

# CLIENT HANDBOOK

## 2019



Version 1

COMPANY

**Trikki Kidz Pty.Ltd**

ABN: 84 119 953 043

ACN: 119 953 043

## About Trikki Kidz Pty Ltd

Trikki Kidz Pty Ltd is a Registered NDIS Provider and complies with all Victorian and Commonwealth Government requirements for the delivery of quality and safe disability support services.

Trikki Kidz Pty Ltd is assisting people with a disability to source the service providers that best meet their needs.

### Contact Details

Phone:	Email	Address
(03) 58722349  0427 734 115	<i>trudy@trikkikidz.com.au</i>	40-44, High Street, Cobram, 3644, VIC

## Our Services

- Group and Centre-based activities – such as social outings and group and social activities on Trikki Kidz Service’s premises;
- Interpreting and translating - assisting people so that they are able to communicate independently when engaging in essential personal, social or community activities where mainstream translation services are not available;
- Development life skills- such as focus and self-control, communicating with people in a verbal and non-verbal, making connections and engaged on learning;
- Early Intervention Supports for Early Childhood - a mix of therapies to support children aged 0-6 with Autism Spectrum Disorder (ASD), developmental delay
- Exercise Physiology & Personal Wellbeing Activities - promoting, training & encouraging people to engage in various physical workouts and exercise to improve their wellbeing;
- Assistive products for personal care and safety – provision of products designed to maximise an individual's care and personal safety. Such as beds, pressure mattresses (air-mattresses), bathroom equipment, continence aids and specialised clothing;
- Specialised Positive Behaviour Support, including assessment, development of a plan aiming to limit the likelihood of behaviours of concern developing or increasing;
- Support Coordination – time limited support that focuses on addressing barriers and reducing complexity in the support environment, while assisting the person to connect with supports and build capacity and resilience;
- Community Nursing Care – this includes providing specialist care in the home for those who require a higher level of care and attention;
- Participation in the community – including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills;
- Assistive products for household tasks – provision of products that assist people with domestic tasks in the home. Such as cooking cleaning, washing and general maintenance;

- Assistance with high intensity daily personal activities to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance; financial management, communication skills and lifestyle mentoring; and
- Assistance with travel and transport – provision of travel arrangements and support for people to access essential services.

For more information about these services please call us on (03) 58722349/ 0427 734 115, and speak to a member of our staff.

Our opening hours are 9:00am- 5:00pm Mon- Sat.

## Service Quality

To deliver its services to people with disability and their families, Trikki Kidz Pty Ltd must comply with the Victorian *Disability Act 2006* and the Victorian *Human Services Standards*. These are a set of standards that ensure that disability services provide the highest quality services.

The *Human Services Standards* are:

- **Empowerment:** People's rights are promoted and upheld;
- **Access and Engagement:** People's right to access transparent, equitable and integrated services is promoted and upheld;
- **Wellbeing:** People's right to wellbeing and safety is promoted and upheld;
- **Participation:** People's right to choose, decision making and to actively participate as a valued member of their chosen community is promoted and upheld; and
- governance and management standards.

As set out in this handbook, Trikki Kidz Pty Ltd is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate client and another stakeholder feedback.

## Your Rights

Trikki Kidz Pty Ltd respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you, our clients, are aware of your rights and responsibilities and can be confident in exercising them.

When you interact with Trikki Kidz Pty Ltd, you will:

- be respected and treated with dignity;
- have choice and control over your service delivery and have your autonomy and independence supported;
- receive high quality, safe and personally relevant services;
- have services provided by appropriately qualified staff;
- be assured that your personal and health information is kept private and confidential;
- be provided with all the information you need to make informed decisions; and
- be supported to have a person of your choice support and advocate on your behalf;
- be supported by an interpreter or translator if required; and
- be encouraged and supported to pursue any complaints about our service provision.

***Trikki Kidz Pty Ltd.'s full Client Charter is included in this handbook***

## Diversity and Participation

All aspects of Trikki Kidz Pty Ltd.'s service delivery promote clients' active participation and inclusion in the community. We support clients to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other special needs. Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery; and
- using a strengths-based approach to identify individual client needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

### ***Interpreting and Translation***

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

## Advocacy.

Trikki Kidz Pty Ltd fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, the following organisations can assist you:

### ***Office of the Public Advocate***

Phone: (03) 9603 9500

TTY: (03) 9603 9259

### ***National Disability Advocacy Program (NDAP)***

Use the Disability Advocacy Finder at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>

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

Phone: (03) 9416 4003, Free call (rural callers): 1800 655 570

Email: [office@valid.org.au](mailto:office@valid.org.au)

