



National Disability Insurance Scheme  
NDIS

Customer Handbook

## Table of Contents

<i>Welcome to Leisure Networks</i> .....	3
<i>About this handbook</i> .....	3
<i>Contact Us</i> .....	3
<i>Responsibilities of Leisure Networks and You</i> .....	4
Leisure Networks' Responsibilities .....	4
Your Responsibilities .....	5
<i>Your Rights</i> .....	6
<i>Your Supports and Services</i> .....	7
Service Bookings .....	7
Changing your mind/ Ending services .....	8
Leisure Networks choice to end services .....	8
Plan Reviews and Continued Services.....	8
Payments .....	8
Temporary Transformation Payment (TTP) .....	8
Payment methods .....	9
Self-Managed and Plan Managed payment terms.....	9
Financial plan management – payment information.....	9
Support Coordination – ending services .....	10
Direct Supports - Travel and transport.....	10
Direct Supports – ending services.....	11
Direct Supports – Cancellation information .....	11
Independent Living - Tenant agreement .....	12
Independent Living - Going on holidays.....	13
Independent Living - Introduction of new staff .....	13
Independent Living - ending services.....	13
<i>Compliments, Suggestions and Complaints</i> .....	14
<i>Privacy of your information</i> .....	15
<i>Conflicts of Interest and Gifts</i> .....	16
<i>Resource Guide</i> .....	17
Feedback and Complaints.....	17
Language and Communication Support .....	18
Advocacy Services .....	19
Mental Health Crisis Assistance .....	20
Crisis and Family Violence Assistance .....	21

## Welcome to Leisure Networks

Welcome! Leisure Networks is a community-based organisation registered with the National Disability Insurance Scheme (NDIS), the state education department and TAC to deliver a range of disability and associated services to assist people to be independent, connected to their community and to achieve their goals.

For three decades, Leisure Networks has pursued a vision of capable, healthy people and inclusive communities. We believe in a world that fosters inclusion, and where all people belong. Our guiding mission – connecting people with community – concentrates our efforts in all we do, every day.

We respect and embrace individual choices and are committed to supporting you to achieve greater independence in your home and to work towards your individual goals, including developing daily living skills, building social connections, and responding to your individual needs as they may change over time.

## About this handbook

This Handbook is a guide to how Leisure Networks manages supports and services to you, including service bookings and payments. It also ensures you understand your role in this agreement. It also provides a list of resources to support NDIS participants.

You have received this handbook after having a meeting (face to face, via phone or other online engagement) with Leisure Networks and have requested Leisure Networks provide supports for your current NDIS plan.

You need to read each section of this Handbook and make sure you understand what you are agreeing to when you sign the Leisure Networks Agreement. If you need assistance in understanding this document, you can nominate a Guardian or Authorised Representative to assist you (such as a family member, an advocate, your support coordinator or Local Area Coordinator).

## Contact Us

We are open Monday to Friday 9:00am to 5:00pm. Our office is closed on Victorian Public Holidays.

For more information about Leisure Networks or anything in this Handbook, you can contact us during business hours.

- Our office number is (03) 5222 3911 or 1300 561802
- Our email address is [assist@leisurenetworks.org](mailto:assist@leisurenetworks.org)
- Fill in an enquiry form on our website [www.leisurenetworks.org/who-are-we/contact/](http://www.leisurenetworks.org/who-are-we/contact/)

## Responsibilities of Leisure Networks and You

### Leisure Networks' Responsibilities

Leisure Networks wants everyone we work with to achieve greater independence to direct their supports and to work towards their goals. Our commitments to you are, to:

