



# Useful Links

**For parents and carers of a child with a disability**

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Disclaimer: This document has been prepared by Carers NSW as a resource for parents and carers. While we have taken all care to ensure the accuracy of this information, Carers NSW takes no responsibility for any incorrect information in this document or provided by the listed organisations and services.



## National Disability Insurance Scheme (NDIS)

The NDIS is a new way of providing community linking and individualised support for people with permanent and significant disability, their families and carers. Participants will be able to access NDIS community linkages and individualised planning processes to identify the reasonable and necessary supports they need to achieve their goals. To get an idea about whether the person you care for may be eligible, read through the NDIS Access Checklist on the NDIS website:

<https://www.ndis.gov.au/ndis-access-checklist>.

To discuss your child's eligibility to access the NDIS and for referrals to mainstream supports there are two pathways:

- Early Intervention (ECEI) Partners for children with a disability aged 0-6
- Local Area Coordinators (LAC) for people with a disability aged 7+

This NDIS webpage has the locations and contact details for both pathways in each state.

W: <https://ndis.gov.au/about-us/locations.html>

### The ECEI Approach for children aged 0-6

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

The NDIS has engaged Early Childhood Partners around Australia to deliver the ECEI approach. Early Childhood Partners are experienced in providing early childhood intervention.

W: <https://www.ndis.gov.au/ecei.html>

The following resources may assist you in navigating the NDIS, getting ready for a planning meeting, choosing how you want your plan managed, choosing service providers, making a service agreement and implementing and reviewing your plan.

### Getting ready for your NDIS planning meeting

Using a booklet can be helpful in assisting you to collect useful, important and relevant information about your child in preparation for a planning meeting.

The NDIS provides booklets that may be helpful such as:

#### *Booklet 1: Understanding the NDIS*

- Understanding the NDIS
- Checking your eligibility
- Supports and services funded by the NDIS

<https://ndis.gov.au/medias/documents/pathway-booklet1-pdf/NDIS013-Participant-Pathway-Book1-12pp-A4-Accessible-.pdf>



### *Booklet 2: Planning*

- Understanding your current supports
- Creating an NDIS plan to achieve your goals
- Receiving an approved

<https://www.ndis.gov.au/medias/documents/pathway-booklet2-pdf/NDIS014-Participant-Pathway-Book2-16pp-A4-Accessible-.pdf>

### *Booklet 3: Using your NDIS plan*

- Understanding what's in your plan
- Learning how to use your plan
- Choosing and managing supports and services
- Reviewing your plan and progress

The below link is a planning booklet designed by the department of family and community services for children aged 7 – 14 years

[https://www.facs.nsw.gov.au/\\_data/assets/file/0003/537951/getting\\_ready\\_NDIS\\_KidsBooket\\_v7\\_HiRes.pdf](https://www.facs.nsw.gov.au/_data/assets/file/0003/537951/getting_ready_NDIS_KidsBooket_v7_HiRes.pdf)

### **How will my NDIS Plan be managed?**

At the end of your NDIS planning meeting, you will be asked how you want to look after the money in your plan. There are three main ways to manage your plan and its budgets - NDIA Managed, Self-Managed or Plan Managed, or you can choose a combination of options. You can change how you do this at any time, you just need to ask your ECEI coordinator or Local Area Coordinator.

### **NDIS guide to Self-Management**

Explanation of different types of plan management plus a guide to self-management including:

What is self-management? What is my support budget? What can I buy? Who can I buy my supports from? How do I pay for my supports? What do I need to know about my plan review?

<https://www.ndis.gov.au/medias/documents/sm-guide/Self-Management-Guide.pdf>

### **NDIS price guide**

The NDIS price guide is designed to assist participants and disability support providers, to understand the way that price controls for supports and services work in the NDIS.

The price limits in this Guide are the maximum prices that Registered Providers can charge NDIS participants for specific supports.

<https://ndis.gov.au/medias/documents/price-guide-nsw-201819-pdf/201819-Price-Guide-VIC-NSW-QLD-TAS.pdf>



## Choosing a Service Provider and service agreements

The NDIS website has information on finding and engaging with service providers:

<https://www.ndis.gov.au/finding-and-engaging-providers>

### Service Agreements

An easy read guide to developing Service Agreements with service providers who are providing services for your child through your NDIS plan. Samples of a service agreement are provided:

[https://www.ndis.gov.au/html/sites/default/files/documents/Service\\_Agreement.pdf](https://www.ndis.gov.au/html/sites/default/files/documents/Service_Agreement.pdf)

### List of NDIS registered service providers in NSW

These links provide a list of registered service providers in NSW which can be searched by either registration group or name:

By group:

<https://www.ndis.gov.au/medias/documents/nsw-provider-list-group/Provider-NSW-by-Group.pdf>

By name:

<https://www.ndis.gov.au/medias/documents/nsw-provider-list-name/Provider-NSW-by-Name.pdf>

### How to make a complaint

If you are not happy with a National Disability Insurance Agency (NDIA) decision you can submit an application for a review of a decision. Any person directly affected can request for a review of a decision.

Fact Sheet: <https://www.ndis.gov.au/medias/documents/h7a/h60/8800158679070/Factsheet-Internal-Review-of-a-Decision.pdf>

### A national approach to quality and safety in the NDIS

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants.

<https://www.ndiscommission.gov.au/participants/complaints>

### Department of Social Services National Standards for Disability Services

Making sure that people with disability receive good quality service.

W:

[https://www.dss.gov.au/sites/default/files/documents/01\\_2015/nsds\\_poster\\_7\\_combined\\_6\\_standards\\_poster\\_wcag.pdf](https://www.dss.gov.au/sites/default/files/documents/01_2015/nsds_poster_7_combined_6_standards_poster_wcag.pdf)



## Getting Further Support

### Disability Advocacy Finder

Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability - to ensure that they are valued members of the community. This link helps you find a disability advocate in your area:

W: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/organisations>

### NDIS Appeals

NDIS Appeals has been set up to ensure that all people with disability, and other people affected by reviewable decisions of the National Disability Insurance Agency (NDIA), have access to support when seeking review of those decisions in the Administrative Appeals Tribunal (AAT).

There are two types of supports available via NDIS Appeals:

- access to a skilled disability advocate who acts as a support person, and
- access to funding for legal services where a case raises complex or novel legal issues.

W: <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals>

### Ability Links NSW

Ability Links NSW (ALNSW) is an initiative existing to support the ongoing reforms of the disability service system in NSW. Ability Linkers work with people with a disability, their families and carers to help them to plan for their future, building on their strengths and skills, and develop networks in their own communities to do what they want to do with their lives.

W: <https://www.abilitylinksnsw.org.au/>



# Carer Support

## Carers NSW

Carers NSW is a not-for-profit registered charity and company limited by guarantee. It is governed by a Board of Directors in accordance with the Corporations Act 2001 and the Australian Charities and Not-for-profits Commission Act 2012.

Carers NSW represents the diversity of Australians who provide unpaid care and support to family members and friends with a disability, chronic condition, mental illness or disorder, drug or alcohol problem, terminal illness or who are frail aged. Carers NSW provides a range of carer support services including information and referral and counselling.

P: 1800 242 636

W: [www.carersnsw.org.au](http://www.carersnsw.org.au)

Carers NSW NDIS webpage provides regularly updated links to help people who care for a family member or friend with a disability to better understand the NDIS.

<http://www.carersnsw.org.au/NDIS>

Free subscription to the Carers NSW eNews

<https://carersnsw.us4.listmanage.com/subscribe?u=419c5fb5f6929106370f9abe1&id=c589638fea>

Become a member of Carers NSW:

Carers NSW membership entitles you to receive our free bi-monthly newsletter, carer information updates, invitations to special events and a say in the future direction of Carers NSW. Membership is free for carers, individuals and support groups.

<http://www.carersnsw.org.au/joinus>

## Other

### Commonwealth Respite and Carelink Centres

Commonwealth Respite and Carelink Centres (CRCCs) aim to contribute to the support and maintenance of caring relationships by facilitating access to information, respite care and other support appropriate to carers' needs and circumstances, and the needs of the people they care for.

The national network of CRCCs provides a link to carer support services and assists carers with options to take a break through short-term and emergency respite. Where appropriate, a CRCC can help with putting in place regular respite for a carer to reduce the need for unplanned and emergency respite. CRCCs also provide information about carer support services in their local area. CRCCs provide free and confidential information on local carer support, disability and community services.

P: 1800 052 222

W: <https://www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres>



### Carer Gateway

Funded by the Australian Government, Carer Gateway is a new, national service which provides information and practical resources to assist carers.

P: 1800 422 737

W: <https://www.carergateway.gov.au/>

### Companion Card

The National Companion Card Scheme brings together State and Territory Companion Card programs that enable eligible people with lifelong disability to participate at venues and activities without incurring the cost of a second ticket for their companion. The cardholder presents their card at participating affiliate organisations to purchase a ticket or pay an entry fee and receive a ticket for their companion at no extra charge. The National Card Scheme is comprised of Companion Card programs run by each State and Territory which issue the Companion Card.

P: 1800 893 044 (NSW)

W: [www.companioncard.gov.au](http://www.companioncard.gov.au)

### My Forever Family NSW

Gives foster, relative and kinship and carers across NSW access to free ongoing training, education and peer support. Carers are provided with up to date advice and information to support them in caring for children and young people in Out of Home Care.

Support Line: 1800 782 975 (Monday to Friday 7am-9pm)

W: [www.myforeverfamily.org.au](http://www.myforeverfamily.org.au)





## Early Intervention and Therapy

### Australian Psychological Society

Visit the website and click on 'Find a Psychologist' for information on psychologists in your area. APS provides a database of psychologists along with information on a range of topics including anxiety and bullying

P: (03) 8662 3300

W: [www.psychology.org.au](http://www.psychology.org.au)

### Early Childhood Intervention Australia

Early Childhood Intervention Australia (NSW Chapter) aims to help young children with disabilities and their families be part of their community by providing information about early childhood intervention (ECI) to families, professionals and the community, fostering the understanding and development of best practices in ECI, improving access to quality, comprehensive ECI services, raising awareness of the importance of ECI, providing leadership and support to those in the field of early childhood intervention, evaluating and commenting on social policy and strategic directions that affect ECI, advocating for the rights of children with disabilities and their families.

P: (02) 9873 2593

W: [www.ecia-nsw.org.au](http://www.ecia-nsw.org.au)

### Early Childhood Intervention Infoline

A telephone service for families who have questions about their child's development or who have a child who has been diagnosed with a disability.

P: 1300 130 052 (also number for Parent Line)

W: [www.parentline.org.au](http://www.parentline.org.au)

### Koorana

Koorana Child and Family Services is a service providing learning opportunities for children and strengthening families through inclusive, family-focused services delivered through early education, intervention, and family support programs. Services are delivered across the Sydney regions of the Inner West, Canterbury and Bankstown.

