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Producuced with funding from NSW Department of Ageing, Disability and Home Care

Thank you to The Archer Foundation for making this resource possible

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INTRODUCTION

Back on Track is a resource for you. It has been designed to provide you with a way to store all the information and contacts you will need to manage the aspects of your life relating to your spinal cord injury.

We have included basic information and contact details for you, but Back on Track is a resource you can build on in your own time and with relevance to your own needs. It is not intended to be a complete guide of all services; it is designed to answer many of the most frequently asked questions and address the most common concerns facing people who have experienced a spinal cord injury.

As much as possible, the information included is written from the point of view of the person asking the questions. The information we have provided falls into three main areas:

- fact sheets that provide answers to the most frequently asked questions for our Peer Support Officers and Information Team;
- contact details and information sources covering support for you and your family members and carers; and
- details on the range of services and support provided through Spinal Cord Injuries Australia.

We hope that this information will provide you with the foundation you need to manage your return to the community. You will also receive information from the health professionals assisting you through the rehabilitation phase of your injury and this can also be added. This should include details on specific aspects of your condition, details on the equipment that you will require and relevant community health services.

Back on Track is designed specifically so that it will become a useful tool for each individual. Additional information can be added with ease and space has been allocated on each page for individual contact details or notes to be included.

While every effort has been made to ensure that details included are completely accurate at the time of printing, we recognise that this information can often change over time. The details included will be updated regularly with the latest version available on our website @ www.scia.org.au/publications. Feel free to download any updates or copy the information to pass on to others. We also keep a regularly updated list of hot topics and helpful hints on our website and through our web forum.

We sincerely hope that the information included in Back on Track offers you support and assistance. Our aim is to be there when you need us, now and into the future, to assist with individual support or to help in eliminating the barriers within the community that prevent true independence. We also welcome any feedback or suggestions for additional information, resources or services to be included. Please contact SCInfo on 02 9661 8855, 1800 819 775 or email information@scia.org.au.

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DAY-TO-DAY

Community Services

What services are available in my local community?

The following organisations are typical to many local government areas and provide information and services to people with a disability.

Community Transport

Where conventional public transport systems are not generally viable or appropriate, community transport provides access to a range of activities and services including recreational facilities, shopping centres and medical appointments. In most cases a nominal fee will need to be paid. The Community Transport Organisation (CTO) 02 9635 8980 has a list of NSW operators on its website www.cto.org.au.

Meals on Wheels

The NSW Meals on Wheels Association is the peak body for Meals on Wheels services across the state. Volunteers deliver a range of products including hot, frozen and/or cook-chilled main meals, breakfast and snack items. Other support services include shopping assistance, food preparation lessons and resources for members. Contact (02) 8219 4200, www.mealsonwheels.org.au A list of towns served by Meals on Wheels can be found at www.kmow.org.au/mow.html or.

Neighbourhood/Community Centres

Neighbourhood or community centres support the needs of their local residents and can be found in most council areas. The centres are generally run by volunteers and offer a variety of services and information which may include respite programs, transport, information directories, support groups, counselling, educational and recreational courses, home maintenance services and computer access.

Disability Resource Centres

These centres give resources and support to people with all types of disabilities, their families, carers and networks. Services vary between centres and may include advocacy, referral, libraries, local publications and information databases.

Local Councils

Supporting their residents with disabilities, local councils provide a range of services which may include:

- access committees to provide a forum for discussion and recommendation to Council on local access and equity issues;
- resource personnel such as Disability Development Workers and Disability Information Officers;
- publications such as access maps, service directories and guides to facilities



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and leisure activities; and

• library services such as access assistance within the facility and free delivery of borrowed resources.

Further Information

Local Government Directory— www.dlg.nsw.gov.au/dlg/dlghome/dlg_LocalGovDirectory.asp.

Commonwealth Carelink—1800 052 222, www9.health.gov.au/ccsd.



back on track. BLADDER, BOWEL, INCONTINENCE

	BLADDER, BOWEL, INCONTINENCE
notes.	Continence Products
	What are my entitlements?
	From 1 July 2010 the Continence Aids Payment Scheme (CAPS) replaces CAAS. It is an Australian Government program that assists eligible people who have permanent and severe incontinence due to a neurological condition to meet som of the costs of continence products.
	CAPS provides a direct payment of \$489.95 per year for the purchase of continence products. The products can be bought from any supplier.
	How do I apply?
	Obtain an application form from www.bladderbowel.gov.au or by calling Nationa Continence Helpline 1800 330 066.
	Purchasing products?
	You can purchase from the supplier of your choice, including disability product stores or your local pharmacy. Call 1800 330 066 for a list.
	Shop wisely to make sure that your allowance lasts as long as possible. Ordering in bulk for a longer period will save on delivery costs.
	Some products are available free under the Pharmaceutical Benefits Scheme. They are supplied by the Paraplegic and Quadriplegic Association in each state and territory. Make sure that you are not using your allowance to purchase thos items.
	After your first few weeks at home it may become apparent that you require mo or less of certain products. Adjust your list accordingly so you are not using you entitlement on unnecessary products.
	It may be beneficial to place orders more frequently at first, perhaps monthly, until you are using a standard list of products. A larger order to cover your need for several months could then safely be placed.
	I have used up my entitlement and need more products
	In NSW a limited range is available free of charge from PADP (Program of Appliances for Disabled People) to those eligible. See www.health.nsw.gov.au/policies/pd/2005/pdf/PD2005_563.pdf.
	PADP will insist that your CAPS funds have been entirely used.
	Further Information
	CAPS/CAAS—www.bladderbowel.gov.au/furtherinfo/caas.htm.
	National Continence Helpline, a free information and referral telephone service for people affected by incontinence—1800 330 066.
	Continence Foundation of Australia—Contact 02 8741 5699 / 1800 330 066.



MATOR

back on track. BLADDER, BOWEL, INCONTINENCE

Master Locksmiths Access Key (MLAK), provides 24 hour access, for people with a disability, to public toilets fitted with an MLAK lock. It operates predominantly at this stage in NSW—contact the Master Locksmiths Association of Australasia 1800 810 698 for your nearest key supplier and SCIA 1800 819 775, 02 9661 8855, www.scia.org.au/mlak for a list of facilities where the key can be used.

Paraquad NSW—for continence advisers contact 02 8741 5600.

Catheter Management

Who will change my catheter when I return home?

A registered nurse from your local health service will change your catheter in your own home. Your discharge nurse or unit CNC (clinical nurse consultant) will organise initial contact on your behalf.

How often will it be changed?

Catheters are generally changed every four to six weeks. If you are experiencing regular blockages your nurse may advise more frequent changes and/or trying a different type of catheter.

What do I need to provide when the nurse changes my catheter?

Generally you must provide:

- the replacement catheter,
- the bag/appliance you attach to it, and
- any other product specific to your personal needs e.g. a catheter anchor device.

Contact your local home nursing service prior to your first catheter change to find out what else you will need to supply. They may provide a catheter change kit inclusive of a dressing pack, saline, syringes, KY gel, water for injection, sterile gloves and apron. However, you may be required to supply some or all of these items.

What if my catheter blocks between changes?

Your area health/home nursing service does not provide emergency call-outs. A blocked catheter is a serious matter that requires immediate attention at the emergency/casualty department of your local hospital. Ambulance staff will monitor your condition en route to hospital, however they will not change the catheter.

Further Information

CareCure Community, an SCI online forum with a dedicated section to seek advice on suprapubic catheter concerns—http://sci.rutgers.edu/forum.

Bladder and Bowel Foundation, a comprehensive list of questions and answers regarding suprapubic catheter management—

www.bladderandbowelfoundation.org/bladder/methods-of-management/catheters/suprapubic-catheters/what-is-a-suprapubic-catheter.htm.

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Managing the Plumbing

Regardless of your hand function or chosen attire there are a number of equipment options available which will assist you to access and empty your own catheter bag.

Flip flow or Staubli valve with no leg bag

Advantages:

- tubing discreetly positioned underneath clothing; and:
- no leg bag or straps to care for or replace.

Disadvantages:

- more frequent toileting may be required than other options depending on bladder capacity; and
- the flip flow valve may be difficult to open/close for those with limited hand function.

Leg bag on/around the thigh

Advantages:

• short tube or sports leg bag is discreetly positioned underneath shorts, skirts or dresses.

Disadvantages:

- clothing may have to be altered to allow access to emptying mechanism; and
- caution must be taken to ensure consistent drainage when wheelchair is in reclined position.

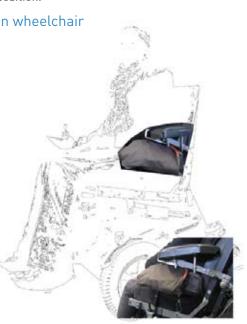




Leg bag is inserted in a customised material cover with velcro or zip opening and attached to the side of a thigh support or armrest. Bottle is placed in a frame attached under the wheelchair seat.

Advantages:

- container easily disguised and accessible;
- container or tube is not visible under clothing;
- same device attached irrespective of type of clothing worn: skirts, shorts or long pants; and





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back on track. BLADDER, BOWEL, INCONTINENCE

large bottle does not require frequent emptying.

Disadvantages:

- customised covers and frames required to disguise bags;
- handling of bag cover may be difficult for those with limited hand function;
 and
- caution must be taken when positioning bag and bottle to ensure consistent drainage.

Electric or manual remote leg bag emptier

The standard electric leg bag emptier uses the electric wheelchair batteries (24 volts). A small, lightweight valve connects to the bottom of the leg bag.

The manual remote type fits all wheelchairs and uses a spring loaded cylinder. There are lever and ring pull versions.

