



# Disability Support for Older Australians (DSOA) useful resources

The following organisations and networks may be a further source of information and support for DSOA service coordinators and DSOA clients.

## Disability resources

Organisation/ resource	Overview	Contact details
<a href="#">NDIS Quality and Safeguards Commission</a> (NDIS Commission)	<p>The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.</p> <p>The NDIS Commission regulates NDIS providers, provides national consistency, promotes safety and quality services, resolves problems and decides on areas for improvement.</p> <p>It also regulates service coordinators and subcontracted providers under the DSOA Program and helps improve the quality and safety of DSOA supports and services.</p>	1800 035 544 <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a>
<a href="#">Australia's Disability Strategy 2021-2031</a>	Australia's Disability Strategy 2021–2031 (ADS) is a national framework that all governments in Australia have signed up to. It sets out a plan for continuing to improve the lives of people with disability in Australia over ten years. ADS replaces and builds on the	N/A

	first National Disability Strategy 2010–2020.	
<a href="#">National Disability Insurance Scheme (NDIS)</a>	The National Disability Insurance Scheme (NDIS) is a national scheme for people with disability, administered by the National Disability Insurance Agency (NDIA). It provides funding to eligible Australians with disability to gain more time with family and friends, greater independence, access to new skills, jobs or volunteering in their community, and an improved quality of life.	1800 800 110 <a href="http://www.ndis.gov.au/contact">www.ndis.gov.au/contact</a>
<a href="#">National Disability Advocacy Program (NDAP)</a>	The NDAP provides people with disability of all ages with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.  DSOA clients can locate an advocate using the NDAP's <a href="#">Ask Izzy - Disability Advocacy Finder</a> to search for advocacy providers using your suburb or postcode.	<a href="mailto:disabilityadvocacy@disabilityadvocacy.gov.au">disabilityadvocacy@disabilityadvocacy.gov.au</a>
<a href="#">National Disability Services (NDS)</a>	NDS is Australia's peak body for non-government disability service organisations, representing over 1080 non-government service providers.	<a href="http://www.nds.org.au/index.php/contact#">www.nds.org.au/index.php/contact#</a>
<a href="#">Disability Gateway</a>	The Disability Gateway assists all people with disability, their families, and carers to locate and access services across Australia. It improves the navigation to access relevant information and services, spans multiple sectors including health, housing, employment, transport and everyday living.	1800 643 787
<a href="#">Disability Advocacy Network Australia</a>	DANA is the national representative body for a network of independent disability advocacy organisations	<a href="mailto:info@dana.org.au">info@dana.org.au</a>

	throughout Australia. Its purpose is to strengthen, support and provide a collective voice for independent disability advocacy organisations across Australia that advocates for and with people with disability.	
<a href="#">Australian Federation of Disability Organisations</a>	The AFDO is a Disabled People's Organisation (DPO), they are a cross-disability representative organisation, and the national voice representing people with disability in Australia. Their members are national and state disability advocacy organisations run by and for people with disability and their families, representing Australians with disability.	<a href="http://www.afdo.org.au/contact-us/">www.afdo.org.au/contact-us/</a>

## Aged care resources

Organisation/ resource	Overview	Contact details
<a href="#">My Aged Care</a>	The My Aged Care website provides information and support for older people to understand, access and navigate the Australian Government-funded aged care system. It provides information on the different aged care services available, an assessment of needs to identify eligibility and the right type of care, referrals and support to find service providers that can meet an older persons' needs as well as information on what costs might need to be paid towards the cost of a persons' care.	1800 200 422 <a href="http://www.myagedcare.gov.au/contact-us">www.myagedcare.gov.au/contact-us</a>
<a href="#">Older Persons' Advocacy Network (OPAN)</a>	DSOA clients who are considering a move to aged care or exiting the DSOA Program will be able to access the OPAN for help in accessing, and transitioning to, aged care supports.	1800 700 600 <a href="https://opan.org.au/contact-us/">https://opan.org.au/contact-us/</a>

<a href="#">Aged &amp; Community Care Providers Association (ACCPA)</a>	ACCPA is the leading national peak body supporting not for profit church, charitable and for purpose providers of retirement living, community, home and residential care.	1300 222 721 <a href="mailto:info@accpa.asn.au">info@accpa.asn.au</a>
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## Carer resources

Organisation/ resource	Overview	Contact details
<a href="#">Carers Australia</a>	Carers Australia is the national peak body representing Australia's unpaid carers, advocating on their behalf to influence policies and services at a national level.	<a href="http://www.carersaustralia.com.au/about-us/contact-us/">www.carersaustralia.com.au/about-us/contact-us/</a>
<a href="#">Carer Gateway</a>	If DSOA clients and their carers do not already receive emergency respite under the DSOA Program, they may be able to access this support through Carer Gateway	1800 422 737

## Government supports

Organisation/ resource	Overview	Contact details
<a href="#">Commonwealth Ombudsman</a>	The Commonwealth Ombudsman's purpose is to provide assurance that the Australian Government entities and prescribed private sector organisations they oversight, act with integrity and treat people fairly, and influence enduring systemic improvement in public administration in Australia and the region.	<a href="http://www.ombudsman.gov.au/contact-uzs">www.ombudsman.gov.au/contact-uzs</a>
<a href="#">National Relay Service</a>	The National Relay Service can help people if they are d/Deaf or find it hard to hear or speak to hearing people on the phone. It provides a range of different types of call services. Specially trained Relay Officers will change voice to text or text to voice, change Auslan to English or	1800 555 677 <a href="http://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links">www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links</a>

	the reverse, and can stay on the line during a call to help, without getting in the way or changing what is said.	
<a href="#"><u>Translating and Interpreting Service National</u></a>	This service (TIS National) is an interpreting service provided by the Department of Home Affairs for people with limited English language proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.	13 14 10 <a href="http://www.tisnational.gov.au/en/Contact-us"><u>www.tisnational.gov.au/en/Contact-us</u></a>