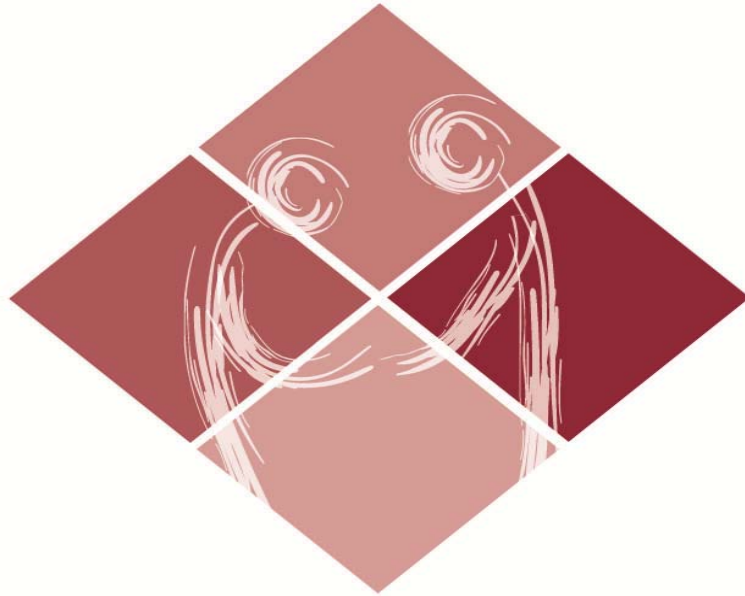


SOUTHWEST SYDNEY SERVICE DIRECTORY FOR OLDER PEOPLE



For more information please visit
www.supportservices.org.au

Or

For Information on Aged Care call
1800 200 422

www.myagedcare.gov.au

For Information on all services for Frail Older People and
their carers in Bankstown, Liverpool & Fairfield LGA's

January 2015



BAMN

Bankstown Area
Multicultural Network

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BANKSTOWN AREA MULTICULTURAL NETWORK (BAMN)

Bankstown Area Multicultural Network Inc. (BAMN) was established in 1984 as a non-profit community organisation working towards strengthening the capacity of our diverse communities.

BAMN is the auspice of three HACC community development positions: the SWS HACC Development Officer, the HACC Aboriginal Access Development Officer and SWS Multicultural Access Project Worker.

BAMN uses a community development approach to support, resource and advocate for our diverse communities of South West Sydney in collaboration with the HACC sector.

WHAT IS THE COMMONWEALTH HACC (HOME & COMMUNITY CARE) PROGRAM?

The Commonwealth HACC Program provides funding for services which support frail older people and their carers, who live in the community and whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care.

The Commonwealth HACC Program aims to:

Provide a comprehensive, coordinated and integrated range of basic maintenance, support and care services for frail older people and their carers;
Support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing or delaying their admission to long term residential care; and
Provide flexible, timely services that respond to the needs of these people.

Basic maintenance, support and care services can be described as those which contribute to a person's well-being, for example, nutrition, community nursing, home help and personal care.

NOTE: There are other services similar to HACC that are also listed in this directory. Have in mind that there may be waiting times before a service can start and fees may apply.

WHO CAN USE COMMONWEALTH HACC SERVICES?

HACC services provide services for frail older people and their unpaid carers. Eligibility for services is not based solely on age, but on the level of difficulty people experience carrying out tasks of daily living. Older people are defined as people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over.

DO YOU NEED AN INTERPRETER?

Translating & Interpreting Service (TIS) 131450
TTY (Teletypewriter) 1800 808 981

INFORMATION

For Information on Aged Care 1800 200 422
Information on a range of aged care services and supports available locally and nationally. Coordination and advice can also be provided to access respite services, counselling and emotional support for carers

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

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

Centrelink, Seniors 132 300

Centrelink, Disability, Sickness & Carers..... 132 717

Centrelink, Multilingual 131 202

Carer Support & Services 1800 242 636

Carer's NSW, Carer Line (Free call)

Council Aged and Disability Officers

Support & work in partnership with local aged & disability services & groups to identify & address the needs of older people, people with disability & their carers

Fairfield 9725 0222/ 9725 0231

Liverpool 9821 7759

Bankstown 9707 9464/ 9707 9540

Counselling Services and Community Nursing.....978 027 77

.....Referral 1800 455 511

Bankstown Community Health Centre South Western Sydney Local Health District

Offers CALD Specific counselling in the Bankstown LGA

Deaf Society of NSW..... TTY (02) 8833 3691/ (02)8833 3600

National Dementia Helpline..... 1800 100 500

SWS HACC Development Officer 9791 9765

Bankstown Area Multicultural Network Inc. (BAMN)

Provides support to HACC services, provides information, resources, coordination and advocate on behalf of service providers and consumers

