

# COMMUNITY SURVIVAL KIT

## CONTACTS

*December 2008*

# Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>Benefits.....</b>	<b>3</b>
<b>Complaints.....</b>	<b>3</b>
<b>Continence.....</b>	<b>4</b>
<b>Education .....</b>	<b>4</b>
<b>Employment .....</b>	<b>5</b>
<b>Equipment .....</b>	<b>6</b>
<b>Health .....</b>	<b>7</b>
<ul style="list-style-type: none"> <li>• Counselling and Mental Health</li> <li>• Exercise and Physiotherapy</li> <li>• Occupational Therapy</li> <li>• Pain</li> <li>• Peer Support</li> <li>• Pressure Care and Seating</li> <li>• Sexuality and Fertility</li> </ul>	
<b>Housing / Accommodation.....</b>	<b>8</b>
<b>Personal Care.....</b>	<b>9</b>
<b>Transport / Travel.....</b>	<b>9</b>
<b>Useful Contacts and Spinal Injury Support Services .....</b>	<b>11</b>
<b>Other Contacts .....</b>	<b>12</b>

## INTRODUCTION

This collection of key contact details and information sources has been compiled for people with spinal cord injuries and similar conditions, their families, carers and health professionals to provide useful contacts for services which can assist in the transition from hospital and rehabilitation back into the community.

The Kit is not intended to be a complete guide of all services. While every effort has been made to ensure that details contained here are correct, we welcome feedback from anyone using the Kit regarding any changes to contact details as well as suggestions for additional services to be included.

The Kit will be updated regularly with the latest version available on our website ([www.scia.org.au/publications](http://www.scia.org.au/publications)). Please feel free to make photocopies if you wish. If you would like to provide any feedback please contact SCInfo on 02 9661 8855, 1800 819 775 or email [information@scia.org.au](mailto:information@scia.org.au).

Notes:

1. Throughout this Kit items marked with an asterisk (\*) are in NSW or Sydney.
2. HACC = Home and Community Care program, a joint Australian, State and Territory initiative to fund basic maintenance and support services for frail older people, people with a disability and their carers.

## Benefits

### Centrelink (Dept. of Families, Housing, Community Services and Indigenous Affairs)

Contact 13 2717 (Disability, sickness and carers line); [www.centrelink.gov.au](http://www.centrelink.gov.au) for information on benefits which may be applicable such as:

<i>ABSTUDY</i>	<i>Assistance for Isolated Children</i>
<i>Austudy</i>	<i>Carer Payment</i>
<i>Carer Allowance</i>	<i>Disability Support Pension</i>
<i>Health Care Card</i>	<i>Mobility Allowance</i>
<i>Newstart Allowance</i>	<i>Parenting Payment</i>
<i>Pensioner Concession Card</i>	<i>Pensioner Education Supplement</i>
<i>Pharmaceutical Allowance</i>	<i>Remote Area Allowance</i>
<i>Rent Assistance</i>	<i>Youth Allowance</i>

### Department of Veterans' Affairs

Contact 13 3254, 1800 555 254, [www.dva.gov.au](http://www.dva.gov.au) for information on Disability Pensions and Allowances

## Complaints

### Australian Human Rights Commission

*Handles complaints about unfair treatment or discrimination*

Contact 1300 656 419 or 02 9284 9600, [www.hreoc.gov.au](http://www.hreoc.gov.au)

## Complaints Resolution and Referral Service

*Handles complaints Australia-wide about disability employment and advocacy services funded by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs*

Contact 1800 880 052 or 1800 301 130 (TTY), [www.crrs.org.au](http://www.crrs.org.au)

## National Disability Abuse and Neglect Hotline

*Handles complaints of various forms of abuse or neglect of people with disabilities anywhere in Australia*

Contact 1800 880 052 or 1800 301 130 (TTY), [www.disabilityhotline.org](http://www.disabilityhotline.org)

## NSW Ombudsman\*

*For complaints about most NSW government services*

Contact 1800 451 524 (for callers outside Sydney) or 02 9286 1000, [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

