

## CHAPTER 5

# WHO CAN I CONTACT FOR FURTHER ASSISTANCE?

## A. The QUEENSLAND SPINAL CORD INJURIES SERVICE (QSCIS)

### SPINAL INJURIES UNIT (SIU) Princess Alexandra Hospital

Address: Ipswich Rd, Woolloongabba, Q, 4102  
Phone:  
Ward (07) 3240 2737  
Outpatients (07) 3240 2641  
Director (07) 3240 2657  
Occupational Therapy (07) 3240 2191  
Physiotherapy (07) 3240 2089  
Social Work (07) 3240 2741 or 3240 2207 or 3240 7091  
Psychology / (07) 3240 7796  
Neuropsychology  
Fax: (07) 3240 5644  
Website: [www.health.qld.gov.au/qscis](http://www.health.qld.gov.au/qscis)

### TRANSITIONAL REHABILITATION PROGRAM (TRP)

Address: 3rd floor, Centro Buranda  
Cnr Ipswich Rd & Cornwall St, Buranda  
Postal Address: P0 Box 6053 Buranda 4102  
Phone: (07) 3406 2322  
Fax: (07) 3406 2399  
E-mail: [trp@health.qld.gov.au](mailto:trp@health.qld.gov.au)  
Website: [www.health.qld.gov.au/qscis/trp](http://www.health.qld.gov.au/qscis/trp)

### SPINAL OUTREACH TEAM (SPOT)

The Freecall number will cost more from mobile phones.

Address: 3rd floor, Centro Buranda  
Cnr Ipswich Rd & Cornwall St, Buranda  
Postal Address: P0 Box 6053 Buranda 4102  
Phone: (07) 3406 2300  
Freecall 1800 624 832 (for regional clients)  
Fax: (07) 3406 2399  
E-mail: [spot@health.qld.gov.au](mailto:spot@health.qld.gov.au)  
Website: [www.health.qld.gov.au/qscis/spot](http://www.health.qld.gov.au/qscis/spot)

## B. CENTRELINK

Centrelink is an Australian Government Statutory Agency, assisting people to become self-sufficient and supporting those in need.

All calls to these numbers are the cost of a local call (will cost more from a mobile phone).

Disability, Sickness and Carers: 13 2717  
Family Payments: 13 6150  
Employment Services: 13 2850  
Retirement: 13 2300  
Youth and Student Services: 13 2490  
Indigenous Call Centre: 13 6380  
Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

## C. COMMUNITY HEALTH SERVICES

Queensland Health provides a wide variety of statewide and community services. You can get advice on the best service for you to access by contacting Queensland Health's 13 HEALTH service line for the cost of a local call (will cost more from a mobile phone).

Phone: 13 43 25 84  
Website: [www.health.qld.gov.au/13health](http://www.health.qld.gov.au/13health)

QFinder is the online Queensland Directory of health and community services.

Website: <https://access.health.qld.gov.au/QFinder>

## D. CRS AUSTRALIA

CRS Australia assists individuals with injury, disability or a health condition to get a job or keep their job. CRS Australia can assist in managing the barriers to gaining employment. The Freecall number will cost more from mobile phones.

Freecall: 1800 277 277  
Website: [www.crsaustalia.gov.au](http://www.crsaustalia.gov.au)

## E. DISABILITY SERVICES QUEENSLAND

Disability Services Queensland (DSQ) helps people with a disability and their families to access support and services they need as they move through the different stages of their life. The Freecall number will cost more from mobile phones.

Freecall: 1800 177 120  
E-mail: [disabilityinfo@disability.qld.gov.au](mailto:disabilityinfo@disability.qld.gov.au)  
Website: [www.disability.qld.gov.au](http://www.disability.qld.gov.au)

## F. HOME AND COMMUNITY CARE (HACC)

The Home and Community Care Program (HACC) is a joint Commonwealth, State and Territory initiative. It funds basic maintenance and support services to frail older people and younger people with disabilities to continue living in their community.

Website: [www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)

### Commonwealth Carelink Centres

Free information about community aged care, disability and other support services. The Freecall number will cost more from mobile phones.

Freecall: 1800 052 222

Website: <http://www9.health.gov.au/ccsd/>

## G. HOUSING QUEENSLAND

The Department of Housing plays an important role in providing direct and indirect housing assistance and influencing the overall housing system in Queensland to improve people's lives through housing and community renewal.

Phone: 1300 880 882

Website: [www.housing.qld.gov.au](http://www.housing.qld.gov.au)

## H. LIFETEC QUEENSLAND

LifeTec Queensland provides information, education and consultation on how assistive technology can improve quality of life and maintain independence in the community.

