

Contacts for support, information or to make a report about abuse, neglect and exploitation of an older person or adult with disability.

Agency	Contact details	How can they help you?
Government organisations		
Ageing and Disability Commission	1800 628 221 (M-F, 9-5) nswadc@adc.nsw.gov.au www.adc.nsw.gov.au	The Ageing and Disability Commission (ADC) is an independent NSW government agency, which works to promote the rights of older people and adults with disability, so they can live free from abuse, neglect and exploitation in their family, home and community. Contact the ADC for information, support or to make a report about abuse, neglect and exploitation of an older person or adult with disability by someone they know, including a family member, partner or neighbour.
NDIS Quality and Safeguards Commission	1800 1800 110 www.ndiscommission.gov.au	An independent agency established to improve the quality and safety of NDIS supports and services. Report concerns about abuse, neglect or exploitation of a person with disability by an NDIS support worker or registered provider.
Aged Care Quality and Safety Commission	1800 200 422 www.agedcarequality.gov.au	People receiving aged care have the same legal rights as all Australians. Report concerns about abuse or neglect of an older person by an aged care provider.

Agency	Contact details	How can they help you?
Health Care Complaints Commission	1800 043 159 www.hccc.nsw.gov.au	To make a complaint about the ethical or professional conduct of a health practitioner such as a doctor or nurse, or of abuse, neglect and exploitation by a healthcare worker toward an older person or adult with disability.
Legal services		
Legal Aid NSW	1300 888 529 www.legalaid.nsw.gov.au	For information and legal assistance regarding matters related to the abuse of older people or people with disability, or for information related to protecting assets from other parties or family members, wills and powers of attorney.
Women's Legal Service	1800 801 501 www.wlsnsw.org.au	A community legal centre providing all women, including women with disability free legal services relating to domestic violence, sexual assault, family law, discrimination, victims support, child protection, human rights and access to justice.
NSW Trustee and Guardian	1300 364 103 www.tag.nsw.gov.au	NSW Trustee & Guardian can be appointed by a court or tribunal to provide direct financial management services for people who have a disability that affects their capacity to make decisions. Contact also for assistance with wills, Powers of Attorney, enduring guardianship and trust administration.
Advocacy and support for older people		
Seniors Rights Service	1800 424 079 https://seniorsrightsservice.org.au	Free independent legal advice about areas of law effecting older people, plus aged care advocacy to people using in-home and residential aged care services.

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Carers NSW	02 9280 4744 www.carersnsw.org.au	Carers play an important role to the lives of older people and people with disability, and also need support due to the often physical and emotional demands of caring. Carers NSW offers information and support for carers.
Relationships Australia	1300 364 277 www.relationshipsnsw.org.au/support-services/lets-talk-elder-support-and-mediation-service/	Let's Talk: Elder Support and Mediation Service assists older people and their families to prevent or resolve family conflict, have difficult conversations including medical, health, financial or living arrangements.
Ethnic Communities Council	(02) 9319 0288 http://www.eccnsw.org.au	The abuse of older people or terms such as elder abuse can take on different meanings by people from culturally and linguistically diverse backgrounds. The Ethnic Communities Council offers advocacy and education for any older person who does not speak English as a first language, and can support you to make a report to an agency related to abuse, neglect and exploitation.
Dementia Australia	1800 100 500 https://www.dementia.org.au/	People with dementia are at higher risk of elder abuse, but dementia can also make it harder to detect abuse because symptoms, including withdrawal can be similar. Contact Dementia Australia for information, support and referral services if you are concerned about memory loss or the behaviours of an older person.

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Beyond Blue Services for Older People	1300 224 636 www.beyondblue.org.au/who-does-it-affect/older-people	Supporting older adults with the knowledge and skills to maintain their own good mental health and well-being, and recognise symptoms in people close to them.
ACON	(02) 9206 2000 www.acon.org.au	Information on health issues affecting lesbian, gay, bisexual, transgender and intersex (LGBTI) people and services including in the area of mental health and ageing.
Advocacy and support for adults with disability		
People with Disability Australia	1800 422 015 https://pwd.org.au/get-help/individual-advocacy/	A free advocacy service for people with disability who have serious and urgent problems, or who need support to report abuse, neglect and exploitation to an organisation and need support to make contact, or write a report.
Multicultural Disability Advocacy Association of NSW (MDAA)	1800 629 071 http://mdaa.org.au/contact/	People from multicultural backgrounds and who have disability can face challenges in understanding their rights, and what abuse, neglect or exploitation is. MDAA can provide advocacy support specifically for people with disability from non-English speaking and culturally and linguistically diverse backgrounds.
Council for Intellectual Disability	1800 424 065 https://cid.org.au/contact-us/	Information, support and resources for people with intellectual disability, and for anybody spending time with people with intellectual disability
Intellectual Disability Rights Service (IDRS)	1800 666 611 https://idrs.org.au/contact-us/	A free service for people with cognitive impairment that can provide help with legal

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		problems, support at police stations and courts, and NDIS appeals.
Assault and Crime		
NSW Domestic Violence Line	1800 656 463 (24/7) www.facs.nsw.gov.au/domestic-violence	Abuse of older people and people with disability share a number of characteristics with family violence. This service is for anyone in NSW who has experienced or is at risk of family and domestic violence, or sexual assault. This is a free call.
Victims Services NSW	1800 633 063 www.victimsservices.justice.nsw.gov.au	Provides support services including free counselling and financial assistance to people who are victims of violent crime in NSW.
Aboriginal Contact Line	1800 019 123 www.victimsservices.justice.nsw.gov.au	Provides support services including free counselling and financial assistance to people who are victims of violent crime in NSW.
NSW Police	131 444 www.police.nsw.gov.au	If you believe a crime has been committed but the incident is not life threatening or a critical emergency - for example theft, fraud, harassment, treats of violence, sexual assault, neglect

This information is accurate as of August 2020, and is subject to change.