

About People with Disability Australia (PWD)

PWD is a peak disability rights and advocacy organisation. Most of PWD's members are people with disability and organisations of people with disability. PWD is a non-profit, non-government organisation.

PWD's programs include:

- Information services
- Individual and group advocacy
- Systemic advocacy
- Capacity building
- Training
- Operation of the National Disability Abuse and Neglect Hotline
- Operation of the National Disability Complaints Resolution and Referral Service



Contact us

You can contact us by phone on Monday to Friday between 9am and 5pm. Outside of these hours, leave a message for us. When you call, ask for our Disability Rights Information Officer. They will listen to your problem and see how we can help.



Free call: 1800 422 015



Telephone typewriter free call: 1800 422 016



National Relay Service: call **1800 555 677** and ask them to call People with Disability Australia for you.



For an interpreter, call the **Translating and Interpreting Service** on **131 450** and ask them to call People with Disability Australia for you.

You can also write to us and ask us to contact you:



Fax: 02 9318 1372



Email: dris@pwd.org.au



Mail: Disability Rights Information Service
People with Disability Australia
PO Box 666, Strawberry Hills, NSW 2012

**You can also meet in person with an Advocate.
Please call us to arrange an appointment.**

PWD's Boarding House Advocacy Project is funded by Ageing, Disability and Home Care (ADHC), Department of Human Services NSW

PWD Boarding House Advocacy Project



Phone: 02 9370 3100
Free call: 1800 422 015
www.pwd.org.au



People with Disability Australia

What is the Boarding House Advocacy Project?

PWD's Boarding House Advocacy Project is a free, confidential information and advocacy service for people who live in licensed residential centres (boarding houses).



Who can use the service?

Any person with a disability who lives in a licensed boarding house in NSW.

Requesting assistance, making referrals:



People can ask a PWD advocate for help when we visit a boarding house.

People can also contact us by phone on:
1800 422 015 or
email: dris@pwd.org.au

Family members, carers, support workers and others can also ask us to help a person who lives in a boarding house.

Issues addressed:

- Complaints from residents
- Abuse and neglect
- Housing
- Support services
- Finances
- Boarding house closures
- Decision making and guardianship
- Discrimination
- Life changes



Who we work with:

- People with disability living in licensed boarding houses
- The persons family and friends
- Boarding house license managers & staff
- Case managers
- Active Linking Initiative (ALI) workers
- Home Care Service staff
- Primary and secondary health workers
- Mental health services
- NSW Trustee and Guardian
- Official Community Visitors

The way we work:

- We visit people at the boarding house where they are living
- We provide people with information about their rights and the PWD Boarding House Advocacy Project

When people request our support we:

- Give them information and advice to help them solve the problem
- When the person already has an advocate we will support them in their role
- We will talk to the person about their problem and try to find ways to solve it
- We will go to meetings with the person or on their behalf, write letters and / or make phone calls
- When the problem has been sorted out we will close the file
- If another problem comes up people can ask for help again

