



Women with
Disabilities ACT

STRONG WOMEN
STRONG VOICES

Self-Advocacy and Supported Decision Making Course

Resources

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RESOURCES

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What is disability advocacy?



Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability.

Disability includes impairments of physical, sensory or mental functions that may affect undertaking activities or participating in community life. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.¹

Disability advocates may advocate for themselves, another person, or a group of people with disability. They work through issues that have an adverse effect on rights for an individual or group, or on a society-wide level. Advocates may be paid or operate on a voluntary basis.

Types of disability advocacy commonly referred to are:

- **Self-advocacy** – undertaken by someone with disability who speaks up and represents themselves. Support and training for self-advocacy is available through community-based groups.
- **Individual advocacy** – a one-on-one approach, undertaken by a professional advocate, relative, friend or volunteer, to prevent or address instances of unfair treatment or abuse.

- **Group advocacy** – involves advocating for a group of people with disability, such as a group of people living in shared accommodation.
- **Citizen advocacy** – where community volunteers advocate for a person with disability, such as an intellectual disability, over the long-term, supported by a Citizen Advocacy organisation.
- **Systemic advocacy** – involves working for long-term social change to ensure the collective rights and interests of people with disability are served through legislation, policies and practices.
- **Legal advocacy** – where a lawyer provides legal representation in the justice system, pursues positive changes to legislation, or gives legal advice to people with disability about discrimination and human rights.

What disability advocates do

Disability advocacy may include:

- Providing information to people with disability about their human rights and identifying instances of discrimination.
- Assisting people with disability to uphold their rights by speaking with and writing to people and organisations to raise awareness of problems and seek solutions.
- Helping people with disability negotiate complaints processes or legal action to enforce their human rights.
- Writing submissions and lobbying government to make changes that promote and protect the rights of people with disability.
- Campaigning for social change by speaking to the media to raise awareness and highlight situations where people with disability are treated unfairly.

Disability advocates often require a variety of skills, including:

- Ability to communicate with and support people with a range of disability.
- Understanding laws, legal instruments and jurisdictions.
- Understanding processes within oversight and complaints handling bodies.
- Applying a human rights approach to advocacy.
- Negotiation skills.
- Lobbying and running effective campaigns.

Professional disability advocates often develop these skills through in-house customised training within disability advocacy organisations, or through a range of community-based short training programs.

Disability advocacy is not:

- Providing counselling.
- Making decisions for another person.
- Providing mediation.
- Providing case management.

Advocates can speak out for themselves or for others who are at risk of being disadvantaged or treated improperly as a result of disability. This can include missing out on jobs or services, being pressured to make a decision or choice, or being abused or neglected.

Why we need disability advocacy

Throughout history, people with disability have been hidden away or subjected to abuse, ignorance and prejudice. The power of disability advocacy over the past century has radically shifted thinking to recognise the rights of all people with disability to live in the community, with choices equal to others.

Disability advocacy came from the disability rights movement. In the 1970s and 1980s, significant battles were fought for the rights of people with disability, including the right to have access to a range of in-home, residential and other community support services necessary to support living an independent, unsegregated life.

Disability activists joined forces, with groups such as those working for civil, women's and Indigenous rights, to demand equal treatment, equal access and equal opportunity for people with disability. They challenged stereotypes, rallied for political and institutional change, and lobbied for self-determination – on the streets, in the courts, across the media, within services and in the halls of power.

Today, over 4 million Australians with disability still face many barriers and further significant change is needed to ensure they enjoy the same rights and freedoms as other people. Disability advocacy continues to promote equal opportunity for people with disability to participate in all areas of life including:

- **Safety** – More than 70 per cent of women with disability have been victims of violent sexual encounters at some time in their lives, and a staggering 90 per cent of women with an intellectual disability have been subjected to sexual abuse.²
- **Employment** – 53 per cent of people with disability of working age are in the labour force, compared with 83 per cent of people without disability. People with disability have nearly twice the unemployment rate of those without disability.³
- **Education** – 36 per cent of people with disability of working age have completed high school, compared with 60 per cent of people without disability.⁴

- **Health** – 35 per cent of people with disability report having poor or fair health compared with 5 per cent of people without disability.⁵
- **Income** – the relative income of people with disability in Australia is approximately 70 per cent of those without disability, the lowest of all 27 countries in the OECD. As a result, people with disability are more likely to live in poverty.⁶

“The good things in life are universal and include being treated with dignity, respect, acceptance; a sense of belonging; an education; developing and exercising one’s capacities; a voice in the affairs of your community and society; opportunities to participate; a decent material standard of living; a normative place to live; and opportunities for work and self support.”⁷

Shifting models of thinking

Over decades, disability advocates have fundamentally shifted traditional models of thinking about disability to a new understanding where society as a whole takes responsibility for enabling inclusion.

The ‘medical model’ of disability focuses on the person’s impairment or physical or mental medical condition and regards the person as the ‘problem’ and unable to do certain things. This thinking has been fundamental in approaches like sending children to ‘special’ schools or employing people with disability only in sheltered workshops.

The ‘charity model’ of disability sees people with disability as in need of ‘help’, unable to do things for themselves. While many charities offer vital support, much traditional fundraising emphasised the ‘helplessness’ of people with disability and risked undermining their autonomy, independence and rights. It is a model often adopted by mainstream media.

The ‘social model’ of disability is the most empowering for people with disability because it makes a distinction between impairment and disability and looks to remove barriers that restrict life choices. It holds that ‘disability’ does not come from having to use a wheelchair, for example, but from being unable to use stairs to get to work or board a train.

Other examples might include:

- A teenager with a learning disability wants to live independently in their own home but is unsure how to pay the rent. Under the social model, the person would be supported so that they can pay rent and live in their own home.
- A child with a vision impairment wants to read the latest best selling book that his or her sighted friends are enjoying. Under the social model, full-text audio recordings are made available when the book is first published.

Impairment is the lack of all or part of a limb, or having a defective limb, organism or mechanism of the body while disability is the loss or limitation of opportunities that prevent people who have impairments from taking part in the normal life of the community on an equal level with others due to physical, social, organisational and attitudinal barriers.

Funded disability advocacy in Victoria

In Victoria, disability rights advocacy was first recognised as a program area to be funded under the *Disability Services Act 1986*. There are currently 33 funded disability advocacy organisations operating in Victoria. Organisations are funded variously by the Victorian Office for Disability's advocacy program, the National Disability Advocacy Program (NDAP) operated through the Department of Social Services (DSS), and state and federal justice departments.

For a list of advocacy organisations in Victoria, visit the Organisation Directory on the DARU website.

About DARU

DARU is unique in Australia as a dedicated resource unit funded to work with disability advocacy organisations to promote and protect the rights of people with disability. We develop and distribute resources to keep disability advocates informed and up-to-date about issues affecting people with disability in Victoria.

Our publications include *Disability advocacy by the numbers*, an annual report including case studies, presenting the aggregated quarterly data collection reports provided to the Victorian government by funded disability advocacy organisations and the *Disability Advocacy: Code of Conduct* which provides a framework that promotes responsible and effective advocacy practice.

References

- 1 *Disability Discrimination Act 1992*, (Cth).
- 2 C Frohmader and T Sands, *Australian Cross Disability Alliance (ACDA) Submission to the Senate Inquiry into violence, abuse and neglect against people with disability in institutional and residential settings*, 2015.
- 3 Australian Bureau of Statistics, *Survey of Disability, Ageing and Carers*, 2012.
- 4 Australian Bureau of Statistics, *Survey of Disability, Ageing and Carers*, 2012.
- 5 Australian Bureau of Statistics, *Survey of Disability, Ageing and Carers*, 2012.
- 6 Australian Bureau of Statistics, *Survey of Disability, Ageing and Carers*, 2012.
- 7 W Wolfensberger et al., *International Social Role Valorization Journal* 2 (2), 12–14, 1996.



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WHAT ARE ADVOCATES AND HOW CAN THEY HELP ME?

MAY 2018

What is a disability advocate?

A disability advocate is someone who acts to promote, defend and protect the rights of a person with disability.

This may involve:

- Listening to the concerns and views of people with disability
- Supporting a person with disability to understand their rights
- Making sure that the person with disability has the opportunity to express their opinions, arguments and choices
- Providing information to assist the person with disability to make decisions or resolve issues
- Encouraging the person with disability to express their concerns or opinions
- Putting forward the person with disability's perspective, verbally or in writing

What sorts of things might a disability advocate help with?

Some areas of your life in which disability advocates might be able to help include:

- Housing: e.g. exploring more appropriate accommodation if you are living in, or at risk of living in, residential aged care

- Disability services/support: raising a complaint with a service provider, or navigating access to the NDIS
- Accidents and injury: e.g. claiming insurance or compensation after an accident
- Health: e.g. understanding all options in a major medical decision
- Transport: e.g. supporting use of accessible taxis
- Physical access: e.g. working with local councils to improve access to buildings
- Employment: e.g. voicing a human resources concern in the workplace
- Child custody: e.g. understanding and negotiating care proceedings
- Consumer affairs: e.g. discussing a faulty product purchase with the manufacturer
- Education: e.g. accessing learning support for a university student with disability
- Finances e.g. challenging a pension debt
- Legal infringements e.g. dealing with a charge of parking infringement or assault
- Relationships e.g. support so you can participate in family court mediation

We value your feedback about this resource – please contact the Summer Foundation at info@summerfoundation.org.au, or 1300 626 560.

What can't disability advocates help with?

Disability advocates have strict limits on the level and type of involvement that they can have in your life. This is to protect your rights, and to make sure that you have access to the most appropriate or qualified person in each situation.

Disability advocates cannot help you with:

- Making decisions for you
- Providing mediation or counselling services
- Providing case management services (such as managing your disability supports, sourcing accommodation for you)

Who can be a disability advocate?

Family and friends can advocate for you in many instances, but sometimes you might need to turn to someone you trust in your community for more formal, independent advocacy. There are also disability advocacy organisations where you can get support from someone especially trained to advocate on your behalf, or to help you advocate for yourself.

National information & resources

ADVOKIT: advokit.org.au

BELONGING MATTERS: belongingmatters.org/

BRAIN INJURY AUSTRALIA:
braininjuryaustralia.org.au

DISABILITY ADVOCACY NETWORK AUSTRALIA (DANA)
dana.org.au

NATIONAL DISABILITY SERVICES: nds.org.au

PEOPLE WITH DISABILITY INCORPORATED
pwd.org.au/library/australian-advocacy-directory.html



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Information by state

VICTORIA

Rights Information and Advocacy Centre Inc:
riac.org.au

Disability Services Commissioner (VIC):
odsc.vic.gov.au

NEW SOUTH WALES

Disability Advocacy NSW: da.org.au

Information on Disability and Education Awareness Services (IDEAS): ideas.org.au

Ability Incorporated Advocacy Service:
abilityincorporated.org.au

SOUTH AUSTRALIA

Brain Injury Network of SA: binsa.org

Disability Advocacy and Complaints Service SA:
dacssa.org.au

WESTERN AUSTRALIA

Advocacy South West Inc: advocacysouthwest.com

Midland Debt and Legal Advocacy Service:
midlas.org.au

Citizen Advocacy Perth West: capw.org.au

QUEENSLAND

Independent Advocacy Townsville:
independentadvocacy.org.au

Queensland Advocacy Incorporated: qai.org.au

ACT

ACT Disability and Aged Carer Advocacy Service:
adacas.org.au

Public Advocate of the ACT: publicadvocate.act.gov.au

Advocacy for Inclusion: advocacyforinclusion.org

TASMANIA

Advocacy Tasmania Inc: advocacytasmania.org.au

Speak Out Association of Tasmania:
speakoutadvocacy.org

NORTHERN TERRITORY

Disability Advocacy Service: das.org.au/

Action on Disability within Ethnic Communities (ADEC)
adec.org.au

What is Help-seeking?

Help-seeking is the process of finding and receiving support from others.

We all experience tough times, but sometimes we can't solve our problems by ourselves. Going through a difficult situation alone can be stressful, confusing and exhausting. At these times, seeking assistance from family, friends and or others can really help.

Potential barriers to help-seeking

Asking for help can be difficult, particularly when we're stressed or confused. Sometimes we don't even realise that we need help. Some of the reasons you might not seek help include:

- thinking a problem will go away on its own
- feeling afraid or embarrassed to ask for help
- thinking that no one will want to help
- thinking that no one understands
- not knowing where to go to find help
- a lack of support services in your area
- thinking that professionals will judge you
- thinking that getting help will be expensive or time-consuming.

However, getting support during difficult times can help you to find strategies to get through the situation. Often, it's easier than you thought and another perspective can be really beneficial.

How can help-seeking improve wellbeing?

Help-seeking can have many benefits. Getting support during tough times can help you to:

- Feel less stressed and relieved through sharing your feelings
- Find solutions and ways to cope
- Gain perspective
- Reduce your sense of isolation and loneliness
- Build stronger relationships with family and friends
- Prevent problems from getting worse or leading to more serious issues
- Assist others when they need it.

Creating Access



Speaking up for yourself



Speaking up for yourself

As a young person, there are situations where you may feel that your rights are not being upheld or respected, and you would like to speak up about an issue that is affecting you directly. This could be a problem you are experiencing at your school or university, at your job, or at a service you access.

This factsheet will give you some examples of things you may choose to advocate about, skills that can help you feel confident when speaking up for yourself, ways you can self-advocate about an issue you are having, and what to do if you are not seeing change.

Things you might advocate for

There are many different things that may affect you directly that you might chose to advocate for. Some examples may be:

- Feeling disrespected by a worker or volunteer's words or attitude
- People, services or organisations that won't or can't make adjustments to best support you
- Buildings that are not physically accessible, such as having ramp access or an accessible bathroom available
- No nearby accessible parking at the service you are attending
- Information about services, including policies and procedures, that is hard to understand and not available in alternative formats
- There is no assistance available to complete necessary forms and paperwork
- The website is hard to navigate and doesn't have captioning, transcripts or information on the organisations accessibility
- There are limited or no opportunities to provide feedback, make a complaint or become part of organisations advisory or governance groups.

Skills for speaking up for social change

Here are some things that can help you feel confident when speaking up about issues that are affecting you:

Prepare: Think about the specific issue that you are experiencing and the change you want to see happen. Also consider how you would feel most comfortable raising this concern. It could be done over the phone, by email or in person.

Practice: Write down the points you want to bring up. Before you make a call or attend a meeting, practice what you might want to say prior with someone you trust to help you feel comfortable speaking up.

Be clear: Be sure to explain how you feel and why it is important. It's good to use "I" statements when talking about something that's impacted you, for example: 'I felt disrespected when you said this to me'.

Learn about your strengths: Knowing what you are good at can help. For example, if you are nervous about public speaking, you may be more comfortable sending an email outlining your concerns. Think about your strengths and where you may need support, and ask for help from family, friends, an advocate or someone you trust, where needed.

Be patient: Advocacy can take time. Remember to look after yourself throughout the process, follow up with people regularly to discuss progress, and try different approaches if needed.

Tip - There are also many organisations in NSW who run training to help develop skills in self-advocacy, for example: [Self Advocacy Sydney](#)

Ways to do it

Create a plan: Think about what the issue is and what you want to see changed, how you want to raise your concern, who you would like to talk to, what support you have or need and what the solution is you want to see. The next step is to put the plan into practice.

Tell someone: if you are experiencing an issue with a particular person, you may choose to bring it up with them directly to see if it can be resolved immediately. If you would feel more confident speaking to someone else, chat with another person you trust for advice on next steps.

Reach out to the organisation: write a letter, email, call or use your preferred communication method to contact the service and express your concerns.

Talk to the manager: Ask to speak or meet with the manager of the service to escalate the problem or issue you are experiencing.

Ask to see relevant policies or procedures: Ask the organisation if you can see their policies and procedures relating to complaints handling and feedback so you are aware of the process they follow.

Give feedback: Most places have formalised ways to provide feedback about your experiences. It might be on the website, a form at the service or in the organisations policies.

Make a formal complaint: Making a complaint can be scary but it's a step to making change at the service. If you don't feel your issue is being resolved, it may be worth making a formal complaint to the organisation about the matter.

Follow up: Regularly follow up with the person or organisation to ensure your complaint is being acted upon. Write down who you speak with, dates and important facts from each conversation.

If you are not seeing change

If you're speaking out and still not seeing change, here are a few things you can do:

- Ask to talk to a senior manager or someone in Human Resources (HR) to find out where things are up to with the issues you have raised
- Speak to the organisation and submit a formal complaint. Depending on the issue, it may need to be escalated to senior management or the board of directors
- Speak to a local service who provides individual advocacy services that can support you, such as People With Disability Australia or Disability Advocacy NSW etc
- Reach out to the relevant external departments that may be able to assist you. For example:
 - For complaints regarding the NSW Department of Education, [click here](#)
 - For complaints regarding NDIS registered service providers, [click here](#)
 - For complaints about other NSW State Government services, [click here](#)

Keep in mind

Every organisation has their own process on how they address complaints or feedback they receive. Ask the person from the service that you are speaking with to explain their complaints and feedback procedures to you so you are aware of what to expect, including how long it might take to resolve the issue or problem. Be sure to also tell them your preferred way of communication, whether that be via email, letter, over the phone or in person.

Alex's Story

Alex attends his local school and uses a wheelchair. Alex's worker at his school asked if he wanted to go to an upcoming Careers expo and Alex said yes. They were excited to learn about career opportunities.

A week before the expo, the school contacted Alex and said they didn't have an accessible car to support him to attend the careers expo, and he would be unable to participate in the event. The school tried to tell Alex he wouldn't enjoy the event. Alex thought about this for a little while, however he decided that he wanted to go and learn about different career pathways with the other students in his year. Alex told his worker he really wanted to attend and asked a person he trusted to be with him while he called the school to voice his concern. Alex explained his accessibility support needs, and told them it was important they organised an accessible bus so he was able to attend and participate with his peers.

Alex and his school friends really enjoyed the career expo and now Alex wants to go to University to study social work.

Alex wants everyone to know that it's important to speak up for your rights. When Alex spoke up to his school, supports were put in place and he was able to participate in the event with his friends. He wants you to know that it's important to stand up for what's important to you, because you have a right to participate in all school activities and events.

For more information

For more information about advocacy and speaking up, please see our other factsheets:

- What is advocacy
- Speaking up for social change

These factsheets and other resources are available on the Creating Access website at:

<http://www.creatingaccess.org.au>

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Strawberry Hills NSW 2012
Ph: (02) 9370 3100
Fax: (02) 9318 1372
Email: pwd@pwd.org.au
Website: www.pwd.org.au

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Suite 401, Level 4, 52-58 William St
WOOLLOOMOOLOO NSW, 2011, Australia
Ph: (02) 8354 3700
Fax: (02) 8569 2071
Email: info@youthaction.org.au
Website: www.youthaction.org.au

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Mental Health Treatment Options

Questions you may wish to discuss with your mental health practitioner: Consumers

Checklist for Consumers

When talking to your mental health practitioner, there are questions that you could consider asking. You may not want to ask all of these questions. Tick those that you would like to ask.

About the illness

- ☐ What is the condition/illness/diagnosis?

If a diagnosis has been made

- ☐ What are the symptoms that suggest this condition/illness/diagnosis?
- ☐ What is known about the causes of this condition/illness?
- ☐ What tests have already been undertaken?
- ☐ Will there be any further tests?
- ☐ Will I recover? When?
- ☐ Where can I get written information about this condition/illness?
- ☐ How do I explain this condition/illness to my children?

If a diagnosis has NOT YET been made

- ☐ What diagnoses are you considering?
- ☐ What tests have already been undertaken?
- ☐ Will I need to have further tests?
- ☐ When should I expect to be notified of a diagnosis?

About care and treatment

- ☐ What are the aims of my care and treatment?
- ☐ Where can I get written information about my care and treatment?
- ☐ Who will be responsible for my care (in addition to me)? What exactly will they be responsible for?
- ☐ Who else will be involved in my care and treatment?



- ☐ How will you ensure that there is regular communication between yourself and other practitioners involved in my care and treatment?
- ☐ What will my treatment consist of (i.e. medication, therapy or other)?
- ☐ Are there alternative treatment options if the suggested treatments do not work, or suit my lifestyle?
- ☐ What will happen if I refuse treatment?
- ☐ What are the signs and symptoms that I am becoming unwell again?
- ☐ What do I do if I am becoming unwell again?
- ☐ Can I put an Advance Health Directive in place and how would I go about this?
- ☐ Who should I contact in an emergency?
- ☐ What can I do to help myself recover?
- ☐ Do you know any self-help techniques that will help my recovery?
- ☐ How do I get in contact with people who have the same illness?
- ☐ Are there any local support, self-help or advocacy groups that I could get in touch with?

Sharing information

- ☐ My carer(s) is/are _____.
- ☐ Will my family and friend carers be involved in discussions concerning my care and treatment?
- ☐ What benefit will I get if my carer is involved in discussions about me?
- ☐ Does my carer have to be involved in discussions relating to my care and treatment?
- ☐ Can I decide what information relating to my care and treatment is shared with my carer?
- ☐ Can I refuse to allow my carer, family and/or friends to be involved in any discussions?
- ☐ Have all the people who will be providing care for me been given at least a minimum amount of information about my planned treatment and living arrangements?

About medications

- ☐ What is the name of the medication?
- ☐ Why have you chosen this medication?
- ☐ What will the medication do?
- ☐ How, when and how often will I need to take it?
- ☐ How long will I need to take it?
- ☐ What results can I expect from taking this medication?



- ☐ How much time or effort will it take to experience benefits?
- ☐ What is the normal dosage range for this medication?
- ☐ Why am I being prescribed more/less than the normal dosage range?
- ☐ Can I take a low dose and increase it when necessary?
- ☐ Why am I on different types of medication?
- ☐ What do I do if I forget to take the medication?
- ☐ What will happen if I stop taking the medication?
- ☐ What are the side effects of taking this medication?
- ☐ How can I manage the side effects?
- ☐ If I find the side effects are unmanageable, what can you do about managing or counteracting them?
- ☐ Are there any contraindications I need to be aware of when taking this medication?
- ☐ Are there any other medications that could be used if this one does not work?
- ☐ What other treatment options do I have?
- ☐ What symptoms would mean that the dose should be changed?
- ☐ Who will be monitoring my medication and how often?
- ☐ What specifically will be monitored (i.e. the effect, toxicity or something else)?
- ☐ How will I know if the medication is working or not?
- ☐ Does this medication have any known or suspected interactions with other medications, including over the counter and complementary medicines?
- ☐ Can I take this medication safely with the other medications I am already taking?
- ☐ Are there any foods or drinks that I should not consume while taking this medication? Why?
- ☐ Is this medication list on the Pharmaceuticals Benefits Scheme (PBS) or will there be a private cost to me?
- ☐ Where can I get written information about this medication?
- ☐ Can we make a time to review the progress and if necessary revise the treatment plan?

About other treatments

- ☐ Are there any other treatments for this illness?
- ☐ What are they? Are they effective?
- ☐ What treatments will I be undertaking? When? Where? How often? With whom?
- ☐ How long will I need to undertake this treatment?



- ☐ How will I know if this treatment is working or not?
- ☐ Is this treatment subsidised by Medicare or will there be a private cost to me?
- ☐ Where can I get written information about this treatment?
- ☐ How will you ensure that there is regular communication between yourself and other practitioners involved in my care and treatment?
- ☐ Can we make a time to review the progress and if necessary revise the treatment plan?

About hospital admissions

- ☐ Will I need to be admitted to hospital? If so, for how long?
- ☐ If I go to hospital, which one will it be?
- ☐ Who will be taking care of my accommodation/family/pets/bills etc. while I am in hospital?
- ☐ What arrangements will be made for my care and treatment after discharge from hospital?
- ☐ Can my children visit me if I am admitted to hospital?
- ☐ Can my family and friend carers visit me if I am admitted to hospital?

