

# Directions

*A guide to services and  
Government entitlements for  
people with disabilities in NSW*



Ageing &  
Disability  
Department



**DIRECTIONS: A guide to services and Government entitlements for people with disabilities in NSW.**

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Ageing and Disability Department

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The Ageing and Disability Department (ADD) is committed to producing publications of a non-technical nature in Plain English. Printed material is produced according to guidelines supplied by the Royal Blind Society of NSW.

This publication can also be made available via E-mail, in Braille, large print, audio and on computer disk, on request. To obtain copies of these formats, please contact the Communications and Community Liaison Unit on Ph: 9367 6822 or by using the above contact details.

The Department has carefully prepared this document so that it is as accurate and relevant as possible. However, the document should not be used as the only source of advice when making decisions that could affect a person's rights or responsibilities.

The Department cannot accept responsibility for the way in which the document is used. Professional advice should be obtained when making decisions about how to use the information contained in the document.

# Message from the Minister

The Carr Labor Government recognises the difficulties encountered by people with a disability in identifying which groups provide services and assistance in the complex web of Local, State and Commonwealth instrumentalities.

This whole-of-life guide to services and entitlements has been prepared by the Ageing and Disability Department to provide directions for accessing government departments and peak disability organisations which provide services and assistance to people with disabilities throughout the state.

This publication reflects the Government's commitment to improving the life experiences of people with disabilities and is also part of an ongoing initiative to improve the provision of information to people with disabilities in New South Wales.

This 1999 edition of Directions has been prepared with the help of many contributors, to whom I express my thanks.

Yours sincerely

Faye Lo Po' MP

**Minister for Community Services**

**Minister for Ageing**

**Minister for Disability Services**

**Minister for Women**





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# Ageing and Disability Department

The primary focus of ADD is to create and promote opportunities and services that allow all older people, people with disabilities, and their carers to participate in society and have a better quality of life.

We are responsible for strategic policy and planning for ageing and disability across all New South Wales Government departments. Our responsibility also extends to funding the provision of specialist services through the Home and Community Care (HACC) Program and Disability Services Program.

We are NOT a service provider. We fund government and non-government providers to deliver services to older people and people with disabilities.

For further information about ADD in relation to disability issues, contact:

The Community Liaison Officer, Disability

Ph: 9364 6966

TTY: 9367 6868

Fax: 9367 6890



## Children

Children may be identified with a disability at birth, or diagnosed as having a developmental delay or disability during their early childhood years. Many of these infants and children might be able to be included in general community services. However, some may need special support or adjustments made in addition to standard services.

Where there are further concerns it is recommended that you contact your local General Practitioner, or Early Childhood Health Centre.

For further information, advice and support contact the advisory bodies and organisations listed in this guide.

### **The Special Needs Subsidy Scheme (SNSS)**

This scheme helps Commonwealth funded childcare services provide for children with a disability. It compliments the Supplementary Services Program (SUPS) which assists children with special needs to access childcare.

Department of Health and Aged Care  
Ph: 9263 3555  
Toll free: 1800 048 998

### **Transport for School Students with a Disability**

Students with a disability who cannot use public transport may be entitled to special transport arrangements to and from school if their parents, guardians or carers are unable to provide the service and the student is not receiving a subsidy from the NSW Department of Transport.

Department of School Education, Special Transport Unit  
Ph: 13 10 71

### **Vacation Care / Activities**

Information about vacation care programs can be obtained from a variety of sources - some possibilities are your local council and/or community centre, local church groups and Police Citizen's Youth Centres. Their contact numbers can be found in the Telstra White Pages of your local phone directory.

The NSW Department of Sport and Recreation also run sport activities and residential camps. Find out about activities in your region by calling the...

NSW Department of Sport and Recreation  
Ph: 13 13 02

## Post School Options

Most people with a disability will exercise the same choices as the rest of the community when they leave school. Some, however, may need special assistance beyond mainstream services, details of which may be obtained from the Advisory Bodies and Organisations listed in this guide.

### Post School Options Program

The Post School Options program, funded by the Ageing and Disability Department, helps school leavers with moderate to high support needs, to bridge the gap between leaving school and participating as adults in the community.

Ageing and Disability Department,  
Post School Options, Senior Program Officer  
Ph: 9364 6922

### TAFE NSW

Specialist disability teacher-consultants provide pre-entry advice and assessment, as well as educational access and support services, for TAFE students who have a disability. The teacher-consultants can also provide training programs for employers and co-workers of people with disabilities.

Department of Education and Training  
Disabilities and Learning Difficulties  
Ph: 9244 5085

### The Deaf Education Network

The Deaf Education Network provides courses and associated services for the vocational and cultural development of the deaf community.

The Deaf Education Network  
Ph: 9764 4600  
TTY: 9764 4972  
Fax: 9746 8426



### Universities

Most Universities have key staff who can advise students with a disability. Contact the University of your choice. Contact numbers are listed in Telstra's White Pages telephone directories.

# Employment

If you are seeking or wanting to maintain employment there are services to assist you.

## Centrelink

In addition to income support, Centrelink provides a range of specialist services that support people during the transition to employment. They also provide referrals to agencies in the Job Network (see below) as well as the employment placement agencies funded by the Commonwealth Department of Family and Community Services.

