

# Community Survival Kit

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## 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/publications/community\\_survival\\_kit](http://www.scia.org/publications/community_survival_kit)). 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 Services

## Benefits

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

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

#### ABSTUDY

Assistance for Isolated Children

Austudy

Carer Payment

Carer Allowance

Disability Support Pension

Health Care Card

Mobility Allowance

Newstart Allowance

Parenting Payment

Pensioner Concession Card

Pensioner Education Supplement

Pharmaceutical Allowance

Remote Area Allowance

Rent Assistance

Youth Allowance

### **Department of Veterans' Affairs**

Contact 13 3254, 1800 555 254, www.dva.gov.au for information on Disability Pensions and Allowances

## Complaints

### **Complaints Resolution and Referral Service**

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

Contact 1800 880 052 or 1800 301 130 (TTY)

### **Human Rights and Equal Opportunity Commission (HREOC)**

*Handles complaints about unfair treatment or discrimination*

Contact 1300 656 419 or 02 9284 9888, www.humanrights.gov.au

Complaints—continued

NOTES

### **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)

### **NSW Ombudsman\***

*For complaints about most NSW government services*

Contact 1800 451 524 (for callers outside Sydney) or 02 9286 1000

### **Taxi Customer Feedback Management System\***

*For all taxi complaints*

Contact 1800 648 478

## **Continence Information**

### **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 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**

*Managed by the Continence Foundation Of Australia's national office in Victoria (03 9347 2522, [www.contfound.org.au](http://www.contfound.org.au))*

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

### **ParaQuad NSW**

Contact 02 8741 5600 for continence advisers

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

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### **Spinal Cord Injuries Australia**

PO Box 397, Matraville NSW 2036

☎ 02 9661 8855; 1800 819 775 (for consumers outside Sydney)

[www.scia.org.au](http://www.scia.org.au)      [information@scia.org.au](mailto:information@scia.org.au)

## 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

### **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 learning 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

#### **Thomas Hepburn Lennox Scholarship Trust\***

*for past or present clients of The Northcott Society*

Contact 02 9890 0100

#### **Gregory and Dolores Farrell Scholarships\***

*for wheelchair users undertaking tertiary education*

Contact Spinecare Foundation 02 9890 0100

[www.spinecarefoundation.org/about/farrell.html](http://www.spinecarefoundation.org/about/farrell.html)

#### **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 Disability  
Programs Unit 02 9244 5085, 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 and TAFEs

## Employment

### **Commonwealth Rehabilitation Service**

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

Contact 1800 624 824, [www.crsaustralia.gov.au](http://www.crsaustralia.gov.au)

### **JobSearch / Workplace**

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

Jobseekers can contact Australian JobSearch or the Employment Services Information line 13 6268 or see [www.jobsearch.gov.au](http://www.jobsearch.gov.au) or [www.workplace.gov.au](http://www.workplace.gov.au). More information about the Disability Employment Network programme is available from Centrelink 13 1021

### **SCI Workforce Australia\***

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

Contact 02 9669 5277, 02 9669 5812 (TTY), [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

### **Continence Aids Assistance Scheme (CAAS)**

Contact Intouch (a division of PQLifestyles) on 1300 366 455 or the Department of Health and Ageing on 1800 807 487. For eligibility criteria see [www.health.gov.au/internet/wcms/publishing.nsf/Content/continence-caas.htm](http://www.health.gov.au/internet/wcms/publishing.nsf/Content/continence-caas.htm)

### **Equipment Provision Schemes**

#### **Australian Capital Territory**

ACT Equipment Scheme (ACTES)

Contact 02 6244 2580

#### **New South Wales**

Program of Appliances for Disabled People (PADP)

Contact 02 9391 9000

*Equipment—continued*

**NOTES**

**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

**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)

**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.*

Contact SCInfo on 02 9661 8855, 1800 819 775 for your nearest PADP Coordinator. For PADP policy and for an equipment list see [www.health.nsw.gov.au/policies/pd/2005/pdf/PD2005\\_563](http://www.health.nsw.gov.au/policies/pd/2005/pdf/PD2005_563).

Equipment—continued

NOTES

### **Sensis® 1234 (formerly Telstra's Call Connect 12456 Service)**

*Exemptions from charges for Sensis® 1234, a directory assistance service, are available to consumers who have a permanent upper limb mobility impairment.*

For an exemption form contact 1800 068 424

### **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)

## **Housing / Accommodation**

### **Home Modifications and Maintenance Scheme\***

*HACC service assists with home repairs and modifications such as installation of ramps, widening of doorways etc.*

For your local service contact SCInfo on 9661 8855 or 1800 819 775 or the Commonwealth Carelink Centre on 1800 052 222 or check [http://plan.arch.usyd.edu.au/hmm/hmm\\_web/about.cfm](http://plan.arch.usyd.edu.au/hmm/hmm_web/about.cfm)

### **NSW Department of Housing\***

For public housing or priority housing applications contact 02 9821 6111, 1800 629 212 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)