P: (02) 9750 4100

W: [www.koorana.org.au](http://www.koorana.org.au)

### Learning Links

Provide services for children under 6 with disabilities, children attending school, parents, Carers and families, professionals and schools. They address the needs of the child as well as the family whilst providing professional development to early childhood teachers, child care workers, therapists, school teachers, psychologists and nurses so that they may support children and their needs.

P: (02) 8568 8200

W: [www.learninglinks.org.au](http://www.learninglinks.org.au)



### Speech Pathology Australia

Visit the website and click on 'Find a Speech Pathologist' for information on speech therapists in your area.

P: 1300 368 835

W: [www.speechpathologyaustralia.org.au](http://www.speechpathologyaustralia.org.au)

### Lifestart

Lifestart provides early childhood intervention and school age services for children living with disability or delay, their families and carers. Disabilities can range from the more widely known Down syndrome and Autism Spectrum Disorder, cerebral palsy, to global developmental delay and much rarer congenital genetic disorders. Also have links to information on a range of disabilities.

P: (02) 9364 0111

W: [www.lifestart.org.au](http://www.lifestart.org.au)

### Northcott

Northcott provides support to people with a broad range of disabilities, their families and carers across NSW and the ACT by providing a range of services which promote a genuinely inclusive society. Some people with rare or lesser known disabilities find Northcott to be the only provider of appropriate support and services. Northcott's services include early intervention therapy.

P: (02) 9890 0100

W: [www.northcott.com.au](http://www.northcott.com.au)

### Occupational Therapy Australia

Visit the website and click on 'Find an OT' for information on occupational therapists in your area.

P: (02) 9648 3225

W: [www.otaus.com.au](http://www.otaus.com.au)

### Plumtree

Plumtree is a not-for-profit organisation that provides support for young children birth to eight years old with a developmental delay or disability and their families. Plumtree helps children to grow and develop, reach their potential and participate in the community. Plumtree provides tailored support including education, therapy, information and training in a variety of settings including the home, at the child's preschool, child care centre or school, at the centre in Marrickville and in other community settings.

P: (02) 9572 8840

W: <https://plumtree.org.au/>

### Royal Far West

Royal Far West provides a multi-disciplinary service to children from rural and remote NSW with non-acute developmental, behavioural, learning and associated mental health disorders, where there are no appropriate local services, or in partnership with rural service providers. The service is provided at the Royal Far West Manly site; by outreach, involving services delivered by clinicians travelling to rural locations; or by remote service delivery methods (e.g. video conferencing). The clinical team include a number of professions including: speech pathology, paediatrics, child and adolescent psychiatry, psychology, nursing, occupational therapy, social work, orthoptics and ophthalmology.



P: (02) 8966 8500

W: [www.royalfarwest.org.au](http://www.royalfarwest.org.au)

### SDN Early Childhood Links

A free service that works with families of children with additional needs or developmental delay aged birth to eight years, to achieve the goals that they want for their child, whether this is supporting them to start school, go to playgroups or early childhood education services, or take part in sports or leisure activities. Runs in the Cumberland/Prospect and Northern Sydney regions.

P: (02) 9682 9100 (Granville); (02) 9439 2182 (Crows Nest)

W: [www.sdn.org.au](http://www.sdn.org.au)

### SHINE for Kids

Provides advocacy and various other services for the children of imprisoned parents and their families providing support early intervention to stem some of the negative effects of parental imprisonment.

P: (02) 9714 3000

W: [www.shineforkids.org.au](http://www.shineforkids.org.au)



## Government Services

### Centrelink (Commonwealth)

Delivers a range of payments for Australians, including carers, people with a disability, families, job seekers and those in remote and rural areas. These include:

- Carer Allowance – a supplementary payment for parents or carers providing additional daily care to an adult or dependent child with a disability or medical condition, or to someone who is frail aged.
- Carer Payment – financial support to people who are unable to work in substantial paid employment because they provide full-time daily care to someone with a severe disability or medical condition, or to someone who is frail aged.
- Carer Supplement – an annual lump sum payment to assist carers with the costs of caring for a person with a disability or medical condition.
- Carer Adjustment Payment – a one-off payment to help families deal with the increased costs of caring for a child aged six years or younger who has had a sudden and severe illness or accident. Child must be aged between 0-6, the claim must be put in within 2 years of diagnosis or event and the family must demonstrate financial need.
- Child Disability Assistance Payment – an annual payment to assist parents with the costs of caring for a child with a disability.
- Child Care Benefit – helps with child care costs such as long, family or occasional day care, outside school hour care, vacation care, pre-school, and kindergarten.
- Parenting Payment – income support for parents or guardians to help with the cost of raising children.
- Family Tax Benefit – a two part payment that helps with the cost of raising children.
- Health Care Card – provides help with the cost of prescription medicine under PBS, Australian government funded medical services, and access to state, territory and local government concessions.

Centrelink also offers a service called Centrepay, which is a free and voluntary service for customers to pay bills as regular deductions from their Centrelink payments. Instead of having large bills every month or quarter, you can pay your bills in manageable amounts from your Centrelink payment, making budgeting easier.

P: 132 717 (Carers)

W: [www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink)

### Department of Family and Community Services

Provides information for parents/carers on family support, child care, parenting and child protection.

P: (02) 9716 2222

Child Protection Helpline: 13 11 11

W: [www.community.nsw.gov.au](http://www.community.nsw.gov.au)

### Department of Education and Communities (NSW)

Includes information on support for students with disabilities and Disability Employment Services.

P: (02) 9561 8000

W: [www.dec.nsw.gov.au](http://www.dec.nsw.gov.au)



### Department of Social Services (Commonwealth)

*(Formerly Department of Families, Housing, Community Services and Indigenous Affairs –FaHCSIA)*

The Department of Social Services (DSS) site has information on grants, funding, housing, seniors, vulnerable people, people with disabilities, families and children.

P: 1300 653 227

W: [www.dss.gov.au](http://www.dss.gov.au)

### Department of Immigration and Border Protection (Commonwealth)

*(Formerly Department of Immigration and Citizenship)*

The Department of Immigration and Border Protection has information on finding a visa, living in Australia, becoming a citizen and other immigration and border security information. They also fund a number of refugee and humanitarian settlement programs.

P: 131 881

W: [www.immi.gov.au](http://www.immi.gov.au)

### Grandparent Advisors

Grandparent advisors work with the Department of Human Services to help grandparents who have full-time caring responsibilities for their grandchildren. They can provide information and help with accessing payments and services, arranging appointments with specialist staff and referrals to other community service providers.

P: 1800 245 965

W: [www.humanservices.gov.au/nonparentcarers](http://www.humanservices.gov.au/nonparentcarers)

### Human Rights Commission

The Australian Human Rights Commission leads the promotion and protection of human rights in Australia by making human rights part of everyday life and language. This includes the rights of people with a disability.

P: (02) 9284 9600

W: <https://www.humanrights.gov.au/our-work/disability-rights>

### Medicare

Medicare have a number of rebates available for individuals to access allied health services (speech pathology, occupational therapy, psychology, etc). A person may fall under one or a number of the plans. Contact your local doctor or Medicare for more information.

These plans include:

- Chronic Disease Management (CDM) Plan – 5 rebated allied health sessions per year, for people with a chronic illness or diagnosis.
- Helping Children with Autism – 4 rebated health assessment sessions and 20 treatment sessions for allied health, for children aged 0-13, diagnosed with an autism spectrum disorder.
- Better Start for Children with Disability Initiative – 4 rebated health assessment sessions and 20 treatment sessions for allied health, for children aged 0-13, with an eligible diagnosis.
- Care Plans for Aboriginal or Torres Strait Islander people – 5 rebated allied health sessions, in addition to the CDM plan.
- Better Access to Mental Health Care – 10 rebated individual sessions and 10 group sessions per year for allied health, in addition to the CDM plan, for people with a clinically-diagnosed mental disorder.



- Access to Allied Psychological Services (ATAPS) – 12 individual sessions and 12 group sessions per year with a psychologist, social worker, mental health nurse, occupational therapist or Aboriginal and Torres Strait Islander health worker with specific mental health qualifications.
- Cleft Lip and Cleft Palate Scheme – helps with treatment costs for specialised services for cleft lip and cleft palate conditions.

The Medicare Safety Net may also apply. Once reaching the relevant threshold, the Medicare Safety Net may provide an additional benefit for eligible services, in addition to the standard Medicare benefit. This may mean that visits to the doctor or having tests could cost less for the rest of the calendar year. The Medicare Safety Net covers a range of out-of-hospital doctor visits and tests.

P: 132 011

W: <http://www.humanservices.gov.au/customer/subjects/medicare-services>

### MyGov

MyGov gives you access to a range of online government services, with one sign in, one password, all from one secure location. You can choose to link with Medicare, eHealth, Centrelink, Child Support, the Australian Taxation Office and the NDIS portal.

W: [www.my.gov.au](http://www.my.gov.au)

### Roads and Maritime Services

Information on parking concessions to people with mobility disabilities.

P: 132 213

W: [www.rta.nsw.gov.au/usingroads/mobilityparking/index.html](http://www.rta.nsw.gov.au/usingroads/mobilityparking/index.html)



## Disability Support (General)

### Ability First Australia

Support and advocacy services for people with disabilities.

P: 1800 771 663

W: [www.abilityfirstaustralia.com.au](http://www.abilityfirstaustralia.com.au)

### Australian Federation of Disability Organisations

The primary national voice to Government that represents the interests of all people with disability across Australia. Their aim is to champion the rights of people with disability in Australia helping them participate fully in life.

P: (03) 9662 3324

W: [www.afdo.org.au](http://www.afdo.org.au)

### Billyboy

Billyboy is a website for carers of a child with a disability to connect, share and learn. The site is all about daily living with a child with a disability, sharing articles, tips and information, and focusing on acceptance and inclusion. Created by a parent of a child with a disability, the site is designed to reduce the feeling of isolation by providing a safe environment where carers can connect with other carers that understand the challenges, fears and joys.

W: [www.billyboy.com.au](http://www.billyboy.com.au)

### Children with Disability Australia

Represents children and young people (aged 0-25) with disability and their families. They provide a link between the direct experiences of children and young people with disability and their families to federal government and other key stakeholders.

P: 1800 222 660

W: [www.cda.org.au](http://www.cda.org.au)

### Disability Advocacy Network Australia (DANA)

Supports and strengthens independent disability advocacy agencies in their work of advocating for and with people with disabilities through a network of more than 60 agencies from across Australia.

P: (02) 6154 1983

W: [www.dana.org.au](http://www.dana.org.au)

### Disability Council of NSW

The official advisory body to the State Government on disability matters, advice to the Commonwealth on the effect of national policy at a State level and seek to provide best quality advice to Government and promote a positive vision of the future for all people with disability.

P: (02) 8217 2800 and (02) 9552 1606

W: [www.disabilitycouncil.nsw.gov.au](http://www.disabilitycouncil.nsw.gov.au) and [www.pdcnsw.org.au](http://www.pdcnsw.org.au)



### Disability Online

Provides links and information on specific disabilities, organisations, travel, respite, transport, finance, advocacy, palliative care, services, resources, aids and equipment.

