



RESOURCE LIST – HIV AND RELEVANT RESOURCES AND SERVICES FOR CULTURALLY DIVERSE COMMUNITIES

A selection of contacts, services and other useful resources for CALD communities in Australia


This list highlights a range of current materials and links to further information.

If you wish to update a listing or add additional information to the list please email fokeefe@afao.org.au


Interpreter Services:


Telephone Interpreter Service (TIS)

- ❖ **To use an interpreter over the telephone.**
Telephone: 131 450

 **To book an on-site interpreter to attend an appointment.**
On-Site Interpreter Booking Form:
<http://tiny.cc/316ae>


 **To pre-book a telephone interpreter.**
Telephone Interpreter Pre-Booking Form:
<http://tiny.cc/lhodw>

 **For Medical Practitioners to register for free interpreting services.**
Medical Practitioners Free Interpreting Registration Form:
<http://tiny.cc/jx7jq>

 **The Doctors Priority Line and the Free telephone and translating services to Pharmacies to assist communication with culturally and linguistically diverse clients:**
<http://tiny.cc/y2t44>

Multicultural HIV Related Services

NEW SOUTH WALES

 **Multicultural HIV/AIDS and Hepatitis C Service (MHAHS)**
www.multiculturalhivhepc.net.au

Phone: (02) 9515 5030
Free call: 1800 108 098 (NSW country)

SOUTH AUSTRALIA



Personal Education and Community Empowerment (PEACE) Multicultural Services

www.rasa.org.au/RASA/MenuBar/Services/PEACE.aspx

Phone: (08) 8245 8100

QUEENSLAND



Ethnic Communities Council of Qld

www.eccq.com.au

Phone: (07) 38449166



Queensland Health Multicultural Services

www.health.qld.gov.au/multicultural

Email: multicultural@health.qld.gov.au

Phone: (07) 3328 9873

Fax: (07) 3328 9115

VICTORIA



Alfred Hospital – HIV CALD Service

The service supports individuals from a wide range of cultures including: Thai, Vietnamese, Cambodian, Middle Eastern and Eastern, Central and Horn of Africa

www.alfredhealth.org.au/hivaidsservice/

Phone: (03) 9076 3942



Multicultural Health and Support Service

The Multicultural Health & Support Service (MHSS) is a community service that focuses on HIV/AIDS, viral hepatitis and sexually transmissible infections.

MHSS offers a range of services that support work with CALD clients, including training, client support and peer education, as well as a range of culturally targeted and multilingual resources.

www.ceh.org.au/our_programs/mhss.aspx

Phone: (03) 9342 9711

WESTERN AUSTRALIA



Metropolitan Migrant Resource Centre

Offers a range of services and programs designed to help newly arrived individuals and communities during settlement into Australia

www.mmrcwa.org.au/

Phone: (08) 9345 5755



Multicultural Mental Health Australia

www.mmha.org.au

State-based HIV services

AUSTRALIAN CAPITAL TERRITORY



AIDS Action Council of ACT

Westlund House, 16 Gordon Street
Acton ACT 2601

GPO Box 229 Canberra ACT 2601

www.aidsaction.org.au

Phone: (02) 6257 2855



ACT Hepatitis Resource Centre

Suite 8, 18 Corinna Street,
Woden 2606

www.hepatitisresourcecentre.com.au

Phone: (02) 6282 2611 / 1300 301 383



Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)

Level 1, 112-116 Alinga Street, Canberra ACT 2601

Phone: (02) 6279 1670

Email: nicolew@cahma.org.a



Canberra Sexual Health Centre

The Canberra Hospital

Gilmore Crescent Garran 2605 , PO Box 11, Woden 2606

www.health.act.gov.au/sexualhealth

Phone: (02) 6244 2184

**People Living with HIV/AIDS (PLWHA) ACT**

Westlund House, 16 Gordon Street, Acton ACT 2601
PO Box 229 Canberra ACT 2601
www.aidsaction.org.au

