

Other specialist services

OTHER SPECIALIST SERVICES

From time to time, you may need to seek support from some agencies or services to assist you living in the community. Such support may include financial assistance, legal advice, counselling, or support providing feedback or making a complaint about a service you have received. There are a number of services and organisations listed below to get you started.

Government

Government assistance is available to people with a disability through a number of different departments. Centrelink is a good starting point to assess eligibility for these services. The Centrelink website has a lot of valuable information and links to other services. www.centrelink.gov.au 13 27 17.

Financial

- Financial Counsellors' Association of NSW is a community-based service to assist consumers who are experiencing financial difficulty. www.fcan.com.au 1300 914 408
- Department of Families, Housing, Community Services and Indigenous Affairs has links to a broad range of community services and support programs available including financial, legal, relationships and crisis. www.fahcsia.gov.au 1300 653 227

Legal

- NSW Government Lawlink provides links to law and justice agencies and legal information which may be of use to people in NSW www.lawlink.nsw.gov.au 1300 888 529
- The Law Society can help you find a solicitor if you are seeking compensation for an injury. The website has a number of links to government agencies and community organisations that can give legal advice and referrals. www.lawsociety.com.au (02) 9926 0333

- LawAccess NSW is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW. www.lawaccess.nsw.gov.au 1300 888 529
- The Legal Information Access Centre (LIAC) is a specialist information service of the State Library of NSW. www.legalanswers.sl.nsw.gov.au/about (02) 9273 1558
- The NSW Disability Discrimination Legal Centre promotes and protects the legal and human rights of people with disability, and their supporters, through legal advocacy. www.ddlcnsw.org.au 1800 800 708

Emotional well-being and mental health

You can be referred to a number of health professionals who can support you with your concerns about relationships, mental health or other similar issues through your GP. You may be entitled to Medicare rebates if you see a psychiatrist, psychologist or social worker for example.



The NSW State SCI Service has a directory of information and support services on its website. www.aci.health.nsw.gov.au/__data/assets/pdf_file/0004/155227/sci_directoryweb.pdf

Some of the following services may be able to offer information, support and/or referral to specialised services:

- Lifeline Australia offers a 24-hour telephone counselling service with trained counsellors who can provide immediate assistance or information about other support services. www.lifeline.org.au 13 11 14
- Relationships Australia offers relationship support to individuals, couples or families. Fees for this service are based on what people can afford to pay. It also has an on-line service where you can chat privately and securely with an on-line counsellor. www.relationships.com.au 1300 364 277
- Interrelate Family Centres receives government funding to provide counselling services to carers/families who have a son or daughter with a disability. www.interrelate.org.au (02) 8882 7800
- The Australian Psychological Society Referral Service provides information about psychologists who specialise in help with all types of mental health issues. You can also search for psychologists who offer Medicare rebates. www.psychology.org.au/FindaPsychologist/Default.aspx?ID=1204 1800 333 497
- Spinal Cord Injuries Australia has a peer support program to give support and advice about living with a spinal cord injury. www.scia.org.au (02) 9661 8855
- beyond blue is a national organisation that addresses issues around depression and anxiety. www.beyondblue.org.au 1300 224 636
- Alcoholics Anonymous offers help to people who are having problems with alcohol. It has a telephone counselling service as well as support groups all over Australia. www.aa.org.au (02) 9387 7788
- Narcotics Anonymous assists people who are having difficulty with drug addiction. www.na.org.au (02) 9519 6200

Complaints and Advocacy

- The Anti-Discrimination Board of NSW administers the anti-discrimination laws. You can seek confidential advice or make a complaint if you feel your rights have been violated. www.lawlink.nsw.gov.au/adb (02) 9268 5555
- The NSW Ombudsman is available for complaints about any public sector or community organisation. www.ombo.nsw.gov.au (02) 9286 1000
- People with Disability Australia is a national disability rights and advocacy organisation. www.pwd.org.au (02) 9370 3100
- The Physical Disability Council of NSW is the peak body in NSW representing people with life-long physical disability. www.pdcnsw.org.au (02) 9552 1606
- The Multicultural Disability Advocacy Association of NSW is the only advocacy service in NSW specifically for people with a disability from a non-English speaking background. www.mdaa.org.au (02) 9891 6400
- Disability Advocacy and Information Service provides individual advocacy services to people in the southern areas of NSW. www.disability-advocacy.com.au (02) 6056 2420