## Privacy and Confidentiality

Trikki Kidz Pty Ltd values and respects the privacy, confidentiality and dignity of our clients and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Trikki Kidz Pty Ltd will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

***You can request Trikki Kidz Pty Ltd.'s full Privacy Statement from any of our staff members.***

## Feedback, Compliments and Complaints

Compliments, complaints and other forms of feedback provide Trikki Kidz Pty Ltd with valuable information about client satisfaction and an opportunity to improve upon all aspects of our service.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by submitting a completed *Feedback and Complaints Form*;
- by email to: [trudy@trikkikidz.com.au](mailto:trudy@trikkikidz.com.au)
- by phone on (03) 58722349 / 0427 734 115
- in writing to: Trikki Kidz Pty Ltd, 40-44, High Street, Cobram, 3644, VIC, or
- Anonymously, using the Suggestion Box located at Trikki Kidz Pty Ltd.'s Office.

### **Feedback and Continuous Improvement**

In addition to the above, Trikki Kidz Pty Ltd is continually seeking feedback how we can improve the services we provide. This includes through biennial satisfaction surveys, requests for feedback by staff after you interact with us and involving clients and other stakeholders in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas to a staff member.

### **Complaints**

We encourage anyone with a complaint to speak directly to a Trikki Kidz Pty Ltd staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Trikki Kidz Pty Ltd.'s Management Team as a grievance.

You can use Trikki Kidz Pty Ltd.'s *Feedback and Complaints Form* to formally lodge your grievance and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution. Trikki Kidz Pty Ltd aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

If a complaint or grievance cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Trikki Kidz Pty Ltd.'s Operations Director, or alternatively through any of the following agencies:

#### **National Disability Insurance Agency (NDIS Participants)**

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Phone: 1800 800 110

#### **Victorian Department of Health and Human Services**

Email: [complaints.reception@dhhs.vic.gov.au](mailto:complaints.reception@dhhs.vic.gov.au)

Phone: 1300 884 706

### ***Victorian Disability Services Commission***

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Phone: 1800 677 342 (TTY 1300 726 563)

Online: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

Skype: call or email to make an appointment first

### ***Australian Human Rights Commission***

Phone: 1300 656 419

Online: [humanrights.gov.au](http://humanrights.gov.au)

### ***Commission for Children and Young People Victoria***

Email: [childsafec@ccyp.vic.gov.au](mailto:childsafec@ccyp.vic.gov.au)

Phone: 1300 78 29 78

### ***Office of the Commissioner for Privacy and Data Protection***

Phone: 1300 666 444

Online: [www.cpdp.vic.gov.au](http://www.cpdp.vic.gov.au)

### ***Victorian Ombudsman***

Phone: (03) 9613 6222 or (rural callers) 1800 806 314

Online: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### ***Office of the Public Advocate***

Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259

### ***Independent Broad-based Anti-Corruption Commission***

Phone: 1300 735 135

Online: [www.ibac.vic.gov.au](http://www.ibac.vic.gov.au)

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.

All feedback and complaints will be used by Trikki Kidz Pty Ltd to continuously improve our service delivery.

## **Accessing Trikki Kidz Pty Ltd.'s Services**

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

Access to services is based on relative need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing clients.

Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Trikki Kidz Pty Ltd is able to support you. You will be contacted within one working day of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 5-10 working days of your acceptance.

Once you are a client, we will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

### ***Service Refusal***

We will accept your choice if we offer you a service and you choose not to accept.

Trikki Kidz Pty Ltd may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential clients are assessed as a higher priority based on our Priority of Access considerations;
- we do not have the capacity to cater to additional clients; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

### ***Waiting List Processes***

A person who meets Trikki Kidz Pty Ltd.'s eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential clients on our waiting list will be contacted at least every three months to:

- advise them of their current status;
- check whether they want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

### ***Appeal***

Any person refused services has the right to appeal. Appeals should be directed in writing to Trikki Kidz Pty Ltd.'s Operations Director.

## Exiting Trikki Kidz Pty Ltd.'s Services

All clients have the right to exit Trikki Kidz Pty Ltd.'s services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All clients exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternativeservices.

Clients who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Trikki Kidz Pty Ltd staff member.

### ***Service Termination***

Trikki Kidz Pty Ltd may terminate a client's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other clients using the service is displayed; or
- Dramatic health changes require significantly increased levels of care or a service model not provided by Trikki Kidz Pty Ltd.

Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to Trikki Kidz Pty Ltd.'s Operations Director.

