



## Eastern Region Respite Resource Guide 2009

A guide to respite services for people with a disability, their family and carers.

**YOORALLA**





This guide was compiled by RIDE - Respite Information and Development in the East and is current at the time of printing (October 2009). Every effort has been taken to include all relevant services into this guide. Updated 30<sup>th</sup> Nov 2010.

Information updates can be found on the Respite East website [www.respiteeast.org.au](http://www.respiteeast.org.au) Please contact RIDE for information updates and services not included in this resource guide. Information added or changed to the guide on the website will be subject to RIDE approval.

Please note that this guide is intended for people with a disability as defined by the Disability Act 2006.

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*The age ranges for respite types are indicated by the following colour code (where age range is applicable):*

- Children’s services 6 to 18 years
- Adult services 18 to 64 years
- Children and adult services 6 to 64 years

## About this guide:

This guide provides a comprehensive list of respite services for people with a disability living with a primary carer who provides unpaid support in the Eastern Region of Melbourne.

All service listings collated in this guide have been endorsed by the organisation providing the service.

This guide separates respite categories into the following age groups:

- Children aged 6 to 18 years
- Adults aged 18 to 64 years
- Children and adults aged 6 to 64 years

## Respite:

Respite allows families caring for a person with a physical, intellectual or neurological disability, acquired brain injury or sensory impairment the opportunity to take a break from their caring role.

Even though most families take great joy in supporting their loved ones at home, the physical, emotional and financial impact for the family can be overwhelming. It is therefore imperative they be given the opportunity to take a break.

Respite can often be a rewarding experience for the person with a disability. It provides an opportunity to meet new people, pursue an interest and have new experiences independent of their family.

## Who can access respite?

Respite services funded by the Department of Human Services (DHS) can be accessed by:

- People with a disability, as defined by the Disability Act 2006 and
- People living with a primary carer

Many services do not receive funding from DHS and have their own eligibility criteria. Speak to each service of interest to you about their eligibility criteria.

## Types of respite:

This guide has separated respite types into the following categories:

### • Alternative family care:

Alternative family care programs recruit volunteers that are matched to a child with a disability and their family. The volunteers are trained and mandatory checks completed. The volunteer cares for the child on a regular basis, as agreed by the family and volunteer generally in the home of the volunteer.

### • Facility based respite:

Facility based respite offers overnight and short-term accommodation in a house managed by a disability service provider. The service is staffed by paid workers accommodating a number of people with disabilities.

Facility based respite services often have significant waiting lists.

### • Flexible respite/brokerage:

This guide uses the term flexible respite to describe services that assist with the navigation of the respite service system.

Brokerage refers to the provision of a funding package to pay for respite provided in a flexible manner in order to meet the needs of the individual with a disability. The funding can be used to purchase a range of respite options that meets the needs of the individual, their family and carers, on a short term basis.

### • Holiday programs and supported travel

During holiday periods additional recreational programs are available for adults with a disability.

Supported travel options do not receive funding from DHS to subsidise the cost of the holidays. Contact the organisations listed to discuss the cost of this option.

#### • In-home respite:

A paid worker provides assistance and support to a person with a disability in their own home.

### • Local government:

Every Local Government Area (LGA) has a Home and Community Care (HACC) program that provides subsidised respite for people with a disability. There may be a waiting list for the service in your area, it is best to discuss this with the HACC program in your LGA.

### • Out of school hours programs:

During school holiday periods, additional recreational programs and camps are available for children with a disability.

### • Recreational respite:

Recreation programs offer a fun experience for people with a disability, while at the same time providing parents and carers with a break.

## Other information in this guide

In addition to respite services, this guide lists other services that might be useful resources to provide support and information.

### • Support groups:

Support groups provide advice, information and the opportunity to network with others in similar circumstances, for the families/carers of people with a disability.

### • Fee for service:

This guide provides a list of Attendant Care Agencies, who supply paid workers to provide support and respite for a fee.

There is also a section outlining other services that can be purchased, such as a holiday retreat.

These services can be purchased privately on a fee paying basis, through a funding package or brokerage.

## What to consider when choosing respite?

You will find that each organisation provides their respite service differently. There are a number of important matters you should consider when deciding which respite option is right for you:

- Cost
- Program hours
- Activities
- Size of the group
- Age range
- Suitability with peers
- The level of support and care provided
- Waiting lists
- Proximity to home

At times when urgent assistance is required contact the following service:

### **Annecto – Emergency After Hours Response Service (EARS)**

For emergency, after hours response service call:

**1800 72 72 80**

**(5pm to 9am Monday to Friday and 24 hours on weekends)**

EARS provides free support, in the home and emergency after-hours assistance to eligible people finding themselves in unexpected times of need. EARS provides assistance for people with a disability, older people and their carers, including short-term personal care, telephone and in-home support, at no cost, after-hours.

**Eligibility:** This program is for older persons, people with a disability, or those who care for someone older or who has a disability. EARS is designed for people who don't have access to an after-hours service (either not on a funded package or their agency doesn't provide an after-hours service).

**Program Hours:** 5.00pm – 9.00am, Monday – Friday, and 24 hours on weekends and public holidays.

For more information during business hours 9am to 5pm Monday to Friday please contact Rosi Pinter on 9687 7066 or email [rosi.pinter@annecto.org](mailto:rosi.pinter@annecto.org).

#### **Contact details:**

Address: 81 Cowper Street Footscray 3011  
 Phone: 9687 7066 (enquiries during business hours)  
 Freecall: 1800 72 72 80 (after hours)  
 Fax: 9687 5621  
 Email: [ears@annecto.org.au](mailto:ears@annecto.org.au)  
 Web: [www.annecto.org.au](http://www.annecto.org.au)  
 Office hours: 9am to 5 pm Monday to Friday

### **Department of Human Services, Disability Client Services Intake & Response**

Intake & Response (I&R) is one of the central pathways in the Eastern Metropolitan Region (EMR), for people who have a disability as defined by the Disability Act 2006, who want information and assistance to access available regional and statewide respite options.

I&R is also the main gateway for people who because of their disability specific needs require access to case management, specialist services, and/or ongoing disability supports such as Individual Support Packages (ISP), Shared Supported Accommodation, and Day Activities.

The work that I&R do is known as Assistance with Planning (AWP) and is designed to help the person and/or their carer/s to determine and access those supports and services which best meet their individual circumstances.

#### **Contact Intake and Response:**

**1800 783 783**

#### **Contact details:**

Address: 883 Whitehorse Road Box Hill 3128  
 Phone: 9843 6312  
 Freecall: 1800 783 783  
 Fax: 9843 6575  
 Web: [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)  
 Office hours: 9am to 5 pm Monday to Friday

## Respite Information and Development in the East

Respite Information and Development in the East (RIDE) provides information about respite options for people with a disability:

- Aged between 6 and 64 years
- Living with a primary carer in the Eastern Region of Melbourne.

Contact RIDE if you have a query about this guide or respite services in the eastern region of Melbourne:

**1300 886 798**  
**[ride@yooralla.com.au](mailto:ride@yooralla.com.au)**

RIDE administers the respite east website, dedicated to providing disability respite information to the Eastern Region of Melbourne.

The Respite Resource Guide is available to view or download on the website. Whilst service provider information is current at time of printing, any changes will be updated periodically on the website. Refer to the website for the most accurate information available.

Visit the website to subscribe to an e-newsletter (infocast) for news, events and other information relevant to respite in the Eastern Region.

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

If you have any feedback regarding the Respite Resource Guide contact RIDE

- Via the feedback mechanism on the respite east website
- Email [ride@yooralla.com.au](mailto:ride@yooralla.com.au)
- Call the telephone information line 1300 886 798.

RESPITE SERVICES

# ALTERNATIVE FAMILY CARE

## SERVICES FOR CHILDREN AGED 6 TO 18 YEARS

Alternative family care programs recruit volunteers that are matched to a child with a disability and their family. The volunteers are trained and mandatory checks completed. The volunteer cares for the child on a regular basis, as agreed by the family and volunteer.

### Anglicare Victoria – Family Respite Solutions

Provides home based respite care to children with disabilities. Children and their families are linked with volunteer care givers who provide regular planned respite in their own homes, usually one weekend per month. Respite service is subject to availability of suitable caregiving family, as sensitive matching of child to carer is crucial to the success of the placement. **Eligibility:** Children with a disability aged 6 - 12 years at time of referral. Living in Knox, Maroondah and Yarra Ranges.

**Program Hours:** Negotiable

#### Contact details:

Office address: 666 Mountain Highway Bayswater 3153  
Phone: 9721 3688 Fax: 9720 2474  
Web: [www.anglicarevic.org.au](http://www.anglicarevic.org.au)  
Office hours: 9.00am – 5.00pm, Monday - Friday

### Extended Families Australia

Provides volunteers who develop a supportive and caring relationship with a child with a disability and their family. The focus is on providing companionship and support for the child and family through regular visits in the family home or community settings, with a view to establishing an ongoing relationship.

The service also provides a social events program for children and families.

**Eligibility:** Children aged 0 - 18 years living in the Eastern Metro Region of Melbourne.

**Program Hours:** Flexible - negotiated between volunteers and families.

#### Contact details:

Office address: Suite 15, 1st Floor Town Hall Hub 27 Bank Street, Box Hill 3128  
Phone: 9285 4837 Fax: 9285 4840  
Email: [eastern@extendedfamilies.org.au](mailto:eastern@extendedfamilies.org.au)  
Web: [www.extendedfamilies.org.au](http://www.extendedfamilies.org.au)  
Office hours: 8.45am - 3.15pm Monday - Thursday

### Interchange Inner East –Host Program

The Host Program provides families who have a child with a disability a regular break, by sharing the care of their child with other people – the host volunteers.

- To be eligible children must be 18 or under and live at home with their families.
- The care is provided in the volunteer family home, providing a combination of either regular planned day visits and/or some overnight stays.

**Eligibility:** Children aged 0 – 18 years living in the areas of Boroondara, Manningham, Monash and Whitehorse.

**Program Hours:** Variable

#### Contact details:

Office address: 2 Kendall Street Canterbury 3126  
Phone: 9836 9811 Fax: 9888 5272  
Email: [stephanie@iie.org.au](mailto:stephanie@iie.org.au)  
Web: [www.iie.org.au](http://www.iie.org.au)  
Office hours: 9am – 5pm Monday - Friday

### Outer East – Host Program

The Host Program matches a child with a disability, aged up to 18 years, with a volunteer host carer who shares their home with that child on a regular basis, ideally one weekend a month.

**Eligibility:** People aged up to 18 years living in the areas of Maroondah, Knox and Shire of Yarra Ranges.

**Program Hours:** Flexible.

#### Contact details:

Office address: 5-7 Yose Street Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [www.ioe.org.au](http://www.ioe.org.au)  
Office hours: 9am - 5pm Monday - Friday

### Yooralla – Family Based Respite

Offers families of a child with a disability the opportunity to have overnight respite care. The family is matched with an accredited caregiver family. Respite may take place any day of the week and at any time of year.

**Eligibility:** Children aged 6 - 12 years and are eligible to receive services under the Disability Act 2006

**Program Hours:** Seven days per week.

#### Contact details:

Office address: 6 Ellingworth Parade Box Hill 3128  
Phone: 9899 2766 Fax: 9899 4589  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: 9am - 5pm Monday - Friday

# FACILITY BASED RESPITE -

## SERVICES FOR CHILDREN AGED 6 TO 18 YEARS

Facility based respite offers overnight and short-term accommodation in a house managed by a Disability Service. The service is staffed by paid workers accommodating a number of people with disabilities.

Facility based respite services often have significant waiting lists, it is best to discuss this with the service.

### Department of Human Services – Children’s Respite Service

Occasional, planned and emergency respite is available at two respite facilities (located in Burwood and Kilsyth). The respite facilities cater for children from 6 to 18 years who have an intellectual disability and are registered with Disability Client Services. For information contact Disability Client Services, Intake and Response.

**Eligibility:** Children from 6 to 18 years who have an intellectual disability and are registered with Disability Client Services

**Program Hours:** 24 hours, 7 days a week

#### Contact details:

Phone: 9843 6312 Fax: 9843 6575  
Freecall: 1800 783 783

Web: [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

Office hours: 9am – 5pm Monday - Friday

### Jewish Care Victoria – Respite Services (Respite House)

Facility based respite including sleepover and / or day care for children and adolescents aged 6 - 18 years. Offers families and carers a short term break while their family member has the opportunity for social interaction, recreation and leisure in a safe, friendly, Jewish environment.

**Eligibility:** Children 6 to 18 years

**Program Hours:** Weekends, and Monday - Sunday, during school holidays.

#### Contact details:

Address: 234 Kooyong Road Caulfield 3162

Phone: 8517 5980 Fax: 8517 5955

Email: [respite@jewishcare.org.au](mailto:respite@jewishcare.org.au)

Web: [www.jewishcare.org.au](http://www.jewishcare.org.au)

Office hours: 9am - 5pm Monday - Friday

### Scope – Montclair Family Support

Montclair Family Support is a 5 bed facility based respite service for children with disabilities. Services are provided to a range of children aged 6 to 18 years with varying disabilities and conditions. Children need to be attending school during the term as the service is not staffed during the daytime on weekdays.

**Eligibility:** Children 6 to 18 years

**Program Hours:** Monday - Sunday, except between 9.30am - 3.00pm weekdays during school terms.

#### Contact details:

Address: 13 Montclair Avenue Glen Waverley 3150

Phone: 9561 2439 Fax: 9574 8338

Email: [montclair@scopevic.org.au](mailto:montclair@scopevic.org.au)

Web: [www.scopevic.org.au](http://www.scopevic.org.au)

Office hours: 9am - 5pm Monday - Friday

### Statewide Autistic Services – Swonnell House Children’s Respite

Swonnell House is an Autism specific children’s respite care facility, providing support to children with an Autism Spectrum Disorder, including Asperger Syndrome. The facility is located in Mentone, within the Melbourne Southern Metropolitan Region. Swonnell House is the only Autism specific children’s respite house in the state of Victoria.

**Eligibility:** Children aged 4 - 18 years with an Autism Spectrum Disorder and/or Intellectual Disability, living in Victoria.

**Program Hours:** 24 hours per day, weekends and school holidays. Closed between 10.00am - 3.00pm weekdays during the school term.

#### Contact details:

Address: House located in Mentone

Phone: 9773 6044 Fax: 9776 4299

Email: [enquiries@sasi.org.au](mailto:enquiries@sasi.org.au)

Web: [www.sasi.org.au](http://www.sasi.org.au)

Office hours: 9am - 5pm Monday - Friday

### Very Special Kids

Very Special Kids is a unique not-for-profit organisation supporting families who are facing the challenge of caring for a child with a life-threatening illness. Very Special Kids House is Australia’s first hospice for children, providing respite and end-of-life care. The House is a unique place where parents can leave their sick child, knowing that the child will receive specialist care while the parents recharge their own batteries and spend quality time with their other children. Very Special Kids House is also a place where, if a child is approaching death (and it is not possible, for whatever

reason for the child to die at home), the family can be together in a warm, loving environment, where they can be supported by professional staff and volunteers.

Up to eight children can be accommodated at the House at any one time and, if the parents want to stay close by, they can do so in the parent accommodation.

Very Special Kids House is designed to be an extension of the family home – a place that is warm and welcoming for both children and parents. Most children come for respite and the length of stay varies from a weekend to two weeks. If a child is requiring end-of-life care and nearing the end of their life, there is no limit on the length of stay. The House is staffed with registered and state enrolled nurses, music therapists, trained carers, volunteers and staff with disability and end-of-life care experience. Nurses are on active night duty, and a doctor is on call 24 hours a day.

Use of Very Special Kids House and all other services are free to all Very Special Kids families. It costs \$1.3 million per year to operate the House, which receives little government funding so relies almost entirely on donations from the public.

**Eligibility:** Children and their families living in Victoria or interstate families accessing services at the Royal Children’s Hospital eg Tasmania

**Program Hours:** 24 hours a day, 7 days each week.

#### Contact details:

Address: 321 Glenferrie Road Malvern 3144

Phone: 9804 6222

Freecall: 1800 888 845

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

Web: [www.vsk.org.au](http://www.vsk.org.au)

Office hours: 9am – 5pm Monday - Friday

## Villa Maria – Overnight Respite

Villa Maria has four unique and vibrant houses at Croydon, Lilydale, Wheelers Hill and Kew, which provide a safe, fun and enjoyable environment, which supports individual's needs and those of their families and carers.