Newstart (employment related issues)

Ph: 13 28 50

Centrelink Appointments

Ph: 13 10 21

TTY: 1800 810 586

## Commonwealth Department of Family & Community Services

Funds organisations to provide employment services to people with disabilities.

Disability Services Program

Ph: 9263 3805

Toll free: 1800 048 998

## CRS Australia

(previously called the Commonwealth Rehabilitation Service)

This group provides assessment services, graded return to work programs, work experience and job seeking services, training courses, counselling, as well as injury and pain management for working aged people with a disability.

Ph: 9242 4888

Toll free: 1800 624 824

Fax: 9242 4866

## Job Network

The Job Network is a national network of private, community and government organisations which specialise in finding employment for people who are unemployed.

Job Network Information Line

Ph: 1300 363 365

## **NOVA Employment**

A free employment service, funded by the Department of Family and Community Services, for people with a disability.

Ph: 9833 2500  
Toll free: 1800 656 537

Note: Many advisory bodies and organisations listed at the back of this guide can also advise you on some employment issues.

## **Pensions, benefits and allowances**

The Commonwealth Government, under its Disability Support Program, has a range of pensions available to those people who meet the eligibility criteria. To receive any payments under this program you must be over 16 and below the Aged Pension age, have medical evidence of your sickness, disability or injury and meet other requirements, such as income and assets tests. Contact the Centrelink numbers listed below:

Retirement and Disabilities line  
Ph: 13 23 00  
Appointments  
Ph: 13 10 21  
Multilingual phone service  
Ph: 13 12 02  
TTY: 1800 810 586

## **Carer's Payment**

Eligibility: Australian citizen or permanent resident caring on a full-time, long-term basis for a person over the age of 16 who is on a pension, is frail aged, sick and/or has a severe disability.

The person requiring the care must need this care for at least six months unless he or she has a terminal condition. Both the carer and care recipient must meet an income and assets test and caring must be done in the care recipient's home. The carer will continue to receive payment if they do up to 20 hours per week of paid or voluntary work, study or training, and take up to 63 days of temporary breaks from the caring role.

Centrelink Retirement and Disabilities line  
Ph: 13 23 00



## **Child Disability Allowance**

Eligibility: The child must be under 16 years or a full time secondary school student aged 16-21 years who is a dependant child of the person claiming this allowance. A medical practitioner or specialist must certify that the child or student has a physical, intellectual or psychiatric disability.

This allowance is paid for a child or student with a disability who requires substantially more care and attention on a daily basis than a child or student of the same age without a disability. The child or student who requires this extra care must reside with the person caring for them.

If the person claiming this allowance has two dependents who together satisfy the eligibility criteria then the Child Disability Allowance can be paid at the rate of one child. The child or student cannot be claiming other payments in their own right. They will, however, become automatically eligible for a Health Care Card upon receiving the allowance. The person claiming the allowance must be an Australian resident. This allowance is not subject to an income or assets test.

Centrelink Family Allowance and Parenting Payments  
Ph: 13 13 05

## **Disability Support Pension**

Eligibility: Persons who have had a continuing inability to work for at least two years, due to a long term or permanent physical, intellectual or psychiatric impairment of 20% or more. Australian residents, people who have permanent resident status, immigrants who had a disability prior to moving to Australia and who have resided in Australia continuously for ten years before making an application, could be eligible for this pension.

If your inability to work occurs while you are already an Australian resident then there is no period of residence required. Age, lack of work skills or poor education may also be a factor, but the disability must be the most important reason for needing a pension. Your income and assets, as well as those of your partner, must also be below certain limits.

Centrelink Retirement and Disability line  
Ph: 13 23 00

## **Disability Support Pension (Blind)**

Eligibility: The allocation of this pension is evaluated by The Royal Blind Society. It is not subject to a means test, nor to the married income test.

Centrelink Retirement and Disability line  
Ph: 13 23 00

## **Domiciliary Nursing Care Benefit**

Eligibility: If the person you are caring for (see Carer Payment) requires a nursing home level of care, you may be eligible for this benefit as well as the Carers Payment.

Commonwealth Dept. of Health and Aged Care  
Family and Community Services  
Ph: 9263 3555  
Toll free: 1800 048 998

## **Foster Carers: Allowances and Services**

Allowances and other support services may be available to foster carers who provide care for children with disabilities.

Contact the agency through which you foster the child, or the regional office of the NSW Department of Community Services in your local area. The NSW Department of Community Services is listed in the White Pages of your Telstra telephone directories.

## **Health Care Card**

If you receive a Sickness Allowance, Newstart Allowance or the Youth Training Allowance for a temporary medical condition you should receive a Health Care Card. The Health Care Card will save you money on pharmaceutical items, health items such as hearing aids and some state-based household, education and recreational services.

Centrelink Family Allowance and Parenting Payments  
Ph: 13 13 05

## **Mobility Allowance**

Eligibility: If you are looking for work, involved in at least 8 hours a week of training, performing either paid or voluntary work and you are unable to use public transport without help because of your disability, you may be eligible for this allowance.

Centrelink Retirement and Disabilities line  
Ph: 13 23 00



## **Newstart Allowance**

Available to people who are 21 years and over, who are unemployed.