- help you understand how the NDIS works, so you can control your plan and make choices about things that are important to you
- keep accurate records on the service provided to you
- communicate openly and honestly with you in your preferred manner
- encourage you to make decisions about how your services are provided
- provide your services in a way that keeps you safe. Leisure Networks has a zero-tolerance approach to any form of abuse including physical abuse, financial abuse, emotional abuse, sexual abuse and neglect
- support you to find a suitable advocate if you need one and treat you and anyone who speaks up for you (an advocate) with respect
- work with you, or anyone you choose to speak on your behalf, to develop an individual plan that helps you achieve your goals
- review and improve your services to match your needs
- keep your information private and confidential in accordance with the Disability Services Act 2006, Information Privacy Act 2000 and the National Disability Insurance Act 2013, allow you to see the information that we hold about you. You may lodge a request to see the information we hold about you by contacting Leisure Networks' Privacy Officer on (03) 5222 3911. Leisure Networks' Privacy Officer is the Chief Executive Officer (CEO) or someone they choose to act on their behalf
- only claim the funding allocated to us, as agreed in the Schedule of Supports
- listen to your feedback and resolve any problems quickly
- give you notice if we need to end a service earlier than the plan end date
- communicate any potential conflicts of interest in providing supports to you. A conflict of interest occurs when an individual's personal interests (family, friendships, financial or other factors) could affect their judgment, decisions, or actions in the workplace. If this happens, we will involve you and anyone you choose to speak on your behalf in discussions about the appropriate management of any identified conflict. This ensures all our customers have equal access to Leisure Networks services and supports
- document and maintain accurate record of an incident, a hazard or a near-miss and provide you with information on how incidents are managed
- respond to a medical emergency by calling an ambulance

## Your Responsibilities

When Leisure Networks is providing services to you, you or your nominee need to:

- inform Leisure Networks about how you wish your services to be delivered to meet your needs
- treat the Leisure Networks team with respect
- be willing to participate and work towards your goals
- talk to any member of our team or a manager if you have any concerns or are unhappy about staff or your services
- cancel sessions or appointments well in advance if you are unable to attend
- not be under the influence of any illicit drugs whilst participating in Leisure Networks services
- only consume alcohol during supports if you are 18 years old or over. If you are 18 years old or over, you agree to consume alcohol responsibly whilst participating in Leisure Networks services. Your session may be cancelled if you are impaired by alcohol and your behaviour is unsafe
- give Leisure Networks notice if you need to end a service early.
- contact Leisure Networks immediately if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a participant in the NDIS
- let us know immediately if there are any changes to your personal information, contact details, health, cultural needs, behavioural supports or individual needs
- communicate any potential conflicts of interest in providing supports to you. A conflict of interest occurs when an individual's personal interests (family, friendships, financial or other factors) could affect their judgment, decisions, or actions in the workplace. If you may have a conflict of interest with Leisure Networks, you will need to let us know so we can discuss the appropriate management of any identified conflict of interest. We will involve you and anyone you choose to speak on your behalf in discussions. This ensures all our customers have equal access to Leisure Networks services and supports
- ensure you have adequate ambulance coverage or pay the associated ambulance costs in the event of a medical emergency

## Your Rights

### Victorian Charter of Human Rights and Responsibilities

You have choice and control over the services you put in place.

At Leisure Networks we acknowledge and respect the rights of every person we work with. We protect your rights by enacting the Victorian Charter of Human Rights and Responsibilities. The full list of the Victorian Charter of Human Rights and Responsibilities can be found on their website:

<https://www.humanrights.vic.gov.au/for-individuals/human-rights/>

### Your Safeguards

Leisure Networks is a registered NDIS service provider and are regulated by the NDIS Quality and Safeguards Commission. We support and comply with the NDIS Practice Standards which ensures we provide safe and quality supports.

We have policies and procedures to make sure we provide consistent safe and quality supports and services.

All of our employees, including the Board of Directors and volunteers undergo a worker screening check before they commence work with Leisure Networks.

All employees receive ongoing training and supervision not only in line with the NDIS Practice Standards but other laws and regulations.

These checks and training are refreshed periodically to further maintain your peace of mind.

### Independent Help and Advice

We encourage you to access independent advice and support when you need it. These are sometimes called advocacy services.

We can help you access these services and would discuss options with you.

Refer to the [Resource Guide](#) at the end of this document for further information.

### Your Choice and Decisions

We help you develop supports and services that promote your personal choices, goals and preferences.

We help you plan your supports and services according to your personal needs, like your cultural beliefs and language. This is your personal choice to disclose or not.

As far as possible, we will support your choices and your right to make decisions about what you do. But we may not support you take part in things that might harm you, other people, our employees or property. If that is the case, we will talk to you about your concerns, ask for and give guidance, explain your decision and try to find a safer way to support your choice.

