

# Stepping out

Information for families of young people with a disability moving from secondary school to adult life

Ageing, Disability and Home Care, Department of Human Services NSW



**Human Services**  
Ageing, Disability & Home Care

An initiative of the NSW Government

**stronger together** ::

A new direction for disability services in NSW :: 2006-2016

## Acknowledgements

This booklet has been developed for the Ageing, Disability and Home Care, Department of Human Services NSW (ADHC) by Dr Stephen Winn, University of New England and Professor Ian Hay, University of Tasmania, in conjunction with Professor Trevor Parmenter and Dr Vivienne Riches, Centre for Developmental Disability Studies, the University of Sydney. It is an initiative of the NSW Government's 10-year disability plan *Stronger Together: A new direction for disability services in NSW 2006-2016*.

Contributors to this booklet include young adults with a disability, parents, carers and families of young adults with a disability, service providers, and representatives from government, non-government and Catholic secondary schools.

The information and views expressed do not necessarily reflect the views or information held by ADHC, the NSW Government or the Minister for Ageing, Minister for Disability Services and Minister for Aboriginal Affairs.

Every care has been taken in the preparation of this publication and the information it contains is believed to be accurate. However, ADHC does not accept any responsibility for errors, omissions or inaccuracies.

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## About this resource

*Stepping out* provides information to help families support their teenage son or daughter with a disability move from secondary school to adult life. The information has been developed from:

- research findings
- focus group meetings held across NSW
- input from parents and service providers to a website forum
- advice from a Project Advisory Group established by Ageing, Disability and Home Care, Department of Human Services NSW (ADHC).

This resource is not intended to be exhaustive. Young people with a disability and their families are diverse and have wide ranging needs, interests and talents. For this reason the booklet gives general information only. Readers are encouraged to use the links and contacts to seek more specific information that will be relevant to their own needs and interests.

Contacts, including phone numbers and websites, are located in the *Useful contacts* section at the end of this booklet.

## Stepping out

Leaving secondary school means making the change from being a school student to becoming a young adult. It is a critical time and can have a significant impact on the lives of the young person and family members.

This transition period involves many changes which can be both challenging and rewarding. It is a time of moving towards independence and may not always be an easy or smooth process. Choices about further study, training for work and moving out of home all need to be considered.

The skills and achievements of young people need to be respected. As parents or carers, we are often challenged to have faith in the capacity of our adolescent children to make good choices about their future. It is also important to recognise adolescents have diverse opinions and need support from parents or carers to manage risks associated with choices they make.

The journey of stepping out helps parents and young people to come to a better understanding of each other.

Young people with a disability sometimes miss out on opportunities to participate in decision making. This may be due to the concerns of parents and others that they require a greater level of protection due to their vulnerability.

Change for young people requires careful planning. Access to relevant information and support services can help. Maintaining supportive relationships with family and others is also important.

Schools are well set up to help plan and provide support to young people who are preparing to leave school. Teachers and careers advisers can be of great help in this process.



This booklet contains information about issues young people may face during this period, such as managing health, finances, friendships and relationships.

It also emphasises the importance of creating opportunities for being included in the community when stepping out.

## Paul's story

Paul, who has an intellectual disability, attended his local secondary school like most teenagers. During his schooling Paul received support but sometimes found it difficult to listen in class and take notes. He was easily distracted and found it hard to follow written instructions.

Paul's parents wanted the best outcomes for him from school so he could succeed in his adult life. As he was nearing the end of Year 10, the school set up an individual planning meeting with Paul, his parents and staff to review his progress and develop some career goals. With support, Paul selected courses for Years 11 and 12 based on his interests and goals.

Paul also wanted to try activities that required hands-on experience. His school arranged work experience for Paul in hospitality and cookery and provided support for him to develop workplace skills.

Towards the end of Year 12 the school met again with Paul and his family to discuss his leaving school. Several options for the future were discussed including the Transition to Work (TTW) program, further education through TAFE Access Programs, and supported employment. It was suggested that Paul may enjoy an apprenticeship if some modifications were made, such as extra assistance with classroom learning and initial workplace training and support.