About community and government support

- ☐ Are there community support services you recommend that could help me? If so, how do I access these?
- ☐ Can you help me access community housing?
- ☐ Would you support my application for financial assistance such as the disability support pension or sickness allowance?

Other questions I want to remember to ask



Making a phone call

Making a phone call

- Communication over the phone is a quick and easy way to get answers to the questions or problems you may have.
- Planning your call will help you be clear, strong and confident.
- Writing notes of the conversation can help you concentrate on the conversation and remember what was said.

Before you make the call

- **Who** do you need to call? Who is best to call?
- **Reason** for the call. **Why** are you calling them, not someone else?
- **What** is the issue? One short sentence to describe your issue.
- **What** is the outcome? What results do you want?
- **Questions** you want to ask: Keep it simple, about three questions.

During the phone call

- **Who** are you speaking to? Write their name/s down.
- **Time and date** of call: Record for future reference.
- **What** they said to you: What did they tell you?
- Do you need to make **contact again**?
Have they asked you to call them back at another time or contact someone else?

Phone Record Sheet to use

Use this space to write your information.

Who	Phone Numbers	Comments

Make copies of this sheet to make notes of your phone calls.

Source: ©Advocacy for Inclusion 2018 Self Advocacy Kit

Before the call	
Who do you need to call? Who is the best person?	
What's the issue? Keep it simple — one short sentence.	
What outcome do you want? What results do you need?	
Questions you want to ask: Keep it simple. Ask up to 3 questions	1. 2. 3.

During the phone call	
Time and date of call	
Who are you speaking to? Name of person you speak to.	
What they said to you. What is the message you got from them?	
Outcome or results? What have they said will be done?	

Sending an email

Email can be a great way to communicate with other people, especially service providers and professionals.

Benefits of writing an email

- You can write it any time.
- You can take your time writing it, even over days or weeks.
- A written record can be handy.
- Email is fast and cheap.
- Each email can be sent to one person or many.
- **Remember:** Once you have pressed “send”, you cannot get it back so make sure your email is suitable to go!

Important tips:

1. Who are you sending to?

- Send only to the people who need to know or see your email. If you send it to everyone, no one will take responsibility.

2. Always double check:

- Re-read what you’ve written before you press send. Save it as a draft and come back later to check it again. Be sure your message is clear.

3. Keep your email short and to the point:

- Four to five paragraphs are enough for most emails. Often people will not read a long email.
- Using headings or a summary at the top can help.

4. Use the subject heading well

- A blank or unclear subject means your email might not be read.
- Your subject should clearly tell the topic of your email.
- For example: “An email from Jane” is an unclear subject and does not tell you what the email is about. Subject headings such as “Information about meeting” or “Advice on problem regarding your service” are clear.
- Never write and send an email when angry or emotional:
 - It can be easy to write when upset, but not easy to write well — emotional emails can confuse or upset other people.
 - Take time to calm down and write your email and then come back to re-read it. Make sure you have included the facts, not just how you feel.
 - You might like to have someone else read it and give you feedback before you send it.

5. Structuring an email

An email is usually less formal than a letter. Emails should still include information.

6. From

The ‘from’ field is often pre-set by your email settings. It may be your name or show an email address.

7. To, Cc

- Use ‘To’ for the main person.
- Cc is for other people, so that they can see the email but it’s not to them.

8. Subject

The subject needs to be clear and informative.

9. Signature

Your Signature contains your details. Think about your privacy before using it in a personal email — who is the email going to, and do they need your personal information?

10. The content:

- **Greeting:** There are several ways you start a greeting:
 - Hello <name>,
 - Dear <name>,
 - To whom it may concern, (if you don't have a name)
- **Reason:**
 - Explains why you are writing
- **Main Point/s:**
 - What do you want to say?
 - What do you want them to do?
- **Closing:** the way you close often depends on the content, whether it is a professional letter, and how well you know a person. Some options are:
 - Regards,
 - Warm Regards,
 - Thank you,

Source: ©Advocacy for Inclusion 2018 Self Advocacy Kit

Whatever It Takes

Access for women with disabilities to domestic and family violence services

Dyson, S., Frawley, P & Robinson, S (2017)

Read the
Summary

Read the
Report

One size does not fit all - just like with a t-shirt.

When it does not fit it does not feel right.



My
t-shirt does
not fit!

The service
fits, it feels
right for you
- just like a
well fitting
t-shirt.



I've found
the right fit!

Accessible services are:

Approachable: This means women know the service is there, you can find it, get to it and you feel OK going there.

Acceptable & Appropriate: This means it fits for the woman, she gets to say if it is working for her.

Affordable: It should not cost you money to get there, to be there and to go as often as you need to.

Available: This means it is there for YOU and you can use it like other women do.

Learn
more
about
access

Involve women with disabilities in the service.

- Hear and use women's stories in the service.
- The voice doesn't only tell a story, it has an owner.
- Develop peer support groups for women.
- Collaborate with women with disabilities and women with disability advocacy organisations to shape services.
- Include women with disabilities on the board and other planning groups in the service.

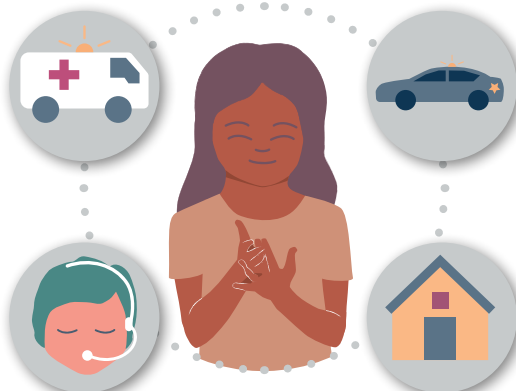


Nothing
about us
without
us

Learn
more
about
involving
women

Services need to work together.

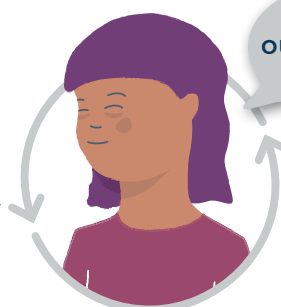
You pack the t-shirt and take it everywhere you go - it stretches and changes with you. Services can see it and don't need to ask you what t-shirt you want.



Learn
more
about
collaboration

Collect and use information about the experiences of women with a disability WITH women with disability.

Data collection
Asking us about our experiences.



Finding
out about us
with us

Data translation
Working together to get the word out about doing things better.

Data analysis
Involving us in talking about what can be learned from our experiences.

Learn
more
about
data collection

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit
www.safetyandquality.gov.au

**AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTHCARE**

What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
Access	
I have a right to health care.	I can access services to address my healthcare needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect	
I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

My healthcare rights:

How can I use the Charter?

The **Australian Charter of Healthcare Rights** describes what you can expect when receiving health care in Australia.





Australian
Human Rights
Commission

Disability Discrimination

KNOW YOUR RIGHTS



What is disability discrimination?

Disability discrimination is when a person with a disability is treated less favourably than a person without the disability in the same or similar circumstances.

For example, it would be 'direct disability discrimination' if a nightclub or restaurant refused a person entry because they are blind and have a guide dog.

It is also disability discrimination when there is a rule or policy that is the same for everyone but has an unfair effect on people with a particular disability.

This is called 'indirect discrimination'.

For example, it may be indirect disability discrimination if the only way to enter a public building is by a set of stairs because people with disabilities who use wheelchairs would be unable to enter the building.

How can I be protected from disability discrimination?

The Disability Discrimination Act makes it against the law to treat you unfairly because of your disability.

You are also covered if you had a disability in the past, may develop a disability in the future or if people think you have a disability.

People who are relatives, friends and carers of people with a disability are also protected by the Disability Discrimination Act.



What does the Disability Discrimination Act do?

If you have a disability, the Act protects you against discrimination in many areas of public life, including:

- **employment** – getting a job, terms and conditions of a job, training, promotion, being dismissed
- **education** – enrolling or studying in a course at a private or public school, college or university
- **accommodation** – renting or buying a house or unit
- **getting or using services** – such as banking and insurance services, services provided by government departments, transport or telecommunication services, professional services like those provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues
- **accessing public places** – such as parks, government offices, restaurants, hotels or shopping centres.

The Act also protects you if you are harassed, because of your disability, in employment, education or in getting or using services.

How is 'disability' defined?

The definition of 'disability' used in the Act is broad.

It includes physical, intellectual, psychiatric, sensory, neurological and learning disabilities. It also includes physical disfigurement and the presence in the body of disease-causing organisms, such as the HIV virus.

The Act covers disabilities that people have now, had in the past, may have in the future or which they are believed to have.

What is harassment?

Harassment occurs when someone makes you feel intimidated, insulted, humiliated or places you in a hostile environment.

Harassment because of a disability, such as insults or humiliating jokes, is against the law if it happens in a place of employment or education, or from people providing goods and services.

Kimberley was employed as a part-time receptionist in a busy medical practice.

The employer became aware that Kimberley had previously claimed workers compensation for occupational overuse syndrome and she was dismissed from the medical centre a few weeks later.

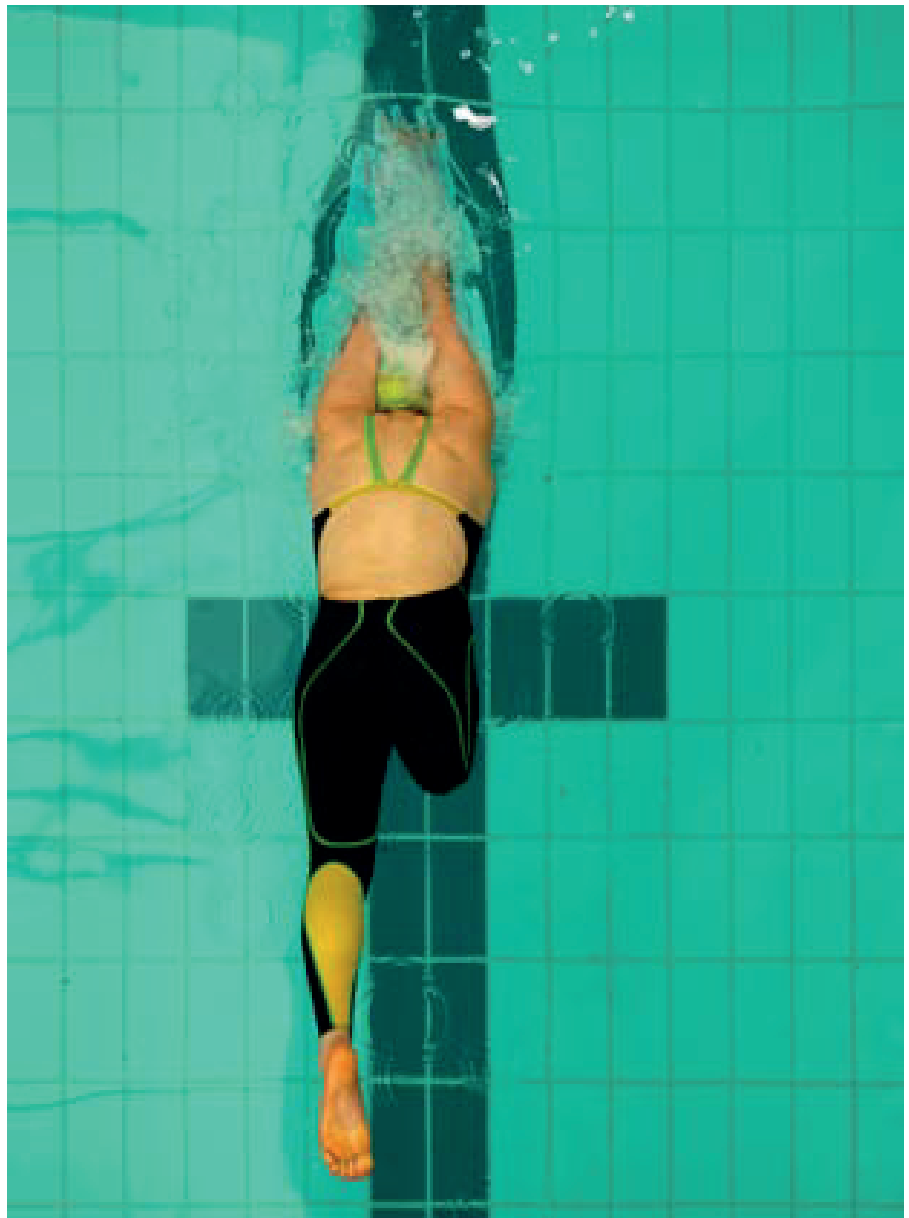
She claimed that she was told that the reason for her dismissal was her previous compensation claim.

The complaint was resolved with the employer providing Kimberley with financial compensation.

Sergio, a small business operator, who is blind, complained that he could not use a government website because it didn't provide an accessible version of the content.

Sergio needed to use the website regularly for his work.

As a result, the government department agreed to upgrade its website in line with web content accessibility guidelines.



What about discrimination and harassment at work?

A person with a disability has a right to the same employment opportunities as a person without a disability.

If a person with a disability can do the main activities or 'inherent requirements' of a job, then they should have an equal opportunity to do that job.

In some cases, an employer may need to make some workplace changes so that the employee can best perform the job, such as providing an enlarged computer screen or installing ramps.

Employers are not required to make workplace changes if it would cause major difficulties or unreasonable costs. This is called 'unjustifiable hardship'.

However, employers would need to show how making those changes would cause such hardship. Many adjustments involve little or no cost, and the Australian Government's Workplace Modifications Scheme can assist where there are costs in modifying the workplace or purchasing equipment for eligible employees with disability.

Employers should also have policies and programs in place to prevent discrimination and harassment in the workplace.

Two friends complained that they had been forced to leave a bar because one of them was accompanied by a guide dog.

The complaint was resolved through conciliation and the bar owner provided an apology, financial compensation and a donation to a charity.



When is disability discrimination not against the law?

Like other anti-discrimination laws, the Disability Discrimination Act says that in some circumstances treating someone differently because of their disability won't be against the law. This is known as an exception or exemption.

For example, the Disability Discrimination Act says it may not be against the law to refuse to employ a person with a disability if, because of their disability, they cannot perform the inherent requirements of a job.

However, the Act also says that employers must consider how the person with a disability could be provided with reasonable adjustments to help them do the job. An adjustment is reasonable if it does not impose 'unjustifiable hardship' on the employer.

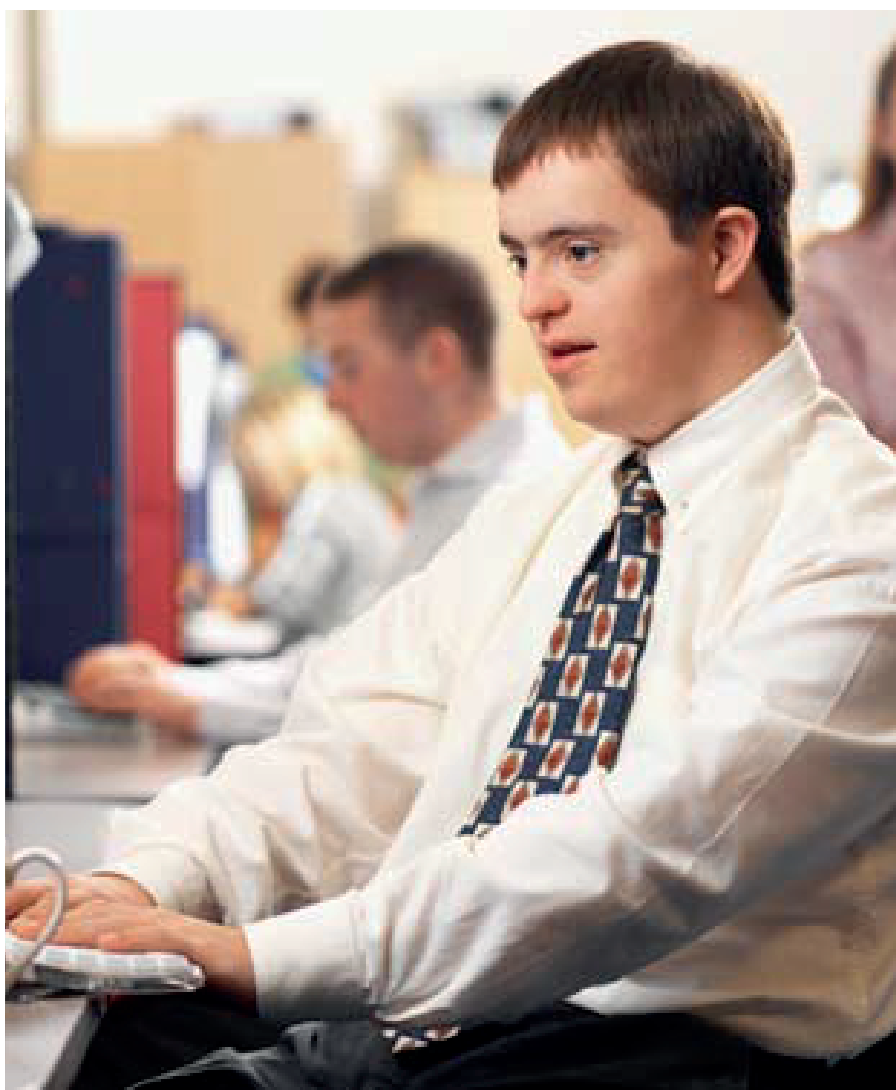
As mentioned earlier, unjustifiable hardship also applies to other situations. For example, it may not be against the law to only provide entrance to a cinema or theatre by a set of stairs if the owner can show that it would cause unjustifiable hardship to modify the building to provide wheelchair access.

What if I'm not able to do the tasks that make up the job?

It is not against the law to refuse someone a job if, because of their disability, they can't perform the 'inherent requirements' of the position.

In other words, you must be able to carry out the essential duties of the job.

For example, a person with low vision may not be able to meet the 'inherent requirements' of a job as a delivery driver.





What can I do if I experience discrimination?

You may want to deal with the situation yourself by raising it directly with the person or people involved or with a supervisor, manager or discrimination/harassment contact officer.

Making a complaint to the Commission

If this does not resolve the situation, or you do not feel comfortable doing this, you can make a complaint to the Australian Human Rights Commission. You can also have someone such as a solicitor, advocate or trade union representative make a complaint on your behalf.

It does not cost anything to make a complaint to the Commission.

Your complaint needs to be put in writing. The Commission has a complaint form that you can fill in and post or fax to us. Or you can lodge a complaint online at our website. If you are not able to put your complaint in writing, we can help you with this.

The complaint should say what happened, when and where it happened and who was involved.

A complaint can be made in any language. If you need a translator or interpreter, the Commission can arrange this for you.

USING HEALTH SERVICES IN THE ACT



Phone 13 14 50 for a free interpreter.



If you or your family are sick or injured, sometimes it can be difficult to know which health service to use, when you can use it, and how much it will cost. You can use this book to help you make the right decision about using health services in the ACT.

Accessibility

The ACT Government is committed to making its information, services, events and venues as accessible as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format such as large print, please phone 13 22 81 or email HealthACT@act.gov.au



If English is not your first language and you require a translating and interpreting service, please phone 131 450.

If you are deaf, or have a speech or hearing impairment and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on these services visit <http://www.relayservice.com.au>

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Enquiries about this publication should be directed to ACT Government Health Directorate, Communications and Marketing Unit, GPO Box 825 Canberra City ACT 2601 or email: HealthACT@act.gov.au

www.health.act.gov.au | www.act.gov.au

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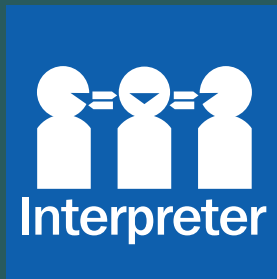


Which health service do I need?

	<p>Emergency Department (page 24)</p>	<p>For serious illness or injury (like breathing problems, bleeding that does not stop, broken bones, head injuries, or chest pain), call 000 for an ambulance or go to a hospital Emergency Department at any time (24 hours a day, seven days a week). See the map on page 27 for hospital locations.</p>
	<p>Local doctor or General Practitioner (GP) (page 10)</p>	<p>For most health problems and health checks, phone your local doctor for an appointment (a time to visit). Doctors are open at different times. If you need help and your doctor is closed, phone Healthdirect on 1800 022 222 for doctors who provide after-hours services or home visiting services.</p>
	<p>Walk-in Centres (page 15)</p>	<p>For treatment of minor illness and injury (like colds, eye or ear infections, and minor cuts), go to a Walk-in Centre between 7:30am and 10:00pm on any day (seven days a week). You do not need to make an appointment. The Walk-in Centre can only help adults and children over 2 years old. See the map on page 27 for Walk-in Centre locations.</p>
	<p>Pharmacy or chemist (page 16)</p>	<p>For advice about minor illness and injury, go to your local pharmacy (also called a chemist). Pharmacies are open at different times. Usually, you do not need to make an appointment.</p>
	<p>Healthdirect health information phone line (page 14)</p>	<p>If you do not know what to do about a health problem, or you do not know which health service to go to in your area, phone Healthdirect on 1800 022 222 at any time (24 hours a day, seven days a week). You can also find health services information online at: www.health.act.gov.au/health-services</p>

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Interpreter 131 450

An interpreter is a person who speaks two or more languages. They help you to talk with people who speak a different language. You can show staff this page to ask for an interpreter.



You can use an interpreter to help you make a health service appointment. Phone 131 450 for the Translating and Interpreting Service (TIS) and name your language. Then give the phone number of the health service.

You can also use an interpreter when you visit the health service. You should tell the health service that you need an interpreter when you make your appointment. The health service will arrange an interpreter. If you do not tell the health service that you need an interpreter before your visit, you can still ask for a telephone interpreter when you arrive.

This is a free service and the interpreter will not give your

information to anyone else. You can ask for a male or female interpreter, and to have the interpreter speaking on the telephone or sitting with you at the appointment.

It is your right to have an interpreter. You should not feel embarrassed or worried to ask for one.

If you can not go to your appointment, you should tell the health service as soon as possible, so they can tell the interpreter.

TIS has interpreters in over 160 languages.

For more information about TIS, visit: www.tisnational.gov.au



Public and private health care systems

Australia has public and private health care systems. Each system has its own health services and hospitals.

The public health care system is run by the government, but is different in each state or territory. The private health care system is run by private organisations and companies.

If you have a Medicare card, you can use public health services (like going to a public hospital or seeing a local doctor) and these will be free or partly paid for by the government through a program called Medicare (see page 6). If you have a Centrelink concession card, you can get further discounts on some public health services (see page 8).

If you are an asylum seeker and you are not eligible for a Medicare card, you can still use health services in ACT public hospitals for free, and ACT public dental and community health services for free or at a reduced cost. You need to show an ACT Services Access Card when you use these services (see page 9).

If you have private health insurance, you can use private health services (like going to a private hospital or seeing a private dentist) and these will be free or partly paid for by the private health insurance company (see page 5).





Private health insurance

You can buy private health insurance so you and your family can use health services that Medicare does not pay for, like private hospital services, private dentists, and traditional Chinese medicine, at a reduced cost.

You can also get private health insurance to pay for you and your family when you need an ambulance (see page 25). If you have private health insurance, you should ask the insurance company if you are covered for ambulance services. You can also get 'ambulance only' insurance, which costs less than private health insurance and only pays for ambulance services. You might not need ambulance insurance if you have an ACT Services Access Card, Centrelink Health Care Card or Pensioner Concession Card. Ambulance services are free in the ACT for people with these cards.

