

Useful Contacts and Links



**Department
of Ageing,
Disability &
Home Care**

Statewide Behaviour Intervention Service

**Level 1, 242 Beecroft Road
Epping NSW 2121**

Phone: 02 8876 4000 Fax: 02 8876 4041

<http://www.dadhc.nsw.gov.au>

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Legal Help and Support

Intellectual Disability Rights Service

2c, 199 Regent Street
Redfern NSW 2016

Tel: **02 9318 0144**

Freecall: **1800 666 611**

Fax: 02 9318 2887

Email: info@idrs.org.au

<http://www.idrs.org.au>

IDRS is a Community Legal Centre for people with an intellectual disability, their families and carers. Legal advice is initially provided on the phone by appointment. Monday – Friday, 2-5 pm.

Criminal Justice Support Network (CJSN)

2c, 199 Regent Street
Redfern NSW 2016

Tel: **1300 665 908 (24 hours)**

Fax: 02 9318 2887

Email: cjsn@idrs.org.au

<http://www.idrs.org.au>

CJSN provides volunteer support persons who will help a person with intellectual disability at Police interviews and at Court. CJSN will also provide information and support by telephone, 24 hours, 7 days a week.

Disability Discrimination Legal Centre (NSW)

PO Box 989,
Strawberry Hills, 2012

Tel: **02 9310 7722 (voicemail)**

Freecall: **1800 800 708**

TTY: 02 9310 4320 or

1800 644 419

Fax: 02 9310 7788

Email: Info@ddlcnsw.org.au

<http://www.ddlcnsw.org.au>

Advice line Tuesday and Friday 10am - 12.30pm

Provides free legal advice, representation and assistance for cases involving discrimination against people with disabilities and their associates. DDLC is not a generalist legal centre for people with disabilities. The Centre assists in cases of disability discrimination under the federal Disability Discrimination Act or the NSW Anti-Discrimination Act.

Legal Aid

Find a list of local Legal Aid offices at:

<http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=20>

or look in your local White pages. If there is no Legal Aid office near you, call:

LawAccess NSW

PO Box 620
Parramatta NSW 2124

Tel: **1300 888 529**

TTY: 1300 889 529

<http://www.lawaccess.nsw.gov.au>

LawAccess is a free service providing a single point of access to legal and related assistance services in New South Wales. LawAccess provides legal information, referral and advice; develops and distributes legal information resources; and works with other legal assistance services in NSW to streamline the provision of services to our clients.

Legal Aid Under 18's

HotLine: 1800 10 18 10

Lawyers from the Children's Legal Service provide legal advice over the telephone to children and young people under 18 who have committed or who are suspected of committing an offence. Under the NSW *Young Offenders Act*, young people have the right to legal advice before making an admission or a statement to the police.

Prisoners Legal Service (PLS)

Legal Aid Commission
Level 2, 323 Castlereagh St,
Haymarket. NSW 2000

Tel: 02 9219 5888 (reverse charges)
Freecall: 1800 806 913

Prisoners who need an appointment with a solicitor from the PLS should ask their gaol's wing officer to put their name down in the 'Legal Aid Book'.

PLS provides free and confidential legal advice and minor assistance in matters like:

- Bail
- Legal aid
- Appeals
- Classification and other prison issues
- Other legal problems.

PLS can also represent prisoners at:

- Parole hearings
 - Life sentence determinations
 - Segregation appeals
 - Visiting justice hearings.
-

Ask! A free Legal Service for Youth

Tel: 02 8383 6629

Ted Noffs Foundation, 206A Alison Road
Randwick - (cnr Avoca Street)

Fax: 02 9310 0020
Email: ask!@noffs.org.au

The Smith Family, Level 1, 239 Church Street
Parramatta - (cnr George Street)

Both locations - Tuesday evenings between
4.00 and 6.00pm (appointments only)

<http://www.noffs.org.au/PROGRAMS/ask.shtm>

All areas of law, free service for 14 to 21 year olds in the Sydney metropolitan area. Provided by Mallesons Stephen Jaques in conjunction with the Ted Noffs Foundation.

Community Justice Centres

Sydney CJs

Tel: 02 9790 0656
Email: cjc_sydney@agd.nsw.gov.au

Western NSW CJs

Tel: 02 4732 1933 or 1800 232 736
Email: cjc_western@agd.nsw.gov.au

Northern NSW CJs

Tel: 02 4925 0333 or
1800 990 777
Email: cjc_northern@agd.nsw.gov.au

Southern NSW CJs

Tel: 02 4228 0433 or 1800 650 987
Email: cjc_southern@agd.nsw.gov.au

Centres right across NSW. For appointment, contact your closest regional office. CJC provides a free mediation service to the community to help people resolve their own disputes. The service is free and confidential.

Community Restorative Centre (CRC)

174 Broadway, (cnr Shepherd St),
Broadway, 2007

Tel: **02 9288 8700**

Fax: 02 9211 6518

Email: info@crcnsw.org.au

<http://www.crcnsw.org.au>

CRC is a community organisation in New South Wales dedicated to supporting prisoners, ex-prisoners, and their families and friends. Staff in Sydney and the Hunter region offer personal and practical assistance such as counselling, accommodation, referral, and a subsidised transport service, as well as a court support service and outreach to jails.

