

2008 FAIRFIELD AGEING & DISABILITY SERVICE DIRECTORY



FOR MORE INFORMATION

www.supportservices.org.au

or

COMMONWEALTH CARELINK CENTRE

1800 052 222

For Information on all services for Frail Older People,
People with a Disability & their Carers in Bankstown,
Fairfield & Liverpool

CONTENTS

What is Home & Community Care?	3
Who can use Home & Community Care?	3
Information & Referral	3
Comprehensive Assessment Services	6
Case Management	6
Advocacy Services	8
Behaviour Intervention	8
Community Access.....	9
Day Programs for Frail Older People	9
Day Programs for People with a Disability.....	10
Dementia Support	10
Early Childhood Intervention	11
Employment Services.....	12
Equipment.....	13
Food Services.....	13
Health Services	14
Home Help	15
Home Modification & Maintenance	16
Hospitals	16
Housing.....	17
Lawnmowing	17
Mental Health Services	17
Respite & Carer Support	18
Senior Citizens' Centres.....	23
Social Support/Recreation	24
Transport	26
Hostel Level of Care at Home	27
Nursing Home Level of Care at Home	27
Complaints.....	28

WHAT IS HOME & COMMUNITY CARE (HACC)?

Home & Community Care (HACC) is a program that aims to provide assistance to people who experience difficulty with the normal tasks of daily living. The State & Federal Governments fund services run by Community Organisations, Local Councils or Government Departments to provide assistance to people so that they can continue to live in their homes. There are other services similar to HACC that are also listed in this directory.

- There may be waiting times before a service can start.
- Fees may apply.

WHO CAN USE HACC?

Frail Older People, People with a Disability & their Carers.

INTERPRETERS

Translating & Interpreting Service (TIS) 131 450

TTY (Teletypewriter) 1800 808 981

INFORMATION &/OR REFERRAL:

Commonwealth Carelink Centre 1800 052 222

For further Information & Resources contact:

Aboriginal Access Worker 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

Provides support, info & advocacy to Aboriginal or Torres Strait Islander elders, people with a disability & carers to assist access to services.

AIDS Information Hotline 9332 9700

Association of Blind Citizens NSW Inc..... 9744 1516

Autism Advisory & support service..... 0432 327 096

Better Hearing Australia (BHA)..... 9744 0167

Brain Injury Association of NSW..... 1800 802 840

Centrelink

Retirement Services..... **132 300**

Disability, Sickness & Carers **132 717**

Multilingual **131 202**

Cerebral Palsy Helpline	1300 30 29 20
Commonwealth Carer Resource Centre	1800 242 636
Community Project Officer- Aged & Disability	9725 0231
<i>Fairfield City Council</i>	
Works in partnership with services/groups to identify & address the needs of older people, people with disability & their carers in Fairfield.	
Complaints Resolution & Referral Service (CRRS)	1800 880 052
<i>People With Disability Australia Inc (PWD)</i>	
For Disability Business Services, Advocacy Services, Targeted Support Services, Disability Employment Network (DEN) Services, Vocational Rehabilitation Services (VRS), including CRS Australia.	
Deaf Society of NSW	TTY 1800 893 885/ 1800 893 855
Dementia Helpline	1800 100 500
Disability Intake, Information & Referral	9334 3700
<i>Department of Ageing, Disability & Home Care (DADHC)</i>	
Information & referral to all service types for people with a disability & their carers, including referrals for respite, the regional accommodation placement committee & community support teams.	
Disability Information Service	9821 2811
<i>Disability South West Inc.</i>	
Provides info, support, & referral for people with a disability & their carers/families.	
Early Childhood Intervention Australia	9873 2593
Epilepsy Action Australia	1300 374 537
Information for Older People of Non-English Speaking Background	
Arabic/Muslim (Tripoli & Mena Association)	9758 1366
Filipino (Philippine-Australian Society for Senior Citizens Inc)	9726 7333
Greek (Greek Welfare Centre)	9516 2188
Italian (Co As It.)	9564 0744
Khmer (Cambodian Australian Welfare Council of NSW Inc.)	8786 2581
Macedonian (Macedonian Australian Welfare Association Sydney) ..	9597 5455
Polish (Polish Australian Welfare Association)	9716 0554
Spanish (SLASA)	9724 2220
HACC Multicultural Access Project (BAMN)	9796 3717

Information for People with Disabilities of Non-English Speaking

Background

Multicultural Disability Advocacy Association 9891 6400
HACC Multicultural Access Project (BAMN)..... 9796 3717

Intellectual Disability Rights Service NSW (IDRS)..... 1800 666 611

Mental Health Information Service 1300 794 991

Multicultural Aged Resource Service 9727 0477

Multicultural Community Care Services (MCCS)

Provides support, resources & info to senior citizens groups.