### BRISBANE

Address: Level One, Reading Newmarket  
Cnr Newmarket and Enoggera Roads  
Newmarket QLD 4051

Postal Address: PO Box 3241  
Newmarket QLD 4051

Phone: 1300 885 886

Fax: (07) 3552 9088

Email: [mail@lifetec.org.au](mailto:mail@lifetec.org.au)

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

### TOWNSVILLE

Address: Domain Central  
103 Duckworth Street  
Garbutt, Townsville QLD 4814

Postal Address: PO Box 8280  
Garbutt, Townsville QLD 4814

Phone: (07) 4759 5600

Fax: (07) 4759 5688

## I. MACKAY AND DISTRICT SPINAL INJURIES ASSOCIATION

MDSIA is a not-for-profit organisation that provides services to people with spinal cord injury and other disabilities. Services include personal care services, transitional accommodation and respite care.

**Address:** 391 Bridge Road  
West Mackay QLD 4740  
**Phone:** (07) 4957 2180  
**Fax:** (07) 4957 2174  
**E-mail:** [mdsia@mackay.net.au](mailto:mdsia@mackay.net.au)  
**Website:** [www.mdsia.org.au/index.html](http://www.mdsia.org.au/index.html)

## J. MEDICAL AIDS SUBSIDY SCHEME (MASS)

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. The range of MASS aids and equipment is selected to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.

**Brisbane:** (07) 3250 8555  
**Mackay:** (07) 4968 3931  
**Townsville:** (07) 4775 8000  
**Cairns:** (07) 4050 3500  
**E-mail:** [mass184@health.qld.gov.au](mailto:mass184@health.qld.gov.au)  
**Website:** [www.health.qld.gov.au/MASS](http://www.health.qld.gov.au/MASS)

## K. SPINAL INJURIES ASSOCIATION (SIA)

The Spinal Injuries Association (SIA) is Queensland's peak body for people with spinal cord injury and people with the late effects of polio. SIA provides a range of services that empower the person with spinal cord injury in their homes, the workplace or the community. Services available include peer support, community advice, information services, personal support services, education services, advocacy, employment services and equipment loan services.

The Freecall number will cost more from mobile phones.

### BRISBANE

**Address:** 109 Logan Road  
Woolloongabba QLD 4102  
**Postal Address:** PO Box 5651  
West End QLD 4101  
**Phone:** (07) 3391 2044  
**Freecall:** 1800 810 513  
**Fax:** (07) 3391 2088  
**Email:** [enquiries@spinal.com.au](mailto:enquiries@spinal.com.au)  
**Website:** [www.spinal.com.au](http://www.spinal.com.au)

## L. SPINAL INJURIES ASSOCIATION (continued)

The Freecall number will cost more from mobile phones.

### TOWNSVILLE

**Address:** 488 Ross River Road  
Townsville QLD 4814

**Postal Address:** P0 Box 618  
Aitkenvale BC QLD 4814

**Phone:** (07) 4755 1755

**Freecall:** 1800 024 422

**Fax:** (07) 4723 8677

**Email:** [nqenquiries@apinal.com.au](mailto:nqenquiries@apinal.com.au)

## M. PARAPLEGIC BENEFIT FUND (PBF AUSTRALIA)

PBF Australia is a not-for-profit member-based organisation that aims to provide financial support for members who sustain a spinal cord injury.

The Freecall number will cost more from mobile phones.

**Address:** Level 2, 345 Anne Street  
Brisbane QLD 4000

**Postal Address:** GPO Box 9959  
Brisbane QLD 4001

**Phone:** (07) 3221 0933

**Freecall:** 1800 809 780

**Fax:** (07) 3229 7867

**E-mail:** [info@pbf.asn.au](mailto:info@pbf.asn.au)

**Website:** [www.pbf.asn.au](http://www.pbf.asn.au)

## N. QUEENSLAND ADVOCACY INCORPORATED (QAI)

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

QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs and right and lives of the most vulnerable people with disability in Queensland. QAI does this by engaging in systems advocacy work - through campaigns directed to attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

**Address:** Suite G2, Ground Floor  
Brisbane Transit Centre, Roma Street  
Brisbane QLD 4000

**Phone:** (07) 3236 1122

**Freecall:** 1300 130 582

**Fax:** (07) 3236 1590

**E-mail:** [qai@qai.org.au](mailto:qai@qai.org.au)

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

## O. CARERS QUEENSLAND

Carers Queensland is dedicated to supporting carers in Queensland through:

- the provision of information and support
- regional Carer Services Officers and
- counselling

Carers Queensland is also committed to advancing the recognition of the role of carers through ongoing advocacy, negotiation and communication with Government (at all levels), Service Providers and other Community Agencies.

The Freecall number will cost more from mobile phones.

**Address:** 15 Abbott Street  
Camp Hill QLD 4152  
**Phone:** (07) 3900 8100  
**Freecall Association:** 1800 242 636  
**Freecall Respite:** 1800 059 059  
**E-mail:** [cas@carersqld.asn.au](mailto:cas@carersqld.asn.au)  
**Website:** [www.carersqld.asn.au](http://www.carersqld.asn.au)

## P. QUEENSLAND TRANSPORT

Queensland Transport works closely with the Department of Main Roads, Queensland Rail, port authorities, other government departments, local governments, industry and the community to ensure a coordinated, consultative and integrated approach to addressing and resolving transport challenges.