Community Legal Centres NSW

Combined Community Legal Centres

Suite 3B, Briad House
491-493 Elizabeth St
Surry Hills NSW 2010

Tel: **02 9318 2355**

Fax: 02 9318 2863

Email: nswclc@fcl.fl.asn.au

For a full state list of CLC's visit the state or national websites:

<http://www.nswclc.org.au/>

<http://www.naclc.org.au/index.html>

Community Legal Centres (CLCs) are independent, non-profit organisations that provide referral, advice and assistance to more than 350,000 people each year. These services are provided free of charge. There are currently 207 centres in Australia. They range from centres with no paid staff to offices of ten or more employees. Most centres are able to provide confidential advice and assistance about a variety of legal matters.

Public Defenders Office

Carl Shannon Chambers,
Level 13, 175 Liverpool Street,
Sydney, NSW 2000

Tel: **02 9268 3111**

Fax: **02 9268 3168**

<http://www.dcs.nsw.gov.au/links/>

The Public Defenders are salaried barristers independent of the government who appear in serious criminal matters for clients who have been granted legal aid. Once a person has been granted legal aid, a Public Defender may be briefed to advise or appear in a matter through the Legal Aid Commission, the Aboriginal Legal Services, a private solicitor or any community based legal group. Public Defenders are available to represent clients charged with serious criminal offences anywhere in New South Wales, if they have been granted legal aid.

Public Interest Advocacy Centre

Level 1, 46 - 48 York Street
Sydney, NSW 2000

Tel: **02 9299 7833**

<http://piac.asn.au>

PIAC focuses on public interest matters that affect people as citizens, consumers or members of communities. PIAC seeks to facilitate fair and just outcomes for all Australians, particularly those who are disadvantaged. PIAC also hosts the **Homeless People's Legal Service** (See page 8)

Guardianship Tribunal

Level 3, 2a Rowntree Street
Balmain NSW 2041

Tel: **02 9555 8500**

Freecall: **1800 463 928**

<http://www.gt.nsw.gov.au/>

A legal tribunal that conducts hearings throughout New South Wales. The Guardianship Tribunal makes decisions in relation to the appointment of guardians and financial managers, or in relation to medical and dental consent, for people with disabilities who do not have the capacity to make their own decisions. The Tribunal may make a range of other orders as well.

Office of the Public Guardian (OPG)

Level 15, 133 Castlereagh Street
Sydney 2000

Tel: **02 9265 1443**

Freecall: **1800 451 510**

<http://www.lawlink.nsw.gov.au/opg.nsf/pages/index>

The OPG promotes the rights and interests of people with disabilities through the practice of guardianship, advocacy and education. The Guardianship Tribunal (see above) appoints the NSW Public Guardian as guardian of last resort and the Office is part of the Attorney General's Department. The OPG can:

- make a particular lifestyle decision on behalf of a person under the guardianship of the Public Guardian when given the authority to do so;
 - provide or withhold consent to medical and dental treatment on behalf of a person under guardianship of the Public Guardian when given the authority to do so;
 - advocate on behalf of the person under guardianship for services the person may need;
 - be the guardian for time specified in the guardianship order;
 - provide information and support to private and enduring guardians; and
 - provide information on the role and function of guardians to the general community
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Office of the Protective Commissioner

Level 15, 133 Castlereagh Street
Sydney 2000

Tel: **02 9265 3131**

<http://www.lawlink.nsw.gov.au/opc>

The Office of the Protective Commissioner provides financial management services for people who are unable to manage their own affairs due to disability. The Protective Commissioner also provides authorisation and direction for people who have been appointed to privately manage the financial affairs of individuals who are not able to manage their own affairs due to disability.

Solicitor Referral Service

Law Society of New South Wales

170 Phillip St
Sydney NSW 2000

Tel: **02 9926 0333**

Syd. Metro: **02 9926 0300**

Freecall: **1800 422 713**

Email cad@lawsocnsw.asn.au.

<http://www.lawsociety.com.au>

Service that helps members of the public who can pay for legal services find a private firm of solicitors or accredited specialists in specific areas of law.

Solicitor Referral Service 9-12am and 1-4pm Monday to Friday.

**Community Referral Service
Pro Bono Scheme**
Law Society of New South Wales
170 Phillip St
Sydney NSW 2000

Tel: **02 9926 0364**

<http://www.lawsociety.com.au>

This is a service that coordinates referrals (approved within guidelines) of clients to law firms that are willing to provide legal assistance on a pro bono basis. Pro bono schemes operate means, needs and merit tests to ensure that the most deserving people and cases receive pro bono assistance. Generally pro bono assistance will only be granted to applicants who would otherwise be unable to meet the full costs of legal representation. The merit test relates to the reasonable prospects of a successful outcome in favour of the applicant.

