Program (SWEP)

☎ 1300 747 937

@ swep@bhs.org.au

🖱 swep.bhs.org.au


🕒 Monday - Friday, 8:30am-5pm  
24/7 after hrs emergency repairs


✉ PO Box 1993, Bakery Hill 3354

Provides Victorian people who either have a permanent or long-term disability or are frail aged with subsidised aids, equipment and home and vehicle modifications to enhance their independence and facilitate community participation. Approved NDIS provider.

# Aids & Equipment

## Telstra Disability Services

 1800 068 424 (Voice)

 133 677

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

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


## Travellers Aid Australia

 9654 2600 (General Enquiries)

 [info@travellersaid.org.au](mailto:info@travellersaid.org.au)


 [travellersaid.org.au](http://travellersaid.org.au)

 [facebook.com/travellersaidaustralia/](https://facebook.com/travellersaidaustralia/)

 Monday - Friday, 9am-5pm

## Flinders Street Train Station

Located on the main concourse near the escalators between platforms 9 and 10.


 9068 8187

 [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)


 7 days a week 8am-8pm

## Southern Cross Train Station

Located opposite the Luggage Hall on the main concourse.

 9670 2072

 [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)


 7 days a week, 6.30am-9.30pm

Travellers Aid Access Service:  
Monday - Friday, 11am-5pm;  
Saturday - Sunday, 11am-4pm

Provides free, drop in personal care, fully accessible toilets with a ceiling hoist and adult change table, mobility equipment

hire, free buggy and Personal Guidance Service around Southern Cross Train Station, Companion Service to and from appointments.

## VHHE Mobile Repairs

 9922 0372 or 9725 6577

 <mailto:sales@alter.technology>


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

 Monday - Friday, 9am-5pm

 Showroom, Repairs, Hire, 405-409  
Ferntree Gully Road, Mt Waverley 3149

Provides healthcare equipment solutions. A showroom with broad range of equipment, trials and demonstrations at clients home, broad range of hire equipment for private clients, bariatric equipment and on site service and repairs.

## Victorian Aids & Equipment Program

 5333 8100

 9096 0133

 [services.dhhs.vic.gov.au/aids-and-equipment](http://services.dhhs.vic.gov.au/aids-and-equipment)

Provides people with a permanent or long-term disability with subsidised aids, equipment, home, and vehicle modifications.

The program aims to enhance the independence of people with a disability in their own home, facilitate their participation in the community and support families and carers.

# Aids & Equipment

## Vision Australia

☎ 1300 847 466

@ info@visionaustralia.org

🖱 visionaustralia.org

📘 facebook.com/VisionAustralia

🕒 Monday - Friday, 9am-4:30pm

🏠 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.

## Wheelaway Pty Ltd

☎ 1800 133 320

@ info@wheelaway.com.au

🖱 wheelaway.com.au

📘 facebook.com/  
Wheelaway-185622628245489/

🏠 PO Box 11, Boronia 3155

Wheelchair accessible cars for hire.  
Registered for NDIS.

## Word of Mouth Technology

☎ 9723 0660

@ info@wom.com.au

🖱 wom.com.au

🕒 Monday - Thursday 9am-5pm  
Friday 9am-4pm

🏠 6 Sturt Street South, Croydon 3136

✉ PO Box 1001, Croydon 3136

Provides assistive technology for people who are deaf and hearing impaired.

## Yooralla - ComTEC

☎ 9362 6111 / 1300 885 886

TTY 9687 0301

@ ilc@yooralla.com.au

🖱 yooralla.com.au

🏠 Shop C1, Central West Shopping  
Centre, 67 Ashley Street,  
Braybrook 3019

Specialist occupational therapists and speech pathologists providing individualised, unbiased consultation and advice on selecting and using assistive technology for Augmentative and Alternative /communication, computer access and environmental control. ComTEC also provides training and support for implementation, education and short term hire of technology.

Registered for NDIS.

## Yooralla - Independent Living Centres

☎ 9362 6111 / 1300 885 886

TTY 9687 0301

@ ilc@yooralla.com.au

🖱 ilcaustralia.org.au

Provides information and professional advice to ensure that people can find the equipment that best suits their needs.







# Children's Services

# Children's Services

## AccessAbility Australia

 0403 670 942 / 0412 206 923

 [info@accessabilityaustralia.com](mailto:info@accessabilityaustralia.com)

 [accessabilityaustralia.com](http://accessabilityaustralia.com)


 Monday - Friday 9am-3:30pm

 Eastern Innovation Business Centre, 5a Harnett Close, Mulgrave 3170

Access Keys are customised accessibility guides complete with coloured photographs and supportive text. They are free to download and suitable for people of all abilities.

Access Keys decrease community barriers and increase enablers. They are endorsed by a practising Speech Pathologist and an Occupational Therapist.


## Cerebral Palsy Education Centre (CPEC)

 9560 0700

 [info@cpec.org.au](mailto:info@cpec.org.au)

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

 [facebook.com/CerebralPalsyEducationCentre/](https://www.facebook.com/CerebralPalsyEducationCentre/)


 End of Beacon Street, Glen Waverley 3150

 PO Box 211, Glen Waverley 3150

Supports children (0-18 years) with Cerebral Palsy and similar conditions.

Services include physiotherapy, occupational therapy and speech pathology (individually or in multidisciplinary groups), and assisting families to access essential equipment they need in their daily lives.


## Croydon Special Developmental School (Croydon SDS)

 9725 4933

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

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


 Monday - Friday, 9am-3pm

 69-95 Belmont Road East, Croydon 3136

For students with a moderate to severe intellectual disability. Provides an early education program for children aged 2.8 to 5 years and education program for students aged 5-18 years. Therapy programs include speech therapy, occupational therapy and physiotherapy for enrolled students. Bus transport is available for those living within the zone.

# Children's Services


## Deaf Children Australia

 9539 5300, 1800 645 916  
(National Helpline)

 info@deafchildren.org.au

 deafchildrenaustralia.org.au

 Monday - Friday, 9am-3pm

 597 St Kilda Road, Melbourne 3004


Provides a range of services to families with deaf and hard of hearing children.

Services are developed in consultation with families.

Promote opportunities for families and children to:


- access unbiased information,
- become more connected with each other,
- participate in peer to peer support,
- access community, recreational and youth activities,
- engage individually tailored support, and
- develop skills in advocacy, relationship building and influence.

## Department of Education and Training - Additional Needs Support

 1300 333 231 (General Enquiries)  
8392 9300

 nevr@edumail.vic.gov.au

 education.vic.gov.au

 Level 3, 295 Springvale Rd,  
Glen Waverley 3150

Offers support to children and young people who have a disability or developmental delay and their families through a range of programs targeted to meet their specific needs.

### Autism Friendly Learning

Provides a wide range of support and intervention services available to help children and young people with an Autism Spectrum Disorder (ASD) access inclusive education that meets their needs.

### Kindergarten Inclusion Support Packages

These packages help children with disabilities and complex medical needs take part in an inclusive funded kindergarten program that supports their learning and development during the important early years.

### Program for Students with Disabilities

This program gives extra support to eligible students with disabilities in government schools as part of the Department's ongoing commitment to providing an inclusive education system to all students.

# Children's Services

## EACH Childhood Intervention Services

☎ 1300 003 224

@ info@each.com.au

🖱 each.com.au

🏠 93 Boronia Road, Boronia 3155  
(Dorset Square)

We work with you to help your child develop the skills they need to take part in everyday activities. Sometimes children who get early intervention might not need long-term support. Our Team have the skills and experience in working with children and families, and receive ongoing professional support so they are informed about current best practice with early childhood intervention.

## EACH Health and Wellbeing Services

☎ 1300 003 224

@ info@each.com.au

🖱 each.com.au

🕒 Monday - Friday, 9am-5pm

🏠 Ferntree Gully Site: 1063 Burwood Highway, Ferntree Gully 3156  
Wantirna Site: Unit 1, 603 Boronia Road, Wantirna 3152

EACH Community Health offers a range of health services that can support you to maintain good health. Some of our services include: Counselling, Occupational Therapy, Physiotherapy, Dietary Management, Exercise Management and Group Programs.

## Early Years Consultants (EYCs) also known as Preschool Field Officers

☎ 9298 9304

@ earlyyearsconsultants@knox.vic.gov.au

🖱 knox.vic.gov.au

🕒 Monday - Friday, 8:30am-4:30pm


🏠 511 Burwood Hwy, Wantirna South 3152

Knox City Council employs EYCs to consult, support and resource educators and families in eligible preschool services to provide inclusive, strength based programs which ensure access and equity for children with additional needs/or requiring additional support. EYCs provide service in the municipal area of Knox City Council.





# Children's Services

## Eastern Ranges School

 9758 3772


 eastern.ranges.sch@edumail.vic.gov.au

 easternrangesschool.vic.edu.au

 56 Dorset Road, Ferntree Gully 3156


A government school providing individual educational programs for students with autism and an intellectual disability across the foundation to Year 12 age range.

## Extended Families

 9285 4837

 info@extendedfamilies.org.au

 extendedfamilies.org.au


 facebook.com/Extended.Families/

 Monday - Friday, 9am-5pm


 Suite 15/27 Bank Street, Box Hill 3128

For children and young people (0-30 years) with a disability who have an NDIS plan. Services include Support Coordination; Plan Management; Inclusion Support Workers who provide 1:1 support and skills training; a Volunteer Match Program providing friendship/mentoring; supported Friendship Groups and social outings.

## Heatherwood School


 9842 8319

 heatherwood.vic.edu.au

 370 Springvale Rd, Donvale 3111

A school for secondary aged students with a mild intellectual disability. Working with their school community to meet the challenges and hopes of their students and their families.


## Interchange Outer East

 9758 5522

 ioe@ioe.org.au

 ioe.org.au

 facebook.com/interchangeoe/

 5-7 Yose Street, Ferntree Gully 3156

Provides a range of programs and supports for children and young adults with disabilities and their families. Services include individualised support, recreation group based services, adult day service, independent living skills and family support programs. Also provides NDIS support coordination and plan management services.



# Children's Services

## Irabina Autism Services

☎ 9720 1118

@ autism@irabina.com

🖱 irabina.com

🕒 Monday - Friday, 8am-5:30pm

🏠 193 Bayswater Road,  
Bayswater North 3153

Provides specialist services to help every young person who has been diagnosed with Autism find their own success and independence.

Offering autism services which are designed to support the whole family, and create a community to nurture your child's development.

Registered for NDIS.

## Maternal and Child Health Service

☎ 9298 8741 (MCH appointments)

@ mchcoordination@knox.vic.gov.au  
(confidential information)

🖱 knox.vic.gov.au/maternalchildhealth

📘 facebook.com/KnoxCouncil

🏠 See website for list of locations

Free and confidential family centred practice is provided to all families with children from birth to 5 years.


All children are offered regular assessments and referrals to other support services as needed. The service offers information, guidance and education.

Maternal and Child Health Nurses hold general nurse, midwifery and Maternal and Child Health qualifications and are a good source of local information and community supports including community playgroups and supported playgroups.




# Children's Services

## NDIS LINK ECEI 0 - 6 years

 1800 546 532

 [ecei@linkhc.org.au](mailto:ecei@linkhc.org.au)

 [linkhc.org.au](http://linkhc.org.au)


 607 Canterbury Road, Vermont 3133

Link Health and Community is the community partner delivering Early Childhood Early Intervention (ECEI) services for children aged 0-6 years across Eastern Melbourne and Inner Gippsland for the National Disability Insurance Scheme (NDIS).

You can access ECEI support if your child is 0-6 years old and you have concerns about your child's development; or your child has a disability.

## Playgroups


 9298 8000

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

 [knox.vic.gov.au/playgroups](http://knox.vic.gov.au/playgroups)

Knox City Council has community playgroup sessions where parents, carers and grandparents with babies and children 0-5 years are welcome to attend. You'll find a fun, friendly playgroup operating from many locations across the municipality, with times and days to suit you. In addition, supported playgroups are available for parents 25 years and under, families with children 0-5 years of age who have additional needs, developmental delay, disability and chronic medical conditions.

## Scope - Specialist Children's Therapy Services

 1300 472 673

 [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

 [scopeaust.org.au](http://scopeaust.org.au)

 [facebook.com/scopeaust/](https://facebook.com/scopeaust/)

 Monday - Friday, 8:30am-5pm

 Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

A team of therapists who support young children who have autism, disability or developmental delay. Our team include experts in early childhood intervention.


Scope work with you to support your child's development such as improved communication and social skills. Their approach is to partner with parents to achieve the best possible outcome for you and your child.

# Children's Services


## SPELD Victoria


 9480 4422  
1800 051 553 (Free Infoline Service)

 [infoline@speldvic.org.au](mailto:infoline@speldvic.org.au)

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


 [facebook.com/SPELDvic/](https://facebook.com/SPELDvic/)

 Monday - Friday, 9am-5pm  
Saturday, 9am-1pm


 Donkey Wheel House, Level 3, 673  
Bourke Street, Melbourne 3000

Difficulties support including educational assessment and professional development - fees apply.

## Taralye - the Oral Language Centre for Deaf Children

 1800 211 123

 [information@taralye.org.au](mailto:information@taralye.org.au)

 [taralye.org.au](http://taralye.org.au)


 Monday - Friday, 8:30am-5pm

 137 Blackburn Road, Blackburn 3130


Provides an early intervention service for children with a hearing impairment from birth to 6 years and provide support and information to families.

Also provides audiology testing for children from birth to 18 years.

## Think Organise Do

 0400 378 580


 [gail@thinkorganisedo.com.au](mailto:gail@thinkorganisedo.com.au)

 [thinkorganisedo.com.au](http://thinkorganisedo.com.au)  
[thinkorganisedopro.com](http://thinkorganisedopro.com)


 [facebook.com/thinkorganisedo](https://facebook.com/thinkorganisedo)


An e-learning platform providing extensive evidence based information and resources for the three ability groups of Autism Spectrum Disorder, ADHD and Intellectual Disability. Think Organise Do Pro provides tailored professional learning opportunities to schools, families, organisations and workplaces.

## Vermont South Special School

 9802 8199

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

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

 22-30 Livingstone Road,  
Vermont South 3133

 PO Box 6069, Vermont South 3133

Caters for the educational, social and emotional needs of children with a mild intellectual disability. Students are aged between 5 and 12. Small class sizes and trained Special Education teachers with exceptional skills and dedication to their role guarantee that children with mild intellectual disabilities are given the opportunity to benefit from quality education.



# Independent Living & Accommodation Services



# Independent Living & Accommodation Services

## Ablelink

☎ 9415 9487

@ info@ablelink.com.au

🖱 ablelink.com.au

🕒 Monday - Friday, 9am-5pm

An independent Support Coordination provider registered with the NDIS.

Support Coordination assists customers to understand their NDIS plan and to find the services that best meet an individual's needs and goals.

## Aged Care Assessment Services (ACAS)

☎ 1800 200 422

🖱 myagedcare.gov.au

If you are seeking assistance to access aged care services, you can register with My Aged Care. The My Aged Care contact centre staff member will ask you a series of questions in order to understand your needs. They will ask you questions about:

- Any support you are currently receiving
- If you have any health concerns
- How you are managing with activities around the home
- Some questions relating to your safety in the home.

During the conversation, they will discuss some options with you which may include being referred for a home support assessment, a comprehensive assessment or a direct referral to services (where appropriate).

## Home support assessment

A home support assessment is completed if you have entry level aged care needs which will allow you to remain living at home and in the community safely. A home support assessment will be undertaken by a local assessor from the My Aged Care Regional Assessment Service.

## Comprehensive assessment

An Aged Care Assessment Team (ACAT, or ACAS in Victoria) may be organised if you have more complex aged care needs and wish to access government funded services to help you remain living at home, or if you are considering moving into an aged care home. It may also be organised if you are ready to leave hospital, or if you need a short break in an aged care home (also called 'respite care').





# Independent Living & Accommodation Services

## Anchor Inc

☎ 8761 9040

@ anchor.admin@anchor.org.au

🖱 anchor.org.au

f facebook.com/AnchorIncorporated/

🕒 Lilydale Office: Monday - Thursday, 9am-5pm, Friday 9am-4pm  
Scoresby Office: Monday - Friday, 9am-5pm

🏠 Head Office: 44 Lakeview Drive Scoresby 3179  
Housing Support Services: Box Hill Institute Lakeside Campus, Building LA, Level 2, 1 Jarlo Drive, Lilydale 3140

✉ Lilydale Office:  
PO Box 103, Lilydale 3140

Supports some of our community's most vulnerable people with committed staff and volunteers working alongside with a broad range of partners and supporters.

Services include support for those experiencing or at risk of homelessness, foster care, kinship care, family mediation, counselling and community education.

## annecto - Ringwood

☎ 9876 0122

@ enquiries@annecto.org.au

🖱 annecto.org.au

f facebook.com/annectonetwork/

🏠 41-43 Ringwood Street, Ringwood 3134

An independent, social purpose not-for-profit organisation with community contacts across Australia.

Provides flexible support services for people with disability and older people tailored to suit what is most important to you in your life.

## Baptcare

☎ 13 22 78 (13 BAPTCARE)

@ info@baptcare.org.au

🖱 baptcare.org.au


🏠 1193 Toorak Road, Camberwell 3124

✉ PO Box 230, Hawthorn 3122


Provides quality help at home, care in their aged care homes and retirement living options that help older people live well and as independently as possible. Offers families and people with a disability access to a range of tailored support options such as respite, case work support and activity groups.

# Independent Living & Accommodation Services

## Bolton Clarke (formerly Royal District Nursing Service)

 1300 22 11 22 (General Enquiries)  
1300 334 455 (At Home Support)

 boltonclarke.com.au


 Monday - Friday, 9am-5pm

Bringing together RSL Care and RDNS to provide hands-on support and assistance whenever and wherever you need it - from a home nursing visit to a friendly hand with the cooking or gardening.

Services include:

- At Home Support
- Home Nursing
- Home Assistance
- Home Care Packages
- Retirement Living
- Residential Aged Care
- Mental Health
- Veterans Services
- Personal and Domestic Services
- Health and Wellbeing


## Bridges Connecting Communities


 9763 9700

 info@bridgescc.com.au

 bridgescc.com.au


 facebook.com/  
BridgesConnectingCommunities/

 Monday - Friday, 9am-5pm


 6 Griffith St, Knoxfield 3180

Offering community transport, planned activity group, pet companion, phone a friend and friendly visiting.


## Burke and Beyond - Next Step Bayswater

 9886 1111 (Eastern Region)

 admin@burkeandbeyond.org.au

 burkeandbeyond.org.au


 Monday - Friday, 8.30am-4.30pm

 Lot B9, 19-23 Macauley Place,  
Bayswater 3153


The Next Step is a transition program where they support young adults to develop pre-employment and life skills. The key focus of the program is to promote independence, self-advocacy, and decision making. They teach the importance of being accountable for their decisions and aim to provide participants with the necessary grounding for the next phase of their development.

# Independent Living & Accommodation Services

## CareChoice

 1300 737 942

 enquiries@carechoice.net.au

 carechoice.net.au

 facebook.com/carechoicemus


 Unit 1, 1 McLaren Street,  
Clayton South 3169

Provider of experienced disability support staff and a registered provider with the NDIS, TAC and DHHS.


Services include:

- Overnight and 24-hour support
- Respite service
- Support coordination
- Community access
- Supported Independent Living
- School holiday activities
- Improved Living Arrangements
- Specialist in support for multiple and complex needs

## Care Connect

 1800 692 464 (1800MYCHOICE)

 info@careconnect.org.au


 careconnect.org.au

 Monday - Friday, 8.30am-5pm

Specialises in services relating to aged care, disability, mental health, acquired brain injury, autism, transitional care, preventative care, dementia and respite.

Supports children, young people, adults, older adults and carers in accessing information services and supports, assessment and planning, case management and coordination, advocacy, service delivery and carer support.

## Careseekers

 1300 765 465

 info@careseekers.com.au

 careseekers.com.au

 facebook.com/careseekersforfamilies/

An online platform directly connecting independent care and support workers with those in need of in-home/ community care and support (elderly, living with disability, post-operative). Clients choose who their worker will be and can negotiate rates to meet their budget.

# Independent Living & Accommodation Services

## Care Support Network

☎ 1300 177 577

@ help@mycsn.com.au

🖱 mycsn.com.au

📘 facebook.com/CareSupportNetwork/

🕒 Monday - Friday, 9-5:30pm

🏠 96 Manchester Road,  
Mooroolbark, 3138

Finding Carers for the elderly, people with a disability and children with special needs.

## Co As It - Italian Assistance Association Melbourne

☎ 9349 9000

@ coasit@coasit.com.au

🖱 coasit.com.au

🕒 Monday - Friday, 9am-5pm

🏠 L1, 189 Faraday Street, Carlton 3053

Aged and Disability Services (home care packages Levels 1-4); Commonwealth Home Support Programme (CHSP) Flexible Respite; Visitation Program; Planned Activity Group (PAG) Centres; Home Care Services; Italian language courses; Italian Historical Society (open for research); Italian Resource Centre (membership fee applies).

## Community Housing Ltd

☎ 1300 245 468 (1300 CHL HOUSING)  
9856 0050

@ info@chl.org.au

🖱 chl.org.au


🏠 19-23 Prospect Street, Box Hill 3128


Provides long-term secure rental tenancies for people who pay subsidised market rate. As an alternative to private rental, they ensure that people who have low incomes can find a dependable housing arrangement.



# Independent Living & Accommodation Services


## EACH Disability Services

 1300 003 224

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm

 93 Boronia Road, Boronia 3155  
(Dorset Square)

Assistance for people with intellectual, physical, dual disabilities as well as acquired brain injury and complex care needs to develop or maintain skills to live independently in their own home or in the community.

## EACH Health and Wellbeing Services

 1300 003 224

 info@each.com.au


 each.com.au

 Ferntree Gully Site: 1063 Burwood Highway, Ferntree Gully 3156


Wantirna Site: 1603 Boronia Road, Wantirna 3152

EACH Community Health offers a range of health services that can support you to maintain good health. Some of our services include: Counselling, Occupational Therapy, Physiotherapy, Dietary Management, Exercise Management and Group Programs.

## EACH Home Care Packages

 1300 003 224

 info@each.com.au

 each.com.au

A Commonwealth Government funded program. The Home Care Package program provides individually planned and coordinated supports and services for older people to remain living life independently.

