

ACCESS CITY HOTLINE

Provides a comprehensive referral service for solving or easing access problems in the ACT.

If you or someone you care about has encountered problems getting in or around structures, the Hotline is here to assist.

Simply Call

ACCESS CITY HOTLINE
on
6257-3077

For hearing or speech difficulties please phone
The National Relay Service
on 133677 and quote
6257 3077.

OPENING THE DOORS
For Better Access in the ACT

Who is involved in the Project?

The Access City project is funded by the Department of Disability Housing and Community Services, working in partnership with:

- National Industry Association for Disability Services. ACROD
- People with Disabilities PWD ACT Inc
- ACT Access and Planning Advisory Committee, AAPAC
- Department of Urban Services
- Access in the City Reference group.



Citizens Advice Bureau ACT

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Email
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Website
www.citizensadvice.org.au/accesscity

ACCESS CITY HOTLINE



OPENING THE DOORS

**Information/Referral
Service for ACCESS issues**

Hotline No:
6257-3077

9am to 4pm Monday to Friday

ACCESS CITY HOTLINE

The **Access City Hotline** is helping people to remove physical and sensory barriers to access in the ACT.



Have you ever had difficulty....?

- Getting into or around buildings.
- Using doors or stairways.
- Negotiating footpaths, roadways, kerbed areas.
- Reading or understanding signs or directions.

Who can use the Hotline?

- Anyone who needs help to overcome a physical barrier. This could include frail, elderly people, parents with prams, or people with a sensory, intellectual or physical disability.
- Someone advocating on behalf of a person with a disability.

Why use the Hotline?

- If you have a complaint or issue about access that you would like to see resolved, the Access City Hotline can assist you.
- The person receiving your call can refer you to the appropriate government area, business or community organisation to deal with the issue.



How do complaints or issues get referred and resolved?

- You may wish to follow-up the issue yourself. If this is the case, an appropriate referral will be provided.
- You may choose to have the services of an advocacy agency to assist you in resolving a problem. We can suggest an agency for you.
- Alternatively, the Hotline officer can refer the complaint directly to the appropriate authority and inform you of progress.

How do I use the Hotline?

- **Phone the Access City Hotline on 6257 3077**
Monday - Friday 9 am-4 pm
- A member of our staff will record your complaint or issue.
- The details will then be referred to the relevant service in order to address the concern.
- If you leave your contact details we can keep you informed of the resolution process.