Queensland transport can assist with information regarding:

- accessible public transport
- accessible regional bus stops
- disability parking scheme permits
- taxi subsidy scheme
- use of mobility aids on public transport
- transport concessions

**All enquiries:** 13 23 80  
**E-mail:** [ptaccessible@transport.qld.gov.au](mailto:ptaccessible@transport.qld.gov.au)  
**Website:** [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

## R. SPORTING WHEELIES AND DISABLED SPORT AND RECREATION ASSOCIATION OF QUEENSLAND

The Sporting Wheelies and Disabled Sport and Recreation Association of Queensland aims to enhance the lives of people with a disability through community engagement and education, sport and healthy activity.

**BRISBANE:**  
**Address:** 60 Edmonstone Road  
Bowen Hills QLD 4006  
**Phone:** (07) 3253 3333  
**Fax:** (07) 3253 3322  
**E-mail:** [mail@sportingwheelies.org.au](mailto:mail@sportingwheelies.org.au)  
**Website:** [www.sportingwheelies.org.au](http://www.sportingwheelies.org.au)

## R. SPORTING WHEELIES AND DISABLED SPORT AND RECREATION ASSOCIATION OF QUEENSLAND (cont)

Cairns: (07) 4033 1487  
Mackay: (07) 4953 1991  
Townsville: (07) 4721 4881  
Rockhampton: (07) 4938 3708  
Toowoomba: (07) 4632 7949

## S. TECHNICAL AID TO THE DISABLED QLD (TADQ)

TADQ (Technical Aid to the Disabled, QLD Inc) is a not-for-profit organisation and registered charity that provides technical support for people with disabilities.

TADQ takes requests from therapists and individuals to adapt or modify existing items, or to fully create new ones. This project work is done by highly-skilled Technical Volunteers for the cost of project materials and associated project costs.

**Address:** 10 Waterloo Street  
Newstead QLD 4006  
**Postal Address:** PO Box 2334  
Fortitude Valley BC QLD 4006  
**Phone:** (07) 3216 1733  
**Freecall:** 1300 663 243 (regional Qld)  
**E-mail:** [tadq@tadq.org.au](mailto:tadq@tadq.org.au)  
**Website:** [www.technicalaidqld.org.au](http://www.technicalaidqld.org.au)

## T. OTHER USEFUL CONTACTS

### QUEENSLAND

**BACKSTOP RESPITE CARE:** (07) 3825 6695  
[www.backstophouse.com](http://www.backstophouse.com)

Residential and in-home respite based in Petrie, Queensland.

**LEGAL AID QUEENSLAND:** 1300 651 188  
[www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

Legal representation, advice and information.

**QUEENSLAND LAW SOCIETY:** (07) 3842 5842  
[www.qls.com.au](http://www.qls.com.au)

Can assist in finding a solicitor who practices in a certain area of law.

## NEW SOUTH WALES

**LIFETIME CARE AND SUPPORT:** 1300 738 586

[www.lifetimecare.nsw.gov.au](http://www.lifetimecare.nsw.gov.au)

Provides treatment, rehabilitation and attendant care services to people severely injured in motor accidents in NSW, regardless of who was at fault in the accident.

**PROGRAM OF APPLIANCES** 1800 362 253

**FOR DISABLED PEOPLE:** [www.health.nsw.gov.au/initiatives/disabilityequipment](http://www.health.nsw.gov.au/initiatives/disabilityequipment)

The Program of Appliances for Disabled People (PADP) is a NSW Government program to assist eligible residents of NSW who have a life-long or long-term disability to live and participate within their community by providing appropriate equipment, aids and appliances.

**PARAQUAD NSW:** 1300 886 601

[www.paraquad.org.au](http://www.paraquad.org.au)

Provides a range of services to people with spinal cord injuries in NSW.

### **NSW STATE SPINAL CORD INJURIES SERVICE**

The NSW Spinal Outreach Service offers Medical Specialist and Multidisciplinary clinics (including Nursing, Occupational Therapy, Physiotherapy and Social Work) for people who have sustained a Spinal Cord Injury living in rural areas of NSW. Medical specialists attend from the Spinal Units of the Prince of Wales Hospital, Royal North Shore Hospital and Royal Rehabilitation Centre, in addition to the Spinal Outreach Service, and are funded by the Medical Specialist Outreach Assistance Program (MSOAP). The Spinal Outreach Service also provides consultative support and education to rural clinicians caring for patients with spinal cord injury.

<http://www.health.nsw.gov.au/gmct/spinal/index.asp>

## NATIONAL

**SPINAL CORD INJURIES** 1800 819 775

**AUSTRALIA:** [www.scia.org.au](http://www.scia.org.au)

Provides a range of services to the community and people with spinal cord injury in the areas of prevention, care and cure.