Find a Barrister Database
Bar Association of NSW
Selborne Chambers
174 Phillip Street
Sydney 2000

Tel: **02 9232 4055**

<http://www.nswbar.asn.au/database/findabarrister.php>

Voluntary association of barristers in practice throughout NSW. Barristers specialising in particular areas of law can be found through the NSW Bar Association's online database,

**Mental Health Advocacy Service
(MHAS)**

Level 4, 74-76 Burwood Road
Burwood NSW 2134

Tel: **02 9745 4277**

MHAS will pay for the call if you are outside Sydney.

<http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=205>

If you have been taken to hospital against your wishes and will be brought before a magistrate, Legal Aid can represent you for free. Legal Aid lawyers or private lawyers arranged by Legal Aid attend each hospital in New South Wales that has involuntary or 'temporary' patients. We represent most people who will be seeing the Mental Health Review Tribunal in hospital. We also represent people appearing before the Guardianship Tribunal. We provide telephone advice about mental health law.

Anti Discrimination Board
Level 17, 201 Elizabeth Street
Sydney NSW 2000

Tel: **02 9268 5544**

Freecall: **1800 670 812**

<http://www.lawlink.nsw.gov.au/adb.nsf/pages/index>

Section of the Attorney General's Department responsible for administering the Anti-Discrimination Act. The ADB investigates and conciliates complaints of discrimination, harassment and vilification; informs and educates the people of NSW, employers and service providers about their rights and responsibilities under anti-discrimination law; and makes recommendations to the government about amendments to anti-discrimination law.

Human Rights & Equal Opportunity Commission

GPO Box 5218
Sydney NSW 2001

Tel: **02 9284 9600**

Complaints **1300 656 419**

Info:

Privacy **1300 363 992**

Hotline:

<http://www.hreoc.gov.au/>

Statutory body charged with the responsibilities for inquiring into alleged infringements under four anti-discrimination laws - the Racial Discrimination Act 1975, the Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004 as well as inquiring into alleged infringements of human rights under the Human Rights and Equal Opportunity Commission Act 1986. Matters that can be investigated by the Commission include discrimination on the grounds of race, colour or ethnic origin, racial vilification, sex, sexual harassment, marital status, pregnancy, or disability.

Department of Public Prosecutions Witness Assistance Services

Wagga Wagga **02 6925 8400**

Sydney **02 9285 2502**
Freecall **1800 814 534**
TTY **02 9285 8646**

Campbelltown **02 4629 2811**

Parramatta 02 9891 9800

Gosford **02 4323 2556**

Bathurst **02 6332 2555**

Dubbo **02 6881 3300**

Penrith **02 4721 6100**

Wollongong **02 4224 7111**

Newcastle **02 4929 4399**

Lismore **02 6627 2222**

<http://www.odpp.nsw.gov.au/was/bawitn/Default.html>

Part of the Office of the Director of Public Prosecutions (DPP) that provides a range of services to meet the needs of victims of crime and witnesses appearing in court matters prosecuted by the DPP. WAS services cover information, referral, court preparation, court support, and after court.

Homeless Persons Legal Service

Level 1, 46 - 48 York Street
Sydney, NSW 2000

Tel: **02 9299 7833**

Email: homelessproject@piac.asn.au

The Station Ltd.
82 Erskine St Sydney

Monday 10am - 12 noon weekly

Matthew Talbot Hostel
22 Talbot Lane Woolloomooloo

Tuesday 12 noon - 2pm fortnightly

Parramatta Mission
119 Macquarie St Parramatta

Wednesday 11am - 1.30pm weekly

Edward Eagar Lodge
348a Bourke St Surry Hills

Thursday 1pm - 3pm weekly

Vincentian Village
50 Yurong St East Sydney

Thursday 12 noon - 2pm weekly

<http://piac.asn.au/legal/hpls.html>

Will provide legal advice on housing, tenancy and eviction, fines, victims' compensation, debt and consumer credit, social security, mental health, community health orders, guardianship and administration, questions of identity, wills and estates, discrimination and employment law.

Information and Referral

Accessible Arts

Pier 4, The Wharf,
Hickson Road,
Walsh Bay NSW 2000

Tel: **02 9251 6499**
Fax: 02 9251 6422
Email: info@aarts.net.au

http://www.aarts.net.au/mod.php?mod=userpage&page_id=47&menu=5

Accessible Arts is the leader in the development of innovative strategies that engage the arts and disability sectors in positive action towards inclusive cultural practice. AA provides and coordinates a range of basic disability awareness training and information sessions for the arts and cultural sectors. Accessible Arts undertakes initiatives that aim to increase the involvement of people with disabilities in the arts, improve knowledge about arts and disability issues and provide research and resources in the arts and disability field.

Statewide Behaviour Intervention Service - DADHC

Department of Ageing Disability and Home Care
Building B
Level 1, 242 Beecroft Rd
Epping NSW 2121

Tel: **02 8876 4000**
Fax: 02 8876 4041
Email: stephanie.cakar@dadhc.nsw.gov.au

<http://www.dadhc.nsw.gov.au/dadhc/>

The State wide Behaviour Intervention Service (BIS) is a specialist service of the Department of Ageing Disability and Home Care (DADHC). The Behaviour Intervention Service works with agencies and DADHC services that provide care to people with intellectual disability who have challenging or offending behaviours.