Different private health insurance companies (also called private health funds) sell different kinds of insurance for different prices. If you buy private health insurance, you can choose what kind of private health insurance you buy, and which private health insurance company you buy it from.

Most permanent residents and citizens of Australia do not need to buy private health insurance if they do not want to. However, some people may need to pay more tax in Australia if they do not have private health insurance.

Some people must buy private health insurance if they visit Australia on certain visas, like students from other countries. Even if it is not a visa requirement, temporary residents and visitors to Australia should consider buying private health insurance, to help them pay for any health services they might need while they are in Australia. Otherwise, visitors may need to pay for the full cost of health services, which can be expensive.

For more information about private health insurance, call 1300 737 299 or visit:
www.privatehealth.gov.au



Medicare card

Medicare Australia is a government program that helps you pay for health services.

Having a Medicare card means:

- free or discounted treatment at the doctor, some optometrists (eye doctors), and some other health services
- free or discounted X-rays and blood tests
- free treatment at the public hospital.

Always show your Medicare card when you use health services, if you have one.



Medicare **does not** pay for ambulance costs, most dental services, glasses, staying in a private hospital, and some other health services. You should ask whether a health service is covered by Medicare before you use it.

The Medicare Safety Net is a program for people that need a lot of health services in a year. Once you have spent a certain amount of money on health services, you can pay less for some health services for the rest of the year.

If you are single and do not have any children, Medicare will keep count of how many health services you use, so they will know if you reach the Safety Net amount. You only need to tell Medicare if you change your address or phone number.

Couples and families need to tell Medicare to count your family's health services together, so you may reach the Safety Net amount sooner.

There are five Medicare offices in the ACT. They can help you with any problems to do with Medicare. Some Medicare offices are in the same place as Centrelink offices (see page 8):

Medicare office	Address	Phone number
Medicare Belconnen	Level 1, North Point Plaza 8 Chandler Street Belconnen, ACT, 2617	132 011
Medicare Braddon	Level 1 13 Lonsdale Street Braddon, ACT, 2612	
Medicare Gungahlin	Shop 30-33 Woolworths Building The Marketplace Gungahlin 30 Hibberson Street Gungahlin, ACT, 2912	
Medicare Tuggeranong	Tuggeranong Square Cnr Anketell Street & Reed Street South Tuggeranong, ACT, 2900	
Medicare Woden	Penrhyn House Ground Floor 2-6 Bowes Street Woden, ACT, 2606	

There is more information about Medicare at: www.humanservices.gov.au/customer/dhs/medicare

Health services may have different rules for giving free or discounted services to people with a Medicare card. When you use a health service, you should ask them about their Medicare card rules.



Centrelink concession cards

Centrelink is a government program that provides different social or welfare services and payments.

Some people can get a Centrelink Health Care Card or Pensioner Concession Card. These 'concession cards' can help you get further discounts when using some health services. For example:

- some medicines prescribed by the doctor will be discounted
- free emergency ambulance service in the ACT
- discounted treatment at the ACT public dental service.

Always show your concession card when you use health services, if you have one.

There are five Centrelink offices in the ACT. They can help you with any problems to do with concession cards. Some Centrelink offices are in the same place as Medicare offices (see page 7):

There is more information about Centrelink at: www.humanservices.gov.au/customer/dhs/centrelink

Health services may have different rules for giving free or discounted services to people with a concession card. When you use a health service, you should ask them about their concession card rules. Medicare (see page 7) does not pay for all health services.



Centrelink office	Address	Phone number
Centrelink Belconnen	Level 1, North Point Plaza 8 Chandler Street Belconnen ACT 2617	131 202 (Multilingual Phone Service)
Centrelink Braddon	Ground floor 13 Lonsdale Street Braddon ACT 2612	
Centrelink Gungahlin	Shop 33, The Marketplace Gungahlin 30 Hibberson Street Gungahlin ACT 2912	
Centrelink Tuggeranong	Tuggeranong Square Corner of Anketell Street and Reed Street, Tuggeranong ACT 2900	
Centrelink Woden	Penrhyn House Ground Floor 2-6 Bowes Street Woden ACT 2606	



ACT Services Access Card

If you are an asylum seeker, you can apply for an ACT Services Access Card. The ACT Services Access Card makes it easier for asylum seekers to use ACT Government services. You can show this card to use some health services, transport, education, housing and legal services for free or at a reduced cost.



An asylum seeker is a person who has left their home country and is asking for protection in another country as a refugee, but they have not yet been accepted as a refugee.

If you are eligible, you can get a card for you and each of your family members. You can use the card for six months. If you are still an asylum seeker after six months, you need to apply for a new card.

If you are an asylum seeker but you do not have an ACT Services Access Card, you can still use all the same services, but you will need to pay the full cost.

You can ask Companion House for help to get an ACT Services Access Card (see page 17).

ACT public dental and community health services may have different rules for giving free or discounted services to people with an ACT Services Access Card. When you use a health service, you should ask the health service what their ACT Services Access Card rules are.

There is more information about the ACT Services Access Card at:
www.communityservices.act.gov.au/multicultural/access_card



Going to the doctor

When you need to go to a health service, you will usually go to a local doctor or General Practitioner (also called a GP). These doctors work in family and community medicine. Some doctors work in medical centres and some work in their own offices.

There are many different medical centres and doctors' offices in the ACT. You can choose a male or female doctor. To find your nearest doctor, phone Healthdirect on 1800 022 222 or search on the internet at: www.health.act.gov.au/health-services

You can make your own appointment with the doctor when you are sick, or if you feel healthy but want a health check or a 'check up' to make sure you do not have any health problems. A doctor can also tell you if you need vaccination or immunisation to protect you from some kinds of illness.

You can choose to change your doctor at any time. If you want to go to a different medical centre or doctor's office then you should give your new doctor a list of the medicines you are taking and a copy of your medical records. You can ask for a copy of your medical records from your doctor, but you should ask if you will need to pay for this.

If you are an asylum seeker, refugee, or a new arrival to Australia, you can see a doctor at Companion House for free without a Medicare card for your first 12 months in Australia (see page 17).

You can search for doctors who speak different languages at:
www.findahealthservice.act.gov.au/language

You can search for doctors of different ethnicities at:
www.findahealthservice.act.gov.au/ethnicity



If you can not find a doctor who speaks your language, you can call 131 450 for an interpreter. It is your right to have an interpreter. You should not feel embarrassed or worried to ask for one. Doctors can phone the TIS Doctors Priority Line for free interpreting services 24 hours a day, every day of the year.



Paying for the doctor

Different doctors charge different costs. Some doctors may '*bulk bill*,' if you have a Medicare card. This means the service is *free* because the doctor will receive money from Medicare for the service provided to you. If the doctor bulk bills, you will be asked to sign a form so Medicare can pay your doctor for the service.

If the doctor does not bulk bill, you will be asked to pay for your treatment. You may be able to get some of the costs back from Medicare or your private health insurance fund. Keep all receipts from the health service, because you will need these to get money back. Call Medicare on 132 011 to ask how to get money back after seeing a doctor.

It can be difficult to find a doctor that bulk bills in the ACT. You can ask if the doctor bulk bills when you make an appointment (see page 12). Some doctors choose to bulk bill certain patients, like patients with a Centrelink concession card. You can ask if the doctor can bulk bill you.





Booking a doctor's appointment

An appointment means agreeing to meet someone, like a doctor, at a certain time and place.

You need to book your own appointment for most health services. You can use these words to help you book an appointment on the phone or when visiting the health service:

Booking an appointment

Hello, I would like to make an appointment to see doctor _____ (doctor's name).

Does the doctor bulk bill?

Can I have an appointment on _____ (day and time)?

My name is _____.

My date of birth is _____.

I would like a _____ (language) interpreter when I see the doctor.

Thank you. Goodbye.

Writing down the time and date of your appointment in your diary, calendar or mobile phone might help you arrive on time. If you can not go to the appointment, you need to tell the health service as soon as possible.



Questions to ask the doctor

When you visit the doctor, you should ask questions so you better understand your health or treatment for health problems.

If you take this book to the doctor, it will be easier to remember the questions. You can ask the doctor any questions about your health or your treatment, and you can write down the answers to take home on the last page of this book. You can ask questions like:

Questions about health problems:

- What is the name of the problem?
- How serious is this problem?
- What causes it?
- Can I pass it on to other people?
- Is treatment required? If so, what is it?
- Is there anything I can do to make it better myself?
- How long is it likely to last?

Questions about treatment:

- How effective is this treatment?
- Are there any risks or side effects?
- Are there other ways to treat the problem?
- How long will I need the treatment for?
- What will happen if I do not have the treatment?
- How much will the treatment cost?

Questions about tests:

- What is the test for?
- How is the test done?
- Are there any risks of having this test?
- How accurate are the results of the test?
- What will happen once we know the result of the test?
- How much will the test cost?

Questions about medicine:

- Why do I need this medicine?
- How long do I need to take this medicine for?
- Are there any side effects of taking the medicine?
- What would happen if I do not take the medicine?
- When should I take this medicine?
- Will it affect any other medicines I take, including any herbal medicine or complementary medicine?
- How much will the medicine cost?

Doctors may not always recommend you take medicine. They may recommend other things you can do to be healthy instead. You can ask your doctor why they did not give you medicine, if you are worried.

Questions adapted from: www.healthdirect.gov.au/questions-to-ask-your-doctor



Healthdirect health information phone line



You can call Healthdirect on 1800 022 222 at any time (24 hours a day, seven days a week) to get advice from a nurse about any health

problem. You can also ask the nurse about finding a doctor, pharmacist or dentist in your area, including after-hours services or home visiting services.

Healthdirect can also give you advice about pregnancy, birth and looking after your baby. Call 1800 882 436 at any time for the Pregnancy, Birth and Baby helpline.

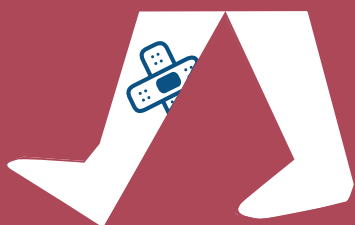


Interpreter

You can call 131 450 to ask for an interpreter to help you call Healthdirect. It is free to call Healthdirect from a landline (like a home phone), but it may cost money if you call from a mobile phone.

You can also find health services information online at: www.health.act.gov.au/health-services





Walk-in Centres

If you or your family have minor injury or illness, you can go to a Walk-in Centre. You can get free treatment from nurses at the Walk-in Centre and you do not need an appointment. Walk-in Centres are open from 7:30am to 10:00pm every day.

Walk-in Centres can help with:

- cuts and bruises;
- minor infections;
- coughs and colds;
- skin problems; and
- other minor injury and illness.



Walk-in Centre
walkincentre.act.gov.au



If you have a sick child under 2 years old, or if you have a serious injury or illness, you should not go to a Walk-in Centre. If the Walk-in Centre can not help you, they will tell you which health service you should go to.

There are two Walk-in Centres in the ACT:

Walk-in Centre	Address
Belconnen Community Health Centre	Corner of Lathlain Street and Cohen Street Belconnen ACT 2617
Tuggeranong Community Health Centre	Corner of Anketell Street and Pitman Street Tuggeranong ACT 2900

For more information about Walk-in Centres, phone the Canberra Connect Contact Centre on 13 22 81.



Medicine and pharmacies (chemists)

A pharmacy (also called a chemist) is a place where you can buy medicines and other health products. You can also ask for free advice about minor injuries and illness. Usually, you do not need an appointment.

If your doctor wants you to have certain medicines, they will give you a piece of paper called a 'prescription.' This paper tells the pharmacy what medicine you need. There are some medicines you can only buy with a prescription. Most people can visit any pharmacy to buy the prescription medicine.

If you are an asylum seeker, you might need to go to a certain pharmacy. You should contact Companion House (see page 17) or the Red Cross on (02) 6234 7695 for more information.

Take the prescription to a pharmacy with your Medicare Card and Centrelink Health Care Card, if you have one. Usually you will need to wait 5-10 minutes for the pharmacist to get the medicine for you. Sometimes the doctor orders a 'repeat' of a prescription, which means you can buy the medicine again using the same prescription.

For many medicines, you do not need a prescription. You can buy medicines for minor health problems, like a headache or a cold, without a prescription at the pharmacy. These are called 'over the counter' medicines.

When the pharmacist gives you the medicine they should explain how to use it. The instructions will also be written on the label of the medicine package, including:

- how much to take;
- what way to take it (e.g., orally [by mouth], putting it on the skin, etc.);

- when to take it (frequency);
- how many times you should take it, and for how many days (duration); and
- any other special instructions like taking it before, with, or after food.

It is very important to take medicine as you are told. Ask the pharmacist if you do not know how to take the medicine, and ask for an interpreter if you need one. Take the medicine for as long as you are told. Do not take more or less medicine than you are told. Do not take any other person's medicine, or share your medicine with other people.

Some medicines can cause problems (side effects). If you have problems, you may need to see the doctor again for a different medicine.

The Pharmaceutical Benefits Scheme (PBS) is a government program that helps you pay for some medicines. For PBS medicines, you only need to pay for part of the cost, which is also called a 'co-payment'.

The PBS Safety Net is a program for people that need a lot of medicines in a year. Once you have spent a certain amount of money on PBS medicines, you can pay less for PBS medicines for the rest of the year. You need to ask the pharmacist to keep count of how many PBS medicines you buy.

Sometimes a pharmacist will ask if you would like a less expensive brand of medicine, which is also called a 'generic' medicine. The less expensive brand of medicine works the same way as the more expensive brand, so you do not need to pay more to get better medicine. You can also ask your pharmacist if they have a less expensive brand of a medicine.



Companion House

The Medical Service at Companion House provides some health services, including a General Practitioner (GP), for refugees in their first twelve months in Australia. After twelve months, you can keep using the Companion House Medical Service until Companion House staff refer you to a GP or local doctor in your area.

The Medical Service is also used by asylum seekers and people from refugee backgrounds with complex needs.

The Medical Service will give you long visits with the doctor, and they will use an interpreter if you need one. The service is free.

The Medical Service can also help refer you to dentists (see page 22), specialists (see page 21), and other health workers like a dietitian (for information about healthy food), a podiatrist (for foot problems), or an audiologist (for ear or hearing problems).

If you have questions about Companion House Medical Service, phone (02) 6251 4550 and ask to talk to the 'practice nurse.'

You can visit Companion House at 41 Templeton Street, Cook ACT 2614.

For more information about Companion House, visit: www.companionhouse.org.au





Community Health Centre

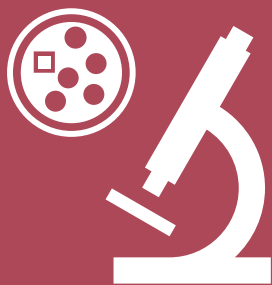
Your doctor might ask you to go to a Community Health Centre for special health services like nutrition (healthy food), podiatry (foot care) and diabetes. You can also use some Community Health Centre services without being referred by a doctor, like a Child Health Clinic.

There are six Community Health Centres in the ACT:

Community Health Centre	Address	Phone number
Belconnen Community Health Centre	Corner of Lathlain Street and Cohen Street Belconnen ACT 2617	(02) 6207 9977 (Community Health Intake Line)
City Community Health Centre	Level 2, 1 Moore Street Canberra City ACT 2601	
Dickson Community Health Centre	Dickson Place Dickson ACT 2602	
Gungahlin Community Health Centre	Corner of Ernest Cavanagh St and Fussell Lane Gungahlin ACT 2912	
Phillip Community Health Centre	Corner of Corinna Street and Keltie Street Phillip ACT 2606	
Tuggeranong Community Health Centre	Corner of Anketell Street and Pitman Street Tuggeranong ACT 2900	

You can book an appointment for community health services by phoning the Community Health Intake line on (02) 6207 9977 from 8:00am-5:00pm, Monday to Friday. You can also ask them what services you can use at the Community Health Centre, and how much services will cost.

There is more information about Community Health Centres at:
www.health.act.gov.au/health-services/community-based-health-services/



Blood tests and other tests

If the doctor wants you to have a blood test, you will be given a form. This form tells the testing centre (also called a pathology centre) what to test your blood for. It will also give you information on whether you need to fast (not eat) before the test. The same kind of form is also given if you need to give a urine or stool (also called faeces or poo) sample.

For a blood test, someone will use a needle to take a small amount of blood, usually from your arm. For urine and stool samples, you will be given a jar to put the sample in. You can do this in the toilet of the testing centre, or at home. You can ask the staff at the testing centre where you should do it. If you do not know what to do, you can ask the staff any questions.

You do not have to give blood, urine or stools for testing if you do not want to. If you do not understand what the test is for, you can ask the doctor to explain.

There are many different testing centres in the ACT. To find your nearest testing centre, search for 'pathology' on the internet at: www.health.act.gov.au/health-services



Sometimes you need to make an appointment for a blood test. Phone the testing centre to ask if you need an appointment.

Remember to take the form which the doctor gave you when you go to the testing centre. The results will be sent to your doctor and they will contact you if you need another appointment.

To make it easier to collect blood, drink lots of water before the test (unless you are told not to).

The cost of some tests will be partly or fully paid by Medicare. You can ask your doctor or the testing centre about the cost of your test.



Scans

If the doctor wants you to have a scan, you will be given a request form. The request form says what kind of scan you need, and what part of your body will be scanned. It may be for an X-ray, CT scan, MRI scan or ultrasound. Phone the number on the form to make an appointment. They will usually ask for:

- your name;
- your date of birth; and
- the name of the doctor who ordered the scan.

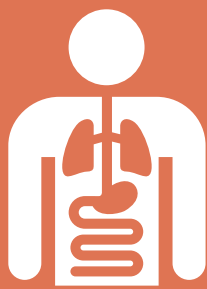
They will also tell you how to get ready for the scan (like drinking water before a pregnancy ultrasound).

There are many different places where you can get scans in the ACT. To find your nearest centre, search for 'radiology and imaging' on the internet at: www.health.act.gov.au/health-services

Remember to take the request form which the doctor gave you when you go to the scan centre. Ask the staff to send the results to your doctor. Your doctor will contact you if you need another appointment.

The cost of some scans will be partly or fully paid by Medicare. You can ask your doctor or the scan centre about the cost of your scan.





Specialists

Your doctor may refer you to a medical specialist if you need special help, tests or treatments. Specialists are doctors that are highly trained in a certain area of medicine. Usually, you can not see a specialist without a referral from your local doctor or GP.

If your doctor refers you to a hospital specialist, they will send the specialist a referral letter to ask for an appointment for you. The date of your appointment depends on your health problem, and how bad it is.

Seeing a specialist at a public hospital will be free or discounted under Medicare, but you may have to wait several months for the appointment.

Contact your local doctor or GP if your health changes, or if you are worried about your health while you are on the specialist's waiting list for an appointment. Your doctor will be able to check your health, and send new information to the specialist if needed.

When the specialist makes an appointment for you, they may send you a letter or call you on the phone to tell you the date, time and address of your appointment.

When you see a specialist at the hospital, you will need to bring your appointment letter with you, any information your doctor gave you to give to the specialist, and your Medicare card, if you have one. The specialist may also ask you to bring scans or X-rays, if you have them.

Tell the specialist if:

- you do not need an appointment;
- you cannot go to an appointment;
- you have any questions;
- your contact details (phone number and address) change; or
- you need an interpreter (medical specialists can phone the TIS Doctors Priority Line for free interpreting services 24 hours a day, every day of the year).

If your local doctor or GP refers you to a private specialist, you will need to phone the specialist to make an appointment. You may also have to wait several weeks or months for the appointment. Some private specialists bulk bill people with Centrelink Health Care Cards (see page 8). If the specialist does not bulk bill, you will be asked to pay for your treatment. You may be able to get some of the costs back from Medicare or your private health insurance company, if you have one. Keep all receipts from a specialist, because you will need these to get money back.

You can talk to your doctor or the specialist about the cost of a specialist appointment.



Dentist

A dentist is a person who can help you with tooth or mouth problems. In the ACT, there are public and private dentists. Only some people can use public dental services. ACT public dental services are available for:

- adults who have a Centrelink Health Care Card or Pensioner Concession Card;
- asylum seekers (with or without an ACT Services Access Card);
- all children aged under 5 years who live in the ACT;
- all children aged 5 years to under 14 years who live or go to school in the ACT; and
- children aged under 18 years who live or go to school in the ACT and are covered by a Centrelink concession card.

You can book your own appointment for public dental services. The cost of public dental services is discounted. You can ask the dental service how much your appointment will cost. If you need special treatment, the dental service may refer you to a private dentist or specialist.

There are five public dental services in the ACT:

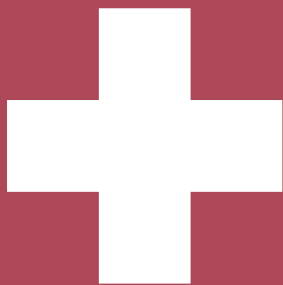
Public dental service	Address	Phone number
Belconnen Dental Clinic	56 Lathlain Street Belconnen ACT 2617	(02) 6207 9977 (Community Health Intake Line)
Civic Dental Clinic	Level 1, 1 Moore Street Civic ACT 2601	
Gungahlin Dental Clinic	Corner of Ernest Cavanagh Street and Fussell Lane Gungahlin ACT 2912	
Phillip Dental Clinic	Corner of Corinna Street and Keltie Street Phillip ACT 2606	
Tuggeranong Child and Youth Dental Clinic	Corner of Anketell Street and Pitman Street Tuggeranong ACT 2901	

If it is not an emergency, you may have to wait to get an appointment at the public dental service. You may be able to get an appointment at a private dentist sooner, but this will cost more than public dental services. If it is an emergency, you can phone the public dental service to ask if they can help you.

There are many different private dentists in the ACT. To find your nearest dentist, search for 'dental services' on the internet at: www.health.act.gov.au/health-services

For the first 12 months in Australia, new arrivals can get an appointment at public dental services without waiting. You need to get a referral from Companion House to do this (see page 17).

A parent or carer should go with a child to all dental appointments. This helps you to know about the health of your child's teeth and mouth.



Hospitals

You can go to a hospital in an emergency (see page 24), or if a doctor refers you to the hospital for tests, an operation (also called surgery), and other health services.

Public hospitals in the ACT are:

Hospital name	Address	Phone number
The Canberra Hospital	Yamba Drive Garran, ACT 2605	(02) 6244 2222
Calvary Public Hospital	Haydon Drive Bruce, ACT 2617	(02) 6201 6111

Private hospitals in the ACT are:

Hospital name	Address	Phone number
Calvary John James Hospital	173 Strickland Crescent Deakin, ACT 2600	(02) 6281 8100
Calvary Private Hospital	Corner of Belconnen Way and Haydon Drive Bruce, ACT 2617	(02) 6201 6363
National Capital Private Hospital	Corner of Gilmore Crescent and Hospital Road Garran, ACT 2605	(02) 6222 6666

Some private hospitals are located next to public hospitals (see map on page 27).

The Canberra Hospital (a public hospital):





Emergency department

If you need emergency health care for problems like breathing problems, bleeding that does not stop, broken bones, head injuries, or chest pain, call 000 for an ambulance (see page 25) or go to the Emergency Department at Canberra Hospital or Calvary Public Hospital. If you do not know if it is an emergency, you can call 000 to check.

Emergency Departments are open all the time (24 hours a day, seven days a week). When you go to the Emergency Department:

- take your Medicare Card, your Centrelink Health Care Card, and your ACT Services Access Card, if you have one;
- ask for an interpreter if you need one; and
- ask the staff before you eat or drink.

No appointments are taken in an Emergency Department. People with the most urgent problems will be seen first. You may have to wait several hours to be seen, depending on your health problem.