**Eligibility:** Children aged 6 - 18 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:** 3.00pm - 9.00am Monday - Friday (closed during the day). 24 hours on weekends, public holidays and school holidays. Closed Christmas Day and Boxing Day.

**Contact details:**

Office address: 535-537 High Street Road Mount Waverley 3149  
Phone: 9809 6823 Fax: 9803 0800  
Email: [respite.services@villamaria.com.au](mailto:respite.services@villamaria.com.au)  
Web: [www.villamaria.com.au](http://www.villamaria.com.au) Office hours: 9am - 5pm Monday - Friday

## SERVICES FOR ADULTS AGED 18 TO 64 YEARS

### Alkira – Facility Based Respite

Offers facility based respite for adults with a disability who have ageing carers.

**Eligibility:** Adults with a mild – moderate intellectual disability.

**Contact details:**

Office address: 3 Thurston Street Box Hill 3128

Phone: 9890 4067

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

Web: [www.alkira.org.au](http://www.alkira.org.au)

Office hours: 8am – 4pm Monday - Friday

### Department of Human Services – Adult Respite Service

Occasional, planned and emergency respite is available at two respite facilities (located in Doncaster and Heathmont). The respite facilities cater for adults 18 years and over who have an intellectual disability and are registered with Disability Client Services.

**Eligibility:** Adults 18 years and over who have an intellectual disability and are registered with Disability Client Services.

**Program Hours:** 24 hours, 7 days a week.

For information contact Disability Client Services, Intake and Response.

**Contact details:**

Phone: 9843 6312 Fax: 9843 6575

Freecall: 1800 783 783

Web: [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

Office hours: 9am – 5pm Monday - Friday

### MS Australia – ACT/NSW/VIC

MS Australia currently has 3 established partnerships providing facility-based respite. Staff within the services are experienced and sensitive to the care and support required by people with MS and continue to build their understanding through participation in on going learning.

Each facility based service offers a different respite experience with a common objective of ensuring a safe and sociable environment and a positive experience for the individual, their primary carer and family.

The facility based respite services are located in:

- Heidelberg (operated by Accommodation and Care Solutions)
- Loch (operated by Accommodation and Care Solutions)
- Beaumaris, (operated by Australian Home Care Services)
- Ocean Grove, (operated by Karingal)

**Eligibility:** People with Multiple Sclerosis and other progressive neurological conditions registered with MS Australia.

**Program Hours:** Variable

**Contact details:**

Office address: The Nerve Centre 54 Railway Parade Blackburn 3130

Phone: 9845 2700 Fax: 9845 2777

Freecall: 1800 042 138

Email: [msconnect@mssociety.com.au](mailto:msconnect@mssociety.com.au)

Web: [www.msaustralia.org.au](http://www.msaustralia.org.au)

Office hours: 9am – 5pm Monday - Friday

## Oakleigh Centre –Oakleigh Centre Residential

Provides respite accommodation for clients with medium to high support needs. Clients accessing respite will be allocated a private bedroom. Availability of beds, support requirements and client compatibility are all important factors when allocating respite.

Referrals are done through DHS Eastern Metropolitan Region.

**Eligibility:** People aged 30 years plus who have a physical, neurological, sensory or intellectual disability, or autism.

**Program Hours:** 7 days, 24 hours.

### Contact details:

Office address: 773 Warrigal Road Oakleigh 3166  
Phone: 9569 0603 Fax: 9568 4238  
Email: [lpotter@oakleighcentre.org](mailto:lpotter@oakleighcentre.org)  
Web: [www.oakleighcentre.org](http://www.oakleighcentre.org)  
Office hours: 9am - 5pm Monday - Friday

## Yooralla – Ventilator Accommodation Support Service (VASS)

VASS offers regular, planned respite to provide ventilator users and their families with a break. Emergency or unplanned respite is also available under certain circumstances. 24 hour support is provided by specifically trained disability support workers. In addition there is a registered nurse on site at all times including overnight.

**Eligibility:** People aged 18 years plus who are chronically ventilator dependent and eligible for Disability Services.

**Program Hours:** 24 hours, 7 days a week

### Contact details:

Address: 335 Clarendon Street Thornbury 3071  
Phone: 9480 8100 Fax: 9480 1722  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: 9am – 5pm Monday - Friday

## SERVICES FOR CHILDREN AND ADULTS

### Agapi

Provides planned and emergency respite. Care is available for a maximum of one month continuous stay, except in an emergency where a maximum of three months can be provided. Run by Agapi Care inc.

**Eligibility:** People aged 16 – 64 years who have an intellectual or physical disability and live in the Eastern and Southern Metropolitan Region of Melbourne. Some capacity for respite support to people across the state, particularly for those people from a culturally and linguistically diverse background (CALD).

**Program Hours:** 3.00pm Friday to 9.30am Monday.

### Contact details:

Address: 13 Burlington Street Oakleigh 3166  
Phone: 9416 9768 Fax: 9480 0789  
Email: [agapi@netspace.net.au](mailto:agapi@netspace.net.au)  
Web: [www.agapicare.com.au](http://www.agapicare.com.au)  
Office hours: 9am – 5pm Monday – Friday at head office Preston

### Scope – Knox Respite

Knox Respite is a facility based respite service that provides respite care. The service has been set up to cater for the needs of adults with physical disabilities. The commitment of the Respite Team is to provide a quality individualised and flexible service, targeting the needs of each family. We encourage and assist clients to maintain skills they have developed.

**Eligibility:** People aged 18 - 64 years with physical and multiple disabilities.

**Program Hours:** Monday - Sunday, except between 9.30am - 3.00pm during the week.

### Contact details:

Address: 750a Boronia Road Wantirna 3152  
Phone: 9801 6844 Fax: 9800 2725  
Email: [rforster@scopevic.org.au](mailto:rforster@scopevic.org.au)  
Web: [www.scopevic.org.au](http://www.scopevic.org.au)  
Office hours: 9am - 5pm Monday – Friday

### Scope – Winbourne Road

Winbourne Road is a facility based respite service that provides respite care for adolescents and adults with physical and multiple disabilities. The house has a warm, friendly atmosphere, a small backyard with a pergola and is very close to public transport and local shops. The commitment of the Respite Team is to provide a quality individualised and flexible service, targeting the needs of each family. We encourage and assist clients to maintain skills they have developed.

**Eligibility:** People aged 18 - 64 years with physical and multiple disabilities.

**Program Hours:** Monday - Sunday, except between 9.30am - 3.30pm during the week.

### Contact details:

Address: 41 Winbourne Road Mount Waverley 3149  
Phone: 9888 3877 Fax: 9888 3977  
Email: [winbournerd@scopevic.org.au](mailto:winbournerd@scopevic.org.au)  
Web: [www.scopevic.org.au](http://www.scopevic.org.au)  
Office hours: 9am - 5pm Monday - Friday

## Yooralla – Pendle Street

Facility Based Respite gives carers of people with disabilities the opportunity to take a break from their support role. Respite stays may range from one night through to an extended period.

**Eligibility:** People aged 5 - 65 years who have a physical, intellectual, neurological, or multiple disabilities with complex medical or health issues.

**Contact details:**

Office address: 6 Ellingworth Parade  
Box Hill 3128  
Phone: 9899 2766  
Fax: 9899 4589  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: 9am - 5pm Monday - Friday

## SERVICES FOR CHILDREN

This guide uses the term **flexible respite** to describe services that assist with the navigation of the respite service system.

**Brokerage** refers to the provision of a funding package to pay for respite provided in a flexible manner in order to meet the needs of the individual with a disability. The funding can be used to purchase a range of respite options that meets the needs of the individual, their family and carers.

### Interchange Inner East – Flexible Family Support Program

The Flexible Family Support Program provides a package of planned flexible respite hours to families who have a child with high support needs, requiring one on one support.

- Families whose child is aged 0-19 years with high support needs are provided with an agreed number of hours of care each year.
- Families decide when and how to use their allocated hours of respite – children can be cared for at home and/or out and about in the community.

**Eligibility:** Children aged 0 - 19 years living in the areas of Boroondara, Manningham, Monash and Whitehorse.

**Program Hours:** Variable.

**Contact details:**

Address: 2 Kendall Street Canterbury 3126  
Phone: 9836 9811 Fax: 9888 5272  
Email: [stephanie@iie.org.au](mailto:stephanie@iie.org.au)  
Web: [www.iie.org.au](http://www.iie.org.au)  
Office hours: 9am – 5pm Monday - Friday

## SERVICES FOR ADULTS

**Brainlink Services – EMR Flexible Respite Fund for families**

Provides support to suit the needs of families, carers and the person being cared for through:

- Purchasing of goods and services
- Providing respite options to suit a family, carer and the person being cared for
- Arranging access to services and organisations which may provide support and social contacts.

**Eligibility:** People living in the Eastern Metropolitan Region of Melbourne affected by stroke, head injuries and brain tumour; and people with progressive neurological diseases, such as Parkinson's disease or Muscular Dystrophy

**Contact details:**

Office address: 54 Railway Road  
Blackburn 3130  
Phone: 9845 2960 Fax: 9845 2882  
Freecall: 1800 677 579  
Email: [coordinator@brainlink.org.au](mailto:coordinator@brainlink.org.au)  
Web: [www.brainlink.org.au](http://www.brainlink.org.au)  
Office hours: 9am - 5pm Monday - Thursday

**Impact Support Services – Impact Leisure Services**

Impact leisure Services offers a Flexible Funded Respite Program. The purpose of this funding is to provide respite and social support through holiday and respite opportunities. People participating in the Funded Respite Program can choose a support option which best meets their identified needs, support and requirements and interests. This funding has limited places and a waiting list may apply.

**Eligibility:** Adults 18 years plus with an intellectual disability.

**Program hours:** Various times – including weekends.

**Contact details:**

Office address: 59 Warrigal Road  
Oakleigh 3166  
Phone: 9568 6144 Fax: 9568 6044  
Email: [impact@impact.vic.edu.au](mailto:impact@impact.vic.edu.au)  
Web: [www.impact.vic.edu.au](http://www.impact.vic.edu.au)  
Office hours: 9am – 5pm Monday – Friday

**MS Australia ACT/NSW/VIC – Short Term Flexible Respite Program**

MS Australia can provide flexible funds to employ services to provide episodes of respite to support the individual with a disability, their family, and carer through short-term and time limited breaks. The respite can support the individual at home or in an alternative family home or through community activities with trained staff. The Short Term Flexible Respite Program helps to support and maintain the strength of the family unit.

**Eligibility:** People with Multiple Sclerosis and other progressive neurological conditions registered with MS Australia

**Program Hours:** Variable

**Contact details:**

Office address: The Nerve Centre 54  
Railway Parade Blackburn 3130  
Phone: 9845 2700  
Freecall: 1800 042 138  
Fax: 9845 2777  
Email: [mconnect@mssociety.com.au](mailto:mconnect@mssociety.com.au)  
Web: [www.msaustralia.org.au](http://www.msaustralia.org.au)  
Office hours: 9am – 5pm Monday - Friday

## SERVICES FOR CHILDREN AND ADULTS

**EACH – EACH Respite for Carers**

EACH Respite for Carers is an Australian Government initiative that provides a range of support service which:

- Enable carers and the people they care for to have a break from the regular care situation.
- Allow carers to have time for themselves whilst the person they care for is being supported by trained staff.
- Offer different options for people in different situations.
- Explore each individual carer's needs and tailors respite options to meet those needs.
- Assist parents and family members by providing information and referral supports.

Support is available to:

- parents and carers of a person with an intellectual disability, mental health issue or autism spectrum disorder.
- priority to carers over 55 years (indigenous carers over 40 years)

**Eligibility:** Carers of a person who has an intellectual disability, mental illness or autism spectrum disorder, living in the Eastern Metropolitan Region.

**Program Hours:** Variable over 7 days, depending on the needs of the family.

**Contact details:**

Office address: 46 Warrandyte Road  
Ringwood 3134  
Phone: 9871 1850 Fax: 9876 0100  
Email: [respiteforcarers@each.com.au](mailto:respiteforcarers@each.com.au)  
Web: [www.each.com.au](http://www.each.com.au)  
Office hours: 8.30am - 5pm Monday - Friday

### Uniting Care Community Options (UCCO) Commonwealth Respite and Carelink Centre

Short term respite and planning services are available for the primary carers of people with a disability. Funding for some services is also available.

Short term respite and planning services are available for young people with a substantial caring role through the Young Carer program.

A variety of planned and short-term respite options are available for the carers of older people in addition to planning support.

**Eligibility:** Carers caring for someone with a disability and residing in the Eastern Metropolitan Region of Melbourne.

**Program Hours:** 24 hours

#### Contact details:

Address: Ground Floor, Building 5  
Brandon Office Park 530 – 540  
Springvale Road Glen Waverley 3150  
Phone: 1800 059 059 or (03)9239 2580  
from mobiles and for people calling  
outside the Eastern Metropolitan  
Region  
Freecall: 1800 059 059  
Fax: 9239 2522  
Web: [www.ucco.org.au](http://www.ucco.org.au)  
Office hours: 9am - 5pm Monday -  
Friday

### Yooralla – Breakaway Flexible Respite Program

The Breakaway Flexible Respite program aims to provide short term funding to carers of people with a disability to meet a specific respite request. The funding enables carers to develop respite options that meet both their own needs and the needs of a person for whom they care.

**Eligibility:** Primary carer of a person with a disability aged between 6 and 64 years. Living in the Eastern region of Melbourne.

#### Contact details:

Address: 6 Ellingworth Parade  
Box Hill 3128  
Phone: 9899 2766 Fax: 9899 4589  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: Tuesday to Friday

### Yooralla – Respite Service Coordination

Respite Service Coordination is a unique program designed to assist carers of a person with a disability aged between 6 and 64 years living in the Eastern Region. The program co-actively works with carers to navigate the respite service system.

**Eligibility:** Primary carer of a person with a disability aged between 6 and 64 years, living in the Eastern region of Melbourne and does not have active case management.

**Program Hours:** 9am - 5pm, Monday - Friday

#### Contact details:

Address: Suite 2, 587 Canterbury  
Road Surrey Hills 3127  
Phone: 9831 5600 Fax: 9830 0003  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: 9am - 5pm Monday -  
Friday

### Yooralla – Respite Information and Development in the East

Provides information about respite options for people with a disability. RIDE supports the development and enhancement of respite services in the Eastern Metropolitan Region.

**Eligibility:** People with a disability living with a primary carer in the Eastern Region.

#### Contact details:

Address: Suite 2, 587 Canterbury  
Road Surrey Hills 3127  
Phone: 1300 886 798  
Fax: 9830 0003 Email:  
[ride@yooralla.com.au](mailto:ride@yooralla.com.au)  
Web: [www.respiteeast.org.au](http://www.respiteeast.org.au)  
Office hours: 9am – 5pm Monday -  
Friday

## SERVICES FOR ADULTS

There are supported holiday options available year round. The cost varies between each option, it is best to speak to the company about individual cost.

### Ambleside Tours

Fully escorted day outings every month and trips during long weekends and school holidays. Generally one interstate trip per year. Carers provided.

**Eligibility:** Adults with any disability.

**Program Hours:** Variable

#### Contact details:

Office address: 34 Stoda Street  
Heathmont 3135  
Phone: 9720 9800 Fax: 9729 0038  
Email: [marriott@alphalink.com.au](mailto:marriott@alphalink.com.au)  
Web: [www.amblesidetours.com](http://www.amblesidetours.com)  
Office hours: 9am – 5pm Monday - Friday

### Flying High Tours Pty Ltd

Flying High aims to provide fun and educational holiday experiences for adults who need specialised care, and to broaden recreational options and create meaningful, new social opportunities.