W: [www.disabilityonline.org.au](http://www.disabilityonline.org.au)

### Disability Services Australia

A not-for-profit organisation that provides essential community support, employment and training services across NSW to enhance the lives of people with a disability each year. Our priority is supporting people to reach their full potential at home, at work and in their community life.

P: 1300 372 121

W: [www.dsa.org.au](http://www.dsa.org.au)

### The Disability Trust

The Disability Trust is committed to providing highly professional care and services as well as advocacy for people with disabilities and their families. Provides a range of services including respite and in-home care, community services, vocational services, information and advocacy.

P: (02) 4255 8000

W: [www.disabilitytrust.org.au](http://www.disabilitytrust.org.au)

### The Inclusion Hub

The Inclusion Hub is an online tool to support Australian families, Early Childhood Intervention (ECI) practitioners and communities with the resources they need to navigate the National Disability Insurance Scheme (NDIS).

The Inclusion Hub encompasses a resource directory, a glossary of common terms, webinars, articles, newsletters, downloads and more.

W: <http://www.theinclusionhub.com.au/>

### IDEAS

The IDEAS website provides an accessible web portal for people with disability and people with age related disability, their families, Carers and other supporters to access and search for information that promotes their independence.

P: 1800 029 904

W: [www.ideas.org.au](http://www.ideas.org.au)

### JobAccess

An information and advice service funded by the Australian Government which includes a comprehensive website and free telephone information and advice service where you can access confidential advice on the employment of people with disability.

P: 1800 464 800

W: [www.jobaccess.gov.au](http://www.jobaccess.gov.au)





### Master Locksmith Access Key (MLAK)

MLAK is a system that enables people with disabilities to gain 24/7 access to a network of public facilities. The MLAK system has been fitted to elevators at railway stations, accessible toilets in Council municipalities and National Parks and in adaptive playground equipment (Liberty Swing) across Australia. People with a disability (or their carers) are able to purchase an MLAK master key which will open all toilets, playgrounds and other facilities which are fitted with this specially designed lock. You can purchase a key through Members of the Master Locksmith Association, or through your local council.

W: <https://www.masterlocksmiths.com.au/mlak.php>

### National Disability Services

The Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, NDS promotes and advances services which support people with all forms of disability to participate in all domains of life.

P: (02) 6283 3200

W: [www.nds.org.au](http://www.nds.org.au)

### People with Disability Australia

The national peak disability rights and advocacy organization. They have a cross-disability focus representing the interests of people with all kinds of disability.

P: 1800 422 015

W: [www.pwd.org.au](http://www.pwd.org.au)

### Siblings Australia

Siblings Australia is a national organisation committed to improving the support available for siblings of children and adults with chronic conditions including disability, chronic illness and mental health issues.

W: [www.siblingsaustralia.org.au](http://www.siblingsaustralia.org.au)

### TADNSW

TAD Disability Services is a charity which designs and builds personalised custom equipment to enable people with disabilities to lead more independent lives. Their team of skilled volunteers and staff therapists can assist in all aspects of everyday living, including equipment to assist the development of young children, tools and devices for education, work, recreation, daily living and personal care, and equipment to assist older people retain mobility and independence. In some cases they may also modify a commercially available item to suit individual needs. One of their programs is called Freedom Wheels, and provides modified bicycles for children with disabilities.

P: (02) 9912 3400

W: [www.tadnsw.org.au](http://www.tadnsw.org.au)

### United Nations Enable

The official website of the Secretariat for the Convention on the Rights of Persons with Disabilities (SCRPD) at the United Nations Secretariat. The website provides public information on topics related to disability and the work of the United Nations for persons with disabilities. New York based.

W: <https://www.un.org/development/desa/disabilities/>



### Women with Disabilities Australia (WWDA)

The peak organisation for women with all types of disabilities in Australia. WWDA is run by women with disabilities, for women with disabilities. It is the only organisation of its kind in Australia and one of only a very small number internationally working in human rights based framework which links gender and disability issues to a full range of civil, political, economic, social and cultural rights.

P: (03) 6244 8288

W: [www.wwda.org.au](http://www.wwda.org.au)



## Disability Support (Specific)

### Angelman Syndrome

#### The Angelman Association

Offers support, information on therapies, education and respite services for families.

P: 0457 616 168

W: [www.angelmansyndrome.org](http://www.angelmansyndrome.org)

### Autism Spectrum Disorders

#### Autism Advisory and Support Service

Provide telephone guidance and advice, 24hr autism hotline, support groups, social skills and other therapeutic groups, advocacy and an online store selling affordable sensory toys and therapeutic products such as weighted and chewy items.

P: (02) 9601 2844

P: 1300 222 777 (Hotline)

W: [www.aass.org.au](http://www.aass.org.au)

#### Autism Spectrum Australia (ASPECT)

One of the country's largest not-for-profit autism specific service providers. Aspect builds confidence and capacity in people with an autism spectrum disorder, their families and communities by providing information, education and other services.

P: 1800 277 328

W: [www.aspect.org.au](http://www.aspect.org.au)

### Brain Injury Disorders

#### AusDoCC

A non-profit organisation formed by a group of volunteer parents whose children all have a disorder of the corpus callosum (DCC). The organisation aims to expand the knowledge and support for all Australians diagnosed with a DCC and their carers. Other conditions associated with a DCC include: epilepsy, developmental delay, hearing and vision impairments, Autism Spectrum Disorder, cerebral palsy, hydrocephalus, and microcephaly.

E: [info@ausdoacc.org.au](mailto:info@ausdoacc.org.au)

W: [www.ausdoacc.org.au](http://www.ausdoacc.org.au)

#### The Brain Injury Association of New South Wales

The peak non-government organisation and leading support network for brain injury survivors as well as their families, carers and other interested parties. The Association provides support and guidance through advocacy, information & referral, co-ordination of a speaker's bureau, peer mentoring program, regular newsletters, policy work and special projects.

P: 1800 802 840

W: <http://synapse.org.au/>



### Brain Injury Australia

The peak acquired brain injury (ABI) advocacy body representing, through its State and Territory member organisations, the needs of people with an acquired brain injury, their families and carers. It works at a national level to ensure that all people living with acquired brain injury have access to the supports and resources they need to optimise their social and economic participation in the community.

P: (02) 9808 9390

W: <https://www.braininjuryaustralia.org.au/>

### Cerebral Palsy

#### Cerebral Palsy Alliance

Works to enhance the lives of people with cerebral palsy and enable their full participation in the community offering a full range of services to children, families and adults.

P: (02) 9975 8000

W: [www.cerebralpalsy.org.au](http://www.cerebralpalsy.org.au)

#### Cerebral Palsy Australia

A national body that positively contributes to the community through research and service development for people with cerebral palsy. They promote the interests, rights, roles and wellbeing of people with cerebral palsy and similar disorders.

P: (02) 8529 7778 (NSW Office 9890 0100)

W: <https://www.cpaustralia.com.au/>

#### TheraSuit

TheraSuit is a biomechanical suit that is used to increase feedback to the brain and enhance purposeful movement. It is a therapeutic technique for the treatment of cerebral palsy.

P: (03) 9787 1246

W: [www.therasuit.com.au](http://www.therasuit.com.au)

### Charge Syndrome

#### The CHARGE Syndrome Association

Assists families whose children were born with CHARGE as well as providing parent and professional representatives to discuss CHARGE with interested parties.

P: (02) 9605 8475

W: [www.chargesyndrome.org.au](http://www.chargesyndrome.org.au)



## Cornelia de Lange Syndrome

### The Cornelia de Lange Syndrome Association

A family support organisation which exists to ensure early and accurate diagnosis, promote research into the cause and manifestation of the syndrome, and help people with diagnoses of CdLS and other similar characteristics, making informed decisions throughout their lives.

P: (02) 9809 0287

W: [www.cdls.org](http://www.cdls.org)

## Cri Du Chat Syndrome

### The Cri Du Chat Support Group of Australia

Aims to provide information, friendship and support to those who have a family member or friend with Cri Du Chat syndrome or other anomaly of chromosome five. Specific focus is on supporting families from Australia, New Zealand and the wider Southern Hemisphere region.

P: (03) 9775 9962

W: [www.criduchat.asn.au](http://www.criduchat.asn.au)

## Down Syndrome

### Down Syndrome Australia

A community based, not-for-profit association established by the families of people with Down syndrome. They provide support and information to people with Down syndrome and their families, service providers and the wider community, through a range of activities that are detailed on this website. Have a range of resources and information in other languages.

P: (02) 9841 4444

W: [www.downsyndrome.org.au](http://www.downsyndrome.org.au)

## Epilepsy

### Epilepsy Action Australia

Provides specialist epilepsy services in the community for people with epilepsy and other seizure disorders, their Carers, families and the broader community providing a range of services including patient and community education, seizure management planning, case management, emergency medication training, workshops and residential camps. Services are delivered by phone, videoconference and internet, with a physical presence in most states and territories.

P: 1300 37 45 37

W: [www.epilepsy.org.au](http://www.epilepsy.org.au)

### Epilepsy Australia

The national coalition of Australian Epilepsy Associations to advance the cause of all Australians living with epilepsy. They deliver counselling, support and information to all who access services.

P: 1300 852 853

W: [www.epilepsyaustralia.net](http://www.epilepsyaustralia.net)



## Fragile X

### Fragile X Alliance

A non-profit organisation who aim to promote, educate and research Fragile X syndrome, as well as disseminate information and new findings about Fragile X. Services include educational supplies, information on conferences, parent contacts, regional resource centers and professionals with expertise in Fragile X.

P: (02) 9977 0074 (Free call 1300 394 636)

W: [www.fragilex.com.au](http://www.fragilex.com.au)

### Fragile X Association of Australia

Provide information, news and resources relating to Fragile X Syndrome within Australia and internationally. An online community offering support, help and contact for those dealing with the challenges of Fragile X. News from State Support Groups to keep people informed of events, meetings, social gatherings and state specific news and resources.

P: 1300 394 636

W: [www.fragilex.org.au](http://www.fragilex.org.au)

## Genetic Conditions

### Association of Genetic Support of Australasia

The Association of Genetic Support of Australasia facilitates support for those affected directly or indirectly by genetic conditions or rare diseases throughout Australasia. They offer a range of support options such as seminars, sibling workshops, telegroup counselling and family days to facilitate contact with others.

P: (02) 9211 1462

W: [www.agsa-geneticsupport.org.au](http://www.agsa-geneticsupport.org.au)

### Orphanet

An online portal to access information on rare diseases, their classifications, directories of expert centres, research and other information.

W: [www.orpha.net](http://www.orpha.net)

### Unique

Unique is a source of information and support to families and individuals affected by any rare chromosome disorder and to the professionals who work with them. Unique is a UK-based charity but welcomes members worldwide.