The release mechanisms used to operate either emptier can be located anywhere on the wheelchair.

Advantages:

- can be emptied in a urinal or suitable outdoor environment; and
- large buttons easily operated by those with limited hand/arm function.

Disadvantages:

remote leg bag emptiers are very expensive.

Further Information

A range of leg bags and accessories is available from Intouch Direct, BrightSky Australia or direct from many other suppliers.

Intouch Direct—1300 134 260, www.intouchdirect.com.au.

BrightSky Australia—1300 886 601, www.brightsky.com.au.

Electric Leg Bag Emptiers

www.emptiers.com www.rdequipment.com www.wheelchairs.com/legbag2.htm www.superquads.com/LegbagEmptier.html www.wheelchairparts.net/index.html

Remote Leg Bag Emptiers

www.wheelsunlimited.com/legbagvalve www.jb-3.com

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EDUCATION

A person with a disability has a right to study at any educational institution in the same way as any other student.

Is assistance available at TAFE colleges and universities?

Technical and Further Education (TAFE)

Specialist teacher/consultants ensure that students with disabilities have equal access to education and training. Services provided include:

- assistance with the enrolment process;
- determination of classroom support and assessment modifications;
- tutorial support and adaptive technology; and
- a note-taker or disability assistant.

TAFE NSW—Information Centre 13 1601 or Disability Programs Unit 02 9244 5085. Teacher/disability consultants can be contacted through www.tafensw.edu.au/students/support/disabilities.htm.

Open Training & Education Network (OTEN)

For tertiary distance education courses contact 02 9715 8000 (general enquiries); 02 9715 8333, 1300 362 346 (for course information), 02 9715 8601, 1300 362 890 (for support for people with disabilities); www.oten.edu.au.

Universities

Disability officers provide services and recommendations of adjustments for students with disabilities. Assistive technology labs and specialist tuition in assistive technology are available at many campuses.

Other support services include:

- note taking assistants
- exam adjustments
- library support personnel
- reasonable access provisions

Further Information

Australasian Network of Students with Disabilities (ANSWD), a student organisation seeking to achieve equality, access, and representation of students with disabilities in the tertiary education sector—www.answd.com.

University Admissions Centre (NSW & ACT)—02 9752 0200, www.uac.edu.au or for information about alternative entry schemes www.uac.edu.au/admin/schemes.html.

Open Universities Australia, flexible online study options in the arts, business, education, health, information technology, law and science—Student Advisers 03 8628 2555 or for general information 03 8628 2500, www.open.edu.au



What if my local college is not wheelchair accessible?

"... Education providers are under a positive obligation to make changes to reasonably accommodate the needs of a student with a disability." (Section 32 of the Disability Discrimination Act).

Discuss your needs with a disability officer at your institution of choice and, if adequate time is given, your needs should be met. Specific room allocations or ramped entries may be minor adjustments the institution can easily make.

What are Community Colleges?

Fifty-nine not-for-profit community colleges across NSW provide adult and community education. Courses are offered on a part-time basis and may be conducted as weekly sessions or over one or more weekends. Whilst most courses are of a general interest nature, a selection e.g. PowerPoint Essentials, Senior First Aid and Front-Line Management are accredited courses. Many community colleges also offer online courses.

The variety of study options includes:

computing drama languages business sports cooking

photography arts and crafts public speaking

home and lifestyle

Is assistance available at a Community College?

Unfortunately, disability officers/assistants are not readily available, however the principal or course coordinator at your local college may be able to partly accommodate your needs.

Further Information

Community Colleges NSW—www.communitycolleges.nsw.edu.au.

NSW Department of Education and Training, for information on disability programs in public education and training—02 9561 8000.

Scholarships:

Golden Stave Foundation (for students with SCI)—ParaQuad NSW 02 8741 5600, www.paraquad.org.au.

Thomas Hepburn Lennox Scholarship Trust (for past or present clients of Northcott Disability Services)—02 9890 0100.

NRMA Insurance (administered by ParaQuad NSW; for students with an acquired SCI living in NSW)— ParaQuad NSW 02 8741 5600; www.paraquad.org.au.

I am resuming studies. What are my Centrelink entitlements?

Depending on age and study load one of the following entitlements will be applicable: Disability Support Pension, Youth Allowance, Austudy or ABSTUDY.

In addition the following payments are also available:

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- Pensioner Education Supplement, an ongoing payment to assist with full-time or part-time study, which is not subject to an income or assets test.
- Education Entry Payment, a one-off taxable payment to assist with the
 costs of returning to study. From 24 March 2009 an additional nontaxable
 supplement is available to students enrolling between 1 January 2009 and
 30 June 2010. Eligibility: recipients must be in receipt of a Disability Support
 Pension.
- Mobility Allowance, a fortnightly payment to assist with transport costs.
 Eligibility: those with a disability aged 16 or over who are not able to use
 public transport without substantial assistance and need to travel to and
 from their home as part of their work, training, job seeking or volunteering.
 It is a requirement that recipients are engaged in at least 32 hours of those
 activities over a 4 week period.

Contact Centrelink for entitlement eligibility, payment rates and application procedures. 13 2717, www.centrelink.gov.au.



EMPLOYMENT



There is a number of things you should be prepared for on the return to work after rehab; the first one is job access so you are able to carry out your new or old role.

It is beneficial to have your rehab occupational therapist look at the premises and start providing you with ideas for your return to the

workplace. It was beneficial for me and my place of work as they were able to put me in touch with a government organisation called Job Access. They reviewed the place of work and the occupational therapist's report of proposed modifications, approved them and then paid for them. Various things they looked at were access into my office and toilets. They sorted out the locks and alarm heights, threshold ramps and importantly a new desk, which is a variable height desk.

The next thing was to engage a return to work coordinator. They are good because they have often encountered the issues that you will be confronted with like time management. They will also research things like where you can participate in physio and hydro and they will make all the necessary appointments so you will still be able to carry out your preferred activities. They can give you someone to communicate your needs to your boss if required. They also understand your needs very well and the need to gradually re-enter the workplace. They are also good at making recommendations on computer software and hands free office phones etc.

If you are like me, you think that you can do anything and you believe that you will be able to return to work as you were before the accident. Well you will soon learn that it is more difficult than you think. Everything you now do needs to be planned, unlike the last nine months or so of hospital and rehab, where your day was planned for you and the biggest thing you thought about was what time will they get me up in the morning. It then comes to where you need to arrange everything for yourself from the carers to be on time, taxi or transport to and from work, your working day, time for your rehab, cooking, your general house work as well as

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	socialising with your friends. All this and trying to do your 40 hours a week at work! It takes it out of you in more ways than you think. I
notes.	was getting home and going straight to bed as I was that mentally exhausted and it was a lot more difficult than I would have ever anticipated. However it is also the most rewarding thing to get back to something close to normality and the hard work is well worth it.
	I strongly recommend the experience but pace yourself not to burn out.
	Karl
	I would like to return to work. What sort of help is available?
	Return to work advisers are available to visit anyone with a disability at any stage of their return to work process. This can be in a hospital, home or community setting. They will provide assistance in areas such as resume writing, interview skills, workplace assessments and post-employment support.
	I am returning to my previous employer. Can a consultant liaise with them on my behalf?
	A return to work adviser will discuss your needs and negotiate necessary contract amendments and workplace modifications with your employer. The adviser will provide transitional and ongoing support to both you and your employer.
	Are employers entitled to financial assistance for workplace modifications?
	The Government's Workplace Modifications Scheme assists employers to accommodate employees with a disability in their workplace. For more information, including eligibility criteria, contact a JobAccess Adviser 1800 464 800, www.jobaccess.gov.au.
	I want to seek employment independently. Where can I look?
	Contact the Jobseeker Hotline for people with disabilities 13 6268 or search general employment vacancies at www.jobsearch.gov.au, www.workplace.gov.au, www.seek.com.au, www.careerone.com.au, and www.mycareer.com.au.
	I am interested in volunteer work and retraining. Who can I talk to?
	Information and advice on pre-employment activities such as volunteer and course work can be obtained from return to work advisers. Websites dedicated to volunteering opportunities include www.volunteer.com.au, www.volunteers.org.au, and www.govolunteer.com.au.
	Am I entitled to any Centrelink benefits if I return to work?
	Mobility Allowance is available for those with a disability aged 16 or over who

are not able to use public transport without substantial assistance and need to



travel to and from their home as part of their work, training or job seeking. It is a requirement that recipients are engaged in at least 32 hours over a 4 week period of voluntary work, paid work, self employment, training or any combination of these. Contact Centrelink 13 2717, www.centrelink.gov.au.

Further Information

Commonwealth Rehabilitation Service—1800 277 277, www.crsaustralia.gov.au.

Disability Employment Network Program—for a JobAccess Adviser 1800 464 800.

SCI Workforce Australia—02 9356 8064, www.sciworkforce.com.au.

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EQUIPMENT

I have a high level spinal cord injury. Where can I purchase equipment for independent use?

Technical Solutions Australia manufactures commercial and custom-designed assistive technology equipment. Hands-free/single switch operated products include a mobile phone, Pentax camera and Apple ipod. Contact 03 9737 9000, www.tecsol.com.au.

Technical Aid to the Disabled (TAD) provides a custom-designed aids service. Frequent requests are received for accessible workstations for computers, remote controls and telephones. Contact 02 9912 3400, www.technicalaidnsw.org.au.

Technability is a business unit of the Spastic Centre and provides technologies for communication, computer access and environmental control. Contact 02 9975 8419 or 02 9975 8418, www.technability.com.au.

Northcott supplies the 'M Stick' mouth stick and 'Neater Eater' independent feeding machine. Contact 02 9890 0100, www.northcott.com.au.

