
National Counselling and Referral Service (Disability)

Supporting

- People affected by the Disability Royal Commission
- People with disability who have experienced or witnessed violence, abuse, neglect or exploitation
- Carers, family members, advocates, support workers, disability providers, legal and financial services

You do not need to make a submission or have any prior involvement with the Disability Royal Commission to access this free, independent and confidential service.

Who can call

If you have disability and:

- have experienced or witnessed violence, abuse, neglect or exploitation
- are currently experiencing or witnessing violence, abuse, neglect, or exploitation
- are distressed or anxious about COVID-19
- are affected by the Disability Royal Commission

If you are a support worker, advocate, disability provider or provide a legal or financial service and:

- are seeking short-term phone counselling support related to your work
- need referral/s or a supported transfer for:
for ongoing counselling, advocacy or legal services for you or your clients to the Disability Royal Commission
- are seeking information about trauma, vicarious trauma and their impacts
- are wanting support around your own well-being

If you are a family member of or caring for a person with disability and:

- need support to assist you
- need information about trauma and its impacts
- need a referral or supported transfer for:
ongoing counselling, advocacy or legal services for you or your clients the Disability Royal Commission
- need support around your own well-being

You can call the National Counselling and Referral Service on 1800 421 468

This service operates from:

9am–6pm AEST Mon to Fri

9am–5pm AEST Sat, Sun and public holidays.

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Ways you can contact us

Telephone: You can call 1800 421 468 to speak to a counsellor.

Video Conference: You can use video conference if you can not or find it hard to use the phone. Please email us first at ncrscounsellors@blueknot.org.au or call 1800 421 468 with a support person.

Webchat: Webchat is for people who need support, information or referrals. It is found at the bottom of our webpage <https://blueknot.org.au/national-counselling-referral-service-disability/>. It is not a counselling service.

SMS: We use SMS for people we have already connected with by phone or webchat. We use it to provide information or referrals. It is not a counselling service.

If in crisis, in need of immediate support or concerned for your safety: Call Lifeline on 13 11 14.

Call 000 if your life is in danger.

Accessibility

If you find it difficult to hear or speak you can contact us through the National Relay Service (NRS). Please phone **133 677**.

If you need support in another language you can use the Translating and Interpreting Service (TIS National) for free by:

- Calling the National Counselling and Referral Service on **1800 421 468** and asking for an interpreter, OR
- Calling TIS on **131 450** and asking to be connected to National Counselling and Referral Service on **1800 421 468**

What happens when you call

- Our counsellors are here to listen and support you
- Everyone's experience of trauma is different, and everyone has different needs
- Counsellors will provide support on your call based on your needs
- All our counsellors are trauma and disability-informed

1800 421 468

This free and independent service is funded by the Australian Government.

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- 9am – 6pm AEST Monday to Friday
- 9am – 5pm AEST Saturday, Sunday and public holidays.