



## Genetic Support Council of WA Inc

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### Resource guide for families

Knowing where to access information, services or support can play a vital role in optimising day-to-day quality of life. The Resource Guide for Families outlines services that may be of assistance and how you may access them. This is not a comprehensive list but will help families who have had difficulty locating services and resources when the need arises.

#### Do I need advice from other professionals?

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Physiotherapy can help with moving and breathing	(08) 9389 9211 1300 306 622
Speech Pathology can help with speech, swallowing and feeding	(08) 9450 8281
Occupational Therapy can help with developing independence with everyday tasks	(08) 9388 1490

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#### I need advice or support after hours... who can I call?

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LifeLine provides 24hrs telephone counselling line	13 11 14
Bush Crisis Line & Support Services provides confidential 24 hour telephone debriefing for remote and rural health practitioners and their families	1800 805 391
Can-Survive HOPELINE is a service run by volunteers who are survivors of, and/or were primary carers for a family member with a serious illness	1300 364 673
Carers Counselling Line provides confidential counselling services helping you to discover effective ways of coping with the everyday challenges of caring	1800 007 332
RURAL LINK provides a dedicated after-hours mental health counselling service	1800 552 002 TTY: 1800 022 226
SOUTH WEST 24 provides a fully confidential 24hrs, 7 days a week counselling	1800 555 336 TTY: 1800 022 226
Perth Home Care Services provides crisis care support service available 24hrs, 7 days a week, free of charge	(08) 9204 7801

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Ph: 08 9389 6722 Fax: 08 9389 9377 Email: info@geneticsupportcouncil.org.au Web: www.geneticsupportcouncil.org.au

## I need more information... who can I ask?

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Disability First Stop directs you to appropriate agencies, includes providing information, supported referrals to relevant services, provision of professional advocacy support, self help, access to counselling and interpreters (08) 9386 6477  
1800 193 331  
TTY: (08) 9386 6451

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Genetic Support Council of WA provides practical support and information for individuals and families living with a genetic condition (08) 9389 6722

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## English is not my first language... who can help me understand?

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Ethnic Disability Advocacy Centre provides information and advocacy to ensure ethnic people with disabilities and their carers gain equitable access to services (08) 9388 7455  
1800 659 921

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Translating and Interpreting Service (TIS) provides translations 24hrs, 7 days 131 450

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Yura Yungi Aboriginal Health Service provides primary health care (08) 9168 6266

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## What community resources can I access?

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A genetic consultation can help you make informed decisions about your own health and the health of your family (08) 9340 1525

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Genetic Paediatric Service provides information on childhood genetic conditions (08) 9340 1625

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Local Council - Look in the phone book or local newspaper for contact details

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Genetic Support Council of WA provides practical support and information for individuals and families living with a genetic condition (08) 9389 6722

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Community Health Services (HealthInfo) provides information and referral service relating to public health issues, agencies and services 1300 135 030

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Kalparrin assists families and carers of children, of any age, with any disability or special need by providing practical and emotional support 1800 066 413  
(08) 9340 8094

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Disability First Stop directs you to appropriate agencies, includes providing information, supported referrals to relevant services, provision of professional advocacy support, self help, access to counselling and interpreters (08) 9386 7513  
1800 193 331  
TTY: (08) 9386 6451

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## How can I make my home more liveable?

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Independent Living Centre is a advisory line with professional information and advice, equipment information, assessment and training, including a Country Services Mobile Unit	Equipment & Technology 1300 885 886 Respite 1800 052 222 <a href="http://www.ilc.com.au">www.ilc.com.au</a>
Technology Assisting Disability WA Inc (TADWA) provide services to improve quality of life through the application of technology and skills, including modified/adaptive equipment and technology, home visits and advocacy	(08) 9379 7430
Occupational Therapy department at Princess Margaret Hospital for Children and Sir Charles Gairdner Hospital can assist independent living	(08) 9340 8222 (08) 9346 2855
Physiotherapy department at Princess Margaret Hospital for Children and Sir Charles Garidner Hospital can assist with movement and independent living	(08) 9340 8222 (08) 9346 2855

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## Do I need specialised equipment at home? How will I pay for it?

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Commonwealth Carelink Centre is the central resource for people seeking information about community based services who provide care and support	1800 052 222
Lotterywest Disability Equipment Grants is managed by the Independent Living Centre and provides grants to help you live more independently	(08) 9340 5270 Country 1800 655 270 TTY: (08) 9340 5236
Independent Living Centre is a advisory line with professional information and advice, equipment information, assessment and training, including a Country Services Mobile Unit	(08) 9381 0608 1300 885 886 <a href="http://www.ilc.com.au">www.ilc.com.au</a>

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## How do I make future plans for education?

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Resource Unit for Children with Special Needs (RUCSN) provides support services, resource library and training to help carers, parents, families and students to understand and meet the needs of children with special needs	(08) 9249 4333  <a href="http://www.rucsn.org.au">www.rucsn.org.au</a>
Disability Services Commission advances quality of life for people with disabilities, advocacy and support	(08) 9426 9200 Country 1800 998 214 TTY: 9426 9315
Department for Education, Science and Training, visit <a href="http://www.dest.gov.au">www.dest.gov.au</a>	1300 363 079 TTY: 1800 554 609
Inclusive Education: support for students with disabilities and diverse learning needs. Inclusive Education Teams Supporting the Service Areas: <ul style="list-style-type: none"><li>• Canning, Albany, Goldfields, Esperance (08) 9311 0500</li><li>• West Coast, Midwest, Pilbara (08) 9406 7300</li><li>• Swan, Midlands, Kimberley (08) 9442 6666</li><li>• Fremantle/Peel, Bunbury, Narrogin, Warren-Blackwood (08) 9336 9563</li></ul>	Central Office (08) 9264 4111

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### **Are there financial benefits available for my child?**

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Commonwealth Carelink Centre is a central resource for people seeking information about community based services who provide care and support 1800 052 222

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Centrelink, ask to speak to their social worker about Carer's Allowance 13 1794

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### **I need time out! How do I arrange this?**

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Carers Association of WA provides support and services to family carers through information and resources, education, training, counselling, social support, advocacy and representation 1300 227 377

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National Respite Call Number provides access to home and community respite 1800 052 222  
Emergency Respite: 1800 059 059

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Perth Home Care Services provides crisis care support service available 24hrs, 7 days a week, free of charge (08) 9204 7801

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People With Disabilities advocates and represents the needs, rights and equality of all West Australians. Promotes advocacy to individuals, information and referral, lobbying, community education and disability awareness (08) 9386 6477  
TTY 9386 6451  
1800 193 331

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### **I was not satisfied with my appointment... what can I do about it?**

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A genetic consultation can help you make informed decisions about your own health and the health of your family (08) 9340 1525

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Genetic Support Council of WA provides practical support and information for individuals and families living with a genetic condition (08) 9389 6722

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Health Consumers' Council advocate on behalf of consumers to doctors, other health professionals, hospitals and the wider health system (08) 9221 3422  
1800 620 780

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### **How can I contact other parents in similar situations?**

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Genetic Support Council of WA can put you in touch with specific support groups or connect with individuals through the Link Line service (08) 9389 6722

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**For more information about anything you read on this resource guide please call?**

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Genetic Services of Western Australia provides a genetic consultation (08) 9340 1525

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Genetic Support Council of WA provides practical support and information (08) 9389 6722

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