



October 2023

Hi ,

I love hearing from families who've advocated for positive outcomes for their children. But advocating can be hard work, which is why ACD offers free over-the-phone advocacy support.

The ACD Support Line can help you with issues at child care, kindergarten, and school, as well as with the NDIS. Our trained support advisors will listen to your concerns, provide information about your child's rights, and help you plan the next steps to advocate for your child.

Our telephone advocacy service is available to Victorian families raising children from birth to 18 with developmental delay and disability. Professionals who support families can also call for advice and information.

Phone lines are open Monday to Friday 9 am to 5 pm, and interpreters are available. So please call the ACD Support Line on 03 9880 7000 if you need help with issues relating to your child.

If you're new to the world of raising a child with disability, our First Steps to Support & Connection workshops will give you clear, practical information about respite, financial support, and help for siblings. All workshops are led by professional facilitators who are parents of children with disability, and sessions are free and online.

Karen Dimmock, CEO



Do you have a young child with developmental delay or disability? If the answer's yes, then you're probably trying to navigate the huge amount of information out there to find out what supports are available.

This free workshop has practical information to help you decide where to start and find what you need to support your child and your family. It includes topics such as:

- Respite: why it's important, different types, and how to get it in your child's NDIS plan
- Financial supports: what's available and what you can ask for
- Self-care and staying connected
- Supporting siblings

[Register now](#)



Free telephone advocacy service

"Thank you for the patience, understanding and wealth of knowledge that you have. Your support has been invaluable and I didn't feel like I was drowning." Support Line caller

ACD's Support Line is a **free** telephone advocacy service for all Victorian families raising children with developmental delay and disability from birth to 18..

Open Monday – Friday 9 am to 5 pm. Interpreters are available.

Call the ACD Support Line on [03 9880 7000](tel:0398807000) or [1800 654 013](tel:1800654013) (regional).



A new look for the ACD website

Our website has had a facelift and we're so excited to share it with you!

It's still full of free resources and information, and it's still a great place to find out about our latest workshops, but we've made it even better.

It's now easier to find the information you need, and we've added a brand new blog page, where you can find out about accessible playgrounds, get ideas for inclusive family fun, and all the latest news and information to help you and your family.

Best of all, our website is now available in 5 community languages: Arabic, Chinese, Hindi, Punjabi and Vietnamese. Just choose from the language list on the home page and hey presto, the whole website changes to the language of your choice!

So whether you're looking for information on the NDIS, help with issues at school, or want to know about the difference between a Carer Card and a Companion Card, you'll find it on our new look website!

[Visit our website](#)

PACE: a new NDIS system

The NDIS is moving to a new computer system called PACE, which will roll out over the next 18 months.

From October 30th new NDIS participants will start with PACE. If your child is already an NDIS participant, they'll move to PACE at their next NDIS Plan Reassessment.

When your child's Plan moves to PACE, the biggest change will be the switch from the current *myplace* portal to the new *my NDIS participant portal*.

[Head to our website to find out more.](#)



Positive start to Prep

If your child is starting Prep in 2024, planning their transition can help them get a positive start. We have a useful guide called *Starting primary school* which explains how funding works, what reasonable adjustments are, how they help your child, and how to create a positive partnership with the school.

[Read our guide](#)



Dream Day at Melbourne Zoo

It was wonderful to have the Minister for Disability and Minister for Children The Hon Lizzie Blandthorn, and Parliamentary Secretary for Children Nathan Lambert MP join us at Dream Day last weekend.

They experienced the magic of Dream Day and heard how Melbourne Zoo is one of the most inclusive attractions in Victoria.

There was also a chance to chat to families about issues which included making kindergarten more accessible, how the NDIS helps children in kinship care, and the importance of advocacy support to so many families.

Best wishes

The ACD team

Stay connected

Follow us on



Association for
Children with a
Disability

03 9880 7000 | 1800 654 013 (regional)
Level 1, 587 Canterbury Road Surrey Hills VIC 3127

ACD acknowledges the traditional owners of this land. We recognise their continuing connection to land, waters and community. We pay our respects to Elders past and present.

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