Phone: (02) 6257 4985
Email : aidsaction@aidaction.org.au

NEW SOUTH WALES

**AIDS Council of NSW (ACON)**

414 Elizabeth Street, Sydney NSW 2010
PO Box 350 Darlinghurst NSW 1300
www.acon.org.au

Phone: (02) 9206 2000
Freecall: 1800 063 060 (NSW country)
Email: acon@acon.org.au

**Albion Street Centre**

150 Albion Street,
Surry Hills NSW 2010
www.sesahs.nsw.gov.au/albionstcentre

Phone: (02) 9332 9600
Freecall: 1800 451 600 (NSW country)
Email: hccnsw@hepatitisc.org.au

**Hepatitis NSW**

Lvl 1, 349 Crown St, Surry Hills,
Sydney
PO Box 432, Darlinghurst NSW 1300
www.hepatitisc.org.au

Phone: (02) 9332 1853
Freecall: 1800 803 990 (NSW country)
email: hccnsw@hepatitisc.org.au

**The Heterosexual HIV/AIDS Service (POZHET)**

Redfern Community Health Centre
155 Pitt St Redfern
Sydney NSW 2016 Australia
www.pozhet.org.au

Freecall: 1 800 812 404



Multicultural HIV/AIDS and Hepatitis C Service (MHAHS)

PO Box M139, Camperdown NSW 2050

www.multiculturalhivhepc.net.au

Phone: (02) 9515 5030

Freecall: 1800 108 098 (NSW country)



NSW Refugee Health Services

PO Box 144, Liverpool BC NSW 1871

www.refugeehealth.org.au

Phone: (02) 8778 0770

Email: refugeehealth@sswahs.nsw.gov.au



NSW Users and AIDS Association (NUAA)

345 Crown Street, Surry Hills NSW 2010

PO Box 278 Darlinghurst NSW 1300s

www.nuaa.org.au

Phone: (02) 8354 7300

Freecall: 1800 644 413 (NSW country)



Positive Life NSW (formerly PLWHA NSW)

Suite 5, Level 1,

94 Oxford Street

Darlinghurst NSW 2010

PO Box 831 Darlinghurst NSW 1300

<http://positivelife.org.au>

Phone: (02) 9361 6011

Freecall: 1800 245 677 (NSW country)

Email: admin@positivelife.org.au

NORTHERN TERRITORY



Melaleuca Refugee Centre

(Torture and Trauma Survivors Service of the Northern Territory)

PO Box 1226, Nightcliff NT 0814

www.melaleuca.org.au

Phone: (08) 8985 3311

email: admin@melaleuca.org.au



**Northern Territory AIDS and Hepatitis Council (NTAHC) - Darwin Office
and Needle and Syringe Project (NTAHC)**

46 Woods Street,
Darwin NT 0800
www.ntahc.org.au

Phone: (08) 8941 1711
Freecall: 1800 880 899



People Living with HIV/AIDS (PLWHA) NT

46 Woods Street,
Darwin NT 0800
www.ntahc.org.au

Phone: (08) 8941 1711



Sex Workers Outreach Program

Phone: (08) 8941 1711
www.ntahc.org.au/swop

QUEENSLAND



Brisbane Refugee and Asylum Seekers Health Network (BRASHN)

www.brashn.org.au
Phone: (07) 3357 9013 (Mon, Tue, Thu),
Mobile: 0432 270 996



Queensland Association for Health Communities (QAHC)

30 Helen Street. Newstead Qld 4006
PO Box 1372, Eagle Farm BC Qld. 4009
www.qahc.org.au

Phone: 07 3017 1777
Email: info@qahc.org.au



Queensland Injectors Health Network (QUIHN)

89-101 Gipps St Fortitude Valley, QLD 4006
PO Box 2470
Fortitude Valley BC QLD 4006
www.quihn.org.au

Phone: (07) 3620 8111 or 1800 172 076 (Outside Brisbane)



SOUTH AUSTRALIA

AIDS Council of South Australia (ACSA)