SWS HACC Aboriginal Access/Development Officer..... 9708 2818

Bankstown Area Multicultural Network Inc. (BAMN)

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

HACC Multicultural Access Project 9796 3717

Bankstown Area Multicultural Network Inc. (BAMN)

Provides CALD specific information, advice and support, and provides links to CALD specific services

For Further information for Older People from Culturally and Linguistically Diverse (CALD) Background, contact:

Arabic/Muslim (Tripoli & Mena Association)..... 9759 3436

Chinese Australian Services Society (CASS) 9789 4587

Australian Chinese Community Association (ACCA)..... 9821 1377

Australian Korean Welfare Association (AKWA)..... 9718 9589

Chinese/South East Asian (ANHF).....9784 0868

Vietnamese Community Association (VCA)..... 9796 8035

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
Croatian (Croatian Australian Welfare Centre)	9610 1146
Assyrian (Assyrian Australian Association)	9728 2594
Spanish (NSW SLASA)	9610 0288
(Turkish) Turkish Welfare Association	9649 7502
Lao (Lao Community Advancement Co-op)	9753 3947

SWS Multicultural Access and Referral Service (MARS)..... 9796 3717

Bankstown Area Multicultural Network (BAMN)

Counselling, Support, Information and Advocacy – Provides CALD specific information, advice and support, and provides links/referrals to CALD specific services for the Assyrian, Serbian, Croatian, Hungarian, Lithuanian, Russian, Ukrainian, Polish, Macedonian, Vietnamese and Spanish communities.

Multicultural Respite Network (MRN)..... 9793 0900

Ageing Disability & Home Care, Department of Family & Community Services (ADHC)

Provides counselling, information and advocacy for frail aged individuals, younger individuals living with a disability and carers from CALD backgrounds living in the Bankstown LGA

Multicultural Aged Resource Service (MARS) 8717 1500

Multicultural Community Care Services (MCCS)

Provides CALD specific support, resources & information to senior citizens groups in Bankstown, Liverpool and Fairfield LGA.

Nursing Home and Hostel Liaison Service

South Western Sydney Local Health District

Bankstown (ACAT).....9722 8404/ Referral 1800 455 511

Advice & information about Aged Care Facilities & Community Packages.

Places client's name on waiting lists. Bookings for residential respite.

Public Guardian..... 1800 451 510

Health NSW

General information on guardianship or the public guardian, speaks to a guardian about someone who has a public guardian appointed, provide help or support for private guardians and enduring guardians.

NSW Trustee and Guardian 1300 364 103

NSW Trustee & Guardian

Provides services in the making of wills, acting as executor in deceased estates and with administering trusts and powers of attorney.

Seniors Information Service 1 37 788

Ageing Disability & Home Care, Department of Family & Community Services (ADHC)

Provides information to older people and their families and carers on the range of services and options available to them. Provides a series of factsheets, and some information resources from other NSW Government agencies.

Stroke Recovery Association NSW 9807 6422

Vision Australia..... 1300 847466

COMPREHENSIVE ASSESSMENT SERVICES

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

Aged Care Assessment Team (ACAT)

South Western Sydney Local Health District

BankstownReferral 1800 455 511

Fairfield/LiverpoolReferral 1800 455 511

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 and maintain links in the community.

Community Options

Bankstown **9898 0000**

Diverse Community Care

Diverse offers three types of community options: [1] Community options, [2] Dementia options and [3] Community options clean up.

Bankstown/Fairfield/Liverpool..... **8778 4222**

CatholicCare

provide outreach case management support to people with a mental illness to assist them on their recovery journey.

Compacts Bankstown/Fairfield/ Liverpool **1300 136 606**

Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.

Compacts Bankstown/Fairfield/ Liverpool **1300 758 566**

Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.

ADVOCACY SERVICES

Provides a support person to speak on your behalf and assist you to link to other services.

SWS HACC Aboriginal Access/Development Officer..... **9708 2818**

Bankstown Area Multicultural Network (BAMN)

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

Advocacy Services **9281 3600**

The Aged-Care Rights Service (TARS)

Provides non-legal advocacy for HACC, CACP, EACH and EACHD clients and residents in Commonwealth funded hostels and nursing homes.

Multicultural Respite Network (MRN)..... **9793 0900**
Department of Family & Community Services, Ageing, Disability & Home Care
For CALD carers of frail aged and people with a disability

Bilingual Italian Aged Project Officer **9564 0744**
Co.As.It. – Italian Association of Assistance
Counselling, Support, information and Advocacy for Senior Italians (65 & Over)
and their Carers

CARER SUPPORT

SWS HACC Carer Support Project..... **8778 4222**
CatholicCare
Provides individual support for carers of frail aged and people with a disability
including advocacy, information & referral. Provides information on carer
support groups

Multicultural Respite Network (MRN)..... **9793 0900**
Ageing Disability & Home Care, Department of Family & Community Services
(ADHC)
Provides individual support to carers of frail aged and people with a disability of
a CALD background.