W: [www.rarechromo.org](http://www.rarechromo.org)



## Hearing Impairment

### Australian Communication Exchange

Offers communication products and services to deaf, communication impaired, hearing impaired and hearing people.

W: [www.aceinfo.net.au](http://www.aceinfo.net.au)

### Aussie Deaf Kids

Gateway to information on hearing loss in children from after diagnosis, from babies through to beyond school. Also have links to support groups and forums.

P: (02) 8197 0444

W: [www.aussiedeafkids.org.au](http://www.aussiedeafkids.org.au)

W: <https://www.facebook.com/groups/adk unilateral hearing loss/> (Facebook support group for families with children with a unilateral hearing loss)

### Australian Hearing

One of the largest hearing service providers in the world with a reputation for innovation and world-leading practices. An Australian Government agency, Australian Hearing is dedicated to helping people manage their hearing impairment so they have a better quality of life. A full range of hearing services for children and young people up to adults. Provides support with first diagnosis and access to the NDIS

P: 1300 412 512

TTY: (02) 9412 6802

W: [www.hearing.com.au](http://www.hearing.com.au)

### Bulk Billing Hearing Centres

Provide bulk-billed hearing tests for families with referral from pediatricians from Westmead Children's Hospital.

P: (02) 9845 2788

### Deaf Australia NSW

Represents the views of deaf people who use Auslan (Australian Sign Language) and committed to promoting and preserving sign language as the official and indigenous language of the deaf community. Deaf NSW works with and on behalf of deaf people in seeking their rights as citizens of Australian society.

P: (07) 3357 8266

TTY: (07) 3357 8277

W: [www.deafnsw.org.au](http://www.deafnsw.org.au)

### Deaf Children Australia

Provides a range of services to families with deaf and hard of hearing children. See website for an overview of the range of services and programs offered.

P: 1800 645 916

W: [www.deafchildreinaustralia.org.au](http://www.deafchildreinaustralia.org.au)



### Deafness Forum of Australia

Advocates and seeks solutions on issues for Australians with hearing loss.

P: (02) 6262 7808

TTY: (02) 6262 7809

W: [www.deafnessforum.org.au](http://www.deafnessforum.org.au)

### Deaf Society of NSW

The leading provider of specialist services for deaf people and their families in NSW. Providing services in client and community support, community development, interpreting, education and training, employment and workplace support, advocacy and distribution of information. It also provides services for hearing impaired people with additional needs.

P: (02) 8833 3600

SMS: 0427 741 420

TTY: (02) 8833 3691

W: [www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

### Deaf Sport Australia

Aim to facilitate and support deaf Australians in all levels of sport.

P: (02) 9473 1191

TTY: (02) 9473 1154

W: [www.deafsports.org.au](http://www.deafsports.org.au)

### National Relay Service

A phone service for people who are deaf or have a hearing or speech impairment. Depending on the person's particular needs, there are a number of call options available.

P: 1800 555 660 (voice)

TTY: 1800 555 630

W: <http://relayservice.gov.au/>

### Parents of Deaf Children

Parents of Deaf Children (PODC) supports families with babies, children and teenagers with hearing loss in NSW. The organisation offers a range of information, support and advocacy services for parents and carers. PODC connects families to others in their local area via POD groups (parent groups). The quarterly magazine, Sound News, provides information about parenting and educating a child with hearing loss. PODC advocates on behalf of families with government departments and service providers.

P: (02) 9871 3049

W: [www.podc.org.au](http://www.podc.org.au)





### The Royal Institute for Deaf and Blind Children

Provides high quality educational services to children who have significant hearing and/or vision impairment, including children who have additional disabilities.

P: (02) 9871 1233

W: [www.ridbc.org.au](http://www.ridbc.org.au)

### Sydney Cochlear Implant Centre (SCIC)

SCIC strives for excellence in the provision of services to those who are profoundly deaf and their families, and seek the opportunities provided by a cochlear implant.

P: (02) 9844 6800

W: [www.scic.org.au](http://www.scic.org.au)

## Intellectual Disability

### Australasian Society for Intellectual Disability

A coalition of regional associations which links research to practice, serving members across Australia and NZ.

P: 1800 644 741

W: [www.asid.asn.au](http://www.asid.asn.au)

### Inclusion Australia

Inclusion Australia, previously the National Council on Intellectual Disability (NCID), is the national voice for Australians with intellectual disability

P: (02) 6296 4400

W: [www.inclusionaustralia.org.au](http://www.inclusionaustralia.org.au)

### NSW Council for Intellectual Disability

Council for Intellectual Disability (CID) is a change-movement driven by people with intellectual disability advocating for the rights of people with disability and providing support and information to families and individuals.

P: 1800 424 065

W: <http://www.nswcid.org.au/>

## Kabuki Syndrome

### Kabuki Syndrome Association

The Kabuki community is a small group, spread throughout Australia and this site has been primarily produced for the people with Kabuki Syndrome and their families to reduce isolation, provide support and a source for communication with interested bodies.

W: [www.kabukisyndromeassoc.com.au](http://www.kabukisyndromeassoc.com.au)



## Microcephaly

### Microcephaly Australia

Microcephaly Australia's Facebook page is designed to bring awareness of a disability which is overlooked. The page serves mostly as a support place for parents and carers of people with microcephaly and a place to share information and knowledge.

W: [www.facebook.com/pages/Microcephaly-Australia/251686071568209](https://www.facebook.com/pages/Microcephaly-Australia/251686071568209)

## Physical Disabilities

### Muscular Dystrophy Association of NSW

MDNSW is committed to providing a range of services and support addressing social, educational, medical and financial needs for anyone with a neuromuscular condition. Activities are designed in recognition that client and family needs will vary.

P: 1800 635 109

W: [www.mdnsw.org.au](http://www.mdnsw.org.au)

### Physical Disability Australia

Exists to convince governments to mandate laws and rules that enable the full participation of people with physical disability in all areas of society. Physical Disability Australia's actions are based on personal experience of disability, information from across Australia, a Social Model of Disability, a powerful belief in the capacities of people with physical disabilities, a determination to effect and initiate change through monitoring, proactivity and creativity.

P: (02) 6567 1500

W: [www.pda.org.au](http://www.pda.org.au)

## Prader-Willi Syndrome

### Prader-Willi Syndrome Association of Australia

A self-help group comprising of people born with Prader-Willi Syndrome, parents, friends and interested professionals. The aim of the site is to provide accurate information on Prader-Willi Syndrome (PWS) and resources that are available. You will find details on PWS, photos and stories from some members and online articles from our newsletter. There is also information about our association, state PWS associations and our current activities.

P: 0451 797 284

W: [www.pws.org.au](http://www.pws.org.au)

### Rare Voices Australia

Rare Voices Australia (RVA) is Australia's peak body for rare disease, advocating for Australians living with rare disease. This website has an A-Z list of rare disease patient organisations.

W: <https://www.rarevoices.org.au/page/26/a-z-of-support-organisations>



## Rett Syndrome

### Rett Syndrome Australia

The Association seeks to improve the quality of life for persons with the syndrome and their families, and be of assistance to anyone interested in the disorder.

W: <http://www.rettaustralia.com/>

### Australian Rett Syndrome Study

This study (also known as AussieRett) is a population-based study which includes almost all children and adults with Rett syndrome born since 1976 in Australia. The study aims to improve understanding and knowledge of Rett Syndrome, and make this information available to professionals and families.

W: <http://rett.childhealthresearch.org.au/>

## Smith-Magenis Syndrome

### Smith-Magenis Australia

This site dedicated to those affected by Smith-Magenis Syndrome in Australia with information on medical research, social events in the community and opportunities to hear about families' personal stories. See site for contact details via email.

W: [www.smsaustralia.org](http://www.smsaustralia.org)

## 22q Syndrome

### 22q Foundation Australia and New Zealand

This site informs, educates and raises awareness of 22Q11.2 Deletion Syndrome and provides basic information on other 22q related conditions.

W: <https://www.22q.org.au/>

## Vision Impairment

### Blind Citizens Australia (BCA)

The united voice of blind and vision-impaired Australians. Their mission is to achieve equity and equality by empowerment, promoting positive community attitudes, and by striving for high quality and accessible services which meet needs.

P: (03) 9654 1400

W: [www.bca.org.au](http://www.bca.org.au)

### Guide Dogs NSW/ACT

Exists to enhance the quality of life of people who are blind or have impaired vision, by assisting in their achievement of independence through access and mobility. Services include pets as therapy, mobility services, orientation, guide dogs, and eye health centre and teacher resources.

P: (02) 9412 9300



W: [www.guidedogs.com.au](http://www.guidedogs.com.au)

#### OPSM Eyewear Protection Plan

You can purchase a 1 year Eyewear Protection Plan with each complete pair of prescription glasses or prescription sunglasses you buy from OPSM. This covers the cost of repair or replacement if, within 12 months, you accidentally damage the frames or lenses, or the glasses are stolen. There is no limit to the number of claims per year, and you are covered across Australia.

P: 1300 133 234

W: <http://www.opsm.com.au/eyewear-protection-plan>

#### Optometrists Association Australia

The peak body for Australian optometrists. Has a range of information about children's vision, what happens in an eye examination, types of eye conditions, nutrition, contact lenses and more.

P: (03) 9668 8500

W: <http://www.optometry.org.au/>

#### NSW Spectacles Program

Under the program, spectacles may be provided free of charge once every two years (if required) to financially disadvantaged persons and low income earners who are Australian residents living permanently in NSW. The program is delivered by VisionCare NSW.

P: 1800 806 851

W: <https://www.visionaustralia.org/referral/benefits-and-funding/nsw-spectacles>

#### The Royal Institute for Deaf and Blind Children

Provides high quality educational services to children who have significant hearing and/or vision impairment, including children who have additional disabilities.

P: (02) 9871 1233

W: [www.ridbc.org.au](http://www.ridbc.org.au)

#### Vision Australia

Leading national 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.

P: 1300 847 466

W: [www.visionaustralia.org](http://www.visionaustralia.org)

#### Williams Syndrome

##### The Williams Syndrome Association

The most comprehensive resource for people and families living with Williams syndrome as well as doctors, researchers and educators. It provides resources, support and the latest medical information to help improve the lives of people living with Williams Syndrome.

W: [www.williams-syndrome.org](http://www.williams-syndrome.org)



## Education

### Catholic Schools

Information on provisions for special education in Catholic schools. Contact the appropriate Diocese Catholic Education Office below for more information or for information in other areas.

W: <https://sydcatholicschools.nsw.edu.au/>

### Disability Standards for Education 2005

The Standards make more explicit the obligations of education and training service providers under the Disability Discrimination Act 1992 and the rights of people with disabilities in relation to education and training. This is helpful to understand the rights of people with a disability in the education system.

W: <https://www.legislation.gov.au/Details/F2005L00767>

### Early Intervention Classes

The Department of Education and Communities operates 47 early intervention classes across NSW. The early intervention classes are located in government schools and provide a preschool program for children with a confirmed disability from three years to school entry. The class enrolls between five and eight children. Access to the Department's early intervention classes is through the Disability Programs Consultant in your region.