## Taxi Customer Feedback Management System\*

*For all taxi complaints*

Contact 1800 648 478, [www.transport.nsw.gov.au/taxi/feedback.html](http://www.transport.nsw.gov.au/taxi/feedback.html)

## Continence

### Continence Foundation of Australia in NSW Inc.\*

Contact 02 8741 5699

### Master Locksmiths Access Key (MLAK)

*Provides 24 hour access, for people with a disability, to public toilets fitted with an MLAK lock (operates predominantly at this stage in NSW)*

Contact the Master Locksmiths Association of Australasia 1800 810 698, [www.masterlocksmiths.com.au](http://www.masterlocksmiths.com.au) for your nearest key supplier and SCI Australia 1800 819 775, 02 9661 8855, [www.scia.org.au](http://www.scia.org.au) for a list of facilities where the key can be used

### National Continence Helpline

Contact 1800 330 066, [www.continence.org.au](http://www.continence.org.au)

### ParaQuad NSW

Contact 02 8741 5600 for continence advisers

See also "Equipment" for ParaQuad NSW's Brightsky service and the Continence Aids Assistance Scheme (CAAS)

## Education

### ABSTUDY, Austudy, Pensioner Education Supplement

(see Benefits—Centrelink)

### NSW Dept. of Education & Training\*

*For information on disability programs in public education and training*

Contact 02 9561 8000, [www.det.nsw.edu.au](http://www.det.nsw.edu.au)

## Open Training & Education Network (OTEN)\*

*For tertiary distance education courses*

A service of the NSW Education & Training Portfolio

Contact 02 9715 8000 (general enquiries); 02 9715 8333, 1300 362 346 (for course information); 02 9715 8601, 1300 362 890 (for support for people with disabilities), [www.oten.edu.au](http://www.oten.edu.au)

## Scholarships:

### Golden Stave Foundation\*

*for students with SCI*

Contact ParaQuad NSW on 02 8741 5600, [www.paraquad.org.au](http://www.paraquad.org.au)

### Thomas Hepburn Lennox Scholarship Trust\*

*for clients of Northcott Disability Services*

Contact 02 9890 0100, [www.northcott.com.au](http://www.northcott.com.au)

### NRMA Insurance\* (administered by ParaQuad NSW)

*for students with an acquired SCI living in NSW*

Contact ParaQuad NSW 02 8741 5600, [www.paraquad.org.au](http://www.paraquad.org.au)

## TAFE NSW\*

Contact Information Centre 13 1601, 02 8289 4703 (TTY), or TAFE Disability Programs 02 9244 5557, 02 9266 8189 (TTY)

Teacher/disability consultants can be contacted through [www.tafensw.edu.au/students/support/disabilities.htm](http://www.tafensw.edu.au/students/support/disabilities.htm)

## University Admissions Centre (NSW & ACT)

Contact

- 02 9752 0200, [www.uac.edu.au](http://www.uac.edu.au); Alternative Entry Schemes [www.uac.edu.au/admin/schemes.html](http://www.uac.edu.au/admin/schemes.html)
- Disability/Equity/Teacher Liaison Officers/Consultants at specific universities.

## Employment

### Australian JobSearch / Workplace

*Provide details of positions available around Australia and information about the employment process and workplace relations*

Jobseekers can contact the Jobseeker Hotline for people with disabilities 13 6268 or see [www.jobsearch.gov.au](http://www.jobsearch.gov.au) or [www.workplace.gov.au](http://www.workplace.gov.au)

### Commonwealth Rehabilitation Service

*Provides vocational rehabilitation services to eligible people with a disability or injury*

Contact 1800 277 277, [www.crsaustralia.gov.au](http://www.crsaustralia.gov.au)

### Disability Employment Network Program

*Provides specialist assistance to jobseekers with disabilities who require ongoing support to find and maintain employment*

Contact JobAccess Adviser 1800 464 800

## SCI Workforce Australia\*

*Provides a pathway to employment and post-employment support*

Contact 02 9356 8064, [www.sciworkforce.com.au](http://www.sciworkforce.com.au) for disability employment services in Sydney

## Workplace Modifications Scheme

*Aims to assist employers to more easily accommodate workers with a disability in their workplace*