Multicultural HIV AIDS & Hepatitis C Service..... 9515 5030

Multiple Sclerosis Outreach Support..... 1800 042 138

National Carer Counselling Program 1800 242 636

National Disability Abuse & Neglect Hotline 1800 880 052

People With Disability Australia Inc (PWD)

Australia-wide telephone hotline for reporting abuse & neglect of people with disabilities using government funded services.

NSW Council for Intellectually Disabled..... 9211 1611

Nursing Home/Hostel Information & Liaison Service 9828 4783

Sydney South West Area Health Service

Advice & info about Aged Care Facilities & Community Packages. Places client's name on waiting lists. Bookings for residential respite.

Office of the Public Guardian 1800 451 510

Paraquad..... 1300 886 601

People with Disability Australia..... 1800 422 015/TTY1800 422 016

Seniors Information Service 13 12 44

Department of Ageing, Disability & Home Care

Provides information / referral on Centrelink entitlements, Retirement Accommodation, Concessions, Legal Information, Health Services, Education

Stroke Recovery Association NSW Inc 9807 6422

Support Teacher Transition 9203 9934/9203 9913

Dept of Education & Training

Assist school personnel & families with planning & preparation for post school

Vision Australia..... 1300 84 74 66

COMPREHENSIVE ASSESSMENT SERVICES

Provides a holistic assessment for people with complex, multiple or high levels of need. Also links people to support services.

Frail older people 9828 4762

Aged Care Assessment Team- Sydney South West Area Health Service

People with a disability (0-65 yrs) 8778 4222

Community Options- Centacare

People with an intellectual disability as their primary diagnosis 9334 3700

Community Support Teams- Department of Ageing Disability & Home Care

People 16-65 Yrs who have had a traumatic brain injury 9828 5510

Brain Injury Rehabilitation Unit- Sydney South West Area Health Service

CASE MANAGEMENT

For people with complex needs, who may need many support services. Works with the person & their family to identify needs & establish goals; co-ordinates services & make referrals; helps the person to develop & maintain links in the community.

Case Management for Older People

Aged Care Assessment Team 9828 4762

Sydney South West Area Health Service

Multidisciplinary team providing assessment at home, therapy & advisory service for frail aged.

Community Options..... 8778 4222

Centacare

Case Management for frail aged, people with a disability & their carers.

Case Management for People with Disabilities

Community Options..... 8778 4222

Centacare

Case Management for frail aged, people with a disability & their carers.

Community Support Teams 9334 3700

Department of Ageing Disability & Home Care (DADHC)

Case management, therapy & support for people who have an intellectual disability as their primary diagnosis.

- Brain Injury Rehabilitation Unit 9828 5510**
Sydney South West Area Health Service
 Inpatient & community-based assessment & rehabilitation, case-management, co-ordination of support & services for people 16-65 yrs who have sustained a traumatic brain injury & their families.
- Case Management & Brokerage Program 9743 9933**
Woodville Community Services
 Case management & brokerage for people with a disability (physical/intellectual), aged between 12-64 yrs.
- Case Management Program..... 8783 7111**
Learning Links
 Case management/early intervention for children with a mild to moderate disability 0-18yrs & their families.
- Family Support 9890 0100**
Northcott
 Family support for families of people with physical disabilities & no significant intellectual disability.
- Intensive Family Support Options..... 4628 3199/ 9757 4322**
Uniting Care Burnside/ The Spastic Centre
 Short term, in-home, intensive support service to families with a child or adolescent with a disability
- Local Support Coordination 9334 3700**
Department of Ageing Disability & Home Care (DADHC)
 Assists people with disabilities to determine their own needs & to identify the supports that may be required to make a difference to their lives.
- NESB Support Coordination Program for Older Parent Carers... 9728 0252**
Anglicare
 Support, information & respite for older parents who care for a son or daughter with a disability of a non-English speaking background
- Support Coordination Program for Older Parent Carers 9728 0252**
Anglicare
 Support, information & respite for older parents who care for a son or daughter with a disability.
- Supported Living Case Management..... 8752 3700**
Uniting Care
 Case management & brokerage for people with disabilities 18-65 yrs

ADVOCACY SERVICES

A support person to speak on your behalf & to link to other services.

Aboriginal Access Worker 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

Aboriginal & Torres Strait Islander frail aged & people with a disability

Aged Care Rights Service 1800 424 079

For older people receiving in home support services or in residential aged care.

Carer Advocate..... 9879 2600

Carer Support Unit (Schizophrenia Fellowship)

For carers of people with a mental illness.

Disability Advocacy Service 9610 3727/ 9821 2811

Disability South West Inc.

For people with a disability

Multicultural Disability Advocacy Association 9891 6400

(MDAA) For people of non-English speaking background (NESB) with a disability

People with Disability Australia..... 1800 422 015/TTY1800 422 016

Individual, group & systemic advocacy for people with a disability.