You can visit: www.health.act.gov.au/emergency/live-emergency-department-activity to see how many people are already waiting for treatment at the Emergency Department at Canberra Hospital and Calvary Public Hospital.

The Canberra Hospital Emergency Department:





Ambulance

You should call an ambulance on 000 in any medical emergency. A medical emergency is when you or another person needs help very quickly with a serious illness or injury. If you do not know if it is an emergency, you can call 000 to check.

An ambulance is a vehicle, like a van, which will come to you when you need help in a medical emergency. The people in the ambulance will help you and take you to hospital if you need it.

You should NOT call an ambulance if:

- you do not need help very quickly; or
- you need transport for a health service appointment that is not an emergency.

How to phone an ambulance:

1. Dial 000
2. You will be asked if you need police, fire or ambulance
3. Say you want an ambulance
4. A person from the ambulance service will talk to you
5. Say: – your name
– the address where you need the ambulance to come
– what the problem is
6. Speak clearly and slowly
7. The person from the ambulance service will ask you some questions. Try to answer all these questions, even if you do not think they are important
8. Do anything the person from the ambulance service tells you
9. Do not hang up until the person from the ambulance service tells you.

000 is free to call from any phone, whether it is a public phone, a home phone that has been disconnected, or a mobile phone that has no credit. For mobile phones, dial 112 if 000 does not work.



You can phone the Translating and Interpreting Service (TIS) on 131 450 and ask the interpreter to phone the ambulance for you.

Tell everyone in your family, including children, how to call 000.

You need to pay for ambulance services in the ACT unless you have an ACT Services Access Card, Centrelink Health Care Card or Pensioner Concession Card (but they may not be free in other states or territories in Australia). If you have one of these cards, ambulance services are free. Otherwise, ambulance services can be expensive.

Medicare does not pay for ambulance services. You will not need to pay for the ambulance when you use it, but you will be sent a bill later. You can get private health insurance to help pay for ambulance services (see more information about private health insurance on page 5). You should always call an ambulance in a medical emergency, even if you are worried about the cost.



Health rights and responsibilities

It is important that you understand your rights and responsibilities using Australian health services. When you use a health service in Australia you can:

- have a free interpreter if you need one;
- ask questions; and
- have your personal information kept private.

You need to:

- treat staff respectfully;
- get to appointments on time;
- phone early if you can not come to an appointment; and
- follow staff instructions.

If you are worried about a problem with a health service, including using an interpreter, you can talk to the health service staff. If you are not happy with their response, you can get help from:

ACT Health

The Consumer Feedback Coordinator
Quality and Safety Unit

ACT Health

PO Box 11

Woden ACT 2601

Telephone: (02) 6207 7627

www.health.act.gov.au/feedback

OR

ACT Human Rights Commission

The Health Services Commissioner

GPO Box 158

Canberra City ACT 2601

Telephone: (02) 6205 2222

www.hrc.act.gov.au/health

You can ask for a brochure with information about your rights, called The Australian Charter of Healthcare Rights: A guide for patients, consumers, carers and families.

You can also read about the Australian Charter of Healthcare Rights in English and 17 other languages at:

www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/australian-charter-of-healthcare-rights-alternate-versions

All ACT Health facilities and grounds, including the Canberra Hospital and grounds, are completely smoke free. For help to quit smoking, call Quitline on 13 78 48.

DO YOU KNOW YOUR HEALTHCARE RIGHTS?

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

ACCESS

You have a right to health care.

SAFETY

You have a right to safe and high quality care.

RESPECT

You have a right to respect, dignity and consideration.

COMMUNICATION

You have a right to be informed about services, treatment, options and costs in a clear and open way.

PARTICIPATION

You have a right to be included in decisions and choices about your care.

PRIVACY

You have a right to privacy and confidentiality of your personal information.

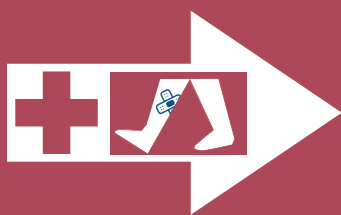
COMMENT

You have a right to comment on your care and to have your concerns addressed.

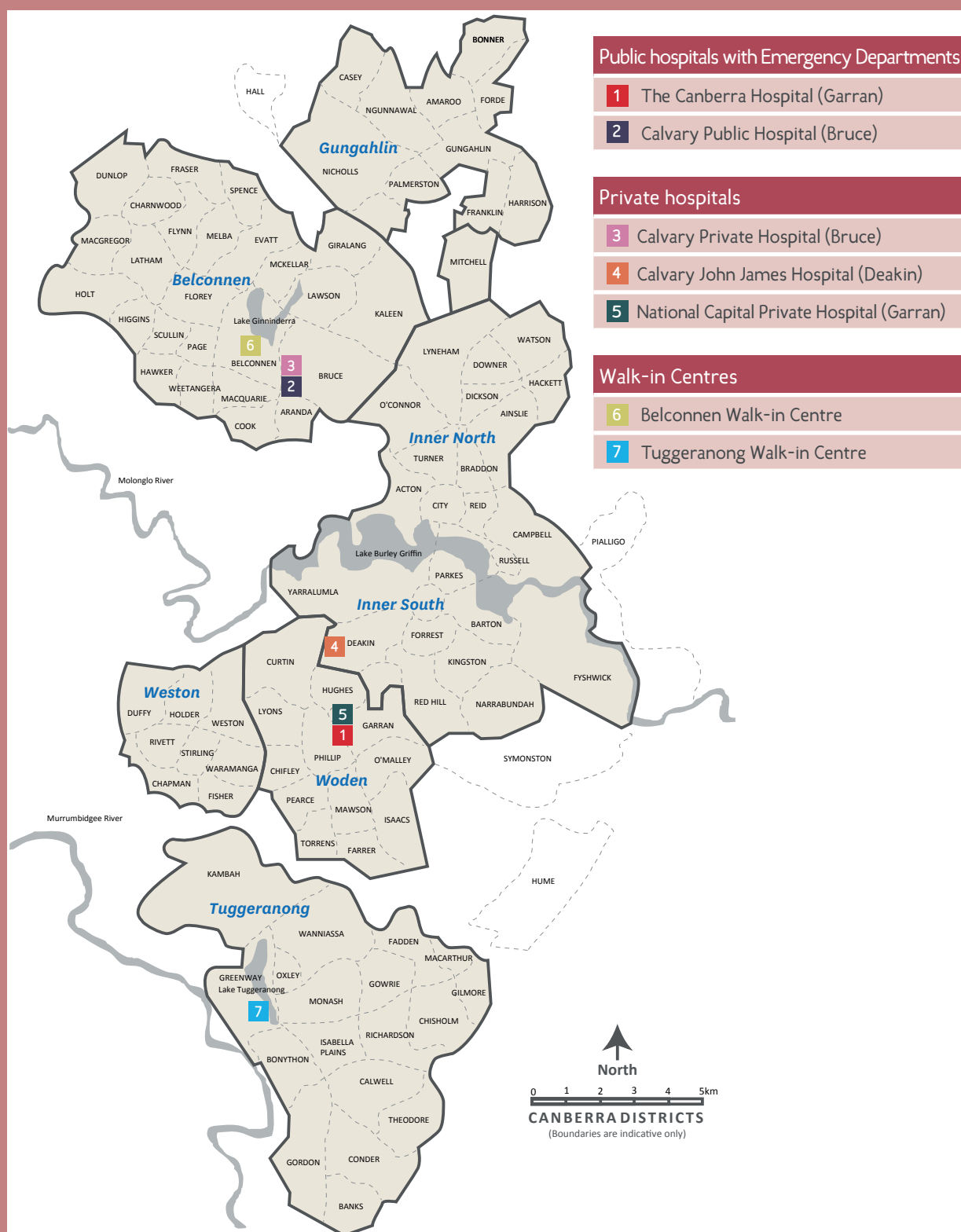


For more information on the Charter ask for a flier on the Australian Charter of Healthcare Rights, or visit www.safetyandquality.gov.au





Map: ACT public and private hospitals and Walk-in Centres





Which bus do I take?

You can fill this out with help from ACTION at www.action.act.gov.au or telephone on 13 17 10. Call TIS first on 131 450 if you need an interpreter to call ACTION.

Place	Address	Bus number/s
My local doctor or GP		
My Walk-in Centre		
My hospital		
My Medicare office		
My Centrelink office		



Free computer and internet access

You can use the internet to visit websites listed in this book and find more information about health services in the ACT. ACT Government Libraries provide free use of computers with internet access, and free use of wireless internet (also called 'Wi-Fi').

You will need to be a library member and make a booking to use a library computer. It is free to become a library member. You can ask the library how to do this.

To use wireless internet, you need to bring your own laptop computer, smartphone or tablet.

There are ten ACT Government Libraries:

ACT Government Library	Address	Phone number
Belconnen Library	12 Chandler Street Belconnen ACT 2617	(02) 6205 9000
Civic Library	Civic Square, London Circuit Canberra City ACT 2600	
Dickson Library	Dickson Shops (off Antill Street) Dickson ACT 2602	
Erindale Library	McBryde Crescent Wanniassa ACT 2903	
Gungahlin Library	Corner of Hibberson Street and Gozzard Street Gungahlin ACT 2912	
Kingston Library	52 Giles Street Kingston ACT 2604	
Kippax Library	Hardwick Crescent Holt ACT 2615	
Tuggeranong Library	Cowlishaw Street Tuggeranong ACT 2900	
Woden Library and ACT Heritage Library	Corinna Street Phillip ACT 2606	

You can also use free public wireless internet in some parts of Canberra. You can visit: www.digitalcanberra.com.au to find out where you can use free public wireless internet.



ACT Health contact list

ACT Health general enquiries	13 2281
Interpreter service (160 languages)	13 1450
ACT Pathology	6244 2930
Pathology collection centres	
Belconnen	6205 1315
Calvary Hospital	6201 6270
Canberra Hospital	6244 2816
Charnwood	6258 0787
Gungahlin	6174 5264
Lyneham	6262 7522
Tuggeranong	6293 4919
Home visits	6244 2816
Customer service	6244 2932
Aged Care and Rehabilitation Service	6244 2926
Capital Region Cancer Service	6244 2738
Nurse Care Co-ordinators	
Head and Neck Cancer	6244 3446
Malignant Haematology	6244 3447
Lung Cancer & Mesothelioma patients	6244 3895
Prostate & Urology	6244 3897
Medical Oncology	6244 2188
Radiation Oncology	6244 2241
Haematology	6244 2929
Immunology	6244 5586
Gastrointestinal	6174 5269
Palliative Care	6244 4269
Advanced Breast Cancer	6244 3896
BreastScreen ACT & SE NSW	6205 4444 or 13 2050
Child Health Services	
Maternal & Child Health	6207 9977
The Child at Risk Health Unit	6244 2712
Centre for Newborn Care	6244 4056
Client Support Services	
Independent Living Centre	6205 1900
Sexual Health	6244 2184
Community Health (Intake Line)	6207 9977
Alcohol & Drug Helpline (24hrs), Allied Health, Child Health Services, Community Nursing, Diabetes Service, Health Centres, Nutrition, Occupational Therapy, Physiotherapy, Podiatry, Social Workers	
Dental	
After hours information line	6205 1653
Belconnen Dental Clinic	6205 1541
Civic Dental Clinic	6205 0977
Phillip Dental Clinic	6205 1463
Tuggeranong Dental Clinic	6205 2768



Phone 13 14 50 for a free interpreter.

Drugs & Alcohol	
Alcohol & Drug Helpline	6207 9977
Medicines and poisons	6205 1700
Chief Pharmacist	6205 1700
Community Health Centres	6207 9977
Belconnen, City, Dickson, Gungahlin, Phillip, Tuggeranong	
Health Complaints and Consumer Feedback	
Calvary Hospital (Public)	6201 6111
Canberra Hospital and Health Services	6207 7627
Community Health	6207 7627
Food, and Public Health	6205 1700
Human Rights Commission	6205 2222
Healthdirect 24 hour health advice	1800 022 222
Health Promotion	13 2281
Health Grants	6205 1325
Health Protection Service	
24 hour helpline	6205 1700
ACT Government Analytical Laboratory, Food safety, Hairdressing, Licensing requirements, Radiation safety, Sanitation, Smoke-free, Tobacco, Pharmaceuticals, Water	
Disease and Infection Control	6205 2155
Immunisation enquiries	6205 2300
Hospitals	
Calvary Hospital (Public)	
General enquiries	6201 6111
Patient enquiries	6201 6221
Canberra Hospital	
General enquiries	6244 2222
Patient enquiries	6244 2072
Teletypewriter TTY Telephone <i>Restricted to TTY users</i>	6244 3800
Mental Health	
Calvary Hospital – Ward 2N	6201 6022
Hyson Green	6201 6000
Canberra Hospital – Adult Mental Health Unit	6244 3210
Child & Adolescent Crisis Assistance	6205 1971
Crisis Assessment & Treatment Team (24 hrs 7 days)	1800 629 354
Registration Boards/AHPRA (Health Professionals)	1300 419 495
Victims Support ACT	1800 822 272
Women's Health	
BreastScreen ACT & SE NSW	6205 4444 or 13 2050
ACT Pap Test Register	6205 1545
Women's Health Service	6205 1078
Youth Health	
Junction Youth Health Service	6232 2423



Acknowledgements

This resource is adapted with permission by ACT Health Multicultural Health Policy Unit from the Northern Territory Medicare Local document *Health Services Information For New Arrivals: Understanding the Australian health care system and how to access health services in Darwin*.

This resource has been prepared in collaboration with:

- ACT Medicare Local
- Companion House
- Health Care Consumers' Association of the ACT
- Canberra Multicultural Community Forum
- ACT Chinese Aged Care Information and Referral Service.

Health care symbols sourced from www.hablamosjuntos.org.



Notes

You can write down information about your health and health services on this page. For example:

- Phone numbers or addresses of health services
- Appointment dates and times
- Information from the doctor (see page 13)
- A list of your medicines
- Instructions for taking new medicine
- Your food and medicine allergies.

[illegible]



Phone 13 14 50 for a free interpreter.

What affordable health services can I access?

Access to affordable and timely health care is a major issue for many women* experiencing or having experienced domestic violence and disadvantages.

If you are worried about this and are living on a tight budget, there are ways to access low cost or free health services in Canberra. Using these services can help ease your budget worries whilst improving your health and wellbeing. Some of these services have a lot of experience working with women* and children who have experienced domestic violence and disadvantages.

Free healthcare

The ACT is home to a number of free and low cost health services. Below is a list of the main services which may be able to help you and your children. Services will also be able to refer you to other services and specialists to suit your needs.

ACT Women's Health Service

The ACT Women's Health service is run by women for women. This is a free service which sees women who have significant difficulty in accessing health services. They have experience with and understand some of the difficulties you may be facing at this time and give priority to women in your position, because they regularly treat women who have experienced domestic violence, and who are financially disadvantaged. They offer nursing, medical and counselling appointments, and will give you short term medical support including and help you find a regular GP that suits your needs.

The Women's Health Service is centrally located in Civic at Level 1, 1 Moore Street. Outreach counselling and women's health clinics are also provided in Belconnen, Gungahlin, Holt, Phillip, and two locations in Tuggeranong.

Opening hours: 8:45am–4:45pm Monday to Friday

(Closed public holidays and between Christmas and the first working day in the New Year.)

Phone: (02) 5124 1078 or (02) 6205 1078 to speak to an intake worker

Civic drop-in and phone intake: 1-3pm Monday/Tuesday/Wednesday/
Friday

Canberra Hospital – Walk-in Centres

The Walk-in Centres in Belconnen, Dickson (opening 2020), Gungahlin, Tuggeranong and Weston Creek provide an alternative for fast access to free health advice and one-off treatment for minor illnesses and injuries, give free one-off medical advice and treatment for people with minor illness and injury. You can just drop in because you do not need to have an appointment.

Opening hours: 7.30am to 10pm daily every day of the year, including Christmas Day and New Year's Day

Website: www.health.act.gov.au/walk-in-centre/home/

Canberra Hospital, Garran

Opening hours: 7am – 11 pm, 7 days a week

Phone: (02) 5124 0000

Belconnen Walk-in Centre

Address: Belconnen Community Health Centre,
corner Lathlain and Cohen Streets, Belconnen

Phone: (02) 5124 1135

Tuggeranong Walk-in Centre

Address: Tuggeranong Community Health Centre,
corner of Anketell and Pitman Streets, Tuggeranong

Bulk billing doctors

Bulk billing is when a doctor bills Medicare directly for the full payment for their service. Bulk billing means you should not be charged any additional costs such as a booking or administration fee.

A patient account is when a doctor charges you directly in full. After you have paid you can then claim a portion of this cost with Medicare. So, to save money, look for doctors in your area who may bulk bill.

Things to remember:

- If you are running late or cannot make an appointment, call the service.
- Always bring your Medicare card and Centrelink Concession card, whenever and wherever you go to see a doctor or other health care professional. By showing these cards you may be able to get free or significant discounts on health services.
- When you make an appointment with any health care service, always ask:
 - How much will it cost? How much of a co-payment will I have to pay?
 - Do you bulk bill and who do you do this for? Some health services only bulk bill or concession card holders, like seniors.

- What Centrelink Concession card do I need for a discount?
- If my appointment is longer, will I be charged more?
- If you have moved house remember to get any correspondence from the healthcare provider sent to your new address.

ACT Community Health Intake

Community Health Intake is a central access point for advice and referral to a range of specialist and rehabilitative services, like physiotherapy, maternity care and chronic disease management. Many of the services available through this have eligibility criteria and will require a referral from a GP.

Opening hours: 8am–5pm, Monday, Tuesday, Thursday Friday;
8am–3:30pm Wednesdays (excludes public holidays)

Phone: (02) 5124 9977

Fax referrals to: (02) 5124 1082

Canberra Sexual Health Centre

The Canberra Sexual Health Centre is a free service that offers testing for and treatment of sexually transmissible infections. They are a specialist clinic, which seek to provide confidential and high quality professional and non-judgmental care. They provide access to the latest information, advice and treatments. Specialist care is bulk billed.

Opening hours:

Monday, Tuesday, Thursday and Friday: 9am–2pm

Wednesday afternoons: 1:30pm–3:30pm

Call for an appointment. Limited appointments for general sexual health care are also available Monday, Tuesday and Thursday afternoons.

Address: Building 5 (North Wing) Canberra Hospital, Garran ACT

Phone: (02) 5124 2184 for appointments

Fax referrals to: (02) 5124 8200

Winnunga Nimmityjah Aboriginal Health Service

Winnunga Nimmityjah Aboriginal Health Service (AHS) is a free primary health service run by the Aboriginal and Torres Strait Islander community. To access this service you will need to be an Aboriginal and Torres Strait Islander person. They provide medical services like women and children specific services, immunisations, health checks and dental.

Opening hours: 9am–5pm Monday to Friday for nursing, medical and social health services

Address: 63 Boolimba Crescent, Narrabundah ACT 2604

Phone: (02) 6284 6222

Fax: (02) 6284 6200

Health Directorate Alcohol and Other Drugs Services

The Health Directorate gives information, advice, referral, intake, assessment and support twenty-four hours a day. They help individuals and their family and friends with drug and alcohol problems.

Address: Level 1, 1 Moore Street, Canberra City

Phone: 24 Hour Helpline (02) 5124 9977

Low cost health services

National Health Co-op

The National Health Co-op provides affordable and accessible medical and health services to the Canberra community.

They are available at the following locations:

- ANU
- Belconnen
- Charnwood
- Chisholm
- Coombs
- Evatt
- Higgins
- Kippax (Holt)
- Macquarie

Some locations offer Saturday appointments — check the Co-op website for details on opening hours.

You can become a Co-op member by paying a low annual membership fee. As a member, you will receive benefits such as bulk billing where possible. The Co-op is a not-for-profit organisation which means that your membership fees go into supporting the Co-op. Consultations are by appointment only — phone or book online.

Telehealth appointments are available over Skype (no restrictions), but you need to advise the Co-op of the best place to make your prescriptions/referrals available. The hours for this particular service vary between locations.

Phone: (02) 6178 0400

Email: reception@westbelconnenhealth.coop

Website: www.nhc.coop

Sexual Health and Family Planning ACT (SHFPACT)

SHFPACT offers free or low cost sexual or reproductive health care. They provide pap smears, STIs checks and contraception and fertility advice. All doctors and nurses are female.

You will need to make an appointment. Some after-hours appointments are available — ask when you make your booking. They also offer telephone consultations (after triage).

Opening Hours: 9am–5pm Monday–Thursday, 9am–4pm Friday

Phone: (02) 6247 3077

SMS only: 0400 770 999

Email: shfpact@shfpact.org.au

Address: 1/28 University Ave, Canberra ACT 2601

Community Health's Adult Dental Service

Community Health's Adult Dental Service provides dental treatment to ACT residents who are the primary holder of a current ACT Centrelink issued Pension Concession or Healthcare card. Services are delivered from the Civic, Phillip, Tuggeranong, Gungahlin and Belconnen Health Centres. Call the community health centres directly for further information.

There is a maximum co-payment of \$300 for restorative treatment in a year. This payment excludes certain procedures and products. Please call the clinic for more details. Payments can be made in cash, eftpos, credit card, cheque or Centrepay.

Opening hours: 8:30am–5pm Monday to Friday (check for periodic closures on Wednesday afternoons.)

Phone: (02) 5124 9977 (Community Health Intake line) for urgent treatment

Emergency Dental Services

Emergency dental services are available to eligible adults and children who need urgent dental treatment.

To go to this service you need to be an ACT resident and a concession card holder.

There is a minimum charge for this service for adults. Additional fees may apply and can be paid in cash, eftpos, credit card or cheque. This service is free for children under 18 who hold a Centrelink Concession Card. Be sure to bring your current ACT Centrelink Concession Card and details of any medication you are currently taking.

Always phone ahead to check availability, to be assessed and to make an appointment. It is also a good idea to ask about fees at this time.

Opening hours: Monday–Friday (except public holidays)

Phone: (02) 5124 9977 (Central Health Intake line)

Phone, after hours: (02) 6205 1653 (weekends and public holidays)

Phone Support

If you need someone to talk to or you would like advice on where to get help, there are phone numbers you can call.

Be aware that even though some services are free to call, there may be extra costs for you if you are calling them from a mobile phone.

1800 RESPECT:

Sexual assault, domestic and family violence counselling service. 1800 RESPECT has qualified and experienced counsellors who can provide you with information and referral to support services that can help you and your family.

Phone: 1800 737 732 (24 hours a day, 7 days a week)

HealthDirect Australia

If you have a health issue and you do not know what to do you can speak with a registered nurse over the phone. The nurse will be able to help you to know where to go and what to do.

Phone: 1800 022 222 (24 hours a day, 7 days a week)

Calls from landlines are free. Calls from a mobile phone may be charged.

Lifeline

Lifeline offers confidential telephone crisis support 24 hours a day, 7 days a week from a landline, payphone or mobile.

If you are experiencing a personal crisis or thinking about suicide you can call Lifeline. Trained volunteer staff are ready to listen, provide support and referral to anyone, regardless of age, gender, ethnicity, religion or sexual orientation.

Phone: 13 11 14

Most calls to 13 11 14 from a landline will be charged the cost of a local call, however additional charges may apply for some home phone plans. Calls to 13 11 14 from mobiles are free. This includes Pre-Paid and Post-Paid customers.

Pre-paid customers who are out-of-credit will be connected to 13 11 14 until their prepaid service is suspended. The out-of-credit period varies depending on providers but is typically between 30 days and 6 months.

