

# Information Sheet

## Some Useful Contacts

### GOVERNMENT DEPARTMENTS

#### DEPARTMENT OF HEALTH

My Aged Care	1800 200 422
Aged Care Quality and Safety Commission	1800 951 822
Commonwealth Carer Support and Respite	1800 052 222
After Hours Emergency Respite Assistance	1800 059 059
Carer Gateway	1800 422 737

#### NSW - FAMILY AND COMMUNITY SERVICES

Ageing, Disability & Home Care	9377 6000
Home Care Service Referral and Assessment Centre	1800 350 792

NSW - FAIR TRADING	133 220 or 9895 0111
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NSW - HEALTH	9391 9000
Healthline	1800 639 398

#### DEPARTMENT OF VETERANS AFFAIRS

State Office	133 254
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#### CENTRELINK

Age Pension & Retirement	132 300
Financial Information Service Officers	132 300
Multilingual Phone Service	131 202

#### CARERS' ORGANISATIONS

Carers NSW	1800 242 636
Carers NSW Counselling	1800 242 636
Carer Respite Centre	1800 059 059

#### DEMENTIA

Dementia Australia	1800 100 500
Dementia Support Australia	1800 699 799

#### GUARDIANSHIP AUTHORITIES

Public Guardian	1800 451 510 or 9556 7600
NSW Trustee and Guardian	1300 364 103 or 8688 6070

#### GRIEF & CRISIS SUPPORT

Grief Support 24 hour service	9489 6644
Lifeline	131 114
Suicide Callback Service	1300 659 467

#### SENIORS

Combined Pensioners & Superannuants Association (CPSA)	1800 451 488 or 9281 3588
Council on the Ageing (COTA NSW) (Legal Pathways Program) Wills	1800 449 102 or 9286 3860
Retirement Village Residents' Association	1300 787 213
Retirement Villages Association	1800 240 080 or 9261 1777

NSW ELDER ABUSE HELPLINE & RESOURCE UNIT	1800 628 221
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**Seniors Rights Service** Legal | Advocacy | Education | Free and confidential

Your rights. Your voice. Level 4, 418A Elizabeth St. Surry Hills NSW 2010 P 1800 424 079 F (02) 9281 3672  
info@seniorsrights.service.org.au www.seniorsrights.service.org.au Seniors Rights Service. ABN 98 052 960 862 | ACN 626 676 533

# Information Sheet

## Some Useful Contacts (Continued)

### COMPLAINTS, ADVOCACY & DISCRIMINATION

**Anti-Discrimination Board of NSW**  
1800 670 812 or 9268 5544

Investigates complaints of discrimination that are considered unlawful under the NSW State Anti-Discrimination Act. *Govt.*

**Human Rights & Equal Opportunity Commission**  
1300 656 419

Investigates complaints of discrimination that are considered unlawful under the Federal Disability Discrimination Act. *Govt.*

**Health Care Complaints Commission**  
1800 043 159 or 9219 7444

Handles all complaints concerning both govt. & non-govt. health services, including hospitals, nursing homes, community health centers, private clinics, and alternative practitioners. *Non-govt.*

**Mental Health Advocacy Service (Legal Aid)**  
9745 4277

Provides free legal advice and assistance about mental health law and can advise or represent people who are patients in hospitals. *Govt.*

**Ombudsman's Office (NSW)**  
1800 451 524 or 9286 1000

An independent review body dealing with complaints about the NSW Public Sector and the provision of community services (e.g. HACC Home Care). *Govt.*

**Ombudsman's Office (Commonwealth)**  
1300 362 072 or 9218 3000

An independent review body dealing with complaints about service quality and customer satisfaction in Commonwealth-funded services (e.g. Meals-on-Wheels etc). *Govt.*

**National Disability Insurance Agency**  
1800 800 110

An independent statutory agency, whose role is to implement the national disability insurance scheme. *Non-govt.*

**People With Disabilities NSW (PWD)**  
1800 422 015 or 9370 3100

Advocacy, rights support, complaints service for people with disabilities. *Non-govt.*

**Tenants Union of NSW (Contactable Mondays only)**  
1800 251 101 or 8117 3750

Providing information and advice to tenants, including boarders and caravan park residents. *Non-govt.*

**Welfare Rights Centre**  
1800 226 028 or 9211 5300

Community Legal Centre providing information, advice and advocacy to anyone having problems with Centrelink payments and programs. *Non-govt.*

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