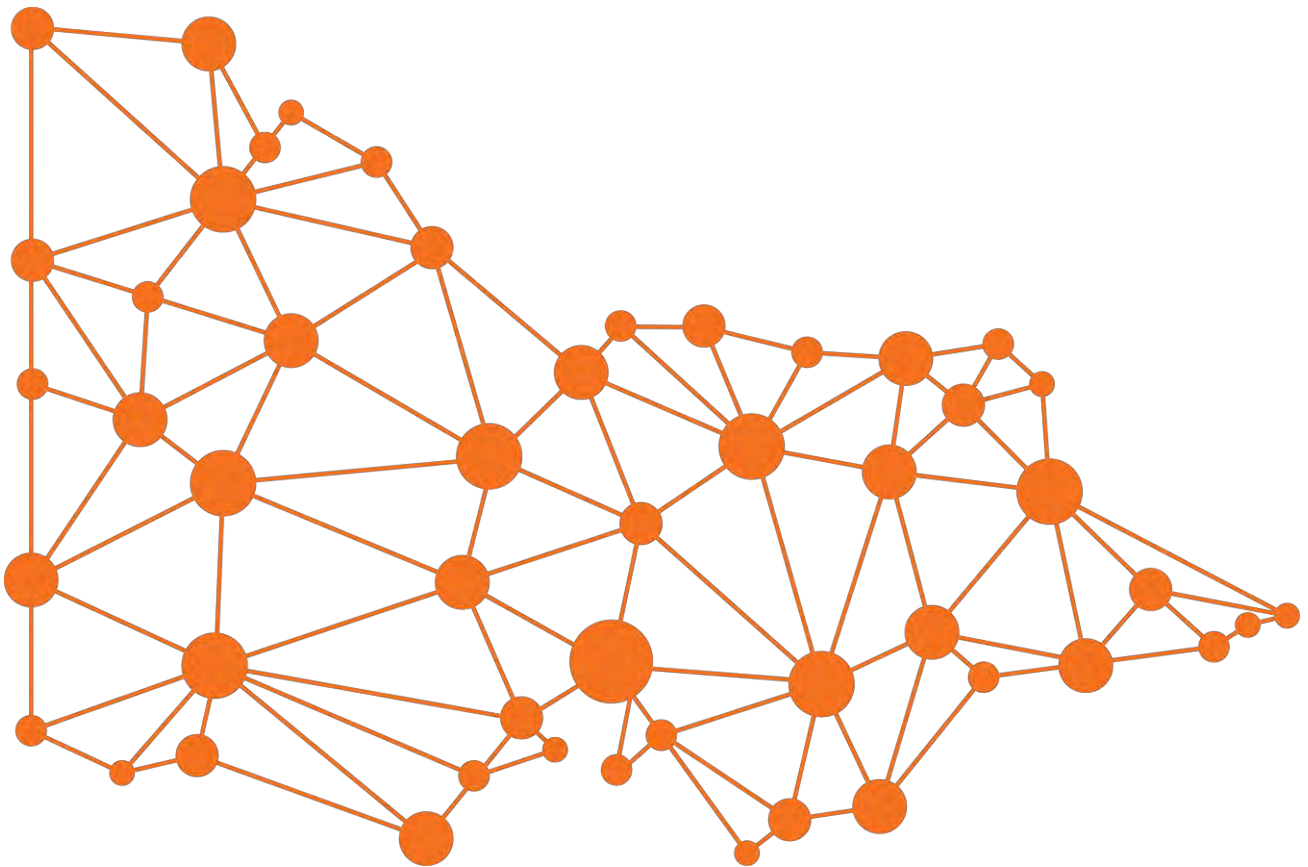


# SPiRE

SPINAL INJURY RESOURCE  
& SUPPORT NETWORK

## Victoria Information Booklet



CONNECT WITH THE SCI COMMUNITY

2017

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AQA Victoria Ltd is a member based not-for-profit association. Our Mission & Vision are all about improving the quality of life, independence and community participation of people affected by physical disability.

### Spire

**Spire Information & Referral service** responding to requests from people seeking reliable information and support around a diverse range of disability issues, provided by staff who have a first-hand experience of spinal cord injury.

**Spire Peer Support Service** providing highly valued support to people facing life after spinal cord injury. Much of this support is provided via direct contact with patients in rehabilitation hospitals as well as through a network of community based peer volunteers who provide ongoing support as clients re-enter the community and go on to issues associated with their spinal cord injury across the life cycle.

**Spire Community Education**, promoting injury prevention and positive awareness of the capacity of people with spinal cord injury.

**Spire Services** are delivered to members, clients and the community across Victoria and Tasmania.

#### **Services Include:**

- ▶ NewsLink: SPIRE's bi-monthly newsletter that provides information and networking for people with spinal cord injuries.
- ▶ Regional networks.
- ▶ What's Out There Days – (WOT Day).

**This information booklet is intended as a starting point only.** Please call Spire if you have any further queries and if we cannot answer your questions, we will point you in the right direction.

**Phone:** (03) 9489 0777

**Toll Free:** 1800 999 128 (Tasmanian & Country Victoria ONLY)

**Fax:** (03) 9482 4371

**Email:** [info@spire.org.au](mailto:info@spire.org.au)      [admin@aqavic.org.au](mailto:admin@aqavic.org.au)

**Website:** [www.spire.org.au](http://www.spire.org.au)      [www.aqavic.org.au](http://www.aqavic.org.au)

### Qualcare

Qualcare provides personal care and support to people with a disability, injury or illness in their homes and communities throughout Victoria.

**Phone:** (03) 9482 4373

**Fax:** (03) 9482 7933

**Email:** [qualcare@aqavic.org.au](mailto:qualcare@aqavic.org.au)

**Website:** [www.qualcare.org.au](http://www.qualcare.org.au)

### **Austin Health/Royal Talbot Rehabilitation Centre**

**Website:** [www.austin.org.au](http://www.austin.org.au)

#### **Austin Reception**

**Phone:** (03) 9496 5000

#### **Royal Talbot Spinal Rehabilitation Reception**

**Phone:** (03) 9490 7500

#### **3 North (Spinal Ward)**

**Phone:** (03) 9496 4818

#### **Sexual Health Nurse Consultants**

**Contact:** Sue Dickson or Simone Sheridan

**Phone:** (03) 9490 7232

**Email:** [sexual.counselling@austin.org.au](mailto:sexual.counselling@austin.org.au)

#### **Spinal Outpatients**

**Contact:** Anna Brown

**Phone:** (03) 9496 5169

#### **Community Spinal Nurse**

**Phone:** (03) 9490 7297

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### **Spinal Outreach Service - (SOS) - Austin Service**

Assisting people with spinal cord injury maintain wellness and reduce the risk of developing complications & hospitalization, e.g. skin care, bladder & bowel management. Also looks at issues like functional assessment, equipment & environmental issues. Aim to work with family & care networks to generate local solutions to health issues arising from spinal cord injury. Referrals can be made.

