



Tool 5.3: Key health agencies

Possible referrals

Aboriginal Medical Service (AMS)

A comprehensive list of Aboriginal Medical Services across NSW can be found on the [Better to Know](#) website.

Counselling

[Relationships Australia](#) offers counselling, family dispute resolution (mediation) and a range of family and community support and education programs. This service can be contacted on 1300 364 277.

Domestic violence and sexual assault

The website [1800Respect](#) lists a range of services that deal with domestic violence and sexual assault. 24/7 information can be provided by phoning 1800 737 732.

Disability advocacy

The [Department of Social Services](#) list advocacy services in NSW for people with a disability.

General Practitioners

GPs play an important role in talking to older people about their concerns and by making referrals. The Royal Australian College of General Practitioners have published an abuse and violence guide which includes the Elder Abuse Suspicion Index. If a person cannot visit a GP, contact the [GP Helpline](#) on 1800 022 222.

Mental Health Information Service

The [Mental Health Information Service](#) provides information, support and referrals regarding mental health issues via community mental health, crisis intervention, treatment services and accommodation. This service can be contacted on 1300 794 991.

My Aged Care

[My Aged Care](#) is an Australian government gateway (website and contact centre) to access information about aged care services in the home, residential care and respite. Services in the home can contribute to older people being less vulnerable to abuse as they can address one of the key risk factors: social isolation. My Aged Care is also the site where people can obtain information about Aged Care Assessment Teams in their area. For further information call 1800 200 422.

Ministry of Health

Local health districts provide a variety of services to older people, from emergency services to transitional care and rehabilitation. Professionals can utilise local health districts for a range of information from chronic disease, integrated care, safety and multicultural health. More information can be found by accessing the website [NSW Health](#)

NSW Refugee Health Service

Aims to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW. This service can be contacted on (02) 8778 0770.

Specialist Mental Health Services for Older People (SMHSOP)

SMHSOP provides input to assessment and management of older people with severe, complex behavioural disturbances, in partnership with a range of other aged-care services. To access a SMHSOP service phone the [Mental Health Line](#) on 1800 011 511.

STARTTS

[STARTTS](#) provides 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. This service can be contacted on (02) 9794 1900.

Support and counselling

A list of support and counselling numbers is available on the [Support and Counselling](#) page of the Family & Community Services website.

Telecross

[Telecross](#) provides peace of mind to people who are isolated through a daily call to check on their wellbeing and safety. This service can be contacted on 1800 812 028.