**Eligibility:** Adults with a disability.

**Program Hours:** Variable.

#### Contact details:

Office address: 254A Beaconsfield  
Parade Middle Park 3206  
Phone: 9699 5459 or 0414 290 118  
Email: [flyinghighw@bigpond.com.au](mailto:flyinghighw@bigpond.com.au)  
Office hours: 9am -5pm Monday - Friday

### Impact Support Services – Impact Leisure Services

Impact Leisure Services is a division of IMPACT that provides respite and recreation programs and supported holiday opportunities to adults with intellectual disabilities. Impact Leisure Services offers an extensive holiday program incorporating weekend, longer trips and interstate and overseas trips.

**Eligibility:** Adults with an intellectual disability.

**Program Hours:** Various times - including weekends.

#### Contact details:

Office address: 59 Warrigal Road  
Oakleigh 3166  
Phone: 9568 6144 Fax: 9568 6044  
Email: [impact@impact.vic.edu.au](mailto:impact@impact.vic.edu.au)  
Web: [www.impact.vic.edu.au](http://www.impact.vic.edu.au)  
Office hours: 9am - 5pm Monday - Friday

### Interact Australia – Recreation Unlimited

Interact Recreation Unlimited is a non-funded, not-for-profit service, specialising in supported holidays and establishing community connections for people with disability.

**Eligibility:** People aged 18 years plus living in metro and rural regions of Melbourne

**Program Hours:** Monthly holiday opportunities vary in duration (3, 4 & 5 days).

#### Contact details:

Phone: 9497 3444 Fax: 9497 2511  
Email: [mhulbert@interactaust.com.au](mailto:mhulbert@interactaust.com.au)  
Web: [www.interactaust.com.au](http://www.interactaust.com.au)  
Office hours: 9am - 5pm Monday - Friday

### Jan's Special Needs Travel

We organise package holidays and respite which are inclusive of accommodation, catering and activities. Also offer bed and breakfast and full use of the Axion Ridge Country Home which sleeps up to 14 people. Situated 15 – 20 minutes from Bendigo and Lake Eppalock.

**Who is it for?** Adults

**Program Hours:** Variable

#### Contact details:

Address: 34 Trent Court  
Off Axedale Creek Road  
Strathfieldsaye VIC 3551  
Phone: (03) 5439 6377  
Fax: (03) 5439 6353  
Email: [info@janstravel.com.au](mailto:info@janstravel.com.au)  
Web: [www.janstravel.com.au](http://www.janstravel.com.au)  
Office hours: 9am – 5pm Monday - Friday

### Leisure Options

Leisure Options is a licensed travel agent, an accredited tourism business and a full member of the Travel Compensation Fund. The company has been providing fun-filled, tailored holidays, camps and tours for people who have a disability since 1994. Leisure Options runs over 75 holidays a year locally, interstate and internationally.

**Eligibility:** Adults with mild, moderate or severe intellectual disabilities, physical disabilities, acquired brain injury, the frail or elderly, or anyone requiring a travel companion.

**Program Hours:** Variable

#### Contact details:

Address: Suite 44, 574 Plummer Street  
Port Melbourne 3207  
Phone: 9646 0666 Fax: 9646 5299  
Email: [mail@leisureoptions.com.au](mailto:mail@leisureoptions.com.au) Web: [www.leisureoptions.com.au](http://www.leisureoptions.com.au)  
Office hours: 9am – 5pm Monday - Friday

### Ozmates Travel

Luxury coach holiday tours throughout Australia and overseas.

**Eligibility:** Adults with mild-moderate intellectual disability, acquired brain injury, and other conditions.

**Program Hours:** Variable

#### Contact details:

Address: PO Box 5283 Frankston 3199  
Phone: 9787 9526 Fax: 9787 0458  
Email: [ozmates@ozmates.com.au](mailto:ozmates@ozmates.com.au)  
Web: [www.ozmates.com.au](http://www.ozmates.com.au)  
Office hours: 9am – 5.30pm Monday - Friday

### Platypus Tours

Platypus Leisure Tours provides supported holidays for people with mild to moderate intellectual disabilities. Our focus is to offer quality holidays both nationally and internationally at an affordable price. Our activities are designed to bring focus to enjoyment, social interaction and independence.

**Eligibility:** Adults with a mild to moderate intellectual disability.

**Program Hours:** Variable

#### Contact details:

Phone: 03 9876 1341  
Email: [info@platypustours.com.au](mailto:info@platypustours.com.au)  
Web: [www.platypustours.com.au](http://www.platypustours.com.au)  
Office hours: 9am – 5pm Monday - Friday

## SERVICES FOR CHILDREN AND ADULTS

During holiday times for day programs or educational courses additional recreational programs are available for people with a disability.

Refer to out of school hours section for school holiday programs.

**Able Australia – Holiday Program**

Able Respite provides respite days during the school holidays for people with all disabilities, including Deafblindness.

**Eligibility:** People aged 6 - 64 years.

**Program Hours:** One or two days during the week.

**Contact details:**

Office address: 616 Riversdale Road Camberwell 3166

Freecall: 1300 225 369

Fax: 9882 9210

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

Web: [www.ableaustralia.org.au](http://www.ableaustralia.org.au)

Office hours: 9am - 5pm Monday - Friday

**Manningham YMCA – Leisure Access Program (SHLAP)**

The Leisure Access Program (LAP) is a recreational and social program developed for teenagers and young adults in the Manningham area living with disabilities. A variety of programs are offered, which are suitable to each particular group's needs and interests whilst also providing respite for parents and carers. Activities are run as either a day program on a Saturday or an evening program on a Wednesday, dependent upon the group. School holiday programs (SHLAP) also offer an opportunity for all the LAP members to get to know each other and socialise with their friends. All groups are fully supervised and supported by

qualified and enthusiastic staff during each activity.

**Eligibility:** Three groups:

- Red: High needs, challenging behaviour
- Green: 12-25 (approx) years old
- Rap: Quite independent over 25 years

**Program Hours:** Variable, weekdays during school holidays.

**Contact details:**

Office address: 3 Mitchell Street East Doncaster 3109

Phone: 9848 9544 Fax: 9848 7455

Email: [lap@ymca.org.au](mailto:lap@ymca.org.au)

Office hours: 9am - 5pm Wednesday

9am - 1pm Friday

**Villa Maria – Summer Holiday Program**

The Summer Holiday Program provides an opportunity to make lasting friendships, have fun, get involved in the community and develop independence skills, by participating in an exciting range of recreation programs for adults with a disability. Activities are age appropriate, fun and challenging, and provide great opportunities to make new friends and explore a variety of activities.

**Eligibility:** People aged 16 years -

64 years living in the Eastern Metropolitan Region of Melbourne

**Program Hours:** 15 days during the December - January school holidays

**Contact details:**

Office address: 535 - 537 High Street Road Mt Waverley 3149

Phone: 9809 6823 Fax: 9803 0800

Email: [respite.services@villamaria.com.au](mailto:respite.services@villamaria.com.au)

Web [www.villamaria.com.au](http://www.villamaria.com.au)

Office hours: 9am - 5pm Monday - Friday

## SERVICES FOR CHILDREN AND ADULTS AGED 6 TO 64

A trained worker provides assistance and support to a person with a disability in their own home. These programs offer an amount of hours in a particular period of time.

See Local Government section for additional In home respite services.

**Able Australia – Able Respite Services**

Able Respite provides occasional in-home and community access respite to people with all disabilities, including Deafblindness.

**Eligible:** People aged 6 – 64 years.

**Program Hours:** Flexible - tailored to meet the needs of the individual.

**Contact details:**

Office address: 616 Riversdale Road Camberwell 3166

Freecall: 1300 225 369

Fax: 9882 9210 Email:

[info@ableaustralia.org.au](mailto:info@ableaustralia.org.au)

Web: [www.ableaustralia.org.au](http://www.ableaustralia.org.au)

Office hours: 9am - 5pm Monday - Friday

**Mobile Overnight Support Service (MOSS)**

The Mobile Overnight Support Service (MOSS) is a Department of Human Services (DHS) Eastern Metropolitan Region initiative that is managed by Australian Home Care Services Pty Ltd. MOSS aims to assist people with a disability to increase or maintain their independence through the provision of overnight (after hours) attendant care support in their own, or their family's home. MOSS is seen as an extension of a person's existing supports.

The types of services that may be provided include routine, infrequent, ad hoc or minor emergencies. The support provided is designed to enable a person to remain in their home.

**Eligibility:** The service supports people within the City of Monash, and depending on demand some surrounding LGAs. For people who require physical assistance during the night.

**Program Hours:** 9pm - 5am, 7 days of the week.

**Contact details:**

Phone: Australian Home Care Services 9835 9060 DHS Intake & Response 1800 783 783 Office hours: 9am - 5pm Monday - Friday

**Yooralla – In-home Respite**

In Home Respite is designed to provide home and community-based respite to the primary carer(s) of a person with a disability. To meet the requirements of the consumer and carer, the service can be utilised in a flexible and responsive manner. It aims to provide the primary carer(s) with support, allowing time for them either in or away from the home.

**Eligibility:** People aged 5 - 65 years who have a physical, intellectual, sensory, acquired brain injury or multiple disabilities.

**Contact details:**

Address: 6 Ellingworth Parade Box Hill 3128

Phone: 9899 2766 Fax: 9899 4589

Web: [www.yooralla.com.au](http://www.yooralla.com.au)

Office hours: 9am - 5pm Monday - Friday

Every Local Government Area (LGA) has a Home and Community Care (HACC) program that provides subsidised respite for people with a disability.

Speak to the HACC program at your LGA to find out about services you are eligible for and waiting lists.

## City of Boroondara – Health, Ageing and Disability Services (Respite Care)

The City of Boroondara Home and Community Care (HACC) program can provide a trained Direct Care Worker for Respite Care in the home and local community for a person with a disability. This enables the Carer to have a break for a few hours during the day, evening or on the weekend. Personal Care and Home Care can also be offered to eligible clients. An in-home assessment is required to determine eligibility, hours, and fees in accordance with the HACC guidelines.

**Eligibility:** People with a disability living in the City of Boroondara.

**Program Hours:** 7.00am – 1.00am, 7 days a week (excluding public holidays).

### Contact details:

Office address: 360 Burwood Road Hawthorn 3122

Phone: 9278 4722 Fax: 9278 4748

Email: [ageing.disabilityservices@boroondara.vic.gov.au](mailto:ageing.disabilityservices@boroondara.vic.gov.au)

Web: [www.boroondara.vic.gov.au](http://www.boroondara.vic.gov.au)

Office hours: 8:30am – 5:15pm Monday – Friday

\* See Recreation – children and adults for information about City of Boroondara Social Groups

## City of Monash – Community Care Services

Monash City Council provides services for people with disabilities, the frail aged and their carers to assist them to reside in the community in their own home.

- **Home Care:** Assistance with household tasks, shopping, paying bills, food preparation and attendance at appointments.
- **Personal Care:** Assistance with activities of daily living including dressing, showering, toileting, transfers, mobility and respite.
- **Social Support Activities:** Community meals, social outings, companionship, information, referral and recreation.
- **Planned Activity Groups:** Offering gentle exercise, recreational and music activities as well as outings. An evening group is available for younger dependent adults with a disability.
- **Transport:** A community bus service within the municipality to fixed destinations.
- **Meals:** Cook chilled home delivered meals.
- **Home Maintenance:** Includes installation of ramps and rails, limited home and garden maintenance to ensure continued access and safety around the home.

**Eligibility:** People, who are frail, aged, or have a disability living in the City of Monash.

**Program Hours:** Variable.

### Contact details:

Office address: 293 Springvale Road Glen Waverley 3150

Phone: 9518 3553 Fax: 9518 3499

Web: [www.monash.vic.gov.au](http://www.monash.vic.gov.au)

Office hours: 9am – 5pm Monday - Friday

## Knox City Council – Home and Community Care

Knox's Respite Care Service allows carers of the frail, aged or people with a disability the opportunity to have a break. This service is provided in the client's home. Prior to services being provided, each client is assessed in their home for services according to individual needs. Access to services is subject to eligibility, availability of staff and the cost of service is dependent upon income.

**Eligibility:** People with a disability living in the City of Knox.

**Program Hours:** Variable.

### Contact details:

Office address: 511a Burwood

Highway Wantirna 3152

Phone: 9298 8345 or 9298 8370

Fax: 9298 8194

Web: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

Office hours: 8.30am - 5pm Monday - Friday

## Manningham City Council – Respite Care

Respite Care supports carers of people with disabilities by giving them a break from their caring responsibilities. Assistance can be provided with arranging planned regular respite or occasional respite. Respite is available after an assessment and consultation with the Occupational Health and Safety Team.

Respite for carers of children and young people with disabilities is available during school holidays through the Manningham Activities for Special Kids (MASK) program.

**Eligibility:** For carers of people with a disability living in the area of Manningham City Council.

**Program Hours:** 7am – 12am, Monday - Friday

### Contact details:

Office address: 699 Doncaster Road

Doncaster 3108

Phone: 9840 9700

Fax: 9840 9744

Email:

[manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)

Web: [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au)

Office hours: 8am - 5pm Monday - Friday

\* See Out of School Hours – children for information about Manningham Activities for Special Kids (MASK)

## Maroondah City Council - Respite

Providing in home respite for carers of children and older persons.

**Eligibility:** People with a disability living in the City of Maroondah

**Program Hours:** Variable.

### Contact details:

Office address: 9 Civic Square

Croydon 3136

Phone: 9294 5729 Fax: 9294 5744

Email: [co.care@maroondah.vic.gov.au](mailto:co.care@maroondah.vic.gov.au)

Web: [www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)

Office hours: 9am – 5pm Monday - Friday

## Whitehorse City Council – Aged and Disability Services

- **Home Support Services:** Home Support Services provide home help, personal and respite assistance to the frail aged, people with a disability and their carers.
- **Home Maintenance:** Assists older and disabled residents in their own homes during illness and after hospitalisation. Assessments allocate services according to needs and availability. The focus is on health and safety in and around the home and long-term solutions. Tasks include installation of handrails, ramps and smoke detectors.
- **Transport:** Community Transport operates a variety of services within the City of Whitehorse. The service is for frail aged and people with disabilities who have difficulty obtaining transport to local facilities such as shopping, swimming, appointments and day centres. Residents will be assessed according to their eligibility, needs and requirements. There is a charge for these services.
- **Culturally Linguistical Diverse Services:** There are services available to assist people from diverse cultural backgrounds. A variety of clubs and organisations cater for many nationalities, including: Cambodian, Chinese, Cypriot, Dutch, Fijian, Greek, Hungarian and Italian.
- **Social Support – Non Centre Based:** This service offers recreation and social support activities for socially isolated frail older adults and people with disabilities living in the City of Whitehorse. Small group activities provide people with companionship whilst participating in a variety of recreational and leisure activities. This service aims to enhance the independence, emotional, social,

and intellectual well being of participants. This is achieved by linking people with existing services or creating new services.

- **Social Support – Centre Based:** This service provides social and recreational programs to meet the needs of older/ frail aged and socially isolated people with memory loss and younger people with disabilities from English and non-English speaking backgrounds. Social Support aims to enhance the independence, self esteem and quality of life for all program participants. The aim is to provide opportunities for companionship and friendship through participation in satisfying and enjoyable activities, including gentle exercises, massage/ spa/relaxation, cooking, outings/day trips, art/craft and guest speakers. Transport and lunch are provided for a small cost.

**Eligibility:** People living in the area of Whitehorse City Council with a disability.

**Program Hours:** Variable

### Contact details:

Office address: 379 – 397 Whitehorse Road Nunawading 3131  
Phone: 9262 6333 Fax: 9262 6490  
Email: [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)  
Web: [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)  
Office hours: 8am – 4.30pm Monday - Friday

## Yarra Ranges Shire Council – Home and Community Support

- **Respite Care:** provided in home & outing based for eligible clients to enable carers to take a break. No overnight respite provided.
- **Planned Activity Groups:** (PAG) social groups that meet clients' needs, encourages independence and provides physical, intellectual, emotional and social stimulation.

**Eligibility:** People living in the Shire of Yarra Ranges and are HACC eligible. An in-home assessment is required. All services are based on client need and are provided according to available resources.

**Program Hours:** As negotiated.

### Contact details:

Office address: Anderson Street  
Lilydale 3140  
Phone: 1300 368 333 Fax: 9294 6483  
Email: [intakeadministrator@yarraranges.vic.gov.au](mailto:intakeadministrator@yarraranges.vic.gov.au)  
Web: [www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au)  
Office hours: 9am - 5pm Monday - Friday

# OUT OF SCHOOL HOURS -

## INCLUSION SUPPORT

Children with special needs can access out of school hours programs including after school care, family day care and vacation care.

