

GOVERNMENT SERVICES

This list contains information about mainstream government services available and their contact details.

Community Health

Lismore phone contact: (02) 6620 2967

Northern NSW Local Health District website: <http://nswlhd.health.nsw.gov.au/about/community-health/>

The health system is responsible for funding time limited, recovery-oriented services and therapies (rehabilitation) aimed primarily at restoring the person's health and improving the person's functioning after a recent medical or surgical treatment intervention. This includes where treatment and rehabilitation is required episodically.

To access these services, you will require a referral from your GP service. For more information visit the Northern NSW Local Health District website pages at: <http://nswlhd.health.nsw.gov.au/about/community-health/>

The health system will remain responsible for diagnosis and early intervention and treatment of health conditions, including ongoing or chronic health conditions. This may involve:

- Aged Care Assessment Team (ACAT)
- Allied health services
- Audiometry
- Cancer clinical trial
- Care in public and private hospitals
- Child and Family Counselling
- Child & Family Health Clinic
- Child Protection Counselling Service
- Chronic Care – Cardiac and Respiratory
- Community Nursing
- Day Therapy Unit
- Dental care
- Diabetes Education
- Dietetics and Nutrition
- Drug & Alcohol Counselling
- General practitioner services
- Immunisation Clinic
- Medical specialist services
- Needle Syringe Program
- NSW Chronic Diseases Management Program
- Nursing
- Occupational Therapy – Children
- Pharmaceuticals (available through the PBS)
- Podiatry
- Preventive health care
- Physiotherapy – Adult
- Physiotherapy – Children
- Regional Assessment Service (RAS)
- School Health Nursing
- Social Worker
- Speech Pathology – Adult
- Speech Pathology – Children

Mental Health

State -wide 24 hour **Mental Health Line: 1800 011 511**

Website: <http://www.health.nsw.gov.au/mentalhealth/Pages/contact-service.aspx>

Anyone with a mental health issue can use the Mental Health Line to speak with a mental health professional and be directed to the right care for them.

Carers, other health professionals and emergency workers can also use the Mental Health Line for advice about a person's clinical symptoms, the urgency of the need for care and local treatment options.

Continued over page...

Mental Health continued...

Community Mental Health will be responsible for:

Treatment of mental illness, including:

- Acute inpatient
- Ambulatory
- Rehabilitation/recovery and early intervention, including clinical support for child and adolescent developmental needs.

Residential care where the primary purpose is for: time limited follow-up linked to:

- treatment or diversion from acute hospital treatment
- the operation of mental health facilities.

Where a person has a co-morbidity with a psychiatric condition, the health or mental health system will be responsible for supports relating to a co-morbidity with a psychiatric condition where such supports are the responsibility of that system (e.g. treatment for a drug or alcohol issue).

Child Protection and Family Support

Child Protection Helpline: 132 111 24 hours a day, 7 days a week

The child protection, community services, family support, education and/or health sectors are responsible for:

- Accepting, assessing and responding to reports on child protection issues
- Accommodation needs of children in out-of-home care
- Arranging and providing the standard supports to sustain those out-of-home care arrangements.
- Child protection statutory requirements.
- Community awareness of children's safety and wellbeing
- Coordination of services where a significant component of the case coordination is related to issues associated with family violence.
- Counselling and other supports for families that are provided both to the broad community and families at risk of child protection involvement
- Families experiencing or at risk of experiencing family violence, including making these services accessible and appropriate for families with disability.
- Family support, including general supports for families where a parent has a disability.
- Intensive case coordination operated by the systems providing child protection and family supports where a significant component of the case coordination is related to child protection and family support.
- Placement of children in out-of-home care arrangements
- Purchase and maintenance of any capital assets such as housing, care allowances and payments.
- Universal parenting programs.

The early childhood education and care sector will continue to be responsible for meeting the education and care needs of children with a development delay or disability, including through diagnostic assessment and specific screening for development delay and other mental or physical conditions that are likely to lead to a disability.

Phone contact: (02) 8202 2200

The public transport system will be responsible for ensuring that transport options are accessible to people with disability, including through concessions to people with disability to use public transport (including parties choosing to provide concessions for the total cost of transport) and compliance with relevant non-discrimination legislation including the Disability Standards for Accessible Public Transport.

