



Government
of South Australia

Department for Communities
and Social Inclusion



Your guide to DCSI services

Communities for all:
opportunities for everyone

Our vision

Communities for all: opportunities for everyone

We strive to help South Australians build communities where people are involved and they feel connected, safe and supported. We know that where a person lives affects their access to opportunities and has a major impact on their wellbeing. If people work together to strengthen a community, the lives of all those who live within it will be better. The Department for Communities and Social Inclusion's (DCSI) focus is to improve people's lives through improving their communities.

Our objectives

DCSI defines its priorities with three strategic objectives:

- support independence and participation
- make our communities stronger
- provide the best services.

Career information

There is a diverse range of careers available in DCSI. Vacancies are advertised online at:

Website: www.dcsi.sa.gov.au/careers

For more information contact DCSI Human Resources on (08) 8207 0394.



Follow DCSI on Twitter at:
www.Twitter.com/SA_DCSI

Services in this guide

Information for people living with disability	4
National Disability Insurance Scheme	5
Companion Card	6
Independent living	7
Information for older South Australians	8
Information about housing	10
Volunteering	12
Information for carers	13
Office for Youth	14
Women's Information Service	15
Multicultural SA	16
Interpreting and Translating Centre	16
Disaster relief and recovery	17
Supporting people with problem gambling	18
Grants information	19
Australian Service Excellence Standards	19
Help with finances	20
Concessions	21

Services for Aboriginal people

DCSI is strongly committed to improving the wellbeing of Aboriginal and Torres Strait Islander people and communities. Specific services for Aboriginal and Torres Strait Islander people are available.

Information for people living with disability

The department provides and coordinates a broad range of services and programs for people living with disability.

People with disability, their families and carers can find the help and services they need by contacting the department's disability information service.

Services are available for eligible adults, children and young people.

Available services include:

- early childhood and developmental services
- support at home, including personal care
- fully supported live-in accommodation services
- support for carers including advice, training and respite
- health care and support for complex issues
- therapy and equipment services
- case management.

Phone: 1300 786 117

Emergency after hours: (08) 8372 1414

Email: disabilityinfo@dcsi.sa.gov.au

Website: www.sa.gov.au/disability

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) was launched on 1 July 2013, and in South Australia will initially focus on children with disability. The National Disability Insurance Agency has opened in South Australia, in St Marys and Elizabeth.

For more information, including eligibility criteria, contact the National Disability Insurance Agency.

Phone: 1800 800 110

Website: www.ndis.gov.au

DCSI's Disability Services (Child and Youth Services) is a registered provider under the NDIS. For more information on services provided by Child and Youth Services:

Phone: 1300 720 513

Email: DCSICY@dcsi.sa.gov.au



Companion Card

The South Australian Companion Card is for people with a severe, permanent disability and a lifelong need for significant attendant care. It entitles holders to two tickets for the price of one at participating venues and activities.

For more information or to access an application form, contact Concessions and Support Services, or visit the website.

Phone: 1800 667 110 (freecall)

Email: companion.card@dcsi.sa.gov.au

Website: www.sa.companioncard.asn.au



Independent living

Independent Living Centre

The Independent Living Centre (ILC) is a free information and advisory service available to the public. The ILC can provide advice on equipment, technology and techniques to assist people with disability, mobility issues, who are ageing, and their carers with everyday tasks.

Visit: 11 Blacks Road, Gilles Plains

Phone: 1300 885 886

Email: ilcsa@dcsi.sa.gov.au

Website: www.sa.gov.au/disability/ilc

Continence Resource Centre

The South Australian Continence Resource Centre (CRC) is also located at the ILC.

A nurse is available to provide information about continence management, services and products.

Individuals can contact the CRC by phone or email, or make an appointment to visit the centre to see and trial a range of equipment.

Visit: 11 Blacks Road, Gilles Plains

Phone: 1300 885 886 (SA/NT)

Email: continence@dcsi.sa.gov.au

Website: www.sa.gov.au/disability/crc



Information for older South Australians

Domiciliary Care

Domiciliary Care works to increase people's ability to care for themselves, supporting people to live independently at home.

Aged care services are available to people living in Adelaide and include physical therapy, rehabilitation, dementia and personal care services, as well as respite and support for carers.