Centrelink Employment Services  
Ph: 13 28 50

## **Pensioner Concession Card**

If you receive a Disability Support Pension, Aged Pension or a Carers' Payment you should automatically receive a Pensioner Concession Card. This card will save you money on prescription drugs, hearing aids, optometrist consultations and Australian National Railways fares. Your state, territory or local government may also give you reductions on public transport, power bills and car registration. Concessions may also be available on phone line costs.

Centrelink Retirement and Disabilities line  
Ph: 13 23 00

## **Rent Assistance**

Rent assistance is available to people on a Centrelink payment who rent premises in the private rental market.

Centrelink Retirement and Disabilities line  
Ph: 13 23 00

## **Sickness Allowance**

The purpose of this pension is to provide assistance for people who are employed or studying, and are temporarily incapacitated and therefore unable to work or study due to an illness or injury.

**Eligibility:** Persons must be in employment or full-time study before the incapacity occurs, and have a job or a course to return to. While you usually need to be over 16 and below Aged Pension age, there are some exceptions under special circumstances for 15 year olds.

The allowance must be claimed within 5 weeks of becoming sick or injured and you must have suffered a loss of income as a result of an illness or injury. This benefit is not paid to people who have a capacity for work, and students can only receive Sickness Allowance if their AUSTUDY or ABSTUDY payments have stopped temporarily because of an illness or disability. Sickness allowance is usually only paid for up to one year.

Centrelink Employment Services  
Ph: 13 28 50

## **Special Benefit**

**Eligibility:** You need to be in financial hardship and unable to earn a sufficient livelihood for yourself and dependents. It is also only available to those who are not eligible for other benefits. The Special Benefit cannot exceed the relevant rate of Newstart or the Youth Training Allowance and

benefits may be reduced when other assistance such as free board or lodging is received.

Centrelink Employment Services  
Ph: 13 28 50

### **Veterans: Pensions, Benefits, Allowances and Services**

Australian and allied veterans, war and defence widows and certain dependants may be assisted via compensation and welfare pensions, allowances, treatment, aids and appliances as well as counselling services and housing loans.

Department of Veterans' Affairs  
Ph: 9213 7777  
Toll free: 1800 113 304

### **Youth Allowance**

Eligibility: Youth allowance is paid to people under 21 years of age who are unemployed and people under 25 years of age who are full-time students. This allowance is subject to a parental income test.

Centrelink Youth and Students line  
Ph: 13 24 90



# Aides, equipment and appliances

## Continence Aids Assistance Scheme

The Continence Aids Assistance Scheme offers practical help for people who, as part of their disability, have a permanent bladder or bowel condition.

Department of Family and Community Services  
Ph: 1800 807 487

## Department of Veterans' Affairs Rehabilitation Appliances Program

Application for the aids and appliances covered by the Department of Veterans' Affairs Rehabilitation Appliances Program (RAP) can be made at PADP (see next page) Lodgement Centres.

Department of Veterans' Affairs  
Ph: 9213 7777  
Toll free: 1800 113 304

## Hearing Services

Australian Hearing Services provide audiological and technical services at hearing centres, to eligible children and adults with hearing impairments. Services include hearing assessment, selection and fitting of hearing aids and other listening devices, as well as the provision of after-care services. There is a small annual charge for aid maintenance and after-care services.

Australian Hearing  
Ph: 13 17 97

## Independent Living Centres

These centres in both metropolitan and country New South Wales display products to facilitate independent living, and provide information and advice on products, suppliers, home alterations, design and medical/legal matters.

Independent Living Centre NSW, Ryde  
Ph: 9808 2233  
Toll free: 1800 800 523  
TTY: 9808 2477  
Fax: 9809 7132

## National Relay Service

A national, 24 hour telephone service which enables telephone calls to be made where one person is using a TTY device and the other person an ordinary telephone.

Australian Communication Exchange  
Ph: 1800 652 201 (voice) or  
Toll free: 1800 629 863 (TTY)

National Relay Service  
Ph: 13 25 44

## **No-Interest Loan Scheme for People with Disabilities**

Interest free loans for aids and appliances such as motorized wheelchairs, electric beds and environmental control systems may be given through the GIO to those people with disabilities who are working full-time and have medical evidence of their disability.

GIO Finance Ltd.  
Ph: 9240 4600  
Toll free: 1800 656 842

## **Program of Appliances for Disabled People (PADP)**

This program provides aids and appliances to people with disabilities. All applicants are subject to a medical assessment and means test.

Contact your local Area Health Service of the NSW Department of Health, listed in the White Pages of Telstra telephone directories.

## **Sales Tax Exemptions**

Goods designed and manufactured expressly for use by people suffering from sickness, disease or disablement are always sales tax exempt provided they are not of a kind ordinarily used by people who do not suffer from sickness, disease or disability. In special circumstances a person with a disability may claim exemption on goods that normally have sales tax included in their price. Conditionally exempt goods are subject to eligibility criteria. An information booklet on sales tax exemptions for people with disabilities is available from your local Australian Taxation Office.

National Sales Tax inquiries  
Ph: 13 28 66



## **Technical Aids to the Disabled (TAD)**

Innovative modifications to everyday items to enable use by people with a disability. Information available on application.

