

Better Start Initiative

Useful Links

For parents and carers of children with disability



Better Start for
Children with Disability

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Disclaimer: This document has been prepared by the QLD Better Start Team as a resource for parents and carers. While we have taken all care to ensure its accuracy Carers Qld takes no responsibility for any incorrect information in this document or provided by the listed organisations and services.

Questions to ask your Service Provider

When you are looking at different services, these practical questions may be useful to consider

- What sort of service will you and your child get (hospital care, home visits, therapy sessions or group programs)?
- How much flexibility is there?
- How much choice will you have about what services to use within a service?
- Where will the service be provided (via videoconferencing, in your home, in the hospital, at a clinic, at a community centre, at an early learning centre or at a school)?
- Can you and your child get to the service easily?
- Can the service be provided by alternative means ie Skype, teleconferencing if you can't get out of the house or if you live in a remote area?
- When and how will your child receive the service?
- How long is each service likely to take?
- How long will your child need the service?
- What costs are involved? If you don't understand the fee schedule make sure you ask for an explanation.

If you are eligible or become eligible for Better Start:

- Is there a fee difference if my child is Better Start approved?
- What will happen if we use up all of the Better Start funding but I still feel my child would benefit from the services early intervention service? What services will I be entitled to and what will the cost be for these services?

Weighing up the options:

The services that are best for you and your child depend on your families particular needs. When you're deciding on a service or provider, you can think about:

- What your options are – is this the only provider or are there other good choices?
- How comfortable you feel about any interactions you've had with the service
- The personal and practical benefits
- The personal and financial cost

Don't forget....

You're entitled to get further opinions from other service providers if you're not sure about the choice you have made. Don't forget that you can choose more than one service provider and you can change providers whenever you like:

Some of the information on this checklist was taken directly from the www.raisingchildren.net.au website

Carer Support

Carers Australia is the peak national body representing Australia's Carers. They take a leadership role and respond to carers' needs and those of the people they care for, being mindful of their financial challenges and in many cases, lack of social inclusion. Carers Australia advocates on behalf of Australia's Carers to influence policies and services at a national level. They work collaboratively with partners and member organizations and the state and territory Carers associations, to deliver a range of essential national career services.

P: (02) 6122 – 9900 Website: www.carersaustralia.com.au

Carers Qld is an association for relatives and friends caring for people with a disability, mental illness, drug and alcohol dependencies, chronic condition, terminal illness or who are frail. It is the peak organisation for carers in Qld and the only state-wide organisation that has carers as its primary focus. The organisation is a non-government, non-profit, non-political organisation and governed by a volunteer Board of Directors. It is part of a national Network of Carers Associations and work collaboratively to lead change and action for carers.

P: 1800 242 636 Website: www.carersqld.asn.au

Care Aware is a national communications initiative that aims to raise awareness, recognition, support and appreciation of the 2.6 million Australians who provide unpaid care and support to family members and friends. Website: www.careaware.com.au

Companion Card – The national Companion Card Scheme brings together State & Territory Companion Card programs that enable people with lifelong disability to participate at venues and activities without incurring the cost of a second ticket for their companion. The cardholder presents their card at participating organisations to purchase a ticket or pay an entry fee and receive a ticket for their companion at no extra charge. The National Card Scheme is comprised of Companion Card programs run by each State & territory which issue the Companion Card.

P: 13 13 04 Email: cardservices@smartservice.qld.gov.au

Website: www.qld.gov.au/disability/out-and-about/companion-card/

The Care Program – Carers Qld have partnered with well-known businesses to deliver discounts to carers on a range of products and services. P: 1800 242 636 Website: <http://carersqld.asn.au/get-involved/the-care-program>

Early Intervention, Education & Childcare

Parent Line - providing support, counselling and parent education for the cost of a local call,

P: 1300 30 1300 from 8am-10pm, 7 days a week. Website: www.parentline.com.au/

Queensland Education Department - Kindergarten programs for every Qld child

Website: <http://deta.qld.gov.au/earlychildhood/service/kindy-every-child.html>

The Inclusion Support Program assists child care services to include children with additional needs in child care. To find the service in your area visit and search for Inclusion Support Program.

Website: <https://education.gov.au/inclusion-and-professional-support-program>

The Early Childhood Information Service is a free state-wide information service provided by the department. The service operates 24 hours, 7 days a week and provides information to assist families in choosing an early childhood education and care service that meets their needs.

The Early Childhood Information Service can provide the following information about early childhood education and care services including:

- * The types of services available
- * service location, hours of operation and contact details
- * Information on what to look for in a quality service
- * Information for prospective developers about establishing a service in Queensland
- * Information for students undertaking studies in the early childhood field.

Website: <http://deta.qld.gov.au/earlychildhood/families/>

Early Childhood Development Program: Parents accompany their child to a playgroup session at an early childhood development program (ECDP). Children are aged from birth to 3.5 years. Centre-based: Parents are encouraged to attend one centre based session per week with their child. Outreach Service to the Home Outreach service to the home supported by the ECDP teacher, advisory visiting teacher or other specialist support staff as resourcing and priorities allow. Children aged from birth. Website: <http://education.qld.gov.au/schools/disability/early-childhood-development-services.html>

My Child: Find information on the types of child care, fee assistance and links to other useful websites about children's health, wellbeing, parenting and family support services.

Website: www.mychild.gov.au/

Queensland Parents of People with Disability - I choose inclusion – A guide for parents in their search for an inclusive education.

Website: www.qppd.org/images/docs/2011_ichooseinclusion.pdf

Naplan: Adjustments are provided to students with disability to support access to the tests and encourage maximum participation. These adjustments are detailed in the *National Protocols for Test Administration*. Website: www.nap.edu.au/naplan/school-support/adjustments-for-students-with-disability/adjustments-for-students-with-disability.html

Qld Education Disability Guide:

This guide aims to give you a broad understanding of the support available for children and young people with disability in the state school sector.

- * Schooling for students with disability in Queensland
- * The importance of early childhood education
- * The specialised support available to children and students with disability
- * What you can do to get the best outcomes for your child.

The guide is a starting point to help you understand how the education system works and what is available for students with disability and what supports are available. The guide can provide you with a starting point for your discussions with schools and other departmental staff. It will assist you and your family to make informed decisions about your child's education. It is organised by topics, and provides advice about where you can find more detailed information.

Website: <http://education.qld.gov.au/student-services/learning/disability/parentguide/>

Helping your child to read: Reading Our Way is an exciting new reading program that has been designed for students who are visual learners. This all inclusive program teaches sight words through fun, interactive and engaging activities, with everything that is needed to implement the program included in the kit. Website: www.readingourway.com.au

Having fun with children

The Children's Week Council of Australia celebrate Children's Week, an annual event during the fourth week in October with a diverse range of events and activities focuses the attention of the wider community on children, their needs and achievements celebrating the right of children to enjoy childhood and to demonstrate their talents, skills and abilities. P: 3269 – 8648

Website: www.childrensweek.com.au/

Qld Playgrounds - a search engine for disability friendly playgrounds around Queensland.

Website: www.qld.gov.au/disability/children-young-people/playgrounds/

Riding for the Disabled Association is a voluntary, non-profit organisation which provides opportunities for anyone with a disability to enjoy safe, healthy, stimulating, therapeutic, horse-related activities in Australia.

P: 3888 5277 Website: www.rda.org.au

Nican: Information service regarding sport, recreation, tourism and arts for people with disabilities.

P: 1800 806 769 Website: www.nican.com.au

Deaf Sport Australia aim to facilitate and support deaf Australians in all levels of sport.

P: (07) 3106 0310 TTY: (07) 3106 0310 Website: www.deafsports.org.au

Sports Connect supports people with a disability by providing sport, recreation and fitness and rehabilitation. Programs and services delivered by our staff and experienced volunteers in south-east Queensland and Cairns, Townsville, Mackay and Capricorn regions. We also link members with other sport and healthy activity providers who are committed to including people with a disability in their programs and services. Website: www.sportingwheelies.org.au/our-services/sport/classification

Aquatic Fun days through Swimming Australia Website: <http://qld.swimming.org.au/>

Playgroup Qld is a place for you and your child to interact with other parents/caregivers and their children. Playgroup provides opportunities for play and learning. Your child will develop new skills and gain confidence by interacting with other children.

Website: www.playgroupqueensland.com.au/

Get Started is one of three funding programs that comprise the Queensland Government's *Get in the Game* initiative to support sport and recreation at the grassroots level. *Get Started* assists children and young people who can least afford or may otherwise benefit from joining a sport or recreation club. Eligible children and young people can apply online for a voucher valued up to \$150 online, which can be redeemed at a sport or recreation club registered with *Get Started*.

Website: www.npsr.qld.gov.au/funding/getinthegame/getstarted.html

Parenting

You are not alone a carer's journey: Thoughts ideas and experiences from carers.

Website: www.info4carers.com

The Raising Children Network website includes parenting information for different age groups of children and a network of support and services including a specific site for special needs.

