

Speak Up and be Safe from Abuse

You can get support



In an emergency phone 000.

For staff, talk to:

- your manager
- Victoria police to report a crime. A crime means theft, physical assault or sexual assault.

For a person with a disability, talk to:

- someone you trust
- Victoria police to report a crime. A crime means theft, physical assault or sexual assault.

Other services to help you

To call any of the services using the National Relay service (NRS).

Phone 1800 555 677

- **National Disability Abuse and Neglect Hotline.**

Telephone service for reporting cases of neglect and abuse of people with a disability.

Phone 1800 880 052 (free call from land lines)

Email hotline@workfocus.com

Post PO Box Q687, Sydney NW 1230

Fax 02 8417 2697

- **Sexual Assault Crisis Line.**

A state-wide, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.

SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays.

Phone 1800 806 292 (free call from land lines)

For NRS users

TTY users 1800 555 677 then ask for 1800 806 292 (free call from land lines)

Speak & Listen users 1800 555 727 then ask for 1800 806 292

Internet relay users can connect to NRS on www.relayservice.com.au then ask for 1800 806 292

- **Safe steps**

Offers women, their children (family and friends) living with family violence, free access to professional support through services to enable them to become – and stay – free from violence.

Phone 9928 9600

Fax 9928 9601

Email admin@safesteps.org.au

Website www.safesteps.org.au

- **Disability and Family Violence Crisis Response Initiative**

This DHHS service assists women and children with a disability, who require disability support, to access family violence crisis response services (to stay safe at home or to go to alternative accommodation)

Phone landline **9843 6304** or 0437 741 920

Email disabilityfv@dhs.vic.gov.au

Website

www.dhs.vic.gov.au/for-service-providers/children,-youth-and-families/family-violence2/disability-and-family-violence-crisis-response

- **CASA**

Provide crisis response and services for people who are victims/survivors of sexual assault.

Phone **1800 806 292**

Email ahcasa@thewomens.org.au

Website www.casa.org.au

For NRS users

TTY users 1300 555 677 then ask for 9635 3610

Speak & Listen users 1800 555 727 then ask for 1800 806 292

Internet relay users can connect to NRS on www.relayservice.com.au then ask for 1800 806 292

- **Disability Services Commissioner**

We work with people with a disability and disability services to resolve complaints.

Phone 1800 677 342 (free call from land lines)

Email complaints@odsc.vic.gov.au

For NRS users

TTY users 1800 555 677 then 1800 677 342

Speak & Listen users 1800 555 677 then dial 1800 677 342

Website www.odsc.vic.gov.au

Skype calls are available by appointment during business hours.

To make an appointment you can call, TTY, fax or email us.

- **Office of the Public Advocate**

Provides services to protect and promote the rights, interests and dignity of people with disability (specifically intellectual impairment, mental disorder, brain injury or dementia) living in Victoria.

These services include guardianship, advice, education, information, research, advocacy and support.

Phone 9603 9500

Phone 1300 309 337

TTY 1300 305 612

Email opa_advice@justice.vic.gov.au

Website www.publicadvocate.vic.gov.au

- **Victorian Ombudsman**

You can complain to the Ombudsman about State Government departments and agencies and local councils.

The first step is to talk to the agency you have the problem with, to try and fix the problem. If that doesn't work, you can contact us.

Phone 1800 806 314 (rural and regional free call)

Phone 9613 6222 (Melbourne)

Email ombudvic@ombudsman.vic.gov.au

- **Communication Rights Australia**

Communication Rights Australia is a human rights advocacy and information organisation for people with little or no speech.

Phone 9555 8552 or 9555 8948

Email info@caus.com.au

Website www.communicationrights.org.au

- **Victorian Equal Opportunity Human Rights Commission (VEOHRC)**

VEOHRC provides a telephone Enquiry Line, a dispute resolution service, information, education, training and consultancy services.

Phone 1300 891 848

Website www.humanrightscommission.vic.gov.au

- **Villamanta Disability Rights Legal Service**

Villamanta is a Community Legal Service operating throughout the state of Victoria on disability related legal and justice issues for people who have a disability.

Phone 1800 014 111 (free call from land lines) or 5227 3338

TTY users 133 677 then ask for 5227 338

Email legal@villamanta.org.au

Website www.villamanta.org.au

- **VALID**

The Victorian League for Individuals with a Disability is an advocacy group for adults with intellectual disabilities and their families.

Phone 9416 4003 or 1800 655 570 (free call from land lines)

Fax 9416 0850

Email office@valid.org.au

Website www.valid.org.au

- **1800respect**

National Sexual Assault, Domestic Family Violence Counselling Service
A national counselling helpline for people experiencing sexual assault or domestic and family violence.

Phone 1800 737 732

Online counselling www.1800respect.org.au (click on - connect to a counsellor)

- **Disability Advocacy Network Australia (DANA)**

DANA supports and strengthens independent disability advocacy organisations in their work of advocating for and with people with disability. DANA has a list of advocacy organisations in each state and territory.

Website <http://www.dana.org.au/home/advocacy-groups/>

- **Disability Advocacy Resource Unit (DARU)**

DARU resources the disability advocacy sector in Victoria. DARU has a directory of disability advocacy organisations by area.

Website <http://www.daru.org.au/organisations>

- **Self Advocacy Resource Unit (SARU)**

SARU resources self advocacy groups across Victoria. SARU has a list of self advocacy groups in Victoria.

Phone 03 9639 6856

Website <http://www.saru.net.au/victorian-self-advocacy-groups/>