Computer line service available.

Technical Aids to the Disabled  
Ph: 9808 2022  
Fax: 9809 7670



## **Technical Equipment for Public Sector Staff with Disabilities**

Technical equipment costing in excess of \$750 will be provided on loan from the Department of Education and Training to departments where staff have demonstrated that equipment is essential for the performance of current duties, or will enhance future promotional opportunities within the public sector.

Department of Education and Training  
Ph: 9266 8623

## **Telstra Disability Equipment Program**

Through Telstra's Disability Equipment Program, eligible customers with a disability can access a range of telephone equipment to enable them to access the standard telephone service. This equipment is provided on the same basis as the standard rental telephone.

Telstra Disability Inquiry Hotline  
Toll free: 1800 068 424  
TTY: 1800 808 981

# Language interpreters

## General Language Interpreters

(1) Department of Immigration and Ethnic Affairs (Commonwealth)  
Translating and Interpreting Service (TIS)

Ph: 9319 4229

Fax: 9258 4632

(2) Ethnic Affairs Commission of NSW - Language Services

Ph: 1300 651 500

TTY: 9716 2818

Fax: 9716 2287

## Sign Language Interpreters

**(1) Ethnic Affairs Commission of NSW - Language Services**

Ph: 1300 651 500

TTY: 9716 2818

Fax: 9716 2287

**(2) The Deaf Education Network**

Ph: 9764 4600

TTY: 9764 4972

Fax: 9746 8426(2)

**(3) The Deaf Society of NSW**

Ph: 9893 8555

Toll free: 1800 893 855

TTY: 9893 8858

TTY toll free: 1800 893 885

Fax: 9746 8426

Fax toll free: 1800 898 333



# Housing

## Ageing and Disability Department

The Ageing and Disability Department monitors and regulates the operation of licensed residential centres for people with disabilities in NSW. The Department ensures that licensees, licensed managers and all staff of these centres comply at all times with the conditions of their licences.

Licensing Unit, Ageing and Disability Department  
Ph: 9367 6818

## NSW Department of Housing

Independent living is promoted through co-ordinated housing and support schemes. Public housing applicants may choose a specific dwelling type if they have particular needs because of a disability or medical condition and may also nominate the area in which they wish to live.

If there is an urgent need for accommodation, approval can be granted for priority or out-of-turn public housing. Grounds for priority include having a physical disability which requires modified housing or wheelchair access, current accommodation not being close to support or medical services and/or having a psychiatric or developmental disability which prevents a person from renting privately.

The NSW Department of Housing is listed in the White Pages of Telstra telephone directories.

## Office of Community Housing

Community organisations wanting to establish housing, including supported housing for older people and people with disabilities, should contact the Office of Community Housing to discuss possible assistance.

Office of Community Housing  
Ph: 9635 5566  
Fax: 9635 5599

## Other Housing Options

Various government-funded organisations provide crisis and long-term housing for people with disabilities.

For further information contact the Community Services section of your local council.

# Living in the community

## Accommodation Support

A range of accommodation support services for people with an intellectual disability are available through the New South Wales Government.

Services include respite care, independent living training, advocacy, information and recreation.

Refer to the NSW Department of Community Services listed in the White Pages of Telstra telephone directories.

## Attendant Care Program

This scheme assists people with high support needs to maintain active lives in the community, as well as assisting people in nursing homes or hospitals to move into the community through assistance with personal care services.

Ageing and Disability Department, Disability Services Program

Ph: 9364 6934 or

Ph: 9273 6602

## Home Care Service of NSW

Home Care provides assistance with a range of support services such as general housework, personal care services, respite care and some handy person tasks. Customers are individually assessed for service and priority is given to those in greatest need. Customers pay a contribution for the services they receive. People on low incomes may be eligible for a higher rate of subsidy.

See the Home Care Service of NSW listed in the White Pages of Telstra telephone directories.

## Home and Community Care (HACC) Program

Home and Community Care (HACC) Services support frail older people or people with disabilities so they can continue living in their own homes and communities rather than move into a hostel or nursing home.

HACC services also provide assistance to those who look after frail older people or people with disabilities at home. HACC services include home help, food services, transport services, respite care, home nursing, neighbour aid, community options, dementia support, allied health as well as home maintenance and modification.

Contact the Home and Community Care Program, listed in the White Pages of Telstra telephone directories, or if appropriate, talk to the...



ADD Aboriginal HACC Program Officer  
Ph: 9364 6935

## **Local Councils**

Your local Council may be able to advise you about where you can get information on:

- Child care services
- Home maintenance
- Home modifications such as wheel chair ramps, bathrooms and handrails
- Lopping overhanging tree branches
- Senior Citizen Clubs
- Meals on Wheels
- Delivery of library books to your home if you are house bound
- Parking permits
- Specialist and mainstream services for people with a disability
- Installation of appropriate kerbing to enable a continuous path of travel in the street.

Some Councils have Access Committees whose members include people with a disability.

Contact the Community Service Department of your local council. Your council will be listed in the White Pages of Telstra telephone directories.