## Fees and Charges

Fees and charges for our services vary depending on the service and the source of funding for that service (e.g. government funded, or client funded). We will discuss prices with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Trikki Kidz Pty Ltd will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

## Freedom from Harm, Abuse and Neglect

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Trikki Kidz Pty Ltd treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Trikki Kidz Pty Ltd staff member.

Trikki Kidz Pty Ltd employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

## Occupational Health and Safety

Trikki Kidz Pty Ltd is committed to providing services in a safe and healthy environment. Occupational Health and Safety (OH&S) is the responsibility of all Trikki Kidz Pty Ltd stakeholders – including staff, volunteers, clients, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

## Community Participation and Inclusion

Trikki Kidz Pty Ltd is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation.

## Trikki Kidz Pty Ltd Client Charter

Trikki Kidz Pty Ltd respects and fully commits to upholding the rights of all people, including those who have disabilities. Trikki Kidz Pty Ltd is also committed to ensuring you, its clients, are aware of your rights and responsibilities and how to exercise them.

### ***Your Rights***

As a client of Trikki Kidz Pty Ltd, you have the right to:

- be respected for your inherent individual human worth and dignity;
- be treated with courtesy, dignity and respect;
- realize your individual capacity for physical, social, emotional, cultural, religious and intellectual development;

- recognition of your individual autonomy and independence, including your right to dignity of risk and the freedom to exercise choice and have control over your life;
- live a life free from abuse, neglect or exploitation;
- privacy and confidentiality, and access to all personal information kept by us about you;
- be assessed for service access in an equitable, non-discriminatory way, according to your needs;
- be consulted about your needs and preferences and participate actively in decisions affecting your life, including all decisions made about your care and the development of our policies, programs and services;
- information about:
  - available services and service options, within Trikki Kidz Pty Ltd and with other service providers;
  - the services to be provided and any associated costs;
  - conditions that may apply to the services being provided;
  - how to make a complaint to us and to external agencies; and
  - your legal rights, entitlements and obligations under the *Disability Act*;
- receive services:
  - that are appropriate, safe, of a high quality, are culturally relevant and adapt to your ongoing needs and goals;
  - in a way that results in the minimum restriction of your rights and opportunities;
  - in a safe, accessible built environment appropriate to your needs; and
  - and information necessary to support your rights, in ways that are appropriate and have regard to impairments, disability and cultural background;
- have services and supports provided by appropriately qualified staff;
- change service providers and receive support in doing so;
- have a person of your choice support and advocate on your behalf in your interactions with us;
- refuse a service or support without prejudicing your future access to services; and
- pursue any complaint about your service provision without fear of retribution and receive support to pursue complaints.

### ***Your Responsibilities***

We expect that you will:

- respect the human and legal rights and dignity of our staff and other clients, including the staff's right to work in a safe environment;
- treat staff and other clients with courtesy and respect;
- respect the rights of others including their rights to confidentiality and privacy;
- be responsible for your choices and the results of any decisions you make;
- play your part in helping us to provide you with services, by informing us of your support needs and any health, behavioral or wellbeing issues;
- proactively participate in the development, implementation and review of person-centered support /care plans;

- communicate any changes in your circumstances and needs to staff;
- promptly pay any fees and charges associated with the provision of your service; and
- inform us as early as possible when support is not required.

## **Trikki Kidz Pty Ltd NDIS Advocacy**

### **NATIONAL DISABILITY ADVOCACY PROGRAM**

The National Disability Advocacy Program (NDAP) provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

Advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest on behalf of the interests of a disadvantaged person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.

### **CITIZEN ADVOCACY**

matches people with disability with volunteers.

### **FAMILY ADVOCACY**

helps parents and family members advocate on behalf of the person with disability for a particular issue.

### **INDIVIDUAL ADVOCACY**

upholds the rights of individual people with disability by working on discrimination, abuse and neglect.

### **LEGAL ADVOCACY**

upholds the rights and interests of individual people with disability by addressing the legal aspects of discrimination, abuse and neglect.

### **SELF ADVOCACY**

supports people with disability to advocate for themselves, or as a group.