Carer Support & Services **1800 242 636**
Carer's NSW, Carer Line (Free call)
For carer information, support and counselling

Dementia Carer Support Groups..... **8778 4222**
CatholicCare
Principle of self help & support. Also provides training & social outings. Free
respite & transport available to attend group.

Macedonian Carer Support Project..... **9597 5455**
Macedonian Australian Welfare Association (MAWA)
Information, support and Carers Support Groups for carers of Macedonian
background.

CALD Carers Support Program..... 9912 3850

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.

Carer's Support Groups 9608 8825/Referrals 1800 455 511

SWSLHD Triple I Hub (Liverpool/Fairfield)

Principle of self help & support. Also provides training & social outings. Free respite & transport available to attend group.

SWS Dementia Education & Training for Carers Project..... 9728 0290

Anglicare

Connect carers of people with dementia with information, education/training, resources and support.

BANKSTOWN DAY PROGRAMS FOR FRAIL OLDER PEOPLE

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

Aboriginal Day Programs: Bankstown

Bankstown Elders Group..... 1300 797 606

Yagoona Community Centre.....9709 4931

Frail Aged Day Programs: Bankstown

Frail Aged Day Care.....Referral 1800 455 511

South Western Sydney Local Health District

Day care for the frail aged.

HammondCare Social Club..... 9731 0199

Hammond Care

A Social Club for Older people aged over 65 (older Indigenous people aged over 50) with or without a diagnosis of dementia and people with younger onset dementia aged under 65 (indigenous people aged under 50).

Aged Day Care..... 9724 2885

Chester Hill RSL

Transport provided for residents of Chester Hill, Bass Hill & Villawood. Need to be able to do own self care tasks such as toileting.

Multicultural Day Programs: Bankstown

Bankstown Ethnic Day CareReferral 1800 455 511

South Western Sydney Local Health District

Day care for the frail aged: Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Polish, Serbian & Vietnamese communities.

Multicultural Respite Network 9793 0900

Ageing, Disability & Home Care, Department of Family & Community Services

Culturally appropriate centre-based day care, advocacy and counselling services targeted at socially isolated frail aged and people with a disability from CALD communities, such as Khmer, Mandarin, Russian, Arabic women, Indian.

Centre Base Day Care8084 9013

Muslim Care

Centre Base Day Care for frail aged. Transport provided from Bankstown to the Bexley Centre.

Chester Hill Centre Based Day Care 9753 3400

Australian Nursing Home Foundation

Day Care for Chinese and Vietnamese communities

Arabic Seniors Group (Yagoona) 9759 3436

Australian Nursing Home Foundation

Day care services in partnership with Tripoli & Mena Association for people from Arabic speaking backgrounds

Riverwood Canterbury Aged and Disability Support

Service.....9533 0100

Riverwood Community Centre

Weekly Vietnamese Centre Day Care, Transport, Morning tea, lunch and activities provided, including monthly outings.

GWC Community Services.....9202 2779
Greek Welfare Centre
Centre Based Day Care & Transport for Greek Frail aged.

Dementia Specific Day Programs: Bankstown

Bankstown Caring Centre 1800 486 484
UnitingCare NSW ACT
Frail aged from a non-English speaking background including people with dementia

After Hours and Weekend Day Care 4564 6157/Referral 1800 728 968
South Western Sydney Local Health District
Day care for people with dementia & respite for carers.

Dementia Day Care 9759 3436
Tripoli & Mena Association
Centre based day centre for Arabic speaking elderly with Dementia

GWC Community Services..... 9602 2779
Greek Welfare Centre (GWC)
Centre Based Day Care & Transport for people with dementia from a CALD background .

The Betty Sussman Centre 8717 0184
Bankstown City Aged Care
Day care for people with dementia and respite for carers.

FAIRFIELD DAY PROGRAMS FOR FRAIL OLDER PEOPLE

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

Aboriginal Day Programs: Fairfield

Liverpool/Fairfield Elders GroupReferral 1800 455 511
South Western Sydney Local Health District

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

Frail Aged Day Programs: Fairfield

Fairfield Aged Day CareReferral 1800 455 511

South Western Sydney Local Health District

Cabramatta Centre Base Day Care.....97279844

Russian Relief Association of St Sergius

Greenfield Park Centre Based Day Care..... 9609 7400 & 9753 3400

Australian Nursing Home Foundation

Day care services in partnership with Parks Community Network Ltd for people from Assyrian, Arabic Chinese and Vietnamese speaking background.

Fairfield Centre Based Day Care9564 0744

Australian Nursing Home Foundation

Day care services in partnership with Co.As.It. for Italian communities in the Fairfield area.

