

► About Darwin Community Legal Service

Darwin Community Legal Service (DCLS) is a community-based organisation committed to legal and social justice and the protection of human rights in the Northern Territory. We assist those who are disadvantaged or marginalised access justice through:

- Providing high quality legal and related services
- Identifying obstacles to justice and options for reform
- Promoting understanding of legal rights and how to assert them

As well as the Seniors and Disability Rights Service, Darwin Community Legal Service provides a range of free legal advice and advocacy services:

- Credit and Debt
- Disability Discrimination
- Free Legal Advice Clinics
- Homelessness
- Employment
- Tenants' Advice
- Welfare Rights
- Law Reform and Policy
- Community Legal Education

► Complaints about the Seniors and Disability Rights Service

Please tell us if you are not satisfied with our service.

Complaints can be made by telephone or in writing to the Executive Director.

The DCLS Complaints Policy is available from our website or the DCLS Front Desk.

For more information call 1800 812 953 or go to www.dcls.org.au

The Seniors and Disability Rights Service receives funding from:

- *Commonwealth Department of Health and Aging*
- *Commonwealth Department of Social Services*
- *Northern Territory Department of Health*
- *Territory Families*

Seniors and Disability Rights Service

Advocacy and support for seniors, people with disabilities, and their representatives.



Level 2, Winlow House,
75 Woods Street, Darwin NT 0800
GPO Box 3180, Darwin NT 0801
P 08 8982 1111 **F** 08 8982 1112

Freecall 1800 812 953
Email info@dcls.org.au

confidential | free | independent

► Seniors and Disability Rights Service

The Seniors and Disability Rights Service is based in Darwin and provides services across the Top End of the Northern Territory.

We assist older people or people with disabilities and their representatives who:

- want to know about their rights and how to obtain them
- receive Commonwealth funded aged care services in residential facilities

We can give you information and help about your rights regarding:

- where you live
- care and services, you are receiving
- activities in your community
- support, representation and referral
- people not respecting your culture
- problems at your supported employment workplace

Our NT wide Elder Abuse Information Line provides information, education and referrals;

- about Elder Abuse
- to help people make informed choices about their situation
- for people experiencing or at risk of Elder Abuse
- for family, friends and community members worried that someone they know is experiencing or at risk of Elder Abuse.

We also provide

- community awareness and education activities
- factsheets
- systemic advocacy, policy and law reform work
- NDIS planning support
- NDIS appeals support

Darwin Community Legal Service is committed to improving access to justice and increasing community understanding of the law.

► Your Rights

You have rights no matter where you live or how much assistance you need, including the right to:

- access quality services
- be treated with dignity, respect and to maintain your independence
- feel safe
- be consulted and provided with information
- be supported by an advocate
- make a complaint

For more information call 1800 812 953 or go to www.dcls.org.au

► If you need an interpreter

If you require an interpreter (including Auslan) we will provide one free of charge.

► If you have a hearing impairment

You can call us via the National Relay Service on 133 677.