

Contact information for NSW – The NSW Elder Abuse Helpline & Resource Unit – 1800 628 221

ADVOCACY	
<p><u>People With a Disability Australia (PWDA)</u> Ph: 9370 3100</p>	<p>People with a Disability Australia Incorporated (PWDA) are a national disability rights and advocacy organisation.</p>
<p><u>Indigenous Disability Advocacy Service (IDAS)</u> Ph: 4722 3524</p>	<p>IDAS assist Indigenous people with most types of disabilities, their families and carers when the person they are looking after needs help, especially if they have been unfairly treated or are confused about decision-making.</p>
<p><u>Multicultural Disability Advocacy Service (MDAS)</u> Ph: 1800 629 072</p>	<p>Advocacy with a particular focus on people with a disability from CALD/NESB communities, their families and carers.</p>
<p><u>National Aged Care Advocacy</u> Ph: 1800 700 600</p>	<p>Information and support to consumers or potential consumers of aged care services, their carers and families about their rights and responsibilities when accessing services.</p>
COMPLAINTS	
<p><u>Aged Care Complaints Scheme</u> Ph: 1800 550 552</p>	<p>A free service available to anyone to raise concerns about the quality of care/services being delivered to people receiving aged care subsidised by the Australian Government.</p>
<p><u>Healthcare Complaints Commission</u> Ph: 1800 043 159</p>	<p>The commission acts to protect public health and safety by handling complaints about health service providers in NSW.</p>
<p><u>Office of the Legal Services Commissioner (OLSC)</u> Ph: 1800 242 958 or 02 9377 1800</p>	<p>Receives complaints about solicitors and barristers practising in NSW, and mediates disputes between clients and their solicitor/barrister in relation to complaints involving costs, billing, etc.</p>

HEALTH AND SUPPORT SERVICES

<p><u>Aboriginal Medical Service Redfern</u> Ph: 02 9319 5823</p>	<p>Provides acute and primary health to Aboriginal & Torres Strait Islander communities, but is not limited to the local community.</p>
<p><u>Alzheimer's Australia</u> Ph: 1800 100 500</p>	<p>Provides a range of services including the National Dementia Helpline. The service also provides counselling, programs, carer support groups and a range of information.</p>
<p><u>Brain Injury Association of NSW</u></p>	<p>The peak advocacy organisation for people effected by brain injury in NSW – including people with brain injury, family members, friends, professionals, and the broader community.</p>
<p><u>Carers NSW</u> Ph: 1800 242 636</p>	<p>For carer information, support and counselling; the service operates between 9 am and 5 pm.</p>
<p><u>Centrelink</u> Ph: 13 23 00</p>	<p>Delivering a range of payments and services for people at times of major change.</p>
<p><u>Deaf Society of NSW</u> Ph: 8833 3600</p>	<p>Contact in relation to community development, consumer support, family support, interpreting, regional support, and translation.</p>
<p><u>Gambling Help</u> Ph: 1800 858 858</p>	<p>Counselling and information services when callers are reluctant to access face-to-face services provided in each jurisdiction.</p>
<p><u>My Aged Care</u> Ph: 1800 200 422</p>	<p>Assists with navigating the aged care system. Provides Information on aged care for yourself, a family member, friend or someone you're caring for. My Aged Care is the gateway to a range of services including ACAT, ACHA, respite, home support services etc.</p>
<p><u>NSW Refugee Health Service</u> Ph: 02 8778 0770</p>	<p>Aims to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW.</p>
<p><u>Relationships Australia</u> Ph: 1300 364 277</p>	<p>Offers counselling, family dispute resolution (mediation) and a range of family and community support and education programs.</p>
<p><u>STARTTS</u> Ph: 9794 1900</p>	<p>Culturally appropriate and cutting-edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.</p>

<u>Stroke Recovery Association of NSW</u> Ph: 1300 650 594	Advocates for and provides a range of support and information services to people effected by stroke and their families /carers.
<u>Telecross</u> Ph: 1800 812 028	Provides peace of mind to people who are isolated through a daily call to check on their wellbeing and safety.
<u>Victims Access Line</u> Ph: 1800 633 063	Helps victims navigate their way through the justice system from the time they become a victim through to the post-court process.
<u>Vision Australia</u> Ph: 1300 84 74 66	Provider of blindness and low-vision services in Australia. They work in partnership with Australians who are blind or have low vision to help them achieve the possibilities they choose in life.
HELPLINES	
<u>Australian National Disability Abuse and Neglect Hotline</u> Ph: 1800 880 052	A telephone service for reporting cases of neglect and abuse of disabled members of the community.
<u>Beyond Blue</u> Ph: 1300 22 4636	BB work to reduce the impact of anxiety, depression and suicide in the community by raising awareness, supporting recovery, understanding and empowering people to seek help, and to help people develop management skills and resilience.
<u>Child Protection Helpline</u> Ph: 13 21 11	Contact the Helpline if you think a child or young person is at risk of harm from abuse or neglect.
<u>1800RESPECT</u> Ph: 1800 737 732	The national sexual assault, domestic and family violence counselling service for people living in Australia.
<u>Domestic Violence Line</u> Ph:1800 656 463	Telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.
<u>Healthdirect – After Hours GP Helpline</u> Ph: 1800 022 222	For those who have limited access to face-to- face after-hours GP services.
<u>LIFELINE</u> Ph: 13 11 14	Provides all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