**Phone:** (03) 9496 5351

**Email:** [sporrta@austin.com.au](mailto:sporrta@austin.com.au)

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### **Dental Health Services Victoria**

The Royal Dental Hospital of Melbourne provides emergency, general and specialist dental care to pension and Health Care card holders and has a domiciliary unit for in-home service limited to patients who are totally housebound due to physical and/or mental conditions or restricted to Aged Care Facilities.

**For Emergency and closest Dental Clinic telephone: 1300 360 054**

**Address:** 720 Swanston Street, Carlton, VICTORIA 3053

**Phone:** (03) 9341 1000

**Freecall:** 1800 833 039 (Country Call)

**Email:** [Enquiries@dhsv.org.au](mailto:Enquiries@dhsv.org.au)

**Website:** [www.dhsv.org.au](http://www.dhsv.org.au)

### Qualcare

Qualcare provides personal care and support to people with spinal cord injuries and other physical disabilities throughout Victoria. Services include:

- ▶ In home personal care and support
- ▶ Community Access
- ▶ Funded Respite which provides a well-earned break to Carers of people with a physical disability

Services are flexibly tailored to meet the individual needs of the client, providing maximum choice and promoting independence.

**Address:** 440 Heidelberg Road, Fairfield, VICTORIA 3078

**Phone:** (03) 9482 4373

**Email:** [qualcare@aqavic.org.au](mailto:qualcare@aqavic.org.au)

**Website:** [www.qualcare.org.au](http://www.qualcare.org.au)

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### Carers Victoria

Carers Association Victoria is a non-profit organisation which works in active partnership with carers, people with care/support needs, government and the community to achieve quality of life for carers.

The key roles of the association include: policy development and carer representation, information and support, and education and training. Victorian Carer is their quarterly newsletter.

**Address:** Level 1, 37 Albert Street, Footscray, VICTORIA 3011

**Phone:** (03) 9396 9500

**Freecall:** 1800 242 636

**Email:** [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

**Website:** [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

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### Victorian Government Carer Card Program

Collaboration between the government, businesses and the community, the Carer Card Program gives recognition, understanding and support to Victorian carers.

The program has a wide range of discounts and benefits on offer from businesses, the local government and community organisations.

Cardholders are also entitled to free travel on public transport on a Sunday plus two return off-peak travel vouchers each year. To find a business or type of offer, you can browse the categories by rolling over the headlines then click through to the online directory.

**Phone:** 1800 901 958

**Website:** [www.carercard.vic.gov.au](http://www.carercard.vic.gov.au)

### Continence Aids Payment Scheme - (CAPS)

CAPS is a government Scheme providing a payment to assist eligible people with permanent and severe incontinence to meet some of the cost of their continence products. Payment is made by Medicare directly into your nominated bank account.

**Freecall:** 1800 330 066

**Email:** [continence@health.gov.au](mailto:continence@health.gov.au)

**Website:** [www.bladderbowel.gov.au/caps](http://www.bladderbowel.gov.au/caps)

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### Continence Nurse

Wellspect Healthcare offers assistance from an experienced continence nurse. An experienced continence nurse is available on a Thursday and Friday to answer any enquiries. This is an obligation free service for anyone.

**Freecall:** 1800 622 492

**Email:** [julie.dicker@wellspect.com](mailto:julie.dicker@wellspect.com)

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### Independence Australia

Independence Australia is a provider of specifically tailored services and products that support and empower people to regain, retain and extend their independence.

Services include Attendant Care, Accommodation, Counselling and Psychology, Peer Support, Case Management, Information, Community Access and Recreation.

**Address:** Building 1, 9 Ashley Street, West Footscray, VICTORIA 3012

**Phone:** 1300 704 456

**Email:** [theteam@independenceaustralia.com](mailto:theteam@independenceaustralia.com)

**Website:** [www.independenceaustralia.com](http://www.independenceaustralia.com)

**Health Solutions:** As part of Independence Australia, Health Solutions is a supplier of continence, wound care, rehab equipment and personal health and well-being products that support people's level of independence within their community.

**Address:** Building 46, 9 Ashley Street, West Footscray, VICTORIA 3012

**Phone:** 1300 788 855

**Email:** [customerservice@independenceaustralia.com](mailto:customerservice@independenceaustralia.com)

**Website:** <https://store.independenceaustralia.com>

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### Intouch Direct

Intouch Direct provide a discreet, convenient and reliable service for healthcare and wellness products, with no minimum spend and direct-to-door delivery Australia wide.

**Freecall:** 1300 134 260

**Email:** [healthcare@intouchdirect.com](mailto:healthcare@intouchdirect.com)

**Website:** [www.intouchdirect.com.au](http://www.intouchdirect.com.au)



### Disability Employment Services - Disability Management Services

All Disability Employment Services - Disability Management Services (DES-DMS) participants who were registered with CRS Australia have started services with a new DES-DMS Provider, allocated by the Department of Social Services. If jobseekers have any further enquiries regarding the Disability Employment Services – Disability Management Services transition please contact the Department of Social Services DES Transition Line below.

**Phone:** 1300 854 414

**Website:** [www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/disability-management-service-tender](http://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/disability-management-service-tender)

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### Department of Health and Human Services, including Centrelink

The Department of Human Services, including Centrelink provide assistance if you have a disability, illness or injury to find and keep a job. There is financial support available to help you work, study or do other approved activities. They also provide free information and job search services to help you while you are looking for work.