Positive Life NSW 1800 245 677

Advocacy for people living with HIV/AIDS

SW Sydney HACC Carer Support Project 8778 4222

Centacare

For carers of frail aged & people with a disability.

SW Sydney Multicultural HACC Carer Support 9790 0400

Department of Ageing, Disability & Home Care

For NESB carers of frail aged & people with a disability

BEHAVIOUR INTERVENTION

Support to identify & manage challenging behaviours.

Behaviour Intervention 4621 8400

Macarthur Disability Services

People with a disability who display challenging behaviours & have a primary significant intellectual disability. They must live at home & access day programs (e.g. PSO, School). Main age range 12 & over.

Dare to Aspire..... 9708 0744
Clinical support services – behaviour intervention & support, psychological services, counselling for people with disabilities of all ages

COMMUNITY ACCESS

Provides opportunities for people to develop their individual potential so they can be more independent, be part of the community & enhance their quality of life. Generally for people with an intellectual disability.

Access Community Team 9612 3444
Centacare

People with a mild – moderate intellectual disability 18 yrs & over who want to use the service.

Accommodation Outreach 8752 3733
Uniting Care Supported Living

Aftercare Paterson Whitlam Support Service 9621 6545/ 9831 8240
Aftercare

For people with a mild-moderate intellectual disability 16 yrs & over.

Community Living..... 9742 1444
Wesley Mission

For school leavers with a disability aged 18 yrs & over who have moderate/high support needs.

DAY PROGRAMS FOR FRAIL OLDER PEOPLE

Provides opportunity for socialisation, activities, outings incl. transport & lunch

Frail Older People

Aboriginal Day Care..... 9827 2222
Sydney South West Area Health Service

Day care for people of Aboriginal & Torres Strait Islander background.

Mainstream & Multicultural Day Care 9794 1700/ 9794 1784(Intake)
Sydney South West Area Health Service

Multicultural groups: Arabic, Assyrian, Spanish, Chinese, Vietnamese, Italian, Laotian, Polish, Filipino, Serbian, Croatian, Bosnian, Slovakian & Macedonian

Multicultural Respite Network 9790 0400
Department of Ageing Disability & Home Care (DADHC)

Culturally appropriate day care, advocacy & counselling services targeted at socially isolated frail aged & people with a disability from NESB communities.

Dementia Specific

Aimee's Place 9725 6754/ 9794 1784(Intake)
Sydney South West Area Health Service
For people with dementia

Hammond Care Day Centre- SWS Dementia Day Care 9731 0199
Hammond Care
Centre Based Day Care & transport for older people with dementia.

South West NESB Dementia Day Care 9516 2188
GWC
Frail aged from a non-English speaking background diagnosed with dementia

DAY PROGRAMS FOR PEOPLE WITH A DISABILITY

Transition to Work (TTW): assists school leavers to enter the work force.

Community Participation Program (CPP): assists & encourages access to general community facilities & to develop skills that maximise independence in all areas of life. Individuals may be required to organise their own transport to & from the centre. Participants need to be referred to & assessed by DADHC for CPP & TTW, who will then refer on directly to the approved organisation.

CPP/TTW DADHC Information/Referral Line 1800 761 030

Non CPP/TTW Day Programs

Afford 8784 2900

Independent Living Training & Day Program..... 9610 3727
Disability South West Inc.

For young adults with a moderate – severe intellectual disability. (18-64 yrs)

The Centre 0400 636 602/ 9707 4183

The Junction Works..... 9606 9628

The Spastic Centre 1300 888 378

Wesley Mission 9804 5242

DEMENTIA SUPPORT (Also see Day Programs & Respite)

Dementia Advisory Service..... 9616 8901
Sydney South West Area Health Service

Info, education & support for people with dementia & their carers & other service providers.

Dementia Home Support 8778 4222

Centacare

Flexible support for people with dementia & those who care for them.

Dementia Meal Monitoring Program 8778 4222

Centacare

Assisting people with dementia to maintain their nutrition.

HIV ADAHPT (AIDS Dementia & HIV Psychiatry Team) 8382 1810

AIDS dementia & HIV psychiatry service

Liverpool/Fairfield Aged Care Psychiatry Service..... 9616 8600

Sydney South West Area Health Service

Assessment, medication, support, behavioural management, assisting families with planning, & support placement in residential care if needed

EARLY CHILDHOOD INTERVENTION

Community Support Teams 9334 3700

Department of Ageing Disability & Home Care (DADHC)

Case management, therapy & support for people who have an intellectual disability as their primary diagnosis.

Children's services 1300 888 378

The Spastic Centre

Support & therapy for children 0-18yrs with cerebral palsy or similar disabilities

Early Childhood Intervention Program 9822 9855

Centacare

Therapy/education for children 0-6 yrs with moderate-severe disabilities, where can't access centre based activities.