Multicultural Day Programs: Fairfield

CALD Centre Based Day Care 1800 486 484

UnitingCare NSW ACT

Healthy Living for Seniors Program for Chinese, Khmer, Lao & Vietnamese communities

Multicultural Day CareReferral 1800 455 511

South Western Sydney Local Health District

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

Multicultural Respite Network 9793 0900

Ageing, Disability & Home Care, Department of Family & Community Services

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

Greenfield Park Centre Based Day Care 9753 3400

Australian Nursing Home Foundation

Day Care for Assyrian, Arabic, Chinese, Vietnamese and Italian communities.

Liverpool Day Care (Liverpool & Fairfield)..... 9564 0744

Australian Nursing Home Foundation

Day care services in partnership with Co.As.It. for Italian communities.

Dementia Specific Day Programs: Fairfield

Aimee's PlaceReferral 1800 455 511

South Western Sydney Local Health District

Day program for people with dementia.

GWC Community Services..... 9602 2779

Greek Welfare Centre (GWC)

Centre Based Day Care and Transport for people with dementia from a CALD background.

LIVERPOOL DAY PROGRAMS FOR FRAIL OLDER PEOPLE

Provides opportunity for socialisation, activities, outings including transport & lunch

Aboriginal Day Programs: Liverpool

Liverpool/Fairfield Elders GroupReferral 1800 455 511

South Western Sydney Local Health District

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

Frail Aged Day Programs: Liverpool

Centre Base Day Care transport.....9426 3100

Myrtle Cottage Group

Centre Based Day Care & transport for older people for Macarthur area.

Liverpool Centre Based Day Care..... 9564 0744

Australian Nursing Home Foundation

Day care services in partnership with Co.As.It. for Italian communities in the Liverpool Area.

CALD Centre Based Day Care 1800 486 484

UnitingCare NSW ACT

Healthy Living for Seniors Program for Italian & Spanish speaking communities

Multicultural Respite Network 9793 0900

Ageing, Disability & Home Care, Department of Family & Community Services

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

Liverpool Day Care 9564 0744

Australian Nursing Home Foundation

Day Care for Italian communities.

GWC Community Services..... 9602 2779

Greek Welfare Centre (GWC)

Centre Based Day Care & Transport for Greek frail aged.

Dementia Specific Day Programs: Liverpool

Liverpool Dementia Day Centre..... 9608 3911

Anglicare (Chesalon)

Centre Based Day Care & transport for older people with dementia.

Liverpool Aged Day CareReferrals 1800 455 511

South Western Sydney Local Health District

Day programs for Frail Aged, with early stage of dementia and with a mild disability. (Arabic, Italian, Bosnian, Croatian, Serbian, Croatian, Italian and Spanish)

GWC Community Services..... 9602 2779

Greek Welfare Centre (GWC)

Centre Based Day Care & Transport for people with dementia from a CALD background.

DEMENTIA SUPPORT

(Also see Day Care & Respite)

Dementia Advisory Service.....Referral 1800 455 511

South Western Sydney Local Health District

This service provides: Advocacy (Individual); Carer/family support; Community Development/ Service support; Information/Referral; Dementia support.

Provides information, education and support to people with Dementia and their carers, (formal, informal and other service providers). Also creates awareness of and appropriate responses to the needs of all people with Dementia.

Dementia Counselling/Carer & Family Support.....1800 100 500

Alzheimer's Australia NSW

Counselling, carer and family support for people with dementia & their carers.

HACC Social Support.....1800 486 484

UnitingCare NSW ACT

Social Support, Including for people with dementia and from CALD Communities.

HACC Social Support / Dementia Monitoring 1300 733 510

Kincare

Social support for people with dementia. Includes telephone, medication & health monitoring, nutritional support & accompanied outings/appointments.

Dementia in Home Support

Diverse Community Care

Bankstown.....9898 0000

Fairfield/Liverpool8778 4222

CatholicCare

Flexible support for people with dementia & those who care for them. Includes respite, emotional support, information & support groups.

Dementia Meal Monitoring Program

Diverse Community Care

Bankstown 9898 0000

Bankstown Drop in Support Centre

Bankstown Dementia Carers Group Inc.

Bankstown **9707 3886**

Provide an opportunity for carers to meet regularly with other carers and former carers for companionship and a light lunch. Carers are most welcome to bring along the person for whom they provide care. Operate in Bankstown Central Business District with regular social outings and holidays for regular attendees.

Fairfield/ Liverpool **8778 4222**

CatholicCare

Assisting people with dementia to maintain their nutrition.

HammondCare Social Club **9731 0199**

Hammond Care

A Social Club for Older people aged over 65 (older Indigenous people aged over 50) with or without a diagnosis of dementia and people with younger onset dementia aged under 65 (indigenous people aged under 50).

HIV ADAHPT (AIDS Dementia & HIV Psychiatry Team) **9382 8600**

AIDS dementia & HIV psychiatry service.