P: (02) 9217 4877 (Sydney – see link below for all regions)

W: <https://education.nsw.gov.au/teaching-and-learning/disability-learning-and-support/early-childhood/early-childhood>

### KidsMatter

KidsMatter is an Australian mental health and wellbeing initiative set in primary schools and in early childhood education and care services – like preschools, kindergartens and day care centres. It's a framework that helps these places take care of all their mental health needs by focusing on: creating positive school and early childhood communities, teaching children skills for good social and emotional development, working together with families and recognising and getting help for children with mental health problems. Has information on transitioning to school, about mental health, the role of families and more.

W: [www.kidsmatter.edu.au/families](http://www.kidsmatter.edu.au/families)

### NSW Public Schools

Information on transition to school for children with special needs. Procedures, options and information provided as well as a breakdown of school zoning.

P: 131 536

W: <https://education.nsw.gov.au/teaching-and-learning/disability-learning-and-support>



### Ronald McDonald Learning Program

A national program of Ronald McDonald House Charities helping children with serious illness catch up on their missed education following lengthy hospital stays and absence from school. The program is holistic and looks at all aspects of a child's learning by providing comprehensive assessment, therapy and tuition with qualified professionals. All programs are provided free to families and schools.

P: 1300 307 642

W: [www.learningprogram.rmhc.org.au](http://www.learningprogram.rmhc.org.au)

### Transition to School Resources

Online resources that provide information on the transition to school for children with disabilities – for families, schools, services and the community.

W: [www.transitiontoschoolresource.org.au](http://www.transitiontoschoolresource.org.au)

W:

<https://www.nslhd.health.nsw.gov.au/Services/Carer/resourcesforcarers/Documents/Who's%20going%20to%20teach%20my%20child.pdf>

W: <https://www.ecia.org.au/Transition-to-School>



## Respite and Recreation

### Accessible Playgrounds

Search engine for accessible playgrounds for people with disabilities.

W: [www.activeplaces.com.au](http://www.activeplaces.com.au)

### Austswim

Have training courses to provide community members with the information, skills and confidence to take a person with a medical condition and/or disability to the pool for recreation activities, as well as an accredited course designed to provide the knowledge and information required to deliver programs and services that meet the needs of a diverse range of people who use the aquatic environment. AUSTSWIM have teachers at swimming centres across the country.

P: (03) 9562 7900 (Head Office)

W: [www.austswim.com.au](http://www.austswim.com.au)

### Children's Week

An annual event celebrated during the fourth week in October with a diverse range of events and activities focuses the attention of the wider community on children, their needs and achievements celebrating the right of children to enjoy childhood and to demonstrate their talents, skills and abilities.

P: (02) 6254 4209

W: [www.childrensweek.org.au](http://www.childrensweek.org.au)

### Participate Australia

Aim to support people with disabilities and their families/carers through inclusive respite and recreation, day programs, funding assistance and community access programs that encourage and maintain community involvement in assisting people with disabilities to live active, happy and independent lives.

P: (02) 9799 4333

W: <https://www.participateaustralia.com.au/>

### Rainbow Club

Provide swimming lessons for children with a disability. They operate during the four school terms and all lessons are heavily subsidised. Rainbow Club believes that learning to swim is a right for all children, including those with a disability, and recognise that concentrated and individual focus helps those with a disability acquire the skills needed to stay safe in an aquatic environment. Has 14 clubs across NSW in: Blacktown, Bondi, Buxton, Campbelltown, Cronulla, Epping, Goulburn, Lindfield, Liverpool, Newington, Orange, Revesby, Sutherland and Warringah.

P: 0418 963 087

W: <http://rainbowclubaust.com.au/>



### Riding for the Disabled

Riding for the Disabled Association is a voluntary, non-profit organisation which provides opportunities for anyone with a disability to enjoy safe, healthy, stimulating, therapeutic, horse-related activities in Australia.

P: (02) 8116 9726

W: [www.rda.org.au](http://www.rda.org.au)

### Creative Kids - NSW Government initiative to support children and young people into creative pursuits

Financial support for families to assist with registration, participation and membership costs for performing arts, visual arts, coding, languages, literary and other eligible creative and cultural activities for children and young people aged 4.5 to 18 years.

W: <https://www.service.nsw.gov.au/transaction/apply-creative-kids-voucher>

### Active Kids – NSW Government initiative to support children and young people into activities

The Active Kids program is for children. The voucher may be used with a registered activity provider for registration, participation and membership costs for sport, fitness and active recreation activities for children and young people aged 4.5-18 years.

W: <https://www.service.nsw.gov.au/transaction/apply-active-kids-voucher>

### Australian Distributors that stock reusable swim pants for children and adults with disabilities:-

#### Little Toggs

P: 0426 972 914

W: <http://littletoggs.com.au/>

#### Aussiebabies2kids

P: 0400 608 123

W: <https://www.aussiebabies2kids.com.au/products/disability-range-coming-soon/>

#### Independence Australia

P: 1300 788 855

W: <https://store.independenceaustralia.com/continence-aids-76dc611d6ebaafc66cc0879c71b5db5c/washable-products/swimmers.html>





## Equipment and Technology

### Enable NSW

The Aids and Equipment Program is a NSW Government initiative to assist eligible residents of NSW, who have a life-long or long-term disability, to live and participate within their community by providing appropriate equipment, aids and appliances.

P: 1800 362 253

W: <http://www.enable.health.nsw.gov.au/>

### Independent Living Centres

The Independent Living Centres Australia (ILCA) is a collective organisation with members in each Australian state and the Australian Capital Territory. Each state organisation assists a wide range of people from all walks of life with assistive technology. Provide advice and information about assistive technology to the government and the community. They also have a list of products on their website and where to buy them.

P: 1300 885 886

W: <http://ilcaustralia.org.au/>

### Northcott Assistive Technology

Based from Northcott's Parramatta office, but offering services across the state, Northcott will assist people with a disability find technology and devices that will make it easier for them to interact and communicate with others and do everyday activities in the home, at school or at work. Through the Northcott Loan Pool, they can also recommend equipment for you to trial and where appropriate, help a person find funding options to purchase the best equipment for them.

P: 1800 818 286

W: <https://www.northcott.com.au/services/assistive-technology>



## Parenting

### Bringing up great kids

Information for parents that is all about childhood and helping you to raise happy and confident children.

P: 1800 176 453 free call

W: <https://www.bringingupgreatkids.org/en/>

### Breastfeeding

The Australian Breastfeeding Association website filled with information on breastfeeding facts, tips and services.

P: 1800 686 268

W: [www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)

### Families NSW

Information for families on raising babies and toddlers as well as general parenting topics including Positive Parenting Program opportunities, specific information for Aboriginal parents, for Dads and a schools A-Z.

P: 1800 789 123

W: [www.families.nsw.gov.au](http://www.families.nsw.gov.au)

### Good Beginnings

Provides free early childhood and practical parenting programs for children and families across Australia, based in their Early Years Centres or home visits.

P: (02) 9211 6767

W: <https://www.savethechildren.org.au/Our-Stories/Good-Beginnings-and-Save-the-Children-join-forces>

### Healthy Start

A strategy that aims to improve health and wellbeing of children whose parents have learning difficulties, by supporting parents and assisting them to access information that is matched to their learning needs. The website has links to useful resources, events and programs.

W: <https://www.parentingrc.org.au/programs/healthy-start/>

### Hippy Australia

Hippy Australia is a home intervention program consisting of a home based parenting and early childhood enrichment program. It targets families with young children, building on strengths and empowers parents to take active roles. Has an Aboriginal and Torres Strait Islander community focus.

P: 1300 394 396

W: [www.hippyaustralia.org.au](http://www.hippyaustralia.org.au)



### Karitane

Karitane's vision is for children to be safe, healthy and nurtured by confident families and communities by providing parent education, a care line, research, toddler clinic, volunteer program, family care centre and residential unit.

P: (02) 9754 2655

W: [www.karitane.com.au](http://www.karitane.com.au)

### Mothers Moving Forward

Dedicated to supporting single mothers and their children by making their lives easier. It's the place to chat with other single mums about issues that only another single mother could understand. You'll find advice on managing your work, your finances, your kids, home, your ex, your health and yourself.

W: <http://mothersmovingforward.com/>

### National Council for Single Mothers and their Children

Provides access to information and support for single mothers in the areas of financial hardship, child support and domestic violence. NCSMC facilitates the sharing of information and the wisdom gained from lived experience and invites mothers to participate in these conversations through the email list, facebook or website.

P: 1800 758 150

W: [www.ncsmc.org.au](http://www.ncsmc.org.au)

### Parent Line

A telephone service for parents and carers of children 0-18 in New South Wales.

P: 1300 1300 52

W: [www.parentline.org.au](http://www.parentline.org.au)

### Parenting Research Centre

The Parenting Research Centre is dedicated to supporting parents through developing resources, programs and policies based on scientific evidence. The website has information on current research projects, access to a number of newsletters and other information about parenting.

P: (03) 8660 3500

W: [www.parentingrc.org.au](http://www.parentingrc.org.au)

### Raising Children Network

This website includes parenting information for different age groups of children and a network of support and services including a specific site for special needs.

W: [www.raisingchildren.net.au](http://www.raisingchildren.net.au)



### Resourcing Inclusive Communities

Resourcing Families provides information and ideas for families, friends and allies of people with disability so that they can have knowledge, skills, confidence and networks to plan a good life for and with a person with disability. Have a range of fact sheets and information available from the website in a number of languages.

P: 1800 774 764

W: <https://www.ric.org.au/>

### Resourcing Parents

This easy to navigate site is packed with useful information including a calendar of events on parenting covering Sydney and suburbs.

W: [www.resourcingparents.nsw.gov.au](http://www.resourcingparents.nsw.gov.au)

### Stepfamilies Australia

Stepfamilies Australia is a national peak body working with a network of state stepfamily groups and community service providers to strengthen stepfamilies across Australia, through providing quality information, family support services, practitioner training, research and advocacy.

P: 1300 736 966

W: [www.stepfamily.org.au](http://www.stepfamily.org.au)

### Triple P

Positive Parenting Program provides tips, fact sheets, activities, hints and help on managing children's behaviour in a positive manner.

P: (07) 3236 1212

W: [https://www.triplep-parenting.net.au/au-uken/triple-p/?utm\\_source=triplep.net&utm\\_medium=dialog&cidsid=3vvm4ae3eqnfmdapeo0g5s7n1](https://www.triplep-parenting.net.au/au-uken/triple-p/?utm_source=triplep.net&utm_medium=dialog&cidsid=3vvm4ae3eqnfmdapeo0g5s7n1)

### Tresillian

Tresillian offers services to parents in the early years to help them gain confidence in their own parenting abilities which includes a parent's help line, outreach service, day stay where parents can visit with their baby, and a child care service.

