

## Human Rights Organisations

### Australian Human Rights Commission

The Australian Human Rights Commission is responsible for the administration of the Human Rights and Equal Opportunity Commission Act 1986, Racial Discrimination Act 1975, Disability Discrimination Act 1992 and the Sex Discrimination Act 1984. The Commission's responsibilities include awareness and education, anti-discrimination and human rights complaints, human rights compliance, and policy and legislative development.

**Phone:** 02 9284 9600

**Location:** Sydney NSW

**Email:** [paffairs@humanrights.gov.au](mailto:paffairs@humanrights.gov.au)

**Web:** [www.humanrights.gov.au](http://www.humanrights.gov.au)

**Disability Access:** Yes (Lift, accessible parking and toilet)

### Human Rights Council of Australia

HRCA is committed to the promotion of universal human rights for all, without discrimination, within Australia and internationally. The council established the internationally adopted human rights approach to development.

**Location:** Sydney NSW 2000

**Contact:** <http://hrca.org.au/what-is-hrca/contact/>

**Website:** <http://hrca.org.au/>

## NSW Specific Human and Disability Rights and Legal Organisations

### Disability Rights and Information Service

DRIS offers a free individual and group advocacy service for people with disability. The service provides non-legal advocacy to individuals and groups of people with disability who have serious and urgent problems. The service also gives information to people with disability and their associates about how to advocate for themselves.

**Phone:** 02 9370 3100

**Location:** Redfern NSW

**Email:** [dris@pwd.org.au](mailto:dris@pwd.org.au)

**Web:** [www.pwd.org.au](http://www.pwd.org.au)

**Disability Access:** Yes (access via lifts, accessible toilets)

## Intellectual Disability Rights Service Inc.

IDRS is a service for people with intellectual disability to advance their rights in the community. It provides legal advice, education, reform activities and rights publications for people with intellectual disability, their families, carers, advocates and disability workers.

**Phone:** 02 9318 0144; Toll Free Ph: 1300 665 908 (24 hours if you are at a police station and need support); ATSI: 1800 666 611

**Location:** Redfern NSW

**Email:** [info@idrs.org.au](mailto:info@idrs.org.au)

**Web:** [www.idrs.org.au](http://www.idrs.org.au)

**Disability Access:** Yes (most advice work done by telephone, all education work is done outside the service in the community)

## Law Access NSW

A free government telephone service that provides legal information, referrals and advice for people who have legal problems. They assist:

- People residing in regional, rural and remote areas of NSW
- Aboriginal and Torres Strait Islanders
- People with Disability
- People from a culturally and linguistically diverse background
- At risk of harm

Services provided include legal assistance and referrals to legal services.

**Phone:** 1800 888 529; TTY: 1300 889 522; Translating and Interpreting Service: 131 450

**Web:** <http://www.lawaccess.nsw.gov.au/>

## New South Wales Council for Civil Liberties

This is a voluntary organisation which actively seeks to promote and safeguard rights by raising awareness through statements to the media, making submissions to government and addressing complaints affecting a broad section of the public. The office is not open to the public, mainly operates via a phone/ email based service.

**Phone:** 02 8090 2952

**Location:** Sydney South NSW 1235

**Email:** [office@nswccl.org.au](mailto:office@nswccl.org.au)

**Web:** [www.nswccl.org.au](http://www.nswccl.org.au)

**Disability Access:** Unknown

## NSW Disability Discrimination Legal Centre (DDLC)

The DDLC provides telephone information, advice and representation to people with disability who feel they have a case under disability discrimination acts. It also provides seminars and workshops on related issues. Legal and rights resources are available.

**Phone:** 02 8014 7000; 1800 800 708; TTY: 02 9211 5549 or 1800 644 419  
**Location:** Strawberry Hills NSW  
**Email:** [adviceline@disabilitylaw.org.au](mailto:adviceline@disabilitylaw.org.au)  
**Web:** [www.disabilitylaw.org.au](http://www.disabilitylaw.org.au)  
**Disability Access:** Yes (Lift, accessible toilets)

## NSW Trustee and Guardian

NSW Trustee and Guardian (NSWTG) is an independent statutory authority legally appointed to protect and administer the financial affairs and property of people unable to make financial decisions for themselves. NSWTG provides financial management services to people who have a disability that affects their capacity to manage their own financial affairs and require someone with legal authority to make important financial decisions on their behalf.

**Phone:** 02 9252 0523  
**Location:** Sydney NSW  
**Email:** Use form on 'contact us' page  
**Web:** <http://www.tag.nsw.gov.au/>  
**Disability Access:** Yes (lift, handrail)

## People With Disability Australia (PWD)

PWD is a peak disability rights and advocacy organisation. PWD represents the interests of people with all kinds of disability.