Phone: 1300 295 673

Email: DCSIDomCareReception@dcsi.sa.gov.au

Website: www.sa.gov.au/seniors



Access2HomeCare

Access2HomeCare is a telephone service that helps older people, and their families and carers get the Home and Community Care services they need. Callers are assessed for eligibility for Home and Community Care services. Eligible persons are provided with information and referred to agencies in their local area.

Access2HomeCare is also the access point for new referrals to the Aged Care Assessment Program. This program assesses for Commonwealth funded Residential Care and Home Care packages.

Phone: 1300 130 551

Email: access2homecare@dcsi.sa.gov.au

Website: www.sa.gov.au/seniors

Information about housing

Housing SA provides a range of social housing services to the community. Aboriginal specific services are also available.

Homeless or in housing crisis

- range of specialist homelessness services
- referrals to the appropriate support services in your area
- crisis/transitional accommodation or supportive housing.

24 hour Homelessness Gateway:
1800 003 308 (freecall from a landline).

Private rental

- assistance getting a bond and rent in advance
- help finding suitable and affordable accommodation
- general information and advice about your tenancy.

Social housing

- information on housing options including public and community housing, and the National Rental Affordability Scheme
- information and advice about your public housing tenancy
- maintenance and repairs to your public housing property.

Housing Improvement Branch

The Housing Improvement Branch (HIB) operates under the *Housing Improvement Act (1940)* and inspects private rental properties that have been reported as being of a poor or unsafe standard.

If a property is reported to HIB they will:

- inspect the property and make a list of any defects
- send a letter to interested parties that will list all defects at the property that need to be repaired or the property may be declared sub-standard.

If the defects are not satisfactorily rectified within the prescribed time, a rent fix may be applied to the property.

Phone: 1300 700 329

Email: housingimprovement@dcsi.sa.gov.au

Contact Housing SA

General inquiries: 13 12 99
(8.30am-5.30pm weekdays)

Public and Aboriginal housing maintenance issues: 13 12 88 (24 hours, 7 days a week)

Email: DCSIhousing@dcsi.sa.gov.au

Website: www.sa.gov.au/housing

Tenants Information and Advocacy Services:
131 882 or 1800 060 462 (freecall for country South Australia)

Volunteering

Volunteers provide their time and skills to make a positive difference to the lives of people across South Australia.

The Office for Volunteers works to support and develop the South Australian volunteer sector.

It provides policy and strategic advice that improves government responsiveness to the needs of the volunteer community, and maintains a range of programs that support and promote volunteering in South Australia.

For more information about volunteering contact the Office for Volunteers:

Phone: 1300 014 712

Email: OFV@sa.gov.au

Website: www.ofv.sa.gov.au

For information about volunteering with DCSI, visit www.dcsi.sa.gov.au/volunteering



Information for carers

Assistance is available to South Australians who provide ongoing care and assistance to a family member or friend with disability or chronic illness (including mental illness), or who is frail.

Information on topics such as employment, finance, rights, legislation, and carer support organisations is available at www.sa.gov.au/carers



Office for Youth

The Office for Youth works to support young South Australians aged 12-25 to reach their full potential and achieve positive life outcomes.

The Office for Youth manages a range of programs and grants, and works across government to develop and inform policies to better support young people.

Phone: (08) 8207 0452

Email: officeforyouth@sa.gov.au

Facebook: www.facebook.com/OfficeforYouthSA

Website: www.officeforyouth.sa.gov.au



Women's Information Service

The Women's Information Service (WIS) provides information to South Australian women online, over the phone and in person. WIS aims to increase access to information that promotes choice and empowerment.

Phone: (08) 8303 0590

Country callers: 1800 188 158 (freecall)

SMS: 0401 989 860

Email: wis@sa.gov.au

Facebook: www.facebook.com/sawomen

Website: www.wis.sa.gov.au

Multicultural SA

Multicultural SA advises government on multicultural issues, promotes multiculturalism and works alongside the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC) to achieve an inclusive and cohesive society. Multicultural SA has a focus on whole-of-government policy advice and coordination on multicultural matters. For inquiries about multicultural grants, please refer to 'Grants information' on page 19.

