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| Department of Families, Fairness and Housing |
| List of Advocacy Organisations in Victoria  **OFFICIAL** |

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# What is advocacy?

Advocacy means getting support from another person to help you express your views and wishes, and to help you stand up for your rights. Someone who helps you in this way is called an advocate. An advocate can be a family member, friend, or a carer. You can also access a professional advocacy service through an organisation.

# What does an advocate do?

The role of an advocate is to offer independent support to you. An advocate can:

* listen to your views and concerns,
* help you explore your options and rights (without pressuring you),
* provide information to help you make informed decisions,
* help you contact the Department of Families, Fairness and Housing (‘the department’) or contact the department on your behalf,
* accompany you and support you in meetings or appointments with the department.

# Will the department communicate with my advocate?

If you prefer or need another person or organisation to assist or represent you, for example when making a complaint to the department, we will communicate with you through your representative if this is your wish.

We will ask for your permission before we communicate with your advocate. You can give your permission in writing or over the phone. Our contact information can be found on our [department website](https://www.dffh.vic.gov.au/contact-us). <https://www.dffh.vic.gov.au/contact-us>

This document lists organisations in Victoria which provide advocacy services and can be contacted by clients, service users and members of the public seeking assistance when communicating with the department.

# Advocacy organisations categorised in alphabetical order

### Aboriginal Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Aboriginal Advancement League | <https://aal.org.au/> | (03) 9480 7777 | 2 Watt Street, Thornbury VIC 3071 |
| Djirra | <https://djirra.org.au> | (03) 9244 3333  Free call: [1800 105 303](tel:1800%20105%20303)  General: [Info@djirra.org.au](mailto:Info@djirra.org.au)  Legal services: [info.afvls@djirra.org.au](mailto:info.afvls@djirra.org.au) | Melbourne: 292 Hoddle Street, Abbotsford, VIC 3067 |
| Koorie Youth Council | <https://koorieyouthcouncil.org.au/> | [admin@koorieyouth.org.au](mailto:admin@koorieyouth.org.au) | 184-186 Gertrude St Fitzroy 3065 |
| Victorian Aboriginal Child Care Agency (VACCA) | <https://www.vacca.org/> | (03) 9287 8800  [vacca@vacca.org](mailto:vacca@vacca.org) | 340 Bell Street, Preston, VIC 3072  PO Box 494, Northcote Plaza, Northcote, VIC 3070 |
| Victorian Aboriginal Children & Young People’s Alliance | <https://www.vacypalliance.org/> | [dana.pyne@bdac.com.au](mailto:dana.pyne@bdac.com.au)  Executive Manager | 119 Prouses Road, North Bendigo, Victoria, 3550 |
| Victorian Aboriginal Community Controlled Health Organisation  (Health advocacy) | <https://www.vaccho.org.au/> | (03) 9411 9411 | 17/23 Sackville Street  Collingwood  VIC, 3066 |
| Victorian Aboriginal Legal Service (VALS) | <https://www.vals.org.au/> | 1800 064 865  [vals@vals.org.au](mailto:vals@vals.org.au) | 273 High Street, Preston VIC 3072 |