On completing school, Paul started a Transition to Work program that helped him develop vocational skills such as working safely and working with others. The program helped Paul to gain some work experience in a small restaurant. After a few weeks, Paul was offered casual work for a few hours per week.

During this time, the TTW program continued to provide ongoing support to Paul in maintaining his employment. This helped to increase his skills, knowledge and confidence.

After several months, the TTW Program Coordinator and Paul's employer contacted a local disability employment provider to discuss extra options available for Paul. As a result, Paul was offered a part-time apprenticeship in commercial cookery with support from the local disability employment provider and the local TAFE.

Paul is enjoying his apprenticeship and plans to become a qualified commercial cook.

## A story by Anne's mother

“When we first found out about Anne's disability it was hard. We hadn't experienced anything like this before and we had various doctors giving us different ideas about what her likely life outcomes would be. It was hard for us. We had another daughter three years older. Although our family supported us and Dave is a great husband and father, it was hard on him as well.

We realised we had to do what was best for Anne given our limited resources and where we lived. We could have sold up and moved to the city “the big smoke”- but then we would have had no support, no friends and a lot more debt. We stayed in our small rural community and our friends rallied around.

When it came to Anne's schooling, we spoke to the local school principal and though the school had limited support Anne could have enrolled there.

Dave and I wanted the best possible outcome for Anne and decided to enrol her in a government school with special education facilities. This meant she had to travel an hour and a half each way to school, which is a lot to ask of a young kid. Anne's sister was upset about them going to different schools as she wanted to look after her little sister, but after we talked, she realised it was best for Anne.

On reflection, I guess if they could have both gone to the same school it might have been better. However, Anne's sister had friends from the community and sending her to town might have meant losing her friends.

Anne has learnt a lot at school, although she still needs support to communicate and needs a lot of help in many areas of her life. I worry about her future, how will she cope, who will look after her when Dave and I are gone? Will she have people who will look after her as we have done?

When Anne finished secondary school she entered a Community Participation program, which she is enjoying. The program has taught her a lot of things. She gets a bit down on the weekend when she can't go. For Dave and myself it is a bit of respite.

If we had help with transport it would make it easier, but I guess people could say we made the choice to live where we do and we love the community. I couldn't live in town, too many people, too busy. I think Anne will be okay, her communication skills are improving and she is becoming a little more independent.”

## Further education and training



Further education or qualifications can help young people:

- open up new directions
- expand their interests
- make new friends
- improve their self esteem and confidence
- choose career paths
- improve employment prospects
- enjoy interesting and happy lives.

There are several options available for young people with a disability who want to continue with formal education or training after secondary school. These can include attendance at a community college, TAFE college, university or Open Training Education Network (OTEN). Your school can provide advice and assistance in considering these options.

Contact details for these ongoing education and training options are included in the *Useful contacts* section.

# Employment

Finding a job is an important part of moving into adult life. Work provides a meaningful use of time, builds confidence and skills, gives structure to the day and expands connections within the community.

In considering future employment, young people are faced with many questions and choices.

School is a good starting point to help understand the range of options available. Programs exist to support young people with a disability in the workforce.

## Looking for work

When looking for work, young people with a disability need to think about the:

- type of work they'd like to do
- work experiences they have enjoyed
- skills they have gained at school.

Talking with friends and people who already have a job can be very helpful. Some young people involve their parents in looking for work, others prefer to make their own decisions.

Employment and apprenticeship related websites are listed in the *Useful contacts* section.

## Disability support services

The Disability Support Officer at Centrelink can help young people with a disability look for work. Centrelink can provide information about employment and other supports in your local area.

## Open employment

Some young people with a disability choose to take up jobs with award wages in everyday employment settings.

There are services to help job seekers gain and maintain employment or to become self-employed.

Disability Employment Services (DES) provides specialist assistance to job seekers with a disability who need on-going support to find and maintain employment. Further information is available at the Disability Employment Service Infoline.