Services which can be organised as part of a package of care can include:

- Advocacy
- Basic garden and home maintenance
- Basic nursing care including medication management
- Home cleaning
- Assistance with personal care
- Meal support and preparation
- Transport to appointments
- Exploring respite options
- Social support

## EACH Housing (Specialist Disability Housing)

Includes living assistance such as technology for controlling doors, lighting and heating/cooling.

We work with each individual to develop a personalised and highly tailored support structure that address their unique needs.



# Independent Living & Accommodation Services

## Froniditha Care

☎ 9552 4100

@ info@froniditha.org

🖱 fronidithacare.org.au

🏠 16 Anzed Court, Mulgrave 3170

A not-for-profit provider of residential and community aged care services to elderly people with culturally and linguistically diverse backgrounds throughout the Melbourne metropolitan region.

## Home Instead Senior Care

☎ 9754-4861 / 1300 008 018

@ office@hismcmelboureast.com.au

🖱 outereast.homeinstead.com.au

🏠 Suite 3, 62-64 Main St, Upwey  
(entrance behind IGA)

Helping individuals and families find the best solution for loved ones who need in-home respite, personal, lifestyle, domestic and transport services to remain living independently and in control at home.

Flexible, locally owned and operated Home Care Package and Private Service Provider, 24 x 7, 365 days a year. CAREGivers are trained in dementia and palliative care.

## Housing Support Service

☎ 9298 8000

@ knoxcc@knox.vic.gov.au

🖱 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

A Housing Support Officer is available through the Specialised Access Team - Active Ageing and Disability Service.

This service helps eligible Knox residents aged 55 years or older who are homeless or at risk of homelessness.


The service may include support, advice, advocacy, referrals and assistance for public housing.

Who is eligible?


- People aged 55 years and over.
- With moderate to low income, and receiving a Centrelink payment.
- Reliant on private rental (do not own a home) and at risk of homelessness.
- Currently living in Knox and have lived in Knox for at least two years, OR, past long-term Knox residents looking to return to Knox for family connection.
- Meet the assets/income eligibility of the Department of Health and Human Services Housing Service.
- Able to live independently.
- If you require emergency housing assistance, please contact:
  - Uniting - Harrison (Open door program) - call 9051 3000
  - Eastern Metropolitan Region Homelessness Assistance (Crisis housing) - call 1800 825 955


# Independent Living & Accommodation Services

## Housing Choices Australia

 1300 312 447


 info@hcau.org.au


 housingchoices.org.au


 Level 3, 350 Queen Street,  
Melbourne 3000

A national, not-for-profit housing provider that creates safe, quality affordable housing for people who are disadvantaged and struggling to find a home in Australia's challenging private rental market.

## Housing for the Aged Action Group (HAAG)


 9654 7389 / 1300 765 178

 haag@oldertenants.org.au  
oldertenants.org.au/home\_at\_last

 oldertenants.org.au

 facebook.com/  
HousingfortheAgedActionGroup/

 Monday - Friday, 10am-4pm


 1st Floor, Ross House, 247-251 Flinders Lane,  
Melbourne 3000


A non-profit organisation who work towards easing housing related poverty for older Australians offering free and confidential advice about accommodation and tenancy issues.

### Home at Last (HAL)


Offers free and confidential advice, support and advocacy to older people who are homeless, at risk of homelessness, or are wanting to plan their housing future. Available to any older person in Victoria on a low income with low assets. Provide one-to-one assistance to you, or link you into a service that can help.

## HousingVic

 1300 650 172, 9871 5199

 1300 650 172

 info@hcau.org.au


 housing.vic.gov.au

 Ringwood Housing Office:  
25 Ringwood Street, Ringwood 3134

Managed by the Victorian Department of Health and Human Services to make it easier to find information about housing and housing assistance.

The website contains information regarding homelessness services, renting and housing options if you are living with a disability or need care.


## Independent Disability Services

 9340 5100

 admin@idsa.org.au

 idsa.org.au

 facebook.com/  
IndependentDisabilityServices/


 Suite 3.01, Level 3  
60 Leicester Street, Carlton 3053

Provides a range of services aimed at helping people with disabilities and their families to understand their choices, access the supports they need and live life to their fullest potential.

Services provided include planning and facilitation, case management, service coordination and housing options for people with disabilities.

# Independent Living & Accommodation Services

## Illowra Projects

 1300 455 697

 info@illowraprojects.com.au


 illowraprojects.com.au

Creating customised disability accommodation which is designed to meet individual needs to increase independence.

Working with NDIS participants and families, they explore ways families can develop and own their own homes, either individually or shared as a group.

Services include SDA advice, ownership options, design, development management and property management.

## Leonie Brown - Independent Living Specialist


 0408 455 649

 leoniebrown@iinet.net.au


 leoniebrown.com.au


NDIA approved provider - assistance with pre-planning, service coordination, problem solving and advocacy. Support to engage in and coordinate services to meet your specific needs. Assistance to refine service delivery issues to help you meet your individual goals. This is an independent service.

## Mable (formerly Better Caring)

 1300 736 573

 info@mable.com.au


 mable.com.au

 National virtual service. Office based: Suite 810, 46-56 Kippax Street, Surry Hills NSW 2010


Allows those who are ageing or have a disability to directly find, choose and engage with local, independent support workers who they feel best fit their needs. By directly connecting consumers and support workers, participants can stretch their NDIS or Home Care Package funding further, allowing significantly more hours of support.

# Independent Living & Accommodation Services

## Melba Support Services Inc

 9212 0100

 melba@melbasupport.com.au

 melbasupport.com.au


 Monday - Friday, 9am-5pm

 40-50 Melba Avenue, Lilydale 3140

 PO Box 554, Lilydale 3140

A registered NDIS provider. Melba supports people with a disability connect with their chosen communities and lead the lives of their choice. Services include individualised support (core supports), supported independent living (accommodation), centre based group services (day services), support coordination and respite services.

## Mercy Health Home Care Services

 8416 7777

 MHCS@mercy.com.au

 home-care.mercyhealth.com.au


 facebook.com/MercyHealthAus/


 Level 1, 12 Shelley Street, Richmond 3121


Home care services, respite, allied health, dementia support, community nursing and disability services.

Provides a range of services to enable older people to continue living safely, actively and independently in their own homes.

## Millennium Aged Care Consultants

 1300 755 702

 enquiries@millenniumagedcare.com.au

 millenniumagedcare.com.au

 1B Hamilton Street, Mont Albert 3127

Helping individuals and families to find the best solution for loved ones who need support to access in-home care, retirement living or residential aged care. Private case management service and client advocacy for My Aged Care and NDIS.

# Independent Living & Accommodation Services

## Monkami Centre Inc

☎ 9725 8677

@ admin@monkami.org

🖱 monkami.org

🕒 Monday - Friday, 8.30am-4pm

🏠 2-6 Dixon Avenue, Croydon 3136

✉ PO Box 1048, Croydon 3136

Offers services to people over 18 years of age with intellectual disabilities.

Support individuals to develop skills that will enable them to live with the greatest degree of independence within their own community, whilst providing opportunities to achieve individual goals and aspirations.

Individuals must be a client of Department of Health and Human Services or be able to fund their program personally.

## Morcare Services

☎ 9800 4433

@ support@morcare.com.au

🖱 morcare.com.au

📘 facebook.com/MorcareServices/

🏠 Suite 2, 673 Boronia Road, Wantirna 3152

A disability and aged care provider of in-home support services focused on making a difference.

Support people to live as independently as possible, build on existing abilities, develop new skills, engage in community activities and socialise. Registered for NDIS.

## Nadrasca - Accommodation Services

☎ 9873 1111 (1300 NADRASCA)

@ accommodation@nadrasca.com.au

🖱 nadrasca.com.au

🕒 Monday - Friday, 8am-4.30pm

🏠 52-62 Rooks Road, Nunawading 3131

✉ PO Box 3874, Nunawading 3131

For people with a disability who are registered with the Department of Health and Human Services.

Accommodation services include 24 hour care, independent living. Accommodation is available in three ways: shared supported accommodation, lead tenancies and independent living.

## ONCALL Group

☎ 9896 2468

@ info@oncall.com.au

🖱 oncall.com.au

🕒 Monday - Friday, 8am-4.30pm

🏠 Level 2, 660 Canterbury Road, Surrey Hills 3127

A DHHS and NDIS registered leading provider of staff and specialist services (including Support Coordination and Plan Management) to the Disability and Child, Youth and Family sectors.

Provide reliable and flexible staffing solutions across residential care, in home support and community access for individual clients and their families, government and community organisations.



# Independent Living & Accommodation Services

## Royal Freemasons

📞 9452 2200  
1800 931 715

@ retirement@royalfreemasons.org.au

🌐 royalfreemasons.org.au

🏠 Level 7, 580 St Kilda Road,  
Melbourne 3004

Supporting older persons since 1867 to live secure, dignified and rewarding lives.

Services include:

- Home Care Packages
- Private Services
- NDIS
- Transitional Care
- Retirement Living
- Residential Aged Care
- Day Therapy and Wellness Services
- Respite Care

## Scope - Supported Independent Living

📞 1300 472 673

@ contact@scopeaust.org.au

🌐 scopeaust.org.au

📘 facebook.com/scopeaust/

🕒 Monday - Friday, 8:30am-5pm

🏠 Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150


Designed to suit the needs of people with a disability who live in specialist disability accommodation. Offer around the clock support to residents.

Staff are experts in assisting people with a range of disabilities and health needs. Provide high quality care and support you to live independently.



# Independent Living & Accommodation Services


## Scope - Therapy Services

 1300 472 673

 [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

 [scopeaust.org.au](http://scopeaust.org.au)


 [facebook.com/scopeaust/](https://facebook.com/scopeaust/)

 Monday - Friday, 8:30am-5pm

 Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

Provides therapy support to people of all ages and their families. Services include physiotherapy, occupational therapy, speech pathology, psychology and positive behaviour support. Work in partnership with you and your family to achieve your goals, build on your strengths and skills.


## Uniting Harrison - Homelessness Services

 9871 8700

 [harrison.enquiries@vt.uniting.org](mailto:harrison.enquiries@vt.uniting.org)


 [unitingharrison.org.au](http://unitingharrison.org.au)

 Monday - Friday, 9am-5pm


 321 Ferntree Gully Road,  
Mt Waverley 3149

Has a range of services to help people who are homeless, or at risk of becoming homeless, to access and maintain affordable housing. There are specific services for families, young people and those with multicultural needs. Interpreters are available if needed.

## Uniting Mt Waverley - Homeshare Program

 1300 277 478

 [Homeshare@lifeassist.org.au](mailto:Homeshare@lifeassist.org.au)

 [vt.uniting.org](http://vt.uniting.org)


 Monday - Friday, 9am-5pm

 321 Ferntree Gully Road,  
Mt Waverley 3149


A program for people with disabilities living in their own home. It matches the householders with 'homesharers', who live in their home in exchange for 10 hours of practical assistance and a small contribution towards utilities. Homesharers can help the householder with a range of tasks such as housework, gardening and occasional cooking, as well as providing companionship and security. Householders and homesharers are matched according to individual needs, personality and preferences. The Homeshare Program is free for householders over 65. Those under 65 are advised to call regarding possible external funding.

# Independent Living & Accommodation Services


## Uniting Mt Waverley - In-home Aged Care Services

 1300 277 478

 [uniting.referral@vt.uniting.org](mailto:uniting.referral@vt.uniting.org)

 [vt.uniting.org](http://vt.uniting.org)

 Monday - Friday, 9am-5pm

 321 Ferntree Gully Road,  
Mt Waverley 3149

Offers a wide range of support services to help older people remain living independently in their own homes for longer. Provide case management and care co-ordination.


Working with older people to access short-term assistance if you are unwell, or long-term home care packages if you have ongoing needs.

Support includes:


- Personal care, bathing, dressing and meal preparation.
- Laundry, cleaning and gardening.
- Transport to get out and about in your community.
- Nursing and allied health.
- Help to access and navigate the aged care system.
- Services to help carers maintain their own health and wellbeing.

Uniting Mt Waverley delivers both government-subsidised and self-funded services.

## Uniting Mt Waverley - Quick Response Service

 1300 277 478

 [uniting.referrals@vt.uniting.org](mailto:uniting.referrals@vt.uniting.org)

 [vt.uniting.org](http://vt.uniting.org)


 Monday - Friday, 9am-5pm

 321 Ferntree Gully Road,  
Mt Waverley 3149

Provide short-term, in-home care support for older people following a 'trigger' event such as an accident or illness. This government funded service was developed to help you recover in the comfort and familiarity of your own home. The Quick Response Service helps shorten the time spent in hospital and to avoid unnecessary admission to hospital.

Help can be arranged within 48 hours and is based around your needs.


## VMCH Allied Health and Therapy

 1300 919 850

 [allied.health@vmch.com.au](mailto:allied.health@vmch.com.au)

 [vmch.com.au](http://vmch.com.au)

 Monday - Friday, 8:30am-4:30pm

 Rear building, 355 Stud Road,  
Wantirna South 3152

Allied Health professionals offer a range of wellbeing, allied health and therapy services on-site or in-home to assist older people to maintain or recover a level of independence and keep them active and able to participate in their community. Therapy services are offered via a Government subsidised Commonwealth Home Support Program (VMCH Rehabilitation Program).

# Independent Living & Accommodation Services

## VMCH Assistance with Care and Housing for the Aged (ACHA)

☎ 1300 971 720

@ accesseast@vmch.com.au

🖱 vmch.com.au

🏠 Building A, 355 Stud Road, Wantirna South 3152

VMCH is funded by the Australian Government to provide Assistance with Care and Housing for the Aged (ACHA). This is for frail, disadvantaged older people who are renting or who are at risk of homelessness, and provides help to meet accommodation and support needs.

ACHA is available to people who are living in the Cities of Knox and Maroondah and the Shire of Yarra Ranges.



## Wesley Disability Services East

☎ 9839 6100

@ wesley.wdse@vt.uniting.org

🖱 unitingwesley.org.au/disability

🕒 Monday - Friday, 9am-5pm

🏠 Level 1, 291A Maroondah Highway, Ringwood 3134

Offers a range of support programs to assist people with disabilities of all ages to live as independently as possible.

## Women's Housing Ltd

☎ 9412 6868

@ info@womenshousing.com.au

🖱 womenshousing.com.au

🕒 Monday - Friday, 9am-5pm

🏠 Suite 1, Level 1, 21 Cremorne Street, Cremorne 3121

A registered community housing provider whose core business is the development and provision of housing for women and women-headed households.

They have significant experience in working directly with women (and their families) who are facing housing crisis.







# Information & Advice



# Information & Advice

## Able Australia

 1300 225 369

 9882 6786


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

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

 413 Canterbury Road, Surrey Hills 3127

Supporting adults with multiple disabilities including deaf-blindness. As a registered NDIS provider, Able offers a broad range of services such as supported independent living, day services and community participation in Victoria.


## AccessAbility Australia

 0403 670 942 / 0412 206 923

 [info@accessabilityaustralia.com](mailto:info@accessabilityaustralia.com)

 [accessabilityaustralia.com](http://accessabilityaustralia.com)

 Monday - Friday, 9am-3.30pm

 Address: Eastern Innovation Business Centre, 5a Harnett Close, Mulgrave 3170

Access Keys are customised accessibility guides complete with coloured photographs and supportive text. They are free to download and suitable for people of all abilities.

Access Keys decrease community barriers and increase enablers. They are endorsed by a practising Speech Pathologist and an Occupational Therapist.

Access Keys available in Knox for:

- Knox Civic Centre
- Each of the five Knox Neighbourhood Houses
- Each of the five Knox Libraries
- Knox Festival

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- Stringybark Festival
- Carols by Candlelight
- Knox Early Years Hubs
- Knox Leisureworks
- Knox Netball Centre
- Eildon Park Tennis Club

## ACE Disability Network


 [info@ala.asn.au](mailto:info@ala.asn.au)

 [acedisability.org.au](http://acedisability.org.au)

A state-wide network between leading disability and adult education providers that collaborate to promote and support disability awareness and inclusive practices in education, community services and the society as a whole. The focus is training and professional development via high quality workshops, online resources, research and project work.

# Information & Advice


## Action on Disability within Ethnic Communities (ADEC)

 9480 7000 / 1800 626 078 (free call)

 info@adec.org.au

 adec.org.au

 facebook.com/ADECINC/

 Monday - Friday, 9am-5pm

 175 Plenty Road, Preston 3072


For people with disabilities who are from ethnic communities, or their carers.

Services include Advocacy, NDIS Pre-Planning and reviews, NDIS Plan Management, NDIS Support Coordination,

NDIS Appeals, Aged Care provider, language specific carers groups, language specific Mental Health self-support groups,

Language specific High Needs Group, Community and Home Support, training and community education for service providers and government agencies.


## Active Ageing and Disability Services

 9298 8000

 knoxcc@knox.vic.gov.au

 knox.vic.gov.au


 facebook.com/KnoxCouncil

 Eastgate North Building, Rear 511 Burwood Hwy, Wantirna South 3152


Knox City Council is committed to taking an age-friendly approach to the services that Council and community deliver and value. In essence, Council is committed to supporting a 'whole-of-life' approach to health.

Active Ageing is the process of making effective use of opportunities for physical, social and emotional wellbeing to enable older people to actively participate in society. We aim to help older Knox residents enjoy active, healthy and independent lives.

## Amaze (formerly Autism Victoria)

 9657 1600

 info@amaze.org.au

 amaze.org.au

 facebook.com/autismvictoria/

 Monday - Friday, 9am-5pm

 24 Drummond Street, Carlton 3053

Provides information and advice services including phone advice, information sheets and educational resources, and information about service funding packages. Friendly autism advisors available 5 days a week for information.

# Information & Advice

## annecto - Ringwood

☎ 9876 0122

@ enquiries@annecto.org.au

🖱 annecto.org.au

f facebook.com/annectonetwork/

🏠 41-43 Ringwood Street, Ringwood 3134

An independent, social purpose not-for-profit organisation with community contacts across Australia.

Provides flexible support services for people with disability and older people tailored to suit what is most important to you in your life.

## Anxiety Disorders Association of Victoria (ADAVIC)

☎ 9853 8089

@ adavic@adavic.org.au

🖱 adavic.org.au

f facebook.com/adavic.org.au/

🕒 Wednesday - Friday, 10:30am-4pm

✉ PO Box 625, Kew 3101

Provides “grass-roots” support, information and resources for the community relating to anxiety and depression. Services include a telephone and information service (3 days per week) from Wednesdays to Fridays and psycho-educational information sessions and training programs.

ADAVIC can assist individuals seeking help to find a therapist and run weekly support groups (currently in Camberwell and Coburg).

## arbias Ltd

☎ 8388 1222

@ enquiriesVIC@arbias.com.au

🖱 arbias.org.au

f facebook.com/letstalkABI/

🕒 Monday - Friday, 9am-5pm

🏠 27 Hope Street, Brunswick 3056

Specialist services for people with high complex needs, acquired brain injury and alcohol and drug related brain injuries. Services include neuropsychological assessment, service facilitation, flexible/core support and housing services. arbias also provides information and training for service providers.

## Aspergers Victoria Inc.

@ admin@aspergersvic.org.au

🖱 aspergersvic.org.au


f facebook.com/www.aspergersvic.org/

🏠 Power Neighbourhood House,  
54 Power Avenue, Ashwood 3147

Provides information and support to those living with Aspergers Syndrome or Autism Spectrum condition (level 1-2), their family and supporters, to unlock abilities. Their peer team provides employment support, events and peer groups for teens, young adults and adults, parents/carers and partners in multiple locations.

# Information & Advice


## Association for Children with a Disability (ACD)

 9880 7000  
1800 654 013 (Rural Callers)

 [acdsupport@acd.org.au](mailto:acdsupport@acd.org.au)


 [acd.org.au](http://acd.org.au)


 Monday - Friday, 9am-5pm

 Suite 1, 587 Canterbury Road,  
Surrey Hills 3127

Provides information, support and advocacy for families with a child or young person with any type of disability or developmental delay across Victoria. ACD runs a telephone support service and provides information resources, community education and advocacy.


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

 (07) 3815 7600

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

A national not-for-profit communication access service. It is a key link between people who are deaf, hard of hearing, communication impaired and the hearing.

## Australian-Filipino Community Services (AFCS)

 9701 3421

 [info@afcsvictoria.org.au](mailto:info@afcsvictoria.org.au)

 [afcsvictoria.org.au](http://afcsvictoria.org.au)


 [facebook.com/afcsvic/](https://facebook.com/afcsvic/)

 78 Power Road, Doveton 3177

Statewide network of Filipino individuals and organisations in Australia.

- Friendly Visiting Program.
- Social Support Programs - Dance for Health, Seniors Digital Skills, Gardening, Arts and Crafts and more.
- Assisted shopping and other individual social support activities.
- Chaplaincy and counselling services.
- Telephone advocacy, information and referral services.


## Autism Behavioural Intervention Association

 9830 0677

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

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

 [facebook.com/abiaautism/](https://facebook.com/abiaautism/)

 Level 1, 121 Maling Rd, Canterbury 3126

A voice for Victorian parents, carers and families of individuals with autism/autism spectrum disorder (ASD).

# Information & Advice

## Autism Family Support Association Inc

☎ 0421 642 364 (Please leave a message or send an SMS)

@ secretary@afsconnect.org.au

🌐 afsconnect.org.au

📘 facebook.com/AFSAConnect/

A voice for Victorian parents, carers and families of individuals with autism/autism spectrum disorder (ASD).

Our purpose is to assist and support individuals with an Autism Spectrum Disorder by providing emotional and practical support for parents, carers and families.

## Autism Spectrum Australia - Assessment and Therapy Clinic

☎ 1800 277 328

@ customerservice@autismspectrum.org.au  
assessments@autismspectrum.org.au

🌐 autismspectrum.org.au

🏠 173 Wellington Street, Flemington 3031

Offer specialised, evidence informed schools programs, information and advice, diagnostic assessments, therapy (speech pathology, psychology, occupational therapy), positive behaviour support, parent and family support, and adult programs. Recently opened a specialist Autism Assessment and Therapy Clinic in Flemington. Registered NDIS service providers and also offer in home therapy services and positive behaviour support all over Melbourne as well as tele-therapy.

## Belonging Matters Inc.

☎ 9739 8333

@ info@belongingmatters.org

🌐 belongingmatters.org

📘 facebook.com/BelongingMatters/

🏠 Suite 3, 178 Boronia Road, Boronia 3155

A small education and advisory service for people with a disability and families who would like to pursue socially inclusive pathways in the community. Also provides a range of workshops, retreats, forums and bi-annual conference based on themes of social inclusion, empowerment and individualisation.