Early Childhood Support Service..... 9890 0100

Northcott

Support & therapy for children 0-6 yrs with physical disabilities & families.

Early Support Team 9724 7948

Fairfield City Council

Therapy (speech) for children 0-6 yrs with a disability

Miller Community Preschool & Early Intervention 9607 6854

Mission Australia

Inclusive preschool program for children 3-5 yrs with special needs. Early intervention groups for children 0-5 yrs with special needs.

Parenting & Life Skills group..... 9822 9855

Centacare

Group work program aimed at parents who have a low level of skills in parenting their dependent children.

Tiny Tots Playgroups 9734 9888

Share Care

For children 0-5yrs with a disability to develop appropriate play skills & peer support for families.

EMPLOYMENT SERVICES (DISABILITY)

Open Employment

Open employment programs assist people with an intellectual disability to obtain employment in the general workforce

Individual Supported Jobs Program..... 1300 888 378

The Spastic Centre

For adults with a physical disability

AFFORD Open Employment 8784 2900

Australian Foundation for Disability

Direct Employment 9725 7077

Centacare

North West Personnel 9723 3577

Ability Options

Break Thru Employment Solutions 8778 6000

121 Employment 1300 372 121

Disability Services Australia

For people with a psychiatric disability

Supported Employment

Supported employment assists people to work within workplaces specifically for people with a disability. May need to be assessed as eligible by Centrelink.

Afford 8784 2900

Amaroo Industries 9839 6791

Centacare Industries 9759 6966

Disability Services Australia..... 1300 372 121

Hoxton Industries 9607 6159

New Horizons Pre-vocational Service 9825 9121

New Horizons

This service is based on operating a catering business & a coffee shop. For people with a psychiatric disability

EQUIPMENT

Program of Appliances for Disabled People (PADP) 9828 4691

Sydney South West Area Health Service

Provides equipment on long-term loan e.g. wheelchairs, oxygen to pensioners or people on low incomes. Requires an OT assessment for eligibility. Office is open Mon-Fri mornings.

Contenance Aids Assistance Scheme..... 1300 366 455

In Touch

Subsidy for continence aids for people 5 yrs & over with permanent & severe incontinence as a result of a neurological or severe intellectual impairment.

Independent Living Centre..... 1300 885 886

Provides an information & advisory service & display of appliances to assist people with a disability. Keeps registry of 2nd hand equipment.

FOOD SERVICES

Fairfield Meals on Wheels 9728 6939

Provide hot, frozen or chilled meals to a person's home up to 5 days/wk. Frozen meals for weekends. Also diabetics, low cholesterol.

Multicultural Food Options 9728 6939

Fairfield Meals on Wheels

Culturally appropriate meals home delivered. Food can also be provided at centre based group activities.

Dementia Meal Monitoring Program 8778 4222

Centacare

Prompting & assisting people with dementia to maintain their nutrition.

Villawood Senior Citizens Food Service 9726 3616

Villawood Senior Citizens Centre-Villawood Rd Villawood

Provides social support, centre-based meals (Mon-Fri), & activities.

Tender Loving Cuisine 1800 801 200

Privately run alternative. Frozen meals delivered.

Cabramatta/Fairfield Polish Senior Citizens 9716 0036
 Provides social support, & Polish specific centre based meals on Wed. Located at Whitehall, Bareena St Cabramatta.

HEALTH SERVICES: Sydney South West Area Health Service

Cabramatta Community Health Centre 8717 4000

Community Adult Occupational Therapist 9616 8435

Community Health Nurses 8717 4009

South Western Sydney Area Health Services

Provides a range of general community nursing services including home nursing, health promotion, wound care, transition hospital to home, referrals.

Community Rehabilitation Service..... 9828 4762

Continence Care..... 9827 2222

Fairfield Community Health Centre..... 9794 1700

Fairfield Hospital Discharge Planner 9616 8111

Liverpool Hospital High Risk Foot Clinic 9828 4388

Nutrition Links..... 9780 2837

A home visiting community nutrition service providing nutritional assessment & advice to frail aged, people with a disability & their carers.

Oral Health Intake & Information Service 1300 559 393

Pensioner or Health Care Card holders only

Podiatry..... 9616 8324

Prairiewood Community Health Centre 9616 8169

Prairiewood Physical Disability Team 9616 8031/9616 8032

Therapy for school-aged persons with a physical disability, such as speech & Occupational Therapy.