**Phone:** 02 9370 3100; 1800 422 015; TTY 02 9318 2138; National Relay Service 1800 555 677; Telephone Interpreter Service 131 450  
**Location:** Redfern NSW  
**Email:** [pwd@pwd.org.au](mailto:pwd@pwd.org.au)  
**Web:** [www.pwd.org.au](http://www.pwd.org.au)  
**Disability Access:** Yes (Level access, including toilets)

## **NSW General Human and Disability Rights and Legal Organisations**

### **Administrative Decisions Tribunal, Equal Opportunity Division**

The Tribunal is a cost effective and convenient way for people to obtain review of administrative decisions and to have complaints, such as discrimination and professional misconduct, resolved. Other areas of service include inquiries into complaints of harassment and victimisation and taking disciplinary action against some professional groups. The tribunal can only hear matters referred to it by the Anti-Discrimination Board or the NSW Attorney-General.

**Phone:** 02 9223 4677/ TTY: 9235 2674

**Location:** Sydney NSW

**Email:** [ag\\_adt@agd.nsw.gov.au](mailto:ag_adt@agd.nsw.gov.au)

**Web:** [www.lawlink.nsw.gov.au/adt](http://www.lawlink.nsw.gov.au/adt)

**Disability Access:** Yes (Lifts, accessible toilets)

### **NSW Ombudsman**

The Ombudsman functions include dealing with complaints about the public sector and the provision of community services, oversight of the investigation of complaints, handling of allegations, and reviewing legislation. The NSW Ombudsman has a heap of resources, publication, training and guidelines on topics like complaints, service provision and child protection.

**Phone:** 02 9286 1000; Toll free: 1800 451 524; TTY: 02 9264 8050

**Location:** Sydney NSW

**Email:** [nsw.ombo@ombo.nsw.gov.au](mailto:nsw.ombo@ombo.nsw.gov.au)

**Web:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**Disability Access:** Yes (lift, ramp, handrail, accessible toilets)

### **Public Interest Advocacy Centre**

PIAC is an independent, non-profit legal and policy centre that makes strategic interventions in public interest matters to foster a fair, just and democratic society and to empower citizens, consumers and communities.

**Phone:** 02 8898 6500

**Location:** Sydney NSW

**Email:** [piac@piac.asn.au](mailto:piac@piac.asn.au)

**Web:** [www.piac.asn.au](http://www.piac.asn.au)

**Disability Access:** Yes (Lift, accessible toilet)

## **Aboriginal and Torres Strait Islander Rights and Legal Organisations**

### **Aboriginal Legal Services NSW/ ACT**

ALS provides free advice and representation for Aboriginal and Torres Strait Islanders in all matters (civil, criminal and family law).

**Phone:** 02 8303 6600; 1800 765 767 (crime); 1800 733 233 (care)

**Location:** Redfern NSW

**Email:** [info@alsnswact.org.au](mailto:info@alsnswact.org.au)

**Web:** [www.alsnswact.org.au](http://www.alsnswact.org.au)

**Disability Access:** Yes (lift)

### **Anti-Discrimination Board of NSW Aboriginal and Torres Strait Islander Outreach Team**

The team helps the Aboriginal and Torres Strait Islander community to understand the NSW Anti-Discrimination Act by letting them know what their rights and responsibilities are under the Act, through running training sessions. The team investigates and conciliates complaints by Aboriginal and Torres Strait Islander people within NSW.

**Phone:** 1800 670 812

**Location:** Sydney NSW

**Email:** [adbcontact@adq.nsw.gov.au](mailto:adbcontact@adq.nsw.gov.au)

**Web:** [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

**Disability Access:** Unknown

### **NSW Aboriginal Land Council**

NSW Aboriginal Land Council is a self-funding, statutory authority established under the Land Rights Act 1983 (NSW). It is responsible for protecting and promoting the rights and interests of Indigenous people of NSW.

**Phone:** 02 9689 4444

**Location:** Parramatta NSW

**Email:** [penwurr@alc.org.au](mailto:penwurr@alc.org.au)

**Web:** [www.alc.org.au](http://www.alc.org.au)

**Disability Access:** Unknown

## Culturally and Linguistically Diverse Rights and Legal Organisations

### Community Relations Commission for a Multicultural NSW

This organisation promotes the benefits of cultural diversity and aims to ensure that members of ethnic communities are able to exercise their rights and fulfill their responsibilities.

**Phone:** 02 8255 6767  
**Location:** Sydney NSW  
**Email:** [crc.mail@crc.nsw.gov.au](mailto:crc.mail@crc.nsw.gov.au)  
**Web:** [www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)  
**Disability Access:** Yes (Lift)

## Childrens Rights and Legal Organisations

### Childrens Guardian

An independent statutory office set up to promote the best interests and rights of children and young people in out-of-home care in New South Wales.