Website: www.raisingchildren.net.au



Healthy eating guide for children up to 4 year of age. Website:
www.eatforhealth.gov.au/sites/default/files/files/the_guidelines/n55f_children_brochure.pdf

The Australian Childhood Foundation's website is for parent's that is all about childhood with information that can help you to raise happy and confident children. P: (03) 9874 – 3922
Website: www.kidscount.com.au

Positive Parenting Program provides tips, fact sheets, activities, hints and help on managing children's behaviour in a positive manner. Website: www.triplep.net

Brisbane's Child- an online community for parents
Website: www.webchild.com.au/brisbaneschild/current-issue

The Australian Breastfeeding Association website filled with information on breastfeeding facts, tips and services. P: 1800 686 268 Website: www.breastfeeding.asn.au

Parent Line is a telephone service for parents and carers of children 0-18 in Queensland Call P: 1300 301 300 from 8am-10pm, 7 days a week. Website: www.parentline.com.au/

The Family Relationship Advice Line is a national telephone service established to assist families affected by relationship or separation issues. The Advice Line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide assistance. The Advice Line complements the information and services offered by Family Relationship Centres. It ensures that people who are not able to attend a Centre can be helped. P: 1800 050 321
Website: www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx

The Parent Connect initiative forms part of the Department of Communities, Child Safety and Disability Services commitment to providing early intervention, prevention and transition support to parents of children with disability or developmental delay from birth to six years of age. In addition, it also recognises the importance of delivering early response services for parents of older children with newly acquired or identified disability. Parent Connect will guide parents through planning and capacity mapping to help determine the best possible response for their family, and offer a range of supports for up to 12 months. Parent Connect is delivered by the following local non-government service providers:

Cairns Far North Queensland The Benevolent Society P: 4034 6800
Townsville North Queensland The Cootharinga Society of North Queensland P: 4759 2000
Rockhampton - The Cootharinga Society of North Queensland (in partnership with The Umbrella Network - Rockhampton) P: 0408506287
Sunshine Coast - Sunshine Coast Children's Therapy Centre P: 5441 7199
Brisbane North - Mission Australia P: 3847 8411
Brisbane South - Mission Australia P: 3847 8411
Ipswich - Mission Australia P: 3847 8411
Gold Coast - The Benevolent Society P: 5578 1346
Website: www.communities.qld.gov.au/disability/support-and-services/our-services/parent-connect-initiative

Hippy Australia is a home intervention program consisting of a home based parenting and early childhood enrichment program. It targets families with young children, building on strengths and empowers parents to take active roles. Website: www.hippyaustralia.org.au

Good Beginnings provides free early childhood and practical parenting programs for children and families across Australia, based in their Early Years Centres or home visits.

Website: www.goodbeginnings.org.au

Stepfamilies Australia is a national peak body working with a network of state stepfamily groups and community service providers to strengthen stepfamilies across Australia, through providing quality information, family support services, practitioner training, research and advocacy.

P: 1300 736 966 Website: www.stepfamily.org.au

Tresillian offers services to parents in the early years to help them gain confidence in their own parenting abilities which includes a parent's help line; outreach service; day stay where parents can visit with their baby and a child care service. Website: www.tresillian.net

Grandparents Information is a Queensland wide confidential and personalised telephone information service that provides information and referrals to grandparents. Information can be provided over the phone and posted to callers from our wide selection of fact sheets. Grandparents can be supported to contact services in their local community. P: 1300 135 500

Website: www.grandparentsqld.com.au/

Foster Care Queensland is an organisation for foster and kinship carers and the children and young people for whom they care. The organisation was founded in 1976 and in recent years has been successful in securing government funding to assist in the daily operation of the association.

A government funded organisation, the membership of which is open to all foster carers (a term used here to mean registered Foster Carers, Kinship carers Provisionally Approved carers and supporters) with associate membership being open to organisations. Website: www.fcq.com.au/

Red Cross Family Support Program - The program provides support services to assist families and carers to care for young children aged 0-8 years through a range of programs across the State. The program supports families in their own home and aims to assist parents and carers to develop and strengthen family relationships by developing a range of different parenting skills. The program also focuses on strengthening relationships between families, schools and their community.

The program is offered in the following locations across Queensland: Warwick and district, including Stanthorpe, Allora, Clifton and Killarney areas, Toowoomba and South West region, Vincent, Aitkenvale, Heatley, Currajong and surrounding suburbs in Townsville North Queensland region, Taigum, Zillmere, Geebung, Nundah and Banyo and surrounding suburbs in Brisbane city region. Website: www.redcross.org.au/

Toy Libraries

Noah's Ark is a Queensland based not-for-profit charitable organisation which provides specialist services and support for children with disabilities and additional needs. Libraries and support services are accessible to families, schools and children's services.

P: (07)33912166

Website: www.noahsark.net.au

Brief List of Toy Libraries across Queensland:

Amberley Toy Library: 332 Ripley Rd, Flinders View P: 0437 882 989

ARC Resource Centre (North Qld), 92 Little St, Manunda P: 4053 4211

Baby Equipment Hire Unit 2, 351 Sheridan St, Cairns, 4870 covering: North Qld P: 4057 8567

Baby Equipment Hire Unit 5, 5-7 Teamsters Close, Port Douglas P: 4099 3066

Bundaberg Disability Resource Centre & Toy Library (also special needs) (Central Qld), 127 Woondooma St, Bundaberg P: 4153 2909

Child's Play Association (North Qld), Community Renewal Building, Vincent State Primary School, Hodges Cres, Vincent P: 4773 5448

Cooloola Community Toy Library Town Hall, Five ways, Gympie P: 5482 6760

Ipswich Toy Hire P: 3282 8331

Kath Dickson Community Toy Library (South West Qld), 225 Hume St, Toowoomba P: 4632 4814

Mackay Toy & Puzzle Library (Central Coast), 4 George St, Mackay P: 4957 2626

Play Alot Toy Library (public) covering: Sunshine Coast P: 5438 0432

Government Services

Payments to help you in a crisis you may be able to get paid an income support payment immediately, even if you are not already receiving a Centrelink payment. The type of payment or assistance that you may be able to get will depend on your individual circumstances. If you already receive a Centrelink payment, you may be able to receive an advance lump-sum payment from your existing income support payment.

Crisis Payment is a one-off payment if you are experiencing difficult or extreme circumstances.

Special Benefit helps if you are in severe financial hardship because of reasons outside your control and you cannot receive any other income support payment or benefit.

Carer Adjustment Payment: A one-off payment helping families with increased costs following a sudden accident, illness or disability involving a child aged less than seven years. Examples of a sudden accident, illness or disability may include (but are not limited to): car accident, childhood stroke, diagnosis of a serious or severe illness such as childhood cancer, fall, fire, poisoning, near drowning, another type of accident, diagnosis of a rare syndrome can also sometimes be considered. Website: www.humanservices.gov.au/customer/services/centrelink/carers-adjustment-payment

Carer Payment: Department of Human Services' information on Carer Payment. - Carers payment is support if you are unable to work in substantial paid employment due to providing full-time daily care to someone with a severe disability or medical.

P: 132 468 Website: <http://www.humanservices.gov.au/customer/services/centrelink/carers-payment>

Carers Allowance: Department of Human Services' information on the Carer Allowance - Carers Allowance is a supplementary payment for parents or carers who provide daily care to an adult or dependent child who has a disability or a medical condition or is frail aged.

P: 132 468 Website: <http://www.humanservices.gov.au/customer/services/centrelink/carers-allowance>

You or immediate family members can establish a **Special Disability Trust** to plan for the future care and accommodation needs of a person with a severe disability.

The **Pension Loans Scheme** can help you if your capital is tied up in assets and you need more income to live on. You can also apply for [early release of your superannuation](#) on specific compassionate grounds or if you are in severe financial hardship.

Online Payment Finder

Using the link below one can select options from each row that best describe your circumstances. Then, choose 'Read more' to see a list of suggested payments to investigate further.

www.humanservices.gov.au/customer/payment-finder/#?q=51001000000010000000000000&_suid=136503485200408570089300200814

Other support

Social Workers can help you during difficult times by providing confidential counselling, support and information. Call between 8:00 am - 5:00 pm Monday to Friday on **132 850** to speak directly to a social worker.

There is also the Financial Information Service—a free, confidential service that provides education and information on financial issues to all Australians.

Centrelink - Express Plus Apps

Express Plus mobile apps are a simple, fast, mobile way for you to do some of your business with Centrelink and give you more choices so you can manage your own records. They have mobile apps designed for seniors, students, job seekers and families.

Website: www.humanservices.gov.au/customer/enablers/centrelink/centrelink-online-services/express-plus-mobile-apps

Companion Card - makes going to events like football games, festivals, concerts and movies more affordable for people with a disability who rely on help from someone else most (or all) of the time. Having a Companion Card means you receive 2 tickets for the price of 1 when attending events or activities at participating venues. Simply visit a participating business, show your card when you buy your ticket and you will receive a second 'companion' ticket, at no charge, for your companion or carer. This ticket is also exempt from booking fees and the cost of the ticket is covered by the business.

The Companion Card is valid on public transport too. The card is issued in the name of the person with the disability and is valid for 5 years. It gives cardholders freedom to go to different places with different people. The cardholder's companion may be a partner, family member, and friend, volunteer or paid carer assistant. P: 3404 3516 P: 133 677 for TTY and modem users

Website: www.companioncard.gov.au

Patient Travel Subsidy Scheme - A subsidy provided to approved patients and carers (escorts) to assist in the cost of travel and accommodation to the nearest specialist medical service that is more than 50 km from the patient's nearest hospital. An application form must be completed and forwarded to the hospital nearest to the patient's place of residence. These hospitals are responsible for all aspects of patient travel, and inquiries regarding the subsidy should be directed to these facilities. A medical practitioner must refer the patient to the specialist medical service. The PTSS patient pamphlet and guide are available for download. Website: www.health.qld.gov.au/ptss/

School Transport Scheme - The aim of the Queensland Government's school transport assistance schemes is to assist parents without removing their personal responsibility for transporting their children to school. Website: www.education.qld.gov.au/students/transport/

Vehicle Options Subsidy Scheme: The Queensland Government has introduced the Vehicle Options Subsidy Scheme (VOSS), which aims to improve independence for people with disability and support them to have greater participation in their community. VOSS will benefit eligible people with disability and their families and carers by improving access to private transport. The scheme will subsidise the cost of:

A detailed assessment of vehicle modification requirements with a recommendation (prescription) for the best solution. Vehicle modifications, the purchase of an already modified vehicle or a vehicle to be modified specifically to match identified needs. Lessons to learn to drive the modified car.