- ▶ Financial Assistance
- ▶ Information and job search services
- ▶ Other government and community support services
- ▶ Employer Incentives Initiatives
- ▶ Wage Subsidy Scheme
- ▶ Workplace Modifications Scheme

**Phone:** 132 850

**Website:** [www.humanservices.gov.au](http://www.humanservices.gov.au)

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### WISE Employment

An agency tailored to the needs of professional or tertiary qualified job seekers with a disability and assists with identifying & pursuing job opportunities, developing a professional resume, sourcing funds for wage subsidies and purchase of equipment, providing [candidates](#) with a modular employment preparation course.

**Address:** 552 Victoria Street, North Melbourne, VICTORIA 3051

**Freecall:** 1800 685 105 or (03) 9325 9100

**Email:** [enquiries@wiseemployment.com.au](mailto:enquiries@wiseemployment.com.au)

**Website:** [www.wiseemployment.com.au](http://www.wiseemployment.com.au)

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### Toozly

Australia's largest free job search website for jobseekers with disabilities.

**Phone:** 1300 TOOZLY (1300 866 959)

**Email:** [reception@toozly.com.au](mailto:reception@toozly.com.au)      **Website:** [www.toozly.com.au](http://www.toozly.com.au)

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### **Able Living Group - (formerly Able Medical Hire & Sales)**

Able Living Group is a retailer of medical aids and mobility equipment for people of all ages who are suffering from temporary or long term loss of physical capability. They offer a wide range of products for sale and hire.

**Mont Albert:**           **Address:** 679-681 Whitehorse Road, VICTORIA, 3217

**Heidelberg West:** **Address:** 625 Waterdale Road, Heidelberg West, VICTORIA 3081

**Phone:** 1300 225 354 or Mont Albert (03) 8537 7500

Heidelberg (03) 9456 9066

**Email:** [info@able-living.com](mailto:info@able-living.com)

**Website:** [www.able-living.com](http://www.able-living.com)

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### **Battery World**

An Australia-wide retail chain offering replacement batteries for power wheelchairs.

**Phone:** 131 760

**Website:** [www.batteryworld.com.au](http://www.batteryworld.com.au)

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### **Foundation 97**

Foundation 97 is dedicated to assisting non-funded spinal cord injured Victorians to engage in life enhancing activities on a regular basis including sport and recreation activities; courses or training for employment or better employment opportunities.. Limited grants are available.

**Address:** 82 High Street, Eaglehawk, VICTORIA 3556

**Phone:** 0417 895 166 or 5446 1050

**Email:** [lifeisbeautiful@f97.com.au](mailto:lifeisbeautiful@f97.com.au)

**Website:** [www.facebook.com/foundation97](http://www.facebook.com/foundation97)

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### **Independent Living Centre - (ILC)**

ILC displays and has records of equipment and household designs that can assist people with disabilities to live more independently. Ring and make an appointment to visit or ring and ask for information sheets on products to be mailed/faxed. There is also The Equipment Library which assists children and adults with disabilities by hiring specialized equipment to meet a short-term need or to allow an extended trial before purchase. **Note:** A must before building or buying.

**Address:** Shop C1, Central West Shopping Centre, 67 Ashley Street, Braybrook

**Address:** 54 Railway Road, Blackburn, VICTORIA 3130

**Phone:** (03) 9362 6111 or 1300 885 886

**Email:** [ilc@yooralla.com.au](mailto:ilc@yooralla.com.au)

**Website:** [www.ilcaustralia.org.au](http://www.ilcaustralia.org.au)

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## MobilityCare

MobilityCare offer the latest and most innovative unique mobility, rehabilitation and disability aids & equipment to improve independent living.

**Address:** 1 / 12 Marriott Street, Oakleigh, VICTORIA 3166

**Phone:** (03) 9568 8383 or 0438 106 867

**Email:** [info@mobilitycare.net.au](mailto:info@mobilitycare.net.au)

**Website:** [www.mobilitycare.net.au](http://www.mobilitycare.net.au)

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## Solve Disability Solutions – (formerly TADVIC Inc.)

Solve Disability Solutions is a not-for-profit organisation in Victoria where therapists and technical volunteers work together to design, construct or modify equipment for people with disabilities whose needs cannot be met commercially. They also produce a great newsletter.

**Address:** C/O Royal Talbot Rehab Centre, 1 Yarra Boulevard, Kew, VICTORIA 3101

**Phone:** (03) 9853 8655 or 1300 663 243

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

**Website:** [www.solve.org.au](http://www.solve.org.au)

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## State Wide Equipment Program - (SWEP)

SWEP provides a subsidy towards the cost of equipment and/or modifications. This is to improve independence in your home, assist in community participation and support families and carers in their role. Subsidies and reissued equipment are provided through a number of programs, details of which are available below. Reissue equipment will be provided where appropriate.

**Phone:** 1300 747 937 (local call free, except mobile phones) or (03) 5333 8100

**Email:** [swep@bhs.org.au](mailto:swep@bhs.org.au)

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

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## Telstra

Telstra's Disability Equipment Program has been designed to provide eligible customers with specialised equipment to access the standard telephone service.

**Freecall:** 1800 068 424

**Email:** [disability@online.telstra.com.au](mailto:disability@online.telstra.com.au)

**Website:** [www.telstra.com.au/abouttelstra/commitments/disability-services](http://www.telstra.com.au/abouttelstra/commitments/disability-services)

- ▶ With a Pensioner Concession card you can register for the "Pensioner Concession Scheme" (name, phone number, pension number is required).

**Phone:** 13 22 00

- ▶ 12456 Call Connect Fee exemption to eligible customers with severe physical disabilities, eg. Quadriplegics. Request a Disability Exemption Form.

**Freecall:** 1800 067 275

### Frank Jones Home Access Design

Frank Jones is an experienced and highly respected designer of home access modifications and has been specialising in this field for over 15 years.

Frank is a registered Architect and Associate of the Royal Australian Institute of Architects and a registered NDIS Provider. Frank has been working in access design for people with disabilities and elderly people since 1998 with no direct associations with builders or product suppliers.

Frank Jones Home Access Design can ensure the changes to your home comply with all Australian Standards and Building Regulations.

**Freecall:** 0419 141 517

**Email:** [frank.jones@optusnet.com.au](mailto:frank.jones@optusnet.com.au)

**Website:** [www.frankjoneshomeaccessdesign.com.au](http://www.frankjoneshomeaccessdesign.com.au)

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### Home Renovation Service - (Department of Health & Human Services)

If you have a disability, loans are available for renovations from us to stay in your home. This may be through:

- An individual support package
- Outreach support.
- You may be able to get help through the National Disability Insurance Scheme (NDIS) if it is available in your area.