64 Fullarton Road, Norwood SA 5067

2 Eton Rd, Keswick, SA, 5035

www.acsa.org.au

Phone: (08) 8334 1611

Freecall: 1800 888 559



Hepatitis C Council of SA

3 Hackney Road,

Hackney SA 5069

PO Box 782 Kent Town SA 5071

www.hepccouncilsa.asn.au

Phone: (08) 8362 8443

Freecall: 1300 437 222



HIV Women's Project

64 Pennington Tce,

North Adelaide SA 5006

www.whs.sa.gov.au

Phone: (08) 8239 9600



People Living with HIV/AIDS (PLWHA) SA

16 Malwa Street, Glandore SA 5037

PO Box 383 Marleston SA 5033

www.hivsa.org.au

Phone: (08) 8293 3700



Sexual Health Information Networking and Education (SHine)

www.shinesa.org.au

Sexual Health Line: (08) 8364 0444



SA Voice for Intravenous education (SAVIVE)

64 Fullarton Road, Norwood SA 5067

PO Box 907 Kent Town SA 5071

www.acsa.org.au/SAVIVEmain

Phone: (08) 8334 1699

Freecall: 1800 888 559 (SA country)



Survivors of Torture and Trauma Assistance and Rehabilitation Service in South Australia

12 Hawker Street, Bowden SA 5007

www.sttars.org.au

Phone: (08) 8346 5433

TASMANIA



Bi-Cultural Community Health Program (BCHP)

http://www.redcross.org.au/TAS/services_default.htm

Freecall: 1800-246-850

Email: tas_bicultural_health@redcross.org.au



Multicultural Health and Wellbeing Policy Officer (state-wide)

For information, advice, training or referral. Deborah van Velzen (full time)

<http://www.dhhs.tas.gov.au/agency/pro/multicultural/>

Phone: 6222-7656

Mobile: 0427-554-264

Email: deborah.vanvelzen@dhhs.tas.gov.au



Multicultural Tasmania

Part of the Department of Premier and Cabinet who can link you to a Multicultural Liaison Officer in any Tasmanian State Government Department.

www.dpac.tas.gov.au/divisions/multitas/

Phone: 6233 3439

Freecall: (Tasmania only): 1800 066 782

Email: multitas@dpac.tas.gov.au



Phoenix Centre

Support for survivors of torture and trauma including counselling, advocacy and natural therapy programs

49 Molle Street, Hobart TAS 7000

www.mrchobart.org.au

Phone: (03) 6234 9138

Email: phoenix@mrchobart.org.au



Tasmanian Council on AIDS, Hepatitis and Related Diseases (TasCAHRD)

319 Liverpool Street, Hobart TAS 7000

GPO Box 595 Hobart TAS 7001

www.tascahrd.org.au

Phone: (03) 6234 1242

Freecall: 1800 005 900

Email: mail@tascahrd.org.au



Women's Health Information Line

Freecall: 1800-675-028

VICTORIA



Hepatitis C Council of Victoria

Suite 5, 200 Sydney Road, Brunswick VIC 3056

www.hepcvic.org.au

Phone: (03) 9380 4644

Info Line: 1800 703 003 (VIC country)



People Living with HIV/AIDS VICTORIA

Suite 1, 111 Coventry Street

Southbank VIC 3006

www.plwhavictoria.org.au

Phone: (03) 9863 8733



Positive Women – Victoria

Fairfield House, Moubay Street, Melbourne 3000

PO Box 222, Prahran VIC 3181

www.positivewomen.org.au

Phone: (03) 9276 6918

Email: info@positivewomen.org.au

**Straight Arrows**

Suite 1, 111 Coventry Street
Southbank VICTORIA, VICTORIA 3006
www.straightarrows.org.au