Brain Injury Association

17 Macquarie Rd
Auburn NSW 2144

Tel: **02 9749 5366**
Freecall: **1800 802 840**

<http://www.biansw.org.au/>

BIA is the peak organisation in NSW for people living with an acquired brain injury, their families and friends, their carers and support workers. BIA's services include: an information and referral service, library resources, resourcing of self help and support groups, self advocacy development and training, policy work, systemic lobbying and advocacy, quarterly newsletter, interagency meetings, service provider training, special projects (e.g. publications, research and events), as well as fact sheets in a variety of languages.

Carers NSW

Level 17, 323 Castlereagh Street,
Sydney NSW 2000

Tel: **02 9280 4744**
Fax: 02 9280 4755

<http://www.carernsw.asn.au/>

Carers NSW is an association for relatives and friends who are caring for people with a disability, mental illness, chronic condition or who are frail aged. Carers NSW is the Peak Body for carers in New South Wales and the only statewide organisation that has carers as its primary focus.

The Centre for Developmental Disability Studies (CDDS)PO Box 6
Ryde NSW 1680Tel: **02 8878 0500**

Fax: 02 9807 7053

<http://www.cdds.med.usyd.edu.au/>

CDDS creates and disseminates knowledge that can improve the lives of people with developmental disabilities. CDDS designs and develops research, teaching and clinical practice to inform policy and practice which have an impact on people who have developmental disabilities.

Challenge Disability Services124 Carthage Street
Tamworth NSW 2340Tel: **02 6766 1288**<http://www.challserv.org.au/index1.htm>

Challenge Disability Services is one of the largest intellectual disability support services outside Sydney. Over 200 staff provide a range of services for more than 250 people with a disability. The services include Day Programs, Residential Support and Respite.

Council for Intellectual Disability (CID) NSWLevel 1, 418A Elizabeth Street
Surry Hills NSW 2010Tel: **02 9211 1611**Freecall: **1800 424 065**

Fax: 02 9211 2606

Email: mail@nswcid.org.au<http://www.nswcid.org.au/>

Co-ordinating and advocacy body. NSW CID provides a confidential information and referral service to people with intellectual disability, their families, advocates, service providers, students and the general community throughout NSW, on all matters related to intellectual disability.

Disability Council of NSWL19, 323 Castlereagh Street,
Sydney, NSW 2000Tel/TTY: **02 9211 2866**

Freecall /TTY 1800 044 848

Fax: 02 9211 2271

Email: info@discoun.nsw.gov.au<http://www.discoun.nsw.gov.au>

The Disability Council provides advice to the NSW Government on issues that affect people with a disability in NSW. They consult with people with disability, their families and carers to promote the integration of people with a disability into the community and encourage best practice in the provision of services. Their work involves:

- Researching and evaluating programs and services for people with a disability
- Establishing taskforces to consider specific disability issues.
- Drawing on the experience and knowledge of organisations and people in the community.
- Holding seminars and workshops on matters concerning people with a disability.
- Representing people with a disability, their families and carers.
- Preparing submissions on major concerns to the government and people with a disability, their families and carers.
- Consulting with the community in differing geographic localities.

Disability Services Unit**Dept. Corrective Services**

PO Box 6066
Silverwater NSW 1811

Tel: **02 9289 1211**

Fax: 02 9289 1589

Special unit for prisoners with intellectual disability. DSU can provide advice on disability agencies and support services for prisoners being released.

DAISI – Disability and Aged Information Service Inc.

P.O. Box 594
Lismore NSW 2480

Tel: **02 6622 8002**

Fax: 02 6622 8001

<http://www.daisi.asn.au/>

A free service giving information on services and supports available to assist people with disabilities, aged people and their families, carers and advocates. DAISI is based in Lismore and services the Far North Coast region from just North of Woolgoolga to Tweed Heads. DAISI aims to provide information that is relevant and accessible to people with disabilities, aged people and their families, carers, and advocates.

Disability Advocacy Service – Hunter (DASH)

Suite 3, Level 1,
408 King Street

Tel & TTY **02 4927 0111**

Fax: 02 4927 0114

Email: dash@dash.org.au

<http://www.dash.org.au>

Disability Advocacy Service covers Newcastle, Lake Macquarie, Port Stephens and the Hunter Valley. Assists individuals to obtain their rights as citizens and to deal with the disadvantages they may encounter because of their disability. Provides education programs and advice to ensure that non-disabled people are aware of the rights and needs of people with a disability.

Family Advocacy

PO Box 502
Epping NSW 1710

Tel: **02 9869 0866**

Freecall: **1800 620 588**

<http://www.family-advocacy.com/index2.php>

Family Advocacy is an independent, community based social advocacy organisation that works across New South Wales, Australia. Their work is directed towards enabling and supporting families to speak up for opportunities for people with a disability to enjoy the same environment, lifestyle and living conditions that are available to the majority of Australians. This means supporting the philosophy and practice of inclusion.