**Address:** Level 6, 50 Lonsdale Street, Melbourne VICTORIA 3000

**Freecall:** 1800 134 872

**Email:** [housing@dhs.vic.gov.au](mailto:housing@dhs.vic.gov.au)

**Website:** [www.housing.vic.gov.au/support-home-owners](http://www.housing.vic.gov.au/support-home-owners)

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### Modified Housing Standards

The Office of Housing recognises the additional and diverse requirements of people with a disability and has developed accommodation standards that enable their conditions of everyday life to be the same as, or as close as possible to the norms and patterns which are valued in the general community. To achieve this many of the features of the Australian Standards for **Adaptable Housing** (AS4299) and **Design for Access and Mobility** (AS1428) have been incorporated into the requirements of the Modified Housing Standards.

**Address:** Level 10, The Exchange Centre, 20 Bridge Street, Sydney, NSW 2000

**Phone:** (02) 9237 6000 or (02) 9237 6171

**Freecall:** 1800 035 822

**Email:** [mail@standards.org.au](mailto:mail@standards.org.au)

**Website:** [www.standards.org.au](http://www.standards.org.au)

### **Federation of Community Legal Centres Victoria**

The Federation of Community Legal Centres is the peak body for 50 community legal centres in Victoria providing free legal help to clients facing economic and social disadvantage.

**Address:** Level 3, 225 Bourke Street, Melbourne VICTORIA 3000

**Phone:** (03) 9652 1500

**Email:** [administration@fclc.org.au](mailto:administration@fclc.org.au)

**Website:** [www.communitylaw.org.au](http://www.communitylaw.org.au)

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### **Legal Aid Victoria**

Free legal advice from 14 offices throughout Victoria. Lawyers who can talk to you about how the law applies to your legal problem. If you can't afford a lawyer to run your case, you can apply for a grant of legal assistance to help you pay for a lawyer.

**Phone:** 1300 792 387

**Website:** [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

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### **Legal Services Commissioner**

The Legal Services Commissioner is an independent agency responsible for handling complaints about lawyers in Victoria.

**Address:** Level 5, 555 Bourke Street, Melbourne, VICTORIA 3000

**Phone:** (03) 9679 8001 or 1300 796 344

**Email:** [admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au)

**Website:** [www.lsbc.vic.gov.au](http://www.lsbc.vic.gov.au)

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### **Office of the Public Advocate - (OPA)**

Office of the Public Advocate (OPA) is an independent statutory body established by the Victorian State Government. OPA works to protect and promote the interests, rights and dignity of people with a disability.

**Address:** Level 1, 204 Lygon Street, Carlton, VICTORIA 3053

**Phone:** 1300 309 337

**Email:** [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

**Website:** [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

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### **Victorian Civil and Administrative Tribunal - (VCAT)**

VCAT has a range of supports for people with disabilities and is in the process of reviewing these supports to inform the development of an Accessibility Plan, in line with the state's Disability Action Plan and our obligations as a public service provider.

**Address:** 55 King Street, Melbourne, VICTORIA 3000

**Phone:** (03) 9628 9999 or 1300 079 413

**Email:** [civil@vcat.vic.gov.au](mailto:civil@vcat.vic.gov.au)

**Website:** [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)

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### Companion Card

Companion Card promotes the rights of people with a disability, who require a companion, to fair ticketing at events and venues. Companion card is a National program administered by the state you live in.

**Freecall:** 1800 650 611

**Email:** [companioncard@dhhs.vic.gov.au](mailto:companioncard@dhhs.vic.gov.au)

**Website:** [www.companioncard.org.au](http://www.companioncard.org.au)

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### Department of Human Services - (DHS)

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

**Address:** 50 Lonsdale Street, Melbourne, VICTORIA 3000

**Freecall:** 1300 650 172

**Website:** [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

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### Home and Community Care - (HACC)

The Home and Community Care (HACC) Program provides funding for services which support younger and older people with disabilities and their carers. These services provide basic support and maintenance to people living at home and whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long-term residential care.

**Freecall:** 1800 200 422 (Federal Department of Health & Aging)

**Email:** [haccmds@health.vic.gov.au](mailto:haccmds@health.vic.gov.au)

**Website:** [www.health.vic.gov.au/hacc](http://www.health.vic.gov.au/hacc)

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## Physiotherapy / Exercise

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### Steps Neurological Physiotherapy

Created to allow all clients access to expert physiotherapy skills and knowledge. Steps offers a specialised and individually tailored approach to neurological physiotherapy. They provide physiotherapy for SCI and other neurological conditions, Set up gym and pool programs, carer training, access to specialised therapy and exercise equipment and liaison services between yourself and your funding body (TAC, Workcover, DHS).

**Location:** Hughesdale / Blackburn South / Mornington

**Phone:** (03) 9568 5611

**Website:** [www.stepsphysio.com.au](http://www.stepsphysio.com.au)

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## The Next Step Spinal Cord Injury Recovery

The ability to recover from Spinal Cord Injuries is vastly greater than is currently recognized. The Next Step Spinal Cord Recovery Centre; trains the whole person-mind and body, draws on the latest research, offers the latest research, offers a new way to recovery and is delivered in a world class facility.

**Address:** 5/119 Miller Street, Epping, VICTORIA 3074

**Phone:** 1300 031 976 or (03) 9408 4871

**Email:** [secretary@thenextstepsci.org.au](mailto:secretary@thenextstepsci.org.au)

**Website:** [www.thenextstepsci.org.au](http://www.thenextstepsci.org.au)

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## NeuroMoves – (formerly Walk On Melbourne)

An individually designed intensive activity based rehabilitation program to assist a person with SCI to improve and maximise their functional ability to lead a more independent life. The program involves intense exercises all performed out of the wheelchair one-on-one with a qualified Exercise Physiologist or Physiotherapist.