For more details about the scheme, including eligibility criteria, contact a JobAccess Adviser 1800 464 800 or see [www.jobaccess.gov.au](http://www.jobaccess.gov.au) and search for 'workplace modifications'

## Equipment

*It is essential, to prevent pressure sores and problems arising from poor posture, that wheelchairs and cushions be prescribed by a qualified therapist. For contacts see "Pressure Care and Seating" and "Occupational Therapy" under Health on page 8*

## BrightSky Australia

*A national home delivery service of specialist healthcare products including continence aids, owned by ParaQuad NSW*

Contact 1300 886 601, [www.brightsky.com.au](http://www.brightsky.com.au)

## Continence Aids Assistance Scheme (CAAS)

*Provides an annual subsidy to eligible people with incontinence due to a neurological condition*

Contact Intouch (a division of PQLifestyles) on 1300 366 455, [www.intouchdirect.com.au](http://www.intouchdirect.com.au)

## Equipment Provision Schemes

*Provide subsidised disability related equipment to eligible people with disabilities.*

**Australian Capital Territory**—ACT Equipment Scheme (ACTES)—Contact 02 6205 2605

**New South Wales**—Program of Appliances for Disabled People (PADP)—Contact EnableNSW 1800 362 253 which is also the contact for Artificial Limb Service, Home Oxygen Program and Ventilator Dependent Quadriplegia Program

**Northern Territory**—Territory Independence Mobility Equipment Scheme (TIMES)—Contact 08 8922 7244

**Queensland**—Medical Aids Subsidy Scheme (MASS)—Contact 07 3250 8555

**South Australia**—Independent Living Equipment Program (ILEP)—Contact 08 8266 5260

**Tasmania**—Community Equipment Scheme (in Tasmania)—Contact 03 6222 7226

**Victoria**—Victorian Aids and Equipment Program—Contact 1800 783 783

**Western Australia**—Community Aids and Equipment (CAE) Scheme—Contact 08 9426 9307, 1800 998 214 for regional callers

## Equipment Suppliers and Services

Contact details can be provided by SCInfo 02 9661 8855, 1800 819 775 (for consumers outside Sydney) or see 'Disabled Persons' Equipment &/or Services', 'Home Health Care Aids &/or Equipment' sections in the Yellow Pages or see [www.yellowpages.com.au](http://www.yellowpages.com.au)

## Independence Solutions

*Alliance of not-for-profit organisations to provide continence, healthcare and rehabilitation products across Australia*

Contact 1300 788 855, [www.independencesolutions.com.au](http://www.independencesolutions.com.au)

## Independent Living Centres (ILC)

*There is an ILC in each state and the ACT where equipment can be viewed and tested*

For details of each ILC as well as product listings see [www.ilcaustralia.org](http://www.ilcaustralia.org). In NSW contact 1300 885 886, [www.ilcnsw.asn.au](http://www.ilcnsw.asn.au)

## Program of Appliances for Disabled People (PADP)\*

*PADP is the NSW government program which provides eligible people with equipment to enable them to live in the community. After the application is processed and eligibility established an occupational or physical therapist or doctor is required to complete the equipment prescription form.*

For your nearest PADP Coordinator, PADP policy and equipment list see [www.health.nsw.gov.au/initiatives/disabilityequipment/index.asp](http://www.health.nsw.gov.au/initiatives/disabilityequipment/index.asp)

## Technical Aid to the Disabled (TAD)

*Has regional branches and centres in each State providing a custom designed aids service, computer loan and information service.*

In NSW contact 02 9912 3400. For TAD in other states contact 1300 663 243 or see [www.technicalaidnsw.org.au](http://www.technicalaidnsw.org.au)

## Telstra's Disability Equipment Program

Contact 1800 068 424, 1800 808 981 (TTY), [www.telstra.com.au/disability/index.htm](http://www.telstra.com.au/disability/index.htm)

## Health

### Counselling and Mental Health

*For help with depression, anxiety, bereavement and other emotional support:*

**In an emergency contact Lifeline 13 1114**

*For information about mental health issues contact:*

Beyond Blue 1300 224 636, [www.beyondblue.org.au](http://www.beyondblue.org.au)