**Phone:** 02 8219 3600  
**Location:** Surry Hills NSW  
**Email:** [kids@kidsguardian.nsw.gov.au](mailto:kids@kidsguardian.nsw.gov.au)  
**Web:** <http://www.kidsguardian.nsw.gov.au>  
**Disability Access:** Unknown

### National Childrens and Youth Law Centre

NCYLC is free legal service for young people, and is also involved in advocacy and law reform on a national level. NCYLC produces publications on issues affecting young people and their rights and runs 'Lawstuff', an email information service which answers questions on legal issues.

**Phone:** 02 9385 9588  
**Location:** Kensington NSW  
**Email:** [admin@ncylc.org.au](mailto:admin@ncylc.org.au)  
**Web:** [www.ncylc.org.au](http://www.ncylc.org.au)  
**Disability Access:** Yes (parking, lifts, toilets)

## NSW Commission for Children and Young People

The Commission promotes and monitors the safety and welfare of children in NSW. It provides advice to government and non-government agencies on issues affecting children and has input into laws and policies that affect children and young people. The Commission undertakes research, including research for the Child Death Review Team. It also implements and monitors the Working with Children Check, administers the Child Sex Offender Counsellor Accreditation Scheme, and produces publications and resources about kid's issues.

**Phone:** 02 9286 7276/ TTY 02 9286 7286

**Location:** Surry Hills NSW

**Email:** [kids@kids.nsw.gov.au](mailto:kids@kids.nsw.gov.au)

**Web:** [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

**Disability Access:** Yes

## NSW Complaints Organisations

### Complaints Resolution and Referral Service

This service handles complaints about Commonwealth funded disability employment services and advocacy programs. The service is funded by the Commonwealth as a part of the Quality Assurance system, operated by an independent non-government organisation. The main focus is the resolution of complaints that have been unable to be resolved by the service provider or where a service user is more comfortable with an independent complaints service.

**Phone:** 1800 880 052,

**Location:** Strawberry Hills NSW

**Email:** [crrs@pwd.org.au](mailto:crrs@pwd.org.au)

**Web:** [www.crrs.org.au](http://www.crrs.org.au)

**Disability Access:** Yes (ramps, toilets, lifts, parking and TTY phone)

### NSW Ombudsman

See section on New South Wales General Human Rights Organisations (page 5).

## **Glossary of Human Rights Resources**

**Advocacy** – The process of speaking for, writing in favour of, and/or acting on behalf of oneself, another person or a cause.

**Community** – Individuals and/or organisations are linked through networks of affective and instrumental connections, either physical or virtual in nature.

**Disability** – A general term used for a functional limitation that interferes with a person's ability, for example, to walk, see, hear or learn; it may refer to a physical, sensory or mental condition.

**Disability Rights** – People with disability are entitled to the same rights as all citizens in the right to have an independent life and equal rights to education, employment, cultural life, own and inherit property, not be discriminated against in housing, marriage, children, etc.

**Discrimination** – Discrimination is a distinction between individuals that is not based on legitimate terms; arbitrary bias for or against an individual or a group that fails to take true account of their characteristics or treat an individual or a group in a just and equitable manner. Discrimination can be based on age, birth, colour, creed, disability, ethnic origin, familial status, gender, language, marital status, political or other opinion, public assistance, race, religion or belief, sex, or sexual orientation.

**Diversity** – The representation of multiple groups within a larger group, community, or area, such as a school or a workplace.

**Equality** – This human rights principle mandates the same treatment of persons. The notion of fairness and respect for the inherent dignity of all human beings, as specified in Article 1 of the Universal Declaration of Human Rights: "All human beings are born free and equal in dignity and rights."

**Human Rights** – The rights people have simply because they are human beings, regardless of their ability, citizenship, ethnicity, gender, language, nationality, race, or sexuality. Human rights become enforceable when they are codified as conventions, covenants, or treaties, or as they become recognised as customary international law, or as they are accepted in national or local law.

**Inclusion** – Recognises every individual's right to be treated equally and to be accorded the same services and opportunities as everyone else.

**Person Centred Approach** – A person centred approach places the person with a disability at the centre of decision making over the supports and services they use. In a person centred system, the rights of people with a disability, and their families and carers to make choices about their own lives are respected. A person with a disability, their families and carers are heard and supported to exercise choice and to direct supports and service arrangements.



**Reform** – The process of enacting large-scale change while moving beyond thinking about individual organizations, single problems, and single solutions. Systemic change is a cyclical process in which the impact of change on all parts of the whole and their relationships to one another are taken into consideration. For example, the term entails thinking about many types of systems, such as educational systems, information systems, policy systems, social service systems, and technology systems.

**Social Change** – Refers to progress resulting from acts of advocacy for the cause of enacting positive change in society. Social change movements are generally organised in response to particular oppressions.

**Social Justice** – The practice of promoting and protecting human rights and responsibilities, with a particular emphasis on the economic and social rights of society's most vulnerable groups.