## Preventing and Responding to Violence, Abuse, Neglect and Exploitation

We are committed to safeguarding your human rights and preventing and responding to violence against and abuse, neglect and exploitation of people with disability.

We encourage you to report things you are concerned about.

### **IF YOU ARE IN IMMEDIATE DANGER CALL THE POLICE ON 000.**

If you are not in immediate danger you can call our office. We will manage any incident you tell us about appropriately. We will also give you information about appropriate support services and tell you about your rights to complain to the right authority, like the Police and the NDIS.

## Your Supports and Services

Your NDIS funding plan may pay for support coordination or core supports, or capacity building supports or a combination of these types of support.

You can choose which funded services you receive from Leisure Networks by completing a Schedule of Supports for those services. You can also change who provides your NDIS funded services and supports at any time. Details of cancellation policy can be found below.

You can read more about your NDIS services and supports in your NDIS Plan and NDIS Provider Service Agreements.

## Service Bookings

Once you have completed a Schedule of Supports for services you will receive from Leisure Networks, Leisure Networks will make a Service Booking based on the current NDIS Price Guide. The NDIS Price Guide sets the limit for prices providers can charge for services. If the NDIS Price Guide changes, the costs of our services will change as well.

Service bookings are used to set aside NDIS funding for the supports we will deliver. Without a current Service Booking we cannot provide any services to you. Service Bookings are also needed for Leisure Networks to invoice the NDIS for the hours of support we deliver to you.

A Service Booking confirms:

- the support category you agree to Leisure Networks providing
- the amount of money you allocate to Leisure Networks for your supports
- service start and end dates

If you have transitioned to the PACE system you will need to endorse Leisure Networks as a MY provider to ensure we can claim supports once delivered .

You can access your service booking information via your MyPlace Participant Portal or we can provide you with a copy of your service booking if you ask.

## Changing your mind/ Ending services

If you change your mind about your services with us, please contact us and we will work with you to make the necessary arrangements. When ending a service booking, a Leisure Networks staff member will discuss with you any outstanding invoices that need to be billed against the service booking before it is closed.

## Leisure Networks choice to end services

Leisure Networks can also choose to end services with you if we are no longer able to provide the support you need. Reasons for this may include, but are not limited to:

- not engaging with our staff
- repeatedly cancelling sessions or meetings without contacting us
- verbally abusing or threatening our staff.

Leisure Networks will provide at least 14 days' notice if we are ending your services, or long enough for you or your nominee to choose another provider. A Leisure Networks Team Leader or Manager will work with you to provide other options.

## Plan Reviews and Continued Services

When you receive a new plan or your plan is extended, Leisure Networks **will continue to provide services, invoice and make payment claims** until you notify our Customer Engagement Team that you wish to cease services. This is to ENSURE your services continue without disruption but remember you can cancel if you change your mind.

## Payments

Leisure Networks will provide the agreed disability support services to you as outlined in your Schedule of Supports if the funds are available on the NDIS Portal.

All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (which are things that are not included as part of a participant's NDIS supports as per the NDIS Price Guides) are the responsibility of the Participant, their Guardian or Authorised Representative and do not form part of this agreement.

## Temporary Transformation Payment (TTP)

The NDIS introduced the Temporary Transformation Payment (TTP) to assist organisations to continue to operate successfully under the NDIS. Leisure Networks charges TTP pricing for attendant care and community participation services that we provide. The TTP price is outlined in your Schedule of Supports for services you are requesting.



If you require further understanding on how this is applied to your specific NDIS plan, you can talk to your Support Coordinator and or Local Area Coordinator.

### Payment methods

- For NDIA Managed Plans, Leisure Networks will claim payment for the service support from the NDIS Portal.
- For Self-Managed Plans, Leisure Networks will send an invoice to you to pay.
- For Plan Management Provider (PMP) Plans, Leisure Networks will send an invoice to the PMP to pay.

All invoices must be paid within 10 days of the invoice date.