### Children, Families and Carers and Care Leavers Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Association for Children with A Disability | <https://www.acd.org.au/> | (03) 9880 7000  Regional: 1800 654 013  [mail@acd.org.au](mailto:mail@acd.org.au) | Level 1, 587 Canterbury Road Surrey Hills VIC 3127 |
| Care Leavers Australasia Network (CLAN) | <https://clan.org.au/> | [1800 008 774](tel:1800008774)  [0425 204 747](tel:0425204747)  [support@clan.org.au](mailto:support@clan.org.au) | Melbourne: 247-251 Flinders Lane, Melbourne VIC 3000  Geelong: 351 Ryrie Street, Geelong VIC 3220 |
| Carers Victoria | <https://www.carersvictoria.org.au/> | (03) 9396 9500  Free call; 1800 514 845  [reception@carersvictoria.org.au](mailto:Reception@carersvictoria.org.au) | PO Box 13305 Law Courts VIC 8010 |
| Create Foundation Victoria  *Advocacy for children and young people with an out-of-home care experience* | <https://create.org.au/> | (03) 9918 0002  [victoria@create.org.au](mailto:victoria@create.org.au) | 325-327 Queensberry Street, North Melbourne, VIC, 3051 |
| Family Violence Law Help | <https://familyviolencelaw.gov.au/> | (03) 8610 9803 | Melbourne Family Courts, 305 William Street, Melbourne 3000 VIC |
| Foster Care Association of Victoria (FCAV) | https://www.fcav.org.au | 03) 9416 4292  [admin@fcav.org.au](mailto:admin@fcav.org.au) | Ground Floor, 2 Greenwood Street Abbotsford VIC 3067 |
| Grandparents Victoria (GPV) | <https://grandparents.com.au/> | 0499 969 234  [admin@kinshipcarersvictoria.org](mailto:admin@kinshipcarersvictoria.org) | N/A |
| Independent Family Advocacy Service (IFAS) | <https://www.legalaid.vic.gov.au/independent-family-advocacy-and-support> | 1800 849 200  [IFAScontact@vla.vic.gov.au](mailto:IFAScontact@vla.vic.gov.au) | N/A |
| Kinship Carers Victoria (KCV) | <https://kinshipcarersvictoria.org/> | 0499 969 234  [admin@kinshipcarersvictoria.org](mailto:admin@kinshipcarersvictoria.org) | N/A |
| Permanent Care and Adoptive Families (PCA Families) | <https://www.pcafamilies.org.au/> | (03) 9020 1833  [info@pcafamilies.org.au](mailto:info@pcafamilies.org.au) | Level 1, Suite 6, 69-71 Rosstown Road, Carnegie, VIC 3163 |
| Rights Information and Advocacy Centre (RIAC) | <https://riac.org.au/> | (03) 5222 5499  [referrals@riac.org.au](mailto:%20referrals@riac.org.au) | PO BOX 1763 Shepparton, VIC 3630 |
| Safe Steps – Family Violence Response Centre | <https://www.safesteps.org.au/> | 1800 015 188  [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au) | N/A |
| Safe + Equal | <https://safeandequal.org.au/> | (03) 8346 5200  admin@safeandequal.org.au | N/A |
| The Centre for Excellence in Child and Family Welfare (CFECFW)  Also known as ‘The Centre’ | <https://cfecfw.asn.au> | (03) 9614 1577  [admin@cfecfw.asn.au](mailto:admin@cfecfw.asn.au) | Level 5/50 Market Street, Melbourne, VIC, 3000 |

### Culturally and Linguistically Diverse Communities (CALD) Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Australian Multicultural Community Services | <https://amcservices.org.au/> | Melbourne Office:  [(03) 9689 9170](tel:(03)%209689%209170)  Geelong Office:  [(03) 5241 2446](tel:(03)%205241%202446)  [info@amcservices.org.au](mailto:info@amcservices.org.au) | Melbourne Office:  Suite 111, 44-56 Hampstead Road, Maidstone VIC 3012  Geelong Office  46-48 Fellmongers Rd, Breakwater, VIC, 3219 |
| Action on Disability in Ethnic Communities (ADEC) | [www.adec.org.au](http://www.adec.org.au) | (03) 9480 7000  [info@adec.org.au](mailto:info@adec.org.au) | Head office: Level 1, U22/855 Plenty Road, South Morang VIC. 3752  Dandenong office: Suite 1, 50 Thomas St, Dandenong, VIC. 3175  Werribee office: 4A Watton St, Werribee, VIC. 3030 |
| Migrant Resource Centre North-West Region (MRC) | <https://www.mrcnorthwest.org.au/> | 1300 676 044 | St Albans office:  20 Victoria Crescent, St Albans, VIC 3021  Broadmeadows office:  [Suite 10, 11-17 Pearcedale Parade, Broadmeadows VIC 3047](https://www.google.com/maps/place/11-17+Pearcedale+Parade,+Broadmeadows+VIC+3047/@-37.6823062,144.9125016,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad65a605979d62b:0xa4bef816e5567db6!8m2!3d-37.6823062!4d144.9146903) |
| Multicultural Youth Advocacy Network | <https://myan.org.au/> | (03) 9340 3700  [myanprojects@myan.org.au](mailto:myanprojects@myan.org.au) | 304 Drummond St. Carlton, Victoria 3053 |