## **Transport and parking**

### **Concessional Rail Travel for People with Disabilities**

If you are a full-time student attending University or TAFE College but are unable to undertake a full study load due to your disabilities, you may be entitled to a half fare student (identification) travel card.

For further information contact your local University or TAFE College Disability Adviser.

### **Community Transport Services, NSW.**

The NSW Department of Transport (through HACC program funding) provides community transport services for people with disabilities who live at home and are unable to use independent means of transport. The service is available for necessary outings such as shopping, medical and hospital appointments.

Community Transport Services are listed under Home and Community Care, in the White Pages of Telstra telephone directories.

## **Mobility Parking Scheme**

Labels for parking for people with mobility disabilities are issued by the Roads and Traffic Authority. Reciprocal arrangements exist between the States and Territories for holders of current labels.

Roads and Traffic Authority Customer Service Centre  
Ph: 13 22 13

## **Qantas Carer Concession Airfare**

This is available for passengers with severe disabilities who cannot travel without the assistance of a carer. The airfare offers a 50% reduction off the full fare Economy, Business and First Class Domestic airfares for the passenger with the disability and their nominated carer.

## **Street Parking**

Special street parking is issued by some local Councils for people with a disability.

Contact your Council for details.

## **Taxi Transport Subsidy Scheme**

This enables people with severe and permanent disabilities who cannot use public transport to travel in taxis for half the standard meter fare.

NSW Department of Transport, Taxi Subsidy Scheme  
Ph: 9270 6100

## **Travel Permits for People with Visual Impairments**

The State Rail Authority of NSW issues travel passes to people with significant visual impairments. Applicants will require a medical assessment.

State Rail Authority of NSW, City Rail Concessions Office  
Ph: 9224 4768

## **Veterans Travel Pass**

A travel pass ensuring public transport concessions is available for ex-service personnel on a 10% or more disability pension.

State Rail Authority of NSW, City Rail Concessions Office  
Ph: 9224 4615



# Leisure and recreation

## Accessible Arts

This is a community based, peak arts and disability organisation with an extensive information and resource base for arts programs across NSW. Accessible Arts promotes integration of people with disabilities in activities such as drama, music, photography, painting, computer graphics, writing, film, video and crafts.

Ph: 9251 6499  
Fax: 9251 6422

## AQA Access Directory Services - Accessing Sydney

This directory provides a comprehensive access rating for Sydney. The directory includes among other things, information on travelling and getting around, accommodation, places of interest, places of worship, galleries, theatres, cinemas, concert venues, restaurants, sporting facilities, banks, post offices, shopping centres, libraries and public toilets. Cost: \$15 per copy.

Australian Quadriplegic Association  
Ph: 9669 5700  
Toll free: 1800 819 775

## Athletics Australia Disability Program

This body provides information about coaching and competition opportunities for people with disabilities in Australia.

Ph: (03) 9820 3511  
Fax: (03) 9820 3544

## Australian Paralympic Committee

National group representing all paralympic sports including Australian Wheelchair Athletes, Disabled Skiers Federation, Australian Blind Sports Federation, Australian Sports Organisation for the Disabled, and the Australian Sport and Recreation Association for people with an Intellectual Disability.

Ph: 9245 2555  
Fax: 9241 4983

## Barrier-Free Travel

Provides information and travel services to people who experience a disability related to mobility. They can provide information on accessible accommodation and places of interest, specialised transport, personal care

needs and wheelchair repair services. A one-off consultation fee is applicable.

Ph: 6655 1733

Fax: (as per phone – need to call first for switchover)

### **Blind Sporting Association of NSW Inc**

This association coordinates competitive sport for blind and vision impaired people in NSW.

Ph: 9638 7075

Fax: (as per phone – automatic switchover)

### **Cerebral Palsy Sporting and Recreation Association of NSW**

Develops and promotes opportunities for recreational and sporting activities for people with cerebral palsy in NSW.

Ph: 9451 3214

### **Network of Community Activities**

Network is a resource and information service on community activities, arts, outside school hours care and activities and holiday programs across NSW.

Ph: 9212 3244

Fax: 9281 9645

### **NICAN**

National Information Communication Awareness Network. NICAN provides a national information service about tourism, arts, recreation and sports activities for people with disabilities.

Ph: 6285 3713

Toll free: 1800 806 769

TTY: 6285 3713

TTY Toll free: 1800 806 769

Fax: 6285 3714

### **NSW Department of Sport and Recreation**

The NSW Department of Sport and Recreation is committed to ensuring that the full range of sport and recreation services are accessible to people with a disability. People with disabilities are integrated into holiday activities, swimsafe programs and school holiday camps as well as any other projects the Department conducts.

Ph: 13 14 02 (enquiries specific to your region)

Ph: 9923 4234 (general enquiries via head office)



## **NSW Sports Council for the Disabled Inc.**

Information and coordination of sports activities for deaf people across NSW.

Ph: 9763 2455  
TTY: 9764 2350

## **NSW National Parks and Wildlife Service**

The National Parks and Wildlife Service publish a guide called "Access for All" which details National Parks facilities for people with disabilities.

Fax: 9585 6527

## **NSW Rapid**

This agency provides information, statewide coordination and advocacy to enable people with intellectual disabilities to participate in sporting and recreational activities.