## Better Health Channel

☎ 1800 126 637

@ betterhealthchannel@dhhs.vic.gov.au

🏠 Level 21, 50 Lonsdale Street, Melbourne 3000


✉ GPO Box 4057, Melbourne VIC 3001


A health information website that provides health and medical information to help individuals and their communities improve their health and wellbeing. Contains details about disability related services for people with disabilities, families, friends and carers of all ages.



# Information & Advice

## Better Hearing Australia (VIC)


 9510 1577  
1300 242 842 (1300 BHA VIC)

 9510 3499

 victoria@betterhearing.org.au

 betterhearing.org.au


 Monday - Friday, 9am-5pm

 Level 2, 517 St Kilda Road,  
Melbourne 3004

Not-for-profit charitable organisation providing professional, independent and current hearing loss information by qualified audiologists. Victoria's only Hearing Aid Bank.

Registered for NDIS.

## The Bouverie Centre

 9385 5100

 bouverie.centre@latrobe.edu.au


 bouverie.org.au

 facebook.com/thebouveriecentre


 8 Gardiner Street, Brunswick 3056

A statewide organisation that provides family therapy and a range of educational and consultative services.

## Brain Injury Matters Inc


 9639 7222

 office@braininjurymatters.org

 braininjurymatters.org

 facebook.com/BraininjurymattersBIM/


 Tuesday - Thursday, 10am-2pm

 Level 4, Ross House,  
247 Flinders Lane, Melbourne 3000

Facilitates self-advocacy and community education for people living with an acquired brain injury (ABI).

Provides information, education and organises events.

## BrainLink Services Ltd


 98761 9232 / 1800 677 579

 admin@brainlink.org.au

 brainlink.org.au

 facebook.com/BrainLinkServicesLtd/

 Monday - Friday, 9am-5pm


 Suite 201, 44 Lakeview Drive,  
Scoresby 3179

A Victorian based service that is dedicated to improving the quality of life of people affected by Acquired Brain Injury (ABI).

Our first priority is to respond to the immediate needs of the families and friends of those who are living with an acquired brain disorder. Some of these conditions include stroke, head injuries, brain tumour and progressive neurological diseases such as Multiple Sclerosis, Parkinson's disease, Muscular Dystrophy, Motor Neurone disease and Huntington's disease.


# Information & Advice

## BrightSky Australia

 1300 886 601


 info@brightsky.com.au


 brightsky.com.au


 facebook.com/BrightSkyAustralia/

A division of ParaQuad NSW, is a not for profit organisation and an NDIS registered provider. BrightSky is a one-stop-shop for home-delivered every day and specialist healthcare products. All proceeds support people with a physical disability.

## Carer Gateway


 1800 422 737


 carergateway.gov.au

 Monday - Friday, 8am-6pm

A new national service funded by the Australian Government. Carer Gateway includes a website and phone service for carers to access practical information and support.

## Carers Victoria

 9396 9500 / 1800 242 636

 9396 9587

 reception@carersvictoria.org.au

 carersvictoria.org.au

 facebook.com/CarersVictoria/


 Monday - Friday, 8:30am-5pm

 Level 1, 37 Albert Street, Footscray 3011

Statewide voice for family carers, representing and providing support to carers in Victoria.

Provides advice, information and support for carers to improve their health, wellbeing, capacity, financial security and resilience.

## Careseekers

 1300 765 465

 info@careseekers.com.au


 careseekers.com.au

 facebook.com/careseekersforfamilies/

An online platform directly connecting independent care and support workers with those in need of in-home/ community care and support (elderly, living with disability, post-operative). Clients choose who their worker will be and can negotiate rates to meet their budget.

# Information & Advice

## Cerebral Palsy Support Network (CPSN)


 9478 1001

 cpsn@cpsn.org.au

 cpsn.org.au


 facebook.com/cpsnVIC/

 Monday - Friday, 9am-5pm

 Shop 3, 225-227 Sydney Road,  
Coburg 3058

A registered charity providing information and support services to people living with cerebral palsy and their families. Empowers individuals to lead more independent lives and provide support in a variety of ways to their families.

## CHAMPION - Community Hub and Meeting Place in our Neighbourhood

 0433 335 815

 careworker@templesociety.org.au


 templesociety.org.au

 facebook.com/templesociety.org.au/

 51 Elizabeth Street, Bayswater 3153

Provides emergency food relief, support, budgeting and referral services to anyone in need. All welcome from any area and you do not need to have a health care or pension card to access the service.

## Children and Young People with Disability Australia

 9417 1025 / 1800 222 660

 info@cyda.org.au

 cyda.org.au

 facebook.com/CDISAUS/

 Monday - Friday, 9am-5pm


 20 Derby St, Collingwood 3066

National peak body which represents children and young people with disability and their families.


- Provides a link between the direct experiences of children with disability and their families to Federal government and other key stakeholders.
- Provides systemic advocacy to achieve better outcomes for children with a disability and their families.

## Clickability

 hello@clickability.com.au

 clickability.com.au


 facebook.com/clickability.com.au/

 PO Box 602, Richmond 3121


An online disability service directory that features ratings and reviews of services from people who have used the services.

# Information & Advice

## Conquip Contenance Service/ Conquip Consulting Pty Ltd


 9876 3374

 [css@suttonhouse.com.au](mailto:css@suttonhouse.com.au)

 [conquip.net.au](http://conquip.net.au)


Contenance service for people of all ages with a disability, current providers of DHHS funded CSS for 5-16 year olds. Also do early intervention and assessment and product recommendations and management for adults. NDIS registered providers in Victoria.


## Contenance Foundation of Australia

 9347 2522  
1800 330 066 (Helpline)

 [info@contenance.org.au](mailto:info@contenance.org.au)

 [contenance.org.au](http://contenance.org.au)


 Monday - Friday, 9am-5pm  
Helpline: Monday - Friday, 8am-8pm

 Level 1, 30-32 Sydney Road,  
Brunswick 3056

Peak body for continence promotion, management and advocacy.


- Offers information, advice and referral to clinical continence services.
- Promotes and supports the development of accessible continence services throughout Australia.

## COTA Victoria

 1300 135 090

 [askcota@cotavic.org.au](mailto:askcota@cotavic.org.au)

 [cotavic.org.au](http://cotavic.org.au)


 Phone line open weekdays  
9:30am to 1pm

 Level 4, 533 Little Lonsdale Street,  
Melbourne 3000

Independent information over the phone or via email; face to face appointments; in-house and outreach information sessions.

Covering a wide range of topics of interest to older Victorians including housing options from independent living to residential aged care; concessions and pensions; homebased and community services; general information and referral for financial and legal issues; financial counselling; form completion service; health and wellbeing; retirement; new learning opportunities including technology and much more.

## Cystic Fibrosis Community Care Ltd

 9686 1811

 [admin@cfcc.org.au](mailto:admin@cfcc.org.au)

 [cfcc.org.au](http://cfcc.org.au)

 Monday - Friday, 9am-5pm

 80 Dodds Street, Southbank 3006

Provides information, advocacy and support services to children, adolescents and adults with cystic fibrosis and their families. Services include advocacy, information services, support and referral and financial assistance.

# Information & Advice

## Deaf Victoria Inc

📞 0431 476 721

@ info@deafvictoria.org.au

🌐 deafvictoria.org.au

f facebook.com/deafvictoria/

🕒 Monday - Friday, 9am-5pm  
(appointments only)

🏠 Level 3, 340 Albert Street,  
Melbourne 3002

A non-profit organisation led and managed by deaf people through provision of advocacy and information services to strengthen community participation and quality of life for deaf Victorians.

Deaf Victoria advocates on behalf of deaf people to increase access to service, to represent and providing leadership to the state government and disability groups pertaining to deaf people.

## Dementia Australia (formerly Alzheimer's Australia Victoria)

📞 9815 7800  
1800 100 500 (National Dementia Helpline)

@ helpline.nat@dementia.org.au

🌐 dementia.org.au

🕒 Monday - Friday, 9am-5pm

🏠 98-104 Riversdale Road, Hawthorn 3122

✉ Locked Bag 3001, Hawthorn, 3122

A free and confidential service where you can chat with caring and experienced professionals about dementia and memory loss concerns for yourself or others.


Offers professional counselling and support, runs education programs on dementia and dementia care, provides leadership in policy. Special programs for people (and their families) with early stage dementia, younger onset dementia and mild cognitive impairment and also has a library and information service. Registered for NDIS.





# Information & Advice


## Down Syndrome Victoria (DSV)


 1300 658 873

 info@dsav.asn.au

 downsyndromevictoria.org.au

 facebook.com/downsyndromevictoria


 Monday - Thursday, 9:30am-4:30pm

 18/71 Victoria Crescent,  
Abbotsford 3067

Provides support, encouragement, information and resources to people with Down syndrome, their families and the broader community. Family Support is available to families at diagnosis and for older children and adults with Down syndrome.

Services include local peer support groups for families; peer support groups (Club21) for adults with Down syndrome; an Education Support Service; annual events and workshops for families and professional development for health, education and other professionals.

## EACH Disability Services

 1300 003 224

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm

 93 Boronia Road, Boronia 3155  
(Dorset Square)

Assistance for people with intellectual, physical, dual disabilities as well as acquired brain injury and complex care needs to develop or maintain skills to live independently in their own home or in the community.

## EACH Family Relationship Support for Carers (FRSC)

 1300 303 346

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm

 93 Boronia Road, Boronia 3155  
(Dorset Square)

Provides flexible and tailored services for families who are caring for a family member with a disability. Services include counselling, mediation and future planning support for families.

## EACH Health and Wellbeing Services

 1300 003 224

 info@each.com.au

 each.com.au


 Ferntree Gully Site: 1063 Burwood  
Highway, Ferntree Gully 3156  
Wantirna Site: 1603 Boronia Road,  
Wantirna 3152

EACH Community Health offers a range of health services that can support you to maintain good health.

Some of our services include: Counselling, Occupational Therapy, Physiotherapy, Dietary Management, Exercise Management and Group Programs.


# Information & Advice

## EACH NDIS Services

 1300 003 224

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


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

 93 Boronia Road, Boronia 3155  
(Dorset Square)

Registered to provide support for NDIS participants and can offer an integrated range of health services that promote everyone's wellbeing from early childhood to older adults.

We can support you to pursue and achieve your goals with Core Supports and/or Capacity Building. Support can be provided on an individual basis and/or through group activities.

## EACH Support Coordination

 1300 003 224


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

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

 93 Boronia Road, Boronia 3155  
(Dorset Square)

We help get your NDIS plan started by connecting you with a range of supports and services in the community that strengthen your independence and quality of life. We work with you and your families/carers to access the required supports, enabling you to achieve the goals in your plan. We ensure that any formal services you engage with meet their obligations in supporting you. We work with you to develop your skills and confidence to take control of your NDIS plan.

## Early Years Consultants (EYCs) also known as Preschool Field Officers

 9298 9304

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

 [knox.vic.gov.au](http://knox.vic.gov.au)


 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)


 Monday - Friday, 8.30am-4.30pm

 511 Burwood Hwy, Wantirna South 3152


Knox City Council employs EYCs to consult, support and resource educators and families in eligible preschool services to provide inclusive, strength based programs which ensure access and equity for children with additional needs/or requiring additional support. EYCs provide service in the municipal area of Knox City Council.

## Eastern Health - Peter James Centre

 9881 1888 / 1300 342 255

 [easternhealth.org.au/locations/peter-james-centre](http://easternhealth.org.au/locations/peter-james-centre)


 Cnr Mahoney's Road & Burwood Highway, Burwood East 3151

 Locked Bag 1, Forest Hill VIC 3131


Public hospital providing specialist assessment, rehabilitation, advisory and psychiatry services to older and disabled persons. General medicine and aged psychiatric assessment, short term rehabilitation and aged psychiatric residential care provided. The community rehabilitation centre provides rehabilitation for older and disabled adults. Specialist clinics conducted by the centre are: continence; movements disorders; rehabilitation in the home; cognitive dementia and memory service; amputee service; adult day care and family respite, haemodialysis unit; falls and balance clinic.

# Information & Advice

## Eastern Health – Wantirna Health

 1300 342 255


 wantirna.reception@easternhealth.org.au

 easternhealth.org.au

 251 Mountain Highway, Wantirna 3152

A purpose-built palliative care and rehabilitation hospital. It provides a range of ambulatory services, including home-based and centre-based rehabilitation and specialist clinics.


## Eastern Palliative Care Association Inc


 1300 130 813

 epccip@epc.asn.au

 eastpallcare.asn.au


 facebook.com/epcaus/

 Friday, 8:30am-5pm

 Level 1, Building 2/630 Mitcham Road,  
Mitcham 3132


A home-based palliative care service which offers a full range of support programs with the aim of improving the quality of life of individuals, carers and families of those suffering life-limiting or terminal illnesses. Clients can be referred by treating doctors, local hospitals, treating specialists, allied health professionals, by self or by family members and friends.

## Elder Abuse Helpline

 1300 368 821

For free, confidential information on a situation you believe may involve elder abuse, contact Seniors Rights Victoria Elder Abuse Helpline.

## Epilepsy Foundation

 8809 0600 (General Enquiries)  
1300 761 487 (Information & Support)

 epilepsy@epilepsyfoundation.org.au


 epilepsyfoundation.org.au


 facebook.com/epilepsyfoundation/

 Monday - Friday, 9am-5pm

Provides a range of services for people living with epilepsy and their families including information and library services, advice, support groups, epilepsy counselling and practical assistance, as well as education and training, research and advocacy on behalf of people with disabilities.

## Expression Australia (formerly Victorian Deaf Society/ Vicdeaf)


 9473 1111

 9473 1199  
0402 217 586 (SMS/Facetime)

 expression.com.au

 expression.com.au


 Monday - Friday, 9am-5pm

 Level 4, 340 Albert Street,  
East Melbourne 3002

Provides information referral, advice and support for people who are deaf and hard of hearing. Offers Auslan classes, Deafness Awareness Training and interpreting, live captioning and video remote interpreting for schools, organisations and individuals.

# Information & Advice

## Genetic Support Network Victoria (GSNV)

 8341 6315


 [info@gsnv.org.au](mailto:info@gsnv.org.au)

 [gsnv.org.au](http://gsnv.org.au)

 Murdoch Children's Research Institute,  
Royal Children's Hospital,  
Flemington Road, Parkville 3052

Assists individuals and families with the 'human', non-clinical side of genetic diagnosis. Assists people to access services, connecting with others, and provides education, advocacy, support and information.

## Guide Dogs Victoria

 1800 804 805

 [info@guidedogsvictoria.com.au](mailto:info@guidedogsvictoria.com.au)


 [guidedogsvictoria.com.au](http://guidedogsvictoria.com.au)

 [facebook.com/guidedogsvictoria](https://facebook.com/guidedogsvictoria)

 2-6 Chandler Highway, Kew 3101


Provides essential orientation and mobility services that enhance the lives of Victorians who are blind or vision impaired. The support provided by Guide Dogs Victoria assists clients to live independently and to actively participate in their communities.

## Hart to Hart Counselling Pty Ltd

 9098 8625

 [contact@hardtohartcounselling.com.au](mailto:contact@hardtohartcounselling.com.au)

 [harttohartcounselling.com.au](http://harttohartcounselling.com.au)

 Level 40, 140 William Street,  
Melbourne 3000

Provide Coordination of Support, counselling and group activities for an NDIS participant.

For Coordination of Support they travel around Melbourne and the suburbs in all areas. Counselling is only offered at the head office in Melbourne. Group Activities are Melbourne City based activities.

# Information & Advice

## Health.vic - Ageing and Aged Care

☎ 9096 0000 / 1300 650 172

@ enquiries@dhhs.vic.gov.au

🖱 health.vic.gov.au

🏠 Department of Health & Human Services - 50 Lonsdale Street, Melbourne 3000

Represents the health and wellbeing of Victorian seniors across the whole of government and has an active role in the funding, planning and delivery of a wide range of services for older people and their carers.

## Home Instead Senior Care

☎ 9754-4861 / 1300 008 018

@ office@hismelboustereast.com.au

🖱 outereast.homeinstead.com.au

🏠 Suite 3, 62-64 Main St, Upwey (entrance behind IGA)

Helping individuals and families find the best solution for loved ones who need in-home respite, personal, lifestyle, domestic and transport services to remain living independently and in control at home.

Flexible, locally owned and operated Home Care Package and Private Service Provider, 24 x 7, 365 days a year. CAREGivers are trained in dementia and palliative care.

## Housing Support Service

☎ 9298 8000

@ knoxcc@knox.vic.gov.au

🖱 knox.vic.gov.au

f facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

A Housing Support Officer is available through the Specialised Access Team - Active Ageing and Disability Service.

This service helps eligible Knox residents aged 55 years or older who are homeless or at risk of homelessness.

The service may include support, advice, advocacy, referrals and assistance for public housing.

Who is eligible?

- People aged 55 years and over.
- With moderate to low income, and receiving a Centrelink payment.
- Reliant on private rental (do not own a home) and at risk of homelessness.
- Currently living in Knox and have lived in Knox for at least two years, OR, past long-term Knox residents looking to return to Knox for family connection.
- Meet the assets/income eligibility of the Department of Health and Human Services Housing Service.
- Able to live independently.


If you require emergency housing assistance, please contact:

- Uniting - Harrison (Open door program) - call 9051 3000
- Eastern Metropolitan Region Homelessness Assistance (Crisis housing) - call 1800 825 955



# Information & Advice


## Housing for the Aged Action Group (HAAG)

 9654 7389 / 1300 765 178

 haag@oldertenants.org.au

 oldertenants.org.au

 facebook.com/  
HousingfortheAgedActionGroup/


 1st Floor, Ross House, 247-251 Flinders Lane, Melbourne 3000

A non-profit organisation who work towards easing housing related poverty for older Australians offering free and confidential advice about accommodation and tenancy issues.

### Home At Last (HAL)


Offers free and confidential advice, support and advocacy to older people who are homeless, at risk of homelessness, or are wanting to plan their housing future. Available to any older person in Victoria on a low income with low assets. Provide one-to-one assistance to you, or link you into a service that can help.

## Huntington's Victoria

 9818 6333


 info@huntingtonsvic.org.au

 huntingtonsvic.org.au

 facebook.com/HuntingtonsVictoria

 Monday - Friday, 9am-5pm

 16 Wakefield Street, Hawthorn 3122

 PO Box 2112, Hawthorn 3122


Offers an array of support services accessible to those impacted by Huntington's disease (HD).

The Client Support Services team provides information and links to vital services as well as educates health professionals and direct care staff on how best to support those impacted by HD through their Education Program.

As a registered service provider for the NDIS, they also provide NDIS Support Coordination to assist with a range of disability services under the scheme.

# Information & Advice

## iDareU

 0468 854 186

 connect@idareu.org.au

 idareu.org.au


 facebook.com/idareuauus/

 18 Werac Drive, Ringwood North 3134


Making lives easier by providing practical support and advocacy for families of people with a disability. iDareU also work with people in local communities to create natural inclusion. Assist families understand the NDIS , self-manage, their understand plans and navigate the planning meetings and reviews.

Connect families and people with disabilities with appropriate supports.

## Independence Australia

 1300 704 456


 theteam@iagroup.org.au

 independenceaustralia.com

 Building 1, 9 Ashley Street, West Footscray 3011

Provides community based services to enable people with a disability to achieve their desired quality of life. Services provided include accommodation, advocacy, attendant care, an Information Resource Centre, psychology and counselling services, polio support groups, recreation and leisure, respite care, sale of equipment and products and an online forum.

## Knox Community Connection (Transport)

 9298 8000

 hacc.intake@knox.vic.gov.au

 knox.vic.gov.au


 facebook.com/KnoxCouncil

 511 Burwood Hwy, Wantirna South 3152

A bus service for senior residents of Knox who are transport disadvantaged or socially isolated.

Programs include door-to-door service to local senior citizens' clubs and shopping, outings trips for individuals to different locations across Melbourne and a bus for eligible community groups.


## Knox Infolink Inc

 9761 1325

 info@knoxinfolink.org.au

 knoxinfolink.org.au

 facebook.com/Knox-Infolink-362887230857820/


 Monday - Thursday, 10am-3pm

 136 Boronia Road, Boronia 3155

Provides an emergency relief service for Knox residents who are experiencing hardship. The service includes food parcels (no appointment required), no interest loan scheme, tax help (July-October), Telstra bill assist, MYKI cards and vouchers to Op Shops. Information and referrals are also provided to other local services along with access to a fax service for low income earners, a mail holding service for those who are homeless and access to interpreters when needed.

# Information & Advice

## Knox Youth Information Centre (YIC)

 9298 8469

 youth@knox.vic.gov.au


 knox.vic.gov.au/youth

 Monday - Thursday, 1pm-5pm

 Ground Level, 2 Capital City Boulevard, Knox Ozone, Wantirna South 3152

Provides information, individual support, short-term counselling, referral to young people and their families, and those that work with young people, on a range of issues including; accommodation, family conflict and relationships.

## Leonie Brown - Independent Living Specialist

 0408 455 649


 leoniebrown@iinet.net.au

 leoniebrown.com.au

 Bentleigh 3204

National Disability Insurance Agency (NDIA) approved provider - assistance with pre-planning, service coordination, problem solving and advocacy. Support to engage in and coordinate services to meet your specific needs. Assistance to refine service delivery issues to help you meet your individual goals, this is an independent service.

## Leisure Services

 9298 8000

 knoxcc@knox.vic.gov.au

 knox.vic.gov.au

 facebook.com/KnoxCouncil


 Monday - Friday, 8.30am-5pm

 511 Burwood Hwy, Wantirna South 3152


Responsible for the management of all Council sporting facilities, as well as managing the contracts of user groups which occupy these facilities.

Amongst a wide range of roles, the Unit is also responsible for increasing growth in sport and leisure pursuits within Knox, implementing club development initiatives, policy review and strategic planning through a leisure lens.


## Limbs 4 life Inc


 1300 782 231 (toll free)

 info@limbs4life.org.au

 limbs4life.org.au  
limbs4kids.org.au

 facebook.com/Limbs4Life/

 Monday - Friday, 9am-5:30pm

 Building 97, 45 Gilby Road, Mt Waverley 3149 (call first)

Provides information and support to amputees and persons with limb differences, their families and primary care givers. Services include peer-to-peer support, access to magazines and resources, events and activities.