### **SYSTEMIC ADVOCACY**

seeks to remove barriers and address discrimination to ensure the rights of people with disability

## **Action for More Independence and Dignity in Accommodation**

First Floor, Suite 1.11, Ross House  
247 Flinders Lane  
MELBOURNE, 3000

PHONE: 9650 2722  
FAX: 9654 8575  
EMAIL: [amida@amida.org.au](mailto:amida@amida.org.au)

## Action on Disability within Ethnic Communities Inc.

Address: 175 Plenty Road Preston VIC 3072 (Corner Plenty Road & Garnet St)  
Telephone : (03) 9480 7000 Toll Free Number: 1800 626 078  
Fax: (03) 9480 3444  
Email: [info@adec.org.au](mailto:info@adec.org.au)

## Association for Children with a Disability (VIC) Inc.

**Phone:** 03 9880 7000 or 1800 654 013 (rural callers)  
**Email:** [mail@acd.org.au](mailto:mail@acd.org.au)  
**Web:** [acd.org.au](http://acd.org.au)  
**Address:** Suite 1, 587 Canterbury Road, Surrey Hills Vic 3127

## Association of Employees with Disability Inc. (AED Legal)

Tel: (03) 9639 4333  
Fax: (03) 9650 2833  
Email: [noni.lord@aed.org.au](mailto:noni.lord@aed.org.au)

### Barwon Disability Resource Council Inc. (Assert 4 All)

48 McKillop Street  
Geelong VIC 3220  
Australia  
(03) 52218011  
(03) 52295665

## Blind Citizens Australia

Ross House  
Level 3, 247 – 251 Flinders Lane  
MELBOURNE, VIC, 3000  
  
Toll Free: [1800 033 660](tel:1800033660)  
Phone: [03 9654 1400](tel:0396541400)  
SMS: 0488 824 623  
Fax: (03) 9650 3200  
Email: [bca@bca.org.au](mailto:bca@bca.org.au)  
Website: [www.bca.org.au](http://www.bca.org.au)  
Facebook: [BCA on Facebook](#)  
Twitter: [BCA on Twitter](#)

## Colac Otway Region Advocacy Service

Address: 50A Rae Street, Colac Vic 3250  
Phone: 03 5232 1009  
Email: [coras@bigpond.com](mailto:coras@bigpond.com)  
Website: <http://www.coras.com.au/>

## Communication Rights Australia

Address Unit 4, 3 Tuck Street Moorabbin, VIC 3189

Phone 61 3 9555 8552  
61 3 9555 8948

Fax 61 3 9017 3592

Email [info@communicationrights.org.au](mailto:info@communicationrights.org.au)

## Disability Advocacy & Information Service

Wodonga (head office) address  
132 Melbourne Rd  
Wodonga, VIC 3690  
(02) 6056 2420

Wagga Wagga office address  
Suite 104-105 Wollundry Chambers  
63 Johnston St  
Wagga Wagga, NSW 2650  
(02) 6921 9225

Wangaratta office  
Wang Central  
15-17 Ely Street  
Wangaratta, VIC 3677  
Phone: (03) 5718 0171

Griffith  
Forrest Community Services  
4/26 Ulong Street  
Griffith, NSW 2680  
Phone (02) 6909 1787  
Free call: 1800 250 292

## Disability Justice Advocacy

Toll Free Number  
1800 808 126

Phone  
(03) 9474 0077

Address  
Unit 2, 28A Albert Street Preston, Victoria 3072

[View Map](#)

Email  
[info@justadvocacy.com](mailto:info@justadvocacy.com)

## Gippsland Disability Advocacy Inc.

Suite 2 first floor, 6 – 8 Grey Street, Traralgon 3844

PO Box 9251 Traralgon Victoria 3844

(03) 5175 0444

(03) 5174 5988 (fax)

[administration@gdai.org.au](mailto:administration@gdai.org.au)

## Grampians Disability Advocacy Association

ARARAT

1800 552 272

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

South walk Arcade

2/32 Tuson St, Ararat

PO Box 112, Ararat 3377

BALLARAT

(03) 5333 7344

[ballarat@grampiansadvocacy.org.au](mailto:ballarat@grampiansadvocacy.org.au)

Eastwood Leisure Centre

20 Eastwood St, Ballarat

PO Box 1060,

Bakery Hill 3354

HORSHAM & STAWELL

(03) 5381 2400 (Horsham)

(03) 5358 2164 (Stawell)

[horsham@grampiansadvocacy.org.au](mailto:horsham@grampiansadvocacy.org.au)

Wimmera Regional Sports Assembly

17 McLachlan St, Horsham

Axis Employment, 111 Main St, Stawell

PO Box 270, Horsham 3402

DAYLESFORD & CLUNES

(03) 5348 3350

[daylesford@grampiansadvocacy.org.au](mailto:daylesford@grampiansadvocacy.org.au)