Mental Health Information Service 1300 794 991, [www.mentalhealth.asn.au](http://www.mentalhealth.asn.au)

*To find a counsellor in your area contact:*

Australian Counselling Association 1300 784 333, [www.theaca.net.au](http://www.theaca.net.au)

## Exercise and Physiotherapy

Burn Rubber Burn\* operates via Police Community Youth Centres in Campbelltown, Daceyville, Minto and Sutherland. Contact 02 9382 5623 [www.pycnsw.org/mosparts/burnrubber](http://www.pycnsw.org/mosparts/burnrubber)

Any physiotherapist can be guided in developing an individual exercise program using modules available from [www.physiotherapyexercises.com](http://www.physiotherapyexercises.com)

Physiotherapists are in your local community health centre, local hospital and in private practice.

## Occupational Therapy

To find a therapist see [www.ausot.com.au](http://www.ausot.com.au) or call 03 9415 2900

## Pain

Clinics exist in many hospitals and health centres. To locate your local service in NSW see [www.health.nsw.gov.au/PublicHealth/Pharmaceutical/chronic\\_pain/services.asp](http://www.health.nsw.gov.au/PublicHealth/Pharmaceutical/chronic_pain/services.asp)

## Peer Support

Peer support workers use their experience and knowledge to help others adjust to new circumstances and change in their lives. Contact organisations in your state listed on p. 11

## Pressure Care and Seating

*If you have a pressure sore or one is developing contact a specialist pressure clinic:*

Spinal Plastics Service, Royal North Shore Hospital, 02 9926 7973\*

Spinal Pressure Care Clinic, Prince of Wales Hospital, 02 9382 8338\*

*For specialist assessment and prescription of wheelchairs and cushions contact:*

Assistive Technology and Seating Services, Moorong, 02 9808 9292\*

Seating Clinic, Prince of Wales Hospital, 02 9382 5207\*

Northcott Equipment Solutions, 02 9890 0950

*Wheelchairs and cushions are also prescribed by community and private occupational therapists and those employed by equipment supply companies*

## Sexuality and Fertility

*Clinical nurse consultants at spinal units advise on sexual and reproductive issues*

Moorong 02 9808 9347\*

Prince of Wales Hospital Spinal Unit 02 9382 5832\*

Royal North Shore Hospital, 02 9926 8740\*

## Housing / Accommodation

### Home Modifications and Maintenance Scheme\*

*HACC services around Australia assist with home repairs and modifications such as installation of ramps, widening of doorways etc*

For your local service contact the Commonwealth Carelink Centre on 1800 052 222 or see [www.homemods.info/services/hmm](http://www.homemods.info/services/hmm)

## Housing NSW\*

For all public housing inquiries contact 1300 468 746 and for home purchase assistance contact the Home Purchase Advisory Service 1800 806 653, [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

## Rent Assistance

(see Benefits—Centrelink)

## Respite, Aged Care Home or Hostel Care

Admission forms (for aged consumers) are available through Aged Care Assessment Teams (ACATs), the Commonwealth Dept. of Health and Ageing, [www.health.gov.au/internet/wcms/publishing.nsf/content/ageing-rescare-resentry.htm](http://www.health.gov.au/internet/wcms/publishing.nsf/content/ageing-rescare-resentry.htm), and the Commonwealth Aged and Community Care Information Line 1800 500 853 (ACAT contact details country-wide can be obtained from this Information Line)

## Respite Services

For services in your local area contact the Commonwealth Carelink Centre 1800 052 222. For **emergency respite support** outside business hours contact 1800 059 059

## Transitional Accommodation\*

Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) for locations

## *Personal Care*

### Attendant Care Program

*Provides funding for in-home personal care services and support for people with high level needs*

In NSW contact the Attendant Care and Physical Disability Unit of the Department of Ageing, Disability and Home Care (DADHC) 02 9374 3612 or 02 8270 2000 (switchboard), [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)

### Community and Non-government Services

Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) and see under “Nurses &/or Nursing Services” in Yellow Pages or check [www.yellowpages.com.au](http://www.yellowpages.com.au)