**Address:** Whitten Oval Sporting Complex - Victoria University  
Level 2, 417 Barkly Street, Footscray West, VICTORIA 3012

**Phone:** 1800 819 775

**Website:** <https://scia.org.au/exercise-neuromoves>

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## Wheelie Fit – Cardiac group for SCI

Established as a cardio fitness class by the SCIS team at the Royal Talbot, along with Marriott Support Services for active wheelchair users who enjoy to be challenged and wish to work on their cardiovascular fitness, upper limb strength and co-ordination whilst improving on wheelchair skills and agility exercise.

**Phone:** 0423 200 027

**Email:** [cameron.lee@marriott.org.au](mailto:cameron.lee@marriott.org.au)

**Address:** Glen Iris Sports & Aquatic Centre - (GESAC)

**When:** Call Cameron as dates change

**Cost:** \$8 / Session (Free for GESAC members)

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## Recreation / Sport

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### Access for All Abilities

Access for All Abilities provides a first-point-of call service connecting people with a disability to sports and active recreational opportunities in Melbourne.

**Phone:** 1800 222 842

**Mobile:** 0431 779 755 or 0434 693 902

**Email:** [request@aaavic.org.au](mailto:request@aaavic.org.au)

**Website:** [www.aaavic.org.au](http://www.aaavic.org.au)



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## Achievable Concepts

Achievable concepts are suppliers of products including beach wheelchairs, low frame trikes, all terrain strollers and much more. With fantastic prices and award winning equipment for those with disabilities, whether you are shopping for gardening products, golfing products, seating, ten pin bowling products, or just about anything else, you will find it.

**Address:** 5 Collins Close, Caves Beach, NSW 2281

**Mobile:** 0490 517 960

**Email:** [sales@achievableconcepts.com.au](mailto:sales@achievableconcepts.com.au)

**Website:** [www.achievableconcepts.com.au](http://www.achievableconcepts.com.au)

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## Arts Access

Arts Access is a not-for-profit independent arts organisation which creates opportunities for all people to participate in the arts - especially people with a disability. It also provides discounted tickets and a booking service for people with disabilities.

**Address:** 222 Bank Street, South Melbourne, VICTORIA 3205

**Phone:** (03) 9699 8299

**Email:** [info@artsaccess.com.au](mailto:info@artsaccess.com.au)

**Website:** [www.artsaccess.com.au](http://www.artsaccess.com.au)

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## Disability Sport and Recreation - (DSR)

DSR is the health-promoting peak organisation for the disability sport and recreation sector in Victoria. They exist to ensure Victorians with disability have equal opportunities to take part in the sport and recreation activities they would like to participate in.

**Address:** 341 Georges Street, Fitzroy, VICTORIA 3065

**Phone:** (03) 9473 0133

**Freecall:** 1800 234 648

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

**Website:** [www.dsr.org.au](http://www.dsr.org.au)

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## Disabled Surfers Association of Australia Inc. - (DSAA Inc.)

The Disabled Surfers Association of Australia Inc. help people with a disability get back into the water after sustaining a major injury. Injuries range from asthmatics to joint injuries to paraplegia. Many members have found friendship, support and have renewed their interest in surfing.

**Address:** Ocean Grove & Mornington Peninsula

**Mobile:** 0408 253 206 Phil (President – Ocean Grove)

**Mobile:** 0417 362 983 Ashley (President – Mornington Peninsula)

**Email:** [daffy@disabledsurfers.org](mailto:daffy@disabledsurfers.org)

**Website:** [www.disabledsurfers.org](http://www.disabledsurfers.org)

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## **Riding Develops Abilities - (RDA Victoria)**

RDA Victoria helps people with a disability develop the equestrian skills they need to enjoy sporting, competition and recreational activities with their peers.

**Address:** 400 Epsom Road, Flemington, VICTORIA 3031

**Phone:** (03) 9258 4730

**Email:** [admin@rdav.asn.au](mailto:admin@rdav.asn.au)

**Website:** [www.rdav.asn.au](http://www.rdav.asn.au)

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## **Sailability Victoria**

Sailability Victoria exists to promote, encourage and facilitate recreational and competitive sailing for people with disabilities.

**Phone:** (03) 9597 0066

**Mobile:** 0412 592 395

**Website:** [www.sailability.org/au/vic](http://www.sailability.org/au/vic)

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## **Rights**

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### **Action on Disability within Ethnic Communities Inc. - (ADEC)**

ADEC is a community based organisation which represents the rights and needs of people of non-English speaking backgrounds with a disability and their carers. ADEC provides advocacy, information, referral, education, training and consultancy.

**Offices:** Preston Werribee Dandenong

**Address:** 175 Plenty Road, Preston, VICTORIA 3072

**Phone:** (03) 9480 1666 or 1800 626 078

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

**Website:** [www.adec.org.au](http://www.adec.org.au)

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### **Human Rights & Equal Opportunity Commission (Federal)**

The commission resolves discrimination complaints made under any of the five acts including the disability discrimination act and provides independent legal advice.

**Address:** GPO Box 5218, Sydney, NSW 2001

**Phone:** (02) 9284 9600 or 1300 369 711 (General Enquiries)

**Email:** [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

**Website:** [www.humanrightscommission.vic.gov.au/](http://www.humanrightscommission.vic.gov.au/)

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#### **For Complaints Information:**

**Phone:** 1300 656 419

**Email:** [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)

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### **Physical Disability Council of Victoria - (PDCV)**

PDCV is the communication link between people with a physical disability and decision makers in Government, Community and the Business sectors.

**Phone:** (03) 9331 3474

**Website:** <http://www.daru.org.au/organisation/physical-disability-council-of-victoria>

**Email:** [pdiscvic@gmail.com](mailto:pdiscvic@gmail.com)

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## The Ombudsman Victoria

The Ombudsman assesses and investigates complaints concerning administrative actions taken in Victorian government departments, public statutory authorities and by officers of municipal councils and independently reviews Police internal investigations of complaints made by members of the public.

**Address:** Level 2,570 Bourke Street, Melbourne, VICTORIA 3000

**Phone:** (03) 9613 6222

**Phone:** 1800 806 314 (Regional)

**Email:** [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

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

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## Victorian Equal Opportunity & Human Rights Commission

An independent statutory board that helps to resolve discrimination complaints.

