



## Genetic Support Council of WA Inc

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### Resource guide for families

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

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

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Physiotherapy can help with moving and breathing (08) 9389 9211

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Speech Pathology can help with speech, swallowing and feeding (08) 9450 8281

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Occupational Therapy can help with developing independence with everyday tasks (08) 9388 1492

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

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healthdirect Australia is a toll free 24 hour, seven day a week health advice line to all people calling from within Western Australia. healthdirect's experienced nurses provide immediate professional advice on how urgent a health concern is and what to do about it. 1800 022 222  
TTY: 1800 022 226

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Bush Crisis Line & Support Services provides confidential 24 hour telephone debriefing for remote and rural health practitioners and their families 1800 805 391

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Can-Survive HOPELINE is a service run by volunteers who are survivors of, and/or were primary carers for a family member with a serious illness 1300 364 673

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Carers Counselling Line provides confidential counselling services helping you to discover effective ways of coping with the everyday challenges of caring 1800 007 332

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RURAL LINK provides a dedicated after-hours mental health counselling service 1800 552 002  
TTY: 1800 022 226

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SOUTH WEST 24 provides a fully confidential 24hrs, 7 days a week counselling 1800 555 336  
TTY: 1800 022 226

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

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LifeLine provides 24hrs telephone counselling line 13 11 14

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

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

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

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

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Derbarl Yerrigan Health Service provides a range of health services across five geographically dispersed sites. The service is staffed by health professionals such as: Aboriginal Health Workers, Home and Community Care Workers (HACC program), Care Aides, Registered Nurses, Doctors, Case Workers, Podiatrist, Physiotherapist, Dental, Stolen Generation, Welfare, Ear/Eye Health East Perth: 9421 3888  
Maddington: 9452 5333  
Mirrabooka: 9344 0444  
Bayswater: 9370 1044  
Medina: 9439 1179

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

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

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

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### **What community resources can I access?**

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

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

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

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

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

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

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The metropolitan Child Development Service provides a range of assessment, early intervention and treatment services to children with or at risk of developmental disorders and delay. Child development services in WA are important referral points from universal and specialist health service providers.

(08) 9224 1625

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### **How can I make my home more liveable?**

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Independent Living Centre is a advisory line with professional information and advice, equipment information, assessment and training, including a Country Services Mobile Unit

(08) 9381 0608  
1300 885 886  
www.ilc.com.au

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Technology Assisting Disability WA Inc (TADWA) provide services to improve quality of life through the application of technology and skills, including modified/adaptive equipment and technology, home visits and advocacy

(08) 9379 3733

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Occupational Therapy department at Princess Margaret Hospital for Children and Sir Charles Gairdner Hospital can assist independent living

(08) 9340 8222  
(08) 9346 3333

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Physiotherapy department at Princess Margaret Hospital for Children and Sir Charles Garidner Hospital can assist with movement and independent living

(08) 9340 8222  
(08) 9346 3333

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

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Commonwealth Carelink Centre is the central resource for people seeking information about community based services who provide care and support

1800 052 222

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Lotterywest Disability Equipment Grants is managed by the Independent Living Centre and provides grants to help you live more independently

(08) 9340 5270  
Country 1800 655 270  
TTY: (08) 9340 5236

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(08) 9381 0608  
1300 885 886  
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### **How do I make future plans for education?**

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Resource Unit for Children with Special Needs (RUCSN) provides support services, resources and training to help carers, parents, families and students to understand and meet the needs of children with special needs

(08) 9388 7577

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Disability Services Commission advances quality of life for people with disabilities, advocacy and support

(08) 9426 9200  
Country 1800 998 214  
TTY: 9426 9315

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Department for Education, Science and Training, visit [www.dest.gov.au](http://www.dest.gov.au)

(08) 9464 4000

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

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

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Centrelink, ask to speak to their social worker about Carer's Allowance 13 1021

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

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Carers Association of WA provides support and services to family carers through information and resources, education, training, counselling, social support, advocacy and representation 1300 227 377  
1800 242 636

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National Respite Call Number provides access to home and community respite 1800 059 059

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Perth Home Care Services provides crisis care support service available 24hrs, 7 days a week, free of charge (08) 9388 6993

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

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

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

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

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

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

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TTY 9386 6451  
1800 193 331

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(08) 9340 8094

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### **For more information about anything you read on this checklist please call?**

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

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