If a program requires assistance to develop its capacity to support a child with a disability, the program can approach their local Inclusion Support Agency.

A child must be registered with an out of school hours program before the Inclusion Support Agency can be contacted.

### Inclusion Support Agency – East Middle Melbourne

Inclusion Support Facilitators (ISF) work directly with the eligible childcare services when a request is made. The ISF aims to build the services capacity to create an environment inclusive of all children.

Services Include:

- Occasional care
- Long day care
- Family day care
- In-home care
- After school
- Vacation care

### Eligibility for Support:

Children aged 0 – 12 years, but can include young people up to the age of 18 years attending after school and/or vacation/ holiday programs.

- Children from Culturally and Linguistically Diverse backgrounds including refugee children
- Children with ongoing high support needs including children with a disability
- Aboriginal and Torres Strait Islander children

**The program requiring assistance is to contact the Inclusion Support Agency for support and / or consultation.**

### Contact details:

Address: Monash City Council (lead agency)  
Phone: 9518 3548 Fax: 9518 3444  
Email: [inclusion@monash.vic.gov.au](mailto:inclusion@monash.vic.gov.au)  
Web: [www.monash.vic.gov.au/services/field-officers.htm](http://www.monash.vic.gov.au/services/field-officers.htm)

### Inclusion Support Agency – East Outer Melbourne

An initiative of the Inclusion and Professional Support Program funded by the Australian Government and provided by local Government. The East Outer Melbourne ISA covers the municipal areas of Knox, Maroondah and Yarra Ranges, under Knox City Council as lead agency in partnership with the Shire of Yarra Ranges.

### Inclusion Support Facilitators

ISF's work directly with eligible childcare services to build their capacity to create an environment inclusive of all children, including those with additional needs, children with Aboriginal and Torres Strait Islander and refugee and recent immigrant backgrounds. Services include occasional care, long day care and family day care, in-home care, as well as after school and vacation care.

### Eligibility for Support:

Children aged -0 – 12 years, but can include young people up to the age of 18 years attending after school and/or vacation/ holiday programs

- Children from culturally and linguistically diverse backgrounds including refugee children and Australian South Sea Islander.
- Children with ongoing high support needs including children with a disability
- Aboriginal and Torres Strait Islander children

**The program requiring assistance is to contact the Inclusion Support Agency for support and / or consultation.**

### Contact details:

Office address: 511 Burwood Highway Wantirna 3152  
Phone: 9298 8150 Fax: 9298 8802  
Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)  
Web: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

# OUT OF SCHOOL HOURS - SERVICES FOR CHILDREN AGED 6 TO 18 YEARS

During school holiday periods, additional recreational programs and camps are available for children with a disability.

## Hawthorn Aquatic and Leisure Centre – Crazy Daze and Awesome Adventures

A school holiday program offering in house and excursion based activities. It is CCB claimable (Commonwealth Childcare Benefit).

### Eligibility:

- Crazy Daze: 5 - 11 years (excursion and in house based)
- Awesome Adventures: special needs 12 - 20 years (excursion based)

**Program Hours:** 8.30am - 5.30pm, Monday - Friday during school holidays.

### Contact details:

Address: Linda Crescent Hawthorn 3122  
Phone: 8862 9100 Fax: 9815 0268  
Email: [hawthorn@ymca.org.au](mailto:hawthorn@ymca.org.au)  
Office hours: 9am - 5pm Monday - Friday

## Interchange Inner East – Recreation Program

The Recreation Program provides respite to families through regular planned social and recreational group activities for young people. Young people who have a disability are able to experience a variety of community based activities, develop social skills and increase their level of independence.

- Recreation groups are formed taking into consideration the age and abilities of the participants.

- Groups cater to individuals between the ages of 12 – 35.
- Each group has one to three respite care workers, as well as, a pool of volunteers providing support.
- School holiday activities and camps for 12 – 18 year olds are run in each of the school holidays for current participants.
- School holiday activities are fun, community based activities eg. rollerskating, bowling, swimming, playgrounds, outings to theme parks, the zoo and more.

**Eligibility:** People aged 12 – 35 years living in the areas of Boroondara, Manningham, Monash & Whitehorse.

**Program Hours:** Weekends and school holidays

### Contact details:

Office address: 2 Kendall Street Canterbury 3126  
Phone: 9836 9811 Fax: 9888 5272  
Email: [vivienne@iie.org.au](mailto:vivienne@iie.org.au) or [hayley@iie.org.au](mailto:hayley@iie.org.au)  
Web: [www.iie.org.au](http://www.iie.org.au) Office hours: 9am – 5pm Monday - Friday

## Interchange Outer East - Outreach

Outreach is a coordinated program which helps children with disabilities access local community social and recreational programs, including school holiday activities. Children access programs with assistance of a support worker provided by Interchange Outer East.

**Eligibility:** Children aged 5 – 12 years living in the Shire of Yarra Ranges.

**Program Hours:** During the school holidays.

### Contact details:

Office address: 5 – 7 Yose Street Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [kieran.cantwell@ioe.org.au](mailto:kieran.cantwell@ioe.org.au)  
Web: [www.ioe.org.au](http://www.ioe.org.au)  
Office hours: 9am – 5pm Monday - Friday

## Interchange Outer East – School Holiday Program

Camps and day activities are run during school holiday periods. All camps and day activities are managed by the School Holiday Program Coordinator and run by Interchange staff. Volunteers provide 1:1 assistance with personal care and participation in activities.

The School Holiday Program caters for all abilities with specialised camps and activities offered for children with specific needs.

Due to the number of applications, camps and holiday activities are not available to siblings.

- School holiday camps are held at various accredited camp sites throughout Victoria, with cabin or dormitory style accommodation (not under canvas). Activities, both on and off site, guarantee a full program of fun and memorable camp experiences for everyone. Camps are generally between 3 and 5 days duration and on average 15 participants, 15 volunteers and 3 staff attend each camp.

- School holiday activities are fun, community based activities eg. rollerskating, bowling, swimming, playgrounds, outings to theme parks, the zoo and more

**Eligibility:** Children 4 - 18 years living in the areas of Maroondah, Knox and Shire of Yarra Ranges.

**Program Hours:** 10.00am - 5.00pm, Monday - Friday during the school holidays.

### Contact details:

Office address: 5 – 7 Yose Street Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [karina.taylor@ioe.org.au](mailto:karina.taylor@ioe.org.au) or [rachael.dewhurst@ioe.org.au](mailto:rachael.dewhurst@ioe.org.au)  
Web: [www.ioe.org.au](http://www.ioe.org.au) Office hours: 9am - 5pm Monday - Friday

## Manningham Activities Special Kids (MASK)

MASK is a school holiday program for kids with special needs. It caters for school aged children, living at home with parents / guardians and is divided into 2 groups.

The 5-12 year old group is run from Bulleen Heights School for approx 5 days each holiday period. This program is funded by Manningham City Council, 1st priority is for Manningham residents. The 13-18 year old group runs at Heatherwood School, this runs everyday of each school holiday period. This program is jointly funded by DHS and Manningham City Council, 1st priority is for EMR residents.

The aim of the program is to provide respite to carers and provide children and young adults with opportunities to meet new friends, develop social skills and access the community in a holiday atmosphere.

**Eligibility:** Children aged 5 – 18 years.

**Program Hours:** Monday to Friday during school holidays.

- Younger Group – 9am – 4.45pm.
- Older Group – 8.am – 5.45pm

**Contact details:**

Office address: 699 Doncaster Road  
Doncaster 3108  
Phone: 9840 9700 Fax: 9840 9755  
Email: [mask@manningham.vic.gov.au](mailto:mask@manningham.vic.gov.au)  
Web: [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au)  
Office hours: 9.30am – 5pm Monday,  
Tuesday and Thursday 8.30 am –  
4.30pm Wednesday and Friday

**Monash SDS Holiday Program and Teenage Holiday Program**

Vacation programs usually run the first week of each school holiday period and for 2 weeks during the January vacation. Child Care benefit is available.

**Eligibility:** Children 5 - 18 years who have an intellectual disability or a developmental delay.

**Program Hours:** 8.30am- 5.00pm, Monday - Friday during the school holidays.

**Contact details:**

Address: 15 - 25 Academy Avenue  
Wheelers Hill 3150  
Phone: 9239 7400 Fax: 9239 7444  
Email:  
[johnston.helen.e@edumail.vic.gov.au](mailto:johnston.helen.e@edumail.vic.gov.au)  
Office hours: 9am - 3.30pm Monday to Friday (during school term)

**Mt Evelyn SDS – Vacation Care Program**

An activity and excursion based program for children / adolescents with an intellectual disability aged between 6 and 18 years.

**Eligibility:** Children / adolescents living in the Outer Eastern suburbs of Melbourne who have an intellectual disability.

**Program Hours:** 9.00am - 5.00pm, part of school holidays.

**Contact details:**

Address: Cnr Hereford and Old Hereford Roads Mt Evelyn 3796  
Phone: 9736 2499 Fax: 9736 3430  
Email:  
[mount.evelyn.sds@edumail.vic.gov.au](mailto:mount.evelyn.sds@edumail.vic.gov.au)  
Office hours: 9am - 4.30pm school days

**People Outdoors**

People Outdoors is a community based non-profit organisation. We aim to provide "Adventure for All" through various types of programs to enable children, teenagers and adults with disabilities to participate in outdoor adventure programs and camping experiences. We supply trained volunteers (1:1 support care) for all individuals to attend camps and recreational activities along with a program leader who oversees the safety and running of the program. In the January and July school holidays an "Adventure for All Camp" is run for people living in the Eastern Metropolitan Region of Melbourne with an unpaid carer.

**Eligibility:** People aged 6 - 18 years.

**Program Hours:** Weekdays in school holidays.

**Contact details:**

Office address: Suite 9, 950 Main Road Eltham 3095  
Phone: 9430 2950  
Fax: 9431 1733 Email:  
[peopleoutdoors@auscamps.asn.au](mailto:peopleoutdoors@auscamps.asn.au)  
Web: [www.peopleoutdoors.org.au](http://www.peopleoutdoors.org.au)  
Office hours: 9am - 5pm Monday - Friday

**Villa Maria – After School and Vacation Care Program**

Outer Encounters is an After School and Vacation Care Program which offers an exciting range of recreation and centre based programs for school aged children and teenagers with a disability, living in the Outer Eastern Region of Melbourne.

Working in partnership with Mt Evelyn Special Development School, Villa Maria receives funding from the Australian Government to operate the program which is based at Mt Evelyn. Activities are age appropriate, fun and challenging, and provide great opportunities to make new friends and explore a variety of activities. Our staff are experienced, enthusiastic, friendly and understanding. We enjoy having fun on our programs, helping participants develop new skills, gain independence, explore and embrace new activities, celebrate achievements and positively engage with peers in the community.

**Eligibility:** School aged children and teenagers living in the Outer Eastern Metropolitan Region of Melbourne.

**Program Hours:**

- After school: 3.00pm - 6.00pm, Monday to Friday.
- Vacation Care: one week of each school holidays 9.00am - 5.00pm, Monday to Friday.

**Contact details:**

Office address: 535-537 High Street  
Road Mount Waverley 3149  
Phone: 9736 1476 or 9809 6823  
Fax: 9803 0800  
Email:  
[respiteservices@villamaria.com.au](mailto:respiteservices@villamaria.com.au)  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Office hours: 9am - 5pm Monday - Friday

**Villa Maria – Flexible Respite Program**

Flexible Respite offers an exciting range of recreational and camping programs for children and adolescents with a disability. The program offers a range of fun and challenging activities that provide great opportunities to make new friends in a safe and supported environment.

**Eligibility:** People aged 6 - 18 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:**

During school holidays - Monday to Friday. During school term - Saturdays, occasional Sundays.

**Contact details:**

Office address: 535-537 High Street  
Road Mount Waverley 3149  
Phone: 9809 6823 Fax: 9803 0800  
Email:  
[respiteservices@villamaria.com.au](mailto:respiteservices@villamaria.com.au)  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Office hours: 9am - 5pm Monday - Friday

# RECREATION -

## SERVICES FOR CHILDREN AGED 6 TO 18 YEARS

### Villa Maria – Great Break Program

The Great Break Holiday Program provides an opportunity to make lasting friendships, have fun, get involved in the community and develop independence skills, by participating in an exciting range of recreation programs for adolescents with a disability. Activities are age appropriate, fun and challenging, and provide great opportunities to make new friends and explore a variety of activities.

**Eligibility:** People aged 12 - 18 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:** School holidays:

#### Contact details:

Office address: 535-537 High Street  
Road Mount Waverley 3149  
Phone: 9809 6823 Fax: 9803 0800  
Email:  
respice.services@villamaria.com.au  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Office hours: 9am - 5pm Monday - Friday

Recreation programs offer a fun experience for people with a disability, while at the same time providing parents and carers with a break.

### Bulleen and Templestowe Community House (BATCH) Afternoon Social Program

Provides social and recreational opportunities for children and teenagers with physical, intellectual and sensory disabilities in a friendly, supportive environment using fun and enjoyable activities. Activities include cooking, art & craft, ball games, videos, computer games, music and more.

**Eligibility:** Children aged 5 - 18 years who have a physical, intellectual or sensory disability.

**Program Hours:** 3.00pm - 6.00pm, Monday - Thursday.

#### Contact details:

Address: Bulleen Heights School  
Pleasant Road, Bulleen 3105  
Phone: 9850 3687 Fax: 9850 3030  
Email: office@batch.org.au Web:  
[www.batch.org.au](http://www.batch.org.au) Office hours:  
9.30pm - 4pm Monday - Thursday

### Cerebral Palsy Support Network – Access All Areas (AAA) Teenage Social Program

This teenage social group is now offered to all members between the ages of 13 and 18 with Cerebral Palsy as their primary physical disability. Fun activities are organised monthly, and vary from trout fishing to attending a Comedy Festival event. Participants are supported by competent young adults in the development of skills

that will make them more independent and self assured when accessing their community.

The aim of the program is to build confidence, empower independence - and of course to have fun! Most activity costs, including return home travel, admission to events and refreshments, are covered by the CPSN, with participants accompanied by staff and volunteers.

The AAA social group has been initiated to assist young individuals between the ages of 13 - 18 with Cerebral Palsy to:

- Build confidence socialising and communicating within the wider community
- Develop strategies and skills to deal with a variety of social occasions
- Learn to take managed risks through peer support
- Acquire the required skills to access and use public transport successfully

For this program to be of the most benefit, teenage participants with Cerebral Palsy require the following skills, or the capacity to develop these skills over time:

- The ability to be independent most of the time in the community as an adult.
- The ability to develop skills required to interact/ communicate needs with members of the general public without assistance from another person.
- The social skills to be able to take advantage of the interaction that this group offers with other teenagers of similar ages and abilities.
- Have the intellectual ability to develop skills such as using a phone, money handling, reading timetables, purchasing food and refreshments.

If you feel that you, or somebody you know with Cerebral Palsy will benefit from this program, please contact our AAA Coordinator, at the CPSN for more info.

City of Melbourne has generously provided funding for the AAA program to continue in the new year.

**Eligibility:** People aged 13 - 18 years who have cerebral palsy who are members of the Cerebral Palsy Support Network (CPSN)

**Program Hours:** Variable depending on the activity

**Contact details:**

Office address: 86 Herbert Street Northcote 3070  
Phone: 9445 7488 Fax: 9445 7489  
Freecall: 1800 277 600  
Email: [aaa@cpsn.info](mailto:aaa@cpsn.info)  
Web: [www.cpsn.info/](http://www.cpsn.info/)  
Office hours: 9am – 5pm Monday - Friday

**Interchange Outer East – 10 to 13 recreation**

The 10-13 Recreation Program provides recreational activities. It operates during school term and consists of day activities on either a Saturday or Sunday plus full weekend camps. Small groups of 6 children access community based activities with the support of 4 volunteers and 2 Interchange staff members.

Participants apply via an application process which involves selecting activity preferences every six months.

