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## How do I contact my local council?

Local Council's provide many services and information for families and people with a disability. They will often be a first point of contact. The main Council numbers for the northern and western suburbs are listed below.

When calling your local Council you will first speak to a Customer Service Officer. You will need to give the Customer Service Officer enough information so that you can be directed to the right department. If they do not understand who or what you are looking for (council offices are big places!) keep trying. It is frustrating when you have to repeat your story several times, so where possible, only give them enough information to get you to the department your are wanting.

Departments such as *Aged and Disability Services* will often have a person who takes your details this person is called the **Duty or Intake Worker**. For example, if they are not sure who/what a Pre-School Field Officer is ask to speak to someone who deals with the Council's children's services and then once through to Children's Services ask again for the Pre-School Field Officer.

Try to keep details of the date of your contact, the person/s name, their role and what they have agreed to follow up on.

### Local Council Contacts

Ring and ask for the duty worker or intake person



<b>Banyule</b>	9490 4222	TTY	9432 7211
<b>Brimbank</b>	9249 4000	TTY	9249 4999
<b>Darebin</b>	8470 8888	TTY	9230 4659
<b>Hobsons Bay</b>	9932 1000	TTY	9398 8504
<b>Hume</b>	9205 2200	TTY	8470 8696
<b>Maribyrnong</b>	9688 0200	TTY	9688 0564
<b>Melton</b>	9747 7200		
<b>Melbourne</b>	9658 9658	TTY	9658 9461
<b>Moonee Valley</b>	9243 8888		
<b>Moreland</b>	9240 1111	TTY	9240 2256
<b>Nillumbik</b>	9433 3111	TTY	1800 671 880 (Telstra)
<b>Whittlesea</b>	9217 2170	TTY	9217 2420
<b>Wyndham</b>	9742 0777		
<b>Yarra</b>	9205 5555	TTY	9421 4192



- [www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)
- [www.brimbank.vic.gov.au](http://www.brimbank.vic.gov.au)
- [www.darebin.vic.gov.au](http://www.darebin.vic.gov.au)
- [www.hobsons.vic.gov.au](http://www.hobsons.vic.gov.au)
- [www.hume.vic.gov.au](http://www.hume.vic.gov.au)
- [www.maribyrnong.vic.gov.au](http://www.maribyrnong.vic.gov.au)
- [www.melton.vic.gov.au](http://www.melton.vic.gov.au)
- [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)
- [www.mvcc.vic.gov.au](http://www.mvcc.vic.gov.au)
- [www.moreland.vic.gov.au](http://www.moreland.vic.gov.au)
- [www.nillumbik.vic.gov.au](http://www.nillumbik.vic.gov.au)
- [www.whittlesea.vic.gov.au](http://www.whittlesea.vic.gov.au)
- [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)
- [www.yarracity.vic.gov.au](http://www.yarracity.vic.gov.au)