Website: www.qld.gov.au/disability/news/voss/index.html

Disability Parking Permit: is granted to applicants when their ability to walk is severely restricted by a medical condition or disability. A permit is also granted to organisations that transport individuals who meet the eligibility criteria for the granting of a disability parking permit and who are required to enter or exit the vehicle when accessing a disability parking bay.

P: 3834 2011 OR 132 380 Website: www.tmr.qld.gov.au/travel-and-transport/Disability-access-and-mobility/Disability-Parking-Permit-Scheme.aspx

The Essential medical Equipment Payment is an annual \$140 payment to people who experience additional increases in home energy costs from the use of essential medical equipment to manage their disability or medical condition. P: 132 717

Website: www.humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment

Continance Aids Payment Scheme - CAPS - Clients can receive up to \$506 if they are eligible per year to buy their continence products Its for anyone with disability and aged over the age of 5. To obtain a hard copy of the CAPS Application Form and Guidelines, please contact National Mailing and Marketing via email to health@nationalmailing.com.au or via telephone

P: 02 6269 1000. Website: www.bladderbowel.gov.au

The Community Aids Equipment and Assistive Technologies Initiative (CAEATI) will ensure equitable access for Disability Services' clients to subsidy funding for Aids, Equipment and Assistive Technologies (AEAT), with a straightforward and streamlined process. Forms and further information can be found on the website. Website: www.qld.gov.au/disability/service-providers/caeati-guidelines/

Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding for the provision of MASS endorsed aids and equipment to eligible Queensland residents with permanent and stabilised conditions or disabilities. Aids and equipment are subsidy funded either on a permanent loan basis, private ownership or through the purchase of consumables. Website: www.health.qld.gov.au/mass/

Spectacle Subsidy Scheme is managed through Medical Aids Subsidy Scheme (MASS) providing a comprehensive range of free basic prescription glasses for eligible Queenslanders. You must hold a concession card, and have held if for a minimum of 6 months to be eligible for the scheme. Children must appear on their parent's card with their own Centrelink Reference Number.

Website: <http://www.qld.gov.au/health/support/equipment/types/spectacles/index.html>

Department of Communities: Lead policy, services and programs that support people with a disability, people with a mental illness, older frail people, and their families and carers.

P: 1800 177 120 TTY: 1800 010 222

Website: www.communities.qld.gov.au/disability/support-and-services/contact-us

Department of Communities Child Safety and Disability Services (formerly DoCS) website provides information for parents/carers on family support, child care, parenting and child protection.

P: 13 QGOV (13 74 68) Website: www.communities.qld.gov.au/gateway

Department of Education, Employment and Workplace Relations Initiative which includes information on 'More support for students with disabilities. P: 1300 363 079

Website: www.education.gov.au

Commonwealth Respite and Carelink Centre's (CRCC) provide information for older people, people with disabilities and those who provide care and services. Free and confidential information provided on community aged care, disability and other support services available within Australia. P: 1800 052 222 Website: <http://www9.health.gov.au/ccsd/index.cfm>

Department of Social Services (formerly FaHCSIA) site has information on grants, funding, housing, seniors, vulnerable people, families and children. P: 1300 653 227 Website: www.dss.gov.au

The Australian Human Rights Commission lead the promotion and protection of human rights in Australia by making human rights part of everyday life and language. P: (02) 9284 9600 Website: www.humanrights.gov.au/

JobAccess is a free information and advice service about the employment of people with disability. JobAccess helps people with disability, employers, service providers and the community to access information about services, financial assistance and workplace solutions. You can find useful information about reasonable adjustments, disclosure of disability, disability employment case studies, tools and checklists. P: 1800 464 800 Website: www.jobaccess.gov.au/Home/Home.aspx

A community website for people who receive Disability Support Pension. You can find out the latest news, views & things to do, share your stories and thoughts on important issues affecting people with disability and take part in online opinion polls as well as register to receive the Pulse e-newsletter. Disability and Carers Line: P: 132 717 Website: http://www.humanservices.gov.au/customer/news/disability?utm_source=pulse.centrelink.gov.au&utm_medium=redirect&utm_campaign=transformation&env=saf

Department of Regional Australia, Local Government, Arts and Sports. P: (02) 6210 6000 Website: www.regional.gov.au/

Medicare Benefits Schedule Online provides information about available Medicare items you may be able to access. Talk to your GP or paediatrician for further information and referral. P: 132 150 Website: www.mbsonline.gov.au

Creating a better life for children in foster & Kinship care Website: www.create.org.au/

PeakCare - Providing an independent and impartial voice able to represent and promote matters of interest to the non-government sector, PeakCare remains a not-for-profit organisation with a Membership base comprising of non-government organisations involved in providing child protection, out of home care and related services. A network of Supporters made up of individuals or other entities with an interest in child protection also subscribe to PeakCare. P: 3368 1050 Website: <http://www.peakcare.com.au/>

Medicare: Medicare have a number of rebates available for individuals to access allied health services. A person may fall under one or a number of plans. Contact your local GP for more information:

Plans include:

- **Chronic Disease Management Plan** (CDM) – 5 rebate allied health sessions per calendar year, for people with a chronic illness or disease (conditions lasting longer than 6mths).

- **Helping Children with Autism additional items**– 4 rebated health assessments and 20 treatment sessions for allied health, for children aged 0-15, diagnosed with an autism spectrum disorder (plan must be in place prior to your child’s 13th birthday).
- **Better Start for Children with Disability additional items** - 4 rebated health assessments and 20 treatment sessions for allied health, for children aged 0-15 diagnosed with an eligible Better Start diagnosis (plan must be in place prior to your child’s 13th birthday).
- **Care Plan for Aboriginal or Torres Strait Islander people** – 5 rebated allied health sessions in addition to the CDM plan.
- **Better Access to Mental Health Care** – 10 rebated individual sessions and 12 group sessions per year with a psychologist, social worker, mental health nurse, occupational therapist or Aboriginal & Torres Strait Islander health worker with specific mental health qualifications.

You also may be able to access the Medicare Safety Net if your medical expenses are high. Once you reach the relevant threshold, the Medicare Safety Net may provide additional benefits for eligible services, in addition to the standard Medicare benefit. This may mean that visits to your Dr or having tests may cost less for the rest of the calendar year.

Website: www.humanservices.gov.au/customer/subjects/medicare-services

Advocacy

Carers Queensland - Advocacy is available to support you in your role as a family carer and assist to resolve issues prior to, or within, the Queensland Civil and Administration Tribunal (QCAT). The types of ways we can assist you are:

Confidentially support you with any matters that require you, or a person you care for, to attend the Queensland Civil and Administration Tribunal. If necessary we can formalise the relationship to act as your agent. Help you review documents and files to assist you in responding to a matter before the Queensland Civil and Administration Tribunal.

Provide assistance on safeguarding and managing your information and validating your role as a carer. Assist and support you in any negotiations or discussion with the Office of the Adult Guardian or the Office of the Public Trustee Queensland.

Assist and support you if engaged in disputes or other issues with service providers and where the threat of an intervention by the Adult Guardian or the Queensland Civil and Administration Tribunal has been made. P: 1800 242 636 Website: www.carersqld.asn.au

Queensland Parents for People with a Disability Inc. (QPPD) is a state-wide organisation involved in systems and family advocacy. Website: www.qppd.org/

Queensland Advocacy Incorporated (QAI) is an independent, community-based systems and legal advocacy organisation for people with disability in Queensland, Australia.

Website: <http://www.qai.org.au/>

Secretariat of National Aboriginal & Islander Child Care: Advocacy for the needs of Aboriginal and Torres Strait Island children. SNAICC is the national non-government peak body in Australia representing the interests of Aboriginal and Torres Strait Island children.

P: 03 9489 8099 Website: www.snaicc.org.au/index.cfm

Early Childhood Australia advocate to ensure quality, social justice and equity in all issues relating to the education and care of children from birth to eight years. P: 1800 356 900

Website: www.earlychildhoodaustralia.org.au



The Mental Health Council of Australia is the peak, national non-government organisation representing and promoting the interests of the Australian mental health sector, committed to achieving better mental health for all Australians. They aim to promote mentally healthy communities, educate Australians on mental health issues, conduct research into mental health issues and reform Australia's mental health system. P: (02) 6285 3100 Website: www.mhca.org.au

CRU exists to support the development of leadership and authentic change which enhances the possibilities for people with disabilities to belong to and participate in community life.

Website: www.cru.org.au/

SHINE for Kids provides advocacy and various other services for the children of imprisoned parents and their families providing support early intervention to stem some of the negative effects of parental imprisonment. P: (02) 9714 3000 Website: www.shineforkids.org.au

The Australian Council of Social Service is the peak body of the community services and welfare sector and the national voice for the needs of people affected by poverty and inequality.

P: (02) 9310 6200 Website: www.acoss.org.au

Children with Disability Australia is the national peak body which represents children and young people (aged 0-25) with disability and their families. It is a not for profit, community organization providing a link between the direct experiences of children and young people with disability and their families to federal government and other key stakeholders. P: (03) 9482 1130 or 1800 222 660 Website: www.cda.org.au

National Disability Services is the Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, NDS promotes and advances services which support people with all forms of disability to participate in all domains of life. P: (02) 6283 3200 Website: www.nds.org.au

Mirabel assists children who have been orphaned or abandoned due to parental illicit drug use and are now in the care of extended family (kinship care) aged 0-17 years.

P: (03) 9527 9422 Website: www.mirabelfoundation.org.au

The Commission for Children and Young People and Child Guardian promotes and protect the rights, interests and wellbeing of children and young people in Queensland, particularly those who:

- * are in care or detention
- * have no one to act on their behalf
- * are not able to protect themselves
- * are disadvantaged because of a disability, geographic isolation, homelessness or poverty.