- Accessible public transport.
- Concessions to facilitate use of public transport.
- Community transport services.
- Modifications to public transport and taxis.

Early Childhood Development

Parenting programs phone contact: 1800 789 123

Website: <http://www.families.nsw.gov.au/support/child-health-services.htm>

NSW Government Child Health Services provide:

- Support for families and carers to understand and manage the process and outcomes of <disability> assessment/diagnosis <of a child>, including counselling and other family supports.
- Learning assistance (this may include teachers' assistants) and inclusion supports (for example Auslan interpreters) to enable the participation of children with disability in early childhood education and care services in line with reasonable adjustments and any other legislative requirements.
- General children's services, including play groups.
- Maternal child health programs where interventions are primarily treatment related or medical in nature, including new-born follow-up.
- Intensive case coordination operated by the systems providing early childhood supports, where a significant component of case coordination is related to early childhood supports.

School Education

Phone contact: (02) 92445085

Email: disability.support@det.nsw.edu.au

The allocation of responsibilities between the NDIS and schools is consistent with the legal obligations of schools and governments' policy objectives for education. Schools and the Department of Education are responsible for:

- Skills, capability and other forms of training and transition support, including reasonable adjustment for students with disability, delivered in schools through the Australian curriculum. (e.g. modified computer hardware, education software, braille textbooks).
- Learning assistance (this may include teachers' assistants), and inclusion support (for example Auslan interpreters) to enable the participation of students with disability in education services, in line with reasonable adjustment.
- Reasonable adjustment to campuses, including capital works (e.g. ramps, lifts, hearing loops).
- Aids and equipment which are fixed or non-transportable in schools that enable a student access to education (e.g. hoists).
- Aids and equipment for educational purposes
- Transport for school activities e.g. excursions, sporting carnivals.
- General support, resources, training and awareness building for teachers and other school staff to support and engage students with disability at school and in the classroom.
- Therapy delivered in schools for education purposes (e.g. allied health practitioners assisting classroom teachers to adjust to the curriculum)
- Intensive case coordination operated by the school education system where a significant component of case coordination is related to educational supports.

Phone contact: 13 28 11

Higher Education and Vocational Education and Training (VET) providers will be responsible for the learning and support needs of students that directly relate to:

- Educational and training attainment including teaching, learning assistance and aids
- Building modifications and transport between education or training activities where this transport is being arranged for all students.
- General transition supports from education or training to employment consistent with reasonable adjustment.
- Learning assistance (this may include teachers' assistants), and inclusion support (for example Auslan interpreters) to enable the participation of students with disability in Higher Education and Vocational Education and Training programs and services, in line with reasonable adjustment and any other relevant legislation.
- Reasonable adjustment to education and training facilities, including capital works (e.g. ramps, lifts, hearing loops).
- Aids and equipment which are fixed or non-transportable which enable a student access to education or training (e.g. hoists)
- Aids and equipment for education or training purposes (e.g. modified computer hardware, education software, braille textbooks)
- Reasonable adjustments to transport for education or training activities (e.g. excursions, site visits) where this transport is being arranged for other students
- General support, resources, training and awareness building for education/training staff and other staff to support and engage students with disability.
- Skills, capability and other forms of training and transition support, including reasonable adjustments for students with disability, delivered in higher education and VET institutions through their education curriculum (e.g. programs assisting transition between education or training and employment).
- Intensive case coordination operated by the higher education and VET system where a significant component of case coordination is related to education and training supports.

Employment Career Pathways

Phone contact: (02) 4974 8535

Employment services and programs that provide advice and assistance to people with disability to prepare for, find and maintain jobs. This included the development of industry-specific or workplace specific knowledge and skills, relating to:

- Job applications
- On-the-job training
- Career development
- Employer support services and programs that encourage and assist employment of people with disability (e.g. support, training and resources for employers, funding to make reasonable adjustments and wage subsidies).
- Workplace specific supports (including modifications, employment-specific aids and equipment).
- Transport for work activities (e.g. meetings).
- General employment-related planning and support (e.g. retirement planning, careers counselling).
- Intensive case coordination operated by the employment system where a significant component of case coordination is related to employment support.