SWS Dementia Education & Training for Carers **9728 0290**

Anglicare

Connects carers of people with dementia with information, education/training, resources and support.

The Betty Sussman Centre **8717 0184**

Available to people with a diagnosis of dementia who reside in the Bankstown LGA

EQUIPMENT

Aids and Equipment Program **1800 362 253**

NSW Health

Assists eligible residents of NSW, who have a life-long or long-term disability, to live and participate within their community by providing appropriate equipment, aids and appliances.

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.

Custom Designed Aids Service..... 9912 3400

Technical Aid to the Disabled (TADNSW)

Customised equipment and solutions for children and adults with a disability.

Assistance with Care and Housing for the Aged (ACHA)..... 8778 4222

CatholicCare

For people who are living in inappropriate housing or are homeless or at risk of being homeless.

FOOD SERVICES

Bankstown Meals on Wheels..... 9707 9646

Bankstown City Council

Fairfield 9728 6939

Fairfield Food Services

Liverpool 9601 3728

Liverpool Meals on Wheels

Provide hot, frozen or chilled meals to a person's home up to 5 days/week

Multicultural Food Options 9728 6939

Fairfield Food Services

Culturally appropriate meals home delivered to Bankstown, Fairfield and Liverpool LGAs. Food can also be provided at centre based group activities.

Centre Based Meals

Bankstown Centre Based Meals..... 9707 9646

Villawood Senior Citizens Food Service 9726 3616

Cabramatta/Fairfield Polish Senior Citizens 9724 7070

Nutrition Links..... 9780 2837

Bankstown Community Health Centre

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

Dementia Meal Monitoring Program

Diverse Community Care

Bankstown 9898 0000

Fairfield/Liverpool 8778 4222

CatholicCare

Prompting & assisting people with dementia to maintain their nutrition.

HEALTH SERVICES

South Western Sydney Local Health District

Triple I (Hub) Referral Service (former RIC) 1800 455 511

South Western Sydney Local Health District (SWSLHD)

Central referral and information point for Community Aged Care and Rehabilitation in South Western Sydney Local Health District, for Bankstown, Fairfield and Liverpool.

Aged Care Assessment Team (ACAT)

Bankstown Referral 1800 455 511

Fairfield/Liverpool Referral 1800 455 511

Community Adult Occupational Therapist

Bankstown (Over 65 of age) Referral 1800 455 511

Bankstown Allied Health

Fairfield Referral 1800 455 511

Allied Health

Specialist Aged Care Team

Liverpool Referral 1800 455 511

Community Health Centres

Cabramatta 8717 4000

Bankstown 9780 2777

Fairfield	9794 1700
Hoxton Park	9827 2222
Liverpool	9828 4844
Prairiewood	9616 8169

Community Nursing Care

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

Bankstown	Referral 1800 455 511
Fairfield	Referral 1800 455 511
Prairiewood	9616 8169/ Referral 1800 455 511
Liverpool	9827 2222/ referral 1800 455 511

Community Rehabilitation Service

Fairfield/ Liverpool	Referral 1800 455 511
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Continence Care

Bankstown/Fairfield & Liverpool	Referral 1800 455 511
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Diabetes Centre (including at-risk Podiatry)

Bankstown/ Fairfield & Liverpool	9722 8360
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Liverpool Hospital Outpatient Physiotherapy	8738 4703
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Nutrition Links Bankstown/ Liverpool/ Fairfield	9780 2837
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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
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Pensioner or Health Care Card holders only

Podiatry

Bankstown/ Liverpool/ Fairfield	9722 7200
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High risk foot clinic

Liverpool Hospital High Risk Foot Clinic	8738 8296
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HOME HELP

Housework, laundry, shopping, meal preparation & personal care

Domestic Assistance

Home Care Services

Bankstown/Fairfield.....9793 0900/referral 1800 350 792

Ageing, Disability & Home Care, Department of Family & Community Services

Liverpool.....4629 1620/referral 1800 350 792

Ageing, Disability & Home Care, Department of Family & Community Services

Home Care Package Level 2 & 402 8717 1500/ Fax 02 8727 4534

Multicultural Community Care Service (M.C.C.S)

Provides care at home as an alternative to high level residential aged care facility.

Domestic Assistance.....9310 6511

Alliance Health

Domestic Assistance47203540

Anglican Retirement Villages

CALD Domestic Assistance.....9718 6199

Multicultural Aged Care Inc

Support at Home (Bankstown only)..... 9898 0000

Diverse Community Care

For HACC target group living alone who need low level support.

Veterans Home Care.....1800 486 484

UnitingCare NSW ACT

Short term and emergency services. Provides Personal Care, Domestic Assistance and shopping. In home respite, Residential respite, Hire of equipment and individual respite.