P: 1300 272 736

W: [www.tresillian.net](http://www.tresillian.net)



# Child and Family Support

## Brighter Futures

Brighter Futures early intervention services provide targeted support to vulnerable children and families. The early intervention program is designed to build the resilience of families and children that are at risk helping connect families to the services they need by providing early support preventing problems from escalating to crisis point. See website for lead agency in your area.

W: <https://www.facs.nsw.gov.au/download?file=318992>

## CatholicCare

Catholic Care Sydney offers support services to children and families including counselling, parent education, early childhood intervention and disability support.

P: 13189

W: [www.catholiccare.org](http://www.catholiccare.org)

## Early Childhood Australia

Early Childhood Australia advocate to ensure quality, social justice and equity in all issues relating to the education and care of children from birth to eight years.

P: 1800 356 900

W: [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)

## Family Referral Services

Family Referral Services provide information and link vulnerable children and young people and their families to a range of support services in their local areas. FRS may refer to services such as case management, home visiting, intensive family support, quality child care, housing, parenting education, supported play-group, drug and alcohol or mental health services, youth support services and respite care. There is a different service running the FRS for each area of NSW.

Illawarra (Barnardos):	1800 663 863
South Eastern and Northern Sydney (Barnardos and Centacare):	1800 066 757
South West Sydney (UnitingCare Burnside):	1300 244 826
Western Sydney (Relationships Australia):	1300 403 373
Far North Coast (Northern Rivers Social Development Council and Interrelate Family Centres):	1300 338 774
Hunter, Central Coast and Lithgow (The Benevolent Society):	1300 006 480
Mid North Coast (The Benevolent Society and Burrun Dalai Aboriginal Corporation):	1300 006 480
New England/North West (Pathfinders):	1800 597 589
Riverina/Murray (Relationships Australia and Mallee Family Care):	1300 307 897
Southern NSW (MacKillop Family Services and Marymead):	1300 736 384
Western NSW (UnitingCare Burnside):	1300 339 016

W: <http://www.familyreferralservice.com.au/>



### Jannawi

Provides two distinct programs, a child protection service the *Family Program* and a Bilingual Family Support Program *Community Connections*. Jannawi promotes improved outcomes for children, families and communities.

P: (02) 9750 0500

W: <http://jannawi.org.au/>

### Mirabel

Assists children who have been orphaned or abandoned due to parental illicit drug use and are now in the care of extended family (kinship care) aged 0-17 years.

P: (03) 9527 9422

W: [www.mirabelfoundation.org.au](http://www.mirabelfoundation.org.au)

### Mission Australia

Provides diverse services – early learning, employment and training, community housing, youth, children and family and homelessness services – and works together with people to provide a complete approach to the root causes of people’s problems and help them to a place of independence.

P: 1800 888 868

W: [www.missionaustralia.com.au](http://www.missionaustralia.com.au)



## Counselling and Support Groups

### Carers NSW (NCCP)

Carers NSW is an association for relatives and friends caring for people with a disability, mental illness, drug or alcohol dependency, chronic conditions, terminal illness or who are frail. Carers NSW offers a range of counselling services to carers across the state through the National Carer Counselling Program.

P: 1800 242 636

W: [www.carersnsw.org.au](http://www.carersnsw.org.au)

### BCS LifeCare

Counselling for children and adolescents, issues around domestic violence, sexual assault, anger management, parenting, divorce, mental health, relationships and other.

P: 1300 275 227

W: [www.baptistcare.org.au](http://www.baptistcare.org.au)

### eheadspace

Online and telephone support for young people and their families going through a tough time. Online chat, live info sessions, FAQs and resources.

P: 1800 650 890

W: [www.eheadspace.org.au](http://www.eheadspace.org.au)

### Life Resolutions

Life Resolutions has qualified psychologists skilled and experienced in helping people overcome major life issues including addiction, anxiety disorders and clinical depression. All psychologists on their list have the Medicare rebate and some have appointments on Saturday mornings. Have locations and affiliates across NSW.

P: 1300 668 256

W: [www.liferesolutions.com.au](http://www.liferesolutions.com.au)

### Kids Helpline

Kids Helpline is a free, confidential and anonymous telephone and online counselling service specifically for young people aged between 5 and 25 years.

P: 1800 551 800

W: [www.kidshelp.com.au](http://www.kidshelp.com.au)

### Life Line

Crisis support and suicide prevention.

P: 13 11 14 (24 hrs)

W: [www.lifeline.org.au](http://www.lifeline.org.au)



### MyTime

MyTime groups provide facilitated peer support for mums, dads, grandparents and anyone caring for children with a disability, developmental delay or chronic medical condition. It is a time to socialise, share ideas and information with others who understand the rewards and intensity of caring for a child with special needs.

P: 1800 889 997

W: [www.mytime.net.au](http://www.mytime.net.au)

### Relationships Australia

Mediation, counselling, community education and other services to support families.

P: 1300 364 277

W: [www.relationships.com.au](http://www.relationships.com.au)

### Salvation Army

24-hour telephone counselling service, providing free professional short term support to people in need.

P: 1300 363 622

W: [www.salvos.org.au/salvocareline](http://www.salvos.org.au/salvocareline)

### Gidget Foundation

Free counselling support in Western Sydney, North Sydney and Randwick for new and/or expectant parents

P: 1300 851 758

W: <http://gidgetfoundation.org.au/>





## Grants and Funding

### Continance Aids Payment Scheme

The Continance Aids Payment Scheme (CAPS) is an Australian Government Scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the cost of their continence products. A person is eligible for CAPS if they are five years of age or older and have one of the following:

- Permanent and severe loss of bladder and/or bowel function caused by an eligible neurological condition; or
- Permanent and severe loss of bladder and/or bowel function caused by another condition, provided the person has a Centrelink Pensioner Concession Card, whether as a primary cardholder or a dependent of a cardholder

P: 132 011 (Medicare)

W: <http://www.humanservices.gov.au/customer/services/medicare/continance-aids-payment-scheme>

### Energy Life Support Rebate

Information on energy rebates for life support equipment.

W: <https://www.service.nsw.gov.au/transaction/apply-life-support-energy-rebate-retail-customers>

### Essential Medical Equipment Payment

Helps eligible households with any impact from the carbon price on everyday expenses. It is an annual \$143 payment to people who experience additional increases in home energy costs from the use of essential medical equipment to manage their disability or medical condition.

P: 132 717

W: [www.humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment](http://www.humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment)

### John MacLean Foundation

Supports children and young people who use wheelchairs to chase their dreams. Offer grants to assist with things like custom-fitted wheelchairs, vehicle and house modifications, surgery and medical assistance, sports equipment, computer, remedial aids, etc.

W: [www.jmf.com.au](http://www.jmf.com.au)

### Kids Fund

Provides essential aids and equipment to children with special needs and significant disabilities in the Illawarra area. All items must be identified by a qualified health professional as appropriate to the child's needs and are not available through any other source. The aids and equipment must be deemed essential to the ongoing health and wellbeing or quality of life of the child and/or their family.

P: (02) 4255 8000

W: [www.kidsfund.org.au](http://www.kidsfund.org.au)



### StepUP Loans

Offered through NAB, these loans are between \$800 and \$3000 for individuals and families living on a low income and are offered at a basic interest rate of 3.99% p.a. The loans provide affordable credit for the purchase of essential personal, household and domestic goods and services (eg. refrigerators, washing machines, medical expenses, cars and car repairs, computers).

P: 132 265

W: [http://www.nab.com.au/wps/wcm/connect/nab/nab/home/about\\_us/7/4/3/4](http://www.nab.com.au/wps/wcm/connect/nab/nab/home/about_us/7/4/3/4)

### Steve Waugh Foundation

The Steve Waugh Foundation is working to help change things for children with a rare disease by giving hope, providing medicine, equipment and treatment, supporting education and research, partnering with other like agencies and organisations as well as supporting specific projects and programs. Awards grants to eligible applicants which may assist with the purchase of equipment, medicines, treatment and other assistance to improve the child and family's quality of life.

P: 1300 669 935

W: [www.stevewaughfoundation.com.au](http://www.stevewaughfoundation.com.au)

### Tax Exemptions

The majority of equipment used by people with a disability is free from GST. You can also get a certificate that entitles you to tax-free modifications for your vehicle. A disability certificate is needed and this is available for a fee from Health Services Australia. For more information call the Australian Taxation Office.

P: 132 861

W: <http://www.ato.gov.au/Individuals/People-with-disability/>

### Variety

Assistance is available for children in NSW, aged up to 18 years of age, who are sick, disadvantaged or have special needs. Variety also supports schools, community groups or other organisations that help kids in need. Variety offer different grants to assist with the cost of mobility equipment, education and achievement, and supporting health services.

P: (02) 9819 1000

W: [https://www.variety.org.au/nsw/?variety\\_state=nsw](https://www.variety.org.au/nsw/?variety_state=nsw)

### The Walter and Eliza Hall Trust

Can provide small amounts of funding for families struggling financially and facing a crisis, in order for them to access medical assistance, equipment for child with a disability and other forms of assistance. It must be applied for via a social worker, case worker or other health professional.

P: (02) 9264 9480

W: [www.wehalltrust.org.au](http://www.wehalltrust.org.au)

### NILS Loan Scheme (No interest Loan Scheme)

The No Interest Loan Scheme (NILS) is a community managed microcredit state-wide program providing fee-free and interest-free loans of up to \$1,500. The loans are available to people on low incomes for the purchase of essential goods and services such as fridges, washing machines and some educational and medical expenses.

W: <http://nils.com.au/>



### Saver Plus

Saver Plus is a matched savings and financial education program that can assist you to:  
Reach a savings goal, Become a regular saver, build money management skills

W: <https://www.anz.com.au/personal/bank-accounts/guides/saver-plus-program/>

W: <https://www.thesmithfamily.com.au/programs/financial/saver-plus>

### Vehicle Modification

"Motoring Mobility Scheme".

Their contact details are:

P: 0404141906

W: [www.motoringmobility.com.au](http://www.motoringmobility.com.au) Email: [carhelp@motoringmobility.com.au](mailto:carhelp@motoringmobility.com.au)

## Transport

Angel Flight Australia



A charity that co-ordinates non-emergency flights for financially and medically needy people. All flights are free and assist patients or compassionate carers travelling to or from medical facilities anywhere in Australia.

P: 1300 726 567

W: [www.angelflight.org.au](http://www.angelflight.org.au)

#### Assisted School Travel Program

Students with disability who are unable to travel to and from school under the Transport for NSW's School Student Transport Scheme (see below) may be eligible for transport assistance under the Department of Education and Communities' Assisted School Travel Program (ASTP). The ASTP plays a significant role in meeting the needs of eligible students with disability by providing free specialised transport to and from school where parents and carers are unable to provide or arrange transport for the student either fully or in part.