Fairfield Community Resource Centre

Level 1, 25 Barbara Street
Fairfield NSW 2165

Tel: **02 9727 4333**

Fax: 02 9727 4943

Email: fcrc@fcrc.com.au

<http://www.fcrc.com.au/pages/index.html>

The aim of FCRC disability services is to provide a safe and non-discriminative learning environment for individuals aged between 18 and 35 who have an intellectual disability and who live in the Liverpool/Fairfield local government areas. FCRC specialises in both community access and transition to work programs. FCRC's Disability Services team operates Post School Options (PSO) and Adult Training Learning and Support programs (ATLAS). Both programs also facilitate the transition of service users into employment, and offer support and training in areas such as personal hygiene, living skills, community access, sport and recreation and social development.

Interchange Respite Care (NSW) Inc.

The Carrington Centre
2 Carrington Square
Campsie NSW 2194

Tel: **02 9789 1348**
Fax: 02 9789 3081
Email: admin@interchangensw.com.au

<http://www.interchangensw.com.au/aboutus.html>

Interchange NSW is the peak body for organisations involved in providing respite care to families who have a member with a disability. They also offer a range of networking and specialised training opportunities for staff, co-ordinators, managers and committee members of member organisation. Their website has a service locator for all of NSW.

Local Community Services Assoc. (LCSA)

6/66 Albion St
Surry Hills NSW 2010

Tel: **02 9211 3644**
Freecall: **1800 646 545**
Fax: 02 9281 0386
email: info@lcsa.org.au

<http://www.lcsa.org.au>

The 300 Neighbourhood and Community Centres in NSW provide a wide range of services. These services depend on local community needs and the resources available. The services include crisis and support services, through to group activities, needs analysis, advocacy, policy or resource development and community education. The LCSA website has contact details for all NSW Neighbourhood and Community Centres.

Northcott Society

1 Fennell Street
North Parramatta
NSW 2151

Tel: **02 9890 0100**
Freecall: **1800 506 071**
Fax: 02 9683 2827

<http://www.northcott.com.au/home.cfm?MID=2&SMID=149&PID=434>

Northcott provides services and support to more than 4000 children and adults with a wide range of disabilities and their families throughout NSW. Services include: Family Support, Early Intervention, Child and Adolescent Services, Post School Options, Independent Living, Employment, Respite, Recreation, Rural Services, Computer Assistive Technology and Equipment and Technology Services including the Equipment Loan Pool.

People With Disability (PWD)

52 Pitt St
Redfern NSW 2016

Tel: **02 9319 6622**
Freecall: **1800 422 015**

<http://www.pwd.org.au/index.html>

National peak disability rights and advocacy organisation. PWD provides several services accessible to people with intellectual disabilities, including the National Disability Complaints Resolution and Referral Service.

National Disability Complaints Resolution & Referral Service (CRRS)

52 Pitt St
Redfern NSW 2016

Freecall: **1800 88 00 52**
TTY: 1800 301 130
National Relay Service: 1800 555 677
Fax: 02 9318 1372

<http://www.pwd.org.au/crrs.html>

The CRRS is a service that investigates complaints about Commonwealth funded disability employment and advocacy services. If you have a problem at work or with an advocacy service and need some help making a complaint, the CRRS can help.

Multicultural Disability Advocacy Association

40 Albion St
Harris Park NSW 2150

Tel: **02 9891 6400**
Freecall: **1800 629 072**

<http://www.mdaa.org.au/>

The only information and advocacy service in NSW specifically set up for people from a non-English speaking background (NESB) with a disability and their families and carers.

Migrant Resource Centres

For a full state list of MRC's visit: http://www.immi.gov.au/grants/mrc_msa_b.htm#nsw

Migrant Resource Centres provide a range of services for new Australian migrants. They provide direct assistance and orientation on various settlement issues. They can help by checking or completing application forms and guiding people in the process of applying for services to government and private departments. MRC's can help with Housing, Accommodation, Domestic Violence, Education, Income Support (e.g. Social Security benefits paid by Centrelink), Employment, Childcare and other issues/difficulties affecting an easy settlement in Australia. If they are unable to offer direct help they can link people to other agencies that may be able to provide assistance.

Self-Advocacy Sydney Inc.

Suite 4, 2A Newton & Flushcombe Roads
Blacktown NSW 2148

Tel: **02 9622 3005**
Fax: 02 9622 6030
Email: info@sasinc.com.au

<http://www.sasinc.com.au/>

Self Advocacy supports people with intellectual disability to be a part of the community and to have the same rights as people who don't have a disability and to do this by involving their families when they can and should be involved. Self Advocacy gives training support and information to all members / consumers to develop their skills as self advocates. It also provides information and education to the community about self -advocacy and the rights of people who have Intellectual Disability. Self Advocacy also aims to develop strong links with other advocacy and community groups

NSW Ombudsman – Community Services Division

Level 24, 580 George St
Sydney NSW 2000

Tel: **02 9286 1000** or
Freecall: **1800 451 524**
Fax: 02 9283 2911
TTY: 02 9264 8050

<http://www.nswombudsman.nsw.gov.au/>

Independent review body that investigates complaints about administrative decisions made by the Department of Ageing, Disability and Homecare and the Department of Community Services, as well as services funded by the Minister for Community Services, Minister for Ageing and Minister for Disability Services. Complaints can be made in writing by sending a letter addressed to the NSW Ombudsman, by sending an email to nswombo@ombo.nsw.gov.au, or by contacting the Ombudsman's office by phone.