**Address:** Level 3, 204 Lygon Street, Melbourne, VICTORIA 3053

**Phone:** 1300 891 848

**Email:** [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)

**Website:** [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

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## Women with Disabilities Australia - (WWDA)

Women with Disabilities Australia (WWDA) is the peak organisation for women with disabilities in Australia. WWDA is run by women with disabilities, for women with disabilities. It links women with disabilities from around Australia, providing opportunities to identify and discuss issues of common concern.

**Address:** P.O. Box 407, Lenay Valley, TASMANIA 7008

**Phone:** 0438 535 123

**Email:** [wwda@wwda.org.au](mailto:wwda@wwda.org.au)

**Website:** [www.wwda.org.au](http://www.wwda.org.au)

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## Sexuality

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### Family Planning Victoria - Disability Unit

The Disability Program provides a broad range of clinic services in counseling & education services in human relations, sexuality & sexual reproductive health for people with disabilities, parents, carers and teachers.

**Address:** 901 Whitehorse Road, Box Hill, VICTORIA 3128

**Phone:** (03) 9257 0100

**Freecall:** 1800 013 952

**Email:** [fpv@fpv.org.au](mailto:fpv@fpv.org.au)

**Website:** [www.fpv.org.au](http://www.fpv.org.au)

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## **RhED** (Resourcing Health & Education)

The Resourcing Health & Education (RhED) website is a specialist service for the sex industry in Victoria. The link below lists Brothels and Escorts throughout Victoria.

You need to confirm if they are disability friendly.

**Address:** 10 Inkerman Street, St Kilda, VICTORIA 3182

**Phone:** 1800 458 752

**Email:** [sexworker@sexworker.org.au](mailto:sexworker@sexworker.org.au)

**Website:** [www.sexworker.org.au/not-a-sex-worker/clients/](http://www.sexworker.org.au/not-a-sex-worker/clients/)

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## **SexSCI.me Website**

This innovative website covers the areas of sex, intimacy and spinal cord injury.

The [sexsci.me](http://sexsci.me) website has been designed by the Auckland Spinal Unit as a place for people with spinal cord injury and health professionals, to discuss and learn about sex, intimacy and spinal cord injury.

**Website:** [www.sexsci.me](http://www.sexsci.me)

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## **Sexual Health Network**

Surviving a life-threatening illness or injury – or living with a debilitating chronic condition – brings with it a host of physical and emotional responses.

The network is there to help you heal, cope, adjust and rediscover what it means to enjoy rewarding, sexual experiences. Your sexual functioning may have changed, but there are alternate, creative ways to achieve sexual fulfillment and well-being.

**Website:** [www.sexualhealth.com/disabilities-chronic-conditions](http://www.sexualhealth.com/disabilities-chronic-conditions)

**Website:** [www.sexualhealth.com/sex-redefined-disabilities-chronic-conditions](http://www.sexualhealth.com/sex-redefined-disabilities-chronic-conditions)

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## **Sexual Health Nurse - Royal Talbot Rehabilitation Centre**

The service is provided by Sexual Health Nurse Consultants. They can provide assessment/education/information on sexual difficulties/concerns to inpatients, outpatients and family members.

Provision of appropriate equipment to patients with sexual difficulties. Good links with psychology services at Austin Health.

**Phone:** (03) 9490 7232 (Sue Dickson or Simone Sheridan)

**Email:** [sexualhealth.service@austin.org.au](mailto:sexualhealth.service@austin.org.au)

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### Centrelink (Disability, Sickness & Carers)

**Phone:** 132 717 (All areas, Monday to Friday between 8am – 5pm)

**Website:** [www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink)

Centrelink has a Customer Service Disability Officer who can assist you. Psychologists, interpreters, social workers and migrant workers are also available.

#### Check your eligibility for the following Social Security payments:

- ▶ Disability Support Pension (DSP)
- ▶ Carer Allowance
- ▶ Mobility Allowance
- ▶ Child Disability Payment
- ▶ Education Maintenance Allowance
- ▶ Pensioner Education Supplement
- ▶ Remote Area Allowance
- ▶ Rent Assistance
- ▶ Telephone Allowance paid every three months with pension
- ▶ Pharmaceutical Benefits Scheme

**Note:** All the above will have conditions, including asset and income tests.

#### Disability Support Pension entitles you to discounts/reductions to most amenities, services such as:

- ▶ Motor vehicle registration
- ▶ Winter gas bills
- ▶ Electricity
- ▶ Water/Sewerage
- ▶ Council Rates
- ▶ Public housing
- ▶ Public transport
- ▶ Free ambulance
- ▶ Some dental and denture subsidies
- ▶ Free eye examinations
- ▶ Assistance with cost of glasses, hearing aids & treatment
- ▶ Victorian Patient Transport Assistance Scheme
- ▶ Exemption or reduction of stamp duty on a property purchased under certain conditions
- ▶ GST exemption on new vehicles (conditions apply)

**Note:** Health Care Cards entitle you to some of the above plus some retail/entertainment outlets give concessions to Pensioners & Health Cardholders.

### CareCure Community

The CareCure Community forum contains news and views of spinal cord injury cure research & therapies. The research forum lists abstracts of the latest scientific articles.

**Website:** <http://sci.rutgers.edu>

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### Spinal Cord Injury Network

Spinal Cord Injury Network have identified a number of ways to speed the translation of innovative research discoveries into practical benefits for people with a spinal cord injury. Their activities are underpinned by groups working in research development, clinical trials, evidence-based practice and “SCI People”.

**Address:** Australasian Spinal Cord Injury Network Ltd  
Level 6, 39 London Circuit Canberra City, ACT 2601, Australia

**Phone:** (02) 6263 5927

**Website:** [www.spinalnetwork.org.au](http://www.spinalnetwork.org.au)

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### Spinal Cure Australia

The primary aim of Spinal Cure Australia is to end the permanence of paralysis caused by spinal cord injury (SCI) through the funding and promotion of medical research.

**Postal:** PO Box 908, Mona Vale, NSW 1660

**Phone:** (02) 9356 8321

**Freecall:** 1800 774 625 (1800-SPINAL)

**Email:** [research@spinalcure.org.au](mailto:research@spinalcure.org.au)

**Website:** [www.spinalcure.org.au](http://www.spinalcure.org.au)

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### StepAhead Australia

A not-for-profit healthcare organisation which coordinates research into spinal cord injury and raises awareness of the disease burden here in Australia.