Reducing the costs of your private health insurance

If you have private health insurance you might be worried about keeping up with payments. If you are doing it tough financially and/or your circumstances have changed you might want to think about:

- Reassessing whether your current plan meets your needs. The Australian Private Health Ombudsman has a tool to help you compare policies which you can access here: www.privatehealth.gov.au/dynamic/compare.aspx.
- Lowering your premiums. This means choosing to receive only limited benefits, not be covered for certain services or co-paying for certain treatments.
- Any discounts you may be able to get from your provider. For example, if you are a pensioner or a low income earner in the ACT your premium may be reduced because you are entitled to free ambulance cover.
- Requesting a suspension due to financial hardship. Health funds may allow you to suspend your insurance for an agreed amount of time.
- Talking with your health fund about your situation and what options they can offer to help you.

Unexpected medical costs

Healthcare or medical debts often happen because of unexpected illness or emergency. Big bills like ambulance fees or operations and treatment are daunting.

If you know you're going to have any kind of surgery or medical treatment always ask for an estimate of costs and a payment plan before agreeing to the treatment if you can.

Remember if you have a Centrelink Healthcare card, medical treatment may be heavily discounted and your debt minimised or cleared.

Reducing your chemist/pharmacy costs

Filling your prescription can be expensive. To cut some of the costs try these strategies:

- Use your Centrelink Healthcare concession card at all times.
- If a medication is covered under the Pharmaceutical Benefits Scheme (PBS) you will only pay \$5.90 per script. If a medication is not on the PBS you will be charged the full price.
- Agree to or ask for the generic brand of medication.
- Fill your prescription at a discount pharmacy.
- If you are in crisis, talk with an emergency support provider. In special circumstances some charities and community organisations may pay for your prescription to be filled.
- Buy at the supermarket. It is cheaper to buy over the counter medications, first aid supplies and feminine hygiene products from the supermarket rather than the pharmacy. Products like paracetamol, antacids, bandaids and tampons will be cheaper at the supermarket.

Source: Women's Centre for Health Matters — A Financial Resource for women leaving domestic violence in the ACT



ACT
Government
Health

ACT COMMUNITY ASSISTANCE & SUPPORT PROGRAM (CASP)

Service Directory

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Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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What is the Community Assistance & Support Program?

The Community Assistance & Support Program (CASP) aims to enhance your health and wellbeing, and facilitate your independence and participation in the community.

CASP provides you and your carer with support if you are finding daily living activities difficult due to a health issue. This health issue may come and go, or be a condition that is short-term.

CASP will assist you by carrying out daily living activities for you, such as mowing the lawn or providing meals, or by supporting you to perform these activities yourself.

These support services can help you to stay well and, where possible, prevent you from suffering a decline in health or needing to go to hospital. When you do go to hospital, these services will help you to return to your home safely following your stay.

Services available to support you include: domestic assistance; food services; linen service; personal care; community participation and social support; counselling support, information and advocacy; carer support; minor home maintenance; and transport.

Who can use CASP?

To be eligible for CASP you must live in the ACT, be under 65 years and require home and community support for daily living activities due to a health issue*.

People who may be eligible for CASP includes, but is not limited to, people with:

- an illness that comes and goes;
- short-term health or mental health conditions;
- a need for post-hospital care and support, or assistance with hospital outpatient visits;
- a disability that is not of a 'major and permanent' nature (as required for National Disability Insurance Scheme (NDIS) eligibility);
- any combination of any number of these characteristics; and
- the unpaid carers and family members of any of the above individuals.

To receive services under the program, you cannot be receiving identical home and community care support services from another government program.

If you are a current NDIS client, you *may* be eligible for CASP if you require additional support arising from a temporary health issue e.g. recovering from surgery.

*** Important note:** CASP cannot provide long-term, high level care or specialist mental health services.

Expected outcomes

CASP focuses on achieving the following outcomes for eligible people:

- Meeting your needs by providing a range of support services to assist your health and wellbeing;
- Providing support services that increase your independence and allow you to be a part of your community; and
- Where possible, services will be provided in the community or your home rather than a medical setting.

Services Available

Please note:

- There may be waiting times before you can access services or before a service can start.
- Although services are subsidised by the ACT Government, some fees usually apply.

Care coordination

Alzheimer's ACT

6255 0722

Anglicare ACT

6278 8480

Belconnen Community Services

6278 8101

Support to ensure the services needed to help you reach your recovery goals are in place and that you are being supported to access them.

CatholicCare

6163 7665

Community based support for you to enhance your health and wellbeing, and facilitate your independence and participation in the community.

Communities@Work

6293 6500

Provides you with a comprehensive, coordinated and integrated assessment for the coordination of any care supports you may need.

Community Options Inc.

6295 8800

Provides you with client assessment and care coordination. Your individual needs will be assessed as the first point of contact. Personalised care services will be coordinated and the need for these services will be monitored periodically.

Community Services #1

6126 4700

Offers you short term case management, advocacy, assessment, carer support, and coordination of services.

DUO

6287 2870

Comprehensive assessment of your needs to ensure the coordination of relevant services and supports for you.

KinCare

1300 733 510

Offers you domestic assistance, social support, respite care, personal care, client assessment and care coordination.

Mercy Health

6288 9600

Provision of assessment and care coordination in relation to services delivered by Mercy Health.

Northside Community Service

6257 2255

Works one-on-one with you for goal planning and to provide the coordination of services including internal supports (e.g. in-home supports, social inclusion and / or transport) as well as external community supports (e.g. linking with housing services, mental health clinical services, linking with general practitioners) for a period of time. Northside CASP utilises the Outcome Star Model to measure the range of life areas you may require assistance with.

Woden Community Service

6181 2819

Provides you with assessment and care coordination.

Carer support

Canberra Institute of Technology (CIT)

6207 3628

Skills for carers – Flexible and responsive training for family carers (unpaid carers in the ACT). The training occurs through short courses, workshops and individual sessions. Training may focus on the health and wellbeing of the carer. Information is provided on services, legal matters and health conditions.

Carers ACT

1800 242 636

- **Inclusive Carers Linkages** – Provision of support, intervention, referral, problem solving and linkages for marginalised carers, such as people who identify as Aboriginal and Torres Strait Islanders and/or LGBTI.
- **Money Matters for Carers** – Financial counselling for carers to develop a goal approach to financial stress triggers; development of tailored financial management plans and linkages to other financial services, where appropriate; coordinated guidance, eligibility advice and support to access Commonwealth payments; provision of other information about available concessions for carers and care recipients; information about no or low cost loans; and links to the Companion Card.
- **Managing carer stress** – Delivery of a range of innovative individual and group counselling and therapy interventions to assist carers to cope with the pressure of their caring role; connects carers with digital stress management resources relevant to carers depending on the type of stressors to maintain wellbeing after counselling or therapy intervention; provides specialist intervention to strengthen family functioning; education and resources to increase carers confidence in their own skills and ability to meet the needs of the care recipient; case coordination and linkages to relevant Carers ACT and other complementary carer specific services, especially respite support that is outside the scope of CASP.
- **Carer Connections** – Connect carers through activities and engagement to reduce their social isolation. Also provides education and resources to raise carer awareness about looking after themselves; specific activities to reduce social isolation, including culturally appropriate activities that celebrate a carer's culture and their community; and activities to improve health and wellbeing, including yoga and tailored mindfulness for carers.

Community participation

Belconnen Community Service

6278 8101

Support for you to re-engage with your community, including supports to access shopping, social supports, appointments and other activities that will maximise the recovery process and keep you engaged.

Northside Community Service

6257 2255

Skills Development and Community Participation – Assists you to develop living skills and community participation based on goal setting. In-home and skill development supports may include such things as living skills, meal preparation, assistance and independent access of public transport, budgeting and support for you in getting the right training, job seeking and employment options.

Counselling support, information and advocacy

ACT Disability, Aged and Carer Advocacy Service (ADACAS)

6242 5060

Providing individual advocacy on issues where your rights are not being upheld or discrimination is experienced. Issues can include access and quality of service, including from mainstream sectors such as health, education, transport, justice and housing. ADACAS assists you to be heard with matters that impact your overall wellbeing, recognising that resolving these issues can have positive effects on your health and wellbeing and enables independence. When demand for advocacy is high, ADACAS will prioritise cases of greatest need.

Alzheimer's ACT

6255 0722

Provides you with information, support and counselling for people with Alzheimer's or other major memory loss and their carers.

CatholicCare

6163 7600

Provides you with a wide range of information and counselling services.

Community Connections

6296 1133

You will be given assistance and supported referrals to help you understand and navigate the support options available to you. The aim of the service is to improve your health and wellbeing by supporting your engagement with the most effective supports relevant to your needs and circumstances, and to reduce referrals to services that are less relevant to your circumstances.

Northside Community Service

6257 2255

CASP Coordinators will work closely with you to develop a plan for you and provide a range of services for you, including services offered by the agency (e.g. in-home supports, social inclusion and / or transport) as well as putting you in touch with other community supports (e.g. linking with housing services, mental health clinical services, linking with general practitioners) for a period of time. Northside CASP utilises the Outcome Star Model to measure the range of life areas you may require assistance with.

Domestic assistance

Domestic assistance including assistance with house cleaning, washing, ironing and unaccompanied shopping.

Anglicare ACT

6278 8480

DUO

6287 2870

Belconnen Community Service

6278 8101

Kincare

1300 733 510

CatholicCare

6163 7665

Mercy Health ACT

6228 9600

Community Services #1

6126 4700

Woden Community Service

6181 2819

Community Options Inc.

6295 8800

Flexible multi-service supports

Belconnen Community Service

6278 8101

In-home assistance – Services to support you to recover in your own home. Includes domestic assistance, basic home supports and home maintenance.

Community Options Inc.

6296 8800

Community assistance and home support – Home-based services that are responsive to your needs. Examples may include but are not limited to personal care, domestic assistance and social support.

Community Service #1

6126 4700

Offer a range of services for you including domestic assistance, home and yard maintenance, minor modifications, social support and medical transport.

DUO

6287 2870

Deliver a range of services to you, which promote a wellness model and help enable you to live independently at home and to be a part of your community. Some of the services include social support, domestic assistance, personal care, medical transport, and home/ garden maintenance.

KinCare

1300 733 510

KinCare enhances your health and well-being by offering domestic assistance, social support, respite care, personal care, client assessment and care coordination.

Mercy Health ACT

6228 9600

Delivers flexible, responsive services that can meet your needs, to assist you to live safely, actively and independently in your own home and community. Services include domestic assistance, personal care, social support and transport.

Northside Community Service

6257 2255

Assists you to develop living skills and community participation based on goal setting. There is a strong focus on assisting you to build your capacity and independence. In-home and skill development supports with such things as living skills, meal preparation, assistance and then independent access of public transport, budgeting, support accessing training and employment options.

Food services

Australian Red Cross

6234 7663

More than just a meal, Red Cross volunteers check on your wellbeing and will have a chat whilst delivering your food. Meals are affordable and nutritious, and we are able to cater for most dietary requirements.

You can select from a range of chilled fresh meals and frozen meals. This program is aimed at people requiring support such as transitions from hospital, serious illness, chronic physical/ mental illness that mean that for periods of time people may be unable to cook for themselves.

Linen service

DUO

6287 2870

Providing assistance if you require support with continence management. Provides collection and delivery of linen products such as bed sheets, towels, pillow cases and kylie absorbent bed pads.

Minor home maintenance

Belconnen Community Service

6278 8101

CatholicCare

6163 7600

Home maintenance tasks that may include minor maintenance jobs and carpentry repairs, window and gutter cleaning for single storey locations, and gardening.

Community Options Inc

6295 8800

Minor home maintenance, including but not limited to the installation of hand rails or small modifications/maintenance that assist in supporting you to maintain safety at home.

Community Services #1

6126 4700

Home maintenance, yard maintenance and minor modifications.

DUO

6287 2870

Home safety and maintenance tasks, including minor modifications and gardening.

Personal care

Assistance to help you with bathing, use of bathroom, dressing, grooming, getting in and out of bed and assistance with eating.

CatholicCare
6163 7665

Kincare
1300 733 510

Community Options Inc.
6295 8800

Mercy Health ACT
6228 9600

DUO
6287 2870

Woden Community Service
6181 2819

Reablement Groups

Belconnen Community Service

6264 0200

These groups are designed to support you with recovery back to health and are strength and conditioning based groups. Groups such as 'Stay on Your Feet' and 'Backs in Balance' are included in this set of re-ablement groups.

Social support

Can include group activities, individual outings, home visits, accompanied shopping, and assistance to access groups (transport to activities may be included).

Alzheimer's ACT

6255 0722

Dementia Links Program – For people with dementia under 65 years with no other means of support who acknowledge their diagnosis, are mobile and who want to be with others in a similar position. Transport is provided to the program.

Anglicare ACT

6278 8480

Australian Red Cross

6234 7663

MATES program – You will be matched with volunteers based on common interests. MATES can then spend time together exploring these common interests and seeking ways to support you back into your community and help improve your social connections. Activities might include taking part in community interest groups or outings to cafes, galleries, the footy or other places of interest, or friendly in-home visits.

TeleCHAT – A phone-based social support program to assist you in maintaining social contact and social wellbeing, especially in times of recovery from illness or injury. Volunteer callers will be matched with you based on common interests. The volunteer makes a weekly social phone call and talks with you, at times that are agreed to based on what works for both of you.

Telecross – Provides you with a daily telephone call to check on wellbeing and provide peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning. If you don't answer, they will always ensure your wellbeing by arranging one of your nominated contacts to visit you promptly. If they are unavailable, an ambulance service or other appropriate help will be called to assist you.

CatholicCare
6163 7665

Kincare
1300 733 510

Community Options Inc.
6295 8800

Mercy Health ACT
6228 9600

Community Services #1
6126 4700

Woden Community Service
6181 2819

Provision of social groups and bus outings.

DUO
6287 2870

Social support for children

Marymead

6162 5800

Social Support – 'Kids into community' - Social support and activities to enable community inclusion of children (up to the age of 18 years) who experience social isolation because of the impact of disability within their family.

Transport

Anglicare

6278 8480

Provides transport to medical appointments

Belconnen Community Service

6278 8126

Transport support services to assist you in accessing medical appointments and other recovery support appointments.

Communities@Work

6126 9090

Medical related transport if you require community transport assistance to access medical and/or health services due to difficulties with activities of daily living arising from a health condition.

Community Services #1

6126 4700

Supported transport to and from medical appointments.

DUO

6287 2870

Transport to and from medical appointments.

Mercy Health ACT

6228 9600

Northside Community Service

6257 2255

Transport to and from medical appointments (time limited).

Woden Community Service

6181 2828

Provision of transport to medical appointments.

Summary of available services by organisation

Services by organisation		
Organisation Name	Service type / Program	Contact
ACT Disability, Aged and Carer Advocacy Service	Counselling Support, Information and Advocacy	6242 5060 http://www.adacas.org.au/
Alzheimer's ACT	Care Coordination	6255 0722 https://act.fightdementia.org.au/
	Counselling Support, Information and Advocacy	
	Social Support	
Anglicare ACT	Care Coordination	6278 8480 http://www.anglicare.com.au/
	Domestic Assistance	
	Social Support	
	Transport	
Australian Red Cross	Food Services	6234 7663 http://www.redcross.org.au/
	Social Support Programs: • MATES • Telecross • Telechat	
Belconnen Community Services	Care Coordination	6264 0200; 6278 8126; or 6278 8101 http://www.bcsact.com.au/
	Community Participation	
	Domestic assistance	
	Flexible Multi-Service Supports	
	Minor home maintenance	
	Re-ablement Groups	
	Transport	
Canberra Institute of Technology (CIT)	Carer Support Program: Skills for Carers	6207 3628 https://cit.edu.au/

Carers ACT	Carer Support Programs:	
	<ul style="list-style-type: none"> • Carer Connections • Inclusive Carers Linkages • Managing carer stress • Money matters for carers 	1800 242 636 http://www.carersact.org.au/
CatholicCare	Care Coordination	
	Counselling Support, Information and Advocacy	6163 7600;
	Domestic Assistance	6163 7665; or,
	Minor Home Maintenance	6255 0722
	Personal Care	http://www.cssa.org.au/
	Social Support	
Communities@Work	Care Coordination	6293 6500 or 6126 9090
	Transport	https://commsatwork.org/
Community Connections Inc.	Counselling Support, Information and Advocacy	6296 1133 http://www.comcons.org.au/
Community Options Inc.	Care Coordination	
	Domestic Assistance	
	Flexible Multi-Service Supports	6295 8800
	Minor Home Maintenance	http://www.communityoptions.com.au
	Personal Care	
	Social Support	
Community Services #1	Care Coordination	
	Domestic Assistance	
	Flexible Multi-Service Supports	6126 4700
	Minor Home Maintenance	http://communityservices1.org/
	Social Support	
	Transport	
DUO Services	Care Coordination	6287 2870
	Domestic Assistance	https://www.duo.org.au/

	Flexible Multi-Service Supports	
	Minor Home Maintenance	
	Linen service	
	Personal Care	
	Social Support	
	Transport	
Kincare	Care Coordination	1300 733 510 http://www.kincare.com.au/
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Personal Care	
	Social Support	
Marymead	Social Support Program: Kids into community	6162 5800 http://www.marymead.org.au/
Mercy Health ACT	Care Coordination	6228 9600 http://www.mercyhealth.com.au/
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Personal Care	
	Social Support	
	Transport	
Northside Community Service Inc.	Care Coordination	6257 2255 http://northside.asn.au/
	Community Participation	
	Counselling Support, Information and Advocacy	
	Flexible Multi-Service Supports	
	Transport	
Woden Community Service	Care Coordination	6181 2819 or 6181 2828 http://www.wcs.org.au/
	Domestic Assistance	
	Personal Care	
	Social Support	

Rights and responsibilities

As a user of CASP services, you have the right to:

- Be treated with respect;
- Be involved in deciding what support will meet your needs;
- Have a written agreement covering everything you and your service provider have agreed to;
- Have your services reviewed;
- Have your personal information treated with privacy and confidentiality;
- Be given information on how to make comments and/or complaints about your care and services; and
- Have your fees determined in a way that is transparent, accessible and fair.

As a user of CASP services, you have the responsibility to:

- Respect the rights of care workers;
- Give enough information to the service provider so they can develop and deliver your care plan;
- Follow the terms and conditions of your written agreement;
- Allow safe and reasonable access for care workers at the times agreed in your care plan; and
- Pay any fees outlined in your written agreement.

Acknowledgement

ACT Health would like to acknowledge the work undertaken by the ACT Council of Social Service (ACTCOSS) in the production of this directory. ACT Health would also like to thank each of the agencies involved in the CASP program for providing their information for this directory.

Disclaimer

All care was taken in ensuring that the information in this directory was current & up to date at the time of printing.

Printed March 2017



4

Useful Information

Your Rights	4.1
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4.1 Your Rights

Human rights are rights that every person has. They say that every person should be treated equally. Human rights mean that the government should protect the rights and freedoms of everyone.

There are many human rights. They include the rights to:

- ✓ Be treated equally
- ✓ Choose where to live
- ✓ An education
- ✓ Vote and run for government
- ✓ Marry and have a family
- ✓ Work, choose where to work and be paid fairly

People with disabilities have the same rights as everyone else. Because these rights are often

not respected in the same way they are for those without disabilities, there are special protections for certain rights such as being able to choose where and who you live with, or being supported to communicate in the way that meets your needs.

If you'd like to read more about your rights try these sites:

Australian Human Rights Commission – Disability Rights Homepage
<https://www.humanrights.gov.au/our-work/disability-rights>

Australian Human Rights Commission, Let's Talk About Rights, National Human Rights Consultation Toolkit, February 2009
 Human Rights and People with Disability
<http://www.hrlrc.org.au/files/ahrc-fact-sheet-disability.doc>

4.1 Your Rights

Convention on the rights of Persons with disabilities (full version)
<http://www.un.org/disabilities/convention/conventionfull.shtml>

Enable – UN website on their work for people with disabilities
<http://www.un.org/disabilities/>

We have Human Rights: a human rights handbook for people with developmental

disabilities
<http://hpod.pmhclients.com/pdf/we-have-humna-rights.pdf>

Human Rights Act 2004 (ACT)
<http://www.legislation.act.gov.au/a/2004-5/default.asp>

If you would like more information on your rights you can contact places such as:

Name	Phone	Address
ACT Human Rights Commission	(02) 6205 2222 (02) 6205 1666 (TTY) 0466 169 997 (SMS)	Level 4, 12 Moore Street, Canberra ACT
Advocacy for Inclusion	(02) 6257 4005	2.02 Griffin Centre 20 Genge Street, Canberra ACT
ADACAS	(02) 6242 5060	Canberra Technology Park, Phillip Avenue, Watson ACT
Disability Discrimination Legal Service	(02) 6218 7918	Havelock House Gould St, Turner ACT
Legal Aid ACT	(02) 6243 3471	2 Allsop Street Canberra ACT
People With Disabilities ACT	(02) 6286 4223	Pearce Community Centre, Collett Place, Pearce ACT
Welfare Rights and Legal Centre	(02) 6218 7900	Havelock House Gould St, Turner ACT
Women With Disabilities ACT	(02) 6290 2166	Pearce Community Centre, Collett Place, Pearce ACT

4.2 Where Can I Go for Help?

One of the hardest things about being a self-advocate is knowing who to talk to and where to go for help. This list will give you some ideas about who to contact.

Please note that these details can change at any time. If you need to check them you can use the white pages online (see 3.3 Making a Phone Call) or the Citizens Advice Bureau.

Topics:

- Carer, Being a
- Complaints, Making
- Discrimination / Bullying
- Education
- Employment
- Housing / Accommodation
- Legal
- Mental Health / Suicide
- Parents with disabilities
- Relationships
- Violence / Assault

4.2 Where Can I Go for Help?

Carer, Being a

Organisation	Contact Details	Provides
ADACAS (A.C.T. Disability, Aged and Carer Advocacy Service)	6242 5060 www.adacas.org.au adacas@adacas.org.au	Advocacy for people with disabilities, older people and their carers
Belconnen Community Service (BCS)	6264 0200 bcs@bcsact.com.au www.bcsact.com.au	Various programs and support
Carers ACT	1800 242 636 www.carersact.org.au Carers ACT Action Kit: www.carersact.org.au/Assets/Files/CACT%20Action%20Kit%5B1%5D.pdf	Information & advice Counselling & support groups Respite Educational & social activities
Children with Disabilities Australia	1800 222 660 http://www.cda.org.au/	The national peak body which represents children and young people (aged 0-25) with disability and their families.
Citizens Advice Bureau	6248 7988 www.citizensadvice.org.au/	Database of local services & resources on website or call for help Produce annual CONTACT book – community directory
Community Options	02 6295 8800 admin@communityoptions.com.au www.communityoptions.com.au/	Respite, in-home and community support, ISP's, post-hospital support
DISH@oatley (Disability Information & Support Hub)	info@thedishoatley.com.au www.thedishoatley.com.au 60-62 Oatley Court Belconnen	Hub for a variety of services: House with No Steps Woden Community Service Belconnen Community Service Disability ACT, CSD
Lifeline	13 11 14 www.lifeline.org.au	24 hours support line
Parentline	6287 3833 www.parentlineact.org.au/	Free confidential telephone service for parents and families in the ACT and surrounding area
SHFPACT (Sexual Health and Family Planning ACT)	6247 3077 www.shfpact.org.au/	Training and resources in relationships, sexuality and personal safety for people with disabilities, support workers, teachers, carers and parents.
Duo Services	6287 2870 admin@duo.org.au www.duo.org.au	We are a thriving social enterprise providing personal care, home and community support. DUO helps you stay independent and remain a part of your community. With our support, you can extend your freedom to live how and where you choose.