The 10-13 Recreation Program is all about having fun with others of the same age in a small group environment. Waiting lists apply for this program.

**Eligibility:** Children 10 - 13 years living in the areas of Maroondah, Knox and Shire of Yarra Ranges.

**Program Hours:** Friday, Saturday and Sundays.

- Days: 10.00am - 5.00pm.
- Camps: 6.00pm Fridays - 5.00pm Sunday.

**Contact details:**

Office address: 5-7 Yose Street Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [rachael.dewhurst@ioe.org.au](mailto:rachael.dewhurst@ioe.org.au)  
Web: [www.ioe.org.au](http://www.ioe.org.au)  
Office hours: 9am - 5pm Monday - Friday

**Interchange Outer East – Children's Recreation**

Children's Recreation is designed to ease young children into group based activities in a supportive, non-threatening environment, enabling them to enjoy new experiences and make friends. Small groups of 5 children participate in a program of day activities and weekend camps with support from volunteers on a 1:1 basis plus 2 Interchange workers.

**Eligibility:** Children 4 - 10 years living in the areas of Maroondah, Knox and Shire of Yarra Ranges.

**Program Hours:** Friday, Saturday and Sundays.

- Days: 10.00am - 5.00pm
- Camps: 6.00pm Fridays - 5.00pm Sunday

**Contact details:**

Office address: 5-7 Yose Street, Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [kaisie.fairweather@ioe.org.au](mailto:kaisie.fairweather@ioe.org.au)  
Web: [www.ioe.org.au](http://www.ioe.org.au)  
Office hours: 9am - 5pm Monday - Friday

**Interchange Outer East – Funk It Up Friday**

Regularly monthly disco held in Bayswater.

**Eligibility:** Young people aged 6 – 18 years.

**Program Hours:** 7pm – 10pm, on the last Friday of each month.

**Contact details:**

Office address: 5 – 7 Yose Street Ferntree Gully 3156  
Phone: 9758 5522 Fax: 9758 5899  
Email: [emma.kay@ioe.org.au](mailto:emma.kay@ioe.org.au)  
Web: [www.ioe.org.au](http://www.ioe.org.au)  
Office hours: 9am – 5pm Monday – Friday

**Mt Evelyn Special Developmental School – Saturday Club**

An activity and excursion based program for children / adolescents with an intellectual disability aged between 6 and 18 years.

**Eligibility:** Children / adolescents living in the Outer Eastern suburbs of Melbourne who have an intellectual disability.

**Program Hours:** 10am - 4pm, six Saturdays per school term.

**Contact details:**

Address: Cnr Hereford and Old Hereford Roads Mt Evelyn 3796  
Phone: 9736 2499 Fax: 9736 3430  
Email: [mount.evelyn.sds@edumail.vic.gov.au](mailto:mount.evelyn.sds@edumail.vic.gov.au)  
Office hours: 9am - 4.30pm school days

**Villa Maria – Flexible Respite Program**

Flexible Respite offers an exciting range of recreational and camping programs for children and adolescents with a disability. The program offers a range of fun and

challenging activities that provide great opportunities to make new friends in a safe and supported environment.

**Eligibility:** People aged 6 - 18 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:**

- During school holidays - Monday to Friday.
- During school term – Saturday and occasional Sundays

**Contact details:**

Office address: 535 - 537 High Street Road, Mt Waverley 3149  
Phone: 9809 6823 Fax: 9803 0800  
Email: [respite.services@villamaria.com.au](mailto:respite.services@villamaria.com.au)  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Office hours: 9am - 5pm Monday - Friday

**Wesley Disability Community Services – Kids Under Kanvas**

Provides young people who have a disability, the opportunity to participate in recreation and camping activities which develop new skills and self-confidence. The program promotes opportunities to share new experiences and make new friends while having fun.

**Eligibility:** People aged 8 - 18 years who have a mild to moderate disability.

**Program Hours:** Weekends

**Contact details:**

Office address: Level 4, Suite 3 Palm Plaza Business Centre 23-25 Langhorne Street Dandenong 3175  
Phone: 1300 132 131  
Fax: 9771 6126  
Email: [wdcshintake@wesley.org.au](mailto:wdcshintake@wesley.org.au)  
Web: [www.wesley.org.au](http://www.wesley.org.au)  
Office hours: 9am - 5pm Monday - Friday

## SERVICES FOR ADULTS AGED 18 TO 64 YEARS

**Alkira Recreation Service**

Alkira offers a wide variety of recreation and leisure opportunities for people to enjoy on weeknights, weekends and during school holidays, as well as other holidays during the year. Activities include pasta and DVD nights at Alkira, cooking and craft activities, ten pin bowling, trips to sporting events, train trips, trips to the movies, dinner at restaurants, visits to the theatre or circus and seasonal activities.

The event calendar is changed every second month to ensure variety and to make sure people don't miss out on what's going on around Melbourne. People are required to pay in advance to secure a place. Staff and volunteers are available to help with all activities, which provide fun and social community involvement.

**Eligibility:** People aged 18 years and over, who have an intellectual disability and live with ageing carers.

**Program Hours:**

- Weeknights 7.00 - 10.00pm (Wednesday or Thursday).
- Weekends 10.00am - 3.00pm (Saturday or Sunday).
- Times may vary depending upon activity.

**Contact details:**

Office address: 3 Thurston Street  
Box Hill 3128  
Phone: 9890 1365 Fax: 9897 3109  
Email: [info@alkira.org.au](mailto:info@alkira.org.au)  
Web: [www.alkira.org.au](http://www.alkira.org.au)  
Office hours: 9am - 4.30pm  
Monday - Friday

**Balwyn Welfare Association – Planned Activity Group**

Tuesday Travellers - A planned activity group which offers recreational activities and outings. Monthly in house lunch prepared with client participation.

**Eligibility:** Adults with a mild intellectual disability, living at home with and elderly parent(s). Average age is 55 - 75 years. Living in Boroondara.

**Program Hours:** Tuesday 12.00pm - 3.30pm. Office Hours:

**Contact details:**

Address: 45 Talbot Avenue Balwyn 3130  
Phone: 9836 9681 Fax: 9836 8259  
Email: [mcs@balwynwelfare.org.au](mailto:mcs@balwynwelfare.org.au)  
Web: [www.balwynwelfare.org.au](http://www.balwynwelfare.org.au)  
Office hours: 9.00am - 4.30pm  
Monday - Friday

**Belgrave South Community House – Weekend Extend Program**

The Weekend Extend Program is a small community based recreation program for people with disabilities. A small group of participants ensures each person is given the opportunity to extend their skills, experiences and friendships.

There are two meeting points:

- Belgrave South Community House
- Chirnside Park Community Centre

**Eligibility:** People aged 16 plus years.

**Program Hours:** 10.00am - 4.00pm, either Saturday or Sunday. Some activities may be held in the evening to take advantage of what the community has to offer.

**Contact details:**

Address: Gilmore Court Belgrave South 3160  
Phone: 9754 2274 Fax: 9752 6363  
Email: [bsch-extend@netspace.net.au](mailto:bsch-extend@netspace.net.au)  
Web: [www.bsch.org.au](http://www.bsch.org.au)  
Office hours: 9am - 4pm Monday - Friday

**Craig Family Centre – Ace Space**

Ace Space is a casual, centre-based activity group at 'the Craig' where people living in the area can just drop in. It's a time to meet people, participate in a fun cooking or craft activity or simply hang out with friends for a while.

Ace Space provides social opportunities for people who experience disability and live independently in the community.

**Eligibility:** People aged 18 -40 living in the Monash and Boroondara council areas.

**Program Hours:** 3pm - 6pm Thursdays.

**Contact details:**

Address: 7 Samarinda Avenue Ashburton 3147  
Phone: 9885 7789 Fax: 9885 6299  
Email: [craig.disability@craigfc.org.au](mailto:craig.disability@craigfc.org.au)  
Web: [www.craigfc.org.au](http://www.craigfc.org.au)  
Office hours: 11am - 6pm Thursdays

**Craig Family Centre – A Crew**

A-Crew is a group for people who experience disability to participate in activities out in the community with staff support. It's a time to relax, learn and discover and be socially and mentally stimulated. It also provides some respite time for carers.

**Eligibility:** People aged 18 -40 living in the Monash and Boroondara council areas.

**Program Hours:** Alternative Saturdays during school terms. Usually between 11.00am and 5.00pm ranging 3 - 6 hours. Occasional dinner outing.

**Contact details:**

Address: 7 Samarinda Avenue Ashburton 3147  
Phone: 9885 7789 Fax: 9885 6299  
Email: [craig.disability@craigfc.org.au](mailto:craig.disability@craigfc.org.au)

Web: [www.craigfc.org.au](http://www.craigfc.org.au)

Office hours: 11am - 6pm  
Thursdays

**Eastern Access Community Health – ABOUND**

Abound provides supported recreation, continuing education and social activities in community venues for people with an acquired brain injury. Groups meet weekly and are low cost.

**Eligibility:** People aged 18 - 65 years who have an acquired brain injury.

**Program Hours:** Various day and evening activities.

**Contact details:**

Office address: 46 Warrandyte Road Ringwood 3134  
Phone: 9871 1850 Fax: 9876 0100  
Email: [aames@each.com.au](mailto:aames@each.com.au)  
Web: [www.each.com.au](http://www.each.com.au)  
Office hours: 8am - 5pm Monday - Friday

**Eastern Diners Club**

A self directed social club providing young adults with disabilities, the opportunity to eat out monthly together at various restaurants and cafes in the eastern region.

**Eligibility:** Young adults over 18 years with physical and multiple disabilities.

**Program Hours:** Varies, usually third Saturday evenings of every month.

**Contact details:**

Address: Membership Officer Eastern Diners Club C/- Kerrimuir Neighbourhood House  
Phone: 9899 7660  
Email: [easterndiners@gmail.com](mailto:easterndiners@gmail.com)  
Office hours: 9am – 5pm Monday - Friday

### Eastern Recreation and Leisure Services (ERLS)

Eastern Recreation & Leisure Services Inc. (ERLS) is a community-based organisation that operates throughout the Eastern Metropolitan Region. ERLS covers the following seven municipalities; Knox, Maroondah, Whitehorse, Monash, Manningham, Boroondara and the Shire of Yarra Ranges.

#### Our Mission

Eastern Recreation & Leisure Services Inc will be the 'leading edge' advisors on developments and delivery of accessible and inclusive practices in sport and recreation; in achieving this there will be greater platforms for participation for all in the community.

#### Aim

Facilitate the development of accessible and inclusive sport and recreation environments to increase the participation of people of all abilities in their community.

#### Our Programs Access for All Abilities Program

Access for All Abilities is a Victorian Government Initiative coordinated by Sport and Recreation Victoria. For over 10 years the program has, and continues to support and develop inclusive sport and recreation opportunities for people with a disability.

#### ERLS Sport and Active' Recreation Respite Program

Through the EECO program activities, ERLS delivers sport and recreation focused respite for people who experience disability and reside in the Eastern Region of Melbourne. The program aims to provide families with respite but at the same time, participants with disabilities are able to explore experience and connect to the many opportunities and benefits that sport and active recreation has to offer.

#### Volunteer Incentive Program

The ERLS Volunteer Incentive Program provides a platform to recruit, train and appropriately place volunteers into community sport and active recreation settings, with the intent of building the sport and recreation providers' scope to deliver successful and inclusive opportunities for the broader community.

#### RAID Basketball and Netball Competitions

The aim of the RAID Competition is to provide a weekly netball and basketball competition for people with a disability, providing opportunities to undertake training in basketball and netball through skilled instruction and game practices.

#### Doncaster All Abilities Basketball Leadership Program

Operating through the Doncaster All Abilities Basketball Association, the Leadership Program aims to develop competition leaders for tomorrow.

**Eligibility:** People aged 16 years plus living in the municipalities of Boroondara Manningham, Whitehorse, Monash, Knox and Maroondah. The Respite program extends to the Shire of Yarra Ranges.

**Program Hours:** Varied, 7 days a week.

#### Contact details:

Address: Head Office 125 George Street Doncaster 3109  
Phone: 9855 9977 or 9848 9204  
Fax: 9840 0123  
Email: [respite@erls.net](mailto:respite@erls.net)  
Web: [www.erls.net](http://www.erls.net)  
Office hours: 9am – 5pm Monday - Friday

#### Fun Fun Dance Classes

Weekly dance classes for people with all abilities Come and learn all the popular dance routines including Time Warp, Achy Breaky, Nutbush, Chicken Dance, YMCA, Bust Stop, Rock 'n' Roll moves, and Line Dances. Bookings essential.

**Eligibility:** People aged 18 years plus.

**Program Hours:** 10am – 11.30am, Wednesday mornings (during school term)

**Cost:** \$6.00pp (Carers & Support Staff free)

#### Contact details:

Address: Bayswater Youth Centre  
Corner Pine Rd and Station St  
Bayswater 3153  
Phone: 0413 812 988 (Kathy) 0419 552 694 or 9762 3868 (Gordon)  
Email: [djflash@ozemail.com.au](mailto:djflash@ozemail.com.au)  
Office hours: 9am – 5pm Monday - Friday

#### Hawthorn Aquatic and Leisure Centre – Regenerate Program

Current sessions tailored for people who have had a stroke or have Multiple Sclerosis. Provide individually tailored gym programs following a health consultation.

**Eligibility:** People aged 18 years plus who have had a stroke or have Multiple Sclerosis.

**Program Hours:** Weekly group sessions, Monday 12.00pm (MS) Thursday 1pm (Stroke).

#### Contact details:

Address: Linda Crescent Hawthorn 3122  
Phone: 8862 9100 Fax: 9815 0268  
Email: [hawthorn@ymca.org.au](mailto:hawthorn@ymca.org.au)  
Web: [www.hawthorn.ymca.org.au](http://www.hawthorn.ymca.org.au)  
Office hours: 9am – 5pm Monday - Friday

#### Independence Australia – Vada Creative Arts Group

The Creative Arts Group offer a variety of activities including drama, painting, ceramics and several other mediums to choose from. Community Festivals and exhibitions form part of the program and participants are encouraged to take part in these enjoyable events. Bookings essential.

**Eligibility:** People 18 years plus with a physical disability living in the Eastern Region of Melbourne.

**Program Hours:** 10.00am - 3.00pm, Monday, Wednesday and Friday

#### Contact details:

Address: Yarrunga Community Centre  
Croydon 3136  
Phone: 1300 704 456  
Fax: 1300 704 451 Email: [linda.morton@independenceaustralia.com](mailto:linda.morton@independenceaustralia.com)  
Web: [www.independenceaustralia.com](http://www.independenceaustralia.com)  
Office hours: 9am - 5pm Monday - Friday

#### Interchange Outer East – Adult Recreation

The Adult Recreation program provides young adults with a range of recreational and social opportunities through the provision of activity days and camps.

Outings are age appropriate and community based. Participants must be able to work within a framework of 1:3.

**Eligibility:** Adults aged 18 years plus living in the areas of Maroondah, Knox and Shire of Yarra Ranges. Participants must have registered with Interchange before they turn 26 years of age.

**Program Hours:** Friday, Saturday and Sundays.

- Days -10.00am -5.00pm.
- Camps -6.00pm Friday - 5.00pm Sunday

**Contact details:**

Office address: 5-7 Yose Street  
 Ferntree Gully 3156  
 Phone: 9758 5522 Fax: 9758 5899  
 Email: kieran.cantwell@ioe.org.au  
 Web: [www.ioe.org.au](http://www.ioe.org.au)  
 Office hours: 9am - 5pm Monday - Friday

**Knox Community Arts Centre – All Abilities Dance and Drama Classes**

The Knox Community Arts Centre offers dance and drama classes for people of all abilities. Currently the classes coincide with the school terms and break for the school holidays. The drama classes operate on a Wednesday evening from 7-8pm with tutor Lianne Counsell. Lianne's classes focus on self expression, self awareness, inclusion, group participation and lots of creativity. The dance class runs from 6-7pm on a Thursday evening with tutor, Kathy Rooke. Kathy has taught dance at the arts centre for many years and encourages participants to let their bodies move to the rhythm of the music. Her classes consist of a range of dance styles including rock 'n' roll, line dancing, and other creative routines. Her classes aim to expand co-ordination and interaction in a fun and supportive environment. Both classes work toward an end of year performance on stage at the Knox Community Arts Centre. This is an opportunity for participants to experience performing in a professional theatre setting. It is also a great way for family and friends to come and see what has been achieved in the classes over the year.