Ability Technology offers advice and assessments for assistive technology products and sells computer and environmental control equipment. Contact 02 9907 9736, www.ability.org.au.

Independent Living Centres list a wide range of aids for daily living on their product database including head pointers, feeding and drinking devices. See www.ilcaustralia.org.

Adret Gibs Ltd, a UK-based company, sells a freestanding drink canister that has a built-in straw that stays in place, www.drinkup.uk.com.

Drink pouches, such as the Camelbak, suitable for hanging on the rear of the wheelchair can be purchased from most bicycle suppliers.

Automatic doors can be purchased from many door and security companies. Custom designed touch pads and sensor remotes are available from Technical Solutions Australia. Contact 03 9737 9000, www.tecsol.com.au.

Electric Leg Bag Emptier—www.integratedrehabsystems.com.

What options are there for getting in to my house and to keep it secure?

There is a range of devices to enable everyone, regardless of their level of function, to independently access their front door and to allow others to enter.

The scenarios to consider are:

- A person who has carers come into the house but who can't open the door for them from inside.
- A person who can't use a key to unlock the door.
- A person who can't operate a door at all.

In all of these the main concerns are to be independent, to be safe, to maintain privacy and to keep the home and possessions secure. At the same time visitors



must be able to enter—attendant carers, family and friends might need to let themselves in; others may need access occasionally or in an emergency.

Whatever the circumstances a secure and safe access option is available.

Access Control of Your Entry Door

How can I safely store a door key around my home?

Wall mounted or padlock style key lockboxes are simple and safe external key storage devices. They are reasonably tamperproof with a typical storage capability of one to five keys. One pin code is required to open the device and extract the key, although this is easily re-programmable.

www.keycabinets.com.au, www.australianlocksupplies.com.au.

Is there a device to help me hold a key?

Handle style key holders are ideal for those with a weak grasp. The built-up handle accommodates up to two keys which can be locked into separate positions.

www.comfortdiscovered.com.au, www.physicalhealthonline.com.au.

'Finger hole' style key holders are ideal for those with limited hand function. They are available in a standard size or can be custom fit to the user's hand.

www.technicalaidnsw.org.au, www.masterlocksmiths.com.au.

Are automatic doors available for residential premises?

Automatic entry systems are available as either professionally fitted or self installation units. Door activation can be via a wall mounted or handheld remote control, numeric keypad, proximity card or keytag (ideal attachment for a wheelchair, walker or pet). Assistive technology adaptations include sip and puff, switch and button controls.

www.smartaccesssystems.com.au, www.tecsol.com.au.

How can I safely allow carers in?

Are card entry systems available for residential premises?

Swipe card access units are available as standard style door handles, or with more complex LCD displays and computer integration. A typical residential door user capacity is 15+ cards which are easily activated or cancelled as required. Restricted time and date access for nominated card holders can be programmed on some units.

Proximity cards operate in much the same way as swipe cards and have the added advantage of not requiring direct unit contact for door activation. The card, typically mounted on a wheelchair, activates the door when the user moves within a preset distance. A number of program options are available: automatic opening during frequent pedestrian activity, automatic opening from inside only, timed/restricted access for nominated card holders etc.

www.signaturesecurity.com.au, www.electrocom.com.au, www.nssgroup.com.au.



notes.	What is a safe way of enabling attendant carers to enter my house when I am in bed?
, (O (O)	Pin code and fingerprint entry systems are ideal for households accommodating multiple family and staff members. The typical storage capability is approximate 75 pin codes and up to 150 fingerprints which can be easily added, amended or deleted as required.
	www.locksgalore.com.au, www.fingeraccess.com.au, www.fingerprintlocks.com.au.
	How do remote control systems work?
	Remote controlled security door locks typically release a locking mechanism, requiring the user to then manually open the door. The remote device has an operating range of 5-20 m and has the capacity to activate multiple doors. Many remote-control units contain a single key storage and can be programmed for up to 30 users. Combination key-card-remote units are available.
	www.ucanc.com.au, www.eztrend.com.au.
	Can an entry door be opened with an environmental control unit?
	Environmental control systems enable users with limited function to independently operate a range of equipment and appliances, including access doors. The system requires an appropriate switch or activation method, an environment controller and the device that operates the home appliance. Voice-activated environmental control is possible with Dragon Naturally Speaking.
	www.tecsol.com.au, www.abilitytech.com.au.



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PERSONAL CARE

Care Agencies

How do I choose a carer or care agency?

If you will require personal care when you return home, choosing the right agency or method of employing carers is a vital decision. The first move towards making this decision is to consider the following:

Can I be involved in the administration and control of my care package?

You may choose to have total control of choice, rostering, replacement and payment of carers. For some people, selecting an agency that will perform all these functions is more desirable. For many the level of involvement will lie somewhere in the middle or it may be restricted by the funding options available.

Method of funding

Variation in options

Private

Total control. You will be able to hire your own staff and thereby take full responsibility for their employment and insurance cover or you can hire staff through an agency.

Insurance

Restricted to the care agencies authorised by the insurer.

Lifetime Care and Support Scheme

Restricted to the care agencies authorised by the LTCS, which currently is available to people who have an injury as a result of a road related accident.

Attendant Care Program

Priority for this program is that people can manage their own care and are under 50 years of age. It is restricted to the care agencies authorised by the Department of Ageing, Disability and Home Care (DADHC). The level of client control and management will vary from agency to agency. DADHC also operates a program in which clients receive their own funding and are responsible for full control and management of their care.

Home Care High Needs Pool

Only Home Care staff, although they have a range of approved private providers that they broker to. People over the age of 50 receive high priority.

Community

Options

Restricted to their own staff and workers from agencies to which they broker.

What should I look for when choosing an agency?

- Ask the agency if you can be involved in any of the tasks involved in the selection, rostering and replacement of staff. If you are certain about the tasks you want involvement in and the level of that involvement, make sure the agency confirms that this is in line with the way they operate. If you are unsure at this stage, find out if there are opportunities over time for you to become more (or less) involved.
- Cost of the service—this will only be appropriate if you are paying for the care

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yourself. Most government funded schemes provide a set rate of payment for personal care services.

- Does the agency have enough carers already or will they need to employ separate carers? The answer to this will depend on a number of things:
 - » whether the agency covers a restricted geographic area or whether they are statewide or even nationwide;
 - » whether you want a team of carers that are yours and do not do other work; and
 - » whether the agency has other clients who require a high level of physical support.
- Number of carers—generally it is wise to have at least two carers so that you
 will have back up in case one becomes ill. As a general rule, one carer per 10
 hours of support per week. This also provides variety in terms of the people
 with whom you have contact.
- Who provides the training? In most cases agencies will have responsibility
 for ensuring that their staff have the capabilities required to perform their
 duties. It is important that they will allow you to direct the carers within your
 own home
- What does the agency do to maintain confidentiality? Does the agency enforce this among workers?
- Are carers allowed to undertake other tasks? Most agencies will have certain
 restrictions on their staff such as light housework only, household tasks
 such as laundry will be restricted to your needs rather than the entire family
 etc. Most will also not allow workers to undertake household maintenance
 tasks such as mowing lawns, washing high or external windows or cleaning
 gutters. Find out how the agency feels about these tasks or what alternate
 arrangements can be made—some agencies will allow you to use your
 support hours to hire a mowing service for example.
- What happens if a carer is sick and needs to be replaced? Find out if the
 agency will involve you in this process—they may call you first to see whom
 you would recommend as a replacement. Agencies should always advise you
 of any changes to your care roster.
- Whom do you contact after hours if there is an emergency and how does this service operate?
- Complaint procedure: Whom do you call? What process will occur? How will you be advised of the resolution?
- Are there restrictions in terms of medication, catheter changes etc? Personal care workers are usually restricted to non-nursing tasks. This means that medication is often dispensed only through a blister pack. Find out what the agency guidelines are.
- Outings: Some agencies will not allow personal carers to provide support
 outside the home. There may also be issues around transport—can workers
 use their own cars? Can they drive your vehicle? Can they travel with you
 by taxi? If you want to travel with a carer, what are the agency guidelines or
 restrictions?
- Equipment provision: You will have your own equipment such as a commode and hoist but workers will also require gloves, disinfectant, hand towels etc. In most cases agencies will provide OH&S equipment such as gloves or shower aprons. Make sure you understand who will pay for this.



Does the agency undertake a criminal record check for employees?

What do I look for when choosing staff?

- What attitude does the worker have towards a person with a disability and personal care work?
- What understanding or experience do they have in personal care?
- What value does the worker place on reliability and punctuality?
- Will they maintain confidentiality and not discuss you or your care with other people?
- What is their availability? Does other work take precedence? Are they likely to be restricted because of family involvement? Are they willing to take on additional shifts should another carer be ill or on leave?
- Will they have respect for your home and belongings?

Further Information

Attendant Care and Physical Disability Unit (at DADHC)—02 9374 3612 or 02 8270 2000, www.dadhc.nsw.gov.au.

Lifetime Care and Support Scheme—1300 738 586, www.lifetimecare.nsw.gov.au.

Home Care Service of NSW—Sydney metropolitan area contact 1800 350 792, Hunter and Central Coast contact 1300 881 144, www.dadhc.nsw.gov.au. For other areas call Commonwealth Carelink 1800 052 222, www9.health.gov.au/ccsd.

Respite

What is respite?

Respite is a term commonly linked to a range of solutions around one central problem—every now and then, people need to have a break form each other's company and the dependence they have on each other.

This need for a break occurs in every relationship and the more intense the dependency on each other, often the greater is the need for some formal assistance in creating the respite.