### Self-Managed and Plan Managed payment terms

Your Schedule of Supports will clearly show the funding that you have committed to allocate to Leisure Networks for the provision of services. If you or your Plan Management Provider cannot pay due to over commitment of funds, the debt will revert to you for payment.

It is Leisure Networks' expectation that debts will be paid in full, or a payment plan put in place, prior to further services being delivered. Leisure Networks will:

- track expenditure against the funding amount you have agreed to in the Schedule of Supports
- claim payment for services on a fortnightly basis
- ensure you are notified if you are approaching overspend of your budget
- discuss options for increasing the funding amount you have allocated in the Schedule of Supports and make an amendment to your Schedule of Supports if needed

### Financial plan management – payment information

**How do you pay for your financial plan management with leisure networks?**

From the Start Date of this agreement or Start of Plan date (If moving mid plan), Leisure Networks will automatically invoice the NDIA for the plan management services we provide to you. These fees are paid by the NDIA and do not affect your Individual Plan budgets.

**Fees Include:** Plan Set up Cost and Monthly Fees

### How do we pay your providers?

Leisure Networks will receive invoices from your providers and claim your funding from the NDIA up to the amounts specified in your approved budget in your NDIS plan.

*(Invoices must be in line with your plan goals. We may ask for more information to confirm this when invoices are submitted).*

All Invoices received in the [accounts@leisurenetworks.org](mailto:accounts@leisurenetworks.org) email are deemed ready to pay and entered into our system to claim and make payment to your providers. If you wish to review invoices prior, you need to request providers to send their invoice to you in the first instance.

You can view Invoices on the LN Customer Portal or via the monthly statements.

### Ending your Financial Plan Management service

If you decide to stop receiving Financial Plan Management services from Leisure Networks, **we require 30 days notification** and ask that you contact our Customer Engagement Team as soon as possible so we can ensure a smooth transition to a new provider and that payments are up to date before ceasing services.

### Support Coordination – ending services

If you change your mind about your services with us, please contact a Community Connections Team Leader or Manager and they will work with you to make the necessary arrangements. When ending a service booking, a Leisure Networks staff member will discuss with you any outstanding invoices that need to be billed against the service booking before it is closed.

Notification period to end services is 14 Days.

### Direct Supports – Travel and transport

Leisure Networks provides supports from two locations:

- within the Barwon region, operating from our office at Verner Street, South Geelong; and
- within the City of Wyndham, operating from our office at Watton Street, Werribee.

If your supports are individual and required in the home, or you would like your supports to begin and end from your home or a location other than our office, Leisure Networks is pleased to offer this service to you, with the relevant travel costs calculated for you in your statements of supports below. These costs are calculated to the nearest 5 minutes.

If you participate in our group programs, the cost of the travel is factored into the booking and will be deducted from your NDIS funding in line with the price guidelines.

## Direct Supports – ending services

If you change your mind about your services with us, please contact our Customer Engagement Team and they will work with you to make the necessary arrangements. When ending a service booking, a Leisure Networks staff member will discuss with you any outstanding invoices that need to be billed against the service booking before it is closed.

Notification period to end services is 30 Days.

## Direct Supports – Cancellation information

### How do I cancel a session?

If you need to cancel a session with Leisure Networks, please let us know as soon as possible by calling the office and registering your formal cancellation:

- During business hours (Monday to Friday, 8.30am - 5.00pm): (03) 5222 3911
- Out of business hours: 0434 537 846

### What happens when I cancel a session?

The NDIS Price Guide includes a cancellation rate of 100% of the scheduled support for late cancellations or no shows. The NDIS Price Guide defines a short notice cancellation (or a no show) as when:

- You do not give seven (7) clear days' notice for a cancellation of a support or service.
- You do not show up for a scheduled support within a reasonable time.
- You are not present at the agreed place and within a reasonable time when the worker has travelled to deliver support to you.

Timing of cancellation	NDIA funding	Out of pocket activity cost
Cancellations more than 1 month prior to the activity	No Charge	Refunded
Cancellations 8 clear days to 1 month prior to the activity	Group activity: No Charge Individual supports: No Charge	Pending ability to redeem the costs
Cancellations 72 hours to 7 clear days prior to the activity	Group activity: Charged at full price* Individual supports: No Charge	Pending ability to redeem the costs
Cancellations 72 hours or less prior to the activity	Charged at full price	Will not be refunded

\* Leisure Networks will only apply the 7 clear days cancellation charges to group bookings when the cancellation affects the pricing for other customers due to the change in support worker/ customer ratios.