**Eligibility:** People aged 18 years plus  
**Program Hours:**

- 7.00pm – 8.00pm, Wednesday
- 6.00pm – 7.00pm, Thursday

**Contact details:**

Address: Cnr Pine Rd and Station St  
 Bayswater 3153  
 Phone: 9729 7287 Fax: 9720 0160  
 Email: samara.cunningham@knox.vic.gov.au  
 Office hours: 9am – 5pm Monday - Friday

**Mazenod Panthers FIDA team**

A football team for people with an intellectual disability and competes in the local FIDA competition.

**Eligibility:** People aged 18 years plus with an intellectual disability.

**Program Hours:** 4.30pm – 5.30pm, Wednesday (training) Sundays (every second) March - August

**Contact details:**

Address: Central Reserve, Corner Springvale and Waverley Rds,  
 Glen Waverley 3150  
 Phone: 0431 840 466 or 9564 0924  
 Fax: 9886 1195 Email: asharp@bigpond.net.au  
 Office hours: 9am – 5pm Monday - Friday

**Nunawading Aqualink - Allfit**

Allfit is a program designed to increase the accessibility of health and fitness opportunities for people with a physical disability. Allfit will show participants how the benefits of participation in physical activity can improve their health, fitness and quality of life. Allfit will also empower participants to make participation in physical activity part of their life style.

**Eligibility:** Adults aged 18 years plus with a physical disability.

**Program Hours:** 9.00am – 5.00pm, Monday - Friday.

**Contact details:**

Address: Fraser Place Forest Hill 3131  
 Phone: 9878 4576 Fax: 9894 3846

Email: enquiry@nunawading.aqualink.com.au  
 Office hours: 9am – 5pm Monday - Friday.

**Oakleigh Centre - Rec-Line**

Rec-Line provides supported community based recreation and leisure activities and holiday opportunities for adults with an intellectual disability. A weekly disco and dinner function is held on a Thursday night. The participants may be living independently, with a carer, or in a government funded community residential unit or in a community service organisation residential unit.

**Eligibility:** People aged 18 years plus, living in the Eastern and Southern Metro areas of Melbourne.

**Program Hours:** Varying according to the activity.

**Contact details:**

Office address: 773 Warrigal Road Oakleigh 3166  
 Phone: 9564 0924 Fax: 9568 4238  
 Email: yskoda@oakleighcentre.org  
 Web: [www.oakleighcentre.org](http://www.oakleighcentre.org)  
 Office hours: Monday to Thursday and weekends

**Penumbra Centre**

Penumbra is an adult day care centre primarily offering a craft based program, which also provides social interaction and respite for carers.

**Eligibility:** People aged 25 years plus, living in Maroondah, Whitehorse, Knox and Yarra Ranges.

**Program Hours:**

- Tuesday 10am - 12noon
- Wednesday and Thursday 10am - 3pm

**Contact details:**

Address: 360 Maroondah Highway Ringwood 3134  
 Phone: 8822 4408  
 Email: penumbra@optusnet.com.au  
 Office hours: 9am - 3.30pm Tuesday, Wednesday and Thursday  
**Scope - Recharge**

Scope ReCharge is a community recreational respite program for people with disabilities and their families across the Eastern metropolitan region. ReCharge adopts a community capacity building approach, working alongside the community to build and enhance their ability to provide meaningful recreational respite options for people with disabilities and their families.

Each program offers monthly recreational respite programs. Each program operates on the weekend, for approximately 6 hours in length. The programs are offered in partnership with a variety of neighbourhood houses, community arts centres, and leisure and recreation centres.

**Eligibility:** People aged 18 years plus.

**Program Hours:** 10.00am - 4.00pm, Saturday and Sunday.

**Contact details:**

Office address: 750 Boronia Road Wantirna 3152  
 Phone: 9801 6222 Fax: 9887 1901  
 Email: [recharge@scopevic.org.au](mailto:recharge@scopevic.org.au)  
 Web: [www.scopevic.org.au](http://www.scopevic.org.au)  
 Office hours: 9am - 5pm Monday - Friday

### Turntable Disco

A monthly disco for people with all abilities.

**Eligibility:** People aged 18 years plus.

**Program Hours:** 6.30pm – 9.00pm, second Friday of each month (Some dates subject to change)

**Entry:** \$8.00pp (Carers & Support Staff free)

**Contact details:**

Address: Bayswater Youth Centre Cnr Pine Road and Station St Bayswater 3153

Phone: 0413 812 988 (Kathy) 0419 552 694 and 9762 3868 (Gordon)

Email: [djflash@ozemail.com.au](mailto:djflash@ozemail.com.au)

Office hours: 9am – 5pm Monday - Friday

### TRY Activities Centre – Shake Your Bon Bon

A fun and social dance class for young people with a disability to develop co-ordination, recognise beat and rhythm, to increase self-confidence and control of movement. Set to contemporary music create and learn new routines that will get you on the dance floor.

**Eligibility:** Young Adults living in the Eastern Metropolitan Region of Melbourne

**Program Hours:** Tuesdays 5pm - 6pm

**Contact details:**

Address: 125 George Street East Doncaster 3109

Phone: 9855 9200 Fax: 9855 8952

Email: [tryac@tryyouth.org.au](mailto:tryac@tryyouth.org.au) Web: [www.tryyouth.org.au](http://www.tryyouth.org.au)

Office hours: 9am - 6pm Monday to Wednesday, 9 - 5pm Thursday, 9am - 12.30pm Friday.

### Villa Maria – Adult Social

Adult Social Group provides an opportunity to make lasting friendships, have fun, get involved in the community and develop independence skills, by participating in an exciting range of recreation and camping programs for adults with a disability. Activities are age appropriate, fun and challenging, and provide great opportunities to make new friends and explore a variety of activities.

**Eligibility:** People aged 18 years - 64 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:** Sunday - once a month. Camps vary.

**Contact details:**

Office address: 535-537 High Street Road Mount Waverley 3149

Phone: 9809 6823 Fax: 9803 0800

Email:

[respite.services@villamaria.com.au](mailto:respite.services@villamaria.com.au)

Web: [www.villamaria.com.au](http://www.villamaria.com.au)

Office hours: 9am - 5pm Monday - Friday

### Vision Australia – Independent Living Services (Boronia)

Vision Australia is a living partnership between people who are blind, sighted or have low vision. We are united by our passion that in the future people who are blind or have low vision will have access to and fully participate in every part of life they choose.

Activities include:

- Day programs - Wednesday and Friday
- Dinner groups - Two on 1st Monday evening of the month.
- Younger persons lunch group - 2nd Monday of the month.
- Audio Book Readers club - 2nd Friday of the month
- Self help groups, on various days

**Eligibility:** People with a vision impairment of any age living in the areas of Knox, Maroondah, Whitehorse, Monash and Yarra Ranges.

**Program Hours:** Variable depending on the activity.

**Contact details:**

Address: 252 Dorset Road Boronia 3155

Phone: 9760 0000 Fax: 9761 2455

Freecall: 1300 847 466

Web: [www.visionaustralia.org](http://www.visionaustralia.org)

Office hours: 9am - 4.30pm Monday - Friday

### Vision Australia –Independent Living Services (Kooyong)

Vision Australia is a living partnership between people who are blind, sighted or have low vision. We are united by our passion that in the future people who are blind or have low vision will have access to and fully participate in every part of life they choose.

Activities include:

- Day programs - Monday Tuesday Wednesday and Thursday
- Dinner group- 1st Monday evening of the month.
- Self help groups- Various days
- “OnThe Go” six week short programs (various days)
- Fishing group 2nd Tuesday of the month
- Special interest group- 2nd Friday of the month
- Ballroom dancing –Wednesday evenings
- Ten pin(skittles) – Alternative Fridays
- Friday Golf Group- Alternative Fridays
- There are other programs run from Kooyong ie, U3A Kooyong, Swish, Indoor biased bowls etc.

**Eligibility:** People with a vision impairment of any age living in the areas of Boroondara, Manningham Glen Eira, Stonnington and Port Phillip.

**Program Hours:** Variable depending on the activity.

**Contact details:**

Address: 454 Glenferrie Road Kooyong 3144

Freecall: 1300 847 466

Fax: 9864 9219

Web: [www.visionaustralia.org](http://www.visionaustralia.org)

Office hours: 9am - 4.30pm Monday - Friday

## SERVICES FOR CHILDREN AND ADULTS AGED 6 TO 64

### Basketball Victoria – Basketball for All

Basketball Victoria has developed a number of programs designed to meet the needs of participants with a disability. Programs such as Skill, Fun and Play and Aussie Hoops Oz Ball have been modified, allowing participants with a disability to learn, develop and practice basketball skills in a supportive environment.

**Eligibility:** People with a Disability.

**Program Hours:** Variable

**Contact details:**

Address: Melbourne Sports and Aquatic Centre Aughtie Drive Albert Park 3206  
Phone: 9927 6666 Fax: 9927 6677  
Email: enquiries@basketballvictoria.com.au  
Web: www.basketballvictoria.com.au  
Office hours: 9am – 5pm Monday - Friday

### City of Boroondara – Health, Ageing and Disability Services (social groups)

The City of Boroondara Home and Community Care (HACC) program runs four Social Groups on weekends. The Social Group programs provide meaningful respite opportunities for parents and carers of young people with a disability.

The objectives of the program are to:

- Provide positive experiences that enhance individual development and community participation
- Focus on individual interests and provide increased opportunities for decision making
- Support the carer relationship by providing regular short-term respite
- Foster partnerships and integration with other service providers in the region.

As the service is provided in a group setting, attendees are required to have minimal support needs and be independent with toileting, mobility and behaviour management. Activities include: museums, sporting events, BBQ's, theatre/musical productions, markets, ten pin bowling, football games, movies and so forth. An in-home assessment is required to determine eligibility, hours, and fees in accordance with the HACC guidelines.

**Eligibility:** People with a disability, aged 9 -32 years and living in the City of Boroondara.

**Program Hours:** Saturdays & Sundays. Variable times depending on the group.

**Contact details:**

Office address: 360 Burwood Road Hawthorn 3122  
Phone: 9278 4722 Fax: 9278 4748  
Email: ageing.disabilityservices@boroondara.vic.gov.au  
Web: www.boroondara.vic.gov.au  
Office hours: 8:30am – 5:15pm Monday - Friday

### Club Wild

Club Wild is one of Australia's leading community arts organisations run by and for people with a disability. Club Wild supports the creative expression of people with a disability through music, dance, multimedia and performance, and champions their equal participation in society - in a seriously funky style! Club Wild runs an exciting program of disability friendly dance parties, training and creative workshops on songwriting, music performance, drumming and dance, hip hop, rapping, DJing, MCing, multimedia and more.

**Eligibility:** Statewide

**Program Hours:** Dance parties at North Melbourne Town Hall Friday 7pm - 10pm. Workshops open during the day and on weekends.

**Contact details:**

Phone: 9326 9970 Fax: 9326 9970  
Email: phil@clubwild.net  
Web: www.clubwild.net  
Office hours: 9am - 5pm  
Wednesday - Friday

### Doncaster and District Youth Club – Doncaster All Abilities Basketball

A basketball competition for people with intellectual disabilities.

**Eligibility:** 5 years plus.

**Program Hours:**

- Thursday & Friday nights 6.00pm - 9.00pm
- Sunday training 5pm - 6pm.

**Competitions:** Leeds Street Stadium East Doncaster and DISC Stadium Springvale Road Donvale

**Contact details:**

Phone: 9842 8319 Fax: 9842 8512  
Email: gail\_dick@hotmail.com

### Interchange Inner East – Recreation Program

The Recreation Program provides respite to families through regular planned social and recreational group activities for young people. Young people who have a disability are able to experience a variety of community based activities, develop social skills and increase their level of independence.

- Recreation groups are formed taking into consideration the age and abilities of the participants.
- Each group has one to three respite care workers, as well as, a pool of volunteers providing support.
- Groups meet at least once a month, usually on a Saturday, for recreational activities. In addition, groups have weekends away during the year.
- School holiday activities and camps for 12 – 18 year olds are run in each of the school holidays for current participants.

**Eligibility:** People aged 12 – 35 years living in the areas of Boroondara, Manningham, Monash & Whitehorse.

**Program Hours:** Weekends and school holidays  
**Contact details:**

Office address: 2 Kendall Street Canterbury 3126  
Phone: 9836 9811 Fax: 9888 5272  
Email: vivienne@iie.org.au or hayley@iie.org.au  
Web: www.iie.org.au  
Office hours: 9am – 5pm Monday - Friday

### Jewish Care Victoria – Respite Services (recreation)

Jewish Care currently offers four groups for Jewish people with a disability. The aim of these groups is to provide an opportunity for people with a disability to develop friendships while trialling a range of recreational activities (eg. Bowling, picnics, movies, arts & crafts)

**Eligibility:** People aged 13 years plus with a disability.

**Program Hours:** Weekends, and school holidays.

**Contact details:**

Office address: 619 St Kilda Road  
Melbourne 3004  
Phone: 8517 5980 Fax: 8517 5955  
Email: [respite@jewishcare.org.au](mailto:respite@jewishcare.org.au)  
Web: [www.jewishcare.org.au](http://www.jewishcare.org.au)  
Office hours: 9am - 5pm Monday - Friday

**Knox Leisureworks – Nubuddy Program**

The YMCA Nubuddy Program is aimed at offering people over the age of 15 with intellectual and some physical disabilities water based activities in a fun, social, supportive environment.

**Eligibility:** Young people and adults aged 15 years plus, with intellectual and some physical disabilities.

**Program Hours:** Every Saturday, two groups per day. Each group attends once per fortnight.

**Contact details:**

Address: Tormore Road Boronia 3155  
Phone: 9762 3133 Fax: 9720 6168  
Web: [www.knox.ymca.org.au](http://www.knox.ymca.org.au)  
Office hours: 9am – 6pm Monday - Friday

**Manningham YMCA – Leisure Access Program (LAP)**

The Leisure Access Program (LAP) is a recreational and social program developed for teenagers and young adults in the Manningham area living with disabilities. A variety of programs are offered, which are suitable to each particular group's needs and interests whilst also providing respite for parents and carers. Activities are run as either a day program on a Saturday or an evening program on a Wednesday, dependent upon the group. School

holiday programs (SHLAP) also offer an opportunity for all the LAP members to get to know each other and socialise with their friends. All groups are fully supervised and supported by qualified and enthusiastic staff during each activity.

**Eligibility:** Three groups

- Red: High needs, challenging behaviour
- Green: 12-25 (approx) years old
- Rap: Quite independent over 25 year olds

**Program Hours:**

- 6.00pm - 9.00pm, Wednesday.
- 10.00am - 4.00pm Saturday.

**Contact details:**

Address: 3 Mitchell Street East  
Doncaster 3109  
Phone: 9848 9544 Fax: 9848 7455  
Email: [lap@ymca.org.au](mailto:lap@ymca.org.au)  
Office hours: 9am - 5pm, Wednesday  
9am - 1pm, Friday

**Montrose Football Club**

Montrose Football Club offers the opportunity for young people aged 12 years and over to learn the skills of Australian Rules Football. The clinics are supported by experienced coaches and club volunteers.

**Eligibility:** People aged 12 years and over with an intellectual disability.

**Program Hours:** 11am – 1pm, Sundays (during football season)

**Contact details:**

Address: Montrose Primary School  
Leith Road Montrose 3765  
Phone: 9728 4675  
Email: [montrose@efl.org.au](mailto:montrose@efl.org.au)

**Ringwood Spiders Football Club**

Ringwood Spiders football club provides Australian Rules football opportunities for people with a mild to medium intellectual disability. We compete in the Football Integration Development Association (FIDA) which has been successfully run since the early 90's and has over 400 participants throughout Victoria.