P: 1300 338 278 (or contact your local school principal)

W: <https://education.nsw.gov.au/public-schools/astp>

#### Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

A NSW Government initiative designed to financially assist people, particularly in isolated or rural areas, who have to travel significant distances to access specialist medical treatment which is not available locally. To be eligible you must:

- Be a resident of NSW or Lord Howe Island and also be eligible for Medicare
- Live more than 100km from the nearest treating specialist or cumulative journeys to your treating specialist exceed 200km within a week
- Require specialist treatment that is not available locally
- Claim all benefits available through a private health fund prior to applying to IPTAAS (if applicable)
- Not be eligible for any other government travel assistance schemes.

P: 1800 478 227

W: <http://www.enable.health.nsw.gov.au/services/iptaas>

#### School Student Transport Scheme

Subsidised travel for eligible school students on rail, bus, ferry and long distance coach services. A subsidy is also available for transport to and from school in private vehicles in areas where there is no public transport. Transport for NSW manages the School Student Transport Scheme. Transport operators issue passes to eligible students, and schools play an important role in verifying students' eligibility and liaising with transport providers.

W: <http://www.transport.nsw.gov.au/ssts>

#### Taxi Transport Subsidy Scheme

The Scheme is for people with a disability who are not accessing the NDIS and is designed to assist NSW residents who are unable to use public transport because of a qualifying severe and permanent disability. Provides subsidised travel, allowing approved participants to travel by taxi at



half fare, up to a maximum subsidy of \$30 per trip. To be eligible, a person must be over school age (preschoolers are not eligible) and have a severe and permanent disability.

W: <http://www.transport.nsw.gov.au/ttss>

#### Qantas Carer Fares

For Qantas domestic travel within Australia, adult customers who require a carer to travel are eligible for a reduced fare for both themselves and their carer, provided that the customer holds a Carer Concession photographic identification card issued by the National Information Communication Awareness Network (Nican).

W: [www.qantas.com.au](http://www.qantas.com.au) (search '*travelling with an escort or carer*')

#### Virgin Airlines

Virgin airlines have introduced a Disability Concession Fare.

The fare offers a 50 per cent discount for an assistant's airfare for all domestic Australian travel.

W: <https://www.outandaboutwithkids.com.au/virgin-reduces-fares-carers/>

## Health and Wellbeing

Beyond Blue



Beyond Blue is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia.

P: 1300 22 4636

W: [www.beyondblue.org.au](http://www.beyondblue.org.au)

#### Westmead Children's Hospital

The Children's Hospital at Westmead is a stand-alone service dedicated to paediatrics. A wide range of parent factsheets is available.

P: (02) 9845 0000

W: <http://www.schn.health.nsw.gov.au/hospitals/chw>

#### The Children's Hospital Education Research Institute

Provides assistance to children, families and professionals through clinical services, conferences and research forums and also helpful information sheets.

P: (02) 9845 0418

W: [www.cheri.com.au](http://www.cheri.com.au)

#### Community Health Centres

Local community health centres are a state-funded health service that provide a variety of health services, including therapy services. Visit the website to find your Local Health District, then search for your local community health centre.

W: <http://www.health.nsw.gov.au/lhd/pages/default.aspx>

#### eHealth Record

An online health record that is a secure summary of your health information. You control what goes into it, and who is allowed to access it. Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care.

P: 1800 723 471

W: [www.ehealth.gov.au](http://www.ehealth.gov.au)

#### Health Insite and Health Direct

Factsheets on a wide range of health topics including translations into community languages.

P: 1800 022 222 (24-hour health advice)

W: [www.healthinsite.gov.au](http://www.healthinsite.gov.au)

#### Healthy Kids

The Healthy Kids website was built with the purpose of being a 'one stop shop' of information for parents and Carers, teachers and childcare workers, health and other professionals and kid and



teens about healthy eating and physical activity. It is the primary website in NSW for healthy eating, physical activity and obesity prevention.

W: [www.healthykids.nsw.gov.au](http://www.healthykids.nsw.gov.au)

#### Kidsafe

Dedicated to preventing unintentional childhood injuries and reducing the resulting deaths and disabilities associated with injuries in children under the age of 15 years through information and resources on home, community, playground, and road and water safety.

P: (02) 9845 0890

W: [www.kidsafe.com.au](http://www.kidsafe.com.au) and [www.kidsafensw.org](http://www.kidsafensw.org)

#### Mental Health Association NSW

Plays a role in the development of mental health initiatives which result in increased community awareness and knowledge of mental health issues.

P: 1300 794 991 (Mental Health Information Service)

W: [www.mentalhealth.asn.au](http://www.mentalhealth.asn.au)

#### Mental Health Council of Australia

The peak, national non-government organisation, committed to achieving better mental health for all Australians. They aim to promote mentally healthy communities, educate Australians on mental health issues, conduct research into mental health issues and reform Australia's mental health system.

P: (02) 6285 3100

W: [www.mhca.org.au](http://www.mhca.org.au)

#### NAPCAN

The National Association for the Prevention of Child Abuse and Neglect website contains information to help with crying babies, childhood obesity and where to get help.

P: (02) 9269 9200

W: [www.napcan.org.au](http://www.napcan.org.au)

#### National Health Services Directory

An online directory to help you find GPs, pharmacies, emergency departments or hospitals in your area.

W: [www.nhsd.com.au](http://www.nhsd.com.au)

#### NPS Medicine Wise

NPS Medicine Wise is independent, evidence-based and not-for-profit providing practical tools and information about medicines, health conditions and medical tests.

P: (02) 8217 8700

W: [www.nps.org.au/home](http://www.nps.org.au/home)

#### NSW Commission for Children and Young People

Website includes The Zone for kids and Kids Stats monitoring kids' wellbeing.



P: (02) 9286 7276  
W: [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

#### NSW Health

This website allows you to browse health topics using a handy A to Z format and download information sheets and leaflets. You can also look up locations of hospitals in your local area.

P: (02) 9391 9000  
W: [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

#### Primary Health Networks (PHNs)

Primary Health Networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time. Contact details of individual PHNs can be found on the website below.

W: <http://www.health.gov.au/internet/main/publishing.nsf/content/phn-maps-nsw>

#### Royal Children's Hospital Melbourne

The Royal Children's Hospital Melbourne's Centre for Community Child Health has information on research, publications, factsheets, and policy briefs as well as information in community languages.

P: (03) 9345 5522  
W: [www.rch.org.au/ccch](http://www.rch.org.au/ccch)

#### Sydney Children's Hospital

Sydney Children's Hospital, Randwick and Community Child Health Services encompass an acute care facility as well as associated outreach and community based services. The Hospital is one of three tertiary centres for child health in New South Wales providing a range of services in paediatric and adolescent medicine and surgery as well as child protection. A wide range of parent factsheets are available.

P: (02) 9382 1111  
W: <http://www.schn.health.nsw.gov.au/hospitals/sch>

#### Women and Children's Health Network

Covers pregnancy through to young adult health, family & relationships, growth & development, emotional & behaviour, healthy lifestyles, nutrition, infection & immunisation, illness & health problems, safety & first aid, disabilities.

P: 1300 364 100 (Parent Helpline)  
P: 13 17 19 (Youth Helpline)  
W: [www.cyh.com](http://www.cyh.com)

#### Your Health Link





Your Health Link is designed to assist individuals, families, health professionals, teachers and students in their search for health information, by providing a centralised gateway to health related websites chosen by health professionals. It has great links to health information, as well as videos, broken down in to categories to help you find what you need.

W: [www.yourhealthlink.com.au](http://www.yourhealthlink.com.au)



## Children's Services

### Child Care Access Hotline

A free telephone service to help you find a child care service that meets your needs. Hotline information includes: types of care (for example, Long Day Care, Family Day Care, Occasional Care, and In Home Care), the location of child care services, possible vacancies, fee information where provided by child care services, how to choose a quality child care service, how the Australian Government helps with the cost of your child care.

P: 1800 670 305

### My Child

Up to date information on different types of child care, assistance with child care costs and child care vacancies at centres across Australia.

P: 133 684

W: [www.mychild.gov.au](http://www.mychild.gov.au)

### Playgroups NSW

An informal session where mums, dads, grandparents, caregivers, children and babies meet up in a relaxed and friendly environment. The adults stay to interact with other adults and to play with their children. Search for a playgroup near you, search news and events.

P: 1800 171 882

W: [www.playgroupnsw.org.au](http://www.playgroupnsw.org.au)



## Aboriginal and Torres Strait Islander Services

### Ability Links NSW

Ability Links NSW (ALNSW) is an initiative existing to support the ongoing reforms of the disability service system in NSW. Aboriginal Ability Linkers (for ages 9-64) and Early Linkers (for ages 0-8) work with people with disability, their families and carers to help them to plan for their future, building on their strengths and skills, and develop networks in their own communities

W: Ability Links: <https://www.abilitylinksnsw.org.au/>

W: Early Linkers: [https://www.abilitylinksnsw.org.au/early\\_linkers.html](https://www.abilitylinksnsw.org.au/early_linkers.html)

### First Peoples Disability Network Australia

A national organisation of and for Australia's First Peoples with disability, their families and communities providing advocacy, information, training and resources to support the NDIS planning process.

P: (02) 9370 3100 W: <http://www.fpdn.org.au>

### Australian Indigenous Aboriginal Health InfoNet

The Australian Indigenous Health *InfoNet* is an internet resource that collects, collates and interprets evidence-derived knowledge on Australian Indigenous health. It then makes this knowledge readily accessible via the internet to inform policy, practice, research, teaching and general community understanding.

P: (08) 9370 6336 W: <https://healthinonet.ecu.edu.au/>

### Aboriginal Medical Services

Find a listing [here](#)

W: <https://healthinonet.ecu.edu.au/key-resources/health-professionals/health-workers/map-of-aboriginal-and-islander-healthmedical-services/>

### Deadly Tots

Great information and resources about parenting programs (some are free) for Aboriginal families, free printable resources, Deadly Tots app, events noticeboard and more.

W: <http://deadlytots.com.au/>

### SNAICC

The national non-government peak body in Australia representing the interests of Aboriginal and Torres Strait Islander children.

W: <https://www.snaicc.org.au/>

### AbSec

The NSW Aboriginal child and family peak organisation, working to empower Aboriginal children, young people, families and communities impacted by the child protection system, as well as support a quality Aboriginal community controlled child and family sector to deliver needed supports in Aboriginal communities across the state.

W: <https://www.absec.org.au>

<https://www.absec.org.au/aboriginal-services-nsw.html>



## Multicultural, Migrant and Refugee Services

### Arab Council Australia

A community organisation working to bring about social justice and improve the lives of the most vulnerable people in the community. Council networks widely and works in partnership with government, non-government and other structures. It plays a pivotal role in coordination, advocacy, and leadership, information dissemination and in developing and providing a range of welfare services, activities and events to the community. Based in Sydney area but provides many services for the Arab community Australia-wide.