Their work contributes to protecting and promoting the safety and wellbeing of Queensland children. Website: <http://www.publicguardian.qld.gov.au/child-advocate>

Ability First Australia Support and advocacy services for people with disabilities.

P: 1800 771 663 Website: www.abilityfirstaustralia.com.au

Children with Disability Australia. CDA provides a link between the direct experiences of children and young people with disability and their families to federal government and other key stakeholders. This link is essential for the creation of a true appreciation of the experiences of and challenges for children and young people with disability Website: www.cda.org.au/

United Nations Enable is the official website of the Secretariat for the Convention on the Rights of Persons with Disabilities (SCRPD) at the United Nations Secretariat. The website provides public

information on topics related to disability and the work of the United Nations for persons with disabilities. New York based. Website: www.un.org/disabilities

The Australian Federation of Disability Organisations has been established as the primary national voice to Government that fully represents the interests of all people with disability across Australia. Their aim is to champion the rights of people with disability in Australia helping them participate fully in life. P: (03) 9662 3324 Website: www.afdo.org.au

Disability Advocacy Network Australia (DANA) supports and strengthens independent disability advocacy agencies in their work of advocating for and with people with disabilities through a network of more than 60 agencies from across Australia. P: (02) 6154 1983 Website: www.dana.org.au

National Council on Intellectual Disability (NCID) is the recognised national peak body with the single focus on intellectual disability, priorities centre on issues that affect the lives of people with intellectual disability and their families. P: (02) 6296 4400 Website: www.ncid.org.au

The National Ethnic Disability Alliance is a community based, non-government organisation that is the national peak body representing the rights and interests of people from non-English speaking background (NESB) with disability, their families and carers throughout Australia. P: 1300 486 038 Website: www.neda.org.au

People with Disability Australia Incorporated is a non-profit, non-government national peak disability rights and advocacy organization. They have a cross-disability focus representing the interests of people with all kinds of disability. P: 1800 422 015 Website: www.pwd.org.au

Legal Services

Anti-Discrimination Commission Queensland. The Anti-Discrimination board of Qld administers the anti-discrimination laws of Queensland and promotes anti-discrimination and equal opportunity principles and policies throughout the state. Website: www.adcq.qld.gov.au

Legal Aid Qld provides legal services to disadvantaged clients across Qld in most areas of criminal, family and civil law. Services include free confidential face to face legal advice, legal representation, free workshops about the law, and free legal information and newsletter. P: 1300 651 188 Website: www.legalaid.qld.gov.au

The Public Trustee across Qld providing professional and independent trustee services in the making of Wills, acting as Executor in deceased estates, and administering trusts and Powers of Attorney. P: 1300 651 591 Website: www.pt.qld.gov.au/

Counselling and Support Groups

Carers Queensland offers free of charge Counselling services to carers. P: 1800 242 636 Website: www.carersqld.asn.au

Playgroup is an informal session where mums, dads, grandparents, caregivers, children and babies meet up in a relaxed and friendly environment. The adults stay to interact with other adults and to play with their children. Search for a playgroup near you, search news and events.

P: 1800 171 882 Website: www.playgroupqueensland.com.au/

MyTime groups provide facilitated peer support for mums, dads, grandparents and anyone caring for children with a disability, developmental delay or chronic medical condition. It is a time to socialise, share ideas and information with others who understand the rewards and intensity of caring for a child with special needs. P: 1800 889 997 Website: www.mytime.net.au

Relationships Australia offers mediation, counselling, community education and other services to support families. P: 1300 364 277 Website: www.relationships.com.au

Salvation Army Care Line provides 24 hour emergency counselling for people in need

Salvo's Care Line P: 9331 - 6000

Karitane Care Line – 1800 677 961

Life Line – 13 11 14

Website: www.salvos.org.au/salvocareline

Kids Helpline is a free, confidential and anonymous telephone and online counselling service specifically for young people aged between 5 and 25 years. P: 1800 551 800

Website: www.kidshelp.com.au

The Association of Genetic Support of Australasia offer a range of support options such as seminars, sibling workshops, telegroup counselling and family days to facilitate contact with others. AGSA is recognised as a peak body in patient support and collaborates with similar organisations nationally and internationally, AGSA is currently the Acting President of the International Genetic Alliance representing 16 countries around the world. We have a rare disease register representing over 1200 rare conditions to facilitate contact with others with the same or similar condition. We also have contact information for active support groups. P: 02 9211 1462 Website: www.agsa-geneticsupport.org.au

Beyond Blue is a national, independent, not-for-profit organization working to address issues associated with depression, anxiety and related disorders in Australia. P: 1300 22 4636

Website: www.beyondblue.org.au

Youth beyond Blue: Depression and anxiety are among the most common mental health problems experienced by young people. Often, the symptoms aren't recognized and therefore young people don't get the help that's needed. Sometimes, the signs can be ignored or passed over as "just part of growing up. Website: www.youthbeyondblue.com

Kids in Mind is operated by Mater Health Services and provides a comprehensive range of mental health and substance use services for children, young people and families. Local child and youth mental health services (CYMHS) are available for families living in the southern suburbs of Brisbane. Young people from the metropolitan area and Qld regional centres have access to substance use services provided by the Adolescent Drug and Alcohol Withdrawal Service (ADAWS).

Website: www.kidsinmind.org.au

ATAPS - ATAPS enables GPs to refer consumers to ATAPS mental health professionals who deliver focussed psychological strategies services. ATAPS mental health professionals include psychologists, social workers, mental health nurses, occupational therapists and Aboriginal and Torres Strait Islander health workers with specific mental health qualifications.

Through ATAPS, patients are eligible for a maximum of 12 sessions per calendar year - six time-limited sessions with an option for a further six sessions following a mental health review by the referring GP. Sessions can be individual and/or group therapy sessions. ATAPS provides patients with assistance for short-term intervention. If further sessions are required it may mean that the patient needs a longer term program to meet his/her needs

Website: www.health.gov.au/internet/main/publishing.nsf/Content/mental-boimhc-ataps

Defence Special Needs Support Group - To provide a National Network of on-going peer support to all defence families regardless of the disability/special needs involved. To link families together with similar needs. To liaise with Defence and other Federal and State Departments concerning the issues that affect families with special needs, particularly those being mobile. To raise public awareness regarding the difficulties that Defence families with special needs face. To provide a coordinated approach through the local and National Network in obtaining disability information. To provide assistance in accessing disability services / equipment and information. To disseminate information relating to disabilities / special needs as well as any Defence-related issues. To provide an advocacy service for families. Website: www.dsnsng.org.au/

Kids Help Line - Kids can chat about anything that is worrying them. Anything else you want P: 1800 55 1800 anytime for any reason. Website: www.kidshelp.com.au/

Foundations

Life's Little Treasures Foundation is a national Australian charity dedicated to providing support, friendship and information specifically tailored for families of children born sick or premature. Having a child that is sick or premature can be a very traumatic rollercoaster ride and the Foundation strives to give families the support and assistance they require to make their journey easier. Website: www.lifslittletreasures.org.au/

The SMILE Foundation is a ground breaking national charity that was established in 2007 to improve the quality of life of children with a rare disease or condition. SMILE provides financial assistance and case management services to affected families and supports research relating to rare childhood medical conditions. Website: www.smilefoundation.com.au/index.html

Variety helps thousands of children each year gain mobility and communication and thereby, their freedom, independence and the chance to join in with other kids in the community. Variety's assists with mobility and communication through the provision of Liberty Swings, wheelchairs, Sunshine Coaches, vehicle modifications, communication aids, walk & stand equipment and much more. For application details please contact the Variety office in your state. Website: www.variety.org.au/How-we-help/Variety-freedom/

Angel Flight Australia is a charity that co-ordinates non-emergency flights for financially and medically needy people. All flights are free and assist patients or compassionate carers travelling to or from medical facilities anywhere in Australia. P: 3620 8300 Website: www.angelflight.org.au

The Australian Lions Children's Mobility Foundation, proudly supporting the Hart Walker Program in Australia. Lions within Australia are working hand in hand with the State Cerebral Palsy Associations to assist children who are affected by Cerebral Palsy, providing funding for Hart Walkers and other mobility devices to allow children to stand and walk to the best of their ability Website: <http://lionsclubs.org.au/alcmf/index.htm>

Respite Services & Future Planning

Commonwealth Respite and Carelink Centres. Information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia. P: 1800 052 222 Website: www.commcarelink.health.gov.au

Find a Carer: Are you looking for an Aged Carer to help an aging loved one, a Disability Carer for an adult or child with special needs, or some respite care on a casual basis? Find a Carer is the quick, easy and affordable way to find local and experienced Carers ready to assist. P: (03) 9769 – 8917 Website: www.findacarers.com.au

Special Disability Trusts – Department of Social Services. Since 20 September 2006, families have been able to establish a Special Disability Trust, which attracts social security means test concessions for the beneficiary and eligible contributors. The purpose of the trust is to assist immediate family members and carers who have the financial means to do so, to make private financial provision for the current and future care and accommodation needs of a family member with severe disability and receive means test concessions

Website: www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/special-disability-trusts

MAMRE – Pave the Way recognises that many families are concerned about the time when they will no longer be able to provide the main support for their relatives with a disability. We believe the answer to this concern lies not with services alone but with the capacity of families to create a strong vision for the best possible life for their relative, to plan to make that vision a reality now, and to develop ways to make sure the plan is continued into the future.

Website: www.mamre.org.au/pave-the-way

Health and Well-being

Women and Children’s Health Network covers pregnancy through to young adult health, family & relationships, growth & development, emotional & behaviour, healthy lifestyles, nutrition, infection & immunisation, illness & health problems, safety & first aid, disabilities.