## Workplace modifications

Sometimes modifications need to be made to the workplace so that a person with a disability can manage tasks. Information about how Centrelink can help employers in making workplace modifications is available from the Centrelink website.

## Supported employment

Some young people need extra help to participate in the workforce.

Supported employment services, otherwise referred to as Australian Disability Enterprises, provide young people with a disability with help to perform a job through job coaches, transport, technology, job training and individual supervision.



## Participating in the community



Young people with a disability often need help to develop the skills required to work towards their goals, increase their independence and participate as valued and active members of the community.

### **Transition to Work program**

Transition to Work is a two-year program that aims to achieve employment for young people with a disability.

Transition to Work primarily targets young people who have moderate to high support needs who are not immediately able to access employment or attend TAFE or university. It is delivered by a number of local service providers.

Access to the Transition to Work program is determined through an assessment which generally occurs while a person is still at school. Young people are supported to develop the skills and/or qualifications needed to get the type of job they want.

For information about the Transition to Work program contact the ADHC Post School Programs Information Line.

### **Community Participation program**

Young people with a disability who have moderate to high support needs, may require an alternative to paid employment or further education in the medium or longer term.

The Community Participation program has three service 'types' from which a young person can choose to best meet their goals. They can move between service types as their needs and goals change.

- 1. Centre based with community access** where the young person is supported by a service provider who helps design a program of activities that take place in a centre and in the community.
- 2. Individual community based options** where the young person is supported by a service provider who helps design a program of activities in a range of community settings.
- 3. Self managed model** where the young person and family design a specific program where the young person chooses, directs and controls the nature of their support. A support person helps the young person and their family to manage financial, legal and administrative matters.

Specialist services are also available for young Aboriginal people and young people from culturally and linguistically diverse backgrounds.

Each person in the Community Participation program receives a minimum of 24 hours of support each week and 30 hours support if they are assessed as having very high or exceptional support needs.

Access to the Community Participation program is determined through an assessment which generally occurs while a young person is still at school. Talk to your school for more information about the assessment process.

For information about the Community Participation program contact the ADHC Post School Programs Information Line.



# Accommodation

Moving away from home may be a consideration for young people at some time after leaving school.

Moving away from home can be a challenging time with the need for support, sensitivity and understanding. Young people need help to gain the skills for successfully setting up house, but at the same time need to be allowed to learn from their mistakes

## **Renting and share accommodation**

Young people often choose to rent their own flat or share with friends. This is an option for some young people with a disability. Drop-in support can help with things like personal care and independent living skills and is available from ADHC or a non-government agency.

## **Public and community housing**

Young people with a disability may qualify for public and community housing and subsidies. People living in these arrangements may also get drop-in support. The subsidies provide financial help for people while they are waiting for Housing NSW find a suitable home. For more information refer to the Housing NSW website.

## **Accommodation support**

Young people with a disability may choose to keep living with their families and may get drop-in support to help them keep doing so. Some young people with a disability move out of home to live in the community, often with other people with a disability, and need significant support.

The type of support a person might receive depends on their needs and preferences, and the availability of the appropriate service.

Support can be all day and night or just for short periods. It can provide help with activities of daily living, focus on skill building and create opportunities to participate in community activities.

There are different types of accommodation where support can be provided such as in group homes, villas and apartments, co-located (eg granny flats), and flexible accommodation support packages. The accommodation is usually located in the community and is accessible to community and social supports such as transport, education, medical, employment and recreational facilities.

Accommodation support can be provided by ADHC or funded non-government agencies. For information about accommodation support contact your ADHC regional office.

# Respite

The aim of respite is to support and maintain the relationship between the family and/or other unpaid carers and the young person with a disability, and provide positive, meaningful experiences for the young person.

The following types are available:

1. **Own home** respite is provided by paid staff in the home of the person with a disability.
2. **Host family** where respite is provided in the home of a volunteer host family.
3. **Peer support** matches the individual with a peer of similar age and interests, usually for leisure, recreation and group activities. This is usually targeted at children or young adults up to 25 years of age.
4. **Flexible** respite provides a range of service types, including in-home, host family and centre based to ensure flexibility.