# Information & Advice

## linkAssist – the free online community noticeboard

@ linkassist@lifeassist.org.au

linkassist.net.au

Ground Floor, Building 5,  
Brandon Business Park, 530-540  
Springvale Road, Glen Waverley 3150

The world's only online noticeboard to be developed specifically to link and assist the disability community.

linkAssist is totally free to use. You can browse and respond to notices, or post your own notice anytime using a computer, iPad or other tablet, or even your mobile phone. linkAssist has been built with the highest levels of security to protect the identity of all users.

Notice categories include:  
Accommodation, Community, Travel and Transport, Training and Work, Buy and Sell, Does Anyone Know?

linkAssist is not a directory; it is a noticeboard intended for use by people with disability, carers and support networks, and community groups.

## Mable

1300 736 573

@ info@mable.com.au

bettercaring.com.au

facebook.com/MableAustralia/

Monday - Friday, 9am-5pm

National virtual service. Office based:  
Suite 810, 46-56 Kippax Street,  
Surry Hills NSW 2010

Allows those who are ageing or have a disability to directly find, choose and engage with local, independent support workers who they feel best fit their needs. By directly connecting

consumers and support workers, participants can stretch their NDIS or Home Care Package funding further, allowing significantly more hours of support.

## Maternal and Child Health Service

9298 8741 (MCH appointments)

@ mchcoordination@knox.vic.gov.au  
(confidential information)

knox.vic.gov.au/maternalchildhealth

facebook.com/KnoxCouncil

See website for list of Maternal and Child Health Centres

Free and confidential family centred practice is provided to all families with children from birth to 5 years.

All children are offered regular assessments and referrals to other support services as needed. The service offers information, guidance and education.

Maternal and Child Health Nurses hold general nurse, midwifery and Maternal and Child Health qualifications and are a good source of local information and community supports including community playgroups and supported playgroups.

# Information & Advice

## Knox Municipal Disability Leadership Team

☎ 9298 8000

@ knoxcc@knox.vic.gov.au

f facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

The team provides support and services to people with disabilities and their families that complement those offered by the NDIS. This includes advocacy, community engagement and awareness raising, information and education, capacity building for people with a disability, families and carers. The team work to increase accessibility across Knox and partner with disability services and providers to strengthen the community service system.

## Migrant Information Centre - Access and Support Program

☎ 9275 6901

@ wzhang@miceastmelb.com.au

🖱 miceastmelb.com.au

🕒 Monday - Friday, 9am-5pm

🏠 Suite 2, Town Hall Hub,  
27 Bank Street, Box Hill 3128

Access & Support services provide short term support for frail older people, younger people with a disability and their carers who need help to stay living at home and who:

- Have diverse needs or circumstances
- Need help to understand the range of support services that may be available
- Need help to access services

The program can help people to understand how services work; find out what services may be available; contact My Aged Care for aged care services (if you are an older person); contact an assessment service for Home and Community Care- Program for Younger People services or National Disability Insurance Scheme (if you are a younger person); think about any questions you have for the assessment process; think about how you would like the services to be provided.



# Information & Advice

## Millennium Aged Care Consultants

☎ 1300 755 702

@ enquiries@millenniumagedcare.com.au

🌐 millenniumagedcare.com.au

🏠 1B Hamilton Street, Mont Albert 3127

Helping individuals and families to find the best solution for loved ones who need support to access in-home care, retirement living or residential aged care. Private case management service and client advocacy for My Aged Care and NDIS.

## Motor Neurone Disease Victoria (MND)

☎ 9830 2122 / 1800 806 632 (free call)

@ info@mnd.asn.au

🌐 mnd.asn.au

🕒 Monday - Friday, 9am-5pm

f facebook.com/MNDVic/

🏠 265 Canterbury Road, Canterbury 3126

Our mission is to provide and promote the best possible care and support for people living with MND. Membership and access to services / support is free to people with MND and includes information, home visits, assessment and referral to service providers and equipment loan.

Registered for NDIS.

## MS Connect

☎ 1800 042 138

@ msconnect@ms.org.au

🌐 ms.org.au/support-services/ms-connect.aspx

🕒 Monday - Friday, 9am-5pm

f facebook.com/MSGetInvolved

🏠 54 Railway Road, Blackburn 3130

Provides information and advice, and links you in to supports and services.

Help you understand a recent diagnosis, treatment options, learn practical ways to manage your symptoms, and make healthy choices for living well with multiple sclerosis. Working closely with neurologists, health professionals and service providers in your local community.

## Muscular Dystrophy Australia

☎ 9320 9555

@ info@mda.org.au

🌐 mda.org.au

f facebook.com/MuscularDystrophyAustraliapage/

🕒 Monday - Friday, 9am-5pm


🏠 111 Boundary Road, North Melbourne 3051


Providing respite for carers, camps for clients, swap and short breaks as well as day activities for persons affected by Muscular Dystrophy. Also providing information and access to resources in relation to the various Muscular Dystrophy types.


Registered for NDIS.

# Information & Advice

## National Diabetes Services Scheme (NDSS)

 1300 136 588


 [ndss.com.au](http://ndss.com.au)  
[diabetesaustralia.com.au](http://diabetesaustralia.com.au)

 GPO Box 9824, Melbourne 3000

An initiative of the Australian Government and is administered by Diabetes Australia.

Aims to enhance the capacity of people with diabetes to understand and self-manage their life with diabetes. They also support people with diabetes by providing access to the NDSS support services and products.

## National Disability Abuse and Neglect Hotline


 9896 2468

The Hotline is for reporting abuse or neglect of people with disability.

## National Disability Insurance Scheme - Early Childhood Early Intervention (ECEI)

 1800 LINK ECEI (1800 546 532)

 [linkhc.org.au](http://linkhc.org.au)


 1 Jacksons Road, Mulgrave 3170  
(Head Office)


 PO Box 3394, Wheelers Hill 3150

Link Health and Community is the community partner delivering Early Childhood Early Intervention (ECEI) services for children aged 0-6 across Eastern Melbourne and Inner Gippsland for the National Disability Insurance Scheme (NDIS). Early Child Early Intervention support can be accessed if your child is 0-6 years old, you have concerns about your child's development and/or your child has a disability. Link Health and Community supports your family to make informed choices about available services and supports to get the best outcome for your child. Contact Link Health and Community to connect with services and support in your local community, receive short-term interventions and get help to make an NDIS plan if needed. Services delivered Inner East, Outer East and Inner Gippsland.


# Information & Advice

## National Disability Support Partners

 1800 636 377

 [info@ndsp.com.au](mailto:info@ndsp.com.au)

 [ndsp.com.au](http://ndsp.com.au)

 Level 19, 644 Chapel Street,  
South Yarra 3141


An NDIS registered provider, specialising in Plan Management.


Manage NDIS funds on behalf of customers funded with the Support Category 'Improved Life Choices'.

Plan Management with NDSP allows customers:

- To live their life while they manage claims, payments and administration of their NDIS budget.
- The opportunity to have full choice and control of service providers.
- To have access to a diverse skill-set of extensive NDIS and accounting experience.
- The advantage of transparent communication between NDSP, you and your providers
- To ensure fast payment processing.

## National Relay Service (NRS)

 1800 555 660 / 0416 001 350 (SMS)

 1800 555 630


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


 [relayservice.gov.au](http://relayservice.gov.au)

A phone service for people who are deaf, hearing-impaired or speech-impaired, and people who wish to contact them.

Users can make (and receive) phone calls to anyone in the community, using a special phone called a TTY, or a computer, or an ordinary phone. All calls through the NRS are relayed through a relay officer, who is the central link in every call and stays on the line to make sure the call go smoothly.

## Office for Disability

 1300 880 043

 [ofd@dhhs.vic.gov.au](mailto:ofd@dhhs.vic.gov.au)


 [dhhs.vic.gov.au/office-disability](http://dhhs.vic.gov.au/office-disability)

The first of its kind in Australia and leading the Victorian Government's drive for universal change to improve the lives of people with a disability.

The office was set up to work with private and public sector partners to promote the government's long-term vision for inclusion and help improve community attitudes.

# Information & Advice

## Parkinson's Victoria Ltd

 8809 0400 / 1800 644 189

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


 [parkinsonsvic.org.au](http://parkinsonsvic.org.au)

 Monday - Friday, 9am-5pm

 587 Canterbury Road, Surrey Hills 3127

Provides information, support, referrals and education on Parkinson's and related issues. Services include telephone information and advice, information kits, resource library, information sessions and seminars, quarterly newsletter, support groups and education for health professionals.


## Pathways To Care

 4408 4888

 [info@pathwaystocare.com.au](mailto:info@pathwaystocare.com.au)

 [pathwaystocare.com.au](http://pathwaystocare.com.au)

 [facebook.com/pathwaystocare/](https://facebook.com/pathwaystocare/)


 Suite 216, 203-205 Blackburn Rd,  
Mt Waverley 3149

For children and adults with a disability. Provide support with pre-planning and assessment, accessing information and assist you to find, select, and access the supports you need.

Provide financial plan management services to assist you to best manage your budget.


Registered for NDIS.

## Plan Partners

 1300 333 700

 [jordan.cheney@planpartners.com.au](mailto:jordan.cheney@planpartners.com.au)

 [planpartners.com.au](http://planpartners.com.au)


 Level 1, 543 Bridge Road,  
Richmond 3121

Assist, support and educate thousands of NDIS participants from across Australia bring their NDIS plans to life. Work alongside service providers, State and Federal Governments and other important stakeholders to ensure the NDIS is a success.

The Plan Management team supports you in managing your NDIS funds and taking care of the time-consuming and tricky daily admin tasks.

The Support Coordination team finds and connects you with service providers who are the best fit for your situation.

## Playgroups

 9298 8000

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

 [knox.vic.gov.au/playgroups](http://knox.vic.gov.au/playgroups)

Knox City Council has community playgroup sessions where parents, carers and grandparents with babies and children 0-5 years are welcome to attend. You'll find a fun, friendly playgroup operating from many locations across the municipality, with times and days to suit you. In addition, supported playgroups are available for parents 25 years and under, families with children 0-5 years of age who have additional needs, developmental delay, disability and chronic medical conditions.


# Information & Advice

## Royal Freemasons

 9452 2200  
1300 1 ROYAL (1300 176 925)

 [access@royalfreemasons.org.au](mailto:access@royalfreemasons.org.au)

 [royalfreemasons.org.au](http://royalfreemasons.org.au)


 Level 7, 580 St Kilda Road,  
Melbourne 3004


Supporting older persons since 1867 to live secure, dignified and rewarding lives.


Services include:

- Home Care Packages
- Private Services
- NDIS
- Transitional Care
- Retirement Living
- Residential Aged Care
- Day Therapy and Wellness Services
- Respite Care

## Royal Victorian Eye and Ear Hospital


 9929 8666

 9929 8052

 [info@eyeandear.org.au](mailto:info@eyeandear.org.au)


 [eyeandear.org.au](http://eyeandear.org.au)

 [facebook.com/  
TheRoyalVictorianEyeandEarHospital](https://www.facebook.com/TheRoyalVictorianEyeandEarHospital)

 32 Gisborne Street,  
East Melbourne 3002

A statewide public hospital that specialises in eye, ear, nose and throat care. Provides surgical, outpatient, equipment and support services; including transport services for patients.


## Scope - Support Coordination


 1300 472 673

 [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

 [scopeaust.org.au](http://scopeaust.org.au)

 [facebook.com/scopeaust/](https://www.facebook.com/scopeaust/)

 Monday - Friday, 8:30am-5pm

 Level 2, 302 Burwood Road,  
Hawthorn 3122

Helps people with complex and multiple disabilities to identify and purchase the supports and services needed to reach their goals.


Help you understand your NDIS plan and goals, look at options for services and supports and review your goals and outcomes.

Then help you to find the services and supports that best meet your needs and help you connect to the services and coordinate your support.



# Information & Advice

## Scope


 1300 472 673


 [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

 [scopeaust.org.au](http://scopeaust.org.au)

 [facebook.com/scopeaust/](https://facebook.com/scopeaust/)

 Monday - Friday, 8:30am-5pm

 Level 2, 302 Burwood Road,  
Hawthorne 3122

 PO Box 5094, Glenferrie 3122

Supporting people with physical, intellectual and multiple disabilities. Some of our services include supported independent living, Lifestyle Options, short term accommodation (respite), therapy and support coordination. Also work with organisations to create welcoming and inclusive communities for people with a disability.

Supports people all across Victoria with high-quality support that is tailored to each person's needs and goals.


## Seniors Online Victoria

 [seniorsonline@dhhs.vic.gov.au](mailto:seniorsonline@dhhs.vic.gov.au)

 [seniorsonline.vic.gov.au](http://seniorsonline.vic.gov.au)

A Victorian Government website that aims to be the first port of call online for older Victorians. Subjects include: the Seniors Card Program; Victorian Seniors Festival events; Better Health Channel information; Victorian Government programs; news, features, polls and photo galleries; community contacts and directories.

## Seniors Rights Victoria

 1300 368 821 (Helpline)

 [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

 [seniorsrights.org.au](http://seniorsrights.org.au)


 Monday - Friday, 10am-5pm


 Level 4, 533 Little Lonsdale Street,  
Melbourne 3000

Provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Services include a Helpline, specialist legal services, short-term support and advocacy for individuals and community and professional education. Provides leadership on policy and law reform and works with organisations and groups to raise awareness of elder abuse.


## Social Support Groups (SSG)

 9298 8000

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

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 [knox.vic.gov.au](http://knox.vic.gov.au)

 Orana Neighbourhood House,  
62 Coleman Road, Wantirna South 3152

Knox City Council provides a service for eligible residents, aged over 65 years, to participate in enjoyable social activities in a friendly environment.

Activities include games, presentations by guest speakers, gardening, group discussions, cooking, gentle physical exercises and outings to interesting destinations around Melbourne.

# Information & Advice

## Spina Bifida Foundation of Victoria

📞 9663 0075

@ info@sbfv.org.au

🌐 sbfv.org.au

📘 facebook.com/sbfvi

🕒 Monday, Wednesday & Friday,  
Part-time hours

🏠 Level 4, Ross House,  
247 Flinders Lane, Melbourne 3000

Provides members and the community with a wide range of resources for living with, managing, and preventing spina bifida.

## STAR Victoria Inc

📞 9650 2730

@ info@starvictoria.org.au

🌐 starvictoria.org.au

🕒 Tuesday - Thursday, 9.30am-4pm

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

Advocacy group for the rights of people with an intellectual disability and their families.

- Telephone advice, face to face contact.
- Provision of Information.
- Referral and Support.
- Direct Advocacy.
- Systemic Advocacy.

## Statewide Autistic Services Inc (SASI)

📞 9773 6044

@ enquiries@sasi.org.au

🌐 sasi.org.au

🕒 Monday - Friday, 9am-5pm

🏠 Level 1, 54-58 Wells Street,  
Frankston 3199

For people with Autism Spectrum Disorders, their families and the community.

Services currently offered include adult day programs, children's respite care, full-time accommodation, community education, recreation programs and a Carer Support Group.

## Statewide Disabled Persons Parking Scheme

📞 9298 8000

@ knoxcc@knox.vic.gov.au

🌐 knox.vic.gov.au


📘 facebook.com/KnoxCouncil


🏠 511 Burwood Hwy, Wantirna South 3152

Knox City Council participates in the statewide Disabled Persons Parking Scheme which provides people with significant mobility or intellectual disabilities equality of opportunity to access facilities and services throughout the State. Permit applications are available for individuals and organisations, and must be verified by a medical practitioner.

# Information & Advice


## Stroke Association of Victoria (SAV)

 9670 1117

 [info@strokeassociation.com.au](mailto:info@strokeassociation.com.au)

 [strokeassociation.com.au](http://strokeassociation.com.au)


 [facebook.com/  
strokeassociationvictoria/](https://facebook.com/strokeassociationvictoria/)

 PO Box 2260, Hawthorn 3122

The only dedicated community-based support service for people re-establishing their lives after having a stroke. SAV have Stroke Support Centres and Peer Stroke Support Groups across Victoria, focused on ensuring community inclusion for Stroke Survivors.

The Stroke Support Centres aim to bridge the gap from discharge to community re-engagement. Through effective connections with community, general practitioners and allied-health providers, they aim to assist each Stroke Survivor with their longer-term recovery. This is through non-clinical, community-based support and self-led recovery including communication, mood, mobility and community engagement.

## Tinnitus Association of Victoria

 0427 849 885, 0423 203 296 or  
0400 554 046

 [ian@tinnitus.org.au](mailto:ian@tinnitus.org.au)


 [tinnitus.org.au](http://tinnitus.org.au)

 Monday - Sunday, 8.30am-8.30pm

 4 Saville Street, Ferny Creek 3786

A voluntary, non-for-profit organisation who assist Tinnitus sufferers to successfully manage their condition; provide telephone support; promote awareness about Tinnitus in the community and develop links with other Tinnitus associations in Australia and overseas.

## Very Special Kids

 9804 6222 / 1800 888 875 (Free Call)

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

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

 321 Glenferrie Road, Malvern 3144

For families with a child who has a life-threatening illness.

Provide a range of programs including counselling, sibling support, trained volunteer, bereavement support, respite and end-of-life care. Also provides newsletters and social activities.

# Information & Advice

## Victorian Carer Card

☎ 1800 901 958

@ carercard@dhhs.vic.gov.au

🖱 carercard.vic.gov.au

A Victorian Government initiative in collaboration with the community, local councils and businesses, providing discounts and benefits that give recognition, understanding and support to unpaid carers in Victoria.

Cardholders are also entitled to free travel on public transport on a Sunday plus two return off-peak travel vouchers each year.

Must be the primary carer of a person with a disability, severe medical condition or mental illness, or someone who is frail aged or in need of palliative care. Foster and kinship carers are also eligible to apply.

## Victorian Seniors Card

☎ 1300 797 210

@ seniorscard@dhhs.vic.gov.au

🖱 seniorsonline.vic.gov.au/seniors-card

✉ Seniors Card Program,  
GPO Box 4316, Melbourne 3001

If you are 60 years of age or older, fully retired or employed for less than 35 hours a week, and an Australian resident in Victoria you are eligible for a Seniors Card and loads of discounts.

The Victorian Seniors Card program has been expanded to introduce the Seniors Business Discount Card. If you are 60 years or over and working 35 hours or more per week in paid employment, and are an Australian resident in Victoria, you are eligible.

Both Seniors Card and Seniors Business Discount Card holders can obtain business discounts. Only Seniors Card holders receive public transport concessions and Seniors fares.

## Victorian Disability Advisory Council

☎ 1300 880 043

TTY 13 36 77

@ vdac@dhhs.vic.gov.au

🖱 providers.dhhs.vic.gov.au/people-disability-victoria

🏠 Level 17, 50 Lonsdale Street  
Melbourne 3001

The council provides advice to the Minister for Housing, Disability and Ageing. It advises on policies and strategies, to increase the participation of people with a disability in the Victorian community. The council also works with other community and government advisory groups to create opportunities for all Victorians.

## Vision Australia

☎ 1300 847 466

@ info@visionaustralia.org

🖱 visionaustralia.org

📘 facebook.com/VisionAustralia


🕒 Monday - Friday, 9am-4:30pm

🏠 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.

# Information & Advice


## VMCH - Adult Day Options Gateway Services

 1800 798 921

 seeds.response@vmch.com.au

 vmch.com.au


 Monday - Friday, 8:30am-4:30pm

 355 Stud Road, Wantirna South 3152

Provides disability programs in Kew, Mount Waverley and Wantirna, supporting people who are aged 18 years and older who have an intellectual disability or an acquired brain injury.

Supports people in many different ways including: getting ready for work; becoming more independent; self advocacy; communication and socialising; health and wellbeing; music and the arts; and connecting within the local community.

## Volunteer for Knox

 0429 968 822

 office@volunteerforknox.com.au

 volunteerforknox.com.au


 facebook.com/volunteerforknox/

 22 Willow Road,  
Upper Ferntree Gully 3156

Jointly governed through a partnership between the five Knox Neighbourhood Houses: Coonara Community House; The Basin Community House; Rowville Neighbourhood Learning Centre; Mountain District Learning Centre and Orana Neighbourhood House.

Funded by Knox City Council, its purpose is to increase volunteering opportunities for organisations and individuals in Knox.

## Women's Information and Referral Exchange (WIRE)

 8326 7100

 support@wire.org.au


 wire.org.au

 Monday - Friday, except public holidays, 9:30am-4:30pm (Info Centre)  
Monday - Friday, except public holidays, 9am-5pm (Support Line)

 372 Spencer Street, Melbourne 3003

A Victoria-wide generalist information and referral service supporting women and gender diverse people to access referral services and information on issues such as abuse, family violence, relationships, legal advice, financial, housing, wellbeing, anxiety and depression, finding work or study options.


## Women with Disabilities Victoria (WWDV)


 9286 7800

 wdv@wdv.org.au

 wdv.org.au

 facebook.com/  
womenwithdisabilitiesvictoria/

 Monday - Thursday, 9am-5pm

 Level 9, 255 Bourke Street,  
Melbourne 3000


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



# Information & Advice

## Yooralla

 9666 4500


 9916 5899

 yooralla@yooralla.com.au

 yooralla.com.au

 facebook.com/Yooralla/


 Monday - Friday, 9am-5pm

 Head Office: Level 14, 595 Collins Street, Melbourne 3000

Provides a range of services, including accommodation, respite, in-home support, therapy, specialised equipment, employment, recreation,

NDIS information, education and training, and life skills.

## Yooralla's Eastern Regional Communication Access Network (CAN)

 0411 079 701


 bron.jones@yooralla.com.au

 yooralla.com.au

 EACH Fibremakers Business Park,  
254 Canterbury Road, Bayswater 3153

Working with community partners on projects that support greater inclusion for people with complex communication needs (severe communication difficulties).

## Youth Services

 9298 8000

 youth@knox.vic.gov.au

 knox.vic.gov.au/youth

 facebook.com/KnoxCouncil

 511 Burwood Hwy, Wantirna South 3152

Provides information, referral, support and programs for young people aged 10-25 years (and their families) who are living, working, studying or have a connection to city of Knox.