Parent Helpline: P: 1300 364 100 Youth Health Line: P: 13 17 19 Website: www.cyh.com

Health Direct: Factsheets on a wide range of health topics including translations into community languages. For 24-hour health advice call ‘healthdirect’ Australia P: 1800 022 222

Website: www.healthinsite.gov.au

Kidsafe is the leading non-government, not-for-profit charitable organisation, dedicated to preventing unintentional childhood injuries and reducing the resulting deaths and disabilities associated with injuries in children under the age of 15 years through information and resources on home, community, playground, and road and water safety. P: (02) 9845 0890

Website: www.kidsafe.com.au

Qld Multicultural Health Information Service. Search by topic or language. Queensland Health is committed to improving and maintaining the health and wellbeing of multicultural communities, families and individuals in Queensland. Here you will find information about the Queensland health

system and services, translated health information and resources, and information about multicultural activities, events and organisations. P: 3328 9010

Website: www.health.qld.gov.au/multicultural/

Qld Mental Health Information Service: This site has been developed for members of the community, service providers, non-government organisations, consumers, carers and their families to provide general information about mental health. P: 1343 2584

Website: www.health.qld.gov.au/mentalhealth/

Australasian Society for Intellectual Disability is a coalition of regional associations which links research to practice, serving members across Australia and NZ. P: (08) 8215 0011

Website: www.asid.asn.au

The Association of Genetic Support of Australasia offer a range of support options such as seminars, sibling workshops, telegroup counselling and family days to facilitate contact with others. AGSA is recognised as a peak body in patient support and collaborates with similar organisations nationally and internationally, AGSA is currently the Acting President of the International Genetic Alliance representing 16 countries around the world. We have a rare disease register representing over 1200 rare conditions to facilitate contact with others with the same or similar condition. We also have contact information for active support groups. P: 02 9211-1462

Website: www.agsa-geneticsupport.org.au

ABC's Ramp Up is dedicated to all things disability to ramp up the conversation about disability in Australia featuring columns from a wide range of people with disabilities that will entertain, inspire, delight and provoke. It's a place for people with disabilities to have their say, debate current issues and have a laugh about the weird and wacky situations people with disabilities find themselves in every day. Website: www.abc.net.au/rampup

Health Direct is a free afterhours GP helpline for health information and assistance from a registered nurse or GP. P: 1800 022 222 Website: www.healthdirect.org.au/gphelpline

Get Up & Grow: Healthy eating and physical activity for early childhood provides general non-commercial, evidence-based information to assist in developing healthy habits for children birth to five years. For children with particular medical or nutrition conditions, professional medical advice may be required. The related cookbook can be located at: Website:

<http://www.health.gov.au/internet/publications/publishing.nsf/Content/gug-indig-hb~hb-info>
order form located at: www.health.gov.au/internet/main/publishing.nsf/Content/gug-order-form

Refugee Health Queensland was established in 2008 as a state wide service to provide refugees, special humanitarian entrants and asylum seekers with:

- * Standard initial health assessments, including public health screening and catch-up vaccinations
 - * Coordination of short term health management with additional support for complex cases
 - * Supported referral to existing services for continuing care, in particular, general practitioners.
- The service is coordinated by Mater Health Services with funding from Queensland Health.

Locations are:

South Brisbane the South Brisbane clinic is located at Mater Health Services and includes the central administrative hub

North Brisbane: located at Zillmere Community Centre

Logan: located at Logan Central Community Health Centre

Toowoomba: located at Kobi House, Toowoomba Health Services

Cairns: part of the Community and Primary Prevention Service, Cairns and Hinterland Health Service District

Townsville: provided by Townsville-Mackay Medicare Local.

P: 4421 7759 Website: www.health.qld.gov.au/multicultural/health_workers/refugee_hlth.asp

Oral Health: All Queensland resident children four years of age or older who have not completed Year 10 of secondary school are eligible for publicly funded oral health care via Queensland Health's Child and Adolescent Oral Health Services (previously referred to as the School Dental Program). Children younger than four years of age and those who have completed Year 10 of secondary school are also eligible for publicly funded oral health care if they are dependents of current concession card holders or hold a current concession card themselves. Full comprehensive list of schools on website. Website: www.health.qld.gov.au/oralhealth/services/school.asp

Healthy Start is a national capacity building strategy which aims to improve health and wellbeing outcomes for children whose parents have learning difficulties by working with professionals and exchanging knowledge, information, resources and expertise about how best to support parents with learning difficulties and their children. Website: www.healthystart.net.au

KidsMatter is an Australian mental health and wellbeing initiative set in primary schools and in early childhood education and care services – like preschools, kindergartens and day care centres. It's not a program, but a framework that helps these places take care of all their mental health needs by focusing on:

- *creating positive school and early childhood communities
- *teaching children skills for good social and emotional development
- *working together with families
- *recognising and getting help for children with mental health problems.

KidsMatter is funded by the Australian Government and beyondblue, and is a partnership between education and health sectors. It was developed by experts - mental health professionals and education and childcare staff - in response to the high rates of school-age children with mental health difficulties and the problems they face getting help.

Website: www.kidsmatter.edu.au/families/about-difference/additional-needs/children-additional-needs-other-resources-0

Women's Health Queensland Wide (Women's Health) is a not for profit health promotion, information and education service for women and health professionals throughout Queensland. Our work is funded through a grant provided by the Queensland Government Women's Health Queensland Wide. (Women's Health) is a not for profit health promotion, information and education service for women and health professionals throughout Queensland. Our work is funded through a grant provided by the Queensland Government Ph: 3839 9988(local calls within Brisbane Metro) Ph: 1800 017 676 (outside Brisbane Metro) cost of a local call Website: www.womhealth.org.au/

Disability - General

The IDEAS' website provides an accessible web portal for people with disability and people with age related disability, their families, Carers and other supporters to access and search for information that promotes their independence. P: 1800 029 904 Website: www.ideas.org.au

Information on parking concessions for people with mobility disabilities.

P: 13 23 80 Website: www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility/Disability-Parking-Permit-Scheme.aspx

Siblings Australia: Develop and coordinate services for families, and in particular, brothers and sisters of children with special needs. Website: www.siblingsaustralia.org.au

Women with disabilities Australia (WWDA) is the peak organisation for women with all types of disabilities in Australia. WWDA is run by women with disabilities, for women with disabilities. It is the only organisation of its kind in Australia and one of only a very small number internationally working in human rights based framework which links gender and disability issues to a full range of civil, political, economic, social and cultural rights.

P: (03) 6244 8288 Website: www.wwda.org.au

National Disability Insurance Scheme: Information on the draft legislation for a National Disability Insurance Scheme (NDIS). This Bill will give people with disability a right to realize their potential, and to make choices and be in control of the decisions that affect their lives.

P: 1800 800 110 Website: www.ndis.gov.au

Synapse is dedicated to improving the quality of life for people living with, or affected by Acquired Brain Injury (ABI), or with behaviours that challenge community understanding. Working primarily with cognitive disorders and hosting a strong model of practise around positive-behaviour and client-centred support, we focus on an individual and their needs. Synapse provides quality supported accommodation services, a range of assessments, publications and much more.

Website: www.synapse.org.au/

Disability Online provides links and information on specific disabilities, organisations, travel, respite, transport, finance, advocacy, palliative care, services, resources, aids and equipment.

Website: www.disabilityonline.org.au

The Association for Children with Disability - Link to the online version of the publication "Through the Maze" by The Association for Children with a Disability. The 7th edition includes information about services and supports for children with a disability and their families. This resource is designed as a basic introductory guide available in English, Arabic, Chinese and Vietnamese.

Website: <http://acd.org.au/through-the-maze/>

Information centre for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available locally, intrastate or anywhere within Australia.

Website: www.commcarelink.health.gov.au

Children with Disability Australia is non-for profit community organization that is the national peak body which represents children and young people (aged 0-25) with disability and their families. They provide a link between the direct experiences of children and young people with disability and their families to federal government and other key stakeholders. P: 1800 222 660

Website: www.cda.org.au

The National Association for the Prevention of Child Abuse and Neglect website contains information to help with crying babies, childhood obesity and where to get help.

P: (02) 9269 9200 Website: www.napcan.org.au

The Royal Children's Hospital Melbourne's Centre for Community Child Health has information on research, publications, factsheets, and policy briefs as well as information in community languages. P: (03) 9345 5522 Website: www.rch.org.au/ccch

The Children's Hospital at Westmead is a stand-alone service dedicated to paediatrics. A wide range of parent factsheets is available. P: (02) 9845 0000 Website: www.chw.edu.au

The NSW Children's Hospital Education Research Institute provides assistance to children, families and professionals through clinical services, conferences and research forums and also helpful information sheets. P: (0)2 9845 0418 Website: www.cheri.com.au

NSW Education but useful guide -This website contains both medical and educational information on more than 50 medical, developmental and psychological conditions. There are videos, online resources and information to help parents, carers, teachers and healthcare professionals to support students. All the information has been contributed by a panel of medical and educational experts. All the conditions are peer-reviewed to ensure accuracy, reliability, currency and endorsed by the NSW Department of Education and Communities and NSW Health. Website: www.physicalasanything.com.au/general_info/index.htm

Genetic Support

Association Genetic Support of Australia endeavour to facilitate contact with another family/individual affected by the same or similar condition, and/or provides information about an overseas support group. They also deal with enquiries and facilitate on-going support for individuals, families, health professionals and other interested groups. Also provide resources relating to education, respite care, medical services, helpful organisations, information seminars, quarterly newsletters, and counselling. P: (02) 9211 1462 Website: www.agsa-geneticsupport.org.au

ARCAN are a group of parents, who aim to help other parents and families. We have all walked the rare chromosome path and we are at different stages in our journey. With our experience and support we want to help other families who are also riding along this rare chromosome path. It can be so lonely when you have a rare chromosome diagnosis and a Doctor tells you that your child is only 1 of 5 children in the world with that chromosome anomaly.