<u>Link 2 Home</u> Ph: 1800 152 152	Information about local services; assesses needs; referrals to specialist homelessness services; support services; and temporary accommodation and other services.
<u>Men's Line Australia</u> Ph: 1300 789 978	Telephone and online support and information service for Australian men.
<u>Mental Health Line</u> Ph: 1800 011 511	A 24-hour mental health connection and referral service that is staffed by mental health professionals.
<u>NSW Rape Crisis Centre</u> Ph: 1800 424 017	A 24/7 telephone and online crisis counselling service for anyone in NSW who has experienced or is at risk of sexual assault and their non-offending supporters.
<u>NSW Seniors Information Line</u> Ph: 13 77 88	For information about options as you, a friend or family member, grow older.
<u>Suicide Call Back Service</u> Ph: 1300 659 467	24-hour, nationwide service providing telephone and online counselling to people aged 15 years and over who are suicidal, caring for someone who is suicidal, bereaved by suicide, and for health professionals supporting people effected by suicide.
<u>Veterans and Veterans Families Counselling Service (VVCS)</u> Ph: 1800 011 046	Provides free and confidential, nation-wide counselling and support for war- and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger.
LEGAL SUPPORT	
<u>Aboriginal Legal Service (NSW/ACT)</u> Ph: Crime: 1800 765 767 Care: 1800 733 233	Legal advice and court representation in criminal law, care & protection law and family law.
<u>Community Justice Centres</u> Ph: 1800 990 777	CJC can help people resolve their disputes quickly and for free using mediation.
<u>Community Legal Centres (CLC) NSW</u> Ph: 02 9212 7333	Provides equitable and accessible legal services. NSW CLCs work in the public interest, particularly for disadvantaged and marginalised people and communities.
<u>Financial Rights Legal Service</u>	Offers financial services relating to consumer credit, banking, debt recovery and insurance.

<u>(incorporating the Credit & Debit Hotline)</u> Ph: 1800 007 007	Telephone assistance and financial counselling with legal advice and representation.
<u>Australian Centre for Disability Law</u> Ph: 1800 800 708	Offers legal advice, selected casework, assistance with referrals and community legal education.
<u>DV Legal Advice Line (for women)</u> Ph: 1800 810 784	Free confidential legal information, advice and referrals for women in NSW with the focus on domestic violence and Apprehended Domestic Violence Orders (ADVOs).
<u>Commonwealth Respite and Carelink Centres</u> Ph: 1800 052 222 or 1800 059 059	Can assist with respite options and support services in local areas; links to other services, and assist carers to access short-term and emergency respite support.
<u>Law Access (including finding a Legal Aid office)</u> Ph: 1300 888 529	Offers legal information, referrals and in some cases, advice for people who have a legal problem in NSW.
<u>NSW Civil and Administrative Tribunal</u> Ph: 1300 006 228	Contact for tenancy issues and building works, decisions on guardianship and administrative review of government decisions.
<u>NSW Trustee and Guardian</u> Ph: 1300 364 103	The independent and impartial Executor, Administrator, Attorney and Trustee for the people of NSW. Provides direct financial management services and authorisation, and direction to private financial managers.
<u>The Aged Rights Service (TARS) incorporating the Older Persons Legal Service</u> Ph: 1800 424 079	Free independent legal advice about all areas of law affecting older people through its Older Persons Legal Service (OPLS).
<u>Women's Legal Services of NSW</u> Ph: 1800 801 501	A community legal centre providing a range of free legal services for women across NSW.

PEAK BODIES

<p><u>Aids Council of New South Wales (ACON)</u> Ph: 9206 2000</p>	<p>Contact in regards to HIV prevention, HIV support and lesbian, gay, bisexual, transgender and intersex (LGBTI) health.</p>
<p><u>Council on the Ageing Australia (COTA)</u> Ph: 02 9286 3860</p>	<p>COTA Australia is the peak national organisation representing the rights, needs and interests of older Australians.</p>
<p><u>Combined Pensions and Superannuants Associations of NSW</u> Ph: 1800 451 488</p>	<p>Serving pensioners of all ages, superannuants and low-income retirees. They aim to improve the standard of living and wellbeing of their members and constituents.</p>
<p><u>Ethnic Communities' Council of NSW</u> Ph: 02 9319 0288</p>	<p>Advocacy, education, and community development for culturally and linguistically diverse communities.</p>
<p><u>Homelessness NSW</u> Ph: 02 9331 2004</p>	<p>Policy development and advocacy to end homelessness; public education about homeless people and those at risk; information about initiatives and advice; and support for member organisations.</p>
<p><u>National Relay Service</u> Ph: 133 677 and then provide the number for connection</p>	<p>Australia-wide phone service for people who are deaf or have a hearing or speech impairment.</p>
<p><u>Translating and Interpreting Service</u> Ph: 131 450 TTY - 1800 644 419</p>	<p>Interpreting service for people who do not speak English, and for agencies and businesses that need to communicate with their non-English speaking clients.</p>
<p><u>Veterans' Affairs Network</u> Ph: 1300 55 1918</p>	<p>Directs Dept. of Veterans' Affairs general inquiries to local VAN offices.</p>