



# 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
NDIS Quality and Safeguards Commission	<p>The NDIS Quality and Safeguards Commission (NDIS 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>	<p>Website: <a href="#">NDIS Quality and Safeguards Commission</a></p> <p>Phone: 1800 035 544</p> <p>Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a></p>
Australia's Disability Strategy 2021-2031	<p><a href="#">Australia's Disability Strategy 2021-2031</a> (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 first National Disability Strategy 2010–2020.</p>	N/A

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	<p>The strategy's vision is for an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.</p>	
<p>National Disability Insurance Scheme</p>	<p>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.</p>	<p>Website: <a href="#">National Disability Insurance Scheme</a></p> <p>Phone: 1800 800 110</p>
<p>National Disability Advocacy Program</p>	<p>The National Disability Advocacy Program (NDAP) provides people with disability with access to effective advocacy support. This support works to promote and protect the rights of people with disability by helping to remove barriers to their full and equal participation in the community.</p> <p>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.</p>	<p>Website: <a href="#">National Disability Advocacy Program</a></p> <p>Email: <a href="mailto:thehelpline@advocacy.law.org.au">thehelpline@advocacy.law.org.au</a></p>
<p>National Disability Services</p>	<p>National Disability Services (NDS) is Australia's peak body for disability service organisations, and Australia's biggest and most diverse network of disability service providers.</p>	<p>Website: <a href="#">National Disability Services</a></p> <p>Email: <a href="mailto:nds@nds.org.au">nds@nds.org.au</a></p>
<p>Disability Gateway</p>	<p>The Disability Gateway assists all people with disability, their families, and carers to locate and access services across Australia.</p> <p>It improves the navigation to access relevant information and services, spans multiple sectors including health, housing,</p>	<p>Website: <a href="#">Disability Gateway</a></p> <p>Phone: 1800 643 787</p>

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	employment, transport and everyday living.	
Disability Advocacy Network Australia	Disability Advocacy Network (DANA) is the national representative body for a network of independent disability advocacy organisations throughout Australia. Its role is to build the capacity of the disability advocacy sector, ensuring it remains strong, effective and sustainable.	Website: <a href="#">Disability Advocacy Network Australia</a> Email: <a href="mailto:info@dana.org.au">info@dana.org.au</a>
Australian Federation of Disability Organisations	The Australian Federation of Disability Organisations (AFDO) is a Disabled People's Organisation (DPO), they are a disability specific and population 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.	Website: <a href="#">Australian Federation of Disability Organisations</a> Phone: 1800 219 969 Email: <a href="mailto:office@afdo.org.au">office@afdo.org.au</a>

## Aged care resources

Organisation/ resource	Overview	Contact details
My Aged Care	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	Website: <a href="#">My Aged Care</a> Phone: 1800 200 422

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	on what costs might need to be paid towards the cost of a persons' care.	
Older Persons' Advocacy Network	<p>The Older Persons Advocacy Network (OPAN) is a free, confidential, and independent service supporting people receiving or applying for government-funded aged care. An OPAN advocate can help you raise and address any aged care issues and understand your aged care rights.</p> <p>Call the Aged Care Advocacy Line on 1800 700 600 or visit <a href="http://opan.org.au">opan.org.au</a>.</p>	<p>Website: <a href="#">Older Persons' Advocacy Network</a></p> <p>Phone: 1800 700 600</p>
Ageing Australia	<p>Ageing Australia is the national peak body for aged care, representing providers of retirement living, seniors housing, residential care, home care and community services. They advocate for their members, providing expert advice, resources and tailored services.</p>	<p>Website: <a href="#">Ageing Australia</a></p> <p>Phone: 1300 222 721</p> <p>Email: <a href="mailto:info@ageingaustralia.asn.au">info@ageingaustralia.asn.au</a></p>

## Carer resources

Organisation/ resource	Overview	Contact details
Carers Australia	<p>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.</p>	<p>Website: <a href="#">Carers Australia</a></p> <p>Email: <a href="mailto:caa@careaustralia.com.au">caa@careaustralia.com.au</a></p>
Carer Gateway	<p>Carer Gateway is an Australian Government program providing free services and support for carers. 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</p>	<p>Website: <a href="#">Carer Gateway</a></p> <p>Phone: 1800 422 737</p>

## Government supports

Organisation/ resource	Overview	Contact details
Commonwealth Ombudsman	The Commonwealth Ombudsman's purpose is to provide assurance that the Australian Government entities, prescribed private sector organisations and higher education institutions they oversee, act reasonably and treat people fairly.	Website: <a href="#">Commonwealth Ombudsman</a> Phone: 1300 362 072
National Relay Service	The National Relay Service can help people if they are 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, depending on an individual's needs and preferences. Specially trained Relay Officers will change voice to text or text to voice, change Auslan to English or the reverse, and can stay on the line during a call to help, without getting in the way or changing what is said.	Website: <a href="#">National Relay Service</a> Phone: 1800 555 677
Translating and Interpreting Service (TIS) National	<p><b>Translation support</b></p> <p>Help is available to talk to My Aged Care in another language. You or a representative on your behalf (a family member or carer) can call the <a href="#">Translating and Interpreting Service (TIS National)</a> for the cost of a local call:</p> <ul style="list-style-type: none"> <li>• call TIS National on 131 450</li> <li>• tell the operator the language you speak</li> <li>• ask the interpreter to call My Aged Care on 1800 200 422.</li> </ul> <p>You may need to wait on the line for the interpreter, or the operator may <b>need to</b> call you back when an interpreter is available.</p>	Website: <a href="#">Translating and Interpreting Service (TIS) National</a> Phone: 13 14 50

Organisation/ resource	Overview	Contact details
	<p>When you are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation.</p> <p><b>Support for hearing and vision impairment</b></p> <p>If you are Deaf, Deafblind or hard of hearing, you can access My Aged Care with a <a href="#">sign language interpreter</a> from <a href="#">Deaf Connect</a>.</p> <p>You can also contact Deaf Connect:</p> <ul style="list-style-type: none"> <li>• SMS only: 0476 857 251</li> </ul> <p>FaceTime: 0407 647 591</p> <p>call: 1300 773 803</p> <p>email: <a href="mailto:interpreting@deafconnect.org.au">interpreting@deafconnect.org.au</a> or</p> <ul style="list-style-type: none"> <li>• online <a href="http://deafconnect.org.au">deafconnect.org.au</a></li> </ul> <p>More information on accessibility can be found on the <a href="#">My Aged Care</a> website.</p>	