Programs include:

- Senior Team (14 – 40 years)
- Lake Side Café Junior Development Squad (14-16 years)
- Cheerleader Squad
- Social & Recreation

**Eligibility:** People aged 11 years plus who have a mild to medium intellectual disability.

**Program Hours:** Variable due to program, mainly on weekends. Senior Team

– training Wednesdays 5.30pm – 6.45pm at Jubilee Park, Ringwood. Games fortnightly on a Sunday morning (at one of 3 grounds)

**Contact details:**

Phone: 9725 8264  
Email: [info@ringwoodspiders.com](mailto:info@ringwoodspiders.com)  
Web: [www.ringwoodspiders.com](http://www.ringwoodspiders.com)

**Sailability Lysterfield**

The aim of Lysterfield Sailability is to introduce people of all ages and abilities to the joys of sailing in a straightforward, fun, inexpensive way. Recreational sailing in specially designed Access Dinghies for people of all abilities, with a purpose built jetty and a lifting hoist for people with physical disabilities. Run from October to May, the Lysterfield Sailability program runs Wednesdays, every second Sunday and soon to be Fridays for disability support groups, special schools and individuals. Some formal training and coaching

opportunities are also available. This great program is run solely by volunteers – feel free to make volunteer enquiries too.

**Eligibility:** People of all ages.

**Program Hours:** Variable - Wednesdays, every second Sundays and maybe Fridays.

**Contact details:**

Address: Lysterfield Lake Horswood Rd  
Lysterfield 3156  
Phone: 9754 2274 Belgrave Sth Community House  
Fax: 9752 6363  
Email: [bsch-extend@netspace.net.au](mailto:bsch-extend@netspace.net.au)  
Web: [www.bsch.org.au](http://www.bsch.org.au)  
Office hours: 9am – 5pm Monday - Friday

**Sailability Victoria**

20 locations state-wide

The aim of Sailability is to introduce people of all ages and abilities to the joys of sailing in a straightforward, fun, inexpensive way. Recreational sailing programs for disability support groups, special schools and individuals. Some formal training and coaching opportunities also available.

**Eligibility:** People of all ages living in Victoria

**Program Hours:** Variable depending on local program schedules.

**Contact details:**

Phone: 9597 0066 Fax: 9598 7384  
Email: [sailability@yachtingvictoria.com.au](mailto:sailability@yachtingvictoria.com.au) Web: [www.sailability.org/au/vic](http://www.sailability.org/au/vic) Office hours: 9am – 5pm Monday - Friday

### TwYlight Disco

The TwYlight Disco is a Manningham YMCA Youth Services run event, in partnership with the Rotary Club of Doncaster and the TRY Activities Centre. TwYlight is held four times per year specifically for people living with a disability, providing a safe and fun environment for the participants to let their hair down and dance the night away.

**Eligibility:** People living with a disability (open age).

**Program Hours:** 3 hours, 4 times a year (dates to be advised).

**Contact details:**

Phone: 9848 9544 Fax: 9848 7455  
Email: [mys@ymca.org.au](mailto:mys@ymca.org.au)  
Web: [www.mys.ymca.org.au](http://www.mys.ymca.org.au)  
Office hours: 9am - 5pm Monday - Friday

### Villa Maria – Bridging the Gap

Bridging the Gap provides an opportunity to make lasting friendships, have fun, get involved in the community and develop independence skills, by participating in an exciting range of recreation programs for adolescents and young adults with a disability. The program is designed to support participants who are currently transitioning from children to adult services. Activities are age appropriate, fun and challenging, and provide great opportunities to make new friends and explore a variety of activities.

**Eligibility:** People aged 16 - 25 years living in the Eastern Metropolitan Region of Melbourne.

**Program Hours:** Sunday - fortnightly. Camps - vary.

**Contact details:**

Office address: 535-537 High Street Road Mount Waverley 3149  
Phone: 9809 6820 Fax: 9803 0800  
Email: [espite.services@villamaria.com.au](mailto:espite.services@villamaria.com.au)  
Web: [www.villamaria.com.au](http://www.villamaria.com.au)  
Office hours: 9am - 5pm Monday - Friday

### Wheelchair Sports Victoria

Wheelchair sports Victoria (WSV) is the leading provider in sport and recreation for people with a physical disability throughout Victoria. Established in 1963, WSV provides an extensive range of sport and recreation opportunities, some of which include: wheelchair basketball, athletics, swimming, wheelchair rugby, wheelchair tennis, hand cycling, lawn bowls, boccia, 7-a-side football and shooting. The majority of our members include: spinal cord injury (paraplegia and quadraplegia), lower limb amputees, spina bifida, cerebral palsy and various other physical conditions affecting mobility.

**Eligibility:** WSV provides sport and recreation opportunities for people of all ages with physical and sensory disabilities.

**Program Hours:** Variable.

**Contact details:**

Office address: 341 George Street Fitzroy 3065  
Phone: 9473 0133 Fax: 9473 0134  
Email: [info@wsv.org.au](mailto:info@wsv.org.au)  
Web: [www.wsv.org.au](http://www.wsv.org.au)  
Office hours: 9am – 5pm Monday - Friday

### YMCA – Access for All Abilities. Shire of Yarra Ranges

Access for All Abilities is a Victorian Government initiative coordinated by Sport and Recreation Victoria. For over 10 years the program has, and continues to support and develop inclusive sport and recreation opportunities for people with a disability throughout Victoria. Mums, dads, kids, families, friends, seniors, support people, clubs, sporting associations, leisure centres and disability groups can also get involved. Access for All Abilities providers are professionals working at a community level to support and develop inclusive sport and recreation opportunities for people of all abilities. Access for All Abilities providers promote and encourage a range of sport and recreation opportunities across the state from basketball to cricket, walking, aussie rules football, soccer, sailing, and more.

Access for All Abilities providers can offer you:

- A variety of ideas and contacts to get you active and involved
- Links to organised activities at local facilities
- Timely and up to date advice on the latest sport and recreation opportunities in your area
- Pathways to sport and recreation opportunities right up to an elite level
- Opportunities to be trained and undertake roles to coach, umpire and volunteer.

**Eligibility:** People with a disability living in the Shire of Yarra Ranges

**Contact details:**

Address: Shiralee House 1 Little Yarra Road Yarra Junction 3797  
Phone: (03) 5967 5833 or 0447 301 445  
Email: [lucinda.bain@ymca.org.au](mailto:lucinda.bain@ymca.org.au)  
Web: [www.victoria.ymca.org.au/aaa](http://www.victoria.ymca.org.au/aaa)  
Office hours: 9am – 5pm Thursday, Friday and alternating Wednesdays

### Yooralla – Recreation

If you are a child, teenager or adult with a disability, Yooralla's Recreation Team can get you more actively involved in all kinds of recreation experiences. The recreation team has workers with particular expertise in:

- Health and fitness
- Holidays and travel
- Aquatics
- Community recreation.

**Eligibility:** People aged 6 years and over who have a disability. Service priority is given to people who have high and complex support needs.

**Program Hours:** Variable depending on activities.

**Contact details:**

Office address: 244 Flinders Street Melbourne 3000  
Phone: 9916 5800 Fax: 9916 5900  
Web: [www.yooralla.com.au](http://www.yooralla.com.au)  
Office hours: 9am – 5pm Wednesday - Friday

Support groups provide advice, information and the opportunity to network with others in similar circumstances, for the families/carers of people with a disability.

## Association for Children with a Disability

The Association provides information, support and advocacy to families who have a child with any type of disability or developmental delay in Victoria.

### Contact details:

Address: Suite 2, 98 Morang Road Hawthorn 3122  
Phone: 9818 2000 Fax: 9818 2300  
Freecall: 1800 654 013 - rural callers only

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

Web: [www.acd.org.au](http://www.acd.org.au)

Office hours: 9am - 5pm Monday - Friday

## Autism Victoria

Provide an information and advice service. Services include phone advice, a magazine, information sheets, library and information about 'Helping Children with Autism' package. Also provide parent support including assistance with family issues, understanding autism and navigating services.

**Eligibility:** Families, carers and professionals.

**Program Hours:** 9.00am – 6.00pm, Monday – Friday.

### Contact details:

Office address: 24 Drummond Street Carlton 3053

Phone: 9657 1600 Fax: 9639 4955

Freecall: 1300 308 699 (Country Area)

Email: [admin@autismvictoria.org.au](mailto:admin@autismvictoria.org.au)

Web: [www.autismvictoria.org.au](http://www.autismvictoria.org.au)

Office hours: 9am – 6pm Monday – Friday

## Boroondara Young Strokees Groups

A support group for young stroke survivors and carers in the City of Boroondara.

Provides:

- Regular meetings that offer friendships and social contacts with fellow survivors
- Disseminates up-to-date information on stroke care and employment, accommodation and issues relevant to the youth of today.
- Nurtures young stroke survivors back to mainstream activities and to be healthy and happy.
- Promotes stroke awareness and stroke prevention.

**Eligibility:** Young people who have suffered a stroke

**Program Hours:** Once a month at various venues

### Contact details:

Address: PO Box 2260 Hawthorn 3122  
Phone: 0427 090 419 (Bernadette) or 0413 181 790 (Jenny)

Email: [coordinator@bssg.org.au](mailto:coordinator@bssg.org.au)

Web: [www.bssg.org.au](http://www.bssg.org.au)

Office hours: 9am – 5pm Monday - Friday

## Carers Victoria

Carers Victoria, a not-for-profit organisation, is the peak body representing and supporting family carers in Victoria.

Carers Victoria works to improve the lives of carers by building awareness of carers' needs and issues. We do this through our research and policy submissions, by representing carers in meeting with politicians and policy makers, and by working with the media.

Our services for carers include information, counselling, workshops, and referrals to other services and supports.

**Eligibility:** Family carers, who are providing care and support for a family member or friend with a disability, mental or chronic illness, or who is frail aged.

**Program Hours:** Variable

### Contact details:

Address: Level 1, 37 Albert Street Footscray 3011

Phone: 9396 9500 Fax: 9396 9555

Freecall: 1800 242 636

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

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

Office hours: 9am – 5pm Monday - Friday

## Carers Victoria – Young Carers

Young carers are people aged up to and including 25 years of age who help provide care in families where someone has a chronic illness, a disability, or mental illness; is frail aged; or has an alcohol or other drug problem.

Services include carer advisory line, counselling, carer education, library, information, referral and resource information. Carers Victoria provide training for service providers and employ a part time Community Development and Education worker to raise awareness of young carers in the community.

**Eligibility:** Young carers aged up to and including 25 years and their families.

Service providers and health professionals.

### Contact details:

Address: Level 1, 37 Albert Street Footscray 3011

Phone: 9396 9500 Fax: 9396 9555

Freecall: 1800 242 636

Email: [cav@carersvic.org.au](mailto:cav@carersvic.org.au)

Office hours: 9am – 5pm Monday – Friday

## Cerebral Palsy Support Network

Cerebral Palsy Support Network (CPSN) empowers people with cerebral palsy and their families by providing support and information.

How can we assist you?

- Telephone support and information.
- Quarterly newsletter containing focused and interesting information.
- Formal and informal support opportunities for varying age groups.
- Information seminars and workshops.
- Community awareness programs.
- Brokerage program.
- Website with links to other disability services.
- Projects responsive to members needs.

**Eligibility:** For people with cerebral palsy and their families

### Contact details:

Office address: 86 Herbert Street Northcote 3070

Phone: 9445 7488 Fax: 9455 7489

Freecall: 1300 277 600

Office hours: 9am – 5pm Monday - Friday

## Deaf Children Australia

Deaf Children Australia recognises that, given the right support, deafness should not be a barrier to children and young people doing and being anything they desire. We provide the support services needed to help children and young people fulfill their potential. Services provided include case management, family support groups, Auslan tuition for families, parent and child mentoring, accommodation for rural children to attend metropolitan schools

for the deaf, recreation activities and camps, parenting programs, scholarships and some financial assistance. information, a freecall helpline and advocacy support services are also provided for families. Deaf Children Australia is the only national provider of information and advocacy support to deaf and hard of hearing children and young people and their families.

**Eligibility:** Children aged 5 - 18 years and their families. Information and mentoring services are available to families of children younger than 5 years old.

**Contact details:**

Office address: 597 St Kilda Road Melbourne 3004

Phone: 9539 5300 Fax: 9525 2595

Freecall: 1800 645 916

Email: [helpline@deafchildren.org.au](mailto:helpline@deafchildren.org.au)

Web:

[www.deafchildrenaustralia.org.au](http://www.deafchildrenaustralia.org.au)

Office hours: 9am - 5pm Monday - Friday

#### Down Syndrome 15+ Support Group

Support for Parents/ Carers of people with Down Syndrome 15 +. Getting together with those in the same situation to share ideas, gain friendship and support, over a coffee or glass of wine if preferred.

**Eligibility:** For parents/carers of people with Down Syndrome 15 years plus.

**Contact details:**

Address: Club Ringwood. Corner Oban Rd and Maroondah Hwy Ringwood 3134

Phone: 0413 981 212

Email: [anthea.gary@bigpond.com](mailto:anthea.gary@bigpond.com)

Office hours: Every 5th Monday 7.30pm

– 9.30pm

#### Down Syndrome Victoria

Down Syndrome Victoria is the state-wide peak membership organisation representing individuals with Down Syndrome and their families. Down syndrome Victoria is a not-for-profit organisation established in 1978 to provide support, encouragement, information and resources to people with Down Syndrome, their families and the broader community.

We are a whole of life service offering:

- Personal support and information for families, especially when a new baby is born.
- Advocacy, information, support, mentoring and training for adults with Down Syndrome.
- An education support service to assist students with Down Syndrome and their teachers in mainstream schools.
- Peer support groups around Victoria.
- Annual family fun day and other events.
- Conference and education sessions.
- A quarterly journal.
- Information and professional development for health and education professionals.
- A library of Down Syndrome specific resources.

**Eligibility:** People with down syndrome and their families, and professionals.

**Contact details:**

Office address: 219 Napier Street

Fitzroy 3065

Phone: 9486 9600 Fax: 9486 9601

Freecall: 1300 658 873

Web: [www.downsyndrome.victoria.org.au](http://www.downsyndrome.victoria.org.au)

Office hours: 9.30am – 4pm Monday - Friday

#### Huntington's Victoria

Huntington's Victoria was established to promote the needs and interests of people affected by Huntington's disease. Services include case management, information services, and planning and facilitation.

**Eligibility:** People aged 18 years plus with Huntingtons Disease.

**Program Hours:** 9am – 5pm, Monday - Friday.

**Contact details:**

Office address: 607 Warrigal Road Ashwood 3147

Phone: 9563 3922 Fax: 9563 3489

Web: [www.ahda.com.au](http://www.ahda.com.au)

Office hours: 9am – 5pm Monday - Friday

#### Independence Australia – Polio Network Victoria

The Polio Network is a free service based in Victoria that provides relevant and accessible information, referral and support services to people who have had polio, their families, carers and advocates.

Services include:

- Information and support
- Community Information Sessions
- 17 state-wide support groups
- Quarterly newsletter: Polio Perspectives
- Resources: Books/DVDs/Videos
- Annual Polio Day
- Promotion of immunisation

**Eligibility:** Families, carers and advocates

**Program Hours:** 9am - 5pm, Monday - Friday

**Contact details:**

Office address: 208 Wellington Street Collingwood 3066

Phone: 9418 0411 Fax: 1300 704 451

Freecall: 1300 704 456

Email: [polio@independenceaustralia.com](mailto:polio@independenceaustralia.com)

Web: [www.polionetworkvic.asn.au](http://www.polionetworkvic.asn.au)

Office hours: 9am to 5pm Monday to Friday

#### Interchange Outer East – Family Support

**Mother's** can relax, have some 'time out' and enjoy the company of other women for 1 day each term plus an annual weekend away in November. Activities include day or night outings to markets, theatre restaurants, picnics, boat trips, afternoon teas, lunches etc.

**Father's** activities consist of occasional weekend camps, some of which are structured to discuss specific issues, plus occasional activity days. Father and child days are also planned. The program provides fathers with the opportunity to relax, have fun and enjoy the companionship and support of other fathers.

**Annual family camp** is held over the long weekend of either March or June and offers an opportunity for families to join socially with other families for a weekend of fun, activity and relaxation. Interchange staff coordinate the camp and its activities. Some volunteer support is available to assist families.