Our organisation wants to make a difference in the lives of those families who deal with Rare Chromosome disorders each day, we want to help you find the services you need. We want to raise awareness in the Community of what Rare Chromosome disorders are and how they can affect our loved ones. We aim to do this by providing online support, local social events and through the education of the community. Having awareness days is a great way to make people take notice of what it is we need, how they can help and the amazing life our children can have when they are supported to reach their potential. Website: www.arcan.org.au

Disability Specific Vision Impairment

Guide Dog Qld exists to enhance the quality of life of people who are blind or have impaired vision, by assisting in their achievement of independence through access and mobility. Services include pets as therapy, mobility services, orientation, guide dogs, and eye health centre and teacher resources. P: 1800 810 122 Website: www.guidedogs.com.au

Vision Australia is a leading national provider of blindness and low vision services in Australia. They work in partnership with Australians who are blind or have low vision to help them achieve the possibilities they choose in life. P: 1300 84 74 66 Website: www.visionaustralia.org

The Royal Institute for Deaf and Blind Children purpose is to provide high quality educational services to children who have significant hearing and/or vision impairment, including children who have additional disabilities. P: (02) 9871 1233 Website: www.ridbc.org.au

Blind Citizens Australia (BCA) is the united voice of blind and vision-impaired Australians. Their mission is to achieve equity and equality by empowerment, promoting positive community attitudes, and by striving for high quality and accessible services which meet needs.

P: (03) 9654 1400 Website: www.bca.org.au

Down syndrome

Down Syndrome Qld is a community based, not-for-profit association established by the families of people with Down syndrome. They provide support and information to people with Down syndrome and their families, service providers and the wider community, through a range of activities that are detailed on this website. P: 3356 6655 Website: www.dsaq.org.au/

Reading Our Way is an exciting new reading program that has been designed for students who are visual learners. The all-inclusive program teaches sight words through fun, interactive and engaging activities, with everything that is needed to implement the program included in the kit. Website: www.readingourway.com.au

Rockhampton PCYC Down Syndrome Support Network

P: 0402 519 656

CHARGE Syndrome

The CHARGE Syndrome Association assists families whose children were born with CHARGE as well as providing parent and professional representatives to discuss CHARGE with interested parties.

P: (02) 9605 8475 Website: www.chargesyndrome.org.au

Cerebral Palsy

Cerebral Palsy Australia is a national body of 12 state and territory Member Organisations that positively contribute to the community through research and service development for people with cerebral palsy. They promote the interests, rights, roles and wellbeing of people with cerebral palsy and similar disorders. P: (08) 8243 8202 Website: <https://cpaustralia.com.au/>

CPL Disability Support is a non-profit organisation that provides support to more than 5,000 children and adults with cerebral palsy and physical disabilities. They provide services every day, at every stage of our clients' lives in thousands of homes, schools, communities and workplaces across Queensland. They work alongside clients to provide individualised programs so they can fulfil their passions participate in their communities and express their creativity. Website: www.cplqld.org.au

CP Health's state-wide role - CP Health, while based at the Lady Cilento Hospital, offers regional outreach services through multidisciplinary clinics held jointly with local services in Cairns, Townsville, Mackay, Rockhampton, Bundaberg, Hervey Bay, Gold Coast and Toowoomba. Telemedicine consultations are also available.

Website: <http://www.childrens.health.qld.gov.au/referapatient/list-specialities/cerebral-palsy-health/>

The Queensland Cerebral Palsy and Rehabilitation Research Centre (QCPRRC) was established in August 2007 as a centre of excellence in cerebral palsy and paediatric rehabilitation research. The Centre is a joint initiative between the Royal Children's Hospital and The University of Queensland. As a service within the Department of Paediatric Rehabilitation at the Royal Children's Hospital, our Centre is the first of its kind in Queensland to be directly linked to tertiary health services, providing research leadership to the Queensland Paediatric Rehabilitation Service, Queensland Children's Gait Laboratory and Queensland Cerebral Palsy Health Service

P: 3646 5542 Website: www.som.uq.edu.au/research/research-centres/cerebral-palsy-and-rehabilitation-research-centre/about-us.aspx

Hearing Impairment

Deaf Services Qld is a not for profit organisation that provides Auslan interpreting services and independent living skills support and sign language classes to the deaf community throughout Qld.

P: 07 3892 8500 Fax: 07 3392 8511 TTY: 07 3892 8501 Website: www.deafservicesqld.org.au

The deafness Forum of Australia advocates and seeks solutions on issues for Australians with hearing loss. P: (02) 6262 7808 TTY: (02) 6262 7809 Website: www.deafnessforum.org.au

Aussie Deaf Kids is the gateway to information on hearing loss in children from after diagnosis, from babies through to beyond school. P: (02) 8197 0444 Website: www.aussiedeafkids.org.au

Australian Hearing is one of the largest hearing service providers in the world with a reputation for innovation and world-leading practices. An Australian Government agency, Australian Hearing is dedicated to helping people manage their hearing impairment so they have a better quality of life. A full range of hearing services for children and young people up to adults.

P: 131 797 TTY: (02) 9412 6802 Website: www.hearing.com.au

Deaf Children Australia provides a range of services to families with deaf and hard of hearing children. See website for an overview of the range of services and programs offered.

P: 1800 645 916 Website: www.deafchildrenaustralia.org.au

The Royal Institute for Deaf and Blind Children primary purpose is to provide high quality educational services to children who have significant hearing and/or vision impairment, including children who have additional disabilities. P: (02) 9871 – 1233 Website: www.ridbc.org.au

Deaf Australia is the national peak organisation for Deaf people in Australia. It represents the views of Deaf people who use Auslan (Australian Sign Language) and committed to promoting and preserving sign language as the official and indigenous language of the Deaf community. Deaf Australia works with and on behalf of Deaf people in seeking their rights as citizens of Australian society. P: (07) 3357 – 8266 TTY: (07) 3357 – 8277 Website: www.deafau.org.au

Parents of the Deaf - Raising a child who is deaf or hard of hearing provides unique challenges and rewards, and it can be helpful to connect with other parents who can relate to our experiences. POD QLD welcomes families using every different communication method - speaking, signing or combining. We believe that “what works for your child and family is what makes your choice right”. POD is accepting of all cultures and beliefs. Website: <http://podqld.com/>

CHIPS Townsville: Children with Hearing Impairment Parent Support (CHIPS): email network for information sharing, social events, informal playgroups, and education workshops. Contact Julie via email: CHIPS@discussions.eq.edu.au or jniel40@eq.edu.au

Fragile X

Fragile X Association of Australia provide information, news and resources relating to Fragile X Syndrome within Australia and internationally. An online community offering support, help and contact for those dealing with the challenges of Fragile X. News from State Support Groups to keep people informed of events, meetings, social gatherings and state specific news and resources. P: 1300 394 636 Website: www.fragilex.org.au

The Fragile X Alliance is a non-profit organization who aim to promote, educate and research fragile X syndrome, as well as disseminate information and new findings about fragile X syndrome. Services include educational supplies, information on conferences, parent contacts, regional resource centers and professionals with expertise in fragile X syndrome. P: (03) 9528 1910 Website: www.fragilex.com.au

Angelman Syndrome

The Angelman Association offers support, information on therapies, education and respite services for families. P: 0457 616 168 Website: www.angelmansyndrome.org

The Foundation for Angelman Syndrome Therapeutics Australia (or FAST) is an organisation of families and professionals dedicated to finding a cure for Angelman Syndrome and related disorders through funding research, education and advocacy. The Foundation is committed to assisting individuals living with Angelman Syndrome to realise their full potential and quality of life. P: 1300 078 108 Website: www.cureangelman.org.au/

Queensland Angelman Association is an unincorporated group of parents and carers focused on providing support and information to Queensland families who have been touched by Angelman Syndrome. Through our experiences we have discovered the comfort in being surrounded by a loving and compassionate Angelman Syndrome community. For whatever challenges that may be faced during this journey, there will be others to support and provide advice. It is our goal to open a channel of communication between Queensland families. Website: www.angelmansyndromeqld.org/

Cornelia de Lange Syndrome

The Cornelia de Lange Syndrome Association is a family support organization which exists to ensure early and accurate diagnosis, promote research into the cause and manifestation of the syndrome, and help people with diagnoses of CdLS and other similar characteristics, making informed decisions throughout their lives. P: (02) 9809 – 0287 Website: www.cdlsa.us.org

Cri Du Chat Syndrome

The **Cri Du Chat Support Group of Australia** aims to provide information, friendship and support to those who have a family member or friend with Cri Du Chat syndrome or other anomaly of chromosome five. P: (03) 9775 – 9962 Website: www.criduchat.asn.au

Kabuki Syndrome

The **Kabuki community** is a small group, spread throughout Australia and this site has been primarily produced for the people with Kabuki Syndrome and their families to reduce isolation provide support and a source for communication with interested bodies.