Veterans Home Care (VHC)..... 87170199
Bankstown City Aged Care

General & CALD Domestic Assistance..... 8706 3655
BaptistCare

General & CALD Domestic Assistance..... 1300 733 510
Kincare Community Services

Veterans Home Care..... 1300 550 450
Department Of Veterans Affairs

Warambucca Aboriginal Home Care Service..... 1300 797 606/ 4629 1700
Ageing, Disability & Home Care, Department of Family & Community Services
For people of Aboriginal & Torres Strait Islander background.

CASS Domestic Assistance.....9789 4587
CASS Care Ltd

Provides assistance to elderly from East Asian Communities to remain in their own home safely and respectfully through the provision of basic support.

Domestic Assistance.....9690 9333
Presbyterian Aged Care

Personal Care

Home Care Services

Bankstown/Fairfield.....9793 0900/referral 1800 350 792

Liverpool.....4629 1620/referral 1800 350 792

Ageing, Disability & Home Care, Department of Family & Community Services

South West Sydney Personal Care 8706 3655
BaptistCare

Personal Care..... 1300 733 510
Kincare

Personal Care

Liverpool only..... 1800 989 000
Southern Cross Community Healthcare

Veterans Home Care..... 1300 550 450
Department Of Veterans Affairs

Warambucca Aboriginal Home Care Service..... 1300 797 606/ 46291700
Ageing, Disability & Home Care, Department of Family & Community Services
For people of Aboriginal & Torres Strait Islander background.

High Needs Pool..... 9374 3612
Department of Family & Community Services, Ageing, Disability & Home Care
Personal care, home help & respite care for people who need between 15 & 35 hours/week.

Clean Up Program

Bankstown 9898 0000
Diverse Community Care

Fairfield/ Liverpool 8778 4222
CatholicCare
Can provide one off clutter removal & general cleaning.

HOME MODIFICATION & MAINTENANCE

Home Modification & Maintenance Service

Bankstown 8706 5500
BaptistCare

Fairfield 9607 2844
Fairfield Home Modification & Maintenance (FAHMOS)
Additionally O/T assessments are available for minor equipment and modifications for clients in the Fairfield LGA.

Liverpool 46291720
Ageing, Disability & Home Care, Department of Family & Community Services
Modification work includes ramps, rails, hand showers, grab rails, modified

bathrooms etc. Maintenance work includes minor repairs, minor electrical & plumbing work. Must have Occupational Therapist assessment for most modification work.

Veterans Home Maintenance Helpline **1800 801 945**

Department of Veterans Affairs

Provide a range of home maintenance & modification work for veterans.

HOSPITALS

Compacts Bankstown..... **9898 0000/Referral 1800 455 511**

Diverse Community Care

Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.

Compacts Fairfield/ Liverpool..... **8778 4222/ Referral 1800 455 511**

CatholicCare

Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.

Bankstown-Lidcombe Hospital **9722 8000**

Braeside Hospital (Rehabilitation) **9616 8600/ 9616 8636**

Fairfield Hospital **9616 8111**

Liverpool Hospital..... **9828 3000**

HOUSING

Assistance with Care & Housing for the Aged (ACHA) **8778 4222**

CatholicCare

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

Link2home **1800 152 152**

Dept of Family & Community Services –Housing Contact Centre (HCC)

Refers people to appropriate specialist homelessness services, support services & temporary accommodation.

LAWNMOWING

Bankstown/Fairfield/Liverpool Lawn Mowing Service..... 46291752
Ageing, Disability & Home Care, Department of Family & Community Services
Subsidised lawn mowing & some low-level garden maintenance.

Fairfield Home Modification and Maintenance Lawn Mowing Service(FAHMOS).....9607 2844
Cabramatta Community Centre
Subsidised lawn mowing service and low level garden maintenance for Fairfield LGA

SWS Gardening & Lawn Mowing Service..... 8706 5500
BaptistCare
Gardening to make home and yard safe and lawn mowing.

MENTAL HEALTH SERVICES

Specialist Mental Health Services for Older People (SMHSOP) Community Teams SWSLHD..... 1800 011 511
South Western Sydney Local Health District
Teams are based at Bankstown Hospital and Braeside Hospital (For Liverpool/Fairfield). They provide specialist community based clinical assessment, consultation and case management for consumers living at home or in residential aged care and support for their families/carers.

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.

Carer Respite Service.....1800 486 484
UnitingCare NSW ACT

Respite for carers of frail aged people, including with dementia.

Commonwealth Respite & Carelink Centre 1800 052 222

Anglicare

Short term and Emergency services. Provides Personal Care, Domestic Assistance and shopping. In home respite, Residential respite, Hire of equipment and individual respite.