# Mental Health

# Mental Health

## Action on Disability within Ethnic Communities (ADEC)

📞 9480 7000  
1800 626 078 (Free Call)

@ info@adec.org.au

🖱️ adec.org.au

📘 facebook.com/ADECINC/

🕒 Monday - Friday, 9am-5pm

🏠 175 Plenty Road, Preston 3072

Services include Advocacy, NDIS Pre-Planning and reviews, NDIS Plan Management, NDIS Support Coordination,

NDIS Appeals, Aged Care provider, language specific carers groups, language specific Mental Health self-support groups,

Language specific High Needs Group, Community and Home Support, training and community education for service providers and government agencies.

## Anxiety Recovery Centre Victoria (ARCVic)

📞 OCD & Anxiety Helpline 9830 0533,  
1300 269 438, 1300 ANXIETY

@ admin@arcvic.org.au

🖱️ arcvic.com.au

📘 facebook.com/  
AnxietyRecoveryCentreVictoria/

🕒 Monday - Friday, 10am-4pm

✉️ PO Box 367, Canterbury 3126

Provide support, self-help, recovery, early intervention and educational services to people and families living with anxiety disorders.

## ARAFEMI (Association for the Relatives and Family of the Emotionally and Mentally Ill)

📞 1300 550 265 (Helpline)

@ admin@arafemi.org.au

🏠 270 Auburn Road, Hawthorn 3122

A non-profit community based organisation which supports carers and families of people with a mental illness. They provide a broad range of consumer services, including information, support, referral, counselling, peer support and advocacy.

## Beyond Blue

📞 1300 224 636 (24 hour support)


🖱️ beyondblue.org.au

📘 facebook.com/beyondblue

A non-profit organisation equipping everyone in Australia with the knowledge and skills to achieve their best possible mental health, whatever their age and wherever they live. They give people the confidence to support those around them and make anxiety, depression and suicide part of everyday conversations. As well as tackling stigma, prejudice and discrimination, they are breaking down the barriers that prevent people from speaking up and reaching out.

# Mental Health

## Bolton Clarke (formerly Royal District Nursing Service)

 1300 22 11 22


 boltonclarke.com.au

### NewAccess


Developed by Beyond Blue and delivered by Bolton Clarke, NewAccess is a free early intervention program that provides support from a coach, who will assess you, then work with you in setting practical, effective strategies to help you get back on track.


The NewAccess program has proven to be very effective in helping people tackle day-to-day pressures that are affecting their life.


## Candella

 0434 161 410

 hi@candel.la

 candel.la


 Core Support: Any day, 8am-8pm  
Capacity Building: Monday - Friday, 8am-8pm

 PO Box 2017, Belgrave 3160

Provide flexible NDIS services to help you do what you want to do. Specialise in mental health and psychosocial wellbeing.

- Core Support - Assistance with everyday activities, in your home or in a community setting.
- Capacity Building - Get the skills and confidence to do the things you want to do.

## EACH Day To Day Living (D2DL)

 11300 003 224

 each.com.au


 Monday - Friday, 9am-5pm

 9 Greenwood Avenue, Ringwood 3134


Provides funding to improve the quality of life for individuals with severe and persistent mental illness by offering structured and socially based activities. The initiative recognises that meaningful activity and social connectedness are important factors that can contribute to people's recovery.

# Mental Health

## EACH Integrated Therapeutic Community (ITC)

 9800 1499 / 1300 785 358


 each.com.au


 2/24 Aisbett Avenue,  
Wantirna South 3152

Provides a 12-month residentially based mental health support service for young people aged 16-25 years old recovering from significant mental health conditions.

Participants work on their individual recovery goals whilst actively engaging in a youth focused therapeutic community environment.

## Eastern Health - Mental Health

 1300 721 927

 easternhealth.org.au

 Box Hill Hospital, Box Hill 3128


 facebook.com/easternhealthau/

A publicly funded mental health service operating within the Eastern Region of Melbourne providing mental health assessment and interventions for people experiencing severe mental illness.

Working from a recovery oriented model, clinicians provide an array of hospital-based, community and specialist services for children, youth, adults and aged people across the Eastern Region.


Entry and advice for consumers, carers and health professionals should call via our 24/7 triage line on 1300 721 927.


## headspace Knox

 9801 6088

 info@headspaceknox.com.au

 headspace.org.au/headspace-centres/knox/

 Monday - Wednesday, 9am-6pm  
Thursday, 9am-8pm, Friday, 9am-5pm  
Every 2nd Saturday, 9:30am-1:30pm,  
Sunday, Closed

 2 Capital City Boulevard, Westfield  
Knox Ozone, Wantirna South 3152

Specialises in youth wellbeing and offers young people aged 12-25 a welcoming environment where they can access confidential and free mental health support, health advice and general information.

Services include:

- \* General health services (youth-friendly, free Doctors)
  - \* Counselling & Mental Health Support
  - \* Alcohol and Other Drug Services
  - \* Vocational, Education & Training
- Support headspace Knox is operated by EACH.



# Mental Health

## Mind Australia

☎ 1300 286 463 (Information & Referral)  
1300 554 660 (Carer Helpline)

@ communications@mindaustralia.org.au

🌐 mindaustralia.org.au

📘 facebook.com/MindAustralia/

🕒 Monday - Friday, 9am-5pm

🏠 86-92 Mount Street, Heidelberg 3084

Offers services to support people to gain better mental health and improve the quality of their lives, including:

- Personalised support services.
- Residential, prevention and recovery care (PARC) services.
- Family and carer services.
- Group support services.
- Care coordination services.
- Mind recovery college.
- Information and advice.

## National Disability Insurance Agency (NDIA)

☎ 1800 800 110

🌐 ndis.gov.au

🏠 3 William Street, Boronia 3155

The independent statutory agency that is implementing the National Disability Insurance Scheme (NDIS).

Makes decisions about access to the NDIS and provide planning to determine what funding is reasonable and necessary.

To find out more about the NDIS, including eligibility visit the NDIS website at [www.ndis.gov.au](http://www.ndis.gov.au) or call 1800 800 110.

## NDIS Latrobe Community Health Service 7 - 65 years

☎ 1800 242 696

@ nfo@lchs.com.au

🌐 [lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis](http://lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis)


🕒 Monday - Friday, 8:30am-5pm


🏠 Mountain High Shopping Centre, Shop 30, 7-13 High Street, Bayswater


Provides planning and community connection services as a partner with the National Disability Insurance Agency.

# Mental Health


## Neami National - Me Well Eastern Melbourne

 1800 258 258

 vic@me-well.org.au

 neaminational.org.au

 facebook.com/NeamiNational/


 Monday - Friday, 9am-5pm

 5/37 Heatherdale Road, Ringwood 3134


Offers a range of NDIS services to help you reach your goals.

Help you to plan and manage the services supporting your journey to recovery. Also help you to understand your rights as a consumer, including what to do when you are unhappy with support services.


## Neami National - Psychosocial Support Services - Eastern Melbourne

 1300 168 911

 EastMelbournePSS@neaminational.org.au

 neaminational.org.au

 facebook.com/NeamiNational/


 Monday - Friday, 8:30am-5pm

 5/37 Heatherdale Road, Ringwood 3134

Offers one-to-one coaching and group activities that support recovery for people with severe mental health issues.


Support can focus on receiving practical help with daily living, looking after your health, finding a home, gaining employment as well as improving your connections with family, friends and the community.


## Out Doors Inc

 9417 2111

 indoors@outdoorsinc.org.au

 outdoorsinc.org.au

 facebook.com/OutDoorsIncAustralia

 Monday - Friday, 9am-5pm


 17 Stubbs Street, Kensington 3031

Non-for-profit community managed mental health organisation that delivers a range of adventure, recreation and respite programs to people living with a mental illness.


- Provides psychosocial rehabilitation and planned respite services utilising the medium of outdoor adventure, education and recreation.
- Activities take place as day trips, 1-4 night holidays and programs that run over a number of days, and across a number of weeks (sequential programs).

# Mental Health

## PANDA

 1300 726 306


 support@panda.org.au

 panda.org.au

 Monday - Friday, 9am-7:30pm

Perinatal Anxiety & Depression Australia (PANDA) supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.

## Rubix Support

 9088 7582

 rubixsupport.com.au


 Monday - Friday, 9am-5pm


Supporting people with cognitive impairments to lead the life they want to live and achieve their goals and aspirations.


Improve the personal wellbeing of people with intellectual impairments with complex support needs through specialised, coordinated assessments and support.

Registered NDIS Partner.

## SANE Australia

 1800 187 263 (Helpline)

 helpline@sane.org (Helpline)

 sane.org


 Monday - Friday, 9am-5pm

Provides the information, guidance, and referrals you need to manage mental health concerns.

Helpline chat: [www.sane.org/get-help](http://www.sane.org/get-help)

SANE Forums: [saneforums.org/](http://saneforums.org/)


## SuicideLine Victoria

 1300 651 251

 enquiries@ontheline.org.au

 suicideline.org.au

 facebook.com/SuicideLineVic

 On the Line, PO Box 2335,  
Footscray 3011

A free 24/7 telephone, video and online counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.

# Mental Health

## Wellways Australia Ltd

☎ 1300 111 500 (Helpline)

@ enquiries@wellways.org

🖱 wellways.org

📘 facebook.com/Wellwaysau/

🏠 276 Heidelberg Road, Fairfield

A leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community.

They work with individuals, families and the community to help them imagine and achieve better lives. They advocate for change to make sure people can access the best possible care and information when they need it.

They provide a wide range of services and assistance for people with mental health issues, disabilities, youth and older Australians and those requiring community care across Victoria, New South Wales, Tasmania, Queensland and the ACT.

## Women's Information and Referral Exchange (WIRE)

☎ 326 7100

@ support@wire.org.au

🖱 wire.org.au

🕒 Monday - Friday, except public holidays, 9:30am-4:30pm (Info Centre)  
Monday - Friday, except public holidays, 9am- 5pm (Support line)

🏠 372 Spencer Street, Melbourne 3003

A Victoria-wide generalist information and referral service supporting women and gender diverse people to access referral services and information on issues such as abuse, family violence, relationships, legal advice, financial, housing, wellbeing, anxiety and depression, finding work or study options.



# Recreation & Leisure



# Recreation & Leisure

## Access for All Abilities (AAA Play)

☎ 1800 222 842

@ request@aaavic.org.au

🖱 www.aaavic.org.au

🏠 115B Ferrars St, South Melbourne 3205

Operated by Reclink Australia. Provides Australia's only first-point-of call service connecting people with a disability to sports and recreational opportunities in Victoria. This is a free service and there are multiple ways in which people can connect with AAA Play.

## All Access Holidays

☎ 1300 585 876

@ info@allaccessholidays.com

🖱 allaccessholidays.com

🏠 10 Denton Drive, Officer

An NDIS Registered company that provides supported holidays to people with a disability.

## Arts Access Victoria

☎ 9699 8299

@ info@artsaccess.com.au

🖱 artsaccess.com.au

🕒 Monday - Friday, 10am-4pm

🏠 Ground Floor, 222 Bank Street, South Melbourne

Dedicated to social and artistic transformation for people with disability, the communities in which they live and the arts sector in which they aspire to participate without barriers. This is achieved through:

- Disability-led advocacy.
- The delivery of community arts and cultural development programs for more than 1300 people with disability.
- Professional development programs for artists with disability aimed at securing employment outcomes.
- Best practice industry development initiatives that drive the engagement of organisations across the arts, disability and community sectors.

## Axess Ability

☎ 9752 2691  
0481 066 538 / 0481 056 715

@ axessability@iinet.net.au

🖱 axessability.net.au

🕒 Monday - Thursday, 8.45am-3pm  
Friday, 8:45am-1.45pm

🏠 Address: 33 Kingston Street  
Ferntree Gully 3156

✉ PO Box 1243, Mountain Gate 3156

Offers day support services to adults with an intellectual disability, running educational, sporting and recreational, and cultural activities and programs both from our facilities and within the wider community.

## Blind Sports & Recreation Victoria

☎ 9822 8876

@ info@blindsports.org.au

🖱 blindsports.org.au

📘 facebook.com/blindsportsvictoria/

🏠 454 Glenferrie Road, Koyong 3144

Provides sporting and recreational opportunities for people who are blind or vision impaired.

# Recreation & Leisure

## Boronia Lifestyle Options (formerly Scope Knox Lifestyle Options)

☎ 1300 472 673 / 9944 7856

🌐 scopeaust.org.au

🕒 Monday - Friday, 8:30am-4:30pm

🏠 170 Boronia Road, Boronia 3155

Provides facility and community based day and lifestyle options for adults with physical and sensory disabilities.



## Bridges Connecting Communities

☎ 9763 9700

@ info@bridgescc.com.au

🌐 bridgescc.com.au

f facebook.com/  
BridgesConnectingCommunities/

🕒 Monday - Friday, 9am-5pm

🏠 6 Griffith St, Knoxfield 3180

For people with disability, elderly frail and pensioners who are residents of Knox and the South West Yarra Ranges.

Offering community transport, planned activity group, pet companion, phone a friend and friendly visiting.

## Companion Card

☎ 1800 650 611 (free call)

@ companioncard@dhhs.vic.gov.au

🌐 companioncard.org.au

🕒 Monday - Friday, 9am-5pm

Issued to people with a significant disability who require attendant care support in order to attend events and venues. Participating organisations will issue the cardholder with a second ticket for their companion at no charge. Companion Card can be used on all Victorian public transport services.

# Recreation & Leisure

## Deaf Sports Recreation Victoria (DSRV)

☎ 9473 1111

@ vic@deafsports.org.au

🕒 Tuesday - Thursday, 9:30am-2:30pm

🏠 3/340 Albert Street,  
East Melbourne 3002

The state parent sporting body in Victoria representing the deaf and hard of hearing community. DSRV is a non for profit organisation that also manages Victorian representatives of Australian deaf sports teams competing in local competitions. DSRV plays a role in putting deaf and hard of hearing Victorians in touch with various sporting clubs and keeping the community informed of events and opportunities for meeting new and like-minded people.

## Different Journeys

☎ 0490 774 068

@ differentjourneys@gmail.com

🖱 differentjourneysasd.com

🏠 Club Kilsyth, Cnr Canterbury &  
Colchester Roads, Bayswater North  
(Canterbury Function Room)

Provides peer support and social connection for autistic teens and autistic adults and their families. They host two monthly events at Club Kilsyth in a safe and supported environment where individuals have the opportunity to order their meals and sit with like minded individuals. There is free Wifi and on-line trivia.

- Teen events are held 5pm-8pm on the third Sunday of the month
- Adult events are held 6pm-8pm on the second Tuesday of the month.

## EACH Carers Exercise Groups

☎ 1300 003 224

@ info@each.com.au

🖱 each.com.au


🕒 Sessions are held every Thursday,  
9:30am-10:30am

🏠 93 Boronia Road, Boronia 3155  
(Dorset Square)


Provides exercise classes for people caring for someone with an intellectual disability, mental illness or autism. All classes are run and supervised by a personal trainer.

# Recreation & Leisure

## Knox Leisureworks

 9762 3133

 [info@knoxleisureworks.com.au](mailto:info@knoxleisureworks.com.au)

 [knoxleisureworks.com.au](http://knoxleisureworks.com.au)

 Monday - Friday, 8am-6pm

 35 Tormore Road, Boronia 3155

Provides a number of services for people with disabilities.

### Access Swimming Lessons

Aquatic Education Classes are one on one and can also be integrated into a larger class. Classes encourage water safety, skill development, transition and integration.

### Access Water Therapy

Water therapy based group for higher support needs.

### Fitness Connection for Carers

This program is for carers living in Knox, Maroondah, Monash, Whitehorse and Yarra Ranges. Eligible carers need to provide care to someone living with autism, intellectual disability or a mental illness, or with a severe or profound disability.

### Active Adults over 50's

Aquatics and group fitness and strength training based programs for over 50's.

## Leisure Services

 9298 8000

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

 [knox.vic.gov.au](http://knox.vic.gov.au)

 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 Monday - Friday, 8.30am-5pm

 511 Burwood Hwy, Wantirna South 3152

Responsible for the management of all Council sporting facilities, as well as managing the contracts of user groups which occupy these facilities.

Amongst a wide range of roles, the Unit is also responsible for increasing growth in sport and leisure pursuits within Knox, implementing club development initiatives, policy review and strategic planning through a leisure lens.

## Out Doors Inc

 9417 2111

 [indoors@outdoorsinc.org.au](mailto:indoors@outdoorsinc.org.au)

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

 [facebook.com/OutDoorsIncAustralia](https://facebook.com/OutDoorsIncAustralia)

 Monday - Friday, 9am-5pm

 231 Napier Street, Fitzroy 3065

Not-for-profit community managed mental health organisation that delivers a range of adventure, recreation and respite programs to people living with a mental illness.

- Provides psychosocial rehabilitation and planned respite services utilising the medium of outdoor adventure education and recreation.
- Activities take place as day trips, 1-4 night holidays and programs that run over a number of days, and across a number of weeks (sequential programs).

# Recreation & Leisure

## People Outdoors (a division of the Australian Camps Association)

☎ 9863 6824

@ peopleoutdoors@auscamps.asn.au

🌐 peopleoutdoors.org.au

🏠 Corporate One,  
84 Hotham Street, Preston 3072

A camping and recreation program for people with disabilities. Programs range from single day, weekend camps and school holiday camps. People Outdoors programs are outcomes focused and are all about fun, personal development, social connection and enjoying the great outdoors. The Australian Camps Association is a registered NDIS provider and is certified with the Department of Health and Human Services.

## Social Support Groups (SSG)

☎ 9298 8000

@ knoxcc@knox.vic.gov.au

🌐 knox.vic.gov.au

f facebook.com/KnoxCouncil

🏠 Orana Neighbourhood House,  
62 Coleman Road, Wantirna South 3152

A service for eligible residents, aged over 65 years, to participate in enjoyable social activities in a friendly environment.

Activities include games, presentations by guest speakers, gardening, group discussions, cooking, gentle physical exercises and outings to interesting destinations around Melbourne.

## Reclink Australia

☎ 9419 6672

@ reclink@reclink.org

🌐 reclink.org

f facebook.com/ReclinkAustralia/

🏠 115B Ferrars Street,  
South Melbourne 3205

Non-for-profit organisation that works with a network of agencies to provide access to sport and art programs for those experiencing issues of disadvantage, including homelessness, drug and alcohol issues, people experiencing a disability, mental health issues, youth justice and social and economic isolation.

## Scope - Lifestyle Options

☎ 1300 472 673

@ contact@scopeaust.org.au

🌐 scopeaust.org.au

f facebook.com/scopeaust/

🕒 Monday - Friday, 8:30am-5pm

🏠 Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

Supporting you to be part of your community and do the things you love.

Offer a range of sports, art and social activities throughout the year. Come and join in, make new friends and have fun. Offer group-based activities in the centres and/or in community venues. Lifestyle Options services are in Boronia, Mitcham, Lilydale, Syndal and Ringwood.




# Recreation & Leisure


## Scope - Eastern Recharge

 1300 472 673

 [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

 [scopeaust.org.au](http://scopeaust.org.au)

 [facebook.com/scopeaust/](https://facebook.com/scopeaust/)


 Monday - Friday, 8:30am-5pm

 Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

A recreational service for adults with disabilities, supporting people to get out into their communities. Activities are offered across the Eastern Metropolitan Region.

A range of interesting activities have included Harley Davidson rides, making your own clothes, swimming with dolphins, arts and crafts and rock climbing.

## Special Olympics Australia - Melbourne Eastern Ranges

 1300 225 762


 [info@specialolympics.com.au](mailto:info@specialolympics.com.au)

 [specialolympics.com.au](http://specialolympics.com.au)


 [facebook.com/SpecialOlympics  
Australia/?ref=nf](https://facebook.com/SpecialOlympicsAustralia/?ref=nf)

Year round sports training and competition for persons with an intellectual disability including aquatics, basketball, bocce, gymnastics, tenpin bowling, equestrian, soccer, cricket and table tennis.

## VMCH Adult Day Options Gateway Services

 1800 798 921

 [seeds.response@vmch.com.au](mailto:seeds.response@vmch.com.au)

 [vmch.com.au](http://vmch.com.au)


 Monday - Friday, 8:30am-4:30pm


 355 Stud Road, Wantirna South 3152

Provides disability programs in Kew, Mount Waverley and Wantirna, supporting people who are aged 18 years and older who have an intellectual disability or an acquired brain injury.

Supports people in many different ways including: getting ready for work; becoming more independent; self advocacy; communication and socialising; health and wellbeing; music and the arts; and connecting within the local community.

## VMCH Carinya Respite Service

 9752 7700

 9752 7900

 [carinya@vmch.com.au](mailto:carinya@vmch.com.au)

 [vmch.com.au](http://vmch.com.au)

 24 hour service, 7 days a week

 8 Palmerston Road, Lysterfield 3156

A dementia specific, planned recreational and overnight respite service. It aims to maintain independence and quality of life for carers and people with memory loss.

Caters for the special needs of people living with dementia in a home-like environment with programs available seven days and nights per week.

Assistance is provided to people from the Eastern Metropolitan Region.

# Recreation & Leisure

## Vision Australia

☎ 1300 847 466

@ info@visionaustralia.org

🖱 visionaustralia.org

f facebook.com/scopeaust/

🕒 Monday - Friday, 9am-4:30pm

🏠 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.

## Vision Australia - Library Service

☎ 1300 654 656

@ library@visionaustralia.org

🖱 visionaustralia.org/services/library

f facebook.com/VisionAustralia

🕒 Monday - Friday, 9am-5:30pm

🏠 454 Glenferrie Road, Kooyong 3144

The service provides information and recreational reading in accessible formats including Braille, audio and electronic, for people with a print disability. Books, magazines, newspapers are streamed or downloaded via audio players or Vision Australia Connect App. Access is also available via i-access online (library catalogue).

## WOW Tours

☎ 9890 2859

@ admin@wowtours.com.au

🖱 wowtours.com.au

f facebook.com/wowtourscomau/

✉ PO 4023, Box Hill South 3128

Walk or Wheels Holidays specialises in providing local short breaks for people of all abilities, supported by qualified staff.

## Youth Services

☎ 9298 8000

@ youth@knox.vic.gov.au

🖱 knox.vic.gov.au/youth

f facebook.com/KnoxCouncil

🏠 511 Burwood Hwy, Wantirna South 3152

Provides information, referral, support and programs for young people aged 10-25 years (and their families) who are living, working, studying or have a connection to City of Knox.



# Residential Aged Care

# Residential Aged Care

## Adare Aged Care

 1300 540 275


 info@adarecare.com.a

 1405 High Street Road,  
Wantirna South 3152

45-bed aged care in the city of Knox.