### What happens when Leisure Networks cancels a session?

We will try our best not to cancel your session, but if we need to, we will:

- Contact you or your nominee as soon as possible
- Advise you of the cancellation and the reason why, and
- Discuss other options if available, including rescheduling

### Public Holidays and Staff Training Days

Please note that Leisure Networks offers support services on Public Holidays upon request only and may cancel services infrequently for staff training purposes. In either case, you will be provided early notice and rescheduling options.

### Can I make changes to a session?

If you need to change the time, day or length of a session we need to know as soon as possible. We always try our best to make your requested changes quickly, but this can take time as we are required to give our staff sufficient notice before we change their roster.

Please be patient when you have requested a change, we will let you know how we are progressing. You can call the office on (03) 5222 3911 and speak with our friendly rostering team during business hours if your request is urgent.

### Independent Living – Tenant agreement

This agreement is based on the current household make up at the time of signing. If a resident chooses to move out from the current address, or another housemate is introduced to the home, we will work with you to ensure that:

- supports continue (provided funding is available)
- the impact of any changes are minimal
- the transition process is as seamless as possible.

In the event of such changes, Leisure Networks will not be responsible for the following:

- Securing funding (if required) to meet temporary or permanent changes to support ratios. If required, we can provide a new quote and any supporting evidence to assist with confirming if existing funding is sufficient or if an early plan review is needed.

- Finding and securing any new housemates. We will happily work with you to organise meet and greets and will arrange all intake paperwork once a new housemate is confirmed.

### Independent Living – Going on holidays

We encourage our customers to foster informal supports within their lives, and this may include holidays or extended periods where they may stay with family, relatives or friends.

If you are planning on being away from the supported home for an extended period of time, we ask that you let us know as soon as possible so that we can adjust any roster requirements.

### Independent Living – Introduction of new staff

Occasionally we may need to introduce a new staff member to the roster to ensure continuity of supports and staff wellbeing. If this is required, unless otherwise stated, the Leisure Networks process is to:

1. Provide the relevant contact person/s with 2 weeks' notice if there is a change to the regular house roster. In the case of staff illness, we will notify you as early as possible to provide staff options.
2. Discuss with you prior to recruitment if there are any changes to the attributes of the staff member required to fulfil the position.
3. Arrange a meeting for all housemates and family prior to confirming the staff member for the house roster.

### Independent Living – ending services

If you are considering ending this service, please contact Leisure Networks' Team Leader, Independent Living to have a conversation so we can try to address any issues you might have. We will first arrange a meeting with you and your family or nominee, your support coordinator (if you have one), and any other relevant parties. In the meeting, we will discuss whether there is anything Leisure Networks or you can do to resolve any issues.

If you still choose to end services with Leisure Networks, you must provide **2 months' notice** in writing to inform us of your decision.

Our Team Leader, Independent Living will work with you to make the necessary arrangements to end your services with Leisure Networks. When ending a service booking, the Team Leader, Independent Living will discuss with you any outstanding invoices that need to be billed against the service booking before it is closed.

Leisure Networks can also choose to end services with you if we are no longer able to provide the support you need. Reasons for this may include, but are not limited to:

- you carry out any illegal activity within the home that will place our staff or other residents at risk
- you have not paid the Service Payment and do not pay these amounts within 14 days of receiving an overdue notice
- you cease to be a participant in the NDIS
- the landlord terminates your access to the home
- Leisure Networks is unable to support you to remain at the property without serious risk of harm to yourself, other residents or staff in the home
- there is a breach of Leisure Networks' workplace health and safety obligations.

Leisure Networks will provide at least 14 days' notice if we are ending your services, or long enough for you or your nominee to choose another provider. A Leisure Networks Team Leader or Manager will work with you to provide other options.