4.2 Where Can I Go for Help?

Complaints, Making

See also 3.5 Making a Complaint

Internal complaints

Each organisation will have a complaint procedure and policy. Usually you will be given a copy of these during an induction process, or you can ask for it. You might also find it on their website. This document will outline how to make a complaint: which form to use, who to complain to etc

Usually the first step is to complain to the organisation itself.

External complaints

If an internal complaint has not been successful you can move on to an external (outside) complaint. Here are some organisations you might contact:

Organisation	Contact Details	Provides
ACT Human Rights Commission	6205 2222 human.rights@act.gov.au hrc.act.gov.au/ www.hrc.act.gov.au/content.php/category.view/id/16	Training Courses in rights, discrimination etc Rights and discrimination complaints and advice
ACT Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au http://ombudsman.act.gov.au/	The Australian Capital Territory Ombudsman investigates complaints about the administrative actions of Australian Capital Territory Government agencies and public education providers.
Australian Human Rights Commission	1300 656 419 www.humanrights.gov.au complaintsinfo@humanrights.gov.au	Education and public awareness Complaints Human rights research Legal advocacy
Commonwealth Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au http://www.ombudsman.gov.au/	Handles complaints, conducts investigations, performs audits and inspections, encourages good administration, and carries out specialist oversight tasks in regard to Australian Government agencies.
Community Services Directorate (CSD) Feedback	133 427 http://www.dhcs.act.gov.au/home/complaints_and_advocacy	For feedback – complaints and compliments – about CSD services
Complaints Resolution and Referral Service (CRRS)	1800 880 052 www.crrs.org.au	A service that helps sort out complaints about disability employment services and advocacy services funded by the Australian Government.
Privacy Commission	1300 363 992 http://www.privacy.gov.au/complaints	Handles complaints under the Privacy Act 1988 : where people believe their privacy has been interfered with by an Australian or ACT government agency, or a private sector organisation covered by the Act.

4.2 Where Can I Go for Help?

Discrimination / Bullying

Organisation	Contact Details	Provides
ACT Human Rights Commission	6205 2222 human.rights@act.gov.au hrc.act.gov.au/ www.hrc.act.gov.au/content.php/category.view/id/16	Training Courses in rights, discrimination etc Rights and discrimination complaints and advice
Australian Human Rights Commission	1300 656 419 www.humanrights.gov.au complaintsinfo@humanrights.gov.au	Education and public awareness Complaints Human rights research Legal advocacy
Fair Work Australia	1300 799 675. www.fwa.gov.au inquiries@fwa.gov.au	National workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to: The safety net of minimum wages and employment conditions Enterprise bargaining Industrial action Dispute resolution Termination of employment Other workplace matters.
Police attendance	13 14 44	Non-emergency number
Welfare Rights and Legal Centre	6218 7900 wrlc@netspeed.com.au www.welfarerightsact.org/	Free legal advice, information and referral, assistance and representation regarding Disability Discrimination

Education

Organisation	Contact Details	Provides
ACT Human Rights Commission	6205 2222 human.rights@act.gov.au hrc.act.gov.au/ www.hrc.act.gov.au/content.php/category.view/id/16	Training Courses in rights, discrimination etc Rights and discrimination complaints and advice
ANU	6125 5036 disability.advisor@anu.edu.au	aims to: Raise awareness and understanding of disability issues with all students and staff. Enable students with disability to participate fully in University life.

4.2 Where Can I Go for Help?

Education, continued

Organisation	Contact Details	Provides
Australian Human Rights Commission	1300 656 419 www.humanrights.gov.au complaintsinfo@humanrights.gov.au	Education and public awareness Complaints Human rights research Legal advocacy
CIT Disability	6207 4929 (Bruce) 6207 3329 (Reid) 6207 3328 (Woden) http://cit.edu.au/mycit/students/services/student_support_services/disability_support	CIT is committed to providing suitable reasonable adjustments to support students with disabilities.
Education & Training Directorate	6207 5111 6205 6925 ETDContactUs@act.gov.au http://www.det.act.gov.au/school_education/disability_education	ACT public schools offer a range of specialist settings and programs for children and students with a disability.
P&C Association	6241 5759 http://www.actparents.org.au/contact@actparents.org.au	peak body of ACT public school Parents and Citizens Associations. We promote the interests of parents and other school community members to government.
University of Canberra	6201 5233 accessability@canberra.edu.au	UC AccessAbility coordinates and implements services and supports to assist students with disability and/or health conditions.

Employment

Organisation	Contact Details	Provides
ACT Human Rights Commission	6205 2222 human.rights@act.gov.au hrc.act.gov.au/ www.hrc.act.gov.au/content.php/category.view/id/16	Training Courses in rights, discrimination etc Rights and discrimination complaints and advice
Australian Human Rights Commission	1300 656 419 www.humanrights.gov.au complaintsinfo@humanrights.gov.au	Education and public awareness Complaints Human rights research Legal advocacy

4.2 Where Can I Go for Help?

Employment, continued

Organisation	Contact Details	Provides
Fair Work Australia	1300 799 675. www.fwa.gov.au inquiries@fwa.gov.au	National workplace relations tribunal. Independent body with power to carry out a range of functions relating to: minimum wages and employment conditions Enterprise bargaining Industrial action Dispute resolution Termination of employment Other workplace matters.
DEEWR	1300 363 079 13 33 97 http://deewr.gov.au/	responsible for national policies and programs that enable all Australians to access quality and affordable childcare; early childhood and school education; jobs; and fair, safe and productive workplaces. also responsible for the Office for Youth which provides a coordinated approach to policies, programs and services which affect young people.
DISH@oatley (Disability Information & Support Hub)	info@thedishoatley.com.au www.thedishoatley.com.au 60-62 Oatley Court Belconnen	One location for a variety of services: House with No Steps Woden Community Service Belconnen Community Service Disability ACT, Community Services Directorate

Housing / Accommodation

Organisation	Contact Details	Provides
ACT Shelter	6247 3727 http://www.actshelter.net.au/	an independent peak community organisation that provides strategic advice and advocacy on housing policy issues that affect people with no, or on low to moderate incomes. This includes people who are homeless or who are at risk of homelessness.
Canberra Mens Centre	6230 6999 www.menscentre.org.au/	Counselling, anger management, information and referral, case management and accommodation programs for men
CatholicCare	02 6163 7600 assist@catholiccare.cg.org.au www.catholiccare.cg.org.au	ASSIST Program - Provides support to individuals with complex needs who are homeless or at risk of homelessness. Provides individual case management, information, referral, advocacy and linkages to various health and welfare services.

4.2 Where Can I Go for Help?

Housing / Accommodation, continued

Organisation	Contact Details	Provides
First Point	1800 176 468 http://firstpoint.org.au/	Monday to Friday 9am-7pm Saturday 10am-1pm Referral and support
Citizens Advice Bureau	6248 7988 http://www.citizensadvice.org.au/	Database of local services & resources on website or call for help Produce annual CONTACT book – community directory
DISH@oatley (Disability Information & Support Hub)	info@thedishoatley.com.au www.thedishoatley.com.au 60-62 Oatley Court Belconnen	One location for a variety of services: House with No Steps Woden Community Service Belconnen Community Service Disability ACT, Community Services Directorate
Welfare Rights and Legal Centre	6218 7900 wrlc@netspeed.com.au www.welfarerightsact.org/	Free legal advice, information and referral, assistance and representation regarding: <ul style="list-style-type: none"> • Centrelink / Social Security issues • Public Housing and private tenancy matters (low income earners) • Disability Discrimination

Mental Health / Suicide

Organisation	Contact Details	Provides
ACT Mental Health Consumer Network Inc	02 6230 5796 actmhcncn@actmhcncn.org.au www.actmhcncn.org.au	Mental health consumers volunteer and train to advise, inform and partner with organisations and Government to improve outcomes for people using mental health services. Drop-in Monday-Friday from 11am-1pm. Appointment required outside of Drop-in hours.
ANU Psychology Clinic	02 6125 2795 enquiries.psychology@anu.edu.au www.anu.edu.au/psychology	Includes counselling for adults who may be experiencing emotional or behavioural problems including anxiety, fears, phobias, depression, grief and stress related health conditions. Also provides therapy for children and adolescents with a range of problems.

4.2 Where Can I Go for Help?

Mental Health / Suicide, continued

Organisation	Contact Details	Provides
Crisis Assessment and Treatment (CAT) Team	1800 629 354 (24hrs) or 6205 1065	a seven day 24 hour outreach service. Their role is to provide a highly accessible and responsive acute mental health assessment and treatment service in the most appropriate setting.
Emergency Services: Police, Fire, Ambulance	000	To contact emergency services 24 hours, 7 days a week
Headspace ACT	02 6201 5343 headspaceACT@canberra.edu.au www.headspace.org.au/act	Provides access, information and assistance for young people from 12-25 experiencing emerging mental health and/or substance issues and their families.
Lifeline	13 11 14 www.lifeline.org.au	24 hours support line
Mental Health Foundation ACT	02 6282 6658 info@mhf.org.au www.mhf.org.au	information and referral service, public access library, Residential Respite Care for consumers and carers, programs including outreach, mentors, accommodation and so on, as well as policy analysis and advocacy to Governments on mental health.
Salvation Army – Hope for Life	1300 467 354 www.suicideprevention.salvos.org.au	Phone/email based service Description: telephone counselling service to prevent suicide and bereavement support 24 hours/7days
Police attendance	13 14 44	Non-emergency number
Suicide Call Back Service	1300 659 467 enquiries@ontheline.org.au www.suicidecallbackservice.org.au	Phone/email based service Operates 24 hours, 7 days a week A free, nationwide telephone support service, staffed by people with professional qualifications. Operating 24/7, our expert counsellors call you at a time that suits you, and provide support through up to six, 50 minute counselling sessions.

4.2 Where Can I Go for Help?

Legal

Organisation	Contact Details	Provides
Aboriginal Justice Centre	6162 1000 www.actajc.org.au	For people from an Aboriginal or Torres Strait Islander background. We support you through the Court process and will assist you in obtaining legal representation.
Aboriginal Legal Service	6249 8488 www.alsnswact.org.au/	ALS gives legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT. We work in two areas of law, Criminal law and Children's Care and Protection law. For Family or Civil law matters, we give information and referral to other legal practices.
Care Inc Financial Counselling Service	6257 1788 www.carefcs.org/	Information Financial Counselling Community development and education program Hosts the Consumer Law Centre of the ACT and the No Interest Loan Scheme (NILS)
Youth Law Service	6173 5410 http://www.youthlawact.org.au/	Youth Law Centre helps young people between 12-25 years of age in the ACT with their legal problems, especially people who are socially or economically disadvantaged.
Legal Aid	6243 3411 legalaid@legalaidact.org.au www.legalaidact.org.au	Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged. We can help in criminal law, family law and some civil law matters.
Welfare Rights and Legal Centre	6218 7900 wrlc@netspeed.com.au www.welfarerightsact.org/	Free legal advice, information and referral, assistance and representation regarding: <ul style="list-style-type: none"> • Centrelink / Social Security issues • Public Housing and private tenancy matters (low income earners) • Disability Discrimination

Parents with disabilities

Organisation	Contact Details	Provides
Barnardos	1800 061 000 info@barnardos.org.au http://www.barnardos.org.au/	Range of programs including Supported Playgroups Mentoring Program and Network Coordination

4.2 Where Can I Go for Help?

Parents with disabilities, continued

Organisation	Contact Details	Provides
Belconnen Community Service (BCS)	6264 0200 bcs@bcsact.com.au www.bcsact.com.au	Various programs and support
Child Youth and Womens Health Program	6205 1197	Includes parenting services, nutrition support, child health checks, immunisation and school health screening, lactation services, community asthma support service, social work, child health medical services, medical and counselling services for women affected by violence, Well Women's Services and health services for children where abuse has occurred or where there are concerns relating to possible abuse. Services located in Child Health Clinics, schools, outreach and in-home and health centres. Referral required for some services.
Communities@ Work	6293 6500 admin@commsatwork.org commsatwork.org/	Activities for young people and adults, Inclusion support for child care, respite, in-home support
Healthy Start Network	http://www.healthystart.net.au/resources/practical-tools#	support and education for parents with disabilities
Karinya House for Mothers and Babies	02 6259 8998 info@karinyahouse.asn.au www.karinyahouse.asn.au	Provides supported accommodation, transitional housing and outreach services to women who are pregnant or who have newborn babies and are in crises. Professional support includes; casework management and counselling, antenatal, postnatal and general health care advice, budgeting and financial planning advice, advocacy and assistance with public housing applications, assistance in developing and improving parenting and life skills through participation in external courses and programs, provision of baby and maternity goods and food parcels to clients.
Marymead	6162 5800 programs@marymead.org.au www.marymead.org.au	We work with families impacted by some form of intellectual disability by: Providing care and assisting in healing; Working with families to enhance their wellbeing; Advocating for resources, policies and programs; Applying our knowledge and evolving to meet new challenges.

4.2 Where Can I Go for Help?

Parents with disabilities, continued

Parentline	6287 3833 www.parentlineact.org.au/	Free confidential telephone service for parents and families in the ACT and surrounding area
Parentlink	13 34 27 parentlink@act.gov.au http://www.parentlink.act.gov.au/	ParentLink aims to provide information based on the latest research and promote the importance of effective parenting practices.
Raising Children Network	http://raisingchildren.net.au/ http://raisingchildren.net.au/parenting_in_pictures/pip_landing_page.html	The complete Australian resource for parenting newborns to teens step-by-step guides can help you with essential skills for parenting children from babies to teenagers.
Uniting Care Kippax	6254 1733 kuc@kippax.org.au www.kippax.org.au	Offers practical assistance through a range of programs for all ages. The largest single provider of playgroups in the ACT, assists special needs groups and provides a range of parenting courses and programs relating to issues of domestic violence and child abuse prevention. Provides major emergency relief assistance with food, referrals, and telephone.

Relationships

Organisation	Contact Details	Provides
Canberra Mens Centre	6230 6999 www.menscentre.org.au/	Counselling, anger management, information and referral, case management and accommodation programs for men
Belconnen Community Service (BCS)	6264 0200 bcs@bcsact.com.au www.bcsact.com.au	Various programs and support
Citizens Advice Bureau	6248 7988 www.citizensadvice.org.au/	Database of local services & resources on website or call for help Produce annual CONTACT book – community directory
Relationships Australia	1300 364 277 www.relationships.org.au/	We offer services that includes counselling, family dispute resolution (mediation) and a range of family and community support and education programs.
SHFPACT (Sexual Health and Family Planning ACT)	6247 3077 www.shfpact.org.au/	Training and resources in relationships, sexuality and personal safety for people with disabilities, support workers, teachers, carers and parents.

4.2 Where Can I Go for Help?

Relationships, continued

Organisation	Contact Details	Provides
WIRC (Women's Information & Referral Centre)	6205 1075 wirc@act.gov.au	Women-only Courses include: Self Esteem & Assertiveness Dealing with Difficult People Communication Skills And lots more!
Uniting Care Kippax	6254 1733 kuc@kippax.org.au www.kippax.org.au	Offers practical assistance through a range of programs for all ages. The largest single provider of playgroups in the ACT, assists special needs groups and provides a range of parenting courses and programs relating to issues of domestic violence and child abuse prevention. Provides major emergency relief assistance with food, referrals, and telephone.

Violence / Assault

Organisation	Contact Details	Provides
Canberra Rape Crisis Centre	6247 2525 crcc.org.au/	Confidential counselling and support Immediate crisis appointments Crisis phone support 24-hour crisis callout service Advocacy and information Information, referral and education
Emergency: Police, Fire, Ambulance	000	For emergency use 24 hour, 7 days a week
Police attendance	13 14 44	Non-emergency number
ADACAS (A.C.T. Disability, Aged and Carer Advocacy Service)	6242 5060 www.adacas.org.au adacas@adacas.org.au	Advocacy for people with disabilities, older people and their carers
Advocacy for Inclusion	6257 4005 www.advocacyforinclusion.org info@advocacyforinclusion.org	Individual and systemic advocacy for people with disabilities Training in self-advocacy, supporting self-advocacy, inclusion and awareness
Canberra Mens Centre	6230 6999 www.menscentre.org.au/	Counselling, anger management, information and referral, case management and accommodation programs for men

Violence / Assault, continued

Others

[illegible]

4.3 Online Resources

The internet can be a great place to look for information. Be careful though as anyone can have their own website which means it's not all accurate or reliable.

You don't need your own computer or internet to see these sites. Every public library in the ACT has computers you can use for no cost. Just ask at the service desk to book a time. You can also print for a small fee.

You can even book your time online!

<http://www.librarycatalogue.act.gov.au:8089/cgi-bin/pcres/reserve.pl>

Self-advocacy Resources

Be Real
www.bereal.com.au/

Understanding Intellectual Disability and Health
www.intellectualdisability.info/changing-values/self-advocacy

Ethnic Disability Advocacy Centre – Let me Speak
www.edac.org.au/letmespeak/

Suite 101 – Assertive Communication Skills
suite101.com/article/assertive-communication-skills-a44334

Centre for Clinical Interventions – Assertive Communication
www.cci.health.wa.gov.au/resources-docs-Info-assertive%20communication.pdf

Others

Name	Details

Health, Sexuality and Relationships

Family Planning Queensland – Free activity books
www.fpq.com.au/education/disability/resources.php

ShineSA – Friendships and Dating
www.shinesa.org.au/index.cfm?objectid=222C7C7C-B988-DA94-EB64F74C1FB9883D

Human Rights

See 4.1

Local Networks

Connecting Canberra's Disability Community (Facebook group – you will need a Facebook account to join)
<https://www.facebook.com/groups/canberrasdisabled/>

People with Disabilities ACT
<http://www.pwdact.org.au/>

Women with Disability ACT (WWDACT)
<http://www.wchm.org.au/WWDACT/wwdact>

Local Disability Information

Canberra Disability Information
<http://actdisability.blogspot.com.au/>

Community Services Directorate – Disability ACT
http://www.dhcs.act.gov.au/disability_act

4.4 About Advocacy for Inclusion

advocacy for inclusion

Advocacy for Inclusion is committed to a society where people with disabilities live inclusive and meaningful lives as part of the community, in accordance with the United Nations *Convention on the Rights of Persons with Disabilities*.

We provide advocacy services to people with disabilities living in the ACT and region, to enable each individual to overcome discrimination and empower them to control their lives and participate in the community.

Individual Advocacy

We act with and on behalf of people in a supportive manner, or assist them to act on their own behalf, free of conflicts of interest and motivated only by a desire to obtain a fair and just outcome for the person concerned.

Self-advocacy

Advocacy for Inclusion offers courses for people with disabilities to develop skills to make informed decisions and to confidently speak for themselves. Course graduates can then join our ongoing self-advocacy group to further their learning and skills.

Our self-advocacy kit is on our website, free to all.

Systemic Advocacy

We work to change laws, policies and practices which cause barriers to the rights of people with disabilities

Training

We offer training across a range of areas including:

- Awareness and inclusion;
- Understanding the human rights of people with disabilities;
- Self-advocacy; and,
- Supporting self-advocacy.

Who can use Advocacy for Inclusion?

- Individual advocacy is available for people with disabilities who live in the ACT.
- Self-advocacy training is available for people with disabilities in the ACT region.
- We provide inclusion advice, awareness and human rights training for any organisation or member of the community who is interested.

How do we protect your privacy?

Confidentiality is maintained at all times and any information gathered or shared is always with the person's knowledge and consent. If you would like a copy of our privacy policy please contact us.

Contact us

Advocacy for Inclusion

Phone: 61 2 6257 4005

Fax: 61 2 6257 4006



Email: info@advocacyforinclusion.org
 Web: www.advocacyforinclusion.org/
 Twitter: @Adv4Inclusion

2.02 Griffin Centre
 20 Genge St
 Canberra City ACT 2601

4.5 Disclosure – your choice

You can choose to say you are a person with disability, or not. Some people don't feel they have disabilities even though other people might give them that label – they just need some extra help with parts of their life.

Some people like to be 'out and proud' about their disabilities and try to raise awareness in others. Other people prefer to keep it private and only share with people they really trust.

No matter what you prefer you will probably be interested in learning more about what is called

the Social Model of Disability. This is the way that Advocacy for Inclusion looks at disability.

Social Model of Disability

The idea of 'disability' only exists because of the way our society is.

It is not things about the person which are disabling, it is the shape of society that creates barriers.

Did you know

that other cultures have different ideas of disability? Some Aboriginal and Torres Strait Islander communities don't even have a word for disability

Queensland Department of Communities (Disability Services), See Beyond the Disability, 2007

These barriers can include:

- Physical access
- Communication
- Beliefs
- Practices
- Attitudes
- Discrimination
- Lack of services

If there were no barriers everyone would live equally and there would be no 'disability'.

"If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is society which handicaps me, far more seriously and completely than the fact that I have Spina Bifida" ¹

The social model of disability wants to change society rather than changing people to fit into society. ²

Each person is more than a diagnosis and their needs should be looked at individually.

Each person should be valued as part of society.

Talk – a UK Video from the Disability Rights Commission

The award-winning 'Talk' portrays a society in which non-disabled people are a pitied minority and disabled people lead full and active lives. Jonathan Kerrigan, of BBC's 'Casualty' fame, plays a business executive whose negative preconceptions of disability are dramatically shattered.

<http://www.youtube.com/watch?v=vSG6LGutkHo>

¹ National People with Disabilities and Carer Council, *Shut Out*, 2009

² People with Disability Australia, *Students Information – the Social Model of Disability*, accessed January 2013

"People with disabilities should have more of a say over what we want, not just parents. Parents should back off and let them have a say."

"You just feel like you're boxed in you can't do anything. And sometimes you're boxed in and you just feel awful, you know. No one should feel like they're suffering no one should feel like that."

"It's good to be able to ask for advice when you want. But I'm just asking for advice and options not direction."

**"I want to spread
my wings I just
want to be free."**

"People with disabilities should have less being told what to do. I know sometimes I make the wrong choices and decisions in life but it's just life experience"

"I feel better. A bit like everyone is behind me."

"Simply to agree that we are dealing with things responsibly. That's all. I don't want her [case worker] to have any input, I don't want her to have any decision power. I simply want her support in the decisions that I do make are responsible decisions."