High care, Low care, Dementia care, Disability care. Permanent, respite, Day care (9am-6pm). Ageing in place, Palliative care. Rehabilitation services as required. No bond or security deposit-fee only. 24 hours Registered nurses on duty. 24 hours emergency call system. 24 hours care by qualified and experienced staff.

## Aged Care Assessment Services (ACAS)

 1800 200 422

 myagedcare.gov.au


Conducts comprehensive medically based assessments for those needing community services or aged care residential services. They assess for all restorative and potential care options.

Assessment teams are multi-disciplinary and can include health professionals such as medical officers, social workers, nurses, occupational therapists and physiotherapists.

For an older person to access Commonwealth funded residential aged care, residential respite care and home care packages they must first be assessed as eligible by an ACAS.

## Árpád Hungarian Aged Care Facility

 9801 0855

 arpad@arpadagedcare.com.au

 arpadagedcare.com.au

 9 Garrisson Grove, Wantirna 3152


60 low and high care level beds and 11 independent Villa Units. Can provide transitional care from independent living through to minimal and high-level assistance without the need to move to another establishment when care needs change.

## Balmoral Village

 9800 1333

 admin@balmoralvillage.com.au

 balmoralvillage.com.au

 Monday - Friday, 9am-5pm,  
weekends by arrangement


 Ridge Road, Wantirna South 3152

Accommodation comprising of 1, 2 & 3 bedroom independent living units, the majority with garage. There are 17 apartments and 197 independent units.

24 hour emergency call system, a pennant size bowling green, croquet lawn and swimming pool are part of a wide range of social and sporting facilities for persons aged 55 years and over.

# Residential Aged Care

## Bolton Clarke (formerly Royal District Nursing Service)


 1300 22 11 22 (General Enquiries)  
1300 076 566 (Residential Aged Care)

 [boltonclarke.com.au](http://boltonclarke.com.au)


Providing services and activities that are centred around your needs, interests, abilities and choices. Communities are staffed around the clock by a combination of nurses and dedicated carers who can provide help at all times, including emergency situations.

Specialist services like dementia and palliative care support are also available, as well as access to physiotherapists and other allied health professionals.

## Boronia Residential Aged Care

 9762 1877

 [boronia.maacg.com.au](http://boronia.maacg.com.au)


 [facebook.com/Medical-Aged-Care-Group-195596997148118/](https://www.facebook.com/Medical-Aged-Care-Group-195596997148118/)


 7 Coogee Street, Boronia 3155


Services including accommodation, aged care, clinic, mental health, nursing, nursing home - general, respite care.

70 High Care Bed facility, single and double rooms, shared ensuites.

## Clovelly Cottage (Autumn Aged Care)

 9762 2078

 [exec.manager@autumnagedcare.com.au](mailto:exec.manager@autumnagedcare.com.au)


 [autumnagedcare.com.au](http://autumnagedcare.com.au)


 [facebook.com/AutumnAgedCare/](https://www.facebook.com/AutumnAgedCare/)


 16 Stewart Street, Boronia 3155

A modern 151 bed, high and low care facility. Provide a 24-hour nursing service and a community approach to care where residents can feel at home. Services include pastoral care, dementia care and respite care services.

## Edward Street Nursing Home

 9753 5064

 [karen.lang@easternhealth.org.au](mailto:karen.lang@easternhealth.org.au)  
[jane.joss@easternhealth.org.au](mailto:jane.joss@easternhealth.org.au)

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

 2-6 Edward Street,  
Upper Ferntree Gully 3156

Provides individual high care to residents 24 hours a day. Staffed by fully qualified Division 1 and Division 2 nurses. There are 30 rooms with ensuite bathrooms.

# Residential Aged Care

## Estia Health Knoxfield

☎ 9763 1421  
1300 682 833 (New resident enquiries)

@ info@estiahealth.com.au

🌐 estiahealth.com.au

📘 facebook.com/estiahealth/

🏠 428 Scoresby Road, Knoxfield 3180

High and low care. Although not a dementia specific facility, they cater for residents with dementia and have 54 low and high care beds.

## Ferntree Gardens Supported Residential Service

☎ 9752 2170

@ ferntreegardens30@gmail.com

🏠 30 Forest Road, Ferntree Gully 3156

Provides supported accommodation 24 hours per day for frail aged, disability and mental residents. Comprises 16 single rooms and 8 double rooms, all with ensuite.

Registered for NDIS.

## Ferntree Manor

☎ 9758 0109

@ ferntreemanor10@gmail.com

🏠 10 The Avenue, Ferntree Gully 3156

Services including low-care supported residential service.

Registered for NDIS.

## Glengollan Village

☎ 9758 1093

@ info@glengollan.com.au

🌐 glengollan.com.au

🏠 97 Underwood Road, Ferntree Gully 3156

A fully accredited, not for profit, aged care provider caring for up to 90 residents, including specialist care for 15 residents living with dementia. Part of a continuing care community which includes 130 retirement living units which helps residents maintain their social connections with community and friends.

## Hazelwood Boronia Supported Residential Services

☎ 9762 5403

@ info@hazelwoodsrs.com.au

🌐 hazelwoodsrs.com.au

🏠 40 Central Avenue, Boronia 3155


Home for the aged, frail, physically/intellectually/mentally disabled (Supported Residential Services).

Comprises 27 single bedrooms. Separate shared lounge/dining rooms.



# Residential Aged Care


## Homestyle Amaroo Gardens

 9759 0200

 amg1@homestyleagedcare.com.au

 homestyleagedcare.com.au

 facebook.com/  
homestyleagedcareservices/


 811 Burwood Hwy, Ferntree Gully 3156

102 Low & High Care Beds.

Each resident room has an individual ensuite; spacious lounge areas; fully appointed commercial kitchen; private dining room available for special functions.

Individual interest are integrated into the day-to-day leisure and lifestyle program within the facility.

## Homestyle Clarendon Grange

 9720 2245

 clar1@homestyleagedcare.com.au

 homestyleagedcare.com.au


 facebook.com/  
homestyleagedcareservices/

 40 Stud Road, Bayswater 3153

Offers comfortable, individual rooms with private ensuites for 47 residents, courtyard garden views, and ample space for some personal furnishings and keepsakes.

Permanent residential care and respite places are available.

## Isomer Retirement Home (Residential Aged Care Facility)

 9752 9455

 info@isomer.com.au

 isomer.com.au


 1273 Wellington Road, Lysterfield 3156

A 50 bed low and high care facility.


Respite Care is available.

All large single rooms with kitchenettes and ensuites. Staffed by Registered Division 1 Nurses 24 hours per day.


## Knox Village

 1800 727 170

 stockland.com.au/retirement-living

 facebook.com/StocklandLiving/

 Monday - Friday, 9am-5pm

 466 Burwood Highway,  
Wantirna South 3152

A variety of spacious villas to choose from at Knox Village. Set within the lovely established gardens, some have one bedroom, but most have two. They are bright, comfortable and designed to help you worry less about maintenance.

# Residential Aged Care

## Latvian Retirement Village Hostel

☎ 9800 2977

@ info@latvianfs.org.au

🖱 latvianfs.org.au

🏠 60 Fraser Crescent,  
Wantirna South 3152

55 bed hostel including 2 respite rooms.

## Latvian Retirement Village

☎ 9800 2977

@ info@latvianfs.org.au

🖱 latvianfs.org.au

🏠 60 Fraser Crescent,  
Wantirna South 3152

53 one or two bedroom, strata title independent living units in a park like setting with views of the Dandenong Ranges.

## Martin Luther Homes

☎ 9760 2100

@ info@martinlutherhomes.com.au

🖱 martinlutherhomes.com.au

📘 facebook.com/MartinLutherHomes/

🏠 67 Mount View Road, The Basin 3154

Provides all levels of care, including dementia care. Care rooms and apartments have private ensuites. Most have a view onto the garden, others offer private courtyards. Accommodation is offered suitable for couples. The activities program promotes social wellbeing and embraces the residents' cultural heritage.

## Mercy Place Boronia

☎ 9762 6506

@ MPBoronia@mercy.com.au

🏠 7-9 Maryville Way, Boronia 3155

Low level aged residential care. 10 bed dementia specific secure unit. Single bedrooms with ensuite bathrooms; 18 bed unit with single bedrooms and ensuite bathrooms; remaining 30 beds are single rooms with shared bathroom facilities.

## Polish Retirement Home

☎ 9720 3575

@ apba@apba.org.au

🖱 apba.org.au


🏠 3 Percival Street, Bayswater 3153

A hostel for the elderly and disabled members of the Polish community.


Accommodating 29 permanent residents and one respite resident. Respite care is offered for short stays (63 days in a financial year).

# Residential Aged Care

## Royal Freemasons – Centennial Lodge

 9210 9600  
1300 176 925 (1300 1 ROYAL)

 [access@royalfreemasons.org.au](mailto:access@royalfreemasons.org.au)

 [royalfreemasons.org.au](http://royalfreemasons.org.au)

 13 Lewis Road, Wantirna South 3152

Catering to 75 older Victorians offering respite or long-term care with dementia specific care also available. Provides 24-hour care equipped with a range of lifestyle support and medical assistance programs. Ideal option for those looking for a high care accommodation facility.

## Salford Park Community Village

 1800 727 170

 [salford.park@stockland.com.au](mailto:salford.park@stockland.com.au)


 [stockland.com.au/retirement-living](http://stockland.com.au/retirement-living)

 [facebook.com/StocklandLiving/](https://facebook.com/StocklandLiving/)

 100 Harold Street, Wantirna 3152

171 spacious independent living units (ILUs) have either one or two bedrooms and also offer the reassurance of residential aged care on-site.

## Tabulam and Templer Homes for the Aged (TTHA)

 8720 1333

 [ttha@ttha.org.au](mailto:ttha@ttha.org.au)


 [ttha.org.au](http://ttha.org.au)

 31-41 Elizabeth Street, Bayswater 3153


Provides care to older Victorians as they age including independent living, retirement living, residential aged care, respite care and social support.

The facility is located amongst 9 acres in Bayswater and service home care clients all over Melbourne.


## Uniting Harrison – Retirement Living

 9051 3000

 [harrison.enquiries@vt.uniting.org](mailto:harrison.enquiries@vt.uniting.org)

 [unitingharrison.org.au](http://unitingharrison.org.au)

 Monday – Friday, 9am-5pm

 321 Ferntree Gully Road,  
Mt Waverley 3149

Operates a range of Independent Living Units (ILU's) for retired people in locations across metropolitan Melbourne. Uniting Harrison provides long-term accommodation for people able to live independently or for people who are receiving support from other services to maintain their independence.

# Residential Aged Care

## VMCH Wantirna Residential Aged Care

📞 1300 845 526

@ admissions@vmch.com.au

🖱️ vmch.com.au

🏠 355 Stud Road, Wantirna South 3152

A 96 bed aged care residence offering low care (ageing in place), high level care through Villa Meridian, specialised dementia support and respite options.

## Wantirna Village

📞 1800 727 170

@ stockland.com.au/retirement-living

🖱️ stockland.com.au/retirement-living

📘 facebook.com/StocklandLiving/

🕒 Monday - Friday, 9am-5pm

🏠 2 Old Stud Road, Wantirna 3152

The 150 independent villas and 28 serviced apartments at Wantirna provide residents with comfortable, secure living within a beautiful, tranquil environment.

## Westley Garden Supported Residential Service

📞 9752 2661

@ westley@bigpond.net.au

🏠 21 Westley Street, Ferntree Gully 3156

Home for the aged, frail, physically/intellectually disabled. Comprises 32 single ensuite bedrooms and 3 double ensuite bedrooms with personal telephone connections in each room.

## Willowbrooke Aged Care Facility

📞 1300 845 526

@ agedcare@vmch.com.au

🖱️ vmch.com.au

🏠 9a Willow Road, Upper Ferntree Gully 3156

Single rooms with private ensuite, plus have access to an active social program incorporating group activities, entertainment, shopping trips, book club, walking groups, music, art and more.





# Respite & Carer Support Services

# Respite & Carer Support Services

## annecto - Ringwood

📞 9876 0122

@ enquiries@annecto.org.au

🖱️ annecto.org.au

🏠 41-43 Ringwood Street, Ringwood 3134

An independent, social purpose not-for-profit organisation with community contacts across Australia.

Provide flexible support services for people with disability and older people tailored to suit what is most important to you in your life.

## Bolton Clarke (formerly Royal District Nursing Service)

📞 1300 22 11 22 (General Enquiries)

🖱️ boltonclarke.com.au

In-home respite that offers relief for a carer, so that they can take a break from their responsibilities.

## Care Connect

📞 1800 692 464 (1800 MYCHOICE)

@ info@careconnect.org.au

🖱️ careconnect.org.au

🕒 Monday - Friday, 8:30am-5pm

Specialises in services relating to aged care, disability, mental health, acquired brain injury, autism, transitional care, preventative care, dementia and respite.

Supports children, young people, adults, older adults and carers in accessing information services and supports, assessment and planning, case management and coordination, advocacy, service delivery and carer support.

## Carer Gateway

📞 1800 422 737

🖱️ carergateway.gov.au

🕒 Monday - Friday, 8am-6pm

A new national service funded by the Australian Government. Carer Gateway includes a website and phone service for carers to access practical information and support.

## Carers Victoria

📞 9396 9500 / 1800 242 636

TTY 9396 9587

@ reception@carersvictoria.org.au

🖱️ carersvictoria.org.au

📘 facebook.com/CarersVictoria/

🕒 Monday - Friday, 8:30am-5pm

🏠 Level 1, 37 Albert Street, Footscray 3011


Statewide voice for family carers, representing and providing support to carers in Victoria.


Provides advice, information and support for carers to improve their health, wellbeing, capacity, financial security and resilience.




# Respite & Carer Support Services

## Centrelink

 13 24 68 (Boronia Office)

 1800 810 586

 humanservices.gov.au

 Monday - Friday, 8.30am-4.30pm

 3 William Street, Boronia 3155

Supports people who are ill, injured or have a disability with a range of payments. Centrelink can also support carers with a range of payments.


### Carer Allowance

An additional fortnightly payment if you give daily care to someone who has a disability, serious illness or is frail aged.

### Ex-Carer Allowance (Child Health Care Card)


A concession card to get cheaper health care and some discounts if you're a student and had a Carer Allowance Health Care Card when you turned 16.


## Commonwealth Respite and Carelink Centre (CRCC)

 1300 277 478

 [Uniting.lifeassist@vt.uniting.org](mailto:Uniting.lifeassist@vt.uniting.org)

 [www.vt.uniting.org](http://www.vt.uniting.org)

 24 hours, 7 days a week

 321 Ferntree Gully Road,  
Mt Waverley 3149


Funded by the Australian Government. It assists carers with options to take a break through short-term and immediate respite and operates 24 hour, 7 day a week. CRCCs also provide information about carer support services in their local area.


Services are delivered by Uniting Vic Tas in the Eastern Metropolitan region of Melbourne.

Note: CRCC's are funded until 30/11/2019. New Integrated Carer Support Service (ICSS) will replace current CRCC's from 1/9/2019. There will be an overlap between the current and new service for carers between 1/9/2019 and 30/11/2019.

# Respite & Carer Support Services

## Department of Health and Human Services

 1800 783 783

 1800 008 149

 east.disability@dhhs.vic.gov.au


 services.dhhs.vic.gov.au

 Monday - Friday, 9am-5pm

### Disability


Financial assistance, accommodation options, community involvement and other supports and services for people with a disability, their families and carers.


## EACH Carers Exercise Groups

 1300 003 224

 info@each.com.au


 each.com.au


 9:30-10:30am Thursday

 93 Boronia Road, Boronia 3155 (Dorset Square)


Provides exercise classes for people caring for someone with an intellectual disability, mental illness or autism. All classes are run and supervised by a personal trainer.

## EACH Centre Based Respite Outer East

 1300 003 224

 info@each.com.au

 each.com.au

 Wednesdays Fortnightly, 10am-1pm


 EACH, The Purple Church, 2468 Warburton Highway, Yarra Junction

Promotes social interaction and skill development for the frail aged, people with memory loss or dementia.


Programs will give you an opportunity to make new friends, stay active and partake in a range of different activities and social outings.

Provides respite for carers and families knowing that their loved one is out enjoying themselves for the day in a supportive environment.


## EACH Family Relationship Support for Carers (FRSC)

 1300 303 346

 info@each.com.au

 each.com.au


 Monday - Friday, 9am-5pm

 93 Boronia Road, Boronia 3155 (Dorset Square)

Provides flexible and tailored services for families who are caring for a family member with a disability. Services include counselling, mediation and future planning support for families.

# Respite & Carer Support Services


## EACH Respite and Support for Carers

 1300 003 224

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm


 93 Boronia Road, Boronia 3155 (Dorset Square)


Provides flexible, responsive options for families, carers, children and young people impacted by mental illness, autism spectrum disorder and intellectual disability, or are at risk of developing mental illness. Assistance is provided to enhance emotional health and quality of life, improve ability to sustain the caring role, reduce stress, improve relationships and balance caring with other parts of life.

## Home Instead Senior Care

 9754-4861 / 1300 008 018

 office@hiscmelboutereast.com.au


 outereast.homeinstead.com.au

 Suite 3, 62-64 Main St, Upwey (entrance behind IGA)

Helping individuals and families find the best solution for loved ones who need in-home respite, personal, lifestyle, domestic and transport services to remain living independently and in control at home.

Flexible, locally owned and operated Home Care Package and Private Service Provider, 24 x 7, 365 days a year. CAREGivers are trained in dementia and palliative care.


## Interchange Outer East

 9758 5522

 ioe@ioe.org.au


 ioe.org.au

 facebook.com/interchangeoe/


 5-7 Yose Street, Ferntree Gully 3156

Provides a range of programs and supports for children and young adults with disabilities and their families. Services include individualised support, recreation group based services, adult day service, independent living skills and family support programs. Also provides NDIS support coordination and plan management services.

## Knox Leisureworks - Fitness Connection for Carers

 9762 3133

 info@knoxleisureworks.com.au

 knox.ymca.org.au

 Monday - Friday, 5.30am-9.30pm

 35f Tormore Road, Boronia 3155

This program is for carers living in Knox, Maroondah, Monash, Whitehorse and Yarra Ranges. Eligible carers need to provide care to someone living with autism, intellectual disability or a mental illness, or with a severe or profound disability.

# Respite & Carer Support Services

## Mable

📞 1300 736 573

@ info@mable.com.au

🌐 bettercaring.com.au

📘 facebook.com/MableAustralia/

🕒 Monday - Friday, 9am-5pm

🏠 National virtual service. Office based: Suite 810, 46-56 Kippax Street, Surry Hills NSW 2010

Allows who are ageing or have a disability to directly find, choose and engage with local, independent support workers who they feel best fit their needs. By directly connecting consumers and support workers, participants can stretch their NDIS or Home Care Package funding further, allowing significantly more hours of support.

## Mercy Health Home Care Services

📞 8416 7777

@ MHCS@mercy.com.au

🌐 home-care.mercyhealth.com.au

📘 facebook.com/MercyHealthAus/

🏠 Level 1, 12 Shelley Street, Richmond 3121

Home care services, respite, allied health, dementia support, community nursing and disability services. Provides a range of services to enable older people to continue living safely, actively and independently in their own homes.

## Mind Australia

📞 1300 286 463 (Information & Referral)  
1300 554 660 (Carer Helpline)

@ communications@mindaustralia.org.au

🌐 mindaustralia.org.au

📘 facebook.com/MindAustralia/

🕒 Monday - Friday, 9am-5pm


🏠 86-92 Mount Street, Heidelberg 3084

Offers services to support people to gain better mental health and improve the quality of their lives, including:

- Personalised support services.
- Residential, prevention and recovery care (PARC) services.
- Family and carer services.
- Group support services.
- Care coordination services.
- Mind recovery college.
- Information and advice.

# Respite & Carer Support Services


## Muscular Dystrophy Australia

 9320 9555

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

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

 [facebook.com/  
MuscularDystrophyAustraliapage/](https://www.facebook.com/MuscularDystrophyAustraliapage/)


 Monday - Friday, 9am-5pm

 111 Boundary Road,  
North Melbourne 3051


Providing respite for carers, camps for clients, swap and short breaks as well as day activities for persons affected by Muscular Dystrophy. Also providing information and access to resources in relation to the various Muscular Dystrophy types.

Registered for NDIS.

## National Disability Insurance Agency (NDIA)

 1800 800 110

 [ndis.gov.au](mailto:ndis.gov.au)


 3 William Street, Boronia 3155

The NDIA is the independent statutory agency that are implementing the National Disability Insurance Scheme (NDIS).


The NDIA make decisions about access to the NDIS and provide planning to determine what funding is reasonable and necessary.

To find out more about the NDIS, including eligibility visit the NDIS website at [www.ndis.gov.au](http://www.ndis.gov.au) or call 1800 800 110.


## NDIS Latrobe Community Health Service 7 - 65 years

 1800 242 696

 [info@lchs.com.au](mailto:info@lchs.com.au)

 [lchs.com.au/aged-disability-carers/  
national-disability-insurance-scheme-  
ndis](http://lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis)

 Monday - Friday, 8:30am-5pm

 Mountain High Shopping Centre, Shop

Provides planning and community connection services as a partner with the National Disability Insurance Agency.

# Respite & Carer Support Services

## Royal Freemasons

☎ 9452 2200 / 1800 756 091

@ access@royalfreemasons.org.au

🖱 royalfreemasons.org.au

🏠 Level 7, 580 St Kilda Road,  
Melbourne 3004

With 152 years' experience in serving the needs of older Victorians, For you, For life is our promise to each and every one of our customers.

Services include:

- Home Care Packages
- Private Services
- NDIS
- Transitional Care
- Retirement Living
- Residential Aged Care
- Day Therapy and Wellness Services
- Respite Care

## Pathways for Carers Project

☎ 1300 277 478 (1300 ASSIST)

@ uniting.lifeassist@vt.uniting.org

🖱 unitinglifeassist.org.au/pathways-for-carers

Offers carers of people with a disability or mental illness and opportunity to share walks together and to learn more about news, services and supports available to carers.

For information and updates, please see the facebook page at [www.facebook.com/pathwaysforcarers](http://www.facebook.com/pathwaysforcarers). See this page to find a walk near you in Maroondah, Knox, Yarra Ranges and Monash.