### **Aged Care Home, Hostel or Respite Care**

Admission forms (for aged consumers) 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)

### **Rent Assistance**

*(see Benefits—Centrelink)*

### **Transitional Accommodation\***

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

### **Veterans' Housing**

Contact 13 3254, 1800 555 254, [www.dva.gov.au](http://www.dva.gov.au)

## Personal Care

### Attendant Care Program

*Provides personal and some domestic care services 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 8270 2491 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)

### Community Options

*HACC service which helps people with complex care needs to remain in the community by case managing or brokering a range of services*

In NSW contact SCInfo on 02 9661 8855, 1800 819 775 or Commonwealth Carelink on 1800 052 222; [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au) for a contact near you

### Home Care Service of NSW\*

*HACC service which provides personal care, domestic assistance, respite care, essential home handyperson 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.homecare.nsw.gov.au/dadhc](http://www.homecare.nsw.gov.au/dadhc)

## 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 9699 2228 has a list of NSW operators on its website [www.cto.org.au](http://www.cto.org.au)

Transport—continued

NOTES

### **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

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

*Provides contact information Australia-wide on sport, recreation (including tourist accommodation) 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 1800 623 724,  
[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 contact Commonwealth Carelink 1800 052 222, the NSW Dept. of Health 02 9391 9000 or see the policy and eligibility criteria [www.health.nsw.gov.au/policies/pd/2006/pdf/PD2006\\_068.pdf](http://www.health.nsw.gov.au/policies/pd/2006/pdf/PD2006_068.pdf)

### **Travel and Tourist Information**

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

### **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)
- **NSW State Spinal Cord Injuries Service**  
Spinal Outreach Service 02 9808 9666
- **ParaQuad NSW** 02 8741 5600, 1800 424 096, [www.paraquad.org.au](http://www.paraquad.org.au)
- **Northcott's Paediatric Spinal Outreach Service** 02 9890 0100,  
02 9890 0913

### In Queensland

#### Contact

- **Spinal Injuries Association**  
07 3391 2044, 1800 810 513 (Brisbane), 07 4755 1755,  
1800 024 422 (Townsville), [www.spinal.com.au](http://www.spinal.com.au) for its *Spinal Disability Resource Kit* and *A Guide to Community Resources*
- **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,  
[www.pqasa.asn.au](http://www.pqasa.asn.au)
- **Hampstead Rehabilitation Centre** Peer Counsellors/Support Advocates 08 8222 1820, 08 8222 1818

### In Tasmania

#### Contact

- **AQA Victoria** 03 9489 0777, 1800 999 128 (for callers in Tasmania or outside Melbourne),  
[www.aqavic.org.au/pdf/aqa\\_tas\\_info\\_booklet\\_05.pdf](http://www.aqavic.org.au/pdf/aqa_tas_info_booklet_05.pdf)
- **ParaQuad Tasmania** 03 6272 8816, [www.paraquadtas.org.au](http://www.paraquadtas.org.au)

*Useful Contacts and Spinal Injury Support Services—continued***NOTES****In Victoria**

## Contact

- **A.Q.A. Victoria Ltd** 03 9489 0777 which has an Information Booklet for their members and is also available on their website [www.aqavic.org.au](http://www.aqavic.org.au)
- **ParaQuad Victoria** see the Information Resource Centre 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

<b>Other Organisations</b>
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**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 Association**In NSW contact 02 9280 4744, for associations in other states see [www.carersnsw.asn.au/](http://www.carersnsw.asn.au/)**Commonwealth Carelink Centre**Contact 1800 052 222, [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)**Commonwealth Carer Resource Centre**Contact 1800 242 636,  
[www.health.gov.au/internet/wcms/Publishing.nsf/Content/ageing-carers-resocent.htm](http://www.health.gov.au/internet/wcms/Publishing.nsf/Content/ageing-carers-resocent.htm)**Centre of National Research on Disability & Rehabilitation Medicine (CONROD)**For services in Queensland see [www.disabilitylifestyles.org.au/](http://www.disabilitylifestyles.org.au/)**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)**Spinal Cord Injuries Australia**

PO Box 397, Matraville NSW 2036

☎ 02 9661 8855; 1800 819 775 (for consumers outside Sydney)

[www.scia.org.au](http://www.scia.org.au)      [information@scia.org.au](mailto:information@scia.org.au)

*Other Organisations—continued*

**NOTES**

**Independent Living Centre (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).

**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\***

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 9319 6622, 1800 422 015, 02 9318 2138 (TTY), 1800 422 016 (TTY), [www.pwd.org.au](http://www.pwd.org.au).

**Spastic Centre\***

Contact 02 9451 9022, [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, 1300 302 925 (TTY).

**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 9808 2022. For TAD in other states contact SCInfo on 02 9661 8855, 1800 819 775 or see [www.technicalaidnsw.org.au](http://www.technicalaidnsw.org.au)

**Translating and Interpreting Service**

For people from non-English speaking backgrounds

Contact 13 1450