Phone: (08) 8207 0751

Fax: (08) 8413 9002

Email: multicultural@sa.gov.au

Website: www.multicultural.sa.gov.au

Interpreting and Translating Centre

The Interpreting and Translating Centre provides professional interpreting and translating services. Interpreters work with the spoken language, while translators deal with written text. Services are available in more than 100 languages, 24 hours a day, 7 days a week.

Phone: 1800 280 203

Fax: (08) 8226 1992

Email: itc@sa.gov.au

Website: www.translate.sa.gov.au

Disaster relief and recovery

DCSI provides advice and assistance to help people and communities recover from floods, storms, bushfires and other disasters.

This includes emergency relief, such as the provision of food, accommodation, financial support, information and referral to support services.

Recovery operations support affected communities to reconstruct and restore physical, economic, social and natural environments.

More information is available at www.dcsi.sa.gov.au/services/disaster-recovery

In the event of an emergency, contact 000.

Supporting people with problem gambling

The Office for Problem Gambling funds gambling help services to support people affected by problem gambling across South Australia, as well as providing information and resources for the community.

If you think that you or someone you care about has a gambling problem, call the 24-hour Gambling Helpline for free, confidential and non-judgemental support, or for a referral to a gambling help service.

Phone: 1800 858 858 (freecall)

Website: www.problemgambling.sa.gov.au



Grants information

DCSI administers grant programs to assist South Australian organisations with initiatives such as developing a community program, buying equipment or hosting an event.

For more information about grants contact:

Community Benefit SA - 1300 650 985

Youth grants - (08) 8207 0452

Multicultural grants - 1300 239 468

Volunteer grants - 1300 014 712

Website: www.dcsi.sa.gov.au/grants

Australian Service Excellence Standards

To boost your organisation's ability to successfully apply for a grant, consider seeking assistance through the department's Australian Service Excellence Standards (ASES) support services. ASES are internationally accredited standards to assist community sector organisations achieve continuous improvement in areas such as planning, human resource and risk management and service provision.

Phone: (08) 8413 9036

Email: serviceexcellence@dcsl.sa.gov.au

Website: www.dcsi.sa.gov.au/ASES

Help with finances

Concessions

The department administers a range of concessions that can reduce certain living expenses for eligible persons, including costs for energy, water, sewerage, council rates and public transport.

Concessions hotline: 1800 307 758 (freecall)

Medical Heating and Cooling Concession:
1300 735 350

Email: concessions@dcsi.sa.gov.au

Website: www.sa.gov.au/concessions

The Concessions Finder is an online tool that will help you identify concessions that you may be eligible for, and provides information about how to apply. The Concessions Finder is available at www.sa.gov.au/concessions

Financial support

Financial assistance programs are available to provide support to eligible persons with expenses such as the cost of a funeral, a personal alert system, or prescription glasses.

Funeral or spectacle assistance: 1300 762 577

Personal Alert Systems Rebate Scheme:
1300 700 169

Concessions

	2014-15
Council rates (max)	\$190
Council rates (Seniors Card only) (max)	\$100
Energy (max)	\$215
Water (min for owner occupier)	\$185
Water (max for owner occupier)	\$295
Water (min for tenants)	\$120
Water (max for tenants)	\$230
Sewerage (max)	\$110
ESL fixed property (max)	\$46



Tell us what you think... we're listening.

Your feedback is valuable and can help us to provide a better service for you and others.

If you have a complaint, compliment or comment/suggestion, let us know.

How can I provide feedback?



Complete an online form at
www.dcsi.sa.gov.au



Print off a form from the website,
complete it and send it to us
(reply paid – no postage required)



Email: clientfeedback@dcsl.sa.gov.au



Address letter to:
DCSI Client Feedback
GPO Box 292, Adelaide SA 5001



Telephone general inquiries:
(08) 8413 9050 during business hours
(9am – 5pm)



National Relay Service:
TTY/Voice calls: 133 677
Speak & Listen: 1300 555 727

Contact details:

Post: GPO Box 292, Adelaide SA 5001

Phone: (08) 8226 8800 (general inquiries)

Email: enquiries@dcsi.sa.gov.au

Website: www.dcsi.sa.gov.au



Follow DCSI on Twitter at:

www.Twitter.com/SA_DCSI

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