Daylesford Community Health  
13 Hospital St, Daylesford

Clunes Health Service  
69 Service St, Clunes

PO Box 250, Daylesford 3460

## Leadership Plus

Address

Milton House  
25 Flinders Lane  
Melbourne VIC 3000

Phone (03) 9489 2999

Email admin@leadershipplus.com

## Melbourne East Disability Advocacy

**Phone:** (03) 9877 7990

**Email:** office@meda.org.au

**Address:** Level 1, 79 Mahoney's Rd, Forest Hill

## North – East Citizen Advocacy

56 Gabonia Avenue,  
PO Box 251  
Watsonia South  
Victoria, Australia, 3087

Phone No: (03) 8407 3684

Email: neca@citizenadvocacy.com.au

## Southern Disability Advocacy

PO Box 161

Bentleigh 3204

**Ph.** 03 9533 5977

**Fax** 03 9923 6173

320 Main St

Mornington 3931

**Ph.** 03 5973 6320

**Fax** 03 9923 6173

info@southernda.org.au

## Southwest Advocacy Association

### Office Address

SOUTHWEST ADVOCACY ASSOCIATION INC.  
45 Hider St.,  
Warrnambool,  
Victoria 3280

### Postal Address

SOUTHWEST ADVOCACY ASSOCIATION INC.  
PO Box 480,  
Warrnambool,  
Victoria 3280

### Phone & Fax Numbers

SWAA Phone (03) 5561 4584  
SWAA Fax (03) 5561 4371

## Victorian Advocacy League for Individuals with Disability Inc. (VALID Inc.)

Phone: 03 9416 4003, Fax: 03 9416 0850  
NDIS Hotline: 1800 655 570

Outside of business hours please leave a message on the phone answering machine and the staff will respond as quickly as possible.

Address: 235 Napier Street, Fitzroy, Vic 3065, Australia

You can also contact us via email:

Office email: [office@valid.org.au](mailto:office@valid.org.au)

Chief Executive Officer: [kevin.stone@valid.org.au](mailto:kevin.stone@valid.org.au)

Advocacy Manager: [sarah@valid.org.au](mailto:sarah@valid.org.au)

Advocacy Intake Coordinator: [kim@valid.org.au](mailto:kim@valid.org.au)

Having a Say conference: [havingasay@valid.org.au](mailto:havingasay@valid.org.au)

## Victorian Mental Illness Awareness Council

Building 1, 22 Aintree St  
Brunswick East, 3057  
Victoria, Australia.  
Call Us: [\(03\) 9380 3900](tel:(03)93803900)

## Villamanta Disability Rights Legal Service

Free call Advice line  
(1-3pm Monday-Friday)  
1800 014 111  
Phone: (03) 5227 3338

## Youth Disability Advocacy Service

### Phone

Our telephone number is: (03) 5227 3338

Our free call

Legal Advice Line is: 1800 014 111

from 1.00 pm–3.00 pm on Monday–Friday. For information about who may use the free call advice line please see our [What We Do page](#).

### Mail

Villamanta Disability Rights Legal Service Inc.

Deakin University

Waurm Ponds Campus

Building IB, Level 3

75 Pigdons Road

Waurm Ponds VIC 3216

In person (appointment essential)

Our office is usually open from 9.00 am–5.00 pm Monday to Friday. The office is closed between 9.00 a.m. and 1.00 p.m. on Wednesday mornings. Please ring ahead for an appointment.

Email [legal@villamanta.org.au](mailto:legal@villamanta.org.au)

Fax (03) 5245 7337

## Youth Affairs Council Victoria

Level 4, 520 Bourke St, Melbourne, VIC 3000

Tel: 0438 638 734 (temporary mobile mainline)

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

[Leo Field grass](#), Mavic CEO

(03) 0439 254 667

[ceo@yacvic.org.au](mailto:ceo@yacvic.org.au)

## Mavic Rural

Andy Bell, Rural Manager

Level 3, 180 Flinders St, Melbourne VIC 3000

Tel: (03) 0427 464 335

[rural@yacvic.org.au](mailto:rural@yacvic.org.au)

[Find contact details for all of the YACVic Rural team here.](#)

## Youth Disability Advocacy Service

Level 3, 180 Flinders St, Melbourne VIC 3000

Tel: 0437 088 384

[ydas@yacvic.org.au](mailto:ydas@yacvic.org.au)

Intake calls for new advocacy matters will be taken on Wednesdays and Thursdays by Priya Kunjan, Human Rights and Advocacy Officer. You can reach Priya on 0429 964 859 or at [ydashumanrights@yacvic.org.au](mailto:ydashumanrights@yacvic.org.au).

### Koorie Youth Council

Level 3, 180 Flinders St, Melbourne VIC 3000

Tel: 0427 461 800

[indi@korieyouth.org.au](mailto:indi@korieyouth.org.au)