Ph: 9831 8386 (after hours)

## **NSW Recreation Network**

A professional support network promoting recreation opportunities for people with disabilities.

Ph: 9746 2244

## **NSW Sports Council for the Disabled**

State umbrella organisation for disability and sports specific groups. Aims to promote, develop and provide varied sporting opportunities and choices for people with disabilities.

Ph: 9763 2455

## **Riding for the Disabled Association (NSW)**

Horse riding tuition and led rides for people with intellectual, physical or social disabilities. Contact this office for details of the many regional offices across NSW.

Ph: 9629 1710

## **Special Olympics NSW**

Sport for the intellectually disabled. Twelve regions throughout NSW provide training and competition in aquatics, track and field, basketball, gymnastics, tennis, ten pin bowling, T-ball/softball, floor hockey and soccer.

Ph: 9543 6606 (secr. after hours)  
Mbl: 0418 289 742 (chairperson)  
Fax: 9926 0118

## Rate rebates

If you have a pensioner concession card, you may be eligible to claim a rebate on local government rates of:

- (i) half the amount due up to a maximum of \$250.00 for ordinary council rates
- (ii) half the amount due up to a maximum of \$87.50 for water rates and/or charges, and
- (iii) half the amount due up to a maximum of \$87.50 for sewerage rates or charges

Some local councils offer additional voluntary rebates. Eligibility may depend on ownership of a primary residence.

For more information and details about eligibility, contact your local council found under the name of the individual Shires or Councils in the White Pages of your Telstra telephone directory.

## Older people

Most older people with a disability are able to use the same services as other seniors. Some modifications or support may be necessary in order to access some services.

### Senior's Information Service

The Senior's Information Service has over 7000 listings on services, accommodation and help groups for the cost of a local call.

Ph: 13 12 44



Note: Look through the rest of this guide for more information on Advisory Bodies and Organisations, Living in the Community, Housing, Aides Equipment and Appliances, Pensions, Benefits and Allowances, Leisure and Recreation, Transport and Parking, Complaints and Legal Advocacy as well as Information Services.

# Disability advisory bodies and organisations

Note: A brief explanation has been given only when the name of the organisation was not self-explanatory.

## ACROD

Peak co-ordinating organisation for service providers to people with disabilities.

Ph: 9743 2699  
Fax: 9743 2899

## AIDS Council of NSW (ACON)

Ph: 9206 2000  
Toll free: 1800 063 060  
TTY: 9283 2088  
Fax: 9206 2069

## Alzheimer's Association NSW

Ph: 9805 0100  
Toll free: 1800 639 331  
Fax: 9805 1665

## Arthritis Foundation of NSW

Ph: 9281 1611  
Toll free: 1800 011 041  
Fax: 9281 4473

## Association for Disability Employment Placement & Training Ltd.

Ph: 9586 1666  
Fax: 9586 1006

## Association of Genetic Support of Australasia

Ph: 9211 1462  
Fax: 9211 8077

## Association for the Welfare of Child Health (AWCH) Library

University of Western Sydney (Nepean), Parramatta Campus  
Ph: 9685 9317  
Fax: 9685 9301

## **Australian Association of the Deaf Inc.**

Ph: 9262 3506  
TTY: 9262 3507

## **Australian Communication Exchange (ACE) Sydney**

ACE run the National Relay Service (13 25 44) for the cost of a local call, 24 hrs a day.

Ph: 9204 2970  
Toll free: 1800 656 428  
TTY: 9204 2993  
TTY toll free: 1800 642 664  
Fax: 9204 2972  
Fax toll free: 1800 066 566

## **Australian Quadriplegic Association**

Ph: 9669 5700  
Toll free: 1800 819 775  
Fax: 9661 9598

## **Autism Association of NSW**

Ph: 9452 5088  
Toll free: 1800 069 978  
Fax: 9451 3447

## **Better Hearing Australia (NSW State Council)**

Ph: 9744 0167  
TTY: 9744 0124  
Fax: 9744 7492

## **Blind Citizens Australia, Sydney Branch**

Ph: 9744 7366

## **Brain Injury Association of NSW**

Ph: 9890 9032  
Toll free: 1800 802 840  
Fax: 9890 9038

## **Carer Respite Centres**

Toll free: 1800 059 059



## **Carers NSW Inc.**

Ph: 9299 1499  
Toll free: 1800 242 636  
Fax: 9299 1022

## **Centrelink (Employment Services Line)**

Ph: 13 28 50

## **Children's Disability Resource Network**

Ph: 9550 2032  
Fax: 9565 4092

## **Children's Service Switchboard**

Ph: 9557 0900  
Toll free: 1800 803 820  
Fax: 9550 2927

## **Deaf/Blind Association (NSW)**

Ph: 9745 6715  
Mobile: 0413 135 388  
TTY: 9334 3260  
Fax: 9334 3200

## **The Deaf Education Network**

Ph: 9764 4600  
TTY: 9764 4972  
Fax: 9746 8426

## **Deafness Resources Australia**

Ph: 9204 2970  
Toll free: 1800 656 428  
TTY toll free: 1800 642 664  
Fax: 9204 2972