**Address:** PO Box 1048, Traralgon, VICTORIA 3844

**Phone:** (03) 5174 7299

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

**Website:** [www.stepahead.org.au](http://www.stepahead.org.au)

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### TAC - Victorian Neurotrauma Initiative (VNI)

Victorian Neurotrauma Initiatives (VNI) are now a research program of TAC. They fund research projects in Traumatic Brain Injury and Spinal Cord Injury in basic, clinical and rehabilitation disciplines. In addition to these areas, they also fund targeted research activities designed to fill the gaps in neurotrauma research.

**Website:** [www.tac.vic.gov.au](http://www.tac.vic.gov.au) (In Search – type in Neurotrauma Research)

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## Christopher Reeve Foundation

Dedicated to curing spinal cord injury by funding innovative research, and improving the quality of life for people living with paralysis through grants, information and advocacy.

**Website:** [www.christopherreeve.org](http://www.christopherreeve.org)

**Website:** [www.christopherreeve.org/research](http://www.christopherreeve.org/research)

## Transport

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### Disabled Motorist Australia

DMA is a not-for-profit organisation run by and for motorists with disabilities. The aim is to assist motorists with disabilities gain independence through motoring. Members have special benefits/discounts including short term accommodation at Coburg.

**Address:** 2A Station Street, Coburg, VICTORIA 3058

**Phone:** (03) 9386 0413

**Email:** [dma@disabledmotorists.org.au](mailto:dma@disabledmotorists.org.au)

**Website:** [www.disabledmotorists.org.au](http://www.disabledmotorists.org.au)

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### Disabled Persons Parking Scheme Victoria

Administered by your local Council. This scheme allows you to park in designated parking bays for the allocated time or park your vehicle in an ordinary area or bay for twice the specified time (upon payment of any initial parking fee if applicable)

**Website:** [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) (do a search on “disabled persons parking”)

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### Multi Purpose Taxi Program

Administered by Victorian Taxi Services Commission - a 50% subsidy on metered taxi fares is provided to permanent residents of Victoria who have a permanent disability that severely limits mobility. M50 taxis & High Occupancy Vehicles (HOV) are specially designed taxis to carry one or more people in wheelchairs.

**Address:** PO BOX 1716, Melbourne, VICTORIA 3001

**Freecall:** 1800 638 802

**Email:** [contact@taxi.vic.gov.au](mailto:contact@taxi.vic.gov.au)

**Website:** <http://taxi.vic.gov.au/passengers/mptp>

**M50 and HOV Booking: Yellow Cabs:** 13 62 94 or 13 MAXI

**Silver Top Taxis:** (03) 8413 8111

**Note:** Leaflet with application forms, conditions and eligibility available at AQA Victoria.

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## Vehicle Modification Subsidy Scheme

The Scheme is available to Victorians with a permanent or long-term disability who meets the eligibility criteria of the State Wide Equipment Program (SWEP). A maximum subsidy of up to \$10,000 per 7 year period is available to assist with the purchase of prescribed modifications to suit individual circumstances.

**Address:** SWEP - PO Box 1993, Bakery Hill, Ballarat, VICTORIA 3354

**Phone:** (03) 5333 8100 or 1300 747 937

**Email:** [swep@bhs.org.au](mailto:swep@bhs.org.au)

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

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## Australian Tax Office - GST Exemption for Cars & Parts for Disabled People

You may be able to purchase a car GST-free if you are an eligible veteran with a disability or an eligible person with a disability and providing the purchase meets certain other conditions relating to use of the car. There is a maximum amount that is GST-free. If you satisfy the eligibility criteria, you can complete a Declaration for an exemption of GST on a car or car parts and present it to your car or car parts supplier.

**Phone:** 13 28 66

**Website:** <https://www.ato.gov.au/individuals/people-with-disability/tax-concessions---cars/exemption-from-gst/>

## Travel

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### TravAbility

TravAbility is dedicated to Inclusive Tourism through education, advocacy, and by providing accessibility information for the world's best travel destinations.

**Phone:** 03 9781 3733

**Website:** [www.travability.travel](http://www.travability.travel)

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### National Public Toilet Map

The National Public Toilet Map identifies the location of more than 13,000 public toilet facilities in Australian towns and cities, including rural areas, and along major travel routes.

Information is provided about each toilet, such as opening hours and access for people with a disability.

People who do not have access to a computer will be able to request maps from councils.

**Phone:** 1800 990 646 (a free call from most fixed phones in Australia)

**Website:** [www.toiletmap.gov.au](http://www.toiletmap.gov.au)

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## NICAN (National Information Communication Awareness Network)

Nican provides information on recreation, tourism, sport and the arts for people with disability and supports an Australian society where any recreational opportunity values diversity, supports freedom and choice, and strengthens inclusive communities.

They have a database of accessible services and facilities, including accommodation.

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

**Phone:** (02) 6241 1220

**Freecall/TTY:** 1800 806 769

**Email:** [enquiries@nican.com.au](mailto:enquiries@nican.com.au)

**Website:** [www.nican.com.au](http://www.nican.com.au)

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## Public Transport Victoria – (PTV)

Public Transport Victoria (PTV) is your one-stop-shop for information on Victoria's public transport timetables, services, tickets, fares and accessibility of trains, buses and trams. For people requiring special assistance please contact Southern Cross Station on (03) 9619 2300 or Flinders Street Station on (03) 9610 7482. Southern Cross Station has disabled car parking bays next to the coach terminal.

**Address:** GPO Box 4693, Melbourne, VICTORIA 3001

**Phone:** 1800 800 007

**Website:** [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

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## Travellers Aid Society of Victoria

Travellers Aid Society of Victoria is a not-for-profit organisation that has been assisting visitors to Melbourne since 1916. They support travellers by providing simple, practical travel-related support and aid that helps you travel independently and confidently, no matter your background or disability.