P: (02) 9709 4333

W: [www.arabcouncil.org.au](http://www.arabcouncil.org.au)

### Australian Red Cross

Australian Red Cross have migrant support programs that provide support to refugees, asylum seekers, immigration detainees and other people who are vulnerable as a result of migration. Have a range of services and programs that protect and uphold the health, dignity and wellbeing of vulnerable migrants. They work to reconnect family members whose loss of contact is caused by international or internal conflict, war and disaster.

P: (02) 9229 4111; 1800 812 028 (free call)

W: <http://www.redcross.org.au/migration-support.aspx>

### Chinese Parents Association

The Chinese Parents Association - Children with Disabilities (CPA) was established by a group of Chinese parents with children with disabilities in Australia. It aims to provide a range of services especially needed by people with disabilities and their families. CPA also aims to promote a caring community for the optimal growth of people with disabilities.

P: (02) 9784 8120

W: [www.chineseparents.org.au](http://www.chineseparents.org.au)

### Ethnic Child Care, Family and Community Services Cooperative

The ECCFCSC provides a range of services to achieve its overall goal in making all services accessible and equitable to all Australians including people with disabilities/their carers, children, families and frail-aged people from CALD backgrounds. The diverse focus of its area of work continues to grow through social support, community development, training, information, resources, advocacy and referral.

P: (02) 9569 1288

W: [www.ecsc.org.au](http://www.ecsc.org.au)

### Migrant Resource Centres

Migrant Resource Centres provide support services to families and communities, particularly for those of diverse cultural backgrounds. Services may include migrant settlement services, family support and early intervention, emergency relief, tenancy services and community development.

Ashfield (Metro MRC):

(02) 9798 1700

Auburn Diversity Services:

(02) 9649 6955

Bankstown (Metro MRC):

(02) 9205 4373



Campsie (Metro MRC):	(02) 9789 3744
Condell Park (Metro MRC):	(02) 9790 1766
Fairfield Community Resource Centre (Cabramatta):	(02) 9727 0477
The Hills Holroyd Parramatta:	(02) 9687 9901
Illawarra Multicultural Services (Wollongong):	(02) 4229 6855
Liverpool MRC:	(02) 9601 3788
Macarthur Diversity Services (Campbelltown):	(02) 4627 1188
Marrickville (Metro MRC):	(02) 8594 0300
Northern Settlement Services (Newcastle):	(02) 4969 3399
St George MRC (Rockdale):	(02) 9597 5455

#### Multicultural Disability Advocacy Association of NSW

Provide a range of advocacy services and projects for people from non-English speaking backgrounds with disability, their families/carers, and service providers.

P: 1800 629 072

W: [www.mdaa.org.au/contact.html](http://www.mdaa.org.au/contact.html)

#### NSW Multicultural Health Communication

Health information across a range of topics and languages.

P: (02) 9816 0347

W: [www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)

#### NSW Refugee Health Service

Aims to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW. Services include health assessments for newly arrived refugees, educating health service providers on refugee health and related issues, links between agencies working with refugees and health services, providing health promotion programs for refugees, medical assessments and referrals, facilitating and conducting research in refugee health and advocating for refugees.

P: (02) 8778 0770

W: [www.swslhd.health.nsw.gov.au/refugee](http://www.swslhd.health.nsw.gov.au/refugee)

#### National Ethnic Disability Alliance

The national peak body representing the rights and interests of people from non-English speaking background (NESB) with disability, their families and carers throughout Australia.

P: 1300 486 038

W: [www.neda.org.au](http://www.neda.org.au)



## STARTTS

The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors provide services to assist people from refugee and refugee-like backgrounds who have experienced torture or other traumatic events before arriving in Australia. Services include individual refugees and families support, working with refugee community groups and supporting other organisations and individuals working with refugees.

P: (02) 9794 1900

W: [www.startts.org.au](http://www.startts.org.au)

## National Multilingual Disability Hub

A multilingual hotline and website that provides relevant and easily accessible information on disability and the National Disability Insurance Scheme (NDIS) in 14 languages: Arabic, Assyrian, Bangla, Cantonese, Farsi, Greek, Italian, Macedonian, Mandarin, Nepali, Spanish Tamil, Urdu, and Vietnamese.

P: [https://gallery.mailchimp.com/0d537d9c96e1bb2d68c179738/files/e0e5e96e-9496-4e22-acea-a824e2a240df/MDH\\_General.pdf](https://gallery.mailchimp.com/0d537d9c96e1bb2d68c179738/files/e0e5e96e-9496-4e22-acea-a824e2a240df/MDH_General.pdf)

E: [multilingualhub@ssi.org.au](mailto:multilingualhub@ssi.org.au)

W: <http://www.multilingualdisabilityhub.info/language/>

## National Translating and Interpreting Service

If you require a translator or interpreter you can access the National Translating and Interpreting Service on 131 450

P: 131 450

W: <https://www.tisnational.gov.au/Home/Help-using-TIS-National-services/Contact-TIS-National>



## Legal and Advocacy Services

### First Peoples Disability Network (FPDN)

An organisation of and for Aboriginal people with disability living in New South Wales. Its major aims are: empowerment and promotion of the rights of Aboriginal people with disability, and creation of a society in which Aboriginal people with disability can fully participate. The website has links to news and events, resources and other useful information.

P: (02) 8399 0881

W: [www.fpdn.org.au](http://www.fpdn.org.au)

### Australian Council of Social Service (ACOSS)

ACOSS is the peak body of the community services and welfare sector and the national voice for the needs of people affected by poverty and inequality.

P: (02) 9310 6200

W: [www.acoss.org.au](http://www.acoss.org.au)

### Anti-Discrimination Board

Administers the anti-discrimination laws and promotes equal opportunity principles and policies throughout NSW. It is part of the NSW Department of Attorney General and Justice.

P: (02) 9268 5544

W: [www.lawlink.nsw.gov.au/adb](http://www.lawlink.nsw.gov.au/adb)

### Best for Kids

Resources on family law in Australia for children, parents and grandparents.

W: [www.bestforkids.org.au](http://www.bestforkids.org.au)

### Disability Discrimination

The Disability Discrimination Legal Centre promotes and protects the human and legal rights of people with disability and their supporters through legal advocacy. It is a free service representing people with disability discrimination cases. They proactively aim to remove barriers, eliminate discrimination, empower people with disability, promote the rights of and increase the awareness of issues faced by people with disability.

P: 1800 800 708

W: [www.ddls.org.au](http://www.ddls.org.au)

Disability Discrimination Act 1992: [www.austlii.edu.au/au/legis/cth/consol\\_act/dda1992264](http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264)

### Family Advocacy

An independent, disability advocacy organisation which works across NSW. The organisation works with families in which there is a child or an adult with developmental disability. Their focus is to encourage and support families to speak up for opportunities for people with developmental disability to enjoy the same environment, lifestyle and living conditions that are available to the majority of Australians. They support the philosophy and practice of inclusion.

P: (02) 9869 0866; 1800 620 588 (non-metro callers)

W: [www.family-advocacy.com](http://www.family-advocacy.com)



### Law Access

Free legal assistance including debt, family law, neighbours, wills, traffic offences, motor vehicle accidents, employment and power of attorney. An interpreter service is also available.

P: 1300 888 529

W: [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

### Legal Aid NSW

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. Services include free confidential face to face legal advice, legal representation, free workshops about the law, and free legal information and newsletter.

P: 1300 888 529

W: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

### Welfare Rights Centre

Advise people about their social security rights, entitlements and obligations and assist people through the social security review and appeals system. The Centre also provides assistance to the community through community development, community education and training, law reform and lobbying. Provide all advice by phone at first instance.

P: 1800 226 028

W: <https://welfare-rights-centre.org.au>

### NSW Ombudsman

The NSW Ombudsman is an independent and impartial watchdog. Their job is to make sure that agencies they watch over fulfill their functions properly and improve their delivery of services to the public. Includes information regarding child services, disability, police, law, custodial services, community services and more.

P: (02) 9286 1000; 1800 451 524 (outside Sydney Metro)

W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### NSW Trustee and Guardian

Full range of trustee services in metropolitan Sydney and across NSW providing professional and independent trustee services in the making of Wills, acting as Executor in deceased estates, and administering trusts and Powers of Attorney.

P: 1300 364 103

W: [www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)

### Fair Trading NSW

Sometimes, even after talking it over, you still can't manage to resolve a problem. In this situation, the next step is to gain more information about your rights and responsibilities or find out who is responsible for the industry or practice you are having difficulties with.

P: 13 32 20

W: <https://www.fairtrading.nsw.gov.au/about-fair-trading/our-services/resolving-issues/find-out-more-information>





## Publications

*These publications contain a variety of useful information and can be downloaded from the websites listed below each heading.*

### Getting Ready for School

A guide for parents of a child with a disability in thinking about the transition to school for their child.

W: <https://education.nsw.gov.au/public-schools/going-to-a-public-school/media/documents/getting-ready-for-school.pdf>

### Get Up & Grow

Book providing information on healthy eating and physical activity for early childhood to assist in developing healthy habits for children birth to five years. For children with particular medical or nutrition conditions, professional medical advice may be required. Related cookbook can also be downloaded.

W: <http://www.health.gov.au/internet/main/publishing.nsf/Content/phd-gug-child-familybook>

W: <http://www.health.gov.au/internet/main/publishing.nsf/Content/phd-gug-child-cookbook>

### School Ready book

Filled with practical advice, strategies, resources and templates for parents and teachers of children with unique needs, Sonja Walker's best-selling book *School Ready* offers commonsense strategies for starting primary school.

<https://kids-first.com.au/school-ready-book-2/>

### Health in Australia: a quick guide

This guide by the Parliamentary Library provides a simple summary of how the health system works in Australia.

W:

[http://parlinfo.aph.gov.au/parlInfo/download/library/prspub/2825641/upload\\_binary/2825641.pdf;fileType=application/pdf](http://parlinfo.aph.gov.au/parlInfo/download/library/prspub/2825641/upload_binary/2825641.pdf;fileType=application/pdf)

### Moving To a New Agency

A guide for foster, relative and kinship carers in NSW transferring to a non-government agency from Community Services.

W:

[http://www.community.nsw.gov.au/docswr/assets/main/lib100062/moving\\_to\\_a\\_new\\_agency\\_guide.pdf](http://www.community.nsw.gov.au/docswr/assets/main/lib100062/moving_to_a_new_agency_guide.pdf)

### Through the Maze

A publication by ACD NSW that is designed to help parents of a child with a disability with information and to navigate disability supports and services.

P: 1800 800 340

W: <https://daisi.asn.au/person-with-disability/>



### Walking with Carers

Walking with Carers has been developed as an information resource to support the many carers in NSW providing care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail. The resource provides a range of useful information, advice and contacts to assist carers.

W: <http://www.health.nsw.gov.au/carers/Publications/walking-with-carers-in-nsw.pdf>

Still not finding the information you want? Try these places ...

- Your local council website, which should have links to child care services in your area, a community information directory, events listing and library site with kids section.
- Ask one of your local community organisations what other supports and services may be available for you in your area.