Website: www.kabukisynndromeassoc.com.au

Prader-Willi Syndrome

The Prader-Willi Syndrome of Australia is a self-help group comprising of people born with Prader-Willi Syndrome, parents, friends and interested professionals. The aim of the site is to provide accurate information on Prader-Willi Syndrome (PWS) and resources that are available. You will find details on PWS, photos and stories from some members and online articles from our newsletter. There is also information about our association, state PWS associations and our current activities. Website: www.pws.org.au

Microcephaly

Microcephaly Australia's Facebook page to bring awareness of a disability which is overlooked. The page serves mostly as a support place for parents and Carers of people with Microcephaly and a place to share information and knowledge. Website: www.facebook.com/pages/Microcephaly-Australia/251686071568209

Smith–Magenis Syndrome

Smith Magenis Australia This site dedicated to those affected by Smith Magenis Syndrome in Australia with information on medical research, social events in the community and opportunities to hear about families' personal stories. Website: www.agsa-geneticsupport.org.au/?option=com_content&view=article&catid=4:genetic&id=434:sms&Itemid=2

Williams Syndrome

The **Williams Syndrome Association Facebook page**: - is the most comprehensive resource for people and families living with Williams syndrome as well as doctors, researchers and educators. It provides resources, support and the latest medical information to help improve the lives of people living with Williams Syndrome. Website: <http://wsasa.org.au/>

Retts Syndrome

Rett Syndrome Association of Australian: The Rett Syndrome Association of Australia provides invaluable support and resources to families of Rett girls in Australia. Website: <http://www.rettaustralia.com/about-rsaa/>

Autism Spectrum Disorders

Autism Queensland is a not-for-profit organisation with a vision to partner with children, adults and families impacted by Autism Spectrum Disorder to make positive difference in their lives through choice and opportunity.

They provide specialised education, therapy and support services for people of all ages with ASD and their families. Services include Queensland's only accredited, non-state schools located in Brisbane at Sunnybank and Brighton delivering ASD-specific education and therapy programs; early intervention centres in Cairns, Rockhampton, Mackay and an office in Gladstone; as well as outreach, training and support services for parents, professionals and schools across the state. They are also involved in a variety of research programs in collaboration with universities to better understand ASD and develop improved interventions for people with ASD in the future.

P: 3273 0000 Website: www.autismqld.com.au

QLD Government Autism. Queensland families with a child with autism can find information about services and supports in a new guide, *my child has autism—information for Queensland families of young children*.

The guide provides information for parents of children with autism aged 0-8 years.

It has family-friendly information on a range of topics, including:

- * obtaining a diagnosis and supports available after a child is diagnosed
- * Early intervention services
- * supports for children to attend child care and kindergarten
- * starting school—including planning for the prep year
- * service and resource directory

Website: www.qld.gov.au/disability/news/autism-guide/index.html

Autism Spectrum Australia is one of the country's largest not-for-profit autism specific service providers. Aspect builds confidence and capacity in people with an autism spectrum disorder, their families and communities by providing information, education and other services.

P: 1800 277 328 Website: www.aspect.org.au

Brain Injury

Brain Injury Australia is the peak acquired brain injury (ABI) advocacy body representing, through its State and Territory Member Organisations, the needs of people with an acquired brain injury, their families and carers. It works at a national level to ensure that all people living with acquired brain injury have access to the supports and resources they need to optimise their social and economic participation in the community. P: (02) 9808 – 9390 Website: www.bia.net.au

Developing Foundations: families caring for a child or adult with brain injury or developmental disability. We believe that the potentially adverse outcomes of brain injury and developmental delays can be minimised or decreased through education, intervention and development.

Website: www.developingfoundation.org.au/

Physical disabilities

Physical Disability Australia exists to convince governments to mandate laws and rules that enable the full participation of people with physical disability in all areas of society. Physical Disability Australia's actions are based on personal experience of disability, information from across Australia, a Social Model of Disability, a powerful belief in the capacities of people with physical disabilities, a determination to effect and initiate change through monitoring, proactivity and creativity.

P: (02) 6567-1500 Website: www.pda.org.au

Turner Syndrome

Turner Syndrome is a random genetic disorder that affects females. The main characteristics include short stature and infertility. Usually, a female has two x chromosomes, however in females with Turner syndrome one of these chromosomes is missing. Website: www.turnersyndrome.org.au/

Cystic Fibrosis

Cystic Fibrosis (CF) is the most common, genetically acquired, life-shortening chronic illness affecting young Australians today. It primarily affects the lungs and the digestive system, however, it also affects a number of other organs and systems. Complications increase with age, requiring ever increasing levels of (self) care and support. On average one in 25 people carry the CF gene (most of whom are unaware they are carriers). Website: <https://www.cysticfibrosis.org.au/qld/>

Juvenile Idiopathic Arthritis (JIA)

Juvenile Idiopathic Arthritis (JIA) refers to arthritis in childhood. It can affect children from the ages of six months to 16 years. In JIA, the body's immune system mistakes normal joints as foreign, and attacks the joints, causing them to become inflamed. There are different types of JIA. Usually, a few joints are affected. For a few children, many joints can be affected. Joints are painful, swollen, and stiff. Over time, the joints, muscles, tendons and ligaments may suffer permanent damage. Other organs can be affected too, such as skin and eyes. Ph: 1800 011 041 Website: <http://www.arthritis.org.au/arthritis/juvenile-idiopathic-arthritis-jia/>

Equipment needs

Special needs solutions specialising in equipment items for special needs kids.

P: 5527 9794 Website: www.specialneedssolutions.com.au/

Independent Living Centres: Specialised equipment exists for children that require assistance to complete everyday tasks. This includes mobility equipment, hygiene equipment, seating aids, transport equipment and items to help a child participate at school or in play activities. Children's equipment is not simply a smaller version of adult equipment, but rather is uniquely designed to assist a child participate in self-care, school and importantly play activities.

P: 1300 885 886. Website: www.ilcaustralia.org.au/search_category_paths/307

LifeTec is focused on providing you with **free** specialist information and advice from health professionals to maximise your independence and safety. This means that older people, as well as

children and adults with a disability, can be more independent at home, work or school and in the community. They are specialists in recommending the correct use of assistive technology, displaying hundreds of helpful items in the Ambient Living Display Centres, and we have an extensive online database of many more. Their qualified health professionals will give you impartial advice so that you can make informed decisions about what is best for you. P: 1300 885 886

Website: www.lifetec.org.au/

TADQ (Technical Aid to the Disabled Queensland Inc), is a not-for-profit organisation and registered charity that provides technical support for people with disabilities and the frail aged to assist with their everyday living. We deliver project services to the community through the skills of our Volunteers. Our Project Team work with the TADQ Volunteers to design, modify and manufacture pieces of equipment not commercially attainable. Always adhering to strict safety procedures and guidelines. We provide this service at a minimal cost to our clients. Website: www.tadaustralia.org.au/

Disability Groups

Life Without Barriers is a secular, not-for-profit organisation providing care and support services across Australia in urban, rural and remote locations and in New Zealand. Our community-based programs assist children, young people, adults, families and communities. Our work spans across care and protection, disability, mental health, homelessness, youth justice and immigration.

Website: <http://www.lwb.org.au/disability-services/>

Xavier - Family Support is designed to assist families who have children between the ages of 0 and 16 years with complex needs arising from a combination of physical, sensory and intellectual disabilities. Support resources and services provided are those most suitable to meet the individual needs of the child and family. South Side Brisbane 284 Pine Mountain Road, Mt Gravatt East
P: 3216 8811 Brisbane North: 1935 Gympie Road, Bald Hills P: 3261 6950

Website: www.xcsn.org/#

Mamre provides support for families who have a member with a disability in their family and who live within the [geographical boundaries](#) served by Mamre. Mamre provides support because a family has a member with a disability. Some families have other support needs, which are beyond Mamre's capacity. Mamre welcomes families whose child is under 18 years of age to contact Mamre. P: 3622 1222 Website: www.mamre.org.au/

Sunshine Butterflies is a registered charity that provides services and support to people with a disability and to their families. Sunshine Butterflies offers a range of services which includes the personal fundraising opportunities, support groups and workshops, swim and recreation programs as well as offering information and resources for carers and families to connect and network with each other or to other services. Based on the Sunshine Coast.

Website: www.sunshinebutterflies.com.au/

Baby Bridges™ is a new & exciting early intervention program for children with a disability aged 0 to 5 years, and their parents & carers. Baby Bridges will be accessible across Queensland over the next three years. Children at Baby Bridges benefit from specialised play activities with input from qualified therapists, whilst carers receive information, training and support in order to increase their capacity to care for their child now, and in the future. P: 1800 843 008

Website: www.babybridges.com.au

Fraser Coast Family Connect - Family Connect supports families raising children 0-12 years on the Fraser Coast who are experiencing personal, social emotional or financial difficulties impacting on their child & Family wellbeing. Free and confidential service in Hervey Bay & surrounds P: 4124 5144 Website:

www.mycommunitydirectory.com.au/Queensland/Fraser_Coast/Child_Services/Child_and_Parent_Information_Counselling/102429/Family_Connect

Umbrella Network Rockhampton- The Umbrella Network is there to provide the information **you** need **when** you need it. We are available to support any family member or carer of a child with a disability or special need, regardless of the degree of severity or type of impairment.

P: 0408506287 Website: www.theumbrellanetwork.org/

Montrose Access provides therapy, respite and recreation services to more than 600 children and young adults with physical disabilities throughout Qld. We provide varied and holistic services to clients with varying degrees of disability; Clients age from toddlers (through our Early Childhood Program) to young adults (the Lifestyle & Leisure Program). Montrose Access is an independent not-for-profit organisation without political or religious affiliation. We do not duplicate services provided by condition specific organisations – we provide services to those young people who would not otherwise be able to obtain them. Website: www.montroseaccess.org.au/referral-information.aspx

Communication

National Relay Service: The NRS is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. It is 24-hour relay call numbers

TTY/voice calls **133 677** Speak & Listen **1300 555 727**

It is also available to anyone who wants to call a person with a hearing or speech impairment

Website: <http://relayservice.gov.au/>

NABS is the National Auslan Interpreter Booking and Payment Service. NABS is funded by the Australian Government to provide interpreters FREE of charge to people who use sign language to communicate and would like to book an interpreter for private health care appointments. This is a FREE service to Sign Language Users and Health Care Providers.

All interpreting services to Aboriginal and Torres Strait Islander Sign Language users are provided FREE for both public and private health care appointments.