**Family days** offer families the chance to have fun and socialise with other families.

**Eligibility:** Families living in the areas of Maroondah, Knox and Shire of Yarra Ranges.

**Program Hours:** Friday, Saturday & Sundays.

**Contact details:**

Office address: 5 – 7 Yose Street  
 Ferntree Gully 3156  
 Phone: 9758 5522 Fax: 9758 5899  
 Email: [tara.cantwell@ioe.org.au](mailto:tara.cantwell@ioe.org.au)  
 Web: [www.ioe.org.au](http://www.ioe.org.au)  
 Office hours: 9am – 5pm Monday - Friday

**Maroondah Carers Support Group**

The Maroondah Carers Support Group is for carers of people of all ages and disabilities. The group gives carers the chance to discuss important social, emotional, financial, physical and spiritual needs with other carers. Activities also include guest speakers and social outings.

**Eligibility:** Carers of people with a disability living in Maroondah.

**Program Hours:** 12.00pm – 2.00pm, every second Friday of the month.

**Contact details:**

Address: Ringwood Room Ringwood Library 4 Melbourne Street Ringwood 3134 Phone: 9837 3999 (EACH: Maroondah Social and Community Health Centre) or 9298 4215 (Maroondah City Council) Office hours: 9am – 5pm Monday – Friday

**MS Australia – ACT/NSW/VIC**

MS Australia Community Teams provide comprehensive clinical assessments, recommendations and education to support people with MS, their families and carers achieve optimal health and wellness and reduce the impact of symptoms associated with MS.

Community Teams are staffed by a range of allied health professionals who specialise in supporting people with MS and other progressive neurological conditions.

**Eligibility:** People with Multiple Sclerosis and other neurological disorders.

**Contact details:**

Address: The Nerve Centre 54 Railway Parade Blackburn 3130  
 Phone: 9845 2700 Fax: 9845 2777  
 Freecall: 1800 042 138  
 Fax: 9845 2777  
 Email: [msconnect@mssociety.com.au](mailto:msconnect@mssociety.com.au)  
 Web: [www.msaustralia.org.au](http://www.msaustralia.org.au)  
 Office hours: 9am – 5pm Monday - Friday

**Parent Support Network – Eastern Region**

Provides support, information and advocacy to parents and carers of children with a disability living in the eastern region.

**Eligibility:** Parents and carers.

**Program Hours:** Various.

**Contact details:**

Office address: 97 Bedford Road Ringwood East 3135  
 Phone: 9259 4312 Fax: 9876 0256  
 Email: [psn-emr@bigpond.net.au](mailto:psn-emr@bigpond.net.au)  
 Web: [www.psn-emr.com.au](http://www.psn-emr.com.au)  
 Office hours: 9.30am - 4.30pm Monday - Friday

**Spina Bifida Association of Victoria**

The SBFV is an independently funded, dynamic and professional not-for-profit organisation dedicated to helping people with spina bifida to lead better lives. We provide information and programs to people with spina bifida and their families throughout Victoria.

**Eligibility:** People with spina bifida and their families.

**Contact details:**

Office address: 4th Floor, Ross House 247 Flinders Street Melbourne 3000  
 Phone: 9663 0075 Fax: 9639 0081  
 Email: [info@sbfv.org.au](mailto:info@sbfv.org.au)  
 Web: [www.sbfv.org.au](http://www.sbfv.org.au)  
 Office hours: 8.30am – 4.30pm Monday - Friday

**Stroke Association of Victoria**

A volunteer organisation assisting stroke survivors and their families throughout Victoria. It is a network of people whose lives have been changed by a stroke. These people now give their time supporting stroke survivors and spreading the message of stroke awareness to the community at large. Services include information, community education, support, and provision of seminars and workshops.

**Eligibility:** For people who have had a stroke and their families.

**Contact details:**

Phone: 9670 1117 (Metropolitan) 1300 434 233 (Non-Metropolitan)  
 Fax: (03) 5278 7980  
 Email: [admin@strokeassociation.com.au](mailto:admin@strokeassociation.com.au)  
 Web: [www.strokeassociation.com.au](http://www.strokeassociation.com.au)  
 Office hours: Tuesday – Friday 9.30am - 4pm

## ATTENDANT CARE AGENCIES

Fee for service Attendant Care Agencies provide trained support staff to assist a person with a disability. Support from these agencies can be paid for privately, with a funding package or brokerage.

### APTO Direct

Apto Direct provides expert direct care at home in the community including personal care, respite, domestic assistance and high care. We have a commitment to best practice direct care that includes a strong commitment to supporting people with complex care needs to remain at home and a collaborative approach with clients, carers and families.

- Respite Care: Apto Direct provides quality person-centred service for individuals and their carers.
- Personal Care: Apto Direct provides experienced staff based in local teams for all personal care needs.
- Domestic Assistance: Apto Direct provides high quality, flexible domestic assistance aimed at helping the individual remain in their own home.
- Focus on High Care: Apto Direct focuses on the provision of direct care for individuals with high care needs. Our carers specialise in providing support for individuals with dementia, those who need behavioural support and clients with unstable health.

**Service group:** People with a disability

**Program Hours:** Variable

#### Contact details:

Office address: 9-11 Cecil Circuit  
Croydon 3136  
Phone: 9725 3219 Fax: 9727 0866

Email: [mail@apto.com.au](mailto:mail@apto.com.au)

Web: [www.apto.com.au](http://www.apto.com.au)

Office hours: 9am – 5pm Monday - Friday

### Calvary Silver Circle

We can provide care and support services for older people, people with disabilities, family carers, people coping at home after hospital or illness, families with children who have special needs, people injured in accidents or anyone who would like help in the home.

Home Support Services include:

- Personal/Attendant Care: helping with showering, dressing and grooming
- Home Care: cleaning, cooking, shopping, laundry, making beds, paying bills
- Respite Care: support when family carers are unavailable or need a break
- Companionship: sharing time at home or accompanying on outings and activities
- Live-In care: where full time supports are required

**Service group:** People requiring assistance on a fee for service basis

**Program Hours:** Variable

#### Contact details:

Office address: East Service Centre  
Level 1, 291A Maroondah Hwy  
Ringwood 3134  
Phone: 9879 3522  
Freecall: 1300 660 022  
Email: [care@silvercircle.com.au](mailto:care@silvercircle.com.au)  
Web: [www.silvercircle.com.au/victoria](http://www.silvercircle.com.au/victoria)  
Office hours: 9.00am – 5.00pm  
Monday - Friday

### CareChoice

With over 25 years of combined experience, CareChoice provides into the home reliable, flexible & professional support services to people with intellectual, physical, psychiatric and / or acquired disabilities.

Short or long term, our services include:

- Personal Care
- Respite Care
- Domestic Assistance
- Community Access / Social Support
- Travel Training
- Shopping / Meal Preparation
- Holiday / program support

All of our carers are police checked, fully screened & appropriately qualified. Approved service provider for government and other care programs, (ISP packages), health care providers, case management & brokerage services, trustee organisations, carer respite services and insurance companies, ie.TAC,Workcover.

**Service group:** People with a disability

**Program Hours:** Flexible to suit your needs

#### Contact details:

Address: Servicing Melbourne  
Metropolitan Phone: 1300 737 942  
Fax: 1300 737 943  
Email: [enquiries@carechoice.net.au](mailto:enquiries@carechoice.net.au)  
Web: [www.carechoice.net.au](http://www.carechoice.net.au)  
Office hours: 9am – 5.30pm Monday - Friday

### DASSI

DASSI assists people of all ages and from all backgrounds and cultures to lead independent lives in their homes, workplaces and communities.

This may include personal care, home care, post hospital care, respite and specialist care. DASSI cares for people of all ages who require assistance in their day to day lives.

Among services offered are:

- Personal Care – Bathing, personal hygiene, eating, dressing and grooming
- Home Care – Light house cleaning, personal laundry, stocking pantries and bed making
- Respite care – Assistance to carers to have a 'well earned break' through the provision of substitute care in the home
- Light meal preparation
- Support and Information – Assistance with understanding and managing situations
- Transport – providing or coordinating access to community facilities and services
- Complex specialist care – managing gastrostomy (PEG) feeds, respiratory support, ventilator and tracheostomy care, bladder care and skin care.
- Services can be provided from two hours a day to 'round the clock' (i.e. 24 hours care).

**Service group:** Open to all who need attendant care

**Program Hours:** Established by the individual

#### Contact details:

Office address: 582 Heidelberg Road  
Fairfield 3078  
Phone: 9488 9100 Fax: 9482 3820  
Freecall: 1300 032 774  
Email: [contact@dassi.com.au](mailto:contact@dassi.com.au)  
Web: [www.dassi.com.au](http://www.dassi.com.au)  
Office hours: 9am - 5pm Monday - Friday

### Flexi Support

We provide assistance with all daily living tasks including participation in community and recreational activities. Our services are 24/7 with short term and long term shift variations available to cater for clients' different situational needs. We welcome all type of shift variations including emergency and one-off fill-in shifts.

Services include:

- Personal Care including showering, dressing, grooming, toileting, hoist, transferring, bowel care, stretching/exercising, PEG feeding, and rehabilitation recovery assistance.
- Respite Care: To provide a break for the family carer. Accompanying clients on various activities.

**Service group:** People with a disability

**Program Hours:** Variable

**Contact details:**

Office address: 5a Hartnett Close  
Mulgrave 3170

Phone: 8562 2213 or 8562 2225

Fax: 8562 2275

Email: [info@flexi-support.com.au](mailto:info@flexi-support.com.au)

Web: [www.flexi-care.com.au](http://www.flexi-care.com.au)

Office hours: 9am – 5pm Monday - Friday

### Interchange Outer East – Flexible Care Program

The Flexible Care program is a full cost recovery program that tailors support to meet individual's needs. Support is provided on a one on one basis and is delivered in a variety of settings. The Flexible Care coordinator works with the individual and their personal supports - family, friends, other support staff to determine what type of support is required and the type of support staff that would be suitable. The coordinator will assist the individual to design the support package to suit their needs.

Flexible Care is not limited to but can include personal care, transport, sleepover support and support coordination. Costs involved are continuously tracked and individuals have access to expenditure reports and tracking details.

The Flexible Care program aims to assist people to achieve the life they want.

**Service group:** People living in the Eastern suburbs of Melbourne.

**Program Hours:** Flexible.

**Contact details:**

Office address: 5 – 7 Yose Street  
Ferntree Gully 3156

Phone: 9758 5522 Fax: 9758 5899

Email: [lauren.maddison@ioe.org.au](mailto:lauren.maddison@ioe.org.au)

Web: [www.ioe.org.au](http://www.ioe.org.au)

Office hours: 9am – 5pm Monday – Friday

### KinCare

KinCare provides a variety of types of care and support. Some of KinCare's services are provided on a fee-for-service basis, others are subsidised by a variety of government programs. KinCare can help you stay comfortable and independent in your own home. We can provide one type of service or combine multiple service types for you. You can choose services from 60 minutes to 24-hour live-in care. Whatever care and support needs you have, and whatever your preferences, we can design a service to help.

Support can include:

- Domestic assistance.
- Personal care.
- Respite.
- Nursing care.
- Social support transport.

**Service group:** People with a disability

**Program Hours:** Variable

**Contact details:**

Office address: Unit 3D 88 Ricketts  
Rd Mount Waverley 3149

Phone: 03 9542 0902

Freecall: 1300 733 510

Fax: 1300 733 520

Email: [mail@kincare.com.au](mailto:mail@kincare.com.au)

Web: [www.kincare.com.au](http://www.kincare.com.au)

Office hours: 9am – 5pm Monday - Friday

### Nextt Health

Nextt Health is committed to people in your community who require care and professional support to retain their independence at home.

- Personal Care: Nextt Health care workers can assist with all elements of personal care from basic supervision with showering and dressing through to more complex personal care tasks like continence management, catheter care and hoist transfers. We encourage clients to be as independent with their personal care as they are able to and feel comfortable to, while knowing that experienced care workers are on hand to provide them with all of the assistance that they may require.

- Home Care: Nextt Health care workers can provide basic domestic assistance to clients within the home to assist with a variety of household tasks such as vacuuming, mopping, washing, ironing and basic meal preparation.

- Respite Care: Nextt Health care workers can provide social respite and companionship to clients which may involve in-home visits or community access visits. Respite care can help to reduce social isolation and ensure that clients continue to be involved within their community.

- Overnight Care: Nextt Health care workers can provide overnight care to clients who may require assistance during the night or just to provide comfort to clients by knowing that someone is close at hand.

- 24 hour Live-In Care: Nextt Health can provide 24 hour live-in care for clients requiring a higher level of care and supervision. Nextt Health can advertise specifically for this service to ensure that the most appropriate care workers are available to meet the specific needs of the individual client.

**Eligibility:** People with a disability

**Program Hours:** Variable

**Contact details:**

Office address: Level 5, 534 Church Street East Richmond 3122  
 Phone: 9829 9100 Fax: 9829 9112  
 Web: [www.nextthealth.com.au](http://www.nextthealth.com.au)  
 Email: [enquiries@nextt.com.au](mailto:enquiries@nextt.com.au)  
 Office hours: 9am – 5pm Monday - Friday

**Southern CrossCare (VIC)**

Services to older frail people and younger people with a disability.

Support includes:

- Home Care: house cleaning, laundry
- Personal Care: assistance with showering, dressing and escorting to and from appointments, meal preparation and shopping
- Respite Care: allowing family carers to have a break
- Overnight Care

**Eligibility:** People with a disability

**Program Hours:** Variable

**Contact details:**

Office address: Eastern Region Suite 5, 96 Manchester Road Mooroolbark 3138  
 Phone: 9722 4650 Fax: 9727 3278  
 Email: [hceast@southern-cross.org.au](mailto:hceast@southern-cross.org.au)  
 Web: [www.southern-cross.org.au](http://www.southern-cross.org.au)  
 Office hours: 9am – 5pm Monday - Friday

**Other services that can be purchased privately, with a funding package or brokerage.**

**Interchange Outer East – Specialised Care**

Out of Home Family Based respite where a caring family receive a reimbursement for out of pocket expenses while providing the care. Service can be purchased using brokerage dollars at \$237.60 per 24 hours. Service provided in multiples of 24 hours only (not less than 24 hours). In some circumstances care can be provided in the home of the person with a disability. At least 2 weeks notice is required to set up and a Service Agreement must be provided by the purchasing agency.

**Eligibility:** People living in any area.

**Program Hours:** Flexible.

**Contact details:**

Phone: 9758 5522 Fax: 9758 5899  
 Email: [kerry.hands@ioe.org.au](mailto:kerry.hands@ioe.org.au)  
 Web: [www.ioe.org.au](http://www.ioe.org.au)  
 Office hours: 9am - 5pm Monday – Friday

**Care Connect – Rosebud Retreat**

The new stylish home away from home has been provided as a relaxing alternative for ageing carers to take a break from the day-to-day demands of caring for a loved one with either a physical/intellectual disability or a mental illness. Rosebud Retreat is a fully furnished self catering house with 3 bedrooms. Bedding and linen is provided at no extra cost. Guests will need to arrange to bring or hire any daily living equipment or aids they will need. The retreat is best

suited to guests who are ambulant. The home is approximately 600m from the beach front, and is within walking distance to Rosebud Plaza.

**Eligibility:** Priority is given to ageing carers of someone with a disability or mental illness, but other enquiries are also welcome.

**Program Hours:** Bookings available throughout the year. There is a 2 night minimum stay. Check in after 2pm and check out before 11am.

Please call us to discuss your needs.

**Contact details:**

Address: All enquiries are managed via our Footscray office  
 Phone: 9362 8000  
 Email: [rosebudretreat@careconnect.org.au](mailto:rosebudretreat@careconnect.org.au)  
 Web: [www.careconnect.org.au](http://www.careconnect.org.au)  
 Office hours: 9am - 5pm Monday - Friday

**Yarra Curative Homes**

Respite and or short term support in a peaceful relaxing setting, or caring support in your own home can be provided for a relative, friend or yourself.

**Eligibility:** Interested persons to include people of different ages, with varying needs or disabilities as well as carers' needs.

**Program Hours:** Variable

**Contact details:**

Address: 50 Tarrango Road Yarra Junction 3797  
 Phone: (03) 5967 1707  
 Fax: (03) 5966 7339  
 Office hours: 9am – 5pm Monday – Friday

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