### Home Care Service of NSW\*

*HACC service which provides personal care, domestic assistance, respite care, essential home handy person service, and short-term live-in or overnight care*

If you live in the Sydney metropolitan area contact 1800 350 792, Hunter and Central Coast contact 1300 881 144. For other areas call Commonwealth Carelink 1800 052 222 or see [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)

## *Transport / Travel*

### Community Transport

For your local community transport operator contact the Commonwealth Carelink Centre 1800 052 222. In NSW the Community Transport Organisation (CTO) 02 9635 8980 has a list of NSW operators on its website [www.cto.org.au](http://www.cto.org.au)

## **Mobility Parking Scheme\***

*Reciprocal arrangements exist for use of permits in other states subject to local regulations being followed in each jurisdiction*

In NSW contact the Roads and Traffic Authority (RTA) on 13 2213 or see [www.rta.nsw.gov.au/rulesregulations/mobilityparking/index.html](http://www.rta.nsw.gov.au/rulesregulations/mobilityparking/index.html) for details and an application form. To report abuse of the scheme call 1300 884 899

## **National Information Communication Awareness Network (NICAN)**

*Provides contact information Australia-wide on sport, recreation and the arts*

Contact 02 6241 1220, 1800 806 769, [www.nican.com.au](http://www.nican.com.au)

## **Qantas Carer Concession Card**

*Allows reductions on some Qantas airfares for the cardholder and one carer for domestic travel within Australia and New Zealand.*

Contact NICAN 02 6241 1220, 1800 806 769 [www.nican.com.au/about/qantas\\_carer.asp](http://www.nican.com.au/about/qantas_carer.asp)

## **Taxi Transport Subsidy Scheme\***

*For people with a disability unable to use public transport. Special vouchers can also be obtained for use interstate*

In NSW contact the Ministry of Transport 02 9268 2800, 9268 2244 (TTY), [www.transport.nsw.gov.au/ttss](http://www.transport.nsw.gov.au/ttss)

## **Transport for Health (formerly IPTAAS)\***

For more information on transport for non-emergency health-related transport provision operated by NSW area health services contact Commonwealth Carelink 1800 052 222 or see [www.health.nsw.gov.au/initiatives/iptaas](http://www.health.nsw.gov.au/initiatives/iptaas)

## **Travel and Tourist Information**

Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) for information, and see its RollAwayz Google Earth application to find accessible accommodation Australia-wide, [www.scia.org.au/publications](http://www.scia.org.au/publications)

## **Vehicle Modifications Subsidy Scheme (Victoria only)**

*Operates under the Victorian Aids and Equipment Program*

Contact 1800 995 009, 03 5320 3715

## **Wheelchair Accessible Taxis\***

For bookings in Sydney contact 02 8332 0200, 1800 043 187

## *Useful Contacts and Spinal Injury Support Services*

### **In NSW**

#### Contact

- Spinal Cord Injuries Australia 02 9661 8855; 1800 819 775 (for consumers outside Sydney), [www.scia.org.au](http://www.scia.org.au)
- ParaQuad NSW 02 8741 5600, 1300 886 601, [www.paraquad.org.au](http://www.paraquad.org.au)
- Northcott's Paediatric Spinal Outreach Service 02 9890 0100
- NSW State Spinal Cord Injury Service, Spinal Outreach Service, Rural Spinal Cord Injury Service 02 9808 9666

### **In Queensland**

#### Contact

- Spinal Injuries Association (formerly ParaQuad QLD) 07 3391 2044, 1800 810 513 (Brisbane), 07 4755 1755, 1800 024 422 (Townsville), [www.spinal.com.au](http://www.spinal.com.au)
- Queensland Spinal Cord Injuries Service (QSCIS) has contact details in its Handbook of Spinal Cord Injuries (2001) [www.health.qld.gov.au/qscis/info\\_handbook.asp](http://www.health.qld.gov.au/qscis/info_handbook.asp). QSCIS also has a Spinal Outreach Team (SPOT) contact 07 3406 2300, 1800 624 832 (for regional clients)

