

Getting Advocacy support to help you access the National Disability Insurance Scheme

.....
This booklet contains information for people living in Victoria

NEED HELP FROM AN ADVOCATE TO ACCESS THE NDIS?
.....

See inside for a list of organisations which can help you.

Produced by
**VIC Disability
Advocacy Network
(VicDAN)**

2018

Getting advocacy support to help you access the National Disability Insurance Scheme

What is the National Disability Insurance Scheme?

The National Disability Insurance Scheme is a Commonwealth Government scheme that provides funding and support to people with a disability. For example, if you have a physical disability, you could get support to get out into the community, or access the equipment you need.

The Commonwealth Government has set up the National Disability Insurance Agency to deliver the scheme. In Victoria, the scheme was launched in the Barwon region. The scheme started on 1 July 2013. From 1 July 2016 the NDIS began being rolled out across the State. It will be available to all of Victoria by mid 2019.

Can I apply for the National Disability Insurance Scheme?

Anyone in Victoria with a disability can apply for help. See the National Disability Insurance Scheme website: www.ndis.gov.au.

Do I have rights under the National Disability Insurance Scheme?

If the National Disability Insurance Agency says that you **are eligible**, you have rights to:

- get the reasonable and necessary supports you need
- have choice and control over the way in which your supports are delivered
- have a support person help you deal with the staff at the National Disability Insurance Agency.

If the National Disability Insurance Agency says that you are **not eligible** for help, you have rights to appeal this decision.

How do I apply to the National Disability Insurance Scheme?

You can call the National Disability Insurance Agency on 1800 800 110, or visit one of their offices. You can find the location of their nearest office on the NDIS website. The National Disability Insurance Agency has staff to help answer your questions.

Can an advocate help me to access the National Disability Insurance Scheme?

You can contact the National Disability Insurance Agency by yourself. But you can also get advice and help from an advocate.

An advocate is someone who is independent from the National Disability Insurance Agency and is there to assist you.

An advocate can help you:

- know what your rights are
- understand letters or emails you get from the National Disability Insurance Agency
- have your say when you meet with staff from the National Disability Insurance Agency
- work out what to do if you are not happy with any part of the process you are going through
- make a complaint if you are not happy with any of the decisions made about your support
- help you to find a lawyer if needed.

There are many organisations that can provide an advocate to help people with disabilities to access the National Disability Insurance Scheme.

Advocacy can be an important part of making your rights real.

Remember – it is your right to have an advocate!

Does it cost money to get an advocate to help me?

Most advocacy is free.

What are the advocacy organisations in Victoria?

We have listed relevant organisations in this brochure.

If you are not sure which agency to contact, contact the agency that seems to be the best for you. If they cannot help you, they can give you advice about who to contact.

Action on Disabilities within Ethnic Communities (ADEC)

Action on Disability within Ethnic Communities Inc. is a state-wide organisation that strives to empower people with a disability from non-English speaking backgrounds, their carers, and families to fully participate as members of the Victorian community.

Location: 175 Plenty Road
Preston VIC 3072

Tel: 9480 7000

Email: info@adec.org.au

Website: www.adec.org.au

AED Legal Centre

AED Legal Centre can help if you are discriminated against at work or if you think you are being disadvantaged at work.

They can also help you appeal against NDIS decisions.

Location: Suite 4, Level 9
276 Flinders Street
Melbourne VIC 3000

Tel: 9639 4333

Email: noni.lord@aed.org.au

Website: www.aed.org.au

Association for Children with a Disability (ACD)

ACD assists parents who have a child or young person with any type of disability. The ACD is run by families and siblings so it knows what it means to have a family member with a disability. You can phone or email for information and advocacy support. The association also runs an outreach service every Thursday from 62 Ryrie Street, Geelong.

Call the Surrey Hills office to make an appointment.

Location: Head Office
Suite 1, 587 Canterbury Road
Surrey Hills VIC 3127

Geelong Outreach (each Thursday)

Tel: 9880 2000 or freecall 1800 654 013

Email: mail@acd.org.au

Website: www.acd.org.au

AMIDA

AMIDA advocates for people with a disability in relation to housing and other matters.

Location: 1st floor, Ross House
247 Flinders Lane
Melbourne VIC 3000

Tel: 9650 2722

Email: amida@amida.org.au

Website: www.amida.org.au

Barwon Community Legal Service Inc. (BCLS)

BCLS provides free legal advice to people who live in the Geelong, Bellarine Peninsula, Surfcoast and Colac Otway regions. This service also provides limited services to people who live in Corrangamite, Moyne, Warrnambool, Glenelg and Southern Grampians shires. BCLS is an approved NDIS provider for tenancy advocacy services.

Location: Level 1, 63 Thomson Street
Belmont VIC 3216

Tel: 5221 4744 or 1300 430 599

Email: bcls@barwoncls.org.au

Website: www.barwoncls.org.au

Barwon Disability Resource Council (including assert 4 all)

BDRC provides free individual advocacy in Geelong, Queenscliff and Surf Coast.

