

## Contact RESTORE

Phone: 1800 RESTORE / 1800 7378673  
9am-5pm, Mon-Fri

When you contact RESTORE, we will ask you a few questions so we can partner you with the counselling provider that suits you best. Please also have your Redress letter of offer handy.

If you have an existing private counselling provider, please contact RESTORE to discuss continuing these arrangements.

If you find it difficult to hear or speak, you can contact us through the National Relay Service: 1800 555 660 or at [www.relayservice.gov.au](http://www.relayservice.gov.au)

If you require an interpreter, please contact the Translating and Interpreting Service on 131 450 or at [www.tisnational.gov.au](http://www.tisnational.gov.au) and ask them to contact RESTORE on your behalf.

We want our services to work for people who need and use them. To make a complaint or provide feedback to the Department of Health and Human Services call 1300 884 706 or contact one of the RESTORE organisations.



# RESTORE

## Victorian Redress Counselling Service

Restore is a counselling service for Victorian residents who have accepted an offer from the National Redress Scheme

Restore is made up of five Victorian organisations who can provide the kind of support you need, where you need it, at no cost to you

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VICTORIAN ABORIGINAL CHILD CARE AGENCY



Through a central contact point, RESTORE can link you to one of five organisations in over 90 locations across Victoria that best suits your needs.

Each organisation:

- offers a survivor focused, trauma informed approach to counselling and support services
- offers face-to-face individual or group counselling
- will listen to you about what kind of support you need
- is independent and confidential
- provided support to survivors during the Royal Commission into Institutional Responses to Child Sexual Abuse

## Open Place

Open Place is a specialist service for people who experienced all or part of their childhood in an orphanage or out-of-home care prior to 1990. Open Place provides counselling and assists with record searches, funding for health needs and support with other practical issues.

## Care Leavers Australasia Network (CLAN)

CLAN is a specialist service run by Care Leavers & all staff are Care Leaver informed. We offer support, advocacy & counselling for all family members, assist with record requests, publish a bi-monthly newsletter & also have a library.

## drummond street services

drummond street provides counselling and advocacy for survivors of institutional child sexual abuse and their loved ones, including a peer led approach, specialist LGBTQIA+ support, and services that promote health and wellbeing.

## Ngarra Jarra Noun (VACCA)

Ngarra Jarra Noun offers a culturally safe support and healing service according to the needs of Aboriginal survivors. We believe that cultural healing and connection are critical to the ongoing wellbeing of Aboriginal survivors.

## Victorian Centres Against Sexual Assault (CASA)

South Eastern Centre Against Sexual Assault (SECASA) – lead agency for RESTORE for the Victorian Centres Against Sexual Assault (CASA). There are 14 CASAs across the state that offer specialist counselling, advocacy and other support services to survivors of institutional child sexual abuse and their families.