Phone: (03) 9863 9414

**Resourcing Health & Education (RhED)**

10 Inkerman Street, St Kilda VIC 3182
www.sexworker.org.au

Phone: (03) 9534 8166

**Victorian AIDS Council**

6 Claremont Street, South Yarra VIC 3141
www.vicaids.asn.au

Phone: (03) 9865 6700

Freecall: 1800 134 840 (VIC country)

**VIC Hepatitis C Helpline**

Freecall: 1800 703 003

WESTERN AUSTRALIA

**A Substance Users Association (WASUA)**

519 Marry Street West Perth
PO Box 7083 Cloisters Square Perth WA 6850
www.wasua.com.au

Phone: (08) 9321 2877

**Hepatitis WA**

187 Beaufort Street, Northbridge WA 6865
PO Box 8435 Perth Business Centre WA 6849
www.hepatitiswa.com.au

Phone: (08) 9328 8538

Freecall: 1800 800 070 (WA country)



Magenta- Sex Worker Project
PO Box 8054,
Perth Business Centre WA 6849

Phone: (08) 9328 1387



Western Australian AIDS Council (WAAC)
664 Murray St., West Perth WA 6005
PO Box 1510 West Perth 6872
www.waaid.com

Phone: (08) 9482 0000
Crisis Care , after hour emergency calls: (08) 9223 1111
Freecall: 1800 199 008

A SELECTION OF AUSTRALIAN RESOURCES IN COMMUNITY LANGUAGES AND/OR PLAIN ENGLISH:



Multicultural HIV and Hepatitis C Service (MHAHS)
The Multicultural HIV/AIDS and Hepatitis C Service (MHAHS) works to respond to HIV and hepatitis C among CALD communities in NSW. The MHAHS employs people from more than 20 language groups who are integral to the links established by the MHAHS with CALD background communities. The MHAHS offers bilingual/bicultural support to people living with HIV from CALD backgrounds and develops a range of multilingual print resources which are also available online.

<http://www.multiculturalhivhepc.net.au/>




Health Translations Directory
An online directory links to online multilingual health resources from government departments, peak health bodies, hospitals, community health centres and welfare agencies.

<http://www.healthtranslations.vic.gov.au>



Diversity Health Institute Clearinghouse
Lists a range of materials on multicultural health, including fact sheets, reports, videos, CDs, journals, leaflets, posters and signs.

<http://203.32.142.106/clearinghouse/Resources.htm>

 **Culturally and Linguistically Diverse (CALD) Information produced by Family Planning**

Family Planning WA has produced a variety of material relating to sexual health, including information about how to put on a condom, women's health information and information about sex and the law in a range of languages, including Arabic, Chinese, Vietnamese, Swahili, Thai, Burmese, English.

<http://www.fpwa.org.au/healthinformation/cald/>

Family Planning NSW has produced a range of factsheets in several community languages providing essential information on topics including contraception and sexually transmissible infections.

http://www.fpnsw.org.au/index_nes.html

Women and HIV Factsheets


The Women and HIV Factsheets provide basic information about HIV, and are particularly appropriate for women who have been recently diagnosed with HIV, and those from culturally and linguistically diverse backgrounds (CALD)

www.fpnsw.org.au/625547_8.html

 **Top Tips: Living Well with HIV - A Plain English Guide**

A booklet containing information about living with HIV, along with contact information for relevant organisations. Each tip is written in a relatively brief format for readers to refer to and to assist them in finding out more information about particular topics.

<http://www.hivtoptips.org.au/Top%20Tips%20-%20A%20Plain%20English%20Guide.pdf>

 **Information for community members about Refugee health clinics (RHS) clinics in NSW**

Pamphlet available in Arabic, Dari, Dinka, English, Farsi, and Swahili

http://www.sswahs.nsw.gov.au/sswahs/refugee/about_clinics.html

 **HIV Prevention brochures**

How to avoid contracting or spreading HIV/AIDS, hepatitis and sexually transmissible infections. These brochures are available in simple English and 10 Asian and African languages.

http://www.ceh.org.au/mhss/info_for_service_providers/bbv_sti_resources

 **Hep C in Brief fact sheets**

The Australasian society of HIV medicine (ASHM) has produced a fact sheet in Australian State and Territory specific format that includes a listing of local support groups and organisations. Hep C in Brief is available in English and eight community languages.