Liverpool HIV AIDS service..... 9827 8022

Bigge Park Centre

HOME HELP

Housework, laundry, shopping, meal preparation & personal care

First Steps to Home Help 1800 052 222

Commonwealth Carelink Centre

Ring Carelink to get information on which organisations have vacancies for housework or personal care

Domestic Assistance

Home Care Services 1800 350 792/ 9790 0400

Department of Ageing, Disability & Home Care (DADHC)

General & NESB Domestic Assistance..... 9783 6555

Baptist Community Services

General & NESB Domestic Assistance..... 1300 733 510

Kincare

Veterans Home Care..... 1300 550 450

Department Of Veterans Affairs

Warambucca Aboriginal Home Care Service..... 1300 797 606/ 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

For people of Aboriginal & Torres Strait Islander background.

Community Support Network 9206 2031

AIDS Council of NSW

Provide transport & practical home based care for people living with HIV/AIDS.

Personal Care

Home Care Services 1800 350 792/ 9790 0400

Department of Ageing, Disability & Home Care (DADHC)

South West Sydney Personal Care 9783 6555

Baptist Community Services

Personal Care..... 1300 733 510

Kincare

Veterans Home Care..... 1300 550 450

Department Of Veterans Affairs

Warambucca Aboriginal Home Care Service..... 1300 797 606/ 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

For people of Aboriginal & Torres Strait Islander background.

Domestic Assistance &/or Personal Care for People with High needs

- Attendant Care Program** 8270 2491
Department of Ageing, Disability & Home Care
Up to 34 hours per week of personal care for people with physical disabilities who can manage their own care.
- Clean Up Program**..... 8778 4222
Centacare
Can provide one off clutter removal & general cleaning. Will assist to reduce risk of falls, maintain a healthy environment.
- High Needs Pool**..... 9374 3612
Department of Ageing Disability & Home Care (DADHC)
Personal care, home help & respite care for people who need between 15 & 35 hours/week.

HOME MODIFICATION & MAINTENANCE

- Fairfield Area Home Modification, Maintenance & Multicultural Outreach Service (FAHMOS)**..... 9607 2844
Multicultural Community Care Services (MCCS)
Mod work includes ramps, rails, hand showers, grab rails, changes to bathrooms etc. Must have OT assessment for Modification work. FAHMOS are able to arrange for free O/T assessment.
- Veterans Home Maintenance Helpline** 1800 801 945
Department of Veterans Affairs
Provide a range of home maintenance & modification work for veterans.

HOSPITALS

- Compack** 8778 4222
Centacare
Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.
- Braeside Hospital (rehabilitation)**..... 9616 8600
- Fairfield Hospital** 9616 8111
- Liverpool Hospital**..... 9828 3000

HOUSING

Metro South Regional Accommodation Placement 9334 3700
Department of Ageing, Disability & Home Care (DADHC)

Provides supported accommodation for people with disabilities in crisis.

Assistance with Care & Housing for the Aged 8778 4222
Centacare

Provides Advocacy to housing & support services & short term case management intensive case management for older people at risk of homelessness or insecure housing.

Homeless Persons Information Centre 1800 234 566
Homeless Persons Information Service

Telephone info & referral service for those who are homeless

ACON Housing Project..... 9206 2000
Housing support & advocacy for people living with HIV/AIDS

Supported Housing..... 9283 8666
Bobby Goldsmith Foundation

Supported housing for people living with HIV/AIDS with high support needs

LAWNMOWING

Bankstown/Fairfield/Liverpool Lawn Mowing Service 4633 2122
Department of Ageing, Disability & Home Care (DADHC)

Subsidised lawn mowing & some low-level garden maintenance.

SWS Gardening & Lawn Mowing Service..... 9783 6520
Baptist Community Services

Gardening to make home & yard safe, & lawn mowing.

MENTAL HEALTH SERVICES

Fairfield Community Mental Health Team .. 1300 787 799(intake) 9794 1714
Sydney South West Area Health Service

Assessment, case management & crisis intervention for people with a mental health problem.

Liverpool/Fairfield Aged Care Psychiatry Service.. 9616 8600/0439 308 706
SSWAHS

Inpatient unit: assessment, medication support, behavioural management, assisting families with planning, support placement in residential care if needed. Community team: provide assessment in people's homes/nursing homes, provide advice on behaviour management, carer support & referral

Housing Accommodation & Support Initiative (HASI) 9822 8088

NEAMI

Accommodation & support services for people with a psychiatric disability.

Housing Accommodation & Support Initiative (HASI) 9825 9121

New Horizons

Accommodation & support services for people with a psychiatric disability.

Liverpool/ Fairfield Therapy & Recovery service 9794 1997

Sydney South West Area Health Service

Promotes personal growth & enables people to have an active, satisfying & contributing life in the community, for people 18-65 yrs with a mental illness.

New Horizons Pre-vocational Service 9825 9121

New Horizons

This service is based on operating a catering business & a coffee shop. For people with a psychiatric disability

RESPIRE & CARER SUPPORT

A break for the carer from their normal caring responsibilities whilst also providing recreational/social opportunities for the frail aged person or person with a disability.