Phone contact: 1800 422 322

The Housing Contact Centre is a one-stop-shop for tenants, applicants, agencies, and members of the public. It can provide information, advice and support on a broad range of housing and homelessness issues, including:

- Provision of accessible and affordable accommodation options that meet the needs of people with disability, through social housing within available resources.
- Provision of routine tenancy support by social housing authorities.
- Homelessness-specific services, including homelessness outreach and emergency accommodation.
- Provision of accessible community infrastructure, including modifications to general community amenities.
- Encouraging innovative models of affordable and accessible housing investment by private or corporate investors.
- Intensive case coordination operated by the housing or homelessness system where a significant component of the case coordination is related to housing supports.
- Social housing providers have a duty to make reasonable adjustment in providing accessible housing stock for people with a disability.

My Aged Care

Phone contact: 1800 200 422

My Aged Care is responsible for access to quality and affordable aged care and carer support services, including through subsidies and grants, industry assistance, training and regulation of the aged care sector, information assessment and referral mechanisms, needs-based planning arrangements and support for specific needs groups and carers. Consistent with Principle 6 of the Principles to Determine Responsibilities of the NDIS and Other Service Systems:

Where a participant chooses to move from the NDIS to the aged care system there will be a seamless approach to the person's transition between these systems, with the person supported at all points during the transition to ensure people receive appropriate supports as they age;

Other key points of information include:

- The NDIS and the aged care system will recognise their relative areas of expertise and seek to leverage this expertise as appropriate.
- A participant can choose to continue to receive supports from the NDIS after age 65, or can choose to take up an aged care place.
- A person ceases to be a participant in the NDIS when the person enters a residential care service on a permanent basis, or starts being provided with community care on a permanent basis, and this first occurs only after the person turns 65 years of age (residential care service and community care have the same meanings as in the Aged Care Act 1997).
- All parties will fulfil the responsibilities set out under Schedule F of the National Health Reform Agreement in relation to aged care and disability services, to the extent relevant to Parties of the Agreement (Clause 17 National Disability Insurance Scheme, Intergovernmental Agreement).
- An NDIS participant under the age of 65 can choose to purchase support from an aged care provider and the NDIS will fully meet these 'reasonable and necessary' support costs.

LawAccess NSW, a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. They are a starting point to help with your legal problem. They can:

- give you legal information over the telephone
- send you information, for example, fact sheets, forms, publications
- in some cases, arrange for one of our lawyers to give you legal advice over the telephone
- refer you to another service, for example, if you need face to face legal advice, or a specialist legal service.

Phone contact: 1800 990 777

Website: www.lawaccess.nsw.gov.au

The criminal justice system (and relevant elements of the civil justice system) is responsible for meeting the needs of people with disability in line with the National Disability Strategy and existing legal obligations. This can be done through the provision of supports including:

- Pre-sentence psychological and psychiatric reports, regarding cognitive ability, psychiatric conditions or other matters required to assess a person's ability to plead in court or considerations prior to sentencing or diversion.
- Support for people with disability to access and navigate the justice system including guardianship, advocacy, community visitors and legal support.
- Reasonable adjustment to mainstream services provided to individuals, organisations and systems that have contact with the justice system and provide services to people with disabilities.
- Court-based support programs and specialist lists, including bail support.
- Management of offenders to ensure compliance with supervised orders or conditions.
- Early identification and intervention programs and post-custody services to prevent (re) offending in accessible formats.
- Offence specific interventions which aim to reduce specific criminal behaviours, reasonably adjusted to the needs of people with a disability and which are not clearly a direct consequence of the person's disability.
- Intensive case coordination operated by the justice or other service systems where a significant component of the case coordination is related to the justice system.

Youth Justice

Corrective Services phone contact: (02) 8346 1333

Supports for young people detained in Youth Justice (Youth Training or Youth Detention) Centres include:

- Intensive case coordination where a significant component of case coordination is with justice or enforcement agencies.
- To access and navigate the justice system including guardianship, advocacy, community visitors and legal support.
- Meeting the day-to-day support needs of young people in residential centres including supervision, personal care, fixed aids and equipment (e.g. hoists and specialised beds).
- Implementing practical disability training to Corrections Officers and other criminal justice staff, and additional specific disability training to staff having high contact with residents with disability.
- Offence specific interventions to reduce particular criminal behaviours, reasonably adjusted to the needs of young people with a disability (for example, therapeutic services to address problematic sexual or violent behaviour or difficulties with self-regulation).
- Mental health, drug and alcohol services and education services.