Women with Disabilities Australia (WWDA)

PO Box 605, Rosny Park
Tasmania, 7018

Tel: **03 62448288**
Fax: 03 62448255
email: wwda@ozemail.com.au

<http://www.wwda.org.au/about.htm#object>

WWDA aims to be a national voice for the needs and rights of women with disabilities and a national force to improve the lives and life chances of women with disabilities.

The **objectives** of Women With Disabilities Australia (WWDA) are:

- to actively promote the participation of women with disabilities in all aspects of social, economic, political and cultural life;
- to advocate on issues of concern to women with disabilities in Australia; and
- to seek to be the national representative organisation for women with disabilities in Australia by:
 - undertaking systemic advocacy;
 - providing policy advice;
 - undertaking research; and
 - providing support, information and education

Housing and Accommodation

Aboriginal Homeless Persons Helpline

Tel: **02 9799 8446** (24 hours)

Community based Aboriginal corporation. Has hostel for families and single mothers, though also works with Corrective services providing escort support for Aboriginal prisoners and post release assistance to find accommodation and other services.

NSW Department of Housing

Post: Locked Bag 7466
Liverpool BC NSW 1871

Tel: **131 571** (24 hours, 7 days)

Fax: 02 9821 6288

For local office see website or White Pages

Email: feedback@housing.nsw.gov.au

<http://www.housing.nsw.gov.au/>

Homeless Action Team & Outreach Service

Level 10 234 Sussex Street
Sydney 2000

Tel: **1800 505 501**

Team leader Outreach **02 9268 3478**

Team Leader Support **02 9268 3468**

Provides outreach and support to homeless individuals. Will help find accommodation.

Homeless Persons Information Centre

Tel: **02 9265 9087 or 02 92659081**

Freecall: **1800 234 566**

Fax: 02 9265 9639

http://www.cityofsydney.nsw.gov.au/cat_z_h_shs_hplic.asp

The Homeless Persons Information Centre (HPIC) is a telephone information and referral service for those in the community who are homeless, or at risk of homelessness, and the services that may assist homeless people. It provides professional assessments and referrals for clients seeking accommodation and support services within NSW. HPIC can make referrals for individuals, couples and family groups over 18 years of age.

Homeless Persons Legal Service

(See Legal Section above)

Tel: **02 9299 7833**

Home Care Service of NSW

Department of Ageing Disability & Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000

Tel: **02 8270 2000**

Service provided by the Department of Ageing Disability and Home Care (DADHC) that caters for frail aged, younger people with disabilities or others who are unable to live in their own homes without some assistance. Home Care also provides assistance to carers, people recovering from illness and families or individuals in crisis. Services available through Home Care include: general house work, personal care, respite care, overnight care. Home Care can put people in touch with home modification services, community nurses, meals on wheels, community transport, other respite services, and community options project. Home Care assists those people with the greatest need because of personal circumstances or lack of resources.

Housing Appeals Committee

Level 4, 9 Deane Street,
Burwood NSW 2134

Tel: **02 9715 7955**

Free call: **1800 629 794**

Fax: 02 9715 7966

<http://www.hac.nsw.gov.au/>

The Housing Appeals committee reviews the original decision made by the Department of Housing (DOH), after an internal review has been completed, and determine whether the decision was fair, correct and within policy. The Committee can make recommendations that the DOH change or review a decision.

Youth Emergency Accommodation Line

Tel: **02 9698 5822**

1800 424 830

A recorded listing of vacancies for young people.

Tenants Advice and Advocacy Services

Tenants Union of NSW

68 Bettington Street
Millers Point NSW 2000

The Tenants Union of NSW is the peak body for the Tenants Advice and Advocacy Program. A network of tenancy services throughout NSW that provide advice and advocacy for all types of residential tenants.

