

Contact Sheet: agencies providing services to people with disabilities and their supports

Agency	Contact details	Type of Disability	Services provided
Aged Care Assessment Team (ACAT)	1800 052 222 (for a referral) http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/content/ACAT+finder	<ul style="list-style-type: none"> Dementia Age related Other disabilities as a last option 	ACAT undertake assessments for aged care placement or community support services. ACAT is staffed by a range of medical and allied health professionals, such as psychiatrists, social workers, nurses and occupational therapists
Administrative Decisions Tribunal (ADT)	02 9223 4677 www.lawlink.nsw.gov.au/adt	<ul style="list-style-type: none"> All disabilities 	The ADT review administrative decisions made by NSW Government agencies, such as the Public Guardian and NSW Trustee and Guardian. If a Government agency has made a decision you disagree with, talk to that Government agency about their review process
Aged Care Complaints Investigation Scheme (CIS)	1800 550 552 www.health.gov.au	<ul style="list-style-type: none"> Dementia Age-related 	The CIS investigates concerns or complaints about any aspects of an Australian Government subsidised aged care service, such as hostels and nursing homes
Aged Care Information Line (ACIL) or, Aged Care Australia (ACA)	1800 500 853 www.agedcareaustralia.gov.au	<ul style="list-style-type: none"> Dementia Age-related 	The ACIL or ACA is a comprehensive information service that covers all aspects of aged care needs, including in-home services, aged care assessment, permanent and temporary accommodation placement, home modifications, palliative care, incontinence, carer support, medication management, case management, advocacy, and more
Alzheimers Australia (Information, support and services)	1800 639 331 www.alzheimers.org.au	<ul style="list-style-type: none"> Dementia 	Alzheimer's Australia is a peak body that provides a range of services to people with dementia and their families and carers. Services include information, support, counselling, advocacy and education
Brain Injury Association (BIA) (Information and services)	1800 802 840 www.biansw.org.au	<ul style="list-style-type: none"> Acquired brain injury 	BIA is a peak body serving all people affected by acquired brain injury and their family members, friends, professionals and the broader community. BIA services include individual advocacy, case management, peer mentoring, and training
Carers NSW (Information, support and services)	1800 242 636 www.carersnsw.asn.au	<ul style="list-style-type: none"> All disabilities 	Carers NSW is a peak organisation for the carers of people with disabilities. The agency provides information, referrals, emotional support and counselling
Commonwealth Carelink and Respite Services	1800 052 222 www.commcarelink.health.gov.au	<ul style="list-style-type: none"> All disabilities 	Carelink keep a comprehensive database of services available in your local area. They also have shopfronts you can visit. Services that can be accessed include case management, community services, respite, aged care placement, advocacy, counselling, carer support, cost of services, assessment processes, and much more
Community Justice Centres (CJC) (Mediation)	1800 990 777 www.cjc.nsw.gov.au	<ul style="list-style-type: none"> All disabilities. 	CJC provide free mediation and conflict management services to help people resolve disputes
Community Legal Centre (CLC) (Legal Advice)	02 9212 7333 http://www.clcnsw.org.au	<ul style="list-style-type: none"> All disabilities 	CLC is a peak body that supports local community legal centres, which in turn provide generalist and specialist legal advice. The website enables you to search for legal support in your local area or in relation to specialist services, such as Indigenous or discrimination-related legal matters

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Health Care Complaints Commission (HCCC)	1800 043 159 www.hccc.nsw.gov.au	<ul style="list-style-type: none"> All disabilities 	HCCC acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care services in NSW. They receive and assess complaints, resolve or assist in the resolution of complaints, investigate serious complaints that raise questions of public health and safety, and prosecute serious complaints
IDEAS (Information)	1800 029 904 www.ideas.org.au	<ul style="list-style-type: none"> All disabilities 	IDEAS maintain extensive information resources that can be accessed online and over the phone. They provide information about community services, disability equipment, travel (including holidays), different languages, home modifications
Intellectual Disability Rights Service (Legal)	02 9318 0144 www.idrs.org.au	<ul style="list-style-type: none"> Intellectual disability 	IDRS is a community legal centre making available legal advice to anyone with a intellectual disability to exercise and advance their rights. Advice can also be given to family members, carers and advocates
LawAccess	1300 888 529 www.lawaccess.nsw.gov.au	<ul style="list-style-type: none"> All disabilities. 	LawAccess is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem
Mental Health Advocacy Service (MHAS) (Advocacy)	02 9745 4277 www.legalaid.nsw.gov.au/asp/index.asp?pgid=514	<ul style="list-style-type: none"> Mental health All disabilities when about Guardianship Tribunal hearings 	The MHAS provides free legal advice about mental health law. They represent people in hearings that relate to their detention and treatment in hospitals and the community, and the management of their money. They also provide representation for people with other disabilities before the Guardianship Tribunal
Mental Health Association (MHA) (Information)	1300 794 991 www.mentalhealth.asn.au	<ul style="list-style-type: none"> Mental Health 	MHA provide information, support and education to people who are affected by the symptoms of mental illness, they advocate for systemic change to improve the lives of consumers and carers
NSW Ombudsman	02 9286 1000 www.ombo.nsw.gov.au	<ul style="list-style-type: none"> All disabilities 	The Ombudsman handles complaints in different areas, some of which include public sector agencies (e.g. ADHC, Community Services, NSW Health, Housing), local government, the police, community services, correctional centres and, freedom of information. The Ombudsman has the power to investigate conduct that is illegal, unreasonable, unjust or oppressive, improperly discriminatory, based on improper or irrelevant grounds, based on a mistake of law or fact, or otherwise wrong
People with Disability Australia (PWD)	1800 422 015 www.pwd.org.au	<ul style="list-style-type: none"> All disabilities 	PWD is a peak disability organisation and provides a disability information service, including advocacy services in NSW
NSW Trustee and Guardian	1300 360 466 www.lawlink.nsw.gov.au/opc	<ul style="list-style-type: none"> All disabilities 	The NSW T&G provides financial management services for people with disabilities who have financial management orders, usually made by the Guardianship Tribunal
Guardianship Tribunal	1800 463 928 www.gt.nsw.gov.au	<ul style="list-style-type: none"> All disabilities 	In addition to making guardianship and financial management orders, applications can also be made for the Tribunal to review existing orders: to add or change functions, guardians or financial managers
The Aged Care Rights Services (TARS)	(02) 9281 3600 Regional: 1800 424 079 http://www.tars.com.au/	<ul style="list-style-type: none"> All disabilities for people over 65 	TARS is a community legal centre that provides non-legal advocacy for the residents of Commonwealth funded hostels and nursing homes and recipients of in-home aged care in NSW, and legal advice and advocacy for residents of self-care retirement villages. The Aged-care Rights Service also runs a legal service specifically for older people