Respite can take many forms:

- It can mean that an entire family takes a break from their normal routines and has a holiday.
- It can mean that a person who provides informal care to another is replaced for a period to provide respite for both.
- It can mean that a paid carer accompanies a person with a spinal cord injury on an outing or trip to enable a family member to have a break.
- It can mean that short term accommodation and care is provided away from home for a person with a disability.

What questions should I ask?

When talking to organisations or services, it is important to be prepared with a range of questions to ask.

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Out of home support:

- Is the site wheelchair accessible for your needs? Sometimes properties will be deemed to be wheelchair accessible and in many respects they may be. However they still may not meet your needs—kitchens may be designed for carer use and not include benches at wheelchair height etc. Issues such as room for charging a wheelchair and storage of equipment should also be discussed.
- What equipment is available? Some accommodation options will include various items and not others. Always ask about linen, towels, cooking utensils and electrical appliances. Ask about internet connections.
- What care is available? Some respite accommodation will include a team of
 carers while others will rely on your own carers or family members to provide
 support. If care is provided, enquire as to the level of training and the times
 and skill levels of the carers provided.
- What is the transport like? Is the site linked to accessible transport? Is there a vehicle available for your use and what are the access requirements?
- What social activities are nearby and accessible? Plan your respite well—it
 is important that community facilities within the region are accessible and
 available.
- How much notice do I need to give? The manager of the service will be able to advise you about the referral mechanisms and how much demand there is for the service.
- What is the length of stay available? Many respite services, because of demand or the manner in which they are funded, will only be able to offer designated periods of respite.
- Do I have to pay anything? There may be fees or charges levied for the use of services such as power, care, food or transport.
- Is it just for me or can family members stay as well? Are there units specifically catering for family groups.
- Do I have to provide my own food, linen etc?

In home support:

- Do I get a say or choice of carer? Some agencies will have limited interaction with you prior to the respite if it is short term. If you are receiving regular periodic respite there are usually more opportunities to have input into the choice of carer. If at any time you do not approve of the carer selected you should always contact the agency or service providing the respite and make your concerns clear.
- How many hours per day can I have? This will vary based on your needs and the package available, but you should always be able to negotiate.
- Does support cover personal care? If attendant carers are provided, find out
 the level of support they can provide—aspects of personal care, assistance
 with shopping, outings or household tasks.
- What do I have to pay?
- What happens if I need help in an emergency? Many respite services are funded specifically for emergency support.
- How often or regularly can I have the service? Even if the respite is being provided in an emergency situation, there may still be opportunities to receive regular support to avoid a crisis.



Further Information

Commonwealth Respite for Carers program, short term and emergency respite options (in a variety of formats) that can be provided to meet the needs of unpaid carers—1800 059 059 will automatically connect to the nearest Commonwealth Carelink Centre.

The following organisations provide a range of supported and non-supported respite accommodation options for people with a physical disability. There is also a mix of short and long term options.

Paraquad NSW—02 8741 5600 / 1300 886 601, www.paraquad.org.au/CommunityServices/Accommodation.aspx.

Northcott Disability Services—02 9890 0100 / 1800 818 286, www.northcott.com.au.

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	SPORT AND RECREATION
notes.	I discovered surfing for people wit 'Day of People With disAbility' eve Disabled Surfers Australia were homeeting. I made it as far as the rochickened out of getting in the sur
	board giving me heaps of encourageme one jumped on with me and we rode it in over me and before I knew it we'd reach
	They asked whether I was ready to go or incredible rush I didn't hesitate for a
	On that particular day I only rode those get I go back for more. My personal bes
	Tannia
	What activities are available to people w
	There are many sporting and recreational pursui wheelchair, regardless of their level of function. competitions is possible in sports such as table t such as handcycling and wheelchair rugby are sports. The following organisations provide both recreat events:
	Sailability (www.sailability.org/au/australia) host competitive sailing activities for anyone with a di be operated by an instructor and/or a passenger clubs in NSW.

h disabilities at a nt, at Collaroy Beach. olding their annual ck pool but then rf.

> er that year I faced down my s at the next DSA meeting erroa.

DSA volunteers helped nto a flotation vest, onto a board and out to sea. When were far enough out in the we waited for the right e. Lying on my back, all I ld see was blue sky The inteers were all around my

nt. When the wave came n! Water was splashing ed the shore.

ut again. It was such an moment.

two waves but any chance I t is five in one session.

ho use a wheelchair?

ts available to a person using a Whilst participation in regular ennis and archery, other sports pecific to people with a disability. ional experiences and competitive

s social, recreational and sability. The small sail boats can Volunteers run 25 Sailability

Wheelchair Sports NSW (www.wsnsw.org.au) holds events, competitions and 'come and try' days for people of all ages and skill levels. Sports include: archery,



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athletics, basketball, cue sports, fencing, handcycling, lawn bowls, power lifting, rugby, shooting, swimming, table tennis and tennis.

Riding for the Disabled (www.rdansw.org.au) provides suitable horses, trained volunteers, accredited coaches and equipment for a range of equestrian activities: riding classes, games, vaulting, dressage and equestrian camps.

Disabled Surfers Association of Australia (www.disabledsurfers.org) has seven volunteer branches in NSW that hold regular surf days for people with any disability.

The 12 AMF (www.amfbowling.com.au/Centres) tenpin bowling centres in NSW have ball ramps available for public use.

Many public and private swimming pools have a chair hoist and/or ramp to enable easy access into the water. Beach wheelchairs can be hired at some beaches and surf life saving clubs. Check council websites for availability.

What sports are available for power chair users?

Many sports are available to wheelchair users: from archery to wheelchair rugby. The NSW Wheelchair Sports Association (www.wsnsw.org.au) has information about 14 wheelchair sports recognised by for the Paralympics. Australian Electric Wheelchair Hockey Association NSW (www.aewha.org.au) and NSW Push And Power Sports (www.pushandpower.org.au) host competitions for power wheelchair hockey, rugby league and soccer predominantly in Western Sydney.

Where can I purchase modified sports and recreation equipment?

Independent Living Centre (www.ilcaustralia.org) product databases list sports and recreation equipment suppliers.

Achievable Concepts (www.achievableconcepts.com.au) sells a range of adaptive equipment for sports including swimming, golf, fishing and snow skiing.

Technical Aid to the Disabled (www.technicalaidnsw.org.au) will manufacture custom designed equipment.

Further Information

d-Ability, comprehensive database of links to websites of people and organisations around the world—www.d-ability.org.

NICAN, information on recreation, tourism, sport and the arts for people with disabilities—02 6241 1220 / 1800 806 769, www.nican.com.au.

Active Places, community based sport and recreational activities for people with a disability—www.dsport.org.au.

Accessible Arts, information on accessible arts, cultural events, workshops, training opportunities, exhibitions, funding opportunities and seminars that are for, by or highly accessible to people with disabilities in NSW—www.aarts.net.au.

Wheelies With Wings, provide scholarships to attend two-week ground and flying instruction courses at Temora, NSW—www.wheelieswithwings.com.au.



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notes.	What else can I get involved in that is not specifically for people with disabilities?
MO (65.	There are organisations where you can meet other people with disabilities that arrange group outings. A good place to start is your local neighbourhood centre, community centre or community transport organisation. Wheelchair and disabled sporting groups have 'come and try' sessions and social events. D-ability (www.d-ability.org) will point you to them. Accessible Arts (www.aarts.net.au) run their own activities and can tell you about others.
	There are also lots of other opportunities to become involved in different activities outside of the specialist disability or community services and ways to stay involved in the hobbies and interests that you enjoyed before you acquired a disability. These activities can also be a way for you to obtain skills that could lead to employment.
	Depending on your physical ability there is a wide range of outlets for you, including TAFE and community college courses and clubs for all tastes and interests.
	Here are some experiences from people we know:
	David has been playing competitive club chess for many years. He plays in competitions each year in his home club and another representing it in the interclub NSW Chess Association comp. Most chess clubs are located within registered clubs and, as access to them has improved over the years, he goes to sessions without a second thought. "If you've been playing the computer all these years come and see how good you really are. The only real chess is over the board with the clock ticking and a cold glare at your opponent."
	Shanon paddles canoes in the Cronulla Outrigger Club. An L4 paraplegic, Shanon's powerful arms make him a valuable member of the six-man squad. "The only difference between them and me is that I have a wheelchair waiting for me on the dock and they have their shoes and socks."
	When Michalina's nieces began playing soccer she went to watch a few games and soon became involved, helping with training sessions and taking on the administrative tasks involved in the competition. "Seeing me at the training sessions was quite motivational for the team. Often they would go, knowing that I would be there and not wanting to let me down. I was then asked to be chairperson for the junior division. It's been a great way to participate in social activities and make new friends."
	Joe volunteers as a mentor at a university. Although he hasn't yet returned to work following his injury, he can keep his knowledge up to date while he's helping students. At the same time he's enjoying meeting new people, and he hopes that by staying in touch with his profession he'll be able to return to his work soon.
	Before her accident Sophie was too busy to follow her passion for the arts. While in rehab she started to do some painting and when she returned home she completed a course in pottery at the local adult education centre. "I love the feeling of the clay. I use an electric wheel—obviously I can't use a kick-wheel—and although I can't make some things because of my hands I get some amazing



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shapes. I've even had some of my work shown at the art fair and sold a few pieces. A group of us get to use the equipment when there aren't any classes—it turns into a real gossip session."

After his injury Daoud found that the neighbourhood centre was a good place to meet people and there was also a regular Arabic speaking group. He joined the management committee and is now its treasurer. "Even though I'm back at work now, I've made good friends here and I want to continue supporting a place that has given me so much."