<http://www.tenants.org.au>

Tenants Advice Hotline: 02 9251 6590

Sydney Metro Tenancy Services

Eastern Area Tenants Service

PO Box 1091
Bondi Junction NSW 1355

Tel: **02 9386 9147**

Greater Sydney Aboriginal Tenants Service

PO Box 181
Petersham NSW 2204

Tel: **02 9572 7066**

Inner Sydney Tenants Advice & Advocacy Service

73 Pitt Street
Redfern NSW 2016

Tel: **02 9698 5975**

<http://www.rlc.org.au/>

Inner Western Sydney Tenants Advice & Advocacy Service

338 Marrickville Road
Marrickville NSW 2204

Tel: **02 9559 2899**

<http://www.mlc.asn.au/tenancy.html>

Northern Area Tenants Service

Suite 202a 781 Pacific Highway
Chatswood NSW 2067

Tel: **02 9884 9605**

Southern Sydney Tenants Advice & Advocacy Service

PO Box 503
Campsie NSW 2194

Tel: **02 9787 4679**

**South West Sydney Tenants
Advice & Advocacy Service**
PO Box 798
Campbelltown NSW 2560

Tel: **02 4628 1678**
Freecall: **1800 631 693**

Western Sydney Tenants' Service
44 Station Street East
Harris Park NSW 2150

Tel: **02 9891 6377**
Freecall: **1800 625 956**

<http://unitingcarenswact.org.au/wests/>

Regional Tenancy Services

**Central Coast Tenants Advice & Advocacy
Service**
PO Box 293
Wyong NSW 2259

Tel: **02 4353 5515**
Fax: 02 4353 5525

<http://users.bigpond.net.au/cctaas>

Hunter Tenants Advice & Advocacy Service
PO Box 774
Newcastle NSW 2300

Tel: **02 4929 6888**
Freecall: **1800 654 504**
Fax: 02 4929 6088
Email: htaas_nsw@fcl.fl.asn.au

**Illawarra South Coast Tenants Advice &
Advocacy Service**
PO Box 139
Warrawong NSW 2502

Tel: **02 4274 3475**
Freecall: **1800 807 225**
Fax: 02 4274 3491

**Mid Coast Tenants Advice & Advocacy
Program**
PO Box 5213
Port Macquarie NSW 2444

Tel: **02 6583 9866**
Freecall: **1800 777 722**
Fax: 02 6583 9868

**New England and Western Tenants Advice &
North / North Western Region Advocacy
Service**
PO Box 857
Armidale NSW 2800

Tel: **02 6772 8100**
Freecall: **1800 836 268**
Fax: 02 6772 8107

Armidale
Suite 3 Minto Building
161 Rusden Street
Armidale NSW 2350

Dubbo
51 Bultje Street
PO Box 310
Dubbo NSW 2830

Broken Hill
5 Chloride Street
PO Box 399
Broken Hill NSW 2880

Tel: **02 6772 8100**

Tel: **02 6884 6333**

Tel: **08 80877300**

**Northern Rivers Tenants Advice & Advocacy
Service (NORTAAS)**
PO Box 212
Lismore NSW 2480

Tel: **02 6621 1022**
Freecall: **1800 649 135**
Fax: 02 6621 1033

**North & North West NSW Aboriginal Tenants
Advice & Advocacy Service**
PO Box 1075
Grafton NSW 2460

Tel: **02 6643 4426**
Freecall: **1800 248 913**
Fax: 02 6643 4862

<p>Southern NSW Aboriginal Tenants Advice & Advocacy Service 'Murra Mia' PO Box 1138 Batemans Bay NSW 2536</p>	<p>Tel: 02 4472 9363 Freecall: 1800 672 185</p> <p>Fax: 02 4472 6487 Email: taaps@ozemail.com.au</p>
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<p>South West Tenant Advice Service 185 Bathurst Road Orange NSW 2800</p> <p>http://www.cwcc.nsw.edu.au/</p>	<p>Tel: 02 6361 5307 Freecall: 1800 642 609</p> <p>Fax: 02 6361 8543</p>
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<p>Queanbeyan Shop 1, Leagues Plaza 146 Monaro St Queanbeyan NSW 2620</p> <p>Tel: 02 6284 3388 Fax: 02 6284 4477</p>	<p>Wagga Wagga Shop 3, The Piazza 46 - 54 Baylis St Wagga Wagga NSW 2650</p> <p>Tel: 02 6931 9666 Fax: 02 6931 9865</p>	<p>Albury 442 Swift Street Albury NSW 2640</p> <p>Tel: 02 6041 6699 Fax: 02 6023 5511</p>
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Statewide Specialist Tenancy Services

<p>Older Persons Tenants Service Level 3, 25 Cooper Street Surry Hills New South Wales 2010</p> <p>http://www.cpsa.org.au/ophome.htm</p>	<p>Tel: 02 9281 9804 Freecall: 1800 451 488</p> <p>Fax: 02 9281 6875 Email: opts@cpsa.org.au</p>
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<p>Parks & Village Service Level 3, 25 Cooper Street Surry Hills New South Wales 2010</p> <p>http://www.cpsa.org.au/pvhome.htm</p>	<p>Tel: 02 9281 7967</p> <p>Fax: 02 9281 9729 email: pavs@cpsa.org.au</p>
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Statewide Behaviour Intervention Service – DADHC

Updated 180505

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Health Information and Community Support Services

AIDS Council of NSW (ACON)

9 Commonwealth Street
Surry Hills NSW 2010

Tel: **02 9206 2000**
Freecall: **1800 063 060**
Fax: 02 9206 2069
Email: acon@acon.org.au

<http://www.acon.org.au/acon/>

Health promotion organisation focused on the gay, lesbian, bisexual, transgender community.
Contact above to locate local office. Office Hours 10am - 6pm Monday-Friday

Alcohol & Drug Information Service

Tel: **9361 8000 (Metro)**
1800 422 599 (Rural)

Advice, Information and referrals about drugs and alcohol, rehabilitation, detoxification, needle exchanges etc.

Child Protection and Family Crisis Service

Tel: **1800 066 777**

24hour hotline for families in crisis.

