

# Information Sheet

## Some Useful Contacts

### 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

### NSW - HEALTH

Healthline	9391 9000 1800 639 398
------------	---------------------------

### DEPARTMENT OF VETERANS AFFAIRS

State Office	133 254
--------------	---------

### SERVICES AUSTRALIA (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
Council on the Ageing (COTA NSW) Wills	1800 449 102 or 9286 3860
Retirement Village Residents' Association	1300 787 213
Retirement Villages Association	1800 240 080 or 9261 1777

### NSW AGEING AND DISABILITY ABUSE HELPLINE

1800 628 221



**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)

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

Investigates complaints of discrimination under the NSW Anti-Discrimination Act.

**Commonwealth Ombudsman**  
**1300 362 072 or 9218 3000**

An independent review body dealing with complaints about Commonwealth government agencies and services.

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

Handles all complaints regarding health services, including hospitals, nursing homes, community health centres, private clinics and alternative practitioners.

**Human Rights Commission**  
**1300 656 419**

Investigates complaints of discrimination under Commonwealth laws – the Disability Discrimination Act, Sex Discrimination Act, Age Discrimination Act and Racial Discrimination Act.

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

Provides free legal advice and assistance for involuntary patients held under the Mental Health Act, and for people subject to guardianship and/or financial management proceedings on mental health grounds.

**NSW Ombudsman**  
**1800 451 524 or 9286 1000**

An independent review body dealing with complaints about NSW government agencies and services.

**People With Disabilities Australia**  
**1800 422 015 or 9370 3100**

Advocacy and rights support for people with disabilities and their carers.

**Welfare Rights Centre**  
**1800 226 028 or (02) 9211 5300** (Mon & Wed, 9.30am - 12pm)

Community Legal Centre providing free information, advice and advocacy to anyone having problems with Centrelink payments and programs.

**Tenants' Union of NSW**  
**1800 251 101**

The Tenants' Union of NSW is the main resourcing body for Tenants' Advice and Advocacy Services (TAASs) and a community legal centre specialising in NSW residential tenancies law.

**TIS (The Interpreter Service)**  
**131 450**

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Updated: December, 2 2020