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

**Head Office:** **Address:** L3 / 225 Bourke St, Melbourne, VIC 3000

**Phone:** (03) 9654 2600

**Email:** [reception@travellersaid.org.au](mailto:reception@travellersaid.org.au)

**Flinders Street Station:** **Address:** Flinders Street Station - Main Concourse  
Corner Flinders Street & Swanston Street  
(Between Platforms 9 & 10)

**Phone:** (03) 9610 2030

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

**Southern Cross Station:** **Address:** Southern Cross Station - Main Concourse  
99 Spencer Street, Docklands  
(Located opposite the Luggage Hall)

**Phone:** (03) 9670 2072

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



### **1Cover**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1300 192 021 or 1300 854 723

**Website:** [www.1cover.com.au/](http://www.1cover.com.au/)

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### **Bupa**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 134 135

**Website:** <https://www.bupa.com.au/travel-insurance>

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### **Commonwealth Bank**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1800 837 177

**Website:** <https://www.commbank.com.au/personal/insurance/travel-insurance/travel-insurance-included.html>

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### **CoverMore**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1300 728 822

**Email:** [enquiries@covermore.com.au](mailto:enquiries@covermore.com.au)

**Website:** [www.covermore.com.au](http://www.covermore.com.au)

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### **HBF**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1300 289 423 or 133 423

**Website:** <https://www.hbf.com.au/travel-insurance>

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### **InsureandGo**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1300 551 976 or 1300 552 606

**Website:** [www.insureandgo.com.au](http://www.insureandgo.com.au)

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### **QBE**

Travel insurance to Australians travelling domestically and internationally.

**Phone:** 1300 555 031

**Website:** <https://www.qbe.com.au/travel-insurance>

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### **Squaremouth – Compare Travel Insurance – (USA Based)**

**Website:** <https://www.squaremouth.com>

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### **AgrAbility – (Australian Centre for Agricultural Health & Safety)**

AgrAbility Australia is an informal, peer support network of farmers who have suffered severe injury or disabling illness, and continue to seek and find solutions which enables them to be productive in their farm endeavours.

**Address:** P.O. Box 256, Moree, NSW 2400

**Phone:** (02) 6882 1486

**Email:** [aghealth@health.usyd.edu.au](mailto:aghealth@health.usyd.edu.au)

**Website:** [www.aghealth.org.au/index.php?id=5058](http://www.aghealth.org.au/index.php?id=5058)

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### **Assistance Dogs Australia**

Assistance Dogs Australia trains dogs to help people with disabilities, providing them with greater freedom and independence. These highly trained dogs perform a number of tasks including retrieving items, turning light switches on/off, opening/closing doors, paying the cashier and other tasks difficult for a person with a physical disability.

**Address:** PO Box 455, Engadine, NSW 2233

**Phone:** (02) 9548 3355 or 1800 688 364

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

**Website:** [www.assistancedogs.org.au](http://www.assistancedogs.org.au)

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### **City of Melbourne Accessible Amenities**

City of Melbourne's Accessible amenities page offers lots of information about accessible restaurants, bars and cafés, venues, services and facilities to make your trip into the city easier and more enjoyable.

**Phone:** (03) 9658 9658

**Website:** [www.melbourne.vic.gov.au/CommunityServices/DisabilityServices/AccessibleAmenities/Pages/AccessibleAmenities.aspx](http://www.melbourne.vic.gov.au/CommunityServices/DisabilityServices/AccessibleAmenities/Pages/AccessibleAmenities.aspx)

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### **DiVine – (Office for Disability)**

DiVine is an online community for and by people with a disability. The website is published by the Victorian Government and covers a wide range of topics. The website provides the opportunity for you to share your passion and unique perspective with thousands of other Victorians.

**Phone:** (03) 9096 0574

**Email:** [ofd@dhs.vic.gov.au](mailto:ofd@dhs.vic.gov.au)

**Website:** [www.divine.vic.gov.au](http://www.divine.vic.gov.au)

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### **E-bility Pty Ltd**

Website which aims to provide a central resource for disability related information, services and products.

**Email:** [sales@e-bility.com](mailto:sales@e-bility.com)

**Website:** [www.e-bility.com](http://www.e-bility.com)

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## Easy Access Australia – (Sydney)

Easy Access Australia just about covers every major tourist attraction in Sydney. This book has floor plans of the bathroom and key measurements of accommodation facilities. The guide contains about 300 floor plans.

**Website:** [www.easyaccessaustralia.com.au](http://www.easyaccessaustralia.com.au)

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## ourcommunity.com.au

Our Community is a directory for the nation's 600,000 not-for-profits and schools, providing advice, tools, resources and training.

**Phone:** (03) 9320 6800

**Email:** [service@ourcommunity.com.au](mailto:service@ourcommunity.com.au) **Website:** [www.ourcommunity.com.au](http://www.ourcommunity.com.au)

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## Parks Victoria

A guide to parks and reserves throughout Victoria which are accessible for people with special needs.

People with specific needs should seek confirmation and updates of site conditions from the Parks Victoria Information Centre Line.

**Phone:** 13 19 63

**Email:** [info@parks.vic.gov.au](mailto:info@parks.vic.gov.au) **Website:** [www.parkweb.vic.gov.au](http://www.parkweb.vic.gov.au)

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## Sargood On Collaroy – (Spinal Accommodation Resort) - Sydney

Sargood on Collaroy is a luxury resort purpose built for people living with spinal injury.

Designed from the ground up with wheelchair accessibility in mind, Sargood on Collaroy features 17 self-contained apartments located overlooking Sydney's beautiful Collaroy Beach. They can also provide Disability Support workers.

**Phone:** (02) 8597 0600

**Email:** [info@sargoodoncollaroy.com.au](mailto:info@sargoodoncollaroy.com.au)

**Website:** [www.sargoodoncollaroy.com](http://www.sargoodoncollaroy.com)

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## SCI Parenting

SCI Parenting is a Swedish project aimed at increasing knowledge about fertility, pregnancy, childbirth and parenting for people with a spinal cord injury.

**Email:** [info@sciparenting.com](mailto:info@sciparenting.com) **Website:** [www.sciparenting.com](http://www.sciparenting.com)

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## SpinalHub.com.au

SpinalHub.com.au allows you to read information, view images and video, educate yourself, connect to others and organisations relating to SCI.

The collaboration in creating this site brings together the Victorian expertise of those living with a spinal cord injury and those working in the field of spinal cord injury.

**Website:** [www.spinalhub.com.au](http://www.spinalhub.com.au)

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## **Our Vision**

People affected by spinal cord injury have the opportunity to enjoy life.

## **Our Mission**

Our focus on life after spinal cord injury informs everything we do.

Our services and programs support all people who experience similar issues in their lives.

## CONNECT WITH OUR COMMUNITY



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