## Compliments, Suggestions and Complaints

We welcome all your comments, your complaints and your compliments so we know what is working for you and what we could do better. Your feedback gives us the opportunity to fix a problem, not just for you but for all our other customers. From time to time, we may ask for your feedback in different ways.

All feedback we receive will be acknowledged within 2 days of receiving it.

If your feedback is about an unsatisfactory experience we will investigate the reason and carefully consider how to make changes to our policies, practices or training to improve our services and your time with Leisure Networks.

If you are providing positive feedback we will share with our team members and we will acknowledge and thank them.

If you don't want to talk to us about your feedback, you can contact one of the organisations below.

NDIS Quality and Safeguards Commission

(NDIS Commission)

Commission for Children and Young People

(CYPP)

Phone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Phone: 1300 782 978

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

## Privacy of your information

We collect personal and sensitive information such as your date of birth, banking details and health information to provide your services and supports. We also collect information when you contact us, for example, by email. We may receive information about you from other people who provide your supports.

It is law to protect your information. The Commonwealth Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles control how we look after your information and data.

We always handle your personal and sensitive information according to the Privacy Act and the Privacy Principles. We will:

- only use your information for the purpose you gave it to us
- only disclose your information with your consent, or if it is a reasonable expectation that we use it or if it is required by law, for example, by the police or a court of law
- allow you to see the information we store about you and make sure information is correct
- ask your permission before using your information to send you marketing materials by mail or email – you can opt out of receiving marketing materials at any time by unsubscribing or you can contact us and request the change
- give you a way to contact us anonymously. Sometimes we may be legally required to identify you and we will confirm that at the time of contact.

For more information you can request a copy of our Privacy Policy.

If you are not satisfied with our response you can contact the NDIS Quality and Safeguards Commission or the Office of the Australian Information Commissioner (OAIC) as follows:

Office of the Australian Information Commissioner    Phone: 1300 363 992  
Email: [FOI@oaic.gov.au](mailto:FOI@oaic.gov.au)

## Conflicts of Interest and Gifts

Leisure Networks have a duty to act in your best interests. We identify and manage actual or perceived conflicts of interest to safeguard you, our employees and our organisation as a whole.

We will discuss with you any potential conflict of interest when you accept our NDIS services and throughout your support journey with us.

We understand that you may want to show your appreciation for the support a support worker has provided however, our staff cannot accept any money, gifts, services or benefits or be the beneficiary of gifts or bequests and must never solicit or actively encourage gift giving.



## Resource Guide

Feedback and Complaints		
Commission for Children and Young People (CCYP)	Victorian Government Department responsible for the health, safety and wellbeing of children in Victoria.	Website: <a href="http://ccyp.vic.gov.au">http://ccyp.vic.gov.au</a> Phone: 1300 782 978 TTY: 131 450 ask for 03 8601 5281
NDIS Quality and Safeguards Commission		Website: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a> Phone: 1800 035 544 Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a>
Office of the Australian Information Commissioner	Commonwealth Department responsible for the implementation and management of the Privacy Act (1988) in Australia.	Website: <a href="http://www.oaic.gov.au">www.oaic.gov.au</a> Phone: 1300 363 992 Email: <a href="mailto:foi@oaic.gov.au">foi@oaic.gov.au</a>
Victorian Association for Dispute Resolution	Promoting mediation and other forms of Alternative Dispute Resolution instead of taking matters to court.	Website: <a href="http://www.vadr.asn.au">www.vadr.asn.au</a> Phone: 0432 498 639 Email: <a href="mailto:admin@vadr.asn.au">admin@vadr.asn.au</a>
Disputes Victoria	Free State Government mediation service for Victorian residents.	Website: <a href="https://www.disputes.vic.gov.au/about-us/mediation">https://www.disputes.vic.gov.au/about-us/mediation</a> Email: Web form: <a href="https://www.disputes.vic.gov.au/about-us/contact-us">https://www.disputes.vic.gov.au/about-us/contact-us</a> Phone: Phone contact temporarily closed