Commonwealth Carer Respite Centre 1800 052 222

Anglicare

Information, advice & support about respite options available to carers. Also provides emergency & short term respite.

HACC Respite SWS 1300 733 510

Kincare

Respite for carers of people with disabilities & frail aged

HACC Respite SWS 9600 3920

Northcott

Respite for carers of people with disabilities & frail aged

HACC South West Sydney Respite Options 9783 6555

Baptist Community Services

Planned in-home respite for carers of frail aged & people with disabilities from 2 yrs old.

Home Care Services 1800 350 792/ 9790 0400

Department of Ageing Disability & Home Care (DADHC)

Respite for carers of frail aged & people with a disability

Respite for Employed Carers Service..... 8295 1814

Hammond care

For carers of frail aged people who want to study or work.

Young Carers at Risk Respite..... 1800 052 222

Anglicare

Supports young carers while they are doing their secondary education by giving them regular breaks from their caring role.

Emergency Respite

Commonwealth Carer Respite Centre 1800 052 222

Anglicare

Information, advice & support about respite options available to carers. Also provides emergency & short term respite.

South West Sydney Emergency Respite..... 9821 1242

Centacare

Emergency respite for carers of the frail aged & younger people with disabilities. 24 hour phone line, respite up to 48 hours

Overnight Respite

Centre Based Overnight Respite..... 9334 3700

Department of Ageing, Disability & Home Care (DADHC)

Provides centre based respite for children (at least 7 yrs of age) & adults who have an intellectual disability. Access is through referral as part of a case management service, which will support the introduction of the person to the respite unit.

Breakaway Minto Heights Respite Service 9820 1787

Wesley Mission

Planned & emergency out of home respite for people with intellectual/developmental disabilities.

Chester Hill Centre Based Respite..... 1300 888 378

The Spastic Centre

Overnight centre based respite for adults with physical disabilities & their carers

Overnight Respite Cottage Program- River Cottage..... 4659 0335

Carrington Centennial Care Ltd.

Overnight respite for carers of frail aged or people with dementia

Culturally Appropriate Respite

Aboriginal Flexible Respite..... 1300 797 606/ 4633 2111

Aboriginal Home Care

Flexible respite for carers of frail aged & people with a disability of Aboriginal & Torres Strait Islander background.

NESB HACC Respite..... 8717 1500

Multicultural Community Care Services (MCCS)

For carers of people who are frail aged or people with a disability who are of a non-English speaking background.

Polish Respite & Carer Support Service 9716 0036

Polish Australian Welfare Association

For Polish & Eastern European background carers.

Transcultural Respite Service 4654 6157

Sydney South West Area Health Service

For carers of people who are frail aged or have dementia & are of a non-English speaking background. Run ethnic clusters within existing day centre, community halls & social clubs.

Dementia Respite

Dementia Respite Service 9616 8950

Hope Healthcare

People with dementia & Carers of people with dementia

Reslink 4654 6157/ 0409 717 267

Sydney South West Area Health Service

Respite for carers of people with challenging behaviour due to dementia

Dementia Respite..... 8295 1813

Hammond care

In-home respite for carers of people with dementia with challenging behaviours.

Disability Respite

For carers of people with a disability. This will give a rest for the carer whilst it can also provide recreation & social opportunities for the person with a disability.

Flexible Respite..... 9600 3920/9600 3924

Northcott

Flexible respite for people with disabilities 0-65 yr

Disability Respite Program 1800 052 222

Anglicare

Provide information, support & short term respite

SWS Mental Health/ Disability Respite 1800 052 222

Anglicare

Respite & carer support for carers 55 & over with mental illness, intellectual disability & autism.

Disability Respite for Ageing Carers

Community Connect Respite..... 1800 822 000

Department of Ageing Disability & Home Care (DADHC)

Flexible respite for people with disabilities who are 18 yrs & over, living with ageing carers & have limited access to any other day program or community access service.

Flexible Respite Ageing Carers Project..... 1800 822 000

Department of Ageing, Disability & Home Care

Respite for ageing carers over 65 yrs who care for family member with a disability.

Older Carers Flexible Respite 0424 006 307

House with No Steps

Flexible respite opportunities for older parent carers over 65 yrs caring for a child with a disability

Respite for Older Carers SWS 9600 3923

Northcott

Provides respite for carers over 60 yrs who care for a son or daughter with severe to profound disability 25 yrs & over.

Respite for Older Carers Program..... 02 4255 8000

The Disability Trust

Respite for older carers of people with a disability

Disability Respite 0-18 yrs only

Flexible Respite..... 9734 9888

Share Care

Flexible respite carers of children with intellectual disabilities 5-18 yrs

Flexible Respite..... 9793 7522 (0-18 yrs)

Centacare

Flexible respite for people with disabilities-all age groups. Priority- NESB, frail aged, single carers, people with high support needs.