Brian was always told that he had a good voice for radio. He volunteered at his local community radio station, learnt how programs are put together and started to write a few scripts. He also got some spots on air presenting a show about disability issues. He hopes he'll find work in professional radio with his new skills.

In Sonia's role as the publicity officer within a small fundraising branch of a children's charity she produces a monthly newsletter, designs posters for the group's fundraising activities and submits advertisements to the local media. Sonia particularly wants to maintain her computer skills and community contacts while she is not employed. "I'm a stay at home mum so I really value the adult interaction and I'm able to help out when it is convenient for me."

Spencer was contacted by his local rural fire service to help out manning the telephones one afternoon during bushfire prevention operations. That was six years ago and Spencer hasn't looked back since. He now coordinates the training days and has completed a first aid certificate. "I treasure the friendships I've made and I know my voluntary contributions are very much appreciated."

Vanessa was an active member of a patchwork sewing group before her injury and although she enjoyed learning new skills, it was the group's social lunches she missed most. After her children upgraded her sewing machine to a new pushbutton model, Vanessa was thrilled to actively participate in all of the group's activities once again. Long lunches are back on the agenda and Vanessa is pleased to be leading some of the workshops herself now.

Dianna knew she needed to improve her confidence when meeting new people so she accepted her friend's invitation to attend a toastmaster's evening. "You wouldn't believe how nervous I was before my first presentation ... wow, have I come a long way!" Dianna's communication skills and self-confidence have improved so dramatically, she eagerly awaits each new public speaking opportunity. She hopes to explore some paid presentation options in the corporate arena in the future.

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	SCIA has a Google accessibe train sta light rail stops—wv
	Trains
	Are all CityRail sta
	Many stations have und concourse and platform station platforms or on
	Will staff assist me
	If the station is attende train and ring ahead to you.
	If the station is unatten ramp on the platform t
	Are CountryLink tr
	Some, but not all, Cour assistance on board yo
	Can I access the to
	CountyLink trains have passengers. Request a the buffet car is not por request. See www.cour
	Buses
	Are all of Sydney's
	Approximately a quarte points to consider:
	 An international w accessible buses. When the bus stop Two priority wheel For safety reasons ask your companion wheelchair. Check timetables

t

Earth map showing the location of Cityrail tions and Sydney's ferry wharves, monorail and ww.scia.org.au/publications.

tions and trains wheelchair accessible?

dergone Easy Access upgrades, with lifts between the ns. Portable platform-to-train ramps are located on either Endeavour trains.

e to board and alight from the train?

d, station staff will use the boarding ramp to help you onto your destination station to arrange for staff there to assist

ded or staff are unavailable, and the station has a boarding the train guard will assist you.

ains wheelchair accessible?

ntryLink services are accessible. If you require special u will need to book your trip by calling 132 232.

ilets and buffet car?

one carriage with a toilet suitable for wheelchair seat in this carriage when you book your ticket. Access to ssible, however attendants will deliver meals or snacks on ntrylink.info/travelling_with_us/special_needs.

buses wheelchair accessible?

er of Sydney's buses are wheelchair accessible. Some

- heelchair symbol will be displayed on the front and side of
- s, a ramp will be extended and the body of the bus lowered.
- chair spaces are provided, one on each side of the bus.
- travel facing the back of the bus, apply your brakes and on or the driver to fasten the strap provided to secure your
- prior to travel to ensure your route and preferred travel times are serviced www.131500.com.au. However there are more accessible buses than just the ones specifically timetabled.



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Sydney Ferries and River Cats

Are ferries and wharves wheelchair accessible?

The entire Sydney Ferries fleet is wheelchair accessible—however approximately 50% of the ferry wharves are accessible. Check www.sydneyferries.info for timetables and facilities.

Sydney Monorail and Light Rail

Is it possible to ride Sydney's Monorail and Light Rail services?

All the Monorail stations have lift access and the Light Rail stations have either ramp or lift access. All carriages have flat platform access. More information is available at www.metromonorail.com.au.

Taxis

What percentage of the taxi fare is subsidised?

The Taxi Transport Subsidy Scheme in NSW subsidises 50% of the fare to a maximum of \$30 per trip. For example: if the taxi meter displays \$50 at the end of the trip, the 50% subsidy is \$25. If the total fare exceeds \$60 the subsidy voucher entitlement is capped at \$30. The use of the TTSS is unrestricted and only limited by the passenger's ability to pay the cash component. More information is available at www.transport.nsw.gov.au/ttss.

Is it advisable to book in advance?

Place an advance booking to reduce unnecessary delays and to ensure the taxi allocated to you is suitable for your needs. Call 02 8332 0200 or 1800 043 187.

Can I use my vouchers for interstate taxi travel?

Only Interstate Travel Dockets are accepted by taxi operators in other states. Subsidy entitlements are the same as those in NSW. Order forms are available at www.transport.nsw.gov.au/ttss/ttss-interstate-docket.doc. Allow 14 days notice when ordering.

Further Information

The Public Transport Infoline, accessible travel information for people with special needs—131 500, www.131500.info.

SCIA's Google Earth map of accessibe transport in Sydney—www.scia.org.au/publications.

Driving

Assessments

What do I need before undergoing a driving assessment?

- medical clearance (RTA medical form available at www.rta.nsw.gov.au); and
- current driver licence or learner permit.



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notes.	What does the driving assessment entail? The Off-Road Assessment establishes the applicant's physical, cognitive and vision status according to National Medical Guidelines. An interview will cover
	driving history and current driving requirements, as well as medical history and current treatments and medications.
	The On-Road Assessment determines your ability to drive safely: observation, speed control, planning and judgement, vehicle positioning, reaction time and physical control.
	Can I apply for a reassessment if I fail?
	Your driving assessor will inform you of your options. A reassessment may only be possible upon completion of further lessons.
	Vehicles
	What driving/vehicle modifications will I need?
	A variety of self-drive equipment solutions, both commercially available and purpose-built, will meet your specific needs. These include: spinner knobs, tripod grips, various hand controls and additional mirrors.
	What are some important considerations when choosing a modified van?
	Whilst minor aspects of the conversion may be tailor-made it is important to test as many vehicles as possible for your and your family's comfort and convenience.
	For your consideration, check:
	 required head room both in the van and at the doorway; comfort and viewing capacity during travel; and vehicle modification costs and service requirements, as well as availability of spare parts and service agents;
	For your family's and/or carer's consideration, check:
	 vehicle driveability and user-friendliness; available floor space, especially for manoeuvrability around your wheelchair; and suitability of restraints, fittings and wheelchair loading systems.
	Am I entitled to a GST exemption on my vehicle?
	If a person with a disability is gainfully employed, and they are not able to access
	public transport, they may apply for GST exemption on new or used motor vehicles. Applications are available at the Australian Taxation Office (ATO). A GST exemption on motor vehicle parts when the vehicle is being serviced is also available.
	GST exemption information is available at www.ato.gov.au.or www.ato.gov.au/businesses/content.asp?doc=/content/13098.htm.



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Further Information

SCInfo, for details about driver assessment and training, vehicle modifiers, financial assistance etc $\!-02\,9661\,8855$ or see

www.scia.org.au/faq/driving,_vehicle_modifications,_and_transport.

Problem Management Engineering—02 9482 2808; www.pmeautoconversions.com.au.

Mobility Engineering—02 9482 4572, www.mobilityengineering.com.au.

Freedom Motors Australia—02 9673 4033, www.freedommotorsaustralia.com.au.

Western Truck Equipment P/L NSW—02 9672 1973, www.wte.net.au.

Coorabel Driving Centre—02 9808 9328.

Calvary Hospital Driver Rehabilitation and Assessment Service—02 9553 3000.

Driver Rehabilitation and Fleet Safety Services—02 9351 9331.

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TRAVEL



When I flew to Cairns for a one-week holiday I wouldn't have believed that it was possible for me to experience snorkelling in the Great Barrier Reef.

My family and I were out on a sightseeing boat ride for the day. I was planning on enjoying the scenery while they went snorkelling. What a surprise when a diver

asked me if I wanted assistance into the water; I didn't even have a swimming costume!

I was apprehensive and excited at the same time. After a hasty swimming costume purchase I donned the mandatory buoyancy vest and practised breathing into the snorkel. The diver assisted me into the water and then escorted (or rather dragged) me around for the duration of my swim. The reef was amazing; the colours of the coral and variety of fish are incredible.

Never assume an activity is out of your reach. You will be pleasantly surprised how much people will want to help you.

Andrew



My travels have taken me far and wide for holidays, work and sport across New South Wales and all over the world— Seoul, Athens, Barcelona, Atlanta, Birmingham. I enjoy an occasional weekend away and my annual break to the Gold Coast.

Find out what 'accessible' accommodation means at your hotel. Some advertise 'access with assistance' whilst others nominate 'independent access'. Never assume that your needs will be catered for—a quick email or phone call before you book may save unpleasant surprises at your destination.

Fabian



Aircraft Travel

I have not been on a plane since my accident. What do I need to be aware of?

Before you travel

- Ensure your equipment is in top working order and have some inner tubes, or a whole spare wheel, and basic maintenance tools ready to take away.
- Locate a reliable wheelchair repair business at your destination.
- You are responsible for the insurance of your wheelchair during flight.
- Airlines will not permit stainless-steel cutlery in the cabin (carry-on luggage). Modified/ringed cutlery must be packed in your suitcase/checked in luggage.
- Organise incontinence supplies required for in-flight eg additional catheters, drainage bags, larger leg bag. Cabin aisle chairs are not self propelling and the majority of on-board restrooms are inaccessible.