Activities may include:

group activities, peer support, recreational activities and camps, holidays and weekends away.

- 4.1 Teen Time provides before and/or after school activities and vacation care to secondary school aged students with disabilities.
- 4.2 Respite camps provide opportunities for participation in social and recreational activities outside their normal day to day activities.
5. **Centre-based** where the person with a disability stays overnight or for a few days in a house in the community. This is not provided for children younger than seven years unless the child has complex health care needs.

For information about respite and eligibility criteria contact your ADHC regional office.



## Income support and money management

On leaving school young people begin to manage their own income. Some do this independently, others may need help.

### **Centrelink services**

Centrelink provides pensions and allowances to support people with a disability and their carers. If you need advice about financial support, contact Centrelink to make an appointment with a financial information service officer or to request booklets and fact sheets.

### **Travel support**

The Taxi Transport Subsidy Scheme, administered by the NSW Government, provides taxi travel at a half rate subsidy to people who are unable to use public transport because of a disability.

Young people receiving a disability support pension with a Pensioner Concession Card are eligible for travel concessions. For further information contact NSW Transport and Infrastructure, Taxi Transport Subsidy Scheme.

### **Safeguards for financial management**

The Guardianship Tribunal is a NSW Government tribunal established to protect people who have difficulty in making decisions for themselves. It can make guardianship and financial management orders for people 16 years and over. Refer to the Guardianship Tribunal website for further information.

The Public Trustee of NSW can help in making Wills, acting as Executor for deceased estates, managing Trusts or providing attorney services. Refer to the Public Trustee website.



### **Understanding Money website**

The Understanding Money website has information and resources on topics that can help with managing money.

## Physical and emotional health

When leaving school young people take on the responsibility for keeping themselves healthy. While many young people with a disability manage independently, some will need support.

### Health and lifestyle

Maintaining a healthy lifestyle is important for physical and mental wellbeing. The NSW Health Transition Care website provides information about health issues for young people with a disability as they move from children's to adult health services.

### Consent to medical treatment

A person with a disability has a right to say yes or no to a proposed treatment. If the person is not able to understand treatment options or communicate their choice, the practitioner must obtain consent from a legally recognised substitute.

In NSW, there are laws that determine who is legally able to consent to medical and dental treatment

For further information contact the Guardianship Tribunal.

### Equipment to help people with a disability

Equipment to help people with a disability Appliances to support people with a disability may be funded through the Program of Appliances for Disabled People (PADP), located in NSW Health under EnableNSW. Access to PADP is means tested for adults but universal for children with a disability. Appliances must be prescribed by a clinician (usually a therapist or nurse).

Appliances can be sought from a clinician by contacting ADHC's regional information and referral line, or another relevant government or non-government provider.