Location: 48 McKillop Street
Geelong VIC 3220

Tel: 5221 8011 or 1300 942 773

Email: info@bdrc.org.au

Website: www.bdrc.org.au

Blind Citizens Australia

Blind Citizens Australia provides advocacy for people with vision disabilities.

Location: Ross House, Level 3
247 – 251 Flinders Lane
Melbourne VIC 3000

Tel: 9654 1400 or 1800 033 660

Email: bca@bca.org.au

Website: www.bca.org.au

Brain Injury Matters (BIM)

BIM helps people who have an Acquired Brain Injury. They can help you access the services you need and provide support.

Location: Level 4, Ross House
247 Flinders Lane
Melbourne VIC 3000

Tel: 9639 7222

Email: office@braininjurymatters.org

Website: www.braininjurymatters.org

Communication Rights Australia (CRA)

CRA provides information and advocacy for people who have a communication or speech difficulty.

Location: Unit 4, Tuck Street
Moorabbin VIC 3189

Tel: 9555 8552

Email: info@caus.com.au

Website: www.caus.com.au

Colac Otway Region Advocacy Service (CORAS)

CORAS provides free individual advocacy for people with disabilities in Colac Otway and Surf Coast.

Location: 50 Rae St
Colac VIC 3250

Tel: 5232 1009

Email: info@coras.com.au

Website: www.coras.com.au

Deaf Victoria Inc.

Deaf Victoria Inc. helps people who are deaf or have problems hearing.

Location: Level 3, 340 Albert Street
East Melbourne VIC 3002

Tel: 9473 1145 or SMS 0431 476 721

Email: info@deafvictoria.org.au

Website: www.deafvictoria.org.au

Disability Discrimination Legal Service (DDLS)

DDLS is a free legal service that helps people who have been discriminated against.

Location: Level 2, Ross House
247 Flinders Lane
Melbourne VIC 3000

Tel: 9654 8644

Email: info@ddls.org.au

Website: www.communitylaw.org.au/clc_ddls/cb_pages/about_us.php

Disability Resources Centre Inc. (DRC)

DRC helps people to advocate for themselves.

Location: Level 3, Ross House
247 Flinders Lane
Melbourne VIC 3000

Tel: 9671 3000

Email: advocacy@drc.org.au

Website: www.drc.org.au

Disability Justice Advocacy (DJA)

DJA provides advocacy to people with disabilities and support with NDIS matters.

Location: Unit 2, 28A Albert Street
Preston

Tel: 9474 0077 or 1800 808 129

Email: info@dja.org.au

Federation of Community Legal Centres (FCLC)

FCLC is the peak body for 49 community legal centres across Victoria.

Location: Level 3
225 Bourke Street
MELBOURNE VIC 3000

Tel: 9052 1500

Email: administration@fclc.org.au

Website: www.fclc.org.au

Fitzroy Legal Service (FLS)

FLS provides free general and specialist legal advice and representation, and produces educational resources on a range of legal topics.

Location: Level 4 126 Moor Street
Fitzroy VIC 3065

Tel: 9419 3744

Email: enquiries@fitzroy-legal.org.au

Website: www.fitzroy-legal.org.au

Grampians Disability Advocacy (GDA)

GDA provides advocacy to people who have a disability.

Location: Shop 2 / 32, Tuson Street
Ararat VIC 3372

Tel: 1800 552 272

Email: admin@grampiansadvocacy.org.au

Leadership Plus

Provides advocacy for people with a disability, and prioritises people living with an Acquired Brain Injury.

Location: 21-25 Flinders Lane
Melbourne VIC 3000

Tel: 9489 2999

Email: admin@leadershipplus.com

Website: www.leadershipplus.com

Melbourne East Disability Advocacy (MEDA)

MEDA advocates for people who have a disability.

Location: Level 1
79 Mahoneys Rd
Forest Hill VIC 3131

Tel: 9877 7990

Email: office@meda.org.au

Website: www.meda.org.au

Multiple Sclerosis (MS)

MS Australia has been supporting and helping people with multiple sclerosis (MS) since 1956. Through an extensive network of centres, branches, support groups and health services, MS Australia provides specialist programs to people with MS, their families, carers, friends and health care professionals.

Location: **Head Office**

The Nerve Centre
54 Railway Road
Blackburn 3130

Tel: 1800 042 138

Fax: 5221 9110

Email: msconnect@ms.org.au

Website: www.mssociety.org.au

Rights Information and Advocacy Centre Inc. (RIAC) (formerly Regional Information and Advocacy Council Inc.)

Provides free individual advocacy for people living in the City of Greater Geelong and the Borough of Queenscliff and in northern Victoria.

RIAC provides external merits support for people who disagree with a decision made by the NDIA. You can apply to the Administrative Appeals Tribunal for an external merits review.