Domestic Violence Line

Tel: **1800 656 463 (24 hr)**

Run by DoCS. Advice about safety, AVO's, child protection, where to get legal help etc.

FPA Health

328-336 Liverpool Rd Ashfield NSW 2131

Tel: **02 8752 4300**

Fax: 02 9716 6164

<http://www.fpahealth.org.au/>

FPA Health has an extensive Disability Resource Collection, which is available for loan to carers as well as service providers and organisations that provide services for people with a disability. This lending service is only available to people and organisations that are based in New South Wales. The Disability Resource collection provides access to a range of teaching resources, kits and videos aimed at teaching people with a disability about sexuality.

Justice Health

Long Bay Hospital
Anzac Parade Malabar NSW 2036

Tel: **02 9289 2977**

Fax: 02 9311 3005

Email: Andrea.Matis@justicehealth.nsw.gov.au

<http://www.justicehealth.nsw.gov.au/>

Justice Health provides health care to people who interface with the New South Wales criminal justice system. Justice Health delivers health care in 3 main contexts.

- the community (Correctional Centre Release Treatment Scheme),
 - the courts (Community and Court Liaison Service)
 - custody (adult correctional centres, juvenile justice centres, police cells).
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Justice Health Mental Health 24 hour Telephone Service

Tel: **1800 222 472 (24 hr)**

Mental Health Information Service for released prisoners.

Lifeline

Tel: **131 114**

Free and confidential telephone counselling, 24 hours, 7 days a week.

Mensline

Tel: **1300 789 978**

Telephone counselling, information and referral for men.

Westmead Centre for Oral Health

Tel: **02 9845 7423 or 02 9845 6766**

Westmead Hospital Special Care Unit
Darcy Road
Westmead NSW 2145

Fax: **02 9893 8671**

Dental work for people with intellectual and physical disabilities. Free general work for clients with disabilities that are eligible for a Pension Card and Health Care Card with Centerlink. If client is not eligible charges will apply. The Special Care Unit allocates a daily emergency slots between 11am to 12.30 for clients who are experiencing dental pain. Phone first for assessment. Clients will require a letter of referral if they have never visited the WCOH Special Care Unit before or if the last visit was more than 4 years ago. **You will also need to provide the following information:**

Client details

- Full name and Address
- Date of birth
- Contact numbers
- Medicare number
- Full description of disability
- What you need in regards to dental care
- Full medical history
- Information on medications taken

Referring Service details

- Practice Name
 - Practice Address
 - Practice telephone and fax
 - Clinician Name
 - Clinician provider number
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Special Needs Dentistry (Newcastle)

Tel: **02 4953 9666**

Dr Peter King,
Suite 7, 70 Northcott Drive, Kotara NSW 2289

Fax: **02 4926 2863**

Oral health management of people with intellectual disabilities, mental illness, dementia, & medically compromised patients. Includes treatment of patients under general anaesthetic, or motor function therapy & oral desensitisation.

Mental Health Information and Referral Service

Tel: **9816 5688 (Metro)**
1800 674 200 (Country)

Advice information and referral about mental health.

Mission of Hope

PO Box 675
Lakemba 2195

Tel: **02 9703 1580**
02 9708 1539 (leave a message)

Email: info@missionofhope.org.au

<http://www.missionofhope.org.au>

Mission of Hope (MoH) is a not-for-profit, nonsectarian, community organisation with a focus on health and community welfare. MoH offers a counselling and psychological service which caters for the unique culturally-sensitive needs of the Muslim community as well as servicing the wider community.

Mental Health Rural and Remote Australia

Tel: **9879 5341**

Advice information and referral about mental health. Dedicated to rural and remote Australia.

Rape Crisis Centre

Tel: **02 9819 6565**
Freecall: **1800 424 017**

Counselling and support for people affected by sexual assault.

More Contact Lists

DADHC Advocacy and Information List

<http://www.dadhc.nsw.gov.au/NR/rdonlyres/888F6CCA-754A-4275-8C6D-120934AE5B9F/1318/DADHCAdvocacyandInformationServicesDirectory55.pdf>

DADHC Services

<http://www.dadhc.nsw.gov.au/dadhc/People+with+a+disability/Carer+Services.htm>

DAISI – Disability and Aged Information Service Inc.

<http://www.daisi.asn.au/>

NSW Peak Bodies

<http://services.admin.utas.edu.au/alda/options/res/nswpeak.htm>

NSW Assessment Centres

<http://services.admin.utas.edu.au/alda/options/res/nswass.htm>

NSW Learning Disability Support groups

<http://services.admin.utas.edu.au/alda/options/res/nswlearn.htm>

National Respite for Carers Program - Commonwealth Carer Respite Centres

<http://www.health.gov.au/internet/wcms/Publishing.nsf/e11ffa331b366c54ca2569210006982f/ageing-carers-cresploc.htm#nsw-a>

Northcott Society

<http://www.northcott.com.au/home.cfm?MID=2&SMID=149&PID=434>

Opening all Options

<http://services.admin.utas.edu.au/alda/options/res/nswserv.htm>

Warringah Council Disability Information

<http://www.warringah.nsw.gov.au/disa>