## Tim's story

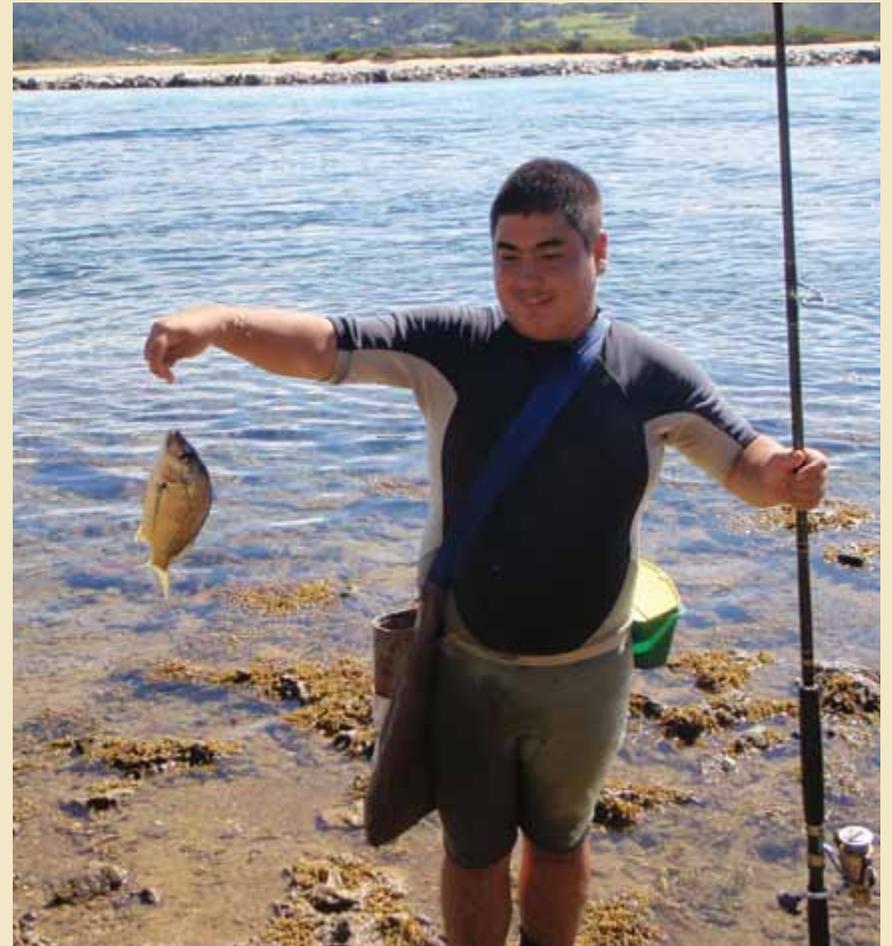
"I went to a city secondary school and got my Higher School Certificate in 2006. My final year at school was great. One of my favourite subjects was a fish breeding project where I went to class with the mainstream students and showed them how to breed fighting fish.

I went to a local fishing club which had a kind of open day for kids and people with a disability to try fishing. I had a great day, catching a bag full of really good black fish. I met Paul, who thought I had potential with my fishing and signed up to the fishing club that day. I like fishing because it gives me some time out, is relaxing and addictive.

On a good day with Paul, we will catch up to 20 fish. My dad took me when I was younger, but now I go with my mates or on my own.

I have learnt a lot of skills and techniques from fishing with Paul so now I usually always catch fish and enjoy eating them.

I helped to start Fisho's Social Group where I help other people with a disability to learn what I know about fishing. They always catch something. I hope the Fisho's group is something I can run myself in the future and that I may be able to make it my job."



## Recreation, leisure and sport

There are many opportunities for young people to be involved in recreation, social and leisure activities after leaving school.

Many young people with a disability enjoy participating in local sporting groups and organisations.

Recreation and leisure activities provide opportunities to develop personal interests, talents and abilities as well as the chance to connect more closely with family, friends and the community.

These activities provide a chance for young people with a disability to be open to new experiences and friendships.

There are some organisations which focus on providing activities for people with a disability. Some of these are listed in the *Useful contacts* section.



## Friendships and relationships



As young people leave school, it is easy to fall out of touch with school friends. Meeting new friends is important to young people at this time.

The Youth NSW website has useful information on activities that connect young people.

### **Aboriginal Disability Network**

The Aboriginal Disability Network NSW brings together Aboriginal and Torres Strait Islander people with a disability to give each other support.

### **Sexuality**

Young people are exploring and developing their interest in relationships and sexuality and may need support in addressing these issues.

Helpful resources are available from the local library, school and family planning organisations.

Talking to your son or daughter about issues relating to sexuality is an ongoing process. Be aware that learning will come from a range of sources including peers, family members and through school education programs.

Ask your school principal about the school's approach to personal development programs.

Family Planning NSW provides reproductive and sexual health services in NSW.