Location: 11/23-31 Gheringhap Street

Geelong VIC 3220

Tel: 03 5222 5499

Email: admin@riac.org.au

Website: www.riac.org.au

RIAC also has offices at:

- Shepparton - 03 5822 1944
- Bendigo - 03 5443 0550
- Mildura - 03 5021 0265
- West Wimmera - 03 5262 2901

Self Advocacy Resource Unit (SARU)

SARU supports people who want to advocate for themselves.

Location: Ground floor, Ross House
247 Flinders Lane
Melbourne VIC 3000

Tel: 9639 6856

Email: saru@rosshouse.org.au

Website: www.saru.net.au

Southern Disability Advocacy (SDA)

SDA is part of the Australian Network of National Disability Advocacy service providers.

Advocates to help people access the freedoms, services and conditions enjoyed by other members of the community

Location: 320 Main Street
Mornington

Tel: 5973 6320

Email: Kerry@southernda.org.au

Website: www.southernda.org.au

STAR Victoria

STAR provides advocacy for people with an intellectual disability and for their families.

Location: Level 2, Ross House
247 Flinders Lane
Melbourne Vic 3000

Tel: 9650 2730

Email: info@starvictoria.org.au

Website: www.starvictoria.org

Summer Foundation

Summer Foundation provides assistance to young people in residential aged care facilities to connect to the NDIS.

Location: PO Box 208
Blackburn VIC 3130
Tel: 1300 626 560
Email: info@summerfoundation.org.au
Website: www.summerfoundation.org.au

VALID

VALID is funded by the State Government as an advocacy group for adults with intellectual disabilities and their families.

Location: 235 Napier Street
Fitzroy VIC 3065
Tel: 9416 4003 or Free Call 1800 655 570
Email: office@valid.org.au
Website: www.valid.org.au

Victorian Aboriginal Legal Service (VALS)

VALS provides legal assistance to Aboriginal and Torres Strait Islander peoples in Victoria.

Location: 273 High Street
Preston VIC 3072
Tel: 9418 5999 or Free Call 1800 064 865
Website: www.vals.org.au

Victoria Legal Aid (VLA)

You can contact VLA's Legal Help phonenumber for free information about the law and how VLA can help you. If VLA can't help you with your legal problem, they can refer you to other organisations that can.

For NDIS clients Victoria Legal Aid mainly deals with Administrative Appeals Tribunal matters. Please ask your usual advocate about this.

Tel: 1300 792 387

Hours: Monday to Friday, 8.45 am to 5.15 pm

Website: www.legalaid.vic.gov.au

Villamanta Disability Rights Legal Service Inc.

Villamanta helps Victorian people who have a disability to use the law to help get their rights.

Location: Deakin University Geelong
Waurm Ponds Campus
Building 1b, Level 4
75 Pigdons Road
Waurm Ponds VIC 3216

Tel: 5527 3338

Email: legal@villamanta.org.au

Website: www.villamanta.org.au

Victorian Mental Illness Awareness Council (VMIAC)

VMIAC helps people who have a mental illness be part of the decisions that affect their life.

Location: Building 1, 22 Aintree Street
Brunswick East VIC 3057

Tel: 9380 3900

Website: www.vmiac.org.au

Women with Disabilities Victoria (WDV)

WDV supports women with disabilities to achieve their rights through empowerment programs for women and systemic advocacy, research and training to community services. Women with Disabilities Victoria does not provide advocacy on behalf of individuals.

Location: Level 9, 255 Bourke Street
Melbourne Vic 3000

Tel: 9286 7800

Email: wdv@wdv.org.au

Website: www.wdv.org.au

Young People in Nursing Homes National Alliance

Young People in Nursing Homes National Alliance is Australia's first peak body for young Australians living in aged care facilities (or at risk of placement there) with a disability, who also have high and complex support needs.

Location: 207 City Road
Southbank Vic 3006

Tel: 0437 178 078

Website: www.ypinh.org.au

Youth Disability Advocacy Service (YDAS)

YDAS helps young people between the ages of 12 and 25 who have a disability.

Location: Level 3, 180 Flinders Street
Melbourne Vic 3000

Tel: 9267 3799

Email: ydas@yacvic.org.au

Website: www.ydas.org.au

What is VicDAN?

VicDAN is a network of legal and non-legal disability advocacy organisations. VicDAN's aims include to provide:

- strong, combined agency advocacy on issues related to the NDIS, which may include systemic and individual issues
- information resources targeted to stakeholders, NDIS staff, advocacy agency staff and clients
- information on referral pathways to advocacy services for stakeholders, NDIS staff, advocacy agency staff and clients
- ongoing education as identified and needed.

Copies of this brochure can be obtained from the participating organisations.

The information in this brochure was accurate at time of publication.

© 2018. Please contact us if you would like to re-use any of this publication in your own publications or websites. Email vlaf@vla.vic.gov.au.

Disclaimer: The material in this publication is a general guide only. It is not legal advice. If you need to, please get legal advice about your own particular situation.

