

Newtown Neighbourhood Centre

Multicultural Neighbour Aid for Communities from Former Yugoslavia

Information Directory for Seniors

RETIREMENT

Centrelink

Age Pension 13 23 00
DSP/Carer benefits 13 27 17
International Services 13 16 73
Centrelink Multilingual 13 12 02

Welfare Rights Centre

*Info on Government pensions
and other benefits*
9211 5300
1800 226 028

NSW Seniors Card

*Discounts on goods and
services 1300 364 758*

**National Information Centre
on Retirement Investments**

*Anything for the small investor
and people wondering about
super or how to invest*
1800 020 110

**Financial Ombudsman
Services**

*Complaints about banking,
insurance, super, financial
planning 1300 780 808*

**Industry Fund Financial
Planning**

1300 138 848

Australian Taxation Office

Super/Lost super 13 10 20
Personal tax 13 28 61

No Interest Loans Scheme
1800 509 994

**Australian Human Rights
Commission**

*Complaints about
discrimination and
harassment*

1300 369 711

Commonwealth Ombudsman

*Complaints about Federal
Government departments and
agencies 1300 362 072*

NSW Ombudsman's Office

*Complaints about NSW
Government agencies*
1800 451 524

**NSW Trustee
and Guardian**

1300 360 466

Guardianship Tribunal

*Financial management orders
for people with decision making
disabilities*

1800 463 928

Seniors Information Service

13 12 44

**Consumer Trader &
Tenancy Tribunal**

*Tenancy, trader and consumer
disputes*

13 32 20

ELECTRICITY, PHONE, WATER

**Energy & Water
Ombudsman (EWON)**

*Complaints about all NSW
electricity/gas retailers and
Sydney and Hunter Water*
1800 246 545
**Telecommunications
Industry Ombudsman**
Phone and internet complaints
1800 062 058

Telstra Pensioner Discount
For basic plans only
1800 353 652

HEALTH AND CARE

**Age Care Assessment Team
(ACAT)** *Health professionals who
decide on the types of care that will
best meet your needs home help or
support provided by an aged care
home* **1800 556 533**

Commonwealth CareLink
*Info about aged and
community care*
1800 052 222

Office of Hearing Services
Subsidised hearing aids
1800 500 726

Dementia Helpline
1800 100 500

VisionCare NSW
Subsidised spectacles
(02) 9344 4122
1800 806 851

Home Care Service NSW
*Domestic assistance, respite
and personal care*
1800 044 043

Rape Crisis Centre

24hours/7days **1800 424 017**
**Health Care Complaints
Commission**
NSW only **9219 7444**
1800 043 159

Carers NSW
Information, support
1800 242 636
Emergency respite
1800 059 059

Aged care information line
*Residential and community
aged care information*
1800 500 853

**Aged Care Complaints
Scheme**
*Complaints about residential
and community aged care*
1800 550 552

Lifeline
*Mental health support,
suicide prevention* **13 11 14**

Beyond Blue
*Depression and anxiety
information* **1300 224 636**

Royal Prince Alfred Hospital
9515 6111

Sydney Eye Hospital
9382 7111

**Public Dental Health
Services**
Call NSW Health for details
9391 9000
1800 639 398

**Medicare Enhanced Primary
Care Dental Scheme**
Call Medicare for details

132 011
People with Disabilities
Advice for people with a disability
9370 3100
1800 422 016

Australian Men's Shed Association 1300 550 009

CPSA's Older Persons Tenants' Service (OPTS)
Individual advocacy
9566 1120
1800 131310

HOUSING

NSW Department of Housing
Info and applications
1800 629 212

Tenants Advice Line
Mondays 3-6pm
1800 251 101

LEGAL

The Aged-care Rights Service including Older Persons' Legal Service
Aged care and retirement village advocacy and information and legal advice for older people.
9281 3600
1800 424 079

Law Access
Referrals for legal help
1300 888 529

The Law Society
Solicitor and legal firm referrals

9926 0300
1800 422 713

Marrickville Legal Centre
Free legal advice, referral and casework **9559 2899**

Redfern Legal Centre
Free legal advice, referral and casework, City of Sydney, Botany Bay and Leichhardt **9698 7277**

Newtown Police
9550 8199

Marrickville Police
9568 9299

Community Justice Centres
Dispute resolution services for minor matters **9228 7455**

Domestic Violence Advocacy Service
1800 200 526

Family Relationship Centres
Relationship and separation information **1800 050 321**

Office of the Legal Services Commissioner
Complaints about lawyers and conveyancers **1800 242 958**

NSW Fair Trading *Info and assistance for consumers issues, motor vehicle, home building and renovations, credit, property and tenancy issues.* **9895 0111**

LOCAL COUNCILS

Local Council is responsible for a wide range of services and activities, such as town planning

and approving development applications, managing waste services, maintaining parks and reserves, providing childcare services, engineering, library services, holding festivals and events, arts and culture, and providing sustainable environmental services.

Council contributes to the health and well being of the community by providing information and services in areas such as youth, aged disability and cultural diversity.

Marrickville Council

Phone: 9335 2000

Fax: 9335 2029

Email: council@marrickville.nsw.gov.au

City of Sydney

Phone: 9265 9333

Fax: 9265 92222

Email:

council@cityofsydney.nsw.gov.au

Leichhardt Council

Phone: 9367 9222

Fax: 9637 9111

Email: leichhardt@lmac.nsw.gov.au

Telephone Interpreter Services

*If you are not able to communicate in English request to speak to someone in your language **13 14 50***