When making airline reservations

Let the reservations person know:

- The dimensions and weight of your wheelchair.
- The type of mobility aids you will be travelling with.
- Whether your batteries are wet or dry cell.
- The assistance you may require with transferring from your chair (not all airlines provide manual handling assistance).
- If you require a harness to secure you when seated.

Ask the reservations person what type of plane you are booked on and if your wheelchair must meet size (particularly height) restrictions. If it does, you may want to prepare a small disassembly instruction card for ground crew. You may be able to supervise the necessary breakdown of your wheelchair and disconnection of your batteries and controller but staff at your destination may need instructions.

At the airport

- Arrive early, check-in and request that you transfer from your chair at the boarding gate. You will be safer and more comfortable in your own chair than an airline/aisle chair.
- At check-in, ask about the plane's seating configuration. If you are travelling
 with one companion and the seats are in groups of three for example, request
 that the third seat remain vacant. This will afford you maximum privacy,
 important if you need to drain a leg bag, and it will save a stranger from
 trying to clamber over you on their way to/from the restroom.
- Ensure all removable parts of your equipment are tagged.
- It is advisable to take your wheelchair cushion, electric wheelchair controller and any other loose or easily damaged attachment on board with you.
- If you have an electric wheelchair, disconnect the battery lead between your chair and the battery and place a piece of tape over both ends, and supervise/ assist the breakdown of your wheelchair and place into neutral/push mode.

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• Empty your bladder or leg bag just prior to boarding.

Boarding

- You will generally be the first to board the plane and the last to disembark.
- A lifting device or aisle chair (depending on the airport and your level of function) will be used to transfer or assist you to your seat.
- Economy class seats have movable armrests, pending availability, for those able to independently transfer. First/Business class seats do not generally have movable armrests.

Managing Incontinence

Managing incontinence during plane travel poses a number of issues. Cabin crew are not permitted to assist with personal care functions like emptying leg bags and urinals. Also, they are not permitted to assist with transfers to/from the toilet. Airlines require that people who cannot care for themselves travel with a companion who can perform these and other necessary functions.

Before flying:

- If you have an 'every-other-day' bowel regime, plan ahead to make sure you
 won't have to 'go' on the plane. On a long trip that might mean that you have
 to schedule a stopover rather than take a direct flight with extended airport
 transfer time
- Although it is generally important to maintain adequate hydration you might
 plan to reduce your fluid consumption before boarding so that you need fewer
 bathroom visits or leg bag emptying. Avoid caffeine and alcohol as they are
 diuretics that can lead to dehydration.
- Empty your legbag or bladder immediately before boarding.
- If you do need to use the aircraft restroom
- Accessible restrooms are available only on some wide body jets. On smaller aircraft, privacy is provided by a curtain in the adjacent aisle.
- Aisle chairs are available on most aircraft and are brought on request by cabin crew who also provide assistance to/from the door of the aircraft restroom.
- Although you might not usually wear one, an indwelling catheter may be a more convenient option during the flight.

If you know you will not use the restroom

- Use a large capacity leg bag for the flight. There are many products available
 in a range of sizes and styles. Contact Intouch (www.intouchdirect.com.au,
 1300 134 260), BrightSky (www.brightsky.com.au, 1300 886 601) or other
 suppliers.
- Take enough spare disposable drainage bags or receptacles. These might be specialist equipment or drink containers, zip-lock bags etc.
- At check-in, ask whether an empty seat can be allocated next to you so that you will have as much privacy as possible when tending to your personal care.
- We have heard of a person who asked his neighbour to look out the window while he self-cathed!

For advice specific to your needs contact:



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- your local community continence health adviser;
- the ParaQuad spinal nurse (spinalnurse@paraguad.org.au, 02 8741 5674); or
- Continence Foundation of Australia (www.continence.org.au, 1800 33 00 66).

Further Information

Carer Concession Card, administered by NICAN (National Information Communication Awareness Network), entitles the holder to a 50% discount on standard full economy and business class domestic travel, in addition to 50% off their carer's fares. It does not apply to already discounted fares. For application forms contact. 1800 806 769. NICAN also offers a free national information service on accessible accommodation, tourist attractions and tour operators—www.nican.com.au.

SCInfo, an information and library resource that provides people with a disability, their families, and carers with information on topics including travel and holiday accommodation—02 9661 8855, 1800 819 775, information@scia.org.au.

Safe Air Travel, topics include: mobility aids, health issues, luggage, emergency procedures—www.casa.gov.au.

Accessible Journeys, accessible travel tips and information for those travelling with a wheelchair—www.disabilitytravel.com/travel_tips.

Qantas, information for passengers travelling with, or requiring the assistance of, mobility aids—www.qantas.com.au (click Fly -> Specific Needs -> Mobility Assistance).

V Australia information for passengers with disabilities www.vaustralia.com.au (click Before you fly -> Special needs and assistance).

Virgin Blue www.virginblue.com.au (click Flight info -> Before you fly -> Special needs and assistance).

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back on track. MISCELLANEOUS

MISCELLANEOUS notes. Assistance Dogs Having to fend for myself was a daunting prospect at first. I was becoming frustrated with some things, such as trying to pick up something I'd dropped. When I found assistance dogs on the internet I thought that would be the answer. Ruby helps me in so many ways. She has changed my life. First and foremost she has become my best friend. It's hard to feel down when there's a big black wet nose in my face to wake me up. We have our routine each day, and she knows what that is. We go for a walk every morning then when we get back it's time for some R&R while I do some work. In the afternoon we practise basic tasks, and some new ones, and have a bit of play time. At night she helps me with taking off my shoes and socks and puts them in the box beside the chair. Other things that Ruby does for me are to open and close the front door when we go out, pick things up off the floor when I drop them, and bring me her feed bowl after she's had dinner. Ruby is my constant companion and is always eager to help me in any way she can. John An assistance dog may help a person to achieve greater independence and enhance their quality of life. Who is eligible for an assistance dog? Generally speaking, any person with a physical disability who is able to effectively communicate with, competently instruct and take part in caring for a dog is eligible. In order for the assistance dog to focus on the recipient's needs, and to establish and maintain a bond with its owner, there must be no other dogs in the household. What tasks can an assistance dog do?

Trained dogs are able to perform many tasks including:

opening and closing cupboards, doors and refrigerators



MATPE

back on track. MISCELLANEOUS

- picking up dropped items;
- retrieving items from tables, cupboards, drawers and people;
- · loading and unloading frontloading washing machines;
- carrying baskets;
- removing clothing e.g. jackets, socks, slippers;
- pulling a basket on wheels;
- taking a cordless phone to its owner;
- · opening and closing wheelchair footplates; and
- adjusting blankets and doonas.

Tasks can also be taught to specifically address an individual's needs e.g. retrieve crutches, act as a support if a person leans to the side of their wheelchair.

How much recipient training is required?

A two week course for the team of dog and owner encompasses:

- task training in the home, work, social and recreational environments; and
- public access training in shops, restaurants and on public transport.

The team will then undergo a Public Access Test and be issued with an accreditation/identification card.

Where is an assistance dog allowed to go?

Government legislation permits an accredited team entry to any public place. However quarantine areas such as Taronga Zoo forbid entry to any animal.

What breeds are used for assistance dogs?

Labradors and Golden Retrievers are used by Australian Support Dogs Inc. and Assistance Dogs Australia. These breeds are calm, intelligent, and eager to please.

How much does an assistance dog cost?

Assistance dogs are provided to the recipient free of charge. All costs subsequent to custodianship become the responsibility of the recipient.

Further information

Australian Support Dogs Inc (ASDOG)—1300 788 721, information@asdog.org.au, www.asdog.org.au.

Assistance Dogs Australia—1800 688 364, info@assistancedogs.org.au, www.assistancedogs.org.au.

Clothing

Have you noticed that your clothing doesn't quite fit like it used to?

Common problems include:

- jeans appearing shorter when seated and the pockets tending to gape;
- shirts and jackets riding up at the back;
- · restrictive fabrics, particularly when dressing and pushing, and



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• difficulties manipulating some buttons, zippers and press studs.

How can I alter my clothing for better fit and comfort?

Simple alterations to an item of clothing can have you feeling and looking your best. You may find it helpful to:

- slit two or three inches up the sides of tops and shirts for a smoother fit over the hips;
- similarly, create one or two slits up the back of a jacket, much like a riding jacket, for a smoother and less restricted fit;
- purchase longer pants than you used to;
- use velcro, buttons or press studs to attach your shirts to your pants (waistband, belt loops or wherever convenient and concealed) to stop them from riding up through the day;
- insert an additional zipper or piece of velcro at the side or back of your long pants and/or dresses and skirts for easier dressing;
- remove front pocket buttons, replace closure with velcro and sew the button back on for decorative purposes;
- eliminate the need to tie/untie shoelaces by using elastic or permanent
 laces; and
- sew elastic or drawstrings around the insides of jumper cuffs for additional warmth.

Where can I buy clothes and get design ideas?

Browse the web sites listed below to seek more detailed advice and tips related to your specific concerns.

Fashion Freaks, for basic patterns for skirts, pants and jackets and tips from other wheelchair users on materials, adaptations and gadgets—www.independentliving.org/fashionfreaks/introeng.html.

USA Jeans Wheelchair Pants, for pants designed for sitting, comfort, good looks and prevention of pressure sores—www.wheelchairjeans.com.

Rolli-Moden Designs and Manfred Sauer USA, for active and business wear. Accessories include shoes, gloves and rainwear—www.rolli-moden.com.

Ableapparel, for a wide selection of clothing, outerwear and accessories for children and adults—www.ableapparel.com.

Independent Living Centre NSW, for its product directory which includes suppliers of a range of clothing and dressing aids—www.ilcnsw.asn.au.

