



## ASSISTANCE WITH ACCESSING THE CENTRE

Economic circumstance or geographical location should not be a barrier to accessing the best eye-testing and diagnostic facilities available. If you require special assistance to attend the Centre, please **contact us** two weeks prior to your appointment.

### Interpreter Services

All clients (who do not speak English as their first language) have the right to a free, qualified and confidential interpreter. If you require the assistance of an Interpreter when visiting the Centre, please contact us on 81 15 0700 to organise. Note: it may take **up to two weeks** to organise this service and it is therefore vital that you contact us as soon as possible.

### Accommodation

CFEH provides accommodation assistance to certain clients. The criteria to receive accommodation assistance is: you must be a resident of NSW or the ACT, reside more than 2.5 hours by public transport from CFEH and hold one of the following concession cards: NSW or ACT pensioner concession card, Veteran's Affairs and NSW or ACT students. Clients who have experienced financial hardship or who have experienced a sudden change in circumstance may also be eligible. CFEH will only provide **one night's** accommodation following your visit. CFEH reserves the right to determine final eligibility at its discretion. Unless you have made a specific request for assistance, CFEH is not responsible for making accommodation arrangements for you and the Centre is not responsible for any liability regarding your accommodation.