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Deaf Victoria | <https://www.deafvictoria.org.au/> | (03) 9917 4886  [info@deafvictoria.org.au](mailto:info@deafvictoria.org.au) | Level 6, 54 Wellington Street, Collingwood, VIC, 3066 |

### Disability Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Blind Citizens Australia (BCA) | <https://www.bca.org.au/> | 1800 033 660 (toll free)  0436 446 780 (text)  [bca@bca.org.au](mailto:bca@bca.org.au) | 247-251 Flinders Lane, Melbourne, VIC 3000 |
| Brain Injury Matters Incorporated | <https://www.braininjurymatters.org/> | [(03) 9639 7222](tel:96397222)  [office@braininjurymatters.org](mailto:office@braininjurymatters.org) | [Ross House Association Level 4, 247-251 Flinders Lane, Melbourne VIC 3000](https://goo.gl/maps/vp5p6dfWtnLJ52XQA) |
| Communication Rights Australia (CAUS) | <https://www.communicationrights.org.au/>  *Information and advocacy for people with disability who have speech or communication difficulties.* | (03)9555 8552  Toll free: 1300 666 604  [info@caus.com.au](mailto:info@caus.com.au) | Unit 4, 3 Tuck Street, Moorabbin, VIC 3204 |
| Disability Justice Advocacy (DJA) | <https://dja.org.au/> | Reception: (03) 9474 0077  Toll free: 1800 808 126  [info@dja.org.au](mailto:info@dja.org.au) | Unit 2, 28A Albert Street, Preston VIC 3072 |
| Disability Resource Centre (DRC) | <https://drc.org.au/> | (03) 6971 3000  [advocacy@drc.org.au](mailto:advocacy@drc.org.au) | 4th Floor Ross House, 247-251 Flinders Lane, Melbourne, VIC 3000 |
| Disability Advocacy Resource Unit (DARU) | [<https://www.daru.org.au/>](https://www.daru.org.au/) | (03) 9639 5807  [[admin@daru.org.au](mailto:admin@daru.org.au)](mailto:admin@daru.org.au) | Level 8, 128 Exhibition Street, Melbourne, VIC 3000 |
| Leadership Plus | <https://leadershipplus.com/> | (03) 9489 2999  [admin@leadershipplus.com](mailto:admin@leadershipplus.com) | Level 4, Anzac House, 4 Collins Street, Melbourne VIC 3000  PO Box 190, Richmond, VIC 3121 |
| Office of the Public Advocate (OPA) | <https://www.publicadvocate.vic.gov.au/> | 1800 309 337 | Level 1, 204 Lygon Street, Carlton, VIC 3053 |
| Reinforce Self Advocacy | <https://reinforce.org.au/> | (03) 9650 7855  [info@reinforce.org.au](mailto:info@reinforce.org.au) | Level 2, Ross House, 247 Flinders Lane, Melbourne VIC 3000 |
| Rights Information and Advocacy Centre (RIAC) | <https://riac.org.au/> | (03) 5222 5499  [referrals@riac.org.au](mailto:%20referrals@riac.org.au) | PO BOX 1763 Shepparton, VIC 3630 |
| STAR Victoria | <https://starvictoria.org.au/> | 03 9650 2730  Text service: 0491 615 461  [advocacy@starvictoria.org.au](mailto:advocacy@starvictoria.org.au) | 45 Hider St, Warrnambool VIC 3280  PO Box 480 WARRNAMBOOL VIC 3280 |
| Victorian Advocacy League for Individuals with Disability Inc. (VALID) | <https://valid.org.au/> | (03) 9416 4003  [info@valid.org.au](mailto:info@valid.org.au) | 34 Stanley Street, Collingwood VIC 3066  PO Box 1476, Collingwood VIC 3066 |
| Villamanta Disability Rights Legal Service | <https://villamanta.org.au/> | 1800 014 111 | PO Box 7328, Geelong West VIC 3218 |