## Scope - Eastern Recharge

☎ 1300 472 673

@ contact@scopeaust.org.au

🖱 scopeaust.org.au

f facebook.com/scopeaust/

🕒 Monday - Friday, 8:30am-5pm

✉ Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

A recreational service for adults with disabilities, supporting people to get out into their communities. Activities are offered across the Eastern Metropolitan Region.

A range of interesting activities have included Harley Davidson rides, making your own clothes, swimming with dolphins, arts and crafts and rock climbing.

## Scope - Short Term Accommodation (Respite)

☎ 1300 472 673

@ contact@scopeaust.org.au

🖱 scopeaust.org.au

f facebook.com/scopeaust/

🕒 Monday - Friday, 8:30am-5pm

✉ Scope Therapy Metro East,  
7 Allen Street, Glen Waverley 3150

We can help you grow your independence and get you out and about in the community. Short-Term Accommodation is also a chance for your family and carers to relax and take a short break from their daily routine.

More than just a break from the everyday, Scope work with you to practice day-to-day skills to grow your independence.



# Respite & Carer Support Services

## The Haven Day Centre

📞 9762 8423

@ info@thehavendaycentre.org.au

🌐 thehavendaycentre.org.au

🕒 Admin: Monday - Thursday, 9am-5pm  
Programs: Monday, Tuesday, Thursday  
9:30am-3:30pm

📍 17-19 Falconer Road, Boronia 3155

Runs social support groups (friendship groups) for:

- People living with memory loss or dementia.
- Frail people who due to medical conditions require support to maximise their independence.
- Socially isolated people.

The programs encourage maintenance of independence for guests and respite for carers.

Our recreational activities provide mental and social stimulation through sessions such as music appreciation, dancing, sing-a-longs, quizzes and crosswords, games, gentle exercises, outings and visits from entertainers. The cost is \$15 per day and includes morning tea, lunch and afternoon tea.

## Uniting Carer Wellbeing

📞 1300 277 478

@ uniting.referral@vt.uniting.org

🌐 vt.uniting.org

🕒 Monday - Friday, 9am-5pm

📍 321 Ferntree Gully Road,  
Mt Waverley 3149

Provides support for eligible carers to access respite and referrals to other services, support to sustain your caring role and maintain your health and wellbeing.

Services include:


- Planned or emergency in-home or out-of-home respite care.
- Advice and guidance to build your own knowledge and capacity.
- Access to our Carer Recognition program which provides exclusive offers to help carers enjoy a wide range of entertainment, dining, shopping, travel, accommodation at greatly reduced costs.

Assistance with understanding, navigating and accessing the aged care service system. If the person for whom you provide care has a disability or mental illness and is eligible for National Disability Insurance Scheme (NDIS) funding, they can help you prepare for transition into the Scheme.


Eligible Young Carers are able to access educational supports, respite, links to services, peer support, to help balance their caring role and schooling.

# Respite & Carer Support Services

## Victorian Carer Card

 1800 901 958

 carercard@dhhs.vic.gov.au


 carercard.vic.gov.au

A Victorian Government initiative in collaboration with the community, local councils and businesses, providing discounts and benefits that give recognition, understanding and support to unpaid carers in Victoria.


Cardholders are also entitled to free travel on public transport on a Sunday plus two return off-peak travel vouchers each year.

Must be the primary carer of a person with a disability, severe medical condition or mental illness, or someone who is frail aged or in need of palliative care. Foster and kinship carers are also eligible to apply.

## VMCH Carinya Respite Service

 9752 7700 / 1300 650 615

 carinya@vmch.com.au

 vmch.com.au

 24 hour service, 7 days a week


 8 Palmerston Road, Lysterfield 3156

A dementia specific, planned recreational and overnight respite service. It aims to maintain independence and quality of life for carers and people with memory loss.

Caters for the special needs of people living with dementia in a home-like environment with programs available seven days and nights per week.

Assistance is provided to people from the Eastern Metropolitan Region.


## VMCH Community Services Eastern Region (Wantirna South)


 1300 650 615

1300 650 615 (Home Care Packages)

1300 971 720 (Carer Support Services)

 accesseast@vmch.com.au

 vmch.com.au

 Building C, 355 Stud Road, Wantirna South 3152

Provides:

- Carer & Home Support Program.
- National Respite for Carers Program (NRCP).
- Assistance with Care and Housing for the Aged (ACHA).
- Home Care Packages (HCP) - all levels.



# Senior Citizens' Centres

# Senior Citizens' Centres

## Bayswater Senior Citizens' Centre

Contact: Val Cadman, Secretary

📞 0400 581 750 (Val)  
9720 7232 (Club Room)

🏠 790 Mountain Highway, Bayswater 3153

Provides activities including carpet bowls, cards, bingo, snooker, live shows, day trips, entertainment. Games day and picture day is held at the hall on Tuesday mornings. Hall hire is available.

## Boronia Bellbird Senior Citizens' Centre

📞 9762 8985 (John Lumsden, Secretary)

🕒 Every 2nd Thursday, 11am-3:30pm

🏠 Cnr Erica and Genista Avenues,  
Boronia 3155

✉ PO Box 327, Boronia 3155

Provides activities including lunches and excursions, entertainment and rooms for hire.

## Ferntree Gully Senior Citizens' Centre

📞 9758 2990 (Club Room)

🕒 Craft: Tuesday 10am-2:30pm  
Bingo: Thursday, 11am-3pm

🏠 160 Underwood Road,  
Ferntree Gully 3156

Provides activities including bingo, outings, billiards, carpet bowls, crafts and concerts.

Main Club meetings are held Thursdays from 11am-3pm.

## Fijian Seniors Association Inc.

Contact: Suraj Dip, President

@ surajdip@bigpond.net.au

🕒 First Sunday of the month from 2-5pm

🏠 Bayswater Primary School,  
Cnr Mountain Hwy and Birch St,  
Bayswater 3153

The group meets on the first Sunday of the month at Bayswater Primary School between 2-5pm. New members welcome.

## Knox Chinese Elderly Citizens' Club

Contact: William Wai

📞 0411 138 448  
9763 0845 (Leisure Centre)

@ williamwai88@hotmail.com

🕒 Thursdays, 10am-3pm

🏠 Rowville Community Centre,  
40 Fulham Road, Rowville 3178

Provides activities including Tai Chi, badminton, table-tennis, karaoke, travel and tours, fan and sword dancing, Chinese language class, English Language class, computer class, Social Dances, Yoga and Chinese festivals are celebrated.

# Senior Citizens' Centres

## Knox Hungarian Senior Citizens' Club

Contact: Michelle Welsby, Secretary

☎ 0411 609 854

@ knoxhungarianseniorcc@yahoo.com

🏠 Hungarian Community Centre, 760 Boronia Road, Wantirna South 3152

Provides activities including singing, outings, interstate tours, billiards, bingo, cards and chess.

## Knox Italian Senior Citizens' Club Inc.

Contact: Silvana Parolin, Secretary

☎ 9764 2868 (Club Room)

@ gsparolin@hotmail.com

🕒 Thursday, 1pm-5pm

✉ PO Box 12, Ferntree Gully 3156

Provides activities including cards, bingo, outings, billiards, bocce, shows and dinner dances. Club day is Thursday 1.00pm- 5.00pm. A luncheon is served once a month.

## Knoxfield 55 Plus Club

☎ 9763 7944 (Club Room)  
9758 3927 AH (Bill Rule, President)  
9762 6997 AH (Helen Fowler, V Pres)

🕒 Monday, Wednesday and Thursday, 1pm-4pm, Friday 11am-2:30pm  
Exercise Sessions:  
Monday and Thursday 9am & 10:15am

🏠 Carrington Park Activity Centre, 20 O'Connor Road, Knoxfield 3180

A members only club. Provides activities including indoor carpet bowls, bingo, entertainers, ballroom dancing, outings and Living Longer Living Stronger exercises.

## Latvian Senior Citizens'

Contact: Ivars Stubis, Activity & Lifestyle Coordinator

☎ 9800 2977 (Club Room)

@ administration@latvianfs.org.au

🕒 Every 2nd Tuesday of month from 11am for 3-4 hours

🏠 Latvian Retirement Village Hall, 60 Fraser Crescent, Wantirna South 3152

Provides social support to Latvian senior citizens, as well as day trips and outings.



# Senior Citizens' Centres

## Polish Senior Citizens' Club

☎ 9795 0522 (Club Room)

@ polishseniorclubrowville@gmail.com

🕒 Thursday every two weeks, 11am-4pm

🏠 "Syrena" 1325 Stud Road, Rowville 3178

Provides social meetings for seniors over 50 years.

## Rowville Senior Citizens'

☎ 9763 7400 (Club Room)

0421 281 196  
(Elizabeth Kuek, President)  
0413 188 254 (Trish Law)

🕒 Wednesday & Friday, 1pm-3:30pm

🏠 Rowville Community Centre, 20  
Fulham Road, Rowville 3178

Provides activities including carpet bowls, bingo, cards, rummicub, outings and lunches, for fun and friendship.







# Support & Social Groups

# Social & Support Groups

## Anglicare Victoria - Strengthening Parent Support Program

📞 9735 6146

@ strengtheningparentsupport@anglicarevic.org.au

🌐 [anglicarevic.org.au/what-we-do/supporting-families/parentzone/](http://anglicarevic.org.au/what-we-do/supporting-families/parentzone/)

🏠 47-51 Castella St, Lilydale 3140

Parent Peer Support groups are run throughout the Eastern region – connecting, supporting and informing parents and carers of a child with a disability or developmental delay. These groups are free, casual and friendly. Join other parents for a cuppa and to share stories and strategies.

## annecto Inc - Ringwood

📞 9876 0122

@ enquiries@annecto.org.au

🌐 [annecto.org.au](http://annecto.org.au)

📘 [facebook.com/annectonetwork/](https://www.facebook.com/annectonetwork/)

🏠 41-43 Ringwood Street, Ringwood 3134

An independent, social purpose not-for-profit organisation with community contacts across Australia.

Provide flexible support services for people with disability and older people tailored to suit what is most important to you in your life.

## Australian-Filipino Community Services

📞 9701 3421

@ [info@afcsvictoria.org.au](mailto:info@afcsvictoria.org.au)

🌐 [afcsvictoria.org.au](http://afcsvictoria.org.au)

📘 [facebook.com/afcsvic/](https://www.facebook.com/afcsvic/)

🏠 78 Power Road, Doveton 3177

Statewide network of Filipino individuals and organisations in Australia.

- Friendly Visiting Program.
- Social Support Programs – Dance for Health, Seniors Digital Skills, Gardening, Arts and Crafts and more.
- Assisted shopping and other individual social support activities.
- Chaplaincy and counselling services.
- Telephone advocacy, information and referral services.

## Axess Ability

📞 9752 2691  
0481 066 538 / 0481 056 715

@ [axessability@iinet.net.au](mailto:axessability@iinet.net.au)

🌐 [axessability.net.au](http://axessability.net.au)

🕒 Monday – Thursday, 8:45am-3pm  
Friday 8:45am-1.45pm

🏠 33 Kingston Street Ferntree Gully 3156

✉ PO Box 1243, Mountain Gate 3156

Offers day support services to adults with an intellectual disability, running educational, sporting and recreational, and cultural activities and programs both from our facilities and within the wider community.

# Social & Support Groups

## Bayswater Klaverjas Club

📞 9762 3473 - Corry Daalmeyer (Tues)  
9752 8426 - Henny Lourens (Fri)

🕒 Tuesday, 10:30am-3pm  
Fridays, 7:30pm-11pm

🏠 HV Jones Reserve, Kingston Street,  
Ferntree Gully 3156

Also known as the Dutch Society Bayswater, this social club meets to play cards during the day on Tuesdays and on Friday evenings.

## Bayswater Legacy Widows Club

Contact: Erica Fearn - Administrator

📞 9779 3428 (Club Room) on  
meeting days

🕒 1st Friday each month, 11:45am-2pm

🏠 Bayswater RSL, 626 Mountain Hwy,  
Bayswater 3153

Provides support to Widows and Widowers of deceased ex-service personnel. It conducts monthly meetings, social outings and luncheons.

## Boronia Legacy Widows Club

Contact: Mrs Joyce Gough, Secretary

📞 9801 1321

🕒 Meetings held 3rd Friday each month,  
1pm-3pm

Luncheons held every 3rd month

🏠 Boronia Progress Hall,  
134 Boronia Road, Boronia 3155

Activities include speakers, entertainment, outings, luncheons and theatre. Advice on help available to widows.

## Bridges Connecting Communities

📞 9763 9700

@ info@bridgescc.com.au

🌐 bridgescc.com.au

📘 facebook.com/  
BridgesConnectingCommunities/

🕒 Monday - Friday, 9am-5pm

🏠 6 Griffith St, Knoxfield 3180

For people with disability, elderly frail and pensioners who are residents of Knox and the South West Yarra Ranges.

Offering community transport, planned activity group, pet companion, phone a friend and friendly visiting.

## Cerebral Palsy Support Network (CPSN)

📞 9478 1001 / 1300 277 600

@ cpsn@cpsn.org.au

🌐 cpsn.org.au

📘 facebook.com/cpsnVIC/

🕒 Monday - Friday, 9am-5pm

🏠 525 High Street, Preston 3072

A registered charity providing information and support services to people living with Cerebral Palsy and their families. Empowers individuals to lead more independent lives and provide support in a variety of ways to their families.

# Social & Support Groups

## Down Syndrome Victoria (DSV)

☎ 1300 658 873

@ info@dsav.asn.au

🖱️ downsyndromevictoria.org.au

📘 facebook.com/downsyndromevictoria

🕒 Monday - Thursday, 9:30am-4:30pm

🏠 18/71 Victoria Crescent, Abbotsford 3067

Provides support, encouragement, information and resources to people with Down syndrome, their families and the broader community. Family Support is available to families at diagnosis and for older children and adults with Down syndrome.

Services include local peer support groups for families; peer support groups (Club21) for adults with Down syndrome; an Education Support Service; annual events and workshops for families and professional development for health, education and other professionals.

## EACH Killara House

☎ 1300 003 224  
Killara House 9871 2644

@ info@each.com.au

🖱️ each.com.au

🕒 Monday - Friday, 9am-5pm

🏠 46 Warrandyte Road, Ringwood 3134

A welcoming and inclusive home-like centre that offers social, recreational, and leisure activities for people living with memory loss challenges, or who require support to engage in social activities. The Killara program also enables Carers of participants to relax and have peace of mind while they have a break from caring.

## EACH New Horizons Self Advocacy Group

☎ 1300 003 224

@ info@each.com.au

🖱️ each.com.au

🕒 Monday - Friday, 9am-5pm

A self-advocacy and mutual support group for adults with an intellectual disability.


It is a group for people of all abilities to:

- speak up for themselves
- make real choices
- learn new skills
- ensure that their rights and interests are respected and realised
- support each other

Support with transport can be provided.

# Social & Support Groups


## EACH Support Coordination

 1300 003 224

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm


 93 Boronia Road, Boronia 3155  
(Dorset Square)

Gets your NDIS plan started by connecting you with a range of supports and services in the community that strengthen your independence and quality of life. We work with you and your families/carers to access the required supports, enabling you to achieve the goals in your plan. We ensure that any formal services you engage with meet their obligations in supporting you. We work with you to develop your skills and confidence to take control of your NDIS plan.


## EACH Disability Services

 1300 003 224

 info@each.com.au


 each.com.au

 Monday - Friday, 9am-5pm

 93 Boronia Road, Boronia 3155  
(Dorset Square)

Assistance for people with intellectual, physical, dual disabilities as well as acquired brain injury and complex care needs to develop or maintain skills to live independently in their own home or in the community.

## Eastern Disability Action Group (EDAG)

 0409 992 519


 marriott@alphalink.com.au

 34 Stoda Street, Heathmont 3135


A community organisation that supports and advocates on behalf of a member and their carer and raises awareness of issues that people with a disability/multiple disabilities may experience.


## Eastern Ranges Retirees Inc

Contact: The Secretary

 9723 3103

 b.wuste@iinet.net.au

 4th Thursday each month, 9:30am-12pm

 Federation Estate,  
Greenwood Avenue, Ringwood 3134

Furthers friendship and common interests between retirees. Programs include monthly meetings, interest groups, travel, computer group, cards and table games, monthly guest speakers and more

# Social & Support Groups

## Hart to Hart Counselling Pty Ltd

☎ 9098 8625

@ contact@hardtohartcounselling.com.au

🌐 harttohartcounselling.com.au

🏠 Level 40, 140 William Street,  
Melbourne 3000

Provide Coordination of Support, counselling and group activities for an NDIS participant.

For Coordination of Support they travel around Melbourne and the suburbs in all areas. Counselling is only offered at the head office in Melbourne. Group Activities are Melbourne City based activities.

## Heartbeat Vic Inc - Knox Branch

Contact: Lynda Andrews, Secretary

☎ 0409 167 449 (Lynda)

🕒 3rd Tuesday of the month

🏠 Orana Neighbourhood House,  
62 Coleman Road, Wantirna South

Offers support to patients and their family and friends following a cardiac event such as a heart attack, heart surgery, stents, angina or related illness.

Provides visiting services for members who are hospitalised or housebound. Supports families and members. Provides social opportunities for patients and their carers.

## Knox and District Over 50s Inc

☎ 0417 326 842 (Chris Towers)  
0438 631 303 (Delia Francis - Secretary)  
9801 4363 (Jill Gowland, Membership Enquiries)

@ bigjim@bigpond.net.au

🕒 4th Tuesday of each month (except December) at 10:30am

🏠 Boronia Progress Hall, 134 Boronia Road, Boronia 3155

A social and friendship organisation, the group meets monthly from January to November and provides guest speakers, a book club, luncheons and day and overnight trips.

## Knox Exercise and Social Group

☎ 9752 2536 (Brian Wright)  
0400 602 925 (Ronald Woodrow)

🕒 Wednesday and Friday, 8:15am-10:15am


🏠 St Stephen's Anglican Church Hall,  
2 Warruga Avenue,  
West Bayswater 3153

A self help, not for profit exercise group (both male and female) who meet on a Wednesday and Friday to undertake gentle exercise to maintain and improve heart health and general fitness as well as social connection.




# Social & Support Groups

## Knox Senior Safety Register

 9763 9700

 info@bridgescc.com.au

 bridgescc.com.au/about-us/services/knox-senior-safety-register/

 6 Griffith Street, Knoxfield, 3180

Aims to promote safe and confident living for our Knox Senior Residents ensuring they stay connected to their community.

The register is a free program run by volunteers and supervised by Bridges staff.

Once on the register, participants receive a monthly phone call from volunteers who check on their welfare. The Register contains participants emergency contact information that is held at Bridges and will only be used in the event of an emergency.


## Knoxfield Laughter Club

 0425 799 258 or 9763 5475  
(Lynette Mitchell)

 lynette@laughterforliving.com.au

 mdlc.com.au

 1st, 3rd & 5th Saturday of each month


 Carrington Park, 20 O'Connor Road, Knoxfield


A free community club that practices 'laughing for no reason' which is the best medicine. With regular laughter comes the ability to renew one's sense of humour and increase feelings of joy.

## Knox Stroke Survivors Support Group

 9758 9109 (Lister Sabin)  
9758 8582 (Robert Morgan)  
9753 9878 (Helen Fisher)


 lsabin@optusnet.com.au  
robandleemorgan@optusnet.com.au

 1st and 3rd Wednesday of every month, 10:30am-12pm

 Kings Park Reserve/Pavilion (Access pavilion via Acacia Road or Willow Road) Upper Ferntree Gully

Provides support within a friendly environment to people who have had a stroke, their families and carers.

## Knox-Yarra Ranges Polio Support Group

 0408 002 830


 joansgra@bigpond.com

Provides information and support to polio survivors. Shares strategies to better manage post-polio syndrome through meetings and newsletters.


# Social & Support Groups

## Life Activities Club Knox Inc.


Contact: Carol Underhill,  
Membership Secretary

 9727 2726

 [knox@life.org.au](mailto:knox@life.org.au)

 [life.org.au/knox](http://life.org.au/knox)


 Refer to website for details

 PO Box 19, Boronia 3155

Social activities for pre-retired 45+ or retired people. Day and night.

Activities include walking groups, bush walking, dine outs, film, holidays, craft, garden, cards, live theatre, morning melodies, men's coffee group, music appreciation, badminton, water aerobics, painting, board games, caravanning and social outings.


## Monkami Centre Inc

 9725 8677

 [admin@monkami.org](mailto:admin@monkami.org)

 [monkami.org](http://monkami.org)

 Monday - Friday, 8:30am-4pm

 2-6 Dixon Avenue, Croydon 3136


 PO Box 1048, Croydon 3136

Offers services to people over 18 years of age with intellectual disabilities.

Support individuals to develop skills that will enable them to live with the greatest degree of independence within their own community, whilst providing opportunities to achieve individual goals and aspirations.

Individuals must be a client of Department of Health and Human Services or be able to fund their program personally.

## Mountain District Learning Centre (MDLC)


 9758 7859

 [office@mdlc.com.au](mailto:office@mdlc.com.au)

 [mdlc.com.au](http://mdlc.com.au)

 [facebook.com/MDLC3156](https://facebook.com/MDLC3156)

 Monday-Friday, 9am-4pm

 13-15 The Avenue, Ferntree Gully 3156

Aims to further the wellbeing of all persons in the Knox area. The Social Friendship Group provides a social environment to participants and organises outings, lunches, speakers and a different activity each week. The group meets each Wednesday between 1pm - 3pm.

Provides HACC/CHSP Planned Activity Groups for eligible residents aged over 65 (CHSP), their carers and people with a disability aged under 65 years (HACC). Group members can participate in craft, gardening, art, computers, and gentle exercise activities that provide mental, social and physical stimulation in a friendly and safe environment.

# Social & Support Groups

## Mullum Mullum Indigenous Gathering Place - Elders Network

📞 9725 2166

@ elderspag@mmigp.com.au

🌐 mmigp.org.au

🕒 Monday - Friday, 9am-5pm

🏠 3 Croydon Way, Croydon 3136

✉️ PO Box 80 Ringwood East 3135

For Indigenous Elders who reside in the Eastern Metropolitan Region (EMR). The purpose of the program is to provide Indigenous Elder's an informal, relaxed and culturally safe environment where they can participate in planned group activities that are held in/out of house and excursions which gives opportunities for social interaction. Planned activities are held fortnightly (except school holidays).