## **Deaf Society NSW**

Ph: 9893 8555  
Toll free: 1800 893 855 (voice)  
TTY: 9893 8858  
TTY Toll free: 1800 893 885  
Fax: 9893 8333

## **Disability Advocacy Service Information Line, Hunter Region**

Ph: 4927 0111

## **Disability & Aged Information Service Inc - Northern NSW**

Ph: 6622 8000  
Toll free & TTY: 1800 800 340  
Fax: 6622 8001

## **Disability Council of NSW**

Ph: 9211 2866  
Toll free: 1800 044 848  
TTY: 9211 2866

## **Disability Information and Referral Centre, Eastern Sydney Inc (DIRC)**

Ph: 9375 1444  
TTY: 9375 1424  
Fax: 9375 1446

## **Disability Services Aboriginal Corporation**

Ph & Fax: 9649 4216

## **Down Syndrome Association of NSW Inc.**

Ph: 9683 4333  
Fax: 9683 4020

## **Early Intervention Association Australia (NSW Chapter) Inc.**

Ph: 9873 2593

## **Early Childhood Intervention Infoline**

Ph: 1300 656 865

## **Ethnic People with Disabilities Program**

Ph: 9569 1288  
Fax: 9564 2772

## **Family Advocacy (Institute for)**

Ph: 9869 0866  
Toll free: 1800 620 588



## **Government Information Service NSW**

(Retail outlet for state government legislation and a referral service for state government information)

Ph: 9743 7200  
Fax: 9743 7124

## **Guide Dog Association of NSW & ACT**

Ph: 9922 4211  
Fax: 9923 1094

## **IDEAS Inc.**

Disability information service for Riverina Murray and Illawarra regions. Also provides information on physically accessible accommodation venues and facilities throughout Australia.

Ph: 6947 3377  
Toll free & TTY: 1800 029 904  
TTY: 6947 3377  
Fax: 6947 3723

## **Illawarra Disability Trust**

Ph: 4228 4500

## **Interchange Respite Care NSW**

Peak body of respite services throughout NSW

Ph: 9369 3245  
Fax: 9369 4157

## **Learning Difficulties Coalition of NSW & Adult NSW**

Ph: 9540 3300  
Fax: 9906 5657

## **Liverpool/Fairfield Disabled Persons Resource Service**

Ph: 9821 2811  
TTY: 9601 2605  
Fax: 9601 2473

## **Macarthur & District Disabled Persons Resource Centre**

For Campbelltown, Camden and Wollondilly (Macarthur) areas

Ph: 4626 8500  
TTY: 4625 8266  
Fax: 4625 1653

## **Mental Health Information and Referral Service**

Ph: 9816 5688  
Toll free: 1800 674 200

## **Multicultural Disability Advocacy Association**

Ph: 9891 6400  
Toll free: 1800 629 072

## **Multiple Sclerosis (MS) Society of NSW**

Ph: 9287 2929  
Toll free: 1800 042 138  
Fax: 9287 2987

## **Muscular Dystrophy Association (MDA) of NSW**

Ph: 9697 9111  
Toll free: 1800 635 109  
Fax: 9697 9092

## **Nepean Area Disabilities Organisation**

For the Nepean Area Basin, Blacktown to Katoomba and Mulgoa to Windsor.

Ph: 4731 3330

## **Northcott Society**

This group works for equal rights and self-determination, and also provides a range of services to children and young adults with physical disabilities and their families.

Ph: 9890 0100  
Toll free: 1800 506 071


## **NSW Association for Mental Health (Information Service)**

Ph: 9816 5688  
Toll free: 1800 674 200  
Fax: 9816 4056



## **NSW Council for Intellectual Disability (NSW CID)**

Ph: 9211 1611  
Toll free: 1800 424 065  
Fax: 9211 2606



## **NSW Genetics Education Program**

Ph: 9926 7324  
Fax: 9906 7529

## **NSW Mental Health Co-ordinating Council**

Ph: 9555 8388

## **Paraplegic and Quadriplegic Association of NSW (PARAQUAD)**

Ph: 9764 4166  
Toll free: 1800 424 096  
Fax: 9764 2391

## **Parkinson's NSW Inc.**

Working out of Concord Repatriation Hospital in Sydney.

Ph: 9767 7881  
Toll free: 1800 644 189  
Fax: 9767 7882

## **Penrith Disabilities Resource Centre**

Ph: 4732 2363  
Fax: 4722 8168

## **People with Disabilities Inc.**

Ph: 9319 6622  
Toll free: 1800 422 015  
TTY: 9318 2138  
Fax: 9318 1372

## **Physical Disability Council of NSW**

Ph: 9299 2822  
Toll free: 1800 688 831  
Fax: 9299 7956

## **Post-Polio Network (NSW) Inc**

Ph: 9663 5011  
Ph: 9663 2402 (after hours)

## **Royal Blind Society (The)**

Ph: 9334 3333  
Toll free: 1800 424 359  
TTY: 9334 3260  
Telebraille: 9334 3466  
Fax: 9747 5993

## **Schizophrenia Fellowship of NSW**

Ph: 9878 2053  
Fax: 9878 1270

## **SHHH Australia Inc (Self Help for Hard of Hearing People)**

Ph: 9144 7586  
TTY: 9144 7586  
Fax: 9449 2381

## **Spastic Centre of NSW (The)**

Ph: 9451 9022  
Toll free: 1800 063 062  
Fax: 9451 4877

## **SPELD NSW**

Organisation concerned with assisting people with learning difficulties.