Also see the CareCure topic

http://sci.rutgers.edu/forum/archive/index.php/t-32682.html.



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Benefits Complaints Continence Education **Employment** Equipment Health Counselling and Mental Health Exercise and Physiotherapy Occupational Therapy Pain Peer Support Pressure Care and Seating Sexuality and Fertility Housing / Accommodation Personal Care Transport / Travel Useful Contacts and Spinal Injury Support Services Other Contacts

Note:

This list will be updated regularly. Please feel free to make photocopies if you wish. If you would like to provide any feedback please contact SCInfo on 02 9661 8855, 1800 819 775 or email information@scia.org.au.

Items marked with an asterisk (*) are in NSW or Sydney.

HACC = Home and Community Care program, a joint Australian, state and territory initiative to fund basic maintenance and support services for frail older people, people with a disability and their carers.

Updated September 2009

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Benefits

Centrelink (Dept. of Families, Housing, Community Services and Indigenous Affairs)

Contact 13 2717 (Disability, sickness and carers line), www.centrelink.gov.au for information on benefits which may be applicable such as:

ABSTUDY Assistance for Isolated Children

Austudy Carer Payment

Carer Allowance Disability Support Pension

Health Care Card Mobility Allowance
Newstart Allowance Parenting Payment

Pensioner Concession Card Pensioner Education Supplement

Pharmaceutical Allowance Remote Area Allowance

Rent Assistance Youth Allowance

Department of Veterans' Affairs

For information on Disability Pensions and Allowances—13 3254, 1800 555 254, www.dva.gov.au.

Companion Card

The card is available for eligible people (who require carer support at events and venues). Participating venues and organisations offer free entry to the companion of the card holder—see www.companioncard.org.au.



Complaints

Australian Human Rights Commission

Handles complaints about unfair treatment or discrimination—1300 656 419 or 02 9284 9600, www.hreoc.gov.au.

Complaints Resolution and Referral Service

Handles complaints Australia-wide about disability employment and advocacy services funded by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs—1800 880 052 or 1800 301 130 (TTY), www.crrs.org.au.

National Disability Abuse and Neglect Hotline

Handles complaints of various forms of abuse or neglect of people with disabilities anywhere in Australia—1800 880 052 or 1800 301 130 (TTY), www.disabilityhotline.org.

NSW Ombudsman*

For complaints about most NSW government services—1800 451 524 (for callers outside Sydney) or 02 9286 1000, www.ombo.nsw.gov.au.

Taxi Customer Feedback Management System*

For all taxi complaints—www.transport.nsw.gov.au/taxi/feedback.html; 1800 648 478.

Public Interest Advocacy Centre

Legal advice and representation on public interest issues—www.piac.asn.au, 02 8898 6500, www.piac.asn.au.

Disability Discrimination Legal Centre*

Provides free legal advice and represents people in disability discrimination cases—1800 800 708, www.ddlcnsw.org.au.

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	Continence
notes.	Continence Foundation of Australia in NSW Inc.*
7 60 600	Contact 02 8741 5699.
	Master Locksmiths Access Key (MLAK)
	Provides 24 hour access, for people with a disability, to public toilets fitted with MLAK lock—contact the Master Locksmiths Association of Australasia 1800 810 698, www.masterlocksmiths.com.au for your nearest key supplier and SCIA 1800 819 775, 02 9661 8855, www.scia.org.au/mlak for a list of facilities he the key can be used.
	National Continence Helpline
	Contact 1800 330 066, www.continence.org.au.
	ParaQuad NSW
	Contact 02 8741 5600 for continence advisers.
	See also "Equipment" for ParaQuad NSW's Brightsky service and the Continence Aids Assistance Scheme (CAAS).



Education

ABSTUDY, Austudy, Pensioner Education Supplement

(see Benefits—Centrelink)

NSW Dept. of Education & Training*

For information on disability programs in public education and training—02 9561 8000, www.det.nsw.edu.au.

Open Training & Education Network (OTEN)*

For tertiary distance education courses. A service of the NSW Education & Training Portfolio—02 9715 8000 (general enquiries); 02 9715 8333, 1300 362 346 (for course information); 02 9715 8601, 1300 362 890 (for support for people with disabilities), www.oten.edu.au.

Scholarships

Golden Stave Foundation*, for students with SCI—ParaQuad NSW 02 8741 5600, www.paraquad.org.au.

Thomas Hepburn Lennox Scholarship Trust*, for clients of Northcott Disability Services—02 9890 0100, www.northcott.com.au.

NRMA Insurance* (administered by ParaQuad NSW), for students with an acquired SCI living in NSW—ParaQuad NSW 02 8741 5600, www.paraquad.org.au.

TAFE NSW*

Contact Information Centre 13 1601, 02 8289 4703 (TTY), or TAFE Disability Programs 02 9244 5557, 02 9266 8189 (TTY).

Teacher/disability consultants can be contacted through www.tafensw.edu.au/students/support/disabilities.htm.

University Admissions Centre (NSW & ACT)

Contact 02 9752 0200, www.uac.edu.au; Alternative Entry Schemes www.uac.edu.au/admin/schemes.html. There are Disability/Equity/Teacher Liaison Officers/Consultants at specific universities.

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	Employment
notes.	Australian JobSearch / Workplace
	Provide details of positions available around Australia and information about the employment process and workplace relations. Jobseekers can contact the Jobseeker Hotline for people with disabilities 13 6268 or see www.jobsearch.gov.au or www.workplace.gov.au.
	Commonwealth Rehabilitation Service
	Provides vocational rehabilitation services to eligible people with a disability or injury—1800 277 277, www.crsaustralia.gov.au.
	Disability Employment Network Program
	Provides specialist assistance to jobseekers with disabilities who require ongoing support to find and maintain employment—JobAccess Adviser 1800 464 800.
	SCI Workforce Australia*
	Provides a pathway to employment and post-employment support—contact 02 9356 8064, www.sci.org.au/workforce for disability employment services in Sydney.
	Workplace Modifications Scheme
	Aims to assist employers to more easily accommodate workers with a disability i their workplace. For more details about the scheme, including eligibility criteria, contact a JobAccess Adviser 1800 464 800 or see www.jobaccess.gov.au and search for 'workplace modifications'.



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Equipment

It is essential, to prevent pressure sores and problems arising from poor posture, that wheelchairs and cushions be prescribed by a qualified therapist. For contacts see "Pressure Care and Seating" and "Occupational Therapy" under Health.

BrightSky Australia

A national home delivery service of specialist healthcare products including continence aids, owned by ParaQuad NSW—1300 886 601, www.brightsky.com.au.

Continence Aids Payment Scheme (CAPS, formerly CAAS)

CAPS—www.bladderbowel.gov.au/furtherinfo/caas.htm.

National Continence Helpline, a free information and referral telephone service for people affected by incontinence—1800 330 066.

Equipment Provision Schemes

Provide subsidised disability related equipment to eligible people with disabilities.

- Australian Capital Territory—ACT Equipment Scheme (ACTES)—02 6205 2605.
- New South Wales—Program of Appliances for Disabled People (PADP)
 —EnableNSW 1800 362 253 which is also the contact for Artificial Limb Service, Home Oxygen Program and Ventilator Dependent Quadriplegia Program.
- Northern Territory—Territory Independence Mobility Equipment Scheme (TIMES)—08 8922 7244.
- Queensland—Medical Aids Subsidy Scheme (MASS)—07 3250 8555.
- South Australia—Independent Living Equipment Program (ILEP)— 08 8266 5260.
- Tasmania—Community Equipment Scheme—03 6222 7226.
- Victoria—Victorian Aids and Equipment Program—1800 783 783 .
- Western Australia—Community Aids and Equipment (CAE) Scheme— 08 9426 9307, 1800 998 214 for regional callers.

Equipment Suppliers and Services

Contact details can be provided by SCInfo 02 9661 8855, 1800 819 775 (for consumers outside Sydney) or see 'Disabled Persons' Equipment &/or Services', 'Home Health Care Aids &/or Equipment' sections in the Yellow Pages or see www.yellowpages.com.au.

Independence Solutions

Alliance of not-for-profit organisations to provide continence, healthcare and rehabilitation products across Australia—contact 1300 788 855, www.independencesolutions.com.au.

Independent Living Centres (ILC)

There is an ILC in each state and the ACT where equipment can be viewed and tested. For details of each ILC as well as product listings see www.ilcaustralia.org. In NSW contact 1300 885 886, www.ilcnsw.asn.au.

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Health

Counselling and Mental Health

For help with depression, anxiety, bereavement and other emotional support:

In an emergency contact Lifeline 13 1114

For information about mental health issues contact:

Beyond Blue—1300 224 636, www.beyondblue.org.au; Mental Health Information Service—1300 794 991, www.mentalhealth.asn.au; SANE Helpline—1800 18 7 263, www.sane.org.

To find a counsellor in your area contact:

Australian Counselling Association—1300 784 333, www.theaca.net.au.

Exercise and Physiotherapy

Walk On is an intensive exercise recovery program operated by SCIA in Sydney and Brisbane, offering a path to maximising functional recovery through a structured program based upon the Project Walk® www.projectwalk.org methodology— 02 9661 8855, www.walkon.org.au.

Burn Rubber Burn* operates via Police Community Youth Centres in Campbelltown, Daceyville, Minto and Sutherland—02 9382 5623, www.pcycnsw.org/prime sparts burnrubber.

Any physiotherapist can be guided in developing an individual exercise program using modules available from www.physiotherapyexercises.com.

Physiotherapists are in your local community health centre, local hospital and in private practice.

Occupational Therapy

To find a therapist see www.ausot.com.au or call 03 9415 2900.