<http://stage.ashm.org.au/hepc-factsheet/>

AUDIOVISUAL RESOURCES



Transmission DVD kit

Four short films that increase understanding of hepatitis C and its transmission routes. Created for and with various CALD communities, the DVD kit uses animation and hip hop to deliver health messages. The kit includes detailed facilitator's notes to help you use the films for health promotion purposes.

Order: <http://www.ceh.org.au>

View: http://www.ceh.org.au/mhss/info_for_service_providers/transmission_iv.aspx



Bridging Differences, Enhancing Understanding

A DVD resource kit on culturally appropriate health promotion, based on a project in which Iraqi and African families discussed hepatitis C and sexual health. Further information the DVD resource kit and details order details are available at:

<http://www.ceh.org.au/about/projects/pages/bridgingdifferences.aspx>



Everybody's business DVD

An audio-visual resource for trainers and educators working with people from CALD backgrounds in the area of HIV and hepatitis C. The DVDs on HIV and hepatitis C are accompanied by a facilitator's CD containing training activities and handouts in English, Arabic, Chinese (Mandarin), Indonesian, Khmer, Somali, Spanish, Thai and Vietnamese.

<http://www.multiculturalhivhepc.net.au>



Living a Positive Life (CD 2005)

This multilingual HIV/AIDS audio CD captures the living experience of HIV/AIDS. Available in Arabic, Chinese (Cantonese and Mandarin), Croatian, English, Indonesian, Khmer, Spanish, Thai and Vietnamese.

<http://www.multiculturalhivhepc.net.au>



About AIDS CD-ROM

The About AIDS CD-ROM provides people with basic HIV/AIDS information in an interactive format. Although designed for students learning English with the support of an English language teacher, this CD-ROM will be useful for all people requiring plain English resources.

<http://www.fpnsw.org>



Health Check DVD: Health information for recently arrived African communities in Australia

This resource provides recently arrived African communities with clear information about health checks and procedures in Australia in English,

Dinka, Kirundi, Swahili, Krio, Juba Arabic or Liberian Pidgin English

View: www.youtube.com/user/refugeehealth

Order: <http://www.sswahs.nsw.gov.au/sswahs/refugee/mhr.html>

AUSTRALIAN RESEARCH MATERIALS FOR AND ABOUT CALD COMMUNITIES IN AUSTRALIA (ENGLISH LANGUAGE RESOURCES)



Resource Manual - CALD communities, sexually transmissible infections and viral hepatitis

A resource manual for health and community service workers, produced by Multicultural Health and Support Service (MHSS) includes information on working with diverse health beliefs and levels of literacy, explaining sexual health terms and useful support services and resources.

http://www.ceh.org.au/mhss/info_for_service_providers/bbv_sti_resources.aspx



BBV/STI Glossary

A glossary of terms relating to sexual health and viral hepatitis for interpreters, translators and others who work in a health setting. The glossary offers an extensive list of English terms related to sexual health and blood-borne viruses (such as hepatitis), with easy to understand definitions.

<http://www.ceh.org.au/glossary/> [Web Version]

http://www.ceh.org.au/downloads/MHSS_glossary_Web-friendly_version.pdf [PDF Version]



AFAO Immigration Factsheet: Applying for Permanent Residence in Australia

This factsheet provides general information about how an HIV positive diagnosis may affect your own or a family member's application for permanent residence in Australia.

http://www.afao.org.au/library_docs/policy/factsheet_0311_immigration.pdf

Please note: this link will change from September 2011 to:

http://www.afao.org.au/library/topic/mobile-populations/factsheet_0311_immigration.pdf