Ph: 9906 2977  
Fax: 9906 5657

## **Spina Bifida Group of NSW**

Ph: 9890 0100  
Toll free: 1800 506 071  
Fax: 9683 2827

## **State Library of NSW, Disability Access Service**

Ph: 9273 1583  
Toll free: 1800 226 161  
TTY: 9273 1541  
Fax: 9273 1273



## **Stroke Recovery Association** (9.30am - 2.30pm Mon-Fri.)

Ph: 9550 0594  
Fax: 9560 2306

## **Transcultural Mental Health Centre**

A mental health service across NSW, for people of non-English speaking background.

Ph: 9840 3800  
Toll free: 1800 648 911  
Fax: 9840 3755

## **Warringah Disability Information Service (Dee Why)**

Covers the Manly, Warringah and Pittwater areas.

Ph: 9942 2686  
TTY: 9942 2700  
Fax: 9971 5603

## **Women's Telephone Information and Referral Service**

Toll free 1800 817 227  
Toll free TTY: 1800 673 304

## **Complaints and legal advice**

### **Ageing and Disability Department, Licensing Unit**

(Licensing of Boarding Houses, Hostels and Residential Centres)

Ph: 9367 6818  
TTY: 9367 6868  
Fax: 9364 6923

### **Aged Care Complaints Resolution Scheme**

(part of the Commonwealth Department of Health and Family Services)

Ph: 9263 3597  
Toll free: 1800 550 552

### **Anti-Discrimination Board of NSW**

Ph: 9318 5400  
Toll free: 1800 670 812  
TTY: 9310 2376  
Fax: 9310 2235

### **Centrelink – Customer Relations Line**

Toll free: 1800 050 004

## **Community Services Appeals Tribunal**

Ph: 9223 4677  
Toll free: 1800 060 410

## **Community Services Commission**

Ph: 9384 4999  
Toll free: 1800 060 409  
TTY: 9384 4984  
Fax: 9384 4948

## **Disability Complaints Service**

Ph: 9319 6549  
Toll free: 1800 424 007  
TTY: 9318 2138  
Fax: 9318 1372

## **Guardianship Tribunal**

Ph: 9552 8500  
Toll free: 1800 463 928  
Fax: 9555 9049

## **Health Care Complaints Commission**

Independent of NSW Health  
Ph: 9219 7444  
Toll free: 1800 043 159  
TTY: 9219 7555  
Fax: 9281 4585

## **Home Care Service of NSW – Customer Relations**

Ph: 9689 2666  
Toll free: 1800 044 043  
TTY Toll free: 1800 044 043  
Fax: 9689 2879

## **Human Rights and Equal Opportunity Commission**

Ph: 9284 9600  
TTY: 1800 620 241  
Fax: 9284 9611

## **Intellectual Disability Rights Service**

Ph: 9318 0144  
Toll free: 1800 666 611  
Fax: 9318 2887





## **Mental Health Advocacy Service**

Ph: 9745 4277  
TTY: 9745 4277  
Fax: 9744 6936

## **Multicultural Disability Advocacy Association of NSW**

Ph: 9891 6400  
Toll free: 1800 629 072  
Fax: 9635 5355

## **NSW Disability Discrimination Legal Centre**

Ph: 9313 6000  
Toll free (voice): 1800 800 708  
TTY: 9313 7190  
TTY Toll free: 1800 644 419  
Fax: 9662 1364

## **Office of the Public Guardian**

Ph: 9265 3184

## **Taxi Cab Complaints**

Ph: 9270 6122  
TTY: 9270 6181

## **Tenants Union of NSW**

Ph: 9251 6590  
Fax: 9252 1648

## **Welfare Rights Centre**

Ph: 9211 5300  
Toll free: 1800 226 028

# Publications

## **The Disability Referral Guide (January 1999)**

A guide to disability related organisations and information services published by the State Library of NSW Disability Access Service.

State Library of NSW Disability Access Service,

Ph: 9273 1583  
Toll free: 1800 226 161  
TTY: 9273 1541  
Email: [access@slnsw.gov.au](mailto:access@slnsw.gov.au)

## **The Spastic Centre of New South Wales Community Information Directory (1998-1999)**

The third edition of this directory lists over 1200 services and activities available to people with a disability in NSW.

The Spastic Centre of New South Wales  
Ph: 9451 9022  
Toll free: 1800 063 062  
Fax: 9451 4877



## **Acknowledgement**

Special thanks to Laura Molino, from the Disability Access Service of the State Library of NSW for her permission to use information from the Library's Disability Referral Guide, dated January 1999.

## **Please Note**

From March 1, 1999 all telephone calls made within the new *Central East Code Region* comprising most of NSW, the ACT and some Victorian and Queensland border areas, will only require 8-digit numbers. This is part of the Australian Communications Authority's National Numbering Plan.

It should therefore be assumed that any phone number listed in this directory without an area prefix, falls within the bounds of this region (and previously would have had a prefix of "02").

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