### Housing Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Anika Legal | <https://www.anikalegal.com/> | [0480 016 398](tel:0480016398) | 15 William Street, Melbourne Victoria 3000 |
| Action for More Independence & Dignity in Accommodation (AMIDA) | <https://www.amida.org.au/> | (03) 9650 2722  [amida@amida.org.au](mailto:amida@amida.org.au) | 1st Floor, Ross House, 247 Flinders Lane, Melbourne VIC, 3000 |
| Council of Homeless Persons (CHP) | <https://chp.org.au/> | 1800 066 256  [admin@chp.org.au](mailto:admin@chp.org.au) | 2 Stanley Street, Collingwood, VIC 3066 |
| Tenants Victoria | <https://tenantsvic.org.au/> | Renter Support Line: (03) 9411 1444  1800 068 860 | N/A |
| Victorian Public Tenants Association (VPTA) | <https://vpta.org.au/> | 1800 015 510  [enquiries@vpta.org.au](mailto:enquiries@vpta.org.au) | PO Box 4235 Fitzroy VIC 3065 |
| Consumer Affairs Victoria | <https://www.consumer.vic.gov.au/> | [1300 558 181](tel:1300558181) | GPO Box 123 Melbourne VIC 3001 |

### Human Rights Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Victorian Equal Opportunity and Human Rights Commission | <https://www.humanrights.vic.gov.au/> | (03) 9032 3583  1300 292 153  NRS Voice Relay [1300 555 727](tel:1300555727) then use 1300 292 153  Interpreters: [1300 152 494](tel:1300%20152%20494)  [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au) | Level 3, 204 Lygon Street Carlton Victoria 3053 |

### Legal Help/Advocacy Organizations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Federation of Community Legal Centres Victoria  Provide help with locating a local community legal centre | <https://www.fclc.org.au/> | [(03) 9652 1501](tel:%20(03)%209652%201501)  [administration@fclc.org.au](mailto:administration@fclc.org.au) | Level 3, 225 Bourke Street,  Melbourne VIC 3000 |
| Justice Connect | <https://justiceconnect.org.au/> | (03) 8636 4400  [Apply for help - Justice Connect](https://help.justiceconnect.org.au/?_ga=2.67171857.1817605961.1707830405-796239963.1707830405) | PO Box 16013 Melbourne VIC 8007 |
| Law Institute of Victoria | <https://www.liv.asn.au/> | 03 9607 9311  [inquiries@liv.asn.au](mailto:inquiries@liv.asn.au) | Level 13, 140 William Street Melbourne VIC 3000  GPO Box 263 Melbourne VIC 3001 |
| Victoria Legal Aid (VLA) | <https://www.legalaid.vic.gov.au/> | 1300 792 387 | Office locations:  [Our offices | Victoria Legal Aid](https://www.legalaid.vic.gov.au/our-offices)  Postal:  GPO Box 4380 Melbourne VIC 3001 |
| Victorian Bar Association | <https://www.vicbar.com.au/> | (03) 9225 7111  [vicbar@vicbar.com.au](mailto:vicbar@vicbar.com.au) | Level 5, 205 William Street Melbourne Vic 3000 |