Pain

Clinics exist in many hospitals and health centres. To locate your local service in NSW see www.health.nsw.gov.au/PublicHealth/Pharmaceutical/chronic_pain/services.asp.

Peer Support

Peer support workers use their experience and knowledge to help others adjust to new circumstances and change in their lives. Contact spinal cord injury organisations in your state.

Pressure Care and Seating

If you have a pressure sore or one is developing contact a specialist pressure clinic:



1.00	Spinal Plastics Service, Royal North Shore Hospital, 02 9926 7973*; Spinal Pressure Care Clinic, Prince of Wales Hospital, 02 9382 8338*.			
notes.	For specialist assessment and prescription of wheelchairs and cushions contact:			
	Assistive Technology and Seating Services, Moorong—02 9808 9292*; Seating Clinic, Prince of Wales Hospital—02 9382 5207*; Northcott Equipment Solutions—02 9890 0950.			
	Wheelchairs and cushions are also prescribed by community and private occupational therapists and those employed by equipment supply companies.			
	Sexuality and Fertility			
	Clinical nurse consultants at spinal units advise on sexual and reproductive issues:			
	Moorong—02 9808 9347*; Prince of Wales Hospital Spinal Unit—02 9382 5832*; Royal North Shore Hospital—02 9926 8740*.			



Housing / Accommodation

Home Modifications and Maintenance Scheme*

HACC services around Australia assist with home repairs and modifications such as installation of ramps, widening of doorways etc. For your local service contact the Commonwealth Carelink Centre on 1800 052 222 or see www.homemods.info/services/hmm.

Housing NSW*

For all public housing inquiries contact 1300 468 746 and for home purchase assistance contact the Home Purchase Advisory Service 1800 806 653, www.housing.nsw.gov.au.

Rent Assistance

(see Benefits—Centrelink)

Respite, Aged Care Home or Hostel Care

Admission forms (for aged consumers) are available through Aged Care Assessment Teams (ACATs), the Commonwealth Dept. of Health and Ageing, www.health.gov.au/internet/main/publishing.nsf/content/ageing-rescare-resentry.htm, and the Commonwealth Aged and Community Care Information Line 1800 500 853 (ACAT contact details country-wide can be obtained from this Information Line).

Respite Services

For services in your local area contact the Commonwealth Carelink Centre 1800 052 222.

For emergency respite support outside business hours contact 1800 059 059.

Transitional Accommodation*

Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) for locations.

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	Personal Care
notes.	Attendant Care Program
	Provides funding for in-home personal care services and support for people with high level needs.
	In NSW contact the Attendant Care and Physical Disability Unit of the Department of Ageing, Disability and Home Care (DADHC) 02 9374 3612 or 02 8270 2000 (switchboard), www.dadhc.nsw.gov.au.
	Community and Non-Government Services
	Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) and see under "Nurses &/or Nursing Services" in Yellow Pages or check www.yellowpages.com.au.
	Home Care Service of NSW*
	HACC service which provides personal care, domestic assistance, respite care, essential home handyperson service, and short-term live-in or overnight care.
	If you live in the Sydney metropolitan area contact 1800 350 792, Hunter and Central Coast contact 1300 881 144. For other areas call Commonwealth Carelink 1800 052 222 or see www.dadhc.nsw.gov.au.



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Transport / Travel

Community Transport

For your local community transport operator contact the Commonwealth Carelink Centre 1800 052 222. In NSW the Community Transport Organisation (CTO) 02 9635 8980 has a list of NSW operators on its website www.cto.org.au.

Mobility Parking Scheme*

Reciprocal arrangements exist for use of permits in other states subject to local regulations being followed in each jurisdiction.

In NSW contact the Roads and Traffic Authority (RTA) on 13 2213 or see www.rta.nsw.gov.au/rulesregulations/mobilityparking/index.html for details and an application form. To report abuse of the scheme call 1300 884 899.

National Information Communication Awareness Network (NICAN)

Provides contact information Australia-wide on sport, recreation and the arts—02 6241 1220, 1800 806 769, www.nican.com.au.

Qantas Carer Concession Card

Allows reductions on some Qantas airfares for the cardholder and one carer for domestic travel within Australia and New Zealand—contact NICAN 02 6241 1220, 1800 806 769, www.nican.com.au/about/qantas_carer.asp.

Taxi Transport Subsidy Scheme*

For people with a disability unable to use public transport. Special vouchers can also be obtained for use interstate—in NSW contact the Ministry of Transport 02 9268 2800, 9268 2244 (TTY), www.transport.nsw.gov.au/ttss.

Transport for Health (formerly IPTAAS)*

For more information on transport for non-emergency health-related transport provision operated by NSW area health services contact Commonwealth Carelink 1800 052 222 or see www.health.nsw.gov.au/initiatives/iptaas.

Travel and Tourist Information

Contact SCInfo on 02 9661 8855, 1800 819 775 (for consumers outside Sydney) for information, and see its RollAwayz Google Earth application to find accessible accommodation Australia-wide, www.scia.org.au/publications.

Vehicle Modifications Subsidy Scheme (Victoria only)

Operates under the Victorian Aids and Equipment Program—1800 995 009, 03 5320 3715.

Wheelchair Accessible Taxis*

For bookings in Sydney— 02 8332 0200, 1800 043 187.



	Useful Contacts and SCI Support Services
notes.	In NSW
	Spinal Cord Injuries Australia—02 9661 8855; 1800 819 775 (for consumers outside Sydney), www.scia.org.au.
	ParaQuad NSW—02 8741 5600, 1300 886 601, www.paraquad.org.au.
	Northcott's Paediatric Spinal Outreach Service—02 9890 0100.
	NSW State Spinal Cord Injury Service, Spinal Outreach Service, Rural Spinal Cor Injury Service—02 9808 9666.
	In Queensland
	Spinal Injuries Association (formerly ParaQuad QLD)—07 3391 2044, 1800 810 57 (Brisbane), 07 4755 1755, 1800 024 422 (Townsville), www.spinal.com.au.
	Queensland Spinal Cord Injuries Service (QSCIS) Handbook of Spinal Cord Injuri (2001)—www.health.qld.gov.au/qscis/info_handbook.asp.
	QSCIS also has a Spinal Outreach Team (SPOT)— 07 3406 2300, 1800 624 832 (for regional clients).
	In South Australia
	ParaQuad SA which has a New Members Kit—08 8355 3500, 1800 063 419 (for regional callers), www.pqasa.asn.au.
	Spinal Cord Injury Service, Hampstead Rehabilitation Centre 08 8222 1600.
	In Tasmania
	ParaQuad Tasmania—03 6272 8816, www.paraquadtas.org.au.
	In Victoria
	AQA Victoria Ltd—03 9489 0777, www.aqavic.org.au.
	Independence Australia (formerly ParaQuad Victoria)—see the Information and Resources section of its website www.paraquad.asn.au or contact 03 9415 1200 1800 805 384.
	Victorian Spinal Cord Service Spinal Outreach Risk Reduction Team (SPORRT)—03 9496 5351.
	In Western Australia
	ParaQuad WA—08 9381 0111, www.paraquadwa.asn.au.



Other Contacts

Ability Technology*

For advice and assessments for a range of assistive technology—02 9907 9736, www.ability.org.au.

Carers Associations

In NSW contact 02 9280 4744; for your local carer association call 1800 242 636, www.carersnsw.asn.au.

Commonwealth Carelink Centre

Provides contact details of services to support independent living in the community—1800 052 222, www9.health.gov.au/ccsd.

Disability Information Service

A service of Disability Services Queensland—07 3224 8444, 1800 177 120, 1800 010 222 (TTY), www.disability.qld.gov.au/disability_information.

IDEAS (Information on Disability and Education Awareness Services)

Provides disability and age related information and resources—Contact 1800 029 904, 02 6947 3377 (TTY), www.ideas.org.au.

National Relay Service

For people with hearing or speech impairments—Contact 13 3677 (via modem/textphone/teletype) or 1300 555 727 (for speech to speech relay service), www.relayservice.com.au.

Northcott Disability Services*

Contact 02 9890 0100, www.northcott.com.au for information on physical disabilities and residential accommodation. Contact Northcott Equipment Solutions www.northcottes.com.au for information on equipment, environmental controls and other assistive technology.

Paraparents

Provides advice and support for people with disabilities who are or are considering becoming parents—0403 588 888.

People with Disability (PWD) Australia Inc.

Provides individual and systemic advocacy services—Contact 02 9370 3100, 1800 422 015, 02 9318 2138 (TTY), 1800 422 016 (TTY), www.pwd.org.au.

The Spastic Centre*

02 9479 7200, www.tscnsw.org.au. Contact the CP Helpline for information, support services, and technology solutions in NSW on 1300 302 920.

Translating and Interpreting Service

For people from non-English speaking backgrounds—13 1450.

Spinal Cord Injuries Australia Offices

Head OfficePO Box 397 Matraville NSW 2036Little BayTel 02 9661 88551 Jennifer StreetToll Free 1800 819 775Little Bay NSW 2036Fax 02 9661 9598

South Coast & Southern Highlands Tel 02 4225 1366 5/208-210 Corrimal Street Fax 02 4225 1933

City Office Suite 302, Level 3 Tel 02 9356 8201 Westfield Towers Fax 02 9356 1135 100 William St

NSW Regional Offices

Sydney NSW 2011

Wollongong NSW 2500

Central West P0 Box 1140 Tel 02 6372 1892 Mudgee NSW 2850

New England P0 Box W147 Tel 02 6772 3267 Armidale NSW 2450

Northern Rivers PO Box 284 Tel 02 6689 5935 Clunes NSW 2480

www.scia.org.au