AFAO Discussion Paper: HIV and Sub-Saharan African communities in Australia





Available on request – email: web@afao.org.au







Double Trouble? The health needs of culturally diverse men who have sex with men

Multicultural Health and Support Service (MHSS) convened a working group to organise a consultative forum and produce a report on the topic of culturally and linguistically diverse (CALD) men who have sex with men (MSM).

http://www.ceh.org.au/mhss/info_for_service_providers/cald-msm.aspx

-  **Understanding late diagnosis among people from Culturally and Linguistically Diverse (CALD) backgrounds**
Research report investigating reasons for late HIV diagnosis in New South Wales focusing on people from CALD backgrounds in the Sydney metropolitan area.
http://nchsr.arts.unsw.edu.au/media/File/CALD_Understanding_late_HIV_diagnosis_report.pdf
-  **Survey of HIV knowledge and use of services among people from CALD backgrounds 2006-2008.**
Periodic survey of HIV knowledge and use of health services among people from culturally and linguistically diverse backgrounds.
http://nchsr.arts.unsw.edu.au/media/File/1_CALDperiodicsurvey.pdf
-  **NCHSR Social Research Brief, Number 12: HIV, diversity and Cultural Competence**
A brief report on the framework of 'cultural competence'.
<http://nchsr.arts.unsw.edu.au/media/File/SRB12.pdf>
-  **CEH library (Victoria)**
A range of research papers and other literature has been collated by CEH, and is available to borrow from the CEH library (Victoria)
http://www.ceh.org.au/mhss/info_for_service_providers/bbv_sti_resources/ceh_library_resources_mhss.aspx


International Resources

-  **UNAIDS**
Information about HIV in different global regions
<http://www.unaids.org/en/regionscountries/regions/>
-  **AIDSMAP**
Translated HIV patient information in a range of community languages
<http://www.aidsmap.com/translations>
-  **HIV and Faith Discussion paper: Engaging Muslim and Christian Leaders on the Issue of HIV**
http://www.ahpn.org/campaigns/index.php?camp_id=12
-  **Global forum on MSM and HIV**
<http://www.msmsgf.org>

 **The history of African communities in Aotearoa (New Zealand) and the role of the NZ AIDS Foundation in their story**
<http://www.nzaf.org.nz/real-people/related/group/african-communities/history-of-the-african-communities>


 **Preventing HIV – a resource for African communities**
An online tool, developed by NAM (UK), that highlights and signposts the range of services available to African people living with HIV in the UK
<http://www.aidsmap.com/HIV-UK-African-communities-new-resource/page/1820472/>


 **A Pos Salam**
Blog about HIV from a Muslim man who is living with HIV
<http://www.thebody.com/content/art58283.html>


 **What's Faith Got To Do With It? (free e-book)**
A Global MULTIFAITH discussion on HIV responses, foreword by Archbishop Emeritus Desmond Tutu.
<http://www.inerela.org/english/resources/book>

Country profiles

Country profiles provide historical, demographic and sociological information about specific countries. They can be useful in researching the background of specific ethnic groups.

 **Department of Immigration and Citizenship (DIAC)**
DIAC country profiles bring together a whole-of-country perspective on permanent and temporary migrant inflow and outflow and provide relevant information, including key statistical data, on the different types of visa categories. Only a limited number of profiles are currently available.
www.immi.gov.au/media/statistics/country-profiles

 **Victorian Transcultural Psychiatry Unit (VTPU)**
VTPU has compiled links to online profiles for more than 150 migrant and refugee communities. The profiles are sourced from both Australian and international sites, and include demographic information, cultural information such as religious beliefs and traditional practices, mental health information where available, and historical and economic background in the home country.
www.vtpu.org.au/resources/communityprofiles.html

 **CIA – The World Factbook**
Compiled by the Central Intelligence Agency (USA), The World Factbook provides information on the history, people, government, economy, geography, communications, transportation, military, and transnational issues for 266 world entities.
<https://www.cia.gov/library/publications/the-world-factbook>