All quotes from

Ask me.
I make my own
decisions resources for inclusion

Report 2013



FREE LAW DIRECTORY

A guide to the free and low-cost legal services in Canberra

October 2018

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ABORIGINAL AND TORRES STRAIT ISLANDERS

Service	Service Type	Referral Process	Contact Details
Aboriginal Legal Service	Advice and representation.	Phone, email, or drop into the office to make an appointment to see a lawyer.	P: (02) 6120 8802 A: 9am - 5pm weekdays Level 7, 17-21 University Avenue, Canberra City E: canberra@alsnswact.org.au W: http://www.alsnswact.org.au/
Canberra Community Law (CCL) Dhurrawang Aboriginal Human Rights Program	The Aboriginal Human Rights Program is a specialist legal service of CCL. We provide advice and representation to all Aboriginal and Torres Strait Islander communities in the ACT in relation to housing/homelessness, Centrelink and race discrimination issues. Our work is informed by the human rights principles of participation, inclusion and self-determination.	Phone 6218 7977 for advice. Calls will usually be answered by CCL's Office Manager or admin interns. If no one is available, clients should leave a message and their call will be returned. If the matter is urgent (e.g. client has no income), this should be said in their message. Workers can phone the Admin Line to discuss whether a referral is appropriate for urgent matters.	Administration P: (02) 6218 7900 E: info@canberracommunitylaw.org.au W: www.canberracommunitylaw.org.au Parastou (Supervising Solicitor) P: 0488 065 476 E: phatami@canberracommunitylaw.org.au
Women's Legal Centre	Women only. Advice and representation. The Women's Legal Centre (WLC) also has an access to justice program for indigenous women which provides legal advice and case management for ATSI women across a variety of areas of law.	Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.	Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org

ADMINISTRATIVE LAW

Service	Service Type	Referral Process	Contact Details
Justice Connect Self Representation Service	Advice Only. Legal advice and assistance for individuals considering applications for review or with matters already filed in the Federal Court or Federal Circuit Court with a focus on bankruptcy and employment (excludes migration and family law matters). Referrals for representation are possible in limited cases.	Email or phone to determine eligibility.	P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepinquiry

CANCER PATIENTS

Service	Service Type	Referral Process	Contact Details
Cancer Council ACT Legal, Financial Planning, Small Business and Workplace Referral Service	Advice and representation. Only for cancer patients and/or their family members. A referral service that connects clients with lawyers, financial planners, accountants and/or human resource professionals who provide free assistance to those who pass the means test. Clients who do not satisfy the means test can choose to have paid assistance. Can assist with drafting wills, powers of attorney, early access to superannuation mortgage hardship variations, credit and debt issues, insurance claims and disputes, managing workplace issues before, during and after treatment, budgeting, debt management and transitioning to retirement amongst other issues related to the cancer diagnosis.	Call Cancer Council Information and Support line 13 11 20 to contact the service.	P: 13 11 20 (Information and Support Line) H: 9am – 5pm weekdays W: www.actcancer.org E: reception@actcancer.org

CENTRELINK

Service	Service Type	Referral Process	Contact Details
Canberra Community Law Social Security Law	Advice and representation service.	Phone 6218 7977 for advice. Calls will usually be answered by CCL's Office Manager or admin interns. If no one is available, clients should leave a message and their call will be returned. If the matter is urgent (e.g. client has no income), the client should make sure they say that in their message. Workers can phone the Admin Line to discuss whether a referral is appropriate for urgent matters.	Advice: P: (02) 6218 7977 Admin: P: (02) 6218 7900 E: info@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au
Justice Connect Self Representation Service	Advice Only. Legal advice and assistance for individuals considering an application for review of a Tribunal decision or with matters already filed in the Federal Court or Federal Circuit Court. Referrals for representation are possible in limited cases.	Email or phone to determine eligibility.	P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepinquiry

CONSUMER LAW, CREDIT AND DEBT

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment only. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
CARE Financial Counselling Services	Information and advocacy on financial counselling and housing financial counselling. Services for residents of the ACT.	Clients can phone during the day. Drop-In service on Wednesdays, 9.30am-11.30am and 4.30pm-6.30pm. No appointment necessary, however clients must arrive half an hour before the service ends (i.e. 11am and 6pm respectively). CARE will refer clients to Consumer Law Centre when appropriate.	P: 1800 007 007 (free call) H: 9am-5pm weekdays W: www.carefcs.org
The Consumer Law Centre of the ACT	Free information, advocacy and legal advice in the areas of consumer law, credit and debt, telecommunications and fair trading matters. The Consumer Law Centre will advise workers calling on behalf of clients or with general legal queries, no means/merits test applied. One-off advice for anyone. Potential ongoing clients require assets/means/merits test. The Debt Enforcement Clinic gives information, referrals and legal advice about rights if a debt owed is being enforced in court.	Clients must meet CLC client criteria: ACT residents on low to moderate income. (Those receiving government income support automatically qualify for assistance). For general advice or workers calling on behalf of clients, there is no means test.	Phone advice line: 2 pm – 4pm every day except Wednesday P: (02) 6143 0044 Consumer Law Centre: H: 9 am – 5pm Monday to Friday H: 5.30pm - 7.30pm each Wednesday by appointment only Debt Enforcement Clinic: Every second Friday from 9.30 am – 12.30 pm by appointment W: www.carefcs.org/services/consumerlawcentre.html

<p>Justice Connect Self Representation Service</p>	<p>Advice Only.</p> <p>Legal advice and assistance for individuals with bankruptcy matters in the Federal Court or Federal Circuit Court.</p> <p>Referrals for representation are possible in limited cases.</p>	<p>Email or phone to determine eligibility.</p>	<p>P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepenquiry</p>
<p>Legal Aid ACT Helpline/Helpdesk</p>	<p>Legal information; occasionally provides limited advice.</p> <p><i>No grant of Legal Aid required.</i></p>	<p>Clients can phone the helpline.</p> <p>Clients may be able to obtain limited legal advice by dropping into the Legal Aid Office, subject to availability of a lawyer. It is best to call the Helpline to make an appointment.</p>	<p>Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/</p>

CRIMINAL LAW

Service	Service Type	Referral Process	Contact Details
Aboriginal Legal Service	Advice and representation.	Phone, email, or drop into the office to make an appointment to see a lawyer.	P: (02) 6249 8488 H: 9am - 5pm weekdays A: Level 3, 17-21 University Ave, Canberra E: canberra@alsnswact.org.au W: http://www.alsnswact.org.au/
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Legal Aid ACT Helpline/Helpdesk	Legal Information; occasionally provides limited advice. <i>No grant of Legal Aid required.</i>	Clients can phone the helpline. Clients may be able to obtain limited legal advice by dropping into the Legal Aid Office, subject to availability of a lawyer. It is best to call the Helpline to make an appointment.	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays W: http://www.legalaidact.org.au/
Legal Aid ACT Criminal Law Section	Free half hour appointments available each Tuesday at the Legal Aid office. Duty service at the Magistrates Court each weekday. Ongoing representation and assistance requires an application for Legal Aid. Clients can drop into the office and get assistance with their application.	Contact the Legal Aid Helpline on 1300 654 314 to book an appointment.	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays E: criminal@legalaidact.org.au

DISCRIMINATION

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Canberra Community Law Disability Discrimination Law (DDL)	Advice and Representation in relation to Disability Discrimination matters.	Contact DDL by phoning any time and leaving a message. We will call you as soon as we can. If you cannot use the phone, then write, fax, or email, use the National Relay Service or have a friend or family member call the Centre to discuss your needs.	DDL Advice Line: (02) 6218 7918 Admin Line: (02) 6218 7900 E: info@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au
Canberra Community Law (CCL) Dhurrawang Aboriginal Human Rights Program	The Aboriginal Human Rights Program is a specialist legal service of Canberra Community Law. We provide advice and representation to all Aboriginal and Torres Strait Islander communities in the ACT in relation to housing/homelessness, Centrelink and race discrimination issues. Our work is informed by the human rights principles of participation, inclusion and self-determination.	Calls will usually be answered by CCL's Office Manager or admin interns. If no one is available, clients should leave a message and their call will be returned. If the matter is urgent (e.g. client has no income), the client should make sure they say that in their message. Workers can phone the Admin Line to discuss whether a referral is appropriate for urgent matters.	Administration: P: (02) 6218 7900 E: info@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au

<p>Justice Connect Self Representation Service</p>	<p>Advice Only.</p> <p>Legal advice and assistance for individuals with human rights matters (where a complaint has been terminated by the Australian Human Rights Commission) who are considering applications or with matters already filed in the Federal Court or Federal Circuit Court.</p> <p>Referrals for representation are possible in limited cases.</p>	<p>Email or phone to determine eligibility.</p>	<p>P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepinquiry</p>
<p>Legal Aid ACT Helpline/Helpdesk</p>	<p>Legal Information; occasionally provides limited advice.</p> <p><i>No grant of Legal Aid required.</i></p>	<p>Clients can phone the helpline.</p> <p>Clients may be able to obtain limited legal advice by dropping into the Legal Aid Office, subject to availability of a lawyer. It is best to call the Helpline to make an appointment.</p>	<p>Helpline: P: 1300 654 314 H: 9am - 5pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/</p>
<p>Women's Legal Centre</p>	<p>Women only.</p> <p>Advice and Representation.</p>	<p>Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.</p>	<p>Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org</p>

DOMESTIC VIOLENCE AND PERSONAL PROTECTION ORDERS

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Legal Aid ACT Domestic Violence and Personal Protection Unit	Duty lawyer advice and representation.	Contact the DV & PP Unit with names of all parties involved or if necessary and urgent, attend the Unit in person.	P: (02) 6207 1874 H: Monday-Friday 9am-4pm (closed 1-2pm) A: Magistrates Court, 4 Knowles Place, Canberra
Women's Legal Centre	Women only. Advice and Representation. The Women's Legal Centre (WLC) also provides social work support in their DVP Program, for matters including family law, family violence and child protection.	Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.	Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org

EMPLOYMENT LAW

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Canberra Community Law Night Time Legal Advice Service (NTLAS)	Phone and drop in service, Tuesday night's 6pm - 8pm. Doors open at 6pm and clients must arrive or ring in by 6.30pm to be assisted on the night. Please note that this service is staffed by legal volunteers and that assistance will be subject to capacity on each Tuesday night. This service is generally closed during December and January.	Clients can phone or drop in to the Centre on a Tuesday from 6pm. You must arrive or contact us before 6:30pm to be assisted on the night.	P: (02) 6218 7999 H: Tuesdays from 6pm A: Level 1, 21 Barry Drive, Turner ACT Templar House, corner of Watson Street & Barry Drive. E: info@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au
Canberra Community Law Street Law	Clients who are experiencing or are at risk of homelessness only. Advice, supported referral, and representation in some circumstances. Phone Street Law Admin Line to talk to a lawyer or make an appointment for a client at Street Law office, or phone an outreach service to make an appointment at one of our outreach locations.	Phone, email or drop in to the Street Law office to make an appointment to see a lawyer, or make an appointment at one of the outreaches. See website for outreach details.	P: (02) 6218 7995 1800 787 529 (free call) A: Level 1, 21 Barry Drive, Templar House, corner of Watson St & Barry Drive, Turner ACT E: Streetlaw@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au

Justice Connect Self Representation Service	employment matters that could or have already been commenced in the Federal Court of Federal Circuit Court (i.e. small claims or unpaid entitlements, general protections dismissal and non-dismissal claims or unlawful termination claims) Referrals for representation are possible in limited cases.	Email or phone to determine eligibility.	P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepenquiry
Legal Aid ACT Helpline/Helpdesk	Legal Information; occasionally provides limited advice. <i>No grant of Legal Aid required.</i>	Clients can phone the helpline. Clients may be able to obtain limited legal advice by dropping into the Legal Aid Office, subject to availability of a lawyer. It is best to call the Helpline to make an appointment.	Helpline: P: 1300 654 314 H: 9am - 5pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/
Women's Legal Centre	Women only. Advice and Representation.	Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.	Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org

ENVIRONMENTAL LAW

Service	Service Type	Referral Process	Contact Details
The Environmental Defender's Office ACT (EDO ACT)	<p>Advice on environment and planning law.</p> <p>Aims to increase public awareness of environmental laws and remedies in the ACT and surrounds.</p> <p>Provides community legal information including online fact sheets & publications.</p> <p>Provides submissions and advice on environmental law reform and policy.</p>	<p>Environmental law issues only.</p> <p>The EDO offers free initial legal advice of up to two hours. If further advice is required, the EDO Solicitor assesses a request for advice against the EDO's Casework Guidelines.</p>	<p>P: (02) 6243 3460 or use web-form for advice</p> <p>H: 9am – 5.30pm weekdays by appointment</p> <p>W: http://www.edoact.org.au/</p>

FAMILY LAW

Service	Service Type	Referral Process	Contact Details
Aboriginal Legal Service	Aboriginal and Torres Strait Islander clients only. Care and Protection Matters. Advice and representation.	Phone, email, or drop into the office to make an appointment to see a lawyer.	P: (02) 6120 8802 H: 9am - 5pm weekdays A: Level 7, 17-21 University Avenue, Canberra City E: canberra@alsnswact.org.au W: http://www.alsnswact.org.au/
ACT Law Society Legal Advice Bureau	Free 15-minute appointments during lunchtime on <u>Wednesdays only</u> . Legal Advice Bureau volunteers are not available for the drafting of documents or for court appearances.	Clients can phone the Law Society to make an appointment. Family law matters are Wednesdays only.	P: (02) 6274 0300 A: Level 4, 1 Farrell Place, Canberra City, ACT 2601 W: http://www.actlawsociety.asn.au/community-services/legal-advice-bureau.html
Legal Aid ACT Helpline/Helpdesk	Legal Information; occasionally provides limited advice. <i>No grant of Legal Aid required.</i>	Clients can phone the helpline. Clients may be able to obtain limited legal advice by dropping into the Legal Aid Office, subject to availability of a lawyer. It is best to call the Helpline to make an appointment.	Helpline: P: 1300 654 314 H: 9am - 5pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/
Legal Aid ACT Duty lawyer service at the Family Court	Advice on any family law matter and assistance in making court applications and preparing responses. No grant of Legal Aid required.	Purpose of duty lawyer service is to assist self-represented persons in family law matters. This is a drop-in service only.	P: 1300 654 314 (Helpline) H: 10am – 3pm weekdays A: Family Court, Childers Street, Canberra City

<p>Legal Aid ACT Family Advocacy & Support Service (FASS)</p>	<p>FASS is a free service providing assistance to families with family law matters who have been affected by family violence. While FASS will prioritise assisting people who have experienced family violence, assistance is also available to perpetrators of family violence.</p>	<p>FASS is an extended duty lawyer service. Lawyers will assist clients with a wide range of matters. The service also includes a social worker.</p>	<p>P: (02) 6243 3431 H: 10am – 3pm weekdays and by appointment A: Family Court, Childers Street, Canberra City E: FASS@legalaidact.org.au A: Family Court, Childers Street, Canberra City Legal Aid ACT, 2 Allsop Street Canberra City</p>
<p>Women's Legal Centre</p>	<p>Women only. Advice and Representation. The Women's Legal Centre (WLC) also provides social work support in their DVP Program, for matters including family law, family violence and child protection.</p>	<p>Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.</p>	<p>Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org</p>

GENERAL LAW

Service	Service Type	Referral Process	Contact Details
ACT Law Society Legal Advice Bureau	Free 15-minute appointments during lunchtime on weekdays on any legal issue. Family Law matters Wednesdays only. Legal Advice Bureau volunteers are not available for the drafting of documents or for court appearances.	Clients can phone the Law Society to make an appointment.	P: (02) 6274 0300 A: Level 4, 1 Farrell Place, Canberra City ACT 2601 W: http://www.actlawsociety.asn.au/community-services/legal-advice-bureau.html
ACT Law Society Pro Bono Clearing House	A referral service that connects clients with law firms offering pro bono assistance and Community Legal Centres. Clients will need to lodge an application and satisfy eligibility criteria. The PBCH does not accept Family Law matters.	Clients can download an application form from the Law Society website or phone the Law Society to have an application sent to them.	P: (02) 6274 0300 A: Level 4, 1 Farrell Place, Canberra City ACT 2601 GPO Box 1562 Canberra ACT 2601 W: https://www.actlawsociety.asn.au/public-information/act-pro-bono-clearing-house
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Justice Connect Self Representation Service	Advice Only Legal advice and assistance for individuals with civil proceedings in the Federal Court or Federal Circuit Court. Please note we cannot assist in Family Law or Migration matters. Referrals for representation are possible in limited cases.	Email or phone to determine eligibility.	P: 1800 727 550 (free call) H: 9am – 5pm weekdays (closed 1pm – 2pm) E: selfrep.nswact@justiceconnect.org.au W: www.justiceconnect.org.au/selfrepinquiry

Legal Aid Helpline/Helpdesk	Information/referral/advice/minor assistance, limited advocacy.	Clients can call the Helpline or drop in to the Helpdesk.	<p>Helpline: P: 1300 654 314 H: 9am - 5pm weekdays</p> <p>Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/</p>
Legal Aid @ UC (University of Canberra, Bruce, Building 1)	Service available to UC students and staff as well as members of the community. Able to advise in relation to employment, discrimination, debt, migration, tenancy, elder abuse and arrange referrals as appropriate.	Tuesdays and Thursdays 9am-5pm. Email or call for an appointment. Drop-ins welcome, but appointments preferred.	<p>P: (02) 6243 3431 for appointments E: civil@legalaidact.org.au</p>
Canberra Community Law Night Time Legal Advice Service (NTLAS)	Phone and drop in service Tuesday night's 6pm - 8pm. Door open at 6pm and clients must arrive or ring in by 6:30pm to be assisted on the night. Please note that this service is staffed by legal volunteers and that assistance will be subject to capacity on each Tuesday night. This service is generally closed during December and January.	Clients can phone or drop in to the Centre on a Tuesday from 6pm. You must arrive or contact us before 6:30pm to be assisted on the night	<p>P: (02) 6218 7999 H: Tuesdays from 6pm A: Level 1, 21 Barry Drive, Turner ACT Templar House, corner of Watson Street & Barry Drive. E: info@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au</p>
Canberra Community Law Street Law	Clients who are experiencing or are at risk of homelessness. Advice, supported referral, and representation in some circumstances. We are able to assist people who are experiencing or are at risk of homelessness with most legal issues. Phone Street Law Admin Line to talk to a lawyer or make an appointment for a client at Street Law office, or phone an outreach service to make an appointment at one of our outreach locations.	Phone, email or drop in to the Street Law office to make an appointment to see a lawyer, or make an appointment at one of the outreaches. See website for outreach details.	<p>P: (02) 6218 7995 1800 787 529 (free call) A: Level 1, 21 Barry Drive, Templar House, corner of Watson St & Barry Drive, Turner ACT E: info@streetlaw.org.au W: www.canberracomunitylaw.org.au</p>

Youth Law Centre	<p>Primarily serving clients aged 12-25 years.</p> <p>Free and confidential legal advice, information, referrals and assistance.</p> <p>May make supported referrals to Legal Aid for representation.</p>	<p>Accepts drop-in clients and referrals.</p> <p>Advice, assistance, information and referrals on all areas of law including motor vehicle accidents, tenancy, debt, family, employment, and criminal.</p>	<p>P: (02) 6173 5410</p> <p>H: 9am-4pm weekdays</p> <p>A: 2 Allsop Street, Canberra City</p> <p>E: ylc@legalaidact.org.au</p> <p>W: http://www.legalaidact.org.au/what-we-do/youth-law-centre</p> <p>Facebook: https://www.facebook.com/YLCACT</p>
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PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS

Service	Service Type	Referral Process	Contact Details
Canberra Community Law Street Law	<p>Clients who are experiencing or are at risk of homelessness only.</p> <p>Advice, supported referral, and representation in some circumstances.</p> <p>We are able to assist clients experiencing or at risk of homelessness with most legal issues.</p> <p>Phone Street Law Admin Line to talk to a lawyer or make an appointment for a client at Street Law office, or phone an outreach service to make an appointment at one of our outreach locations.</p>	<p>Phone, email or drop in to the Street Law office to make an appointment to see a lawyer, or make an appointment at one of the outreaches (see website for outreach details).</p>	<p>P: (02) 6218 7995</p> <p>1800 787 529 (free call)</p> <p>A: Level 1, 21 Barry Drive, Templar House, corner of Watson St & Barry Drive, Turner ACT</p> <p>E: streetlaw@canberracomunitylaw.org.au</p> <p>W: www.canberracomunitylaw.org.au</p>

MENTAL HEALTH LEGAL ISSUES (CHALLENGE TO INVOLUNTARY TREATMENT ORDERS)

Service	Service Type	Referral Process	Contact Details
Crisis Assessment Treatment Team (CATT)	The Crisis Assessment Treatment Team (CATT) respond to urgent requests to help people in mental health crisis 24 hours a day, 7 days a week.	Phone the CATT Mental Health Triage Service.	P: 1800 629 354 (24hrs) (02) 6205 1065 W: http://health.act.gov.au/c/health?a=sp&pid=1316133581&site=51107&servicecategory=37
Legal Aid ACT Helpline/Helpdesk	Duty service for people in Calvary and The Canberra Hospital Adult Mental Health Unit. Duty service also available for people appearing in the ACT Civil and Administrative Tribunal. Lawyer will provide advice and representation. <i>No grant of Legal Aid required.</i>	Clients can phone the Helpline or drop into the Helpdesk. Referrals can be made by calling the Helpline or reception.	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/

MIGRATION LAW

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions. Provides assistance to people applying for a protection visa. Provides assistance to people from refugee background to sponsor spouse or an immediate family member.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Companion House (IAAAS funding)		Call Companion House during office hours or submit an online inquiry with the subject line "ATTN: Loan Freeman".	P: (02) 6251 4550 A: 41 Templeton St Cook ACT E: info@companionhouse.org.au W: www.companionhouse.org.au
Immigration Advice and Rights Centre (Sydney, NSW)	Australian immigration law, refugee and citizenship law. Provides free immigration advice to financially disadvantaged people in NSW by phone or face to face (by appointment) and provides some case assistance. Also runs immigration education programs. Publications are published on our website.	IARC accept warm referrals from community organisation as well as individual requests. Referrals and requests are made by calling the IARC admin line.	P: (02) 8234 0799 (advice line) (02) 8234 0700 (general enquiries) H: 2pm to 4pm Tues & Thurs E: iarcadmin@iarc.asn.au W: www.iarc.asn.au
Legal Aid Migration Clinic Helpline/Helpdesk	Advice and advocacy <i>No grant of Legal Aid required</i> Assistance in applying for a grant of legal assistance for representation when required.	By appointment only. Appointments are every Thursday at: 1pm, 2pm and 3pm. Every 4 th Thursday of the month, appointments are at: 4.30pm, 5.30pm and 6.30pm. Call the Helpline to book an appointment.	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/

OLDER PERSONS LAW

Service	Service Type	Referral Process	Contact Details
Older Persons ACT Legal Service (OPALS)	<p>A specialist service within Legal Aid ACT which aims to provide flexible legal assistance for issues that affect older people in the ACT.</p> <p>A free advice service providing legal and non-legal options for moving forward with your problem. We can meet at your home, local coffee shop or anywhere you feel comfortable.</p>	Call or send us an email.	<p>P: (02) 6243 3436</p> <p>A: 2 Allsop Street, Canberra ACT 2601</p> <p>E: opals@legalaidact.org.au</p>

SMALL BUSINESS

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	<p>Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.</p>	By appointment. Email or call for an appointment: Monday to Thursdays.	<p>P: (02) 6125 2444 for an appointment</p> <p>A: Melville Hall, Ellery Crescent, ANU</p> <p>E: sa.admin@anu.edu.au</p> <p>E: parsa@anu.edu.au</p> <p>W: www.anusa.com.au</p>
University of Canberra Small Business Legal Advice Clinic (operated in conjunction with Legal Aid ACT)	<p>Advice on legal areas concerning small businesses during 30-minute consultations</p> <p>The clinic aims to provide initial advice and cannot assume management of matters.</p> <p>Provides advice on contracts, debt recovery, litigation and dispute resolution, employment and industrial law, corporations law, insurance, government planning and environmental law, intellectual property, insolvency and bankruptcy, commercial property and leasing, and consumer protection and competition law.</p>	<p>Contact Legal Aid and let them know you want an appointment with the Small Business clinic. Consultations take place at the offices of Legal Aid ACT at 2 Allsop St Canberra City between 2pm and 5pm on a Thursday afternoon.</p>	<p>Admin:</p> <p>P: (02) 6243 3471</p> <p>Legal Aid Helpline:</p> <p>P: 1300 654 314</p> <p>E: legaladviceclinic@canberra.edu.au</p>

