



GUIDE

Advocacy and Tenancy Advice Contact List

Guide no. MC-P085-G01 Version 1.0 Linked policy MC-P085 Agreements about Tenancy, Housing and Support Arrangements

For participants, families and workers

These services are free and independent of Makodah Care. You can contact them at any time about your home, your agreements or your supports. Workers must help you contact them if you ask. Contacting them will never affect your housing or your supports.

1 Tenancy advice

Service	What they help with	Contact
Hunter Tenants' Advice and Advocacy Service	Free advice and advocacy for renters in Newcastle, Lake Macquarie, Port Stephens, Maitland, Cessnock, Singleton and the Upper Hunter	(02) 4969 7666 or 1800 654 504
Central Coast Tenants Advice and Advocacy Service	Free advice and advocacy for renters on the Central Coast	(02) 4353 5515
Tenants' Union of NSW	Factsheets about renters' rights, and a finder for your local tenants advice service	tenants.org.au
NSW Fair Trading	Renting rules, bonds, repairs and rent increases	13 32 20 fairtrading.nsw.gov.au
NSW Civil and Administrative Tribunal (NCAT)	Deciding tenancy disputes	1300 006 228 ncat.nsw.gov.au

2 Disability advocacy

Service	What they help with	Contact
Disability Advocacy NSW	Independent advocacy for people with disability	1300 365 085
Intellectual Disability Rights Service	Rights information and advocacy for people with intellectual disability	(02) 9265 6350
Disability Advocacy Finder	Find a free advocate near you	askizzy.org.au/disability-advocacy-finder

3 Legal help

Service	What they help with	Contact
LawAccess NSW	Free legal information and referrals	1300 888 529
Legal Aid NSW	Free legal advice	1300 888 529 legalaid.nsw.gov.au

4 Complaints and safeguards

Service	What they help with	Contact
NDIS Quality and Safeguards Commission	Complaints about NDIS supports and providers	1800 035 544 ndiscommission.gov.au



Service	What they help with	Contact
NSW Ageing and Disability Commission	Abuse, neglect or exploitation of adults with disability	1800 628 221
Official Community Visitors	Independent visitors to SIL homes	(02) 9407 1831 ocv@adc.nsw.gov.au
National Disability Insurance Agency	NDIS plans and funding	1800 800 110

5 Interpreters

Service	What they help with	Contact
TIS National	Free phone interpreting	131 450
National Relay Service	For people who are deaf or have a hearing or speech impairment	133 677 (TTY) or 1300 555 727 (voice relay)

Contact details were checked on 21 September 2026. A Director checks this list every 12 months.