P: 1800 246 945 Email: bookings@nabs.org.au Fax: 1800 246 914 Website: www.nabs.org.au/

Financial Counselling Support Services

Money Smart – Financial Counselling Hotline – 1800 007 007 (You will be automatically transferred to the phone service in your region. Free Hotline open from 9.30 – 4pm – Mon. – Fri.

Website: www.moneysmart.gov.au/managing-my-money/managing-debts/financial-counselling?gclid=CPE5tuL7LQCFQUcpQodQTQAKQ

Department of Human Services – Financial Information Service -FIS officers provide information to people over the phone, at personal interviews, and through financial-education seminars. You can phone 132 300 and ask to speak to a FIS officer. If possible, the officer will answer your questions over the phone. If there are complex issues to be discussed, the FIS officer may offer to arrange an appointment for you. Website: www.humanservices.gov.au/customer/services/centrelink/financial-information-service?utm_id=7

Uniting Care's free financial counselling - state wide Financial First Aid - for free and independent financial advice 8:00am - 6:00pm Monday – Friday - Financial First Aid Counsellors are available free to the public as a first point of call to address immediate financial concerns that place undue stress and anxiety on individuals and families. P: 1800 007 007 Website: www.uccommunity.org.au/ffa

Salvation Army - Moneycare - Will help whether you are in the midst of financial difficulties or a crisis, or simply wishing to avoid a crisis:

Money Care Bundaberg P: 0478 301 807

Moneycare Caboolture P: 3173 6380

Moneycare Cairns P: 3173 6380

Moneycare Caloundra P: 5413 3808

Moneycare Dalby P: 4669 6393 & 0419 750 287

Moneycare Gatton P: 5465 1889

Moneycare Laidley P: 5465 1889

Moneycare Logan P: 5443 1702

Moneycare Maroochydore P: 5443 1702

Moneycare Rockhampton P: 4999 1917

Moneycare Toowoomba P: 3173 6288

Moneycare Townsville P: 4755 4716

Website: <http://salvos.org.au/need-help/financial-troubles/financial-counselling.php>

Interesting

GLC Learn Free - Learning how to use Facebook and Twitter

Website: www.gcflearnfree.org/socialmedia

National Public Toilet Map-

Website: www.toiletmap.gov.au/

WorkVentures Connect IT offers commercial-quality, low-cost refurbished computers for low income households. All systems include: Microsoft Windows 7, Office & anti-virus software, 6-month warranty, Free hotline support for the life of the computer, A laptop bag Delivery. Our packages are only available to Centrelink & Dept of Veterans Affairs benefit cardholders

Website: www.workventures.com.au/webshop/4-webshop?maxproduct=0

Sporting Wheelies and Disabled Association's recreation program, branded as *recunlimited*, provides members of all abilities the opportunity to participate in a wide range of recreational activities. *recunlimited*, is designed for members to have access to a variety of social, adventure and family-friendly activities.

Through *recunlimited*, members have had a great opportunity to get a taste of Outdoor Recreation. However, the Association constantly finds that there is an increasing amount of requests for members to get more involved in Outdoor Recreation; more than what our program alone can cater for! The Association sits in a position now of having members interested in activities and limited places to refer them to. Website: <http://www.sportingwheelies.org.au/our-services/recreation>

The Royal Queensland Bush Children's Health Scheme (BUSHkids) operates from six centres situated throughout regional Queensland. The centres offer a comprehensive range of free allied health and complimentary services tailored to meet the needs of children and their families.

BUSHkids centres, staffed by an Occupational Therapist, Psychologist (or intern Psychologist), Family Health Support Worker and Speech Pathologist, are currently located in Bundaberg, Dalby, Emerald, Mount Isa and Warwick, with a Family Health Support Worker based in Inglewood to help reach the community and surrounding areas. Website: www.bushkids.org.au/

E Health: A personally controlled eHealth record is a secure online summary of your health information. You control what goes into it, and who is allowed to access it. Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care. An eHealth record gives you more control over your health information than ever before, placing you at the centre of Australia's health system. Website: <http://ehealth.gov.au/internet/ehealth/publishing.nsf/content/home>

A parent's survival guide. Practical advice for parents on preparing your child and caring for them in hospital. By Becky Wauchope Website: <http://helpmychildsinhospital.com/contact/>

What do therapists do?

#Allied Health Service Information taken from the <http://www.therapychoices.org.au/index.html> site

Occupational therapists

Occupational therapists work with people of all abilities and all ages to do the things they want to and need to do through the use of therapeutic activities and equipment.

OTs (for short) find ways for you or your family member to do tasks more easily in all parts of your lives. This includes:

- at home
- cooking
- at work or school
- having fun
- out and about
- driving
- being part of the community

OTs do this through asking and seeing what you can do. When they know about your movement and strength in any particular activity, OTs can give you advice about how best to do something more easily and safely.

OTs can also prescribe, if necessary, devices to help you do the activities you want and need. They will make sure you can use the device in the best way to meet your needs. This means that you will get a total solution and not just a product.

OTs can develop a personal care support profile (including pressure care) to instruct direct care workers about how to safely support you and respect your preferences in your daily life.

Speech pathologists

Speech Pathologists support people of all ages with communication, eating and drinking.

Communication support includes:

- speech
- writing
- reading
- gesturing
- using communication aids

Speech pathologists provide individual therapy or work in small groups. They may be able to come to your home or your school if needed.

Speech pathologists work with you to understand your needs and goals for communication or swallowing. They may support you to find strategies to develop your communication including using communication aids and other assistive technologies. They may provide resources, information and advice to you, your family member or carer and other professionals. They also provide support and strategies to assist if you have difficulty eating or drinking or if you cough or choke on food or drinks. Speech pathologists often work alongside other professionals including occupational therapists and physiotherapists to provide support that meets your needs or those of a family member.

Physiotherapists

Physiotherapists support people to recover from injury, reduce pain and stiffness, and increase mobility. Physiotherapists are experts in movement and function.

A physiotherapist can support you to prevent further injury by listening to your needs and working with you to plan the most appropriate treatment for your condition, including setting goals and treatment outcomes.

Physiotherapy is a multi-faceted health field that includes injury prevention, acute care, and rehabilitation, maintenance of functional mobility, chronic disease management, consumer and carer education, occupational health, and health promotion.

Physiotherapists work as first contact practitioners or as part of a health professional team to plan and manage treatment.

Audiologists

Audiologists provide a range of services to meet the hearing and communication needs of people of all ages. These services include:

- diagnostic evaluation of hearing
- tinnitus
- balance and auditory processing disorders
- rehabilitation services such as communication training and hearing aid fitting
- public and primary health care strategies for managing and promoting ear health

The services are available in:

- hospitals
- community health centres
- commonwealth and state government settings
- private practice
- industry
- aged care facilities
- in your home

Audiology is a health profession that involves the assessment, prevention, and non-medical management of hearing impairment and associated disorders of communication.

Orthotists

An orthotist assesses, designs, prescribes, fits and monitors orthoses, commonly known as braces and splints, for people who are born with or acquire foot, limb or spinal impairments.

An orthosis is a brace or appliance that is designed and fitted to the body to achieve one or more of the following goals:

- Control biomechanical alignment
- Protect and support a healing injury
- Assist rehabilitation
- Reduce pain
- Increase mobility
- Increase independence

Commonly prescribed orthoses include:

- Foot orthoses
- Ankle-foot orthoses
- Knee-ankle foot orthoses
- Knee orthoses (braces)
- Spinal orthoses (braces)
- Orthoses for the arm

The orthotists assesses you including your goals at home, work or at school and prescribes orthoses to meet your needs. The orthotists shows you how to make the best use of your orthosis and makes adjustments if needed. The orthotists also checks and adjusts the way you walk using the orthosis.

Psychologists

Psychologists work with people of all ages and abilities to identify the types of supports they might need to achieve their goals and to support people to develop the skills needed to function better and to prevent ongoing problems.

Psychologists are experts in human behaviour, having studied the brain, memory, learning, human development and the processes determining how people think, feel, behave and react.

A psychologist can assess your abilities and characteristics and recommend the sort of work or home environment best suited to your needs. They may assess the type of supports you need to:

- participate in day to day activities including study and work
- make friends and socialise
- live as independently as possible
- establish and maintain a low-stress life

Psychologists make this assessment using a range of techniques which might include specialised tools, questionnaires and interviewing relevant people. When the psychologist has an idea about your strengths and the areas requiring some support, they will recommend strategies.

Psychologists may support you to develop the skills and strategies needed to live a full life such as fitting in to your workplace or building new relationships.

They can also help you to learn ways to cope in stressful situations. Psychologists are trained to treat you if you are experiencing a mental health disorder such as anxiety, depression or serious distress.

Psychologists may provide resources, information and advice to you, your family members or carers and other professionals. Psychologists will focus on you as a person and tailor supports to meet your particular needs.

Psychologists may work with you on:

- Stress management, depression and other emotional wellbeing issues
- Behaviour
- Relationships and communication
- Learning
- Memory

Orthoptist

Orthoptists are eye healthcare professionals who are trained in the assessment and treatment of patients with eye disorders. Orthoptists are uniquely skilled in ophthalmic diagnostic services and specialise in children's vision, eye movement disorders and low vision care, working across a range of settings including hospitals, private specialist practices and research centres.

Through a unique set of skills, orthoptists play a crucial role in the detection, diagnosis and management of eye diseases in both adults and children.

Orthoptists specialise in a variety of areas including:

- Children's vision / Paediatrics
- Eye movement disorders

- Low vision care / Rehabilitation
- General eye disease
- Cataract care
- Retinal disorders
- Neurological vision disorders
- Laser eye surgery and corneal conditions
- Driver vision
- Sports vision
- Clinical Research
- Education