TENANCY: PUBLIC HOUSING

Service	Service Type	Referral Process	Contact Details
Canberra Community Law Housing Law	Advice and representation.	<p>Phone 6218 7977 for advice.</p> <p>Calls will usually be answered by CCL’s Office Manager or admin interns. If no one is available, clients should leave a message and their call will be returned. If the matter is urgent (e.g. client has no income), the client should make sure they say that in their message.</p> <p>Workers can phone the Admin Line to discuss whether a referral is appropriate for urgent matters.</p>	<p>Advice: P: (02) 6218 7977</p> <p>Admin: P: (02) 6218 7900 E: info@canberracomcommunitylaw.org.au W: www.canberracomcommunitylaw.org.au</p>
Canberra Community Law Public Housing Duty Lawyer Service	<p>CCL provides a free, independent and confidential duty lawyer service at the ACT Civil and Administrative Tribunal (ACAT) each Thursday for the residential tenancy public housing list.</p> <p>Clients should arrive at the Tribunal at least 60 minutes prior to the hearing time, to ensure they have time to speak with the CCL Duty Lawyer about your matter. Bring the Tribunal documents with you and any other documents you think may be relevant (e.g. receipts for rent payments, support letters, proof of income).</p>	<p>As soon as you are notified of a Tribunal hearing, telephone CCL’s Housing Law advice line on 6218 7977 to ask how we may be able to assist with your public housing tenancy matter.</p> <p>If you need assistance at the Tribunal when CCL’s Duty Lawyer is not there, phone our Housing Law advice line on 6218 7977 and ask to be urgently put through to a lawyer. If you can’t get through to CCL please tell the Tribunal member and Housing ACT that you would like to obtain legal advice before the hearing goes ahead.</p>	<p>Advice: P: (02) 6218 7977</p> <p>Admin: P: (02) 6218 7900 A: In person at the Tribunal on Thursday mornings (4/1 Moore St, Canberra ACT 2601). E: info@canberracomcommunitylaw.org.au W: www.canberracomcommunitylaw.org.au</p>

TENANCY: PRIVATE & OTHER RENTAL

Service	Service Type	Referral Process	Contact Details
ACT Tenants Advice Service (Tenant's Union)	<p>For tenants and other renters - living in community housing, student housing, caravan parks, boarding or lodging or other arrangements. ACT only.</p> <p>Tenancy information, including factsheets are available on the website. Free training and workshops available for clients and workplaces.</p> <p>No landlords, realtors, head tenants or accommodation providers.</p> <p>Advice and representation: No means test for advice; there is a merits test for representation.</p>	<p><u>Clients:</u> Leave a phone message between 10 and 1pm Mon- Fri and an advice worker will return the call. Three attempts are made to return the call. If there is no capacity for the client to leave a message it means that demand is too high and they should try again the next day.</p> <p><u>Workers:</u> If a matter is urgent, then you can call the Admin Line and an advice worker will contact the client.</p>	<p>Advice: P: (02) 6247 2011</p> <p>Admin: P: (02) 6247 1026 H: 10am – 1.30pm weekdays W: www.tenantsact.org.au</p>
ACT Law Society Legal Advice Bureau	<p>Free 15-minute appointments during lunchtime on weekdays on any legal issue.</p> <p>Includes advice for landlords.</p> <p>Legal Advice Bureau volunteers are not available for the drafting of documents or for court appearances.</p>	<p>Clients can phone the Law Society to make an appointment.</p>	<p>P: (02) 6274 0300</p> <p>A: Level 4, 1 Farrell Place, Canberra City ACT 2601</p> <p>W: http://www.actlawsociety.asn.au/community-services/legal-advice-bureau.html</p>
ANU Students' Association/ANU Research and Postgraduate Students' Association	<p>Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.</p>	<p>By appointment. Email or call for an appointment: Monday to Thursdays.</p>	<p>P: (02) 6125 2444 for an appointment</p> <p>A: Melville Hall, Ellery Crescent, ANU</p> <p>E: sa.admin@anu.edu.au</p> <p>E: parsa@anu.edu.au</p> <p>W: www.anusa.com.au</p>

Canberra Community Law Housing Law	Advice and representation for clients with health care cards only	<p>Clients phone 6218 7977 for advice.</p> <p>Calls will usually be answered by CCL's Office Manager or admin interns. If no one is available to take their call, clients should leave a message and their call will be returned. If the matter is urgent (e.g. an eviction), the client should make sure they say that in their message.</p> <p>Workers can phone the Admin Line to discuss whether a referral is appropriate for urgent matters.</p>	<p>Advice: P: (02) 6218 7977</p> <p>Admin: P: (02) 6218 7900 E: info@canberracommunitylaw.org.au W: www.canberracommunitylaw.org.au</p>
Legal Aid ACT Helpline/Helpdesk	<p>Advice and advocacy.</p> <p><i>No grant of Legal Aid required.</i></p> <p>Assistance in applying for a grant of legal assistance for representation.</p>	<p>Clients can phone the Helpline or drop into the Helpdesk.</p>	<p>Helpline: P: 1300 654 314 H: 9am - 4pm weekdays</p> <p>Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/</p>

VICTIMS OF CRIME (FINANCIAL ASSISTANCE)

Service	Service Type	Referral Process	Contact Details
Legal Aid ACT Helpline/Helpdesk	Advice and advocacy. <i>No grant of Legal Aid required.</i> Assistance in applying for a grant of legal assistance for representation.	Clients can phone the Helpline or drop into the Helpdesk.	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/
Women's Legal Centre	Women only. Advice and Representation.	Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.	Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org

WILLS AND POWER OF ATTORNEY

Service	Service Type	Referral Process	Contact Details
Public Trustee and Guardian for the ACT (PTG)	PTG may prepare wills and enduring powers of attorney where PTG is appointed as the executor or attorney or where a spouse/partner is appointed as the executor or attorney and PTG is appointed as the substitute. PTG may act as attorney for property, financial and health matters. Fees may apply, see website for further information.	Have the client contact PTG directly.	P: (02) 6207 9800 H: 9am - 4.30pm weekdays A: Ground floor, 221 London Circuit, Canberra City E: ptg@act.gov.au W: www.ptg.act.gov.au

YOUNG PEOPLE

Service	Service Type	Referral Process	Contact Details
ANU Students' Association/ANU Research and Postgraduate Students' Association	Service available to ANU students only. Advice and limited representation. Provide advice on employment, migration, tenancy, motor vehicle accidents, discrimination and other areas. Do not advise in the areas of family law, wills and probate, or real property transactions.	By appointment. Email or call for an appointment: Monday to Thursdays.	P: (02) 6125 2444 for an appointment A: Melville Hall, Ellery Crescent, ANU E: sa.admin@anu.edu.au E: parsa@anu.edu.au W: www.anusa.com.au
Canberra Community Law Street Law	Street Law can assist young people who are experiencing or are at risk of homelessness with legal advice, referrals and representation in relation to most areas of law.	Phone, email or drop in to the Street Law office to make an appointment to see a lawyer, or make an appointment at one of the outreaches (see website for outreach details).	P: (02) 6218 7995 1800 787 529 (free call) A: Level 1, 21 Barry Drive, Templar House, corner of Watson St & Barry Drive, Turner ACT E: streetlaw@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au
Youth Law Centre	Primarily serving clients aged 12-25 years. Free and confidential legal advice, information, referrals and assistance. May make supported referrals to Legal Aid for representation.	Accepts drop-in clients and referrals. Advice, assistance, information and referrals on all areas of law including motor vehicle accidents, tenancy, debt, family, employment, and criminal.	P: (02) 6173 5410 H: 9am-4pm weekdays A: 2 Allsop Street, Canberra City E: ylc@legalaidact.org.au W: http://www.legalaidact.org.au/what-we-do/youth-law-centre Facebook: https://www.facebook.com/YLCACT

LEGAL ASSISTANCE (NSW)

Service	Service Type	Referral Process	Contact Details
Canberra Community Law	Social security advice and representation service for people living in south-east NSW (no tenancy advice).	Clients can phone for advice	P: (02) 6218 7977
	Street Law can assist clients who are experiencing or are at risk of homelessness in relation to some areas of NSW law (e.g. fines or birth certificates)	Clients can phone for advice or attend our outreach services (see website for details)	P: (02) 6218 7995 1800 787 529 (free call) A: Level 1, 21 Barry Drive, Templar House, corner of Watson St & Barry Drive, Turner ACT E: streetlaw@canberracomunitylaw.org.au W: www.canberracomunitylaw.org.au
Immigration Advice and Rights Centre (Sydney, NSW)	Australian immigration law, refugee and citizenship law. Provides free immigration advice to financially disadvantaged people in NSW by phone or face to face (by appointment) and provides some case assistance. Also runs immigration education programs. Publications are published on our website.	IARC accept warm referrals from community organisation are well as individual requests. Referrals and requests are made by calling the IARC admin line.	P: (02) 8234 0799 (advice line) (02) 8234 0700 (general enquiries) H: 2pm to 4pm Tues & Thurs E: iarcadmin@iarc.asn.au W: www.iarc.asn.au
LawAccess NSW	LawAccess NSW is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.	Phone or search the website	P: 1300 888 529 H: 9am - 5pm weekdays (except public holidays) W: www.lawaccess.nsw.gov.au
Legal Aid ACT	Family law and criminal matters that occurred in the ACT. Advice and representation. <i>Grant of Legal Aid required.</i>	Clients can phone the Helpline or drop into the Helpdesk. <i>Clients must apply for a grant of Legal Aid.</i>	Helpline: P: 1300 654 314 H: 9am - 4pm weekdays Helpdesk: A: 2 Allsop St Canberra City H: 9am - 5pm weekdays Reception: (02) 6243 3411 W: http://www.legalaidact.org.au/

Women's Legal Service NSW	<p>Advice only. Women only in Bega, Braidwood, Bombala, Cooma, Queanbeyan.</p> <p>Family, domestic violence, employment, tenancy discrimination, victims' compensation, debt, Centrelink, power of attorney and guardianship.</p>	<p>Call the Women's Legal Advice Line on 1800 801 501 on Tuesdays (1.30pm-4.30pm) or Thursdays (9.30am-12.30pm).</p> <p>Other advice lines operate for domestic violence, indigenous women, working women and care and protection. See the website for further information.</p>	<p>Administration: P: (02) 8745 6900 H: Monday – Friday, 9am-1pm and 2pm-4.30pm W: https://www.wlsnsw.org.au/</p>
Queanbeyan Local Court	<p>Advice and representation in Queanbeyan.</p> <p>Areas of duty assistance include family, civil and criminal. Phone 1300 888 525 for more information, or the court's number for the roster.</p>	<p>Duty lawyer service provided by private solicitors on a roster at Queanbeyan Court. Phone the court to get a copy of the roster.</p>	<p>P: 6298 0409 A: 2 Farrer Place, Queanbeyan E: local-court-queanbeyan@justice.nsw.gov.au</p>
Women's Legal Centre	<p>Women only.</p> <p>Advice and Representation.</p> <p>Face to face appointments Wednesdays fortnightly in Queanbeyan, Family Law only.</p>	<p>Clients can phone the advice line between 9:30am – 12pm or the admin line outside of these hours.</p>	<p>Advice: P: (02) 6257 4499 1800 634 669 H: 9.30am – 12pm weekdays Admin: P: (02) 6257 4377 H: 9am - 5pm weekdays W: www.womenslegalact.org</p>

Services in the ACT

Accessible Arts

Providing leadership in arts and disability through information, advocacy and the facilitation of excellence in arts practice.

Phone: (02) 9251 6499

Email: info@aarts.net.au,

Website: www.aarts.net.au

ACT Community Assistance and Support Program (CASP)

Client assessment and care coordination, counselling and support. Personal care, social support, domestic assistance, home maintenance and gardening for those who do not qualify for government assistance.

Phone: (02) 6202 7200

Email: actcoss@actcoss.org.au

Website: www.actcoss.org.au/services-resources/networks-working-groups

ACT Council of Social Services Inc (ACTCOSS)

Making Canberra a just, safe and sustainable community in which everyone has the opportunity for self-determination and a fair share of resources and services.

Phone: (02) 6202 7200

Email: actcoss@actcoss.org.au

Website: www.actcoss.org.au

ACT Directorates

A guide to key people, organisations, functions undertaken and services delivered in the ACT Government.

Phone: 13 22 81

Email: via website

Website: www.act.gov.au/browse/act-government/act-government-directorates

ACT Disability, Aged and Carer Advocacy Service (ADACAS)

An advocacy organisation helping people with disabilities, older people, and their carers. Provides free independent advocacy in the ACT.

Phone: (02) 6242 5060

Email: adacas@adacas.org.au

Website: www.adacas.org.au

ACT Government Community Services

ACT Office for Disability

Phone: 133 427

Email: CSD@act.gov.au

Website: www.communityservices.act.gov.au/disability_act

ACT Health services and programs

Health services and programs within the ACT

Phone: 1800 629 354

Email: via website

Website: www.health.act.gov.au/services-and-programs

ACT Human Rights Commission

The ACT Human Rights Commission promotes the human rights and welfare of all people living in the ACT

Phone: (02) 6205 2222

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au

ACT Mental Health Consumers Network

Advocacy, representation and mental health resources

Phone: (02) 6230 5796

Email: actmhcn@actmhcn.org.au

Website: www.actmhcn.org.au

ACT Office for Disability

Strategic advice to government and community to create an inclusive Canberra so that people with disability are able to fully enjoy their rights as citizens of the ACT.

Phone: (02) 6207 1086

Email: OfficeforDisability@act.gov.au

Website: www.communityservices.act.gov.au/disability_act

ACT Recovery College

Free education services for mental health, recovery and wellbeing ages 18+

Phone: (02) 6247 3821

Email: admin@recoverycollegeact.org

Website: www.recoverycollegeact.org

ACT Women's Health

Specialist services for women's health and wellbeing

Phone: (02) 5124 1078

Email: via website

Website: www.mycommunitydirectory.com.au

Advance Care Planning Australia

Advance care planning in the Australian Capital Territory

Phone: 1300 208 582

Email: acpa@austin.org.au

Website: www.advancecareplanning.org.au

Advocacy for Inclusion

Human rights, disability advocacy, one-to-one advocacy support and educational programs

Phone: (02) 6257 4005

Email: info@advocacyforinclusion.org

Website: www.wchm.org.au (Located in 'Resources')

Agender Agenda

Provides support for the intersex, trans and gender diverse community

Phone: (02) 61621924

Email: via website

Website: www.genderrights.org.au

AIDS Action Council

Provide support for individuals and families living with and impacted by HIV

Phone: (02) 6257 2855

Email: via website

Website: www.aidsaction.org.au

Anglicare

Disability Service Information

Phone: (02) 6245 7100

Email: via website

Website: www.anglicare.com.au

Australian National Research Organisation for Women's Safety Ltd (ANROWS)

Policy and practice addressing violence against women and their children

Phone: 61 2 8374 4000

Email: enquiries@anrows.org.au

Website: www.anrows.org.au

ANU Disabilities Department

Support and advocacy for students with disabilities at the Australian National University

Phone: (02) 6125 2444

Email: sa.disabilities@anu.edu.au

Website: www.anudsa.com

Attorney General's Department

Your rights within Australia and rights to health

Phone: (02) 6141 6666

Email: not available

Website: www.ag.gov.au/RightsAndProtections/Pages/default.aspx

Australian Commission on Safety and Equality in Health Care

Aims to ensure people are kept safe when they receive health care and that they receive the health care they should

Phone: (02) 9126 3600

Email: mail@safetyandquality.gov.au

Website: www.safetyandquality.gov.au

Australian Federation of Disability Organisations

Representing people with disability in Australia

Phone: 1800 219 969

Email: via website

Website: www.afdo.org.au

Australian Human Rights Commission (AHRC) Disability Discrimination

Disability rights and resources

Phone: 1300 369 711

Email: communications@humanrights.gov.au

Website: www.humanrights.gov.au/our-work/disability-rights

Australian Women Against Violence Alliance

Addressing all forms of violence against women, to 'ensure that all women and children are able to live free from all forms of violence and abuse'

Phone: (02) 6175 9924

Email: info@awava.org.au

Website: awava.org.au

Beyond Blue

Mental health assistance

Phone: 1300 22 4636

Email: via website

Website: www.beyondblue.org.au

Black Dog Institute

Mental health assistance

Phone: 93824530

Email: blackdog@blackdog.org.au

Website: www.blackdoginstitute.org.au

Canberra Institute of Technology (CIT)

Support and advocacy for students with disabilities at the CIT

Phone: (02) 6207 3290

Email: cit.student.support@cit.edu.au

Website: www.cit.edu.au/current/services/student_support/disability_support

Canberra Rape Crisis Centre

Support, personal advocacy, systematic advocacy, referrals and advice for victims and survivors of sexual assault and rape

Phone: (02) 6247 2525

Email: crcc@crcc.org.au

Website: www.crcc.org.au

Capital Health Network

Advance the way health care is delivered in Canberra

Phone: (02) 6287 8099

Email: reception@chnact.org.au

Website: www.chnact.org.au

Carers ACT

Support, assistance and advice for carers within the ACT

Phone: (02) 6296 9900

Email: carers@carersact.org.au

Website: www.carersact.org.au

Crisis Assessment and Treatment Team

Seven days, 24-hour outreach service for mental health assistance

Phone: 1800 629 354

Email: via website

Website: www.healthdirect.gov.au/crisis-management

Department of Health & Social Services

Disability services

Phone: 1300 653 227

Email: via website

Website: www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/

Department of Human Services

List of Government social and health payments and services

Phone: List on website

Email: via website

Website: www.humanservices.gov.au

Disability Leadership Institute (DLI)

Established by disability leaders for disability leaders. DIL is the world's first organisation focused on leadership, owned and run by disabled people.

Phone: via website

Email: engage@disabilityleaders.com.au

Website: www.disabilityleaders.com.au

Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disabilities

Phone: 1800 517 199

Email: DRCEnquiries@royalcommission.gov.au

Website: www.disability.royalcommission.gov.au

Domestic and Family Violence and Crisis Service (DVCS)

Providing emergency and long-term support, advice, domestic violence resources, and services. Breaking the domestic violence cycle in the Canberra community.

Phone: ACT (02) 6280 0900

Email: admin@dvcs.org.au

Website: www.dvcs.org.au

Feros Care

Disability support, aged care, local area coordinators for the NDIS, service providers, support and daily living assistance.

Phone: 1300 986 970

Email: advisors@feroscare.com.au

Website: www.feroscare.com.au

Gender Rights

Supporting the goals and needs of the intersex, transgender and gender diverse communities

Phone: (02) 6162 1924

Email: via website

Website: www.genderrights.org.au

Genetic and Rare Disease Network

Information, research, advice and assistance

Phone: 1300 770 995

Email: hello@gardn.org.au

Website: www.gardn.org.au

Headspace

Mental health support for young people aged 26 and under

Phone: (02) 5109 9700

Email: hs.canberra@marathonhealth.com.au

Website: www.headspace.org.au

Health Care Consumers Association

Representation, advocacy and health care

Phone: (02) 6230 7800

Email: info@hcca.org.au

Website: www.hcca.org.au

International Day of People with Disabilities (IDPWD)

A United Nations day that aims to increase public awareness, understanding and acceptance of people with disability and celebrate their achievements and contributions. Includes resources.

Phone: 1800 440 385

Email: via website

Website: www.idpwd.com.au

JASIRI

Primary prevention, teaching self-advocacy and providing participants with tangible lifelong skills for women and girls

Phone: via website

Email: info@jasiri.org.au

Website: www.jasiri.org.au

Lifeline

Crisis support and suicide prevention

Phone: 13 11 14

Email: via website

Website: www.lifeline.org.au

Legal Aid

Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged

Phone: 1300 654 314

Email: legalaid@legalaidact.org.au

Website: www.legalaidact.org.au

National Disability Insurance Scheme (NDIS)

A government service that supports a better life for Australians with a significant and permanent disability and their families and carers

Phone: 1800 800 110

Email: via website

Website: www.ndis.gov.au

People with Disabilities ACT

Advocacy organisation for people with disabilities within the ACT

Phone: (02) 6286 4223

Email: admin@pwdact.org.au

Website: www.pwdact.org.au

People with Disabilities Australia

A national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability

Phone: (02) 9370 3100

Email: pwd@pwd.org.au

Website: www.pwd.org.au

Physical Disability Australia

Advocating to government, creating equal opportunities and promoting diversity and inclusion

Phone: 1800 732 674

Email: manager@pda.org.au

Website: www.pda.org.au

REBUS Theatre

Mixed ability theatre for social change

Phone: 0403 815 784

Email: info@rebustheatre.com

Website: www.rebustheatre.com

Toora Women

Safety, Respect and Choice for Women — Advocacy

Phone: (02) 6122 7000

Email: TooraAdmin@toora.org.au

Website: www.toora.org.au

OUR Watch

Primary prevention of violence against women and their children in Australia. Working to embed gender equality and prevent violence where Australians live, learn, work and socialise.

Phone: 1800 737 732

Email: via website

Website: www.ourwatch.org.au

Relationships Australia Canberra & Region

Relationship advice, counselling and provides counselling and support service for people with disabilities, their families, carers and any others

Phone: 1300 364 277

Email: via website

Website: www.racr.org.au

Sexual Health and Family Planning ACT Inc (SHFPACT)

SHFPACT is a leader in sexual and reproductive health workforce development, health promotion and clinical service delivery to reduce barriers to improved sexual and reproductive health

Phone: (02) 6247 3077

Email: shfpact@shfpact.org.au

Website: www.shfpact.org.au

SHOUT

Self-help, support groups and community service directory

Phone: (02) 6290 1984

Email: admin@shout.org.au

Website: www.shout.org.au

Syndromes Without a Name (SWAN)

Provides information and support to families who have a child with an undiagnosed or rare genetic condition

Phone: 0404 280 441

Email: info@swanaus.org.au

Website: www.swanaus.org.au

University of Canberra

Support and advocacy for students with disabilities at the University of Canberra

Phone: (02) 6201 5233

Email: inclusion@canberra.edu.au

Website: www.canberra.edu.au/current-students/canberra-students/student-support

Volunteering and Contact ACT

A service provider of programs for people experiencing disadvantage and isolation, people with disability, and people needing support for mental wellness

Phone: (02) 6251 4060

Email: info@vc-act.org.au

Website: www.volunteeringact.org.au

Women's Centre for Health Matters

Advocacy, health and wellbeing for women

Phone: (02) 6290 2166

Email: via website

Website: www.wchm.org.au

Women's Legal Centre ACT

Providing legal and non-legal support to Canberra's most vulnerable women

Phone: (02) 6257 4377

Email: admin@womenslegalact.org

Website: www.womenslegalact.org

Workers Unions

Working for big, important and permanent changes that improve the lives of working people in the Canberra region

Phone: (02) 6225 8116

Email: unionsact@unionsact.org.au

Website: www.unionsact.org.au

Women with Disabilities Australia

Representing women and girls within Australia, human rights and systemic advocacy organisation run by women with disabilities

Phone: 0438 535 123

Email: officeadmin@wwda.org.au

Website: www.wwda.org.au/

Women's Services Network

A women's* refuges, shelters, safe houses and information/ referral services

Phone: 1800 937 638

Email: via website

Website: www.wesnet.org.au

Women With Disabilities ACT

A systemic advocacy and peer support organisation for women, girls, feminine identifying and non-binary people with disability in the ACT region

Phone: (02) 0468 324 695

Email: info@wwdact.org.au

Website: www.wwdact.org.au

Workplace Gender Equality ACT (WGEA)

Improving gender equality in Australian workplaces, with employers providing advice, practical tools and education to help them improve their gender performance under the *Workplace Gender Equality Act 2012*.

Phone: 1800 730 233

Email: wgea@wgea.gov.au

Website: www.wgea.gov.au

YWCA Canberra

Children's services, community development, housing, youth engagement, education and training and advocacy

Phone: (02) 6185 2000

Email: canberra@ywca-canberra.org.au

Website: ywca-canberra.org.au