

Support services to help injured people



Overview

SIRA's CTP Assist can help you with your CTP claim and recovery if you are injured in a motor accident. If you have any questions about the claims process, please contact CTP Assist between 8:30 am and 5:00 pm on [1300 656 919](tel:1300656919) or email us at ctpassist@sira.nsw.gov.au.

There are also a range of additional support services within the community that may be able to assist with your recovery from injury. Information about some of these services is set out below.

Note: These services are independent of the CTP claims process and may be subject to their own eligibility criteria.

Emergencies

In an emergency, call Triple Zero (000) or go to a local hospital emergency department.

HSNet

The Human Services Network (HSNet) is a website available to anyone looking for community support services in NSW.

HSNet is an online database that holds information for over 65,000 support services across NSW, covering health, disability, aged care, welfare, community participation, education, legal and housing support.

HSNet can assist you and your family in making informed choices about your support needs. Each service provider has been validated as an authentic provider and the database of network providers is regularly updated by HSNet.

The HSNet database includes information for each service provider, such as opening hours, fees, requirements for eligibility, and service delivery areas.

For further information visit www.hsnet.nsw.gov.au.

Ability Links NSW

Ability Links NSW is a free program to help people with disabilities. It is available for people aged up to 64 years, and carers and families of people with disabilities.

If eligible, the service matches you with a case worker (known as a 'linker') to work closely with you to provide one-on-one support so that you can better achieve your personal goals, which may include participating in sport, education, volunteering or other activities.

For more information visit www.abilitylinksnsw.org.au.

Housing support

Housing Pathways provides assistance with applications for:

- Community housing
- Aboriginal housing
- And for those already living in social housing, applications can be made for private rental assistance or for a transfer to other housing.

Call 1800 422 322 or visit www.housingpathways.nsw.gov.au.

Disability support

The National Disability Insurance Scheme (NDIS) provides community links and individual support services for people with permanent and significant disability, as well as support for their families and carers.

Call 1800 800 110 or visit www.ndis.gov.au.

Mental health support

In addition to services offered by treatment providers, you can seek additional mental health support by contacting:

Lifeline

Lifeline provides access to crisis support, suicide prevention and mental health support services 24 hours a day, seven days a week.

Call 13 11 14 or visit www.lifeline.org.au.

Beyond Blue

Beyond Blue offers support services 24 hours a day, seven days a week. They provide online tools and information to assist in managing stressful situations and mental health.

Call 1300 224 636 or visit www.beyondblue.org.au.

Mental Health Line

Anyone with a mental health issue can call and speak with a mental health professional 24 hours a day, seven days a week. [Mental Health Line](#) can also help find and refer you to local treatment options.

Call 1800 011 511.

We're here to help

If you need help, call SIRA's CTP Assist on 1300 656 919 between 8.30 am-5 pm weekdays. Or you can email ctpassist@sira.nsw.gov.au.

If you leave a voice message or email after hours, we will call you back the next business day.

This publication contains information that relates to the regulation of motor accident third party (CTP) insurance in NSW. This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals, or as a substitute for legal advice. This material may be displayed, printed and reproduced without amendment for personal, in-house or non-commercial use. Website: www.sira.nsw.gov.au

ISBN: 978-0-7347-4580-4 | Catalogue no. SIRA08924 | © State Insurance Regulatory Authority June 2018