

Facilitating access to independent support

Information for disability service workers

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Disability service workers are encouraged to facilitate access to independent supports, including advocacy organisations, if a person's rights are not being upheld or where the person expresses the desire to access independent supports.

Table 1 provides a list of organisations that workers can contact to support a person with a disability to access independent supports. This list is not comprehensive but aims to provide information about a range of services that cater to diverse groups of people with a disability, including groups at higher risk of abuse.

Table 1: List of organisations workers can contact to support a person with a disability

Independent support pathway	When this pathway is appropriate	Contact information
Office of the Public Advocate (OPA)	The OPA provides advice, assistance and advocacy regarding complaints on behalf of people with a disability. The OPA's advocacy services include advocating for people who are at risk of abuse, exploitation or neglect, advocating for best interests of clients and providing advice on rights.	(03) 9603 9500 1300 309 337 (toll free) publicadvocate@justice.vic.gov.au
Victorian Advocacy League for Individuals with Disability (VALiD)	VALiD provides advocacy support for adults with an intellectual disability and provides a range of information resources about statewide, regional and local advocacy services and self-advocacy services.	(03) 9416 4003 1800 655 570 (toll free) office@valid.org.au
Action on Disability within Ethnic Communities (ADEC)	ADEC provides information, referrals and advocacy for people with a disability and their families from non-English speaking backgrounds. ADEC employs bilingual ethnic disability workers.	(03) 9480 1666 1800 626 078 (toll free) info@adec.org.au
Association for Children with a Disability (ACD)	ACD provides information, advocacy and support for families of children with a disability.	(03) 9880 7000 1800 654 013 (rural callers) mail@acd.org.au ; acdsupport@org.au
Women with Disabilities Victoria (WDV)	WDV provides systematic advocacy on behalf of women with disabilities.	(03) 9286 7800 wdv@wdv.org.au
Communication Rights Australia	Communication Rights Australia advocacy aims to ensure that the rights of people with little or no speech are upheld and that these people are supported to make their own decisions, particularly those where the outcomes affect their lives.	(03) 9555 8552 (03) 9555 8948 1300 666 604 info@communicationrights.org.au

More information

To read the *Code of conduct for disability service workers* or find out more please see the [Code of Conduct for Disability Workers page](https://providers.dhhs.vic.gov.au/code-conduct-disability-workers) <<https://providers.dhhs.vic.gov.au/code-conduct-disability-workers>> on the DHHS Providers website

To receive this publication in an accessible format phone 1800 783 783, using the National Relay Service 13 36 77 if required, or email disability services <disability.services@dhhs.vic.gov.au>.

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Available from the [Code of Conduct for Disability workers](https://providers.dhhs.vic.gov.au/code-conduct-disability-workers) page <<https://providers.dhhs.vic.gov.au/code-conduct-disability-workers>> on the DHHS Providers website.