AIDS Datahub Country Profile

Data and information about HIV by country. Includes Data Sheets, country Overview in Slides, Maps and HIV related profiles of 25 countries and regions
<http://www.aidsdatahub.org/en/country-profiles>

Legal Assistance



HIV/AIDS Legal Centre

www.halc.org.au

Phone: (02) 9206 2060

Free call: 1800 063 060

Hearing Impaired: (02) 9283 2088



National Association of Community Legal Centres

<http://www.naclc.org.au/>

Phone: 02 9264 9595

Fax: 02 9264 9594

Email: naclc@clc.net.au

AUSTRALIAN CAPITAL TERRITORY



Westlund Community Legal and Migration Service is free and focuses on migration and related issues for communities in Canberra. The service is available by appointment only

Phone: 02 6257 2855.



Legal Aid ACT

www.legalaidACT.org.au

Phone: (02) 6243 3471

Information line: 1300 654 314

NORTHERN TERRITORY



Northern Territory Legal Aid Commission

www.ntlac.nt.gov.au (with links to contact details of offices in NT)

Information Line: 1800 019 343

NEW SOUTH WALES



Legal Aid NSW

www.legalaid.nsw.gov.au (with links to contact details of offices in NSW)

Phone: 1300 888 529

Hearing Impaired: 1300 889 529



Law Access NSW

www.lawaccess.nsw.gov.au

Phone: 1300 888 529

Hearing Impaired: 1300 889 529

QUEENSLAND



Legal Aid Queensland

www.legalaid.qld.gov.au

Phone: 1300 65 11 88

Hearing Impaired: (07) 3238 3023

SOUTH AUSTRALIA



Legal Services Commission of South Australia

www.lsc.sa.gov.au (with links to contact details of offices in SA)

Information Line: 1300 366 424

TASMANIA



Legal Aid Commission of Tasmania

www.legalaid.tas.gov.au

(with links to contact details of offices in Tasmania)

Legal Advice and Information: 1300 366 611

VICTORIA



Victoria Legal Aid

www.legalaid.vic.gov.au (with links to contact details of offices in Victoria)

Legal Information Service: (03) 9269 0120

1800 677 402 (Country Callers)

WESTERN AUSTRALIA



Legal Aid Commission of Western Australia

www.legalaid.wa.gov.au (with links to contact details of offices in WA)

Hearing Impaired: 1800 241 216

Health Services Complaints Commissions

AUSTRALIAN CAPITAL TERRITORY



ACT Human Rights Commission

www.hrc.act.gov.au

Phone: (02) 6205 2222

Hearing Impaired: (02) 6207 0525

NEW SOUTH WALES



Health Care Complaints Commission

www.hccc.nsw.gov.au

Phone: (02) 9219 7444

Free call: 1800 043 159

Hearing Impaired: (02) 9219 7555

NORTHERN TERRITORY



Health and Community Services Complaints Commission

www.hcsc.nt.gov.au

Phone: (08) 8999 1969

Free call: 1800 806 380

QUEENSLAND



Health Quality and Complaints Commission

www.hqcc.qld.gov.au

Phone: (07) 3120 5999

Free call: 1800 077 308

Hearing Impaired: (07) 3120 5997

SOUTH AUSTRALIA



**Health and Community Services
Complaints Commissioner**

www.hcsc.sa.gov.au

Phone: (08) 8226 8666

Free call: 1800 232 007

Hearing Impaired: 133 677 then ask for (08) 8226 8666

Hearing Impaired (Country callers): 1800 555 677 then ask for 1800 232 007

TASMANIA



Health Complaints Commissioner

www.healthcomplaints.tas.gov.au

Free call: 1800 001 170

VICTORIA



Health Services Commissioner

www.health.vic.gov.au/hsc/

Phone: (03) 8601 5200

Free call: 1800 136 066

Hearing Impaired: 1300 550 275

WESTERN AUSTRALIA



Office of Health Review

www.healthreview.wa.gov.au

Phone: (08) 9323 0600

Free call: 1800 813 583

Hearing Impaired: (08) 9323 0616