# Disability advocacy and information services

## Advocacy

Advocacy services help people with a disability to increase the control they have over their lives. This includes the representation of their interests and views in the community. Types of advocacy include:

- self advocacy programs to help people with a disability in developing their skills, knowledge and confidence to be able to advocate on their own behalf
- citizen advocacy where organisations link people with a disability with an independent community member who advocates for them
- group advocacy through organisations such as the NSW Council for Intellectual Disability work to change systems that affect people with a disability

- parent/family advocacy which helps represent the interests of families of people with a disability in the community
- systemic advocacy by organisations that focus on making changes to government policy
- legal advocacy where lawyers and other skilled individuals help people defend their rights.

Advocacy services may help people with a disability, their families and carers in:

- developing capacity for self-advocacy
- making informed choices and increasing their participation in the community
- providing access to a trained professional advocate.

Extensive information on advocacy is available online by searching under the types of advocacy described above.

## Information services

Information services provide up to date information about disability services and equipment, and promote the development of community awareness.

For further information, including a directory of organisations that ADHC funds for advocacy and information services, visit the ADHC website.

The Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) also provides advocacy and information services. Refer to the FaHCSIA website for information.

## What if you don't speak English?

If you don't speak English you can still get advice and information about the range of family, school and health services that can help your child.

To be connected to the agency or organisation from which you are seeking advice, telephone the Translating and Interpreting Service (TIS) on 13 14 50.

Tell the operator the country you are from and the language you speak.



## Useful contacts – Government agencies

### **Ageing Disability and Home Care Department of Human Services NSW (ADHC)**

Provides a wide range of services for people with a disability and their families.

Contact the Information, Referral and Intake (IRI) service in your local ADHC region.

Metro North Region	(02) 9841 9350
Metro South Region	(02) 9334 3700
Western Region	1300 134 450
Northern Region	1300 364 563
Hunter Region	1300 205 268
Southern Region	1300 841 566
<a href="http://www.adhc.nsw.gov.au">www.adhc.nsw.gov.au</a>	

### **ADHC Post School Programs Information Line**

Phone 1800 761 030  
[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

### **Australian Human Rights and Equal Opportunities Commission (HREOC)**

Phone 1300 369 711  
[www.hreoc.gov.au](http://www.hreoc.gov.au)

### **Ausport**

Inclusive coaching in sport.  
[www.ausport.gov.au](http://www.ausport.gov.au)

### **Centrelink**

Provides advice to young people with a disability about getting a job. Ask to speak to your nearest Disability Employment Network.  
Phone 13 27 13 or 1800 810 586  
[www.centrelink.gov.au](http://www.centrelink.gov.au)

### **Centrelink Disability, Sickness and Carers line**

Disability Support line 1800 810 586  
Centrelink Multilingual line 13 12 02  
Centrelink Indigenous Call Centre 13 63 80  
[www.centrelink.gov.au](http://www.centrelink.gov.au)

### **Centrelink Career Information Centres**

[www.dest.gov.au](http://www.dest.gov.au)

### **Centrelink Multicultural Services**

Provides advice to refugee and migrant communities about Centrelink services.  
Phone 13 12 02

### **Commonwealth Respite and Carelink Services**

Phone 1800 052 222  
TTY 1800 555 677  
[www.health.gov.au](http://www.health.gov.au)

### **Department of Education and Training (DET)**

For advice about Government schools call your regional office.  
Phone 131 536  
(This line will automatically refer you to the region from which you are calling).  
[www.det.nsw.edu.au](http://www.det.nsw.edu.au)

### **DET Regional offices**

Sydney	(02) 9217 4877
Sydney South West	(02) 9796 5446
Western Sydney	(02) 9208 9359
Northern Sydney	(02) 9886 7690
Hunter/Central Coast	(02) 4924 9999
Illawarra/South Coast	(02) 4222 2929
New England	(02) 6755 5934
North Coast	(02) 6652 0500
Riverina	(02) 6937 3871
Western NSW	(02) 6841 2110

### **Department of Education, Employment and Workplace Relations (DEEWR)**

The Australian government agency providing national leadership in education and workplace training, transition to work and conditions and values in the workplace.