HACC Respite SWS 1300 733 510

Kincare

Respite for carers of people with disabilities & frail aged

HACC Respite SWS 8778 2300

Northcott

Respite for carers of people with disabilities & frail aged

HACC South West Sydney Respite Options 8706 3655

BaptistCare

Planned in-home respite for carers of frail aged.

Home Care Services

Bankstown/Fairfield9793 0900/referral 1800 350 792

Liverpool4629 1620/referral 1800 350 792

Ageing, Disability & Home Care, Department of Family & Community Services

Respite for carers of frail aged & people with a disability

Support Coordination Program.....9728 0252

Anglicare

The program seeks to provide support, information about respite opportunities and assistance in planning and preparing for the transition from parental care.

HammondCare Respite.....1300 902 887

HammondCare

Assist people with dementia & Carers of people with dementia

Multicultural Respite Network (MRN).....97930900

Ageing, Disability & Home Care, Department of Family & Community Services

Provides cultural appropriate centre based day care for group respite, Individual respite and transport to and from respite activities.

Emergency Respite

SWS Commonwealth Respite & Carelink 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

CatholicCare

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

Overnight Respite

Overnight Respite Cottage Program..... 4650 0335

Carrington Centennial Care

Located in the grounds of Carrington Village, Camden, Overnight respite provided in home like environment for the aged and those with dementia providing carers with a short break from their caring role.

Culturally Appropriate Respite

Aboriginal Flexible Respite..... 1300 797 606/ 46291700

Aboriginal Home Care

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

CALD HACC Respite..... 8717 1500

Multicultural Community Care Services (MCCS)

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

Polish Respite & Carer Support Service 9716 0036

Polish Australian Welfare Association

For carers of people who are frail aged or people with a disability who are of a Polish or Eastern European background.

Transcultural Respite Service 9827 2233/ Referral 1800 455 511
South Western Sydney Local Health District

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 Carer Respite Program (Bankstown)..... 9898 0000
Diverse Community Care

Respite service for carers of people diagnosed with dementia. Priority of access is given to people from a Culturally and Linguistically Diverse (CALD) background. The service is primarily aimed at Arabic, Chinese and Vietnamese communities but is open to all CALD communities.

Dementia Respite

Dementia Respite Care Service 8717 1509
Multicultural Community Care Services (MCCS)

Respite for carers, caring for a person with a diagnosis of dementia

Dementia Respite 1300 902887
Hammond care

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

Dementia Respite Service 1300 902 887
Hammond Care

People with dementia & Carers of people with dementia

UnitingCare Mental Health Respite: Carer Support Service

Fairfield/ Liverpool 9757 4293
UnitingCare Mental Health

Provides a range of services for anyone who support someone experiencing Mental Health Concerns. Types of assistance including Individual Carer Support, Social & Recreational Activities, Education and Training.

Reslink 9827 2233/ Referral 1800 455 511

Respite South West Sydney.....8887 4966

Wesley Mission

Respite service giving carers a break from their caring role.

SENIOR CITIZENS' CENTRES

Offer a meeting place for seniors activities & are available for hire.

Bankstown

Bankstown 9707 9999

Chester Hill 9707 9999

Condell Park 9707 9999

Georges Hall 9707 9999

Greenacre 9707 9999

Padstow 9707 9999

Panania 9707 9999

Sefton 9707 9999

Revesby 9707 9999

Yagoona 9707 9999

Fairfield

Cabra-Vale Senior Citizens Centre..... 9725 0222

Villawood Senior Citizens Centre..... 9726 3616

Liverpool

Liverpool Neighbourhood Connections.....1300 362170

Lurnea Neighbourhood Centre.....9608 4010

Moorebank District Senior Citizens.....9601 3924

Warwick Farm Neighbourhood Centre.....	9600 0600
Wattle Grove Neighbourhood Centre.....	9825 2575

SOCIAL SUPPORT/ RECREATION

Recreation/Leisure Activities

Outreach Library Services

Bankstown	9707 9733
Fairfield	9725 0341/ 9725 0360
Liverpool	9821 9422

Free home library service for people who are housebound or living in residential care. Free bus service available to take people to the library.

Stroke Recovery Groups

Fairfield	9616 8610
Padstow/East Hills/ Bankstown	9774 2426
Liverpool	9807 6422
Chester Hill Activities(Bankstown)	9645 3700

Chester Hill Neighbourhood Centre

Recreational activities including Zumba, art & craft, woodworking, computer classes, swimming, tai chi, walking& groups: Older men, grief, writers, grandparents support & friendship.

OWN Bankstown Wellness Centre (Bankstown)	9708 2245
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Older Women's Network NSW Inc.

Provides a range of activities for healthy living for women over 50 from all backgrounds: gentle exercise, gentle yoga, Art dance, relaxation, tai chi, drumming & discussion groups.

Healthy Lifestyle Network (Fairfield)	9725 6222
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Healthy lifestyle activities in 7 different community centres.