### LGBTQIA+ Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| (in)visible | <https://thedrum.ds.org.au/program/invisible/> | [(03) 9663 6733](tel:(03)%209663%206733)  [invisible@ds.org.au](mailto:invisible@ds.org.au) | 100 Drummond Street, Carlton 3053 |
| Minus18 | <https://www.minus18.org.au/> | [info@minus18.org.au](mailto:info@minus18.org.au) | Victorian Pride Centre, 79/81 Fitzroy Street, St Kilda 3182 |
| Victorian Pride Centre | <https://pridecentre.org.au/> | (03) 7035 3592  [contact@pridecentre.org.au](mailto:contact@pridecentre.org.au) | 79-81 Fi 79-81 Fitzroy Street, St Kilda, VIC 3182 |
| Zoe Belle Gender Collective (ZBGC) | <https://zbgc.org.au/> | [0467 569 635](tel:0467%20569%20635)  [contact@zbgc.org.au](mailto:contact@zbgc.org.au) | 58 Mundy St, Bendigo VIC 3550 |

### Seniors Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Seniors Rights Victoria (SRV) | <https://seniorsrights.org.au/> | 1300 368 821  [info@seniorsrights.org.au](mailto:%20info@seniorsrights.org.au) | Level 2, Suite 2.5, 424 St Kilda Rd, Melbourne, VIC, 3004 |

### Regional/Local Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Barwon Disability Resource Council Inc | <https://www.bdrc.org.au/> | [(03) 5221 8011](tel:(03)%2052%20218%20011)  [info@bdrc.org.au](mailto:info@bdrc.org.au) | 48 McKillop Street Geelong VIC 3220 |
| Citizen Advocacy – Sunbury and Districts Inc | <https://www.citizenadvocacysunbury.com.au/> | ([03) 9744 7378](tel:0397447378)  0408 178 614  [casunbury1@bigpond.com](mailto:casunbury1@bigpond.com) | 5A, 36 Macedon St Sunbury. VIC 3429  PO Box 420 Sunbury VIC 3429 |
| Colac Otway Region Advocacy Service (CORAS) | <https://coras.com.au/> | ([03) 52321009](tel:0352321009)  [info@coras.com.au](mailto:info@coras.com.au) | [50 Rae Street Colac, VIC 3250](https://goo.gl/maps/fYE9sNCtLkUKBEFX8) |
| Gippsland Disability Advocacy Inc | <https://gdai.com.au/> | 03) 5175 0444  [administration@gdai.org.au](mailto:administration@gdai.org.au) | Traralgon Office  Suite 2, First Floor, 6-8 Grey St, Traralgon VIC 3844  PO Box 9251 Traralgon Victoria 3844  Bairnsdale Office  Unit 1, 210 Main Street, Bairnsdale VIC 3875  Wonthaggi Office  Shop E, Plaza Arcade 140 Graham Street, Wonthaggi VIC 3995 |
| Grampians disAbility Advocacy | <https://grampiansadvocacy.org.au/> | 1800 552 272  [admin@grampiansadvocacy.org.au](mailto:admin@grampiansadvocacy.org.au) | Shop 2, 32 Tuson Street, Ararat VIC 3377 |
| Regional Disability Advocacy Service (RDAS) | <https://rdas.org.au/> | 1800 250 292  [admin@rdas.org.au](mailto:admin@rdas.org.au) | 132 Melbourne Road, Wodonga, VIC 3690  6/8-10 Tone Road, Wangaratta, VIC 3677 |
| Southern Disability Advocacy | <https://southernda.org.au/> | (03) 9533 5977  info@southernda.org.au | PO Box 161 Bentleigh 3204 |
| Southwest Advocacy Association Inc. | <https://www.corangamite.vic.gov.au/Community/Community-Directory/South-West-Advocacy-Association-Inc> | [(03) 5561 4584](https://www.google.com/search?q=Southwest+Advocacy+Association+Inc.&safe=active&sca_esv=595525169&rlz=1C1GCEW_enAU1066AU1072&ei=XQOWZbSzMNjfseMP4fiS2A8&ved=0ahUKEwj01femxMKDAxXYb2wGHWG8BPsQ4dUDCBA&uact=5&oq=Southwest+Advocacy+Association+Inc.&gs_lp=Egxnd3Mtd2l6LXNlcnAiI1NvdXRod2VzdCBBZHZvY2FjeSBBc3NvY2lhdGlvbiBJbmMuMgYQABgWGB5IxgFQAFgAcAB4AJABAJgBnQGgAZ0BqgEDMC4xuAEDyAEA-AEC-AEB4gMEGAAgQYgGAQ&sclient=gws-wiz-serp)  [admin@swadvocacy.com.au](mailto:admin@swadvocacy.com.au) | 45 Hider St, Warrnambool VIC 3280  PO Box 480 WARRNAMBOOL VIC 3280 |