Language and Communication Support		
Multicultural Disability Hub	Ethnic Communities Council of Victoria (ECCV) program Multicultural Disability Hub to promote the rights and needs of people with disability from migrant and refugee backgrounds.	Website: <a href="https://eccv.org.au/multicultural-disability-hub/">https://eccv.org.au/multicultural-disability-hub/</a> Phone: 03 5221 8011
AMPARO Advocacy Inc	Advocacy support for people from culturally diverse backgrounds with disability.	Website: <a href="http://www.amparo.org.au">www.amparo.org.au</a> Phone: 07 3354 4900
Translating and Interpreting Service	Provides access to phone and on-site interpreting services in over 150 languages.	Website <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a> Email <a href="mailto:tis@homeaffairs.gov.au">tis@homeaffairs.gov.au</a> Phone 131 450
National Relay Service	The National Relay Service is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment.	NRS Chat Call <a href="https://nrchat.nrscall.gov.au/">https://nrchat.nrscall.gov.au/</a> NRS Captions Call <a href="http://nrscaptions.nrscall.gov.au/">http://nrscaptions.nrscall.gov.au/</a> Voice Relay 1300 555 727 TTY number 133 677

Advocacy Services		
Disability Gateway	Information and services to help people with a disability, their family, friends and carers to find the support they need in Australia.	Website: <a href="https://www.disabilitygateway.gov.au/">https://www.disabilitygateway.gov.au/</a>
Disability Advocacy Victoria	The peak body for independent disability advocacy in Victoria.	Website: <a href="http://www.disabilityadvocacyvic.org.au">www.disabilityadvocacyvic.org.au</a> Phone: 03 9489 2999
Youth Disability Advocacy Service	YDAS is an advocacy organisation that works with disabled young people who are aged 12 to 25.	Website: <a href="https://www.yacvic.org.au/ydas/">https://www.yacvic.org.au/ydas/</a> Phone: 0438 638 734
Koorie Youth Council	KYC is the representative body for Aboriginal and Torres Strait Islander young people in Victoria.	Website: <a href="http://www.koorieyouthcouncil.org.au">www.koorieyouthcouncil.org.au</a> Contact: <a href="http://www.koorieyouthcouncil.org.au/contact-us/">www.koorieyouthcouncil.org.au/contact-us/</a>
First Peoples Disability Network	Network for Australia's first peoples with disability.	Website: <a href="http://www.fpdn.org.au">www.fpdn.org.au</a> Phone: 02 9267 4195
Disability Advocacy Resource Unit	Funded organisation working with disability advocacy organisations to promote and protect the rights of people with disability.	Website: <a href="http://www.daru.org.au">www.daru.org.au</a> Phone: 03 9639 5807
Rights Information and Advocacy Centre	RIAC delivers advocacy and rights support services across Victoria.	Website: <a href="http://www.riac.org.au">www.riac.org.au</a> Phone: 03 5222 5499

Advocacy Services		
Disability Advocacy Finder	Ask Izzy is a website that connects people in need with essential services like disability advocacy and counselling. Generally accessed via the Disability Gateway	Website: <a href="https://askizzy.org.au/disability-advocacy-finder">https://askizzy.org.au/disability-advocacy-finder</a> Phone:
Victorian Disability Workers Commission	Administrative body for The Disability Worker Regulation Scheme supporting registered and unregistered disability workers in Victoria.	Website: <a href="http://www.vdwc.vic.gov.au">www.vdwc.vic.gov.au</a> Phone: 1800 497 132

Mental Health Crisis Assistance (also in LNs Customer Health and Safety Policy/Procedure)		
Lifeline Australia	24 hour crisis support and suicide prevention	Website: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Phone: 131 114 (24/7)
eHeadspace	National Youth Mental Health Foundation providing free and confidential phone and online service for young people 12-25 years	Website: <a href="https://www.eheadspace.org.au/">https://www.eheadspace.org.au/</a> Phone: 1800 650 890 9:00am to 1:00am)
Beyond Blue	Free and confidential calls and chats with trained mental health professionals.	Website: <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Phone: 1300 224 636 (24/7)

### Crisis and Family Violence Assistance

Frontyard Youth  
Services

Support for young people 12 to 25 years  
who are experiencing homelessness or  
are at risk of homelessness.

Website: <https://www.mcm.org.au/homelessness/frontyard>

Phone: 03 9977 0077 or 1800 800 531