Flexible Respite..... 9771 6033

YMCA

Out of school hours programs for children 5-12 with a disability.

Host Family & Peer Support 9734 9888

Share Care

Respite for carers of children 0-18 yrs with a disability by volunteer families.

Respite Options..... 9734 9888

Share Care

For carers of children 0-18 yrs with mod-severe disabilities.

Disability Respite 18-64 yrs only

Brain Injury Respite Program 9821 2811

Disability South West Inc.

Community based day programs & respite for people aged 18-65 yrs with acquired brain injury.

Flexible Respite..... 8778 4222 (18-64 yrs)

Centacare

Flexible respite for people with disabilities-all age groups.

Mandala Recreation Program 9821 2811

Disability South West Inc.

Programs for adults 18 yrs & over with a mod-severe disability.

Peer Support..... 9610 3727

Disability South West Inc.

Respite/ social activities for adults 18 -64 yrs with an intellectual disability, evenings & weekends

Respite Options..... 8778 4222

Centacare

Carers of adults with moderate to severe intellectual disability from 18 yrs.

Carer Support

SW Sydney HACC Carer Support Project 8778 4222

Centacare

Provides individual support for carers of frail aged & people with a disability including advocacy, information & referral. Provides information on carer support groups.

SW Sydney Multicultural HACC Carer Support 9790 0400

Department of Ageing, Disability & Home Care

Provides individual support to carers of frail aged & people with a disability of a non-English speaking background.

Carer Advocate..... 9879 2600

Carer Support Unit (Schizophrenia Fellowship)

Provides individual support for carers of people with a mental illness including advocacy, information, education & referral.

Afford Carer Support Program 9727 9199/ 0437 043 673

Australian Foundation for Disability (Afford)

Provide support to carers of people accessing afford services, or other carers when there are vacancies.

National Carer Counselling Program 1800 242 636

Carers NSW

Provides short term counselling.

Dementia Carer Support Groups..... 8778 4222

Centacare

Principle of self help & support. Also provides training & social outings. Free respite & transport available to attend group. When referring, ask for carer support worker.

Lurnea Carer Support Group 8778 4222/ 9608 8825

Principle of self help & support. Also provides training & social outings. Free respite & transport available to attend group. When referring, ask for carer support worker.

NESB Carer Support Project..... 9840 3901

Transcultural Mental Health Centre

Language specific support groups for people who live with or care for a family member or friend with a mental health problem.

SW & IW Disability Carer Support Group 8778 4222

Bi monthly support group with social outings & support for carers. Free respite & transport available to attend group. Ask for carer support worker. For those in South West or Inner West.

SENIOR CITIZENS' CENTRES

Offer a meeting place for seniors & activities. Available for hire.

Cabra-Vale Senior Citizens Centre..... 9725 6870

Fairfield Senior Citizens Centre..... 9724 1486

Villawood Senior Citizens Centre..... 9726 3616

SOCIAL SUPPORT/ RECREATION

Recreation/Leisure Activities

Accessible Arts 9251 6499

Supporting people with disabilities who want to become professional artists

Fairfield Stroke-By-Stroke Recovery Group 9616 8610

A monthly stroke support group offering health education, leisure activities & outings.

Fairfield Libraries Housebound Readers Service..... 9725 0341/ 9725 0360

Fairfield City Council

Delivers to elderly residents & residents with disability. Large print, audio books, videos, DVDs & magazines.

Healthy Lifestyle Network 9727 0477

Healthy lifestyle activities in 7 different community centres.

Prairiewood Leisure Centre 9757 2433

Healthy lifestyle program for over 50's, including hydrotherapy.

Recreation Sports & Aquatic Club 9790 5001

A wide range of sport & recreation programs for adults & children with disabilities. Also they provide a support group for parents & carers.

Leisure Access..... 9600 3908

Northcott

Individually planned programs for people with a disability 18-65 yrs who have a carer, providing at least one social/recreational outing per month.

Mandala Recreation Program 9821 2811

Disability South West Inc.

Programs for adults 18 yrs & over with a mod-severe disability.

Noahs Ark Toy Library 9821 2811

Disability South West Inc.

Loan toys to families with children 0-5 yrs at Liverpool Library.

Peer Support..... 9610 3727

Disability South West Inc.

Respite/ Social activities for adults 18 -64 yrs with an intellectual disability, evenings & weekends

YADA Peer Support **9602 7808**
Young Adults Disabled Association Inc. (YADA)
Social/Educational/Recreational grp for people with a disability 16 yrs & over.
Run twice weekly, with monthly day trips & yrly trips.