### Women’s Advocacy organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Women’s Legal Service | <https://www.womenslegal.org.au/> | 03 8622 0600  1800 133 302  [admin@womenslegal.org.au](mailto:admin@womenslegal.org.au) | PO Box 13311  Law Courts VIC 8010 |
| Women with Disabilities Victoria (WDV) | <https://www.wdv.org.au/> | 9286 7800  [wdv@wdv.org.au](mailto:wdv@wdv.org.au) | Level 9, 255 Bourke St, Melbourne, 3001 |

### Young People/Youth Advocacy Organisations

| Organisation | Website | Phone number / email | Location / address |
| --- | --- | --- | --- |
| Melbourne City Mission (MCM) | <https://www.mcm.org.au/services/homelessness/frontyard> | 03 9977 0077  1800 800 531  [info@mcm.org.au](mailto:info@mcm.org.au) | 19 King St  Melbourne VIC 3000 |
| Youth Affairs Council Victoria | <https://www.yacvic.org.au> | Main: [info@YACVic.org.au](mailto:info@YACVic.org.au)  Great South Coast Office:  (03) 5561 8819 [rural.GSC@YACVic.org.au](mailto:rural.gsc@yacvic.org.au)  Southern Mallee Office:  [rural.SM@YACVic.org.au](mailto:rural.SM@YACVic.org.au) | Melbourne Office:  Level 2, 235 Queen St, Melbourne, VIC 3000  Great South Coast Office:  Level 2, 210 Timor Street, Warrnambool VIC 3280  Southern Mallee Office:  50-52 Campbell Street, Swan Hill VIC 3585 |
| Youth Disability Advocacy Service (YDAS) | <https://www.yacvic.org.au/ydas> | 0438 638 734  [intake@ydas.org.au](mailto:intake@ydas.org.au) | N/A |
| Youth engagement (Y-Change) | <https://www.berrystreet.org.au/what-we-do/young-people/youth-engagement-y-change> | (03) 9429 9266  [info@berrystreet.org.au](mailto:info@berrystreet.org.au) | Central Office  Botanicca Building 9, Level 3, 588 Swan Street, Richmond, VIC 3121 |
| Youth Law Australia (YLA) | <https://yla.org.au/> | 1800 950 570 | N/A |
| Youth Support + Advocacy Service | <https://ysas.org.au/> | 03 9415 8881  [reception@ysas.org.au](mailto:reception@ysas.org.au) | Level 3, 33 Lincoln Square, South Carlton VIC 3053 |

*If you are an organisation providing advocacy services in Victoria and would like to have your information added to this resource, please email* [*central.feedback@dffh.vic.gov.au*](mailto:central.feedback@dffh.vic.gov.au)*.*

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| To receive this document in another format, phone 1300 884 706, using the National Relay Service 13 36 77 if required, or email the Department of Families, Fairness and Housing Feedback Unit, < [feedback@dffh.vic.gov.au](mailto:feedback@dffh.vic.gov.au) >.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, February 2024.  In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.  ISBN/ISSN 978-1-76130-471-2 (online/PDF/Word) or (print)  Available at the [department’s website](https://www.dffh.vic.gov.au/making-complaint) <https://www.dffh.vic.gov.au/making-complaint> |