Phone 133 397  
[www.deewr.gov.au](http://www.deewr.gov.au)

### **Employment Service Info Line (DEEWR)**

Provides advice and assistance to people with a disability.

Phone 136 268

### **Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)**

Phone (NSW office) 1300 653 227  
[www.fahcsia.gov.au](http://www.fahcsia.gov.au)

### **Disability Employment Network (DEN)**

Phone 1300 363 264

[www.workplace.gov.au](http://www.workplace.gov.au)

Job Access Adviser 1800 464 800

[www.jobaccess.gov.au](http://www.jobaccess.gov.au)

### **Housing NSW**

Information about public housing, including eligibility, is available at:

Phone 1800 629 212

TTY 1800 628 310

Aboriginal Enquiry Line 1800 355 740

Interpreter required 13 14 50

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

### **New Apprenticeships website**

[www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au)

### **NSW Guardianship Tribunal**

A legal tribunal located in Sydney which conducts hearings throughout NSW. Its purpose is to facilitate decision making for those people with a disability unable to make certain decisions by themselves.

Phone 1800 463 928

TTY (02) 9381 9900

[www.gt.nsw.gov.au](http://www.gt.nsw.gov.au)

### **NSW Health**

Phone (02) 9391 9000  
TTY (02) 9391 9900  
[www.health.nsw.gov.au](http://www.health.nsw.gov.au)

### **NSW Health Transition Care website**

[www.health.nsw.gov.au](http://www.health.nsw.gov.au)

### **NSW Sport and Recreation**

Phone 131 302  
[www.dsr.nsw.gov.au](http://www.dsr.nsw.gov.au)

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

Provides specialist distance education and training services for TAFE NSW.

Phone 1300 362 346  
[www.oten.edu.au](http://www.oten.edu.au)

### **Public Trustee of NSW**

Phone 1300 364 103  
[www.pt.nsw.gov.au](http://www.pt.nsw.gov.au)

### **TAFE NSW**

Provides support services to enrolled and prospective students with a disability.

Phone 131 601  
[www.tafensw.edu.au/students/disabilities](http://www.tafensw.edu.au/students/disabilities)

### **Taxi Transport Subsidy Scheme**

Phone 1800 623 724  
[www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

### **Understanding Money website**

Phone 1300 300 630  
[www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

### **Youth NSW**

Phone (02) 9716 2871  
[www.youth.nsw.gov.au](http://www.youth.nsw.gov.au)

## Other useful contacts

### **Aboriginal Disability Network NSW**

A network of Aboriginal and Torres Strait Islander people with a disability in NSW. Contact is through People with a Disability Australia.

Phone 1800 611 889  
TTY (02) 9318 2138  
www.pwd.org.au

### **Aquatic activities**

Aquatic activity for people with a disability and their family, carers and siblings.  
www.royallifesaving.com.au

### **Association of Independent Schools of NSW**

Phone (02) 9299 2845  
www.aisnsw.edu.au

### **Australian Disability Enterprises**

A commercial business providing employment opportunities for people with a disability.  
www.australiandisabilityenterprises.com.au

### **beyond blue**

Helping people with depression.  
Phone 1300 22 4636  
www.beyondblue.org.au

### **Carers NSW**

The peak organisation in NSW for carers who are caring for a person with a disability, mental health problem, chronic condition or who are frail aged.  
Phone 1800 242 636  
www.carers.nsw.asn.au

### **CatholicCare**

Provides advice on local disability support services.  
Phone (02) 9390 5377  
www.catholiccare.org

### **Catholic Education Commission, NSW (CEC)**

Providing education and information on religious education. Contact the State Coordinator for Special Learning Needs.  
Phone (02) 9287 1555  
www.cecnsw.catholic.edu.au

### **CEC Diocesan offices**

Armidale	(02) 6772 7388
Bathurst	(02) 6332 3077
Broken Bay	(02) 9847 2600
Canberra Goulburn	(02) 6234 5455
Lismore	(02) 6622 0422
Maitland Newcastle	(02) 4979 1200
Parramatta	(02) 9830 5600
Sydney	(02) 9569 6111
Wagga Wagga	(02) 6921 1200
Wilcannia	(02) 6853 9300
Wollongong	(02) 4253 0800

### **Community Colleges NSW**

For information about courses available at local adult community colleges.