Social Support

Neighbour Aid Links Program **8778 4222**
Centacare

Volunteer home visiting providing social support to housebound, isolated & lonely older people & people with disabilities

NESB Social Support..... **8717 1500**
Multicultural Community Care Services (MCCS)

Assisting individuals through a paid companion to meet their need for social contact.

Seniors Groups **9727 0477**

For details on seniors groups contact Multicultural Aged Resource Service.

Telecross **1800 352 220**
Red Cross

Provides a daily lifeline to the lonely or medically dependent, to ensure their wellbeing & safety.

Community Visitors Scheme **8778 4222**
Centacare

Social support for frail aged who are socially isolated living in residential care.

Italian Community Visitors Scheme..... **9564 0744**
Co As It.

Social support for socially isolated Italian Frail Aged living in Residential Care.

Vacation Care

Out Of School Hours (OOSH) **9600 3908**
Northcott

Vacation care program for teenagers with disabilities.

TRANSPORT

South West Community Transport..... 1300 138 794

South West Community Transport

Provides door-to-door wheelchair accessible transport for medical appointments, hospital visits, shopping, social outings. For frail aged & people with disabilities. People need to have a phone assessment before the service can start. Fees are based on distance travelled.

Walomi Aboriginal Community Transport..... 4629 6828

Provides transport for Aboriginal frail aged, younger people with a disability & their carers.

Travel Training 4629 6886/4629 6888

South West Community Transport

Work with individuals to assist them to use range of transport options available.

Self Drive Access Project..... 1300 138 794

South West Community Transport

For clients of SWCT using a wheelchair, needing hoist access & unable to access the 'family' car. Provides access to Community Transport vehicles after hours

Council Community Buses 9725 4312

Community buses, with wheelchair access for local community groups for hire.

Taxi Transport Subsidy Scheme (TTSS) 1800 623 724

Must have a permanent disability.

Wheelchair Accessible Taxi's Booking Service 1800 043 187

Fairfield Private Buses-Westbus Bonnyrigg..... 9610 3577

Ring Westbus on morning of your trip to find out which bus routes have accessible buses.

Transport Information Line..... 131 500

Information on which stations are wheelchair accessible

**HOSTEL LEVEL OF CARE AT HOME:
Community Aged Care Packages (CACPs)**

Provides a package of support services based on individual needs, to frail aged people at hostel level of care. Assessment by Aged Care Assessment Team required to access packages.

General	<i>Sydney South West Area Health Service</i>	9616 8936
	<i>Centacare</i>	8778 4222
	<i>Hammond care</i>	8295 1899
	<i>Kincare</i>	1300 733 510
	<i>Baptist Community Services</i>	9783 6555
	<i>Wesley Home Care</i>	8876 0093
Dementia Specific	<i>Centacare</i>	8778 4222
	<i>Hammond care</i>	8295 1899
Gen NESB	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Aboriginal	<i>Aboriginal Home Care</i>	4633 2111
Arabic	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Arabic Muslim	<i>Tripoli & Mena Association</i>	9758 1366
Assyrian	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Chinese	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Dutch/French	<i>The Abel Tasman Village</i>	9645 3388
Filipino	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Former Yugoslav	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Hindi	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Italian	<i>Co As It.</i>	9893 9222
Khmer	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Lao	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Latvian	<i>Sydney Latvian Association</i>	9744 0870
Polish	<i>Polish Australian Welfare Association</i>	9716 0036
Spanish	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Ukrainian	<i>Centacare</i>	8778 4222
Vietnamese	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
NURSING HOME LEVEL OF CARE AT HOME- Extended Aged Care at Home (EACH) Packages	<i>Multicultural Community Care Services (MCCS)-NESB EACH Packages</i>	8717 1500
	<i>Centacare- Dementia & General EACH packages</i>	8778 4222
	<i>Hammond Care – Dementia & General EACH Packages</i>	8295 1899

COMPLAINTS

1. Do you have a problem with a service? Do you want to take action to resolve it?
2. Try to sort it out by raising it at the local level, with the person who provides the service (Eg. Support worker, Driver) or their supervisor (Eg. Co-ordinator)
3. Go up higher in the organisation by speaking to the next level of management (Eg. Branch Manager, Management Committee)
4. If the organisation has a unit that specifically deals with complaints, contact the unit
5. Make a complaint to an external body that is independent of the service provider.
 - NSW Ombudsman is an independent & impartial organisation whose role is to take complaints about community & government services 1800 060 409
 - Dept of Ageing, Disability & Home Care is the funding body of most services in this directory: 9334 3700

If you live in Bankstown or Liverpool, there are similar directories available. For copies of Bankstown, Fairfield or Liverpool Ageing & Disability Directories

Contact- Commonwealth Carelink Centre:

1800 052 222



Acknowledgement

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Disclaimer

All care was taken in ensuring that the information in this directory was current & up to date at the time of printing.

Should any details need to be updated,
please contact BAMN on 9791 9765

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