### **In South Australia**

#### Contact

- ParaQuad SA which has a New Members Kit 08 8355 3500, 1800 063 419 (for regional callers), [www.pqasa.asn.au](http://www.pqasa.asn.au)
- Spinal Cord Injury Service, Hampstead Rehabilitation Centre 08 8222 1600

### **In Tasmania**

#### Contact

- AQA Victoria 03 9489 0777, 1800 999 128 (for callers in Tasmania or outside Melbourne) has an information booklet for members in Tasmania, [www.aqavic.org.au/tasmanian\\_information\\_booklet.html](http://www.aqavic.org.au/tasmanian_information_booklet.html)
- ParaQuad Tasmania 03 6272 8816, [www.paraquadtas.org.au](http://www.paraquadtas.org.au)

### **In Victoria**

#### Contact

- AQA Victoria Ltd 03 9489 0777 which has an information booklet for its members, and is also available on its website [www.aqavic.org.au/victorian\\_information\\_booklet.html](http://www.aqavic.org.au/victorian_information_booklet.html)
- Independence Australia (formerly ParaQuad Victoria) see the Information and Resources section of its website [www.paraquad.asn.au](http://www.paraquad.asn.au) or contact 03 9415 1200, 1800 805 384
- Victorian Spinal Cord Service Spinal Outreach Risk Reduction Team (SPORRT) 03 9496 5351

### **In Western Australia**

Contact ParaQuad WA 08 9381 0111, [www.paraquadwa.asn.au](http://www.paraquadwa.asn.au)

## *Other Contacts*

### **Ability Technology\***

*For advice and assessments for a range of assistive technology*

Contact 02 9907 9736, [www.ability.org.au](http://www.ability.org.au)

### **Carers Associations**

In NSW contact 02 9280 4744, for your local carer association contact 1800 242 636, [www.carersnsw.asn.au](http://www.carersnsw.asn.au)

### **Commonwealth Carelink Centre**

*Provides contact details of services to support independent living in the community*

Contact 1800 052 222, [www9.health.gov.au/ccsd](http://www9.health.gov.au/ccsd)

### **Commonwealth Carer Resource Centre**

Contact 1800 242 636, [www.health.gov.au/internet/main/Publishing.nsf/Content/ageing-carers-resocent.htm](http://www.health.gov.au/internet/main/Publishing.nsf/Content/ageing-carers-resocent.htm)

### **Disability Information Service**

*A service of Disability Services Queensland*

Contact 07 3224 8444, 1800 177 120, 1800 010 222 (TTY), [www.disability.qld.gov.au/disability\\_information](http://www.disability.qld.gov.au/disability_information)

### **IDEAS (Information on Disability and Education Awareness Services)**

*Provides disability and age related information and resources*

Contact 1800 029 904, 02 6947 3377 (TTY), [www.ideas.org.au](http://www.ideas.org.au)

### **National Relay Service**

*For people with hearing or speech impairments*

Contact 13 3677 (via modem/textphone/teletype) or 1300 555 727 (for speech to speech relay service), [www.aceinfo.net.au/services/nrs](http://www.aceinfo.net.au/services/nrs)

### **Northcott Disability Services\***

Contact 02 9890 0100, [www.northcott.com.au](http://www.northcott.com.au) for information on physical disabilities and residential accommodation. Contact Northcott Equipment Solutions [www.northcottes.com.au](http://www.northcottes.com.au) for information on equipment, environmental controls and other assistive technology

### **Paraparents**

*Provides advice and support for people with disabilities who are or are considering becoming parents*

Contact 0403 588 888

### **People with Disability (PWD) Australia Inc.**

*Provides individual and systemic advocacy services*

Contact 02 9370 3100, 1800 422 015, 02 9318 2138 (TTY), 1800 422 016 (TTY), [www.pwd.org.au](http://www.pwd.org.au)

## **The Spastic Centre\***

Contact 02 9479 7200, [www.tscnsw.org.au](http://www.tscnsw.org.au). Contact the CP Helpline for information, support services, and technology solutions in NSW on 1300 302 920

## **Translating and Interpreting Service**

*For people from non-English speaking backgrounds*

Contact 13 1450