

Advocacy and/or Complaint	Organisation	Contact Details
Children and Young people in Out-of-Home-Care	Commission for Children and Young People (VIC)	1300 782 978 contact@ccyp.vic.gov.au
Criminal, Family & Civil Law	Victorian Aboriginal Legal Service (VALS)	1800 064 865 vals@vals.org.au
Disability	Disability Services Commissioner (VIC)	1800 677 342 complaints@odsc.vic.gov.au
Disability (NDIS)	NDIS Quality & Safeguards Commission	1800 035 544 contactcentre@ndiscommission.gov.au
Discrimination	Victorian Equal Opportunity & Human Rights Commission	1300 292 153 complaints@veohrc.vic.gov.au
Foster Care	Foster Care Association of Victoria	(03) 9416 4292 admin@fcav.org.au
Homelessness	Homelessness Advocacy Service (VIC)	1800 066 256 or 8415 6213 angela@chp.org.au
Investigates decisions, action and conduct of Victorian Government	Victorian Ombudsman	1800 806 314 or 9613 6222 ombudvic@ombudsman.vic.gov.au
Kinship Care	Kinship Carers Victoria	03 9372 2422 director@grandparents.com.au
LGBTIQA+	Victorian Equal Opportunity & Human Rights Commission	1300 292 153 complaints@veohrc.vic.gov.au
Privacy Rights	Office of the Victorian Information Commissioner	1300 666 444 enquiries@ovic.vic.gov.au
Service delivery by DH or DFFH and CSO's funded by DFFH	DFFH/DH Complaints Unit	DFFH: 1300 884 706 Feedback@dhhs.vic.gov.au DH: https://feedback.dhhs.vic.gov.au/layout.html#/DH

Advocacy and Complaints

Do you know who to contact when you need someone, an advocate, to listen to you and to support you when you need to be heard?

There are a number of advocacy services that can provide help:

- with information about your rights and responsibilities
- by listening to your concerns
- to resolve problems or complaints with your service provider
- with referrals to other agencies if needed

Listed below are a number of advocacy services in Victoria. Please speak to your worker for further information regarding these services and to obtain support in contacting them.



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VICTORIAN ABORIGINAL CHILD CARE AGENCY