Phone (02) 9642 5622  
www.communitycolleges.nsw.edu.au

### **Disability Complaints Service (DCS)**

Contact DCS if you have asked for assistance but feel you haven't been listened to or have been treated badly.

Phone 1800 422 015  
TTY (02) 9318 2138

### **Disability Discrimination Legal Centre (DDLC)**

Phone 1800 800 708  
TTY 1800 644 419  
Service hours 9.30am–12.30pm  
Tuesday/Wednesday/Friday  
www.ddlcnsw.org.au

### **Disability Services Australia**

Provides employment and community support services for people with a disability.

Phone 1300 372 121  
www.dsa.org.au

### **Family Advocacy**

An independent, advocacy organization in NSW, working with families who have a child or adult with developmental disability.

Phone 1800 620 588  
www.family-advocacy.com

### **Family Planning NSW**

Phone (02) 8752 4300  
www.fpahealth.org.au

### **Kids Help Line**

Provides a 24 hour online counselling service for young people aged 5 to 25 years.

Phone 1800 55 1800

### **Lifeline**

Provides a 24-hour counselling service.

Phone 13 11 14

### **Mensline**

A dedicated service for men with relationship and family concerns.

Phone 1300 789 978

### **Multicultural Disability Advocacy Association (MDAA) of NSW**

An advocacy organisation providing advocacy services and projects for people from a non-English speaking background (NESB) with a disability, their families, carers and service providers in NSW.

Phone 1800 629 072  
TTY (02) 9687 6325  
[www.mdaa.org.au](http://www.mdaa.org.au)

### **Nican**

Information on recreation, tourism, sport and the arts for people with a disability.

Phone/TTY 1800 806 769  
[www.nican.com.au](http://www.nican.com.au)

### **NSW Council of Social Services (NCOSS)**

Phone (02) 9211 2599  
[www.ncoss.org.au](http://www.ncoss.org.au)

### **NSW Council for Intellectual Disability**

The peak body representing the rights and interests of people with an intellectual disability in NSW.

Phone 1800 424 065  
[www.nswcid.org.au](http://www.nswcid.org.au)

### **People with Disability Australia Inc.**

The peak body for advocacy complaints, rights services and supports for people with a disability.

Phone 1800 422 015  
[www.pwd.org.au](http://www.pwd.org.au)

### **Physical Disability Council of NSW (PDCN)**

The peak body in NSW representing people with a life-long physical disability.

Phone 1800 688 831  
[www.pdcnsw.org.au](http://www.pdcnsw.org.au)

### **Relationships Australia**

Builds stronger relationships to enhance the lives of individuals, families and communities.

Phone 1300 364 277  
[www.relationships.com.au](http://www.relationships.com.au)

### **Riding for the Disabled Association**

Provides riding instruction activities for people with a disability.

[www.rdansw.org.au](http://www.rdansw.org.au)

### **Sailability Australia**

Facilitates sailing and boating throughout Australia for people with a disability in social, recreational and competitive activities.

Phone (02) 8424 7408  
[www.sailability.org.au](http://www.sailability.org.au)

### **Sexuality Education Counselling and Consulting Agency (Secca)**

Provides support to people with a disability on human relationships, sexuality and sexual health.

[www.secca.org.au](http://www.secca.org.au)

### **Special Olympics**

[www.specialolympics.com.au](http://www.specialolympics.com.au)

### **Translating and Interpreting Service**

For help with a language other than English.

Phone 13 14 50

### **Wheelchair Sports NSW**

Phone: (02) 9809 5260  
[www.wsnsw.org.au](http://www.wsnsw.org.au)



**Ageing, Disability and Home Care  
Department of Human Services NSW**

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[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

© June 2010 ISBN 978-1-921597-09-1