## National Seniors Association (NSA), Knox Branch

Contact: John Giles, President

📞 9778 6784 (After Hours)

@ johngiles@aapt.net.au

🕒 4th Wednesday each month, 10:30am

🏠 Knox Club, Boronia Road, Wantirna South 3152

Aims to further the well being of persons over 50 years of age in the Knox area. Provides a social environment to members and organises outings, meetings and speakers. Also provide services to the community and policy work for senior issues, both locally and nationally through NSA.

## Older Men:New Ideas (OM:NI)

Contact: David Taylor

📞 0420 230 849

@ askcota@cotavic.org.au

🌐 cotavic.org.au/programs-events/omni/

🕒 2nd and 4th Friday of each month from 9:30am-12pm

🏠 Orana Neighbourhood House, 62 Coleman Road, Wantirna South 3152


An initiative of COTA Victoria that aims to enhance the health, wellbeing and lifestyle of older men.


A men's discussion group that provides an opportunity for men over the age of 50 to interact with other local men. Discussions are wide-ranging and conducted in a friendly, respectful and confidential environment. A light morning tea is provided.

# Social & Support Groups

## Our Saviour's Lutheran Church

Contact: Judy Bowman

 0491 069 583

 June to August, first Thursday of the month, at 12 noon.

 646 Burwood Highway, Knoxfield 3180


Organises a program called “Soup and Singing” during the winter months, June to August, on the first Thursday of the month. Lunch is offered at 12 noon consisting of soup, followed by coffee/tea and cakes, followed by musical entertainment provided by a variety of performers.

During Seniors month, a special ‘Barbecue & Singing’ event is offered for Seniors in the same format as the winter program, but serving a barbecue lunch.

Both events are very informal, with the aim of providing fellowship to anyone that might need a day out, feels lonely or whatever their circumstances might be.


## Pancretan Association of Melbourne


Contact: Tony Tsourdalakis, President

 9800 0148 (Club Room)  
0419 856 736 (After Hours)

 info@pancretan.com.au


 pancretan.com.au

 Cretan Village, Members Pavillion,  
90 Cathies Lane, Wantirna South 3152


 PO Box 4512, Knox City Centre,  
Wantirna South 3152


Provides tennis club memberships, Greek dancing and music classes to the Hellenic community.

## Pride Vic

 0420 581 493

 adam@pridevic.com.au


 pridevic.com.au


 Suite 406, Level 4, 220 Collins Street,  
Melbourne

A community based organisation embracing gender diversity and equality for people with disabilities from all communities, breaking down social and isolation barriers, regardless of sexual orientation.

## Probus Club Ferntree Gully Combined

Contact: Ms Lyn Doyle, Secretary

 9887 2338

 4th Wednesday of each month  
(except December), 10am-12pm

 Carrington Park Activity Centre  
20 O'Connor Road, Knoxfield 3180

 PO Box 4037, Knox City Centre 3152

Provides monthly meetings for social contact and fellowship, and outings are organised.

# Social & Support Groups

## Probus Club Knox Combined

Contact: Jan Bates, Secretary

📞 9790 5659

@ janbates@netcall.com.au

🕒 Meet 1st Tuesday of each month except November (2nd Tuesday)

🏠 Meetings at Stamford Hotel, Cnr Wellington and Stud Roads, Rowville 3178

✉️ PO Box 2006, Rowville 3178

A social group for active retirees that provides friendship and fellowship. Monthly meetings with interesting speakers plus organised activities, day trips and short tours.

## Probus Club (Ladies) Bayswater

Contact: The Secretary

📞 9762 5006

🕒 4th Monday every month, 10am-12pm (except April & December)

🏠 Knox Community Arts Centre, Cnr Mountain Hwy and Scoresby Road, Bayswater 3153

✉️ PO Box 108, Bayswater 3153

Provides friendship and fellowship for retired professional and business women. Activities include interest groups, outings, extended tours, monthly lunches after meetings and guest speakers.

## Probus Club (Ladies) Boronia

Contact: Mrs Zita Ragg, Secretary

📞 9764 5233

🕒 3rd Wednesday of each month, 10am

🏠 The Knox Club, Cnr Stud & Boronia Roads, Wantirna South 3152

✉️ PO Box 379, Boronia 3155

Provides regular monthly meetings, fellowship and activities for retired or semi-retired business and professional members.

## Probus Club (Ladies) Knoxfield

Contact: Beverley Bishop, Secretary

📞 9753 3224

@ jeddaben@bigpond.com

🕒 Third Wednesday of each month January to November, 9:45am-12pm

🏠 Wantirna Club, 350 Stud Road, Wantirna

Provides monthly meetings for social contact and guest speakers, outings and other activities are organised.

# Social & Support Groups

## Probus Club Rowville Lysterfield Inc

Contact: Paul Lucas

📞 0401 033 116

@ 64plucas64@gmail.com

🕒 1st Friday of each month  
(except Jan), 10am-12pm

🏠 Stamford Hotel, Cnr Wellington & Stud  
Roads, Rowville 3178

✉ 64 Timbertop Dve, Rowville Vic 3178

Social group for over 50's. Guest speakers, companionship, tours, trips. Suitable for retired or semi-retired men and women.

## Probus Club Studfield - Wantirna Combined

Contact: Helen Bone,

📞 9758 6338

@ studfieldwantirna@probusclubs.com.au

🕒 2nd Tuesday of each month  
(except January), 9:45am-12pm

🏠 Knox Boat Fishing Club,  
Schultz Reserve, Kingloch Avenue,  
Wantirna 3152

A social club for active retired and semi-retired people which hosts monthly meetings with morning tea and interesting guest speakers. Other activities include various interest groups and regular outings and day trips.

## Probus Club Wantirna Heights Combined

Contact: Kevin Doyle, Secretary

📞 9887 2338 or 0434 116 268

@ probusclubofwantirnaheights@gmail.com

🏠 Knox Fishing Club,  
Schultz Reserve, Kingloch Avenue,  
Wantirna 3152

A social group for over 50s and activities organised include trips and guest speakers.

## Probus Club Wantirna South

📞 0418 333 022

@ oes54@hotmail.com

🕒 2nd Wednesday of every month  
from 10am

🏠 350 Stud Road, Wantirna

This is a new club which held its first meeting in February 2018. They are looking for members.

## Rowville Library Chinese Fellowship Group

📞 9801 1422  
0405 421 706 (Chuentat Kang)

@ chuentat@hotmail.com

🌐 kangchuentat.freewebspace.com/  
rowvillelibrarychinese2.htm

🕒 Thursdays, 10:30am-12pm

🏠 Rowville Library, Stud Park Shopping  
Centre, Rowville 3178

A friendship group for Chinese communities in the Rowville area, the group meets to discuss various issues, celebrate Chinese festivals and events and organise special outings.



# Social & Support Groups

## Rowville Senior Sports (Badminton)

📞 9763 7400 (Rowville Community Centre) or 0417 316 022 (Margaret)

🕒 Mondays and Fridays 10am-12pm

🏠 Rowville Community Centre, 20 Fulham Road, Rowville

New members are welcome regardless of fitness level or ability. It is great exercise and a lot of fun!

## Scoresby 55+ Social Circle

📞 9764 1166 (Rowville Neighbourhood Learning Centre during business hours)

@ scoresby55plus@gmail.com

🕒 Thursdays, 10am-12pm

🏠 Scoresby Football Clubrooms, Scoresby Recreation Reserve, 752 Stud Road, Scoresby 3179

A social group for over 55s. All are welcome to join in the fun and friendship of the social circle. Informal and relaxed atmosphere, come when it suits you. \$2 annual membership fee. General entry: \$3 (includes fabulous morning tea).

## Social Support Groups (SSG)

📞 9298 8000

@ knoxcc@knox.vic.gov.au

🌐 knox.vic.gov.au

📘 facebook.com/KnoxCouncil

🏠 Orana Neighbourhood House, 62 Coleman Road, Wantirna South 3152

A service for eligible residents, aged over 65 years, to participate in enjoyable social activities in a friendly environment.

Activities include games, presentations by guest speakers, gardening, group discussions, cooking, gentle physical exercises and outings to interesting destinations around Melbourne.

## Stabilise Pty Ltd

📞 0438 531 311

@ victoria@infostabilise.net

🌐 infostabilise.com

📘 facebook.com/infostabilise

✉ PO Box 662, Richmond 3121

Underpinned by a fundamental belief that all people are innately sexual beings and have the right to have their sexuality acknowledged and respected. This may require a practical or specialised approach to meet their individual circumstances.

# Social & Support Groups

## St Joseph's Friendship Group

Contact: Rosemary, Secretary

📞 9801 4435

🕒 Tuesdays, 12pm-3pm

🏠 St Joseph's Church, 212 Boronia Road, Boronia 3155 (hall at the back)

A friendship group for over 55's and open to all surrounding parishes (non-denominational). Group activities include cards, board games, pizza days, BBQs, film days, luncheons and bus trips.

## U3A Knox

📞 9752 2737

@ office@u3aknox.org.au

🖱️ u3aknox.org.au

🕒 Monday - Friday, 9:30am-3:30pm,

🏠 1A Park Boulevard, Ferntree Gully 3156

University of the Third Age is specifically for those over 45 years of age and retired from full-time employment. The provision of low cost educational and recreational activities in a non-competitive environment.

## Victorian Association of Radio Model Soaring Inc (VARMS)

📞 9561 9097 (Colin, President)  
9801 3899 (Max, Vice President)

@ president@varms.org.au or  
vp@varms.org.au

🖱️ varms.org.au

🕒 Every second Sunday from 10am-1pm

🏠 VARMS Glider Field, 291 George St, Wantirna South (behind State Basketball Centre)

We get together aero-modellers who are interested in building and flying radio controlled gliders. Classes with dual controlled gliders are held every second Sunday.

## VMCH Adult Day Options Gateway Services

📞 1800 798 921

@ seeds.response@vmch.com.au

🖱️ vmch.com.au

🕒 Monday - Friday, 8:30am-4:30pm

🏠 355 Stud Road, Wantirna South 3152

Provides disability programs in Kew, Mount Waverley and Wantirna, supporting people who are aged 18 years and older who have an intellectual disability or an acquired brain injury.

Supports people in many different ways including: getting ready for work; becoming more independent; self advocacy; communication and socialising; health and wellbeing; music and the arts; and connecting within the local community.

# Social & Support Groups

## VMCH Multicultural Wellness Centre

☎ 9800 7255 / 0437 076 187

@ accesseast@vmch.com.au

🌐 vmch.com.au

🕒 Monday - Friday, 9am-3:30pm

🏠 Building C, 3/F,  
355 Stud Road, Wantirna South 3152

Social support services for people over 65 years from CALD backgrounds, living in the Eastern Metropolitan Region. The Multicultural Wellness Centre provides services and education sessions from the Allied Health Team; podiatry and physiotherapy services; cooking class; Tai Chi/exercise class; computer and iPad class; community outings and cultural events; information sessions and social activities for carers.

## VMCH Rehabilitation Program

☎ 1300 919 850

@ allied.health@vmch.com.au

🏠 VMCH Rehabilitation Centre,  
Bldg A - 355 Stud Road,  
Wantirna South 3152

A Commonwealth funded Day Therapy Centre for seniors living in Knox over the age of 65 years who require Allied Health intervention. Physiotherapy, Occupational Therapy, Speech Therapy, Dietician, Podiatry and Group exercise sessions.

## Vision Australia

☎ 1300 847 466

@ info@visionaustralia.org

🌐 visionaustralia.org

📘 facebook.com/VisionAustralia

🕒 Monday - Friday, 9am-4:30pm

🏠 Shop 3, Civic Place, Ringwood 3134

A national provider of blindness and low vision services supporting people to live the life they choose.

## Wantirna Friendship Group

☎ 9877 1174 (Marlene)  
9878 0206 (Julie)

@ donmcmahon@bigpond.com

🌐 wantirna.adventist.org.au

🕒 Thursdays, 9:30am-1pm

🏠 Seventh Day Adventist Church,  
119 Mountain Highway, Wantirna 3152

Meets at the church on Thursdays for senior members of the community (except school holidays). The programs are varied - community singing old-time favourites, sharing jokes and stories, visiting entertainers, musical programs, travel programs, games, etc.

A cooked lunch is included. The cost is \$3.00.

# Social & Support Groups

## Wantirna Lions Club

Contact: Paul Garvey, Secretary

☎ 0400 823 441

@ wantirna@lionsclubs201v5.org

🌐 wantirna.vic.lions.org.au

📘 facebook.com/LionsClubWantirna/

✉ PO Box 5199, Wantirna 3152

Volunteering and supporting many needs in our community including the disabled and disadvantaged, the elderly, youth development, community greening and environment, disaster support, and fundraising for many worthwhile causes.

Covers many suburbs of the City of Knox including Knoxfield, Scoresby, Bayswater and Ferntree Gully.

## Wesley Social Support Programs

☎ 9794 3000 , 13 93 75

@ admin@wesley.org.au

🌐 www.unitingwesley.org.au

🕒 Monday - Friday, 9am-5pm

🏠 7th Floor, 280 Thomas Street,  
Dandenong 3175

A social support service for socially isolated and frail older people aged over 65 years. The service is also for adults with disabilities and living in a Supported Residential Service (SRS). The service assists individuals to make social contacts and become involved with community activities of their choice.

## Yooralla Ferntree Gully Community Hub

☎ 9752 3316

@ yooralla@yooralla.com.au

🌐 yooralla.com.au

🏠 77-79 Station Street,  
Ferntree Gully 3156

Provides support to individuals with both intellectual and physical disabilities. Services offered at this hub include both community and in centre activities.

The hub is located within the Ferntree Gully Village.


Yooralla is a NDIS registered organisation.



# Transport Services

# Transport Services


## Ambulance Victoria Non-Emergency Patient Transport (NEPT)

 1300 366 313

Provides transport for patients who require clinical monitoring or assistance but do not need a time-critical emergency ambulance.

This needs to be approved by a General Practitioner or a registered division 1 Nurse or higher, as it needs to be clinically necessary. For further information, please contact your local General Practitioner.


## Bolton Clarke (formerly Royal District Nursing Service)

 1300 22 11 22 (General Enquiries)

 [boltonclarke.com.au](http://boltonclarke.com.au)

Helping you get to social outings and community engagements, so that you can maintain connections with family and friends.

## Bridges Connecting Communities

 9763 9700

 [info@bridgescc.com.au](mailto:info@bridgescc.com.au)

 [bridgescc.com.au](http://bridgescc.com.au)

 [facebook.com/BridgesConnectingCommunities/](https://facebook.com/BridgesConnectingCommunities/)


 Monday - Friday, 9am-5pm

 6 Griffith St, Knoxfield 3180

For people with disability, elderly frail and pensioners who are residents of Knox and the South West Yarra Ranges.

Offering community transport, planned activity group, pet companion, phone a friend and friendly visiting.

## Commercial Passenger Vehicles Victoria


 1800 638 802

 [contact@cpv.vic.gov.au](mailto:contact@cpv.vic.gov.au)

 [cpv.vic.gov.au](http://cpv.vic.gov.au)

 [facebook.com/CPVVic](https://facebook.com/CPVVic)

 Monday - Friday, 8.30am-5pm

 Lower Ground Level,  
1 Spring Street, Melbourne 3000


The Government regulator of the taxi, hire care and rideshare industry.

It is responsible for ensuring a safe, accessible and customer focused industry and administers the Multi Purpose Taxi Program.



# Transport Services

## Companion Card

 1800 650 611 (free call)


 [companioncard@dhhs.vic.gov.au](mailto:companioncard@dhhs.vic.gov.au)


 [companioncard.org.au](http://companioncard.org.au)

 Monday - Friday, 9am-5pm


Issued to people with a significant disability who require attendant care support in order to attend events and venues. Participating organisations will issue the cardholder with a second ticket for their companion at no charge. Companion Card can be used on all Victorian public transport services.

## Eastern Volunteers - Eastern Transport Register

 9870 7822

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

 [www.easternvolunteers.org.au/eastern-transport-register/](http://www.easternvolunteers.org.au/eastern-transport-register/)


 1a/36 New St, Ringwood 3134

Facilitates access to flexible group transport with the provision of special needs vehicles available for hire.

Vehicles may be hired by community groups or individuals with specialised transport needs.

In order to access vehicles, groups are required to become members of the ETR. Or a non-member option is also available for other groups and businesses.


## Knox Community Connection (Transport)

 9298 8000

 [hacc.intake@knox.vic.gov.au](mailto:hacc.intake@knox.vic.gov.au)

 [knox.vic.gov.au](http://knox.vic.gov.au)


 [facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

 511 Burwood Hwy, Wantirna South 3152

A bus service for senior residents of Knox who are transport disadvantaged or socially isolated.

Programs include door-to-door service to local senior citizens' clubs and shopping, outings trips for individuals to different locations across Melbourne and a bus for eligible community groups.

## Multi Purpose Taxi Program


 8683 0768 / 1800 638 802

 [mptp@cpv.vic.gov.au](mailto:mptp@cpv.vic.gov.au)

 [cpv.vic.gov.au](http://cpv.vic.gov.au)

 [facebook.com/CPVVic/](https://facebook.com/CPVVic/)


 Monday - Friday, 9:30am-4:30pm


 Lower Ground Floor,  
1 Spring Street, Melbourne 3000


Provides subsidised unbooked commercial passenger vehicle (taxi) transport for people with severe and permanent disabilities who are unable to access public transport. The program gives eligible members half price taxi fares. Individual trip and yearly limits apply to subsidies.

# Transport Services

## Public Transport Victoria


 1800 800 007 (Information Line, 6am - midnight daily)

 9619 2727

 [ptv.vic.gov.au](http://ptv.vic.gov.au)  
[ptv.vic.gov.au/journey](http://ptv.vic.gov.au/journey) (Journey Planner)

Timetable information about metropolitan and regional train, tram, bus and coach services.

## Public Transport Ombudsman

 1800 466 865 (free call)


 [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

 [ptovic.com.au](http://ptovic.com.au)

 [facebook.com/  
PublicTransportOmbudsman](https://facebook.com/PublicTransportOmbudsman)

A fair, free and fast service to sort out public transport complaints and help make the system better for everyone.

## RACV Emergency Wheelchair and Scooter Assist


 Membership & Insurance: 13 72 28  
Roadside Assistance: 13 11 11 (24 hrs)

 [care@racv.com.au](mailto:care@racv.com.au)

 [racv.com.au](http://racv.com.au)

Offers the option of Emergency Wheelchair and Scooter assistance for members. Available 24 hours a day if your wheelchair or scooter is immobilised through a mechanical failure, flat tyre or even flat battery. Membership and program fees apply.

## Red Cross Patient Transport - Metro

 8327 7868

 [victransport@redcross.org.au](mailto:victransport@redcross.org.au)

 [www.redcross.org.au](http://www.redcross.org.au)

 Monday - Friday, 8am-4.30pm

Provides transport for eligible persons to “essential” hospital appointments. The service provides transport for up to a period of six weeks to allow sufficient time for clients to find alternative long term arrangements.


Eligible for people who:

- Are unable to access suitable public transport, and/or live in an area that is remote from public transport.
- Do not have an escort or carer to accompany him or her on public transport to appointments, if accessible public transport exists.
- Live independently (consisting of caravan parks, rooming houses or boarding houses, hostels without paid support services attached to the accommodation).
- Are unable to drive or to be driven by family/friends to appointments.
- Are not eligible for alternative transport schemes (eg. Ambulance, TAC, WorkCover, Department of Veteran Affairs Gold and other cards etc).

All requests come from the hospitals they service on their Patient Transport Service Referral forms.

# Transport Services

## Statewide Disabled Persons Parking Scheme

 9298 8000

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

 [knox.vic.gov.au](http://knox.vic.gov.au)


 [facebook.com/KnoxCouncil](https://www.facebook.com/KnoxCouncil)

 511 Burwood Hwy, Wantirna South 3152

Knox City Council participates in the statewide Disabled Persons Parking Scheme which provides people with significant mobility or intellectual disabilities equality of opportunity to access facilities and services throughout the State. Permit applications are available for individuals and organisations, and must be verified by a medical practitioner.


## Travellers Aid Australia

 [info@travellersaid.org.au](mailto:info@travellersaid.org.au)

 [travellersaid.org.au](http://travellersaid.org.au)

## Flinders Street Train Station

Located on the main concourse near the escalators between platforms 9 and 10.


 9068 8187

 [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

 7 days a week 8am - 8pm

## Southern Cross Station

Located opposite the Luggage Hall on the main concourse.

 9670 2072


 [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

 7 days a week 6.30am-9.30pm


Travellers Aid Access Service:  
Monday - Friday, 11am-5pm;  
Saturday - Sunday, 11am-4pm

Provides free, drop in personal care, fully accessible toilets with a ceiling hoist and adult change table, mobility equipment hire, free buggy and Personal Guidance Service around Southern Cross Train Station, Companion service to and from appointments.

## Victorian Carer Card

 1800 901 958

 [carercard@dhhs.vic.gov.au](mailto:carercard@dhhs.vic.gov.au)

 [carercard.vic.gov.au](http://carercard.vic.gov.au)

A Victorian Government initiative in collaboration with the community, local councils and businesses, providing discounts and benefits that give recognition, understanding and support to unpaid carers in Victoria.

Cardholders are also entitled to free travel on public transport on a Sunday plus two return off-peak travel vouchers each year.

Must be the primary carer of a person with a disability, severe medical condition or mental illness, or someone who is frail aged or in need of palliative care. Foster and kinship carers are also eligible to apply.

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# A guide to Disability & Aged Services 2017

**CONTACT DETAILS OF THE PERSON COMPLETING THIS FORM:**

Please note this information will not be included in the guide.

Name:

Telephone:

Email:

Please detach this page and forward your completed form to:  
Knox City Council, 511 Burwood Highway, Wantirna South, VIC 3152



# Contact us

## Knox City Council

### Address

511 Burwood Hwy,  
Wantirna South,  
Victoria 3152

### Phone

9298 8000

### Fax

9800 3096

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

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[knox.vic.gov.au](http://knox.vic.gov.au)

### Facebook

[facebook.com/KnoxCouncil](https://facebook.com/KnoxCouncil)

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@KnoxCC



National Relay Service: 133 677 (ask for 03 9298 8000)  
For Speak and Listen, Internet relay, video relay or SMS relay  
services see [relayservice.gov.au](http://relayservice.gov.au)



TIS Interpreter 131 450 (ask for 03 9298 8000)

On request, the information in this document is available in alternate formats.