Prairiewood Leisure Centre (Fairfield)	9757 2433
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Healthy lifestyle program for over 50's, including hydrotherapy.

Recreation Sports & Aquatic Club (Fairfield)..... 9790 5001

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

Domestic Assistance.....9690 9333

Presbyterian Aged Care

Social Support

Neighbour Aid Links Program 8778 4222

CatholicCare

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

CALD Social Support..... 8717 1500

Multicultural Community Care Services (MCCS)

Assisting people from CALD background, through a paid companion to meet their need for social contact.

Social Support Monitoring Service

Uniting Care

Bankstown 8700 0791

Fairfield/Liverpool 1300 847 845

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

Bankstown Social Support (Bankstown only) 9645 3700

Chester Hill Neighbourhood Centre

Provides individual or small group social support activities for frail & socially isolated Older People.

Social Support 9772 4928/ Fax 9772 2579

Bankstown Canterbury Community Transport Inc.

Provides integrate cultural activities.

Telecross 1800 352 220

Australian Red Cross

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

Housing NSW Tenant Connect **1800 827 677**

Australian Red Cross

Older tenants living in public, community or Aboriginal housing can receive a free reassuring daily phone call to confirm they are safe and well.

Community Visitors Scheme **8778 4222**

CatholicCare

Social support for socially isolated living in Nursing Home/Hostel.

Italian Community Visitors Scheme **9564 0744**

Co As It.

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

BaptistCare South West Sydney **8706 3655**

BaptistCare (Formerly Baptist Community Services)

The HATS Program is a light exercise program to assist people to maintain and increase their mobility, confidence after a fall, social isolated etc.

CASS Social Support **9789 4587**

CASS Care Ltd

Social support services to prevent social isolation and provide social opportunities to elderly from East Asian Communities.

Social Support **8839 7262**

Australian Unity Retirement Living Management

Provides social support to all Target Groups

Social Support **8736 7201**

Nextt Health Pty Ltd

Provides one-on-one companionship for Frail Aged and HACCC Target Groups

Social Support **8262 3400**

Bensoc

Social Support **9779 9411**

Salvation Army

TRANSPORT

Community Transport - Bankstown **9772 4928/ Fax 9772 2579**

Bankstown Canterbury Community Transport Inc.

BCCT provides affordable, accessible transport options for frail aged or people living with a disability and their carers, who live within the Bankstown and Canterbury local government areas. People will need to have a phone assessment before the service can start.

Fairfield/ Liverpool **1300 138 794**

South West Community Transport

Provides door-to-door wheelchair accessible transport for medical appointments, hospital visits, shopping and 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.

Aboriginal Community Transport **9608 0968**

Gandangara Local Aboriginal Land Council

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

Travel Training **9426 8999**

South West Community Transport

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

Self Drive Access Project

Fairfield/ Liverpool **9426 8999/ 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

Taxi Transport Subsidy Scheme (TTSS) **1800 623 724**

Must have a permanent disability.

Wheelchair Accessible Taxi's Booking Service **1800 043 187**

Transport Information Line **131 500**
Information on which stations are wheelchair accessible

Council Community Buses

Liverpool **9821 9172**

Fairfield **9725 4312**

Community buses, 1 with wheelchair access for local community groups.

Private Buses **9610 3577**

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

HOME CARE PACKAGES

Home Care Packages

Provides services tailored to meet specific care needs, helps to stay at home and gives choices and flexibility in the way that care and support is provided.

Aged Care Assessment Team (ACAT)

Bankstown9722 8404/referral 1800 455 511

Fairfield/Liverpoolreferral 1800 455 511

South West Sydney Local Health District (Triple I (Hub) Referral Service)

General	Anglican Retirement Villages (<i>Liverpool only</i>)	4275 5204
	Age Care Plus – Bankstown	9645 3220
	Australian Unity Community Care SWS (Level 1 – 4)	1300 160 170
	Australian Nursing Home Foundation - Home Care Services	9784 0868
	Bankstown City Aged Care <i>Bankstown/ Fairfield/ Liverpool</i> (Level 1 – 4)	8717 0180 8717 0199
	Bankstown Home Based Services	8717 0180
	BaptistCare – South West Sydney (Level 1- 4)	8726 3655
	BaptistCare –South West Sydney (Level 2 and 4)	8706 3655
	Blue Hills Village (<i>Liverpool only</i>)	8784 2400
	Bankstown Home Based Services	8717 0180
	Carrington In Home Support Home Care Packages	4659 0335
	Catholic Community Services NSW/ACT – Metro South East -HCP	1800 225 474
	Care Connect –West Sydney	9830 8900
	Hammond care – Hammond at home (Level 1 - 4)	1300 902 887
	Harbison Memorial Retirement Village - CCPS	4868 6200

	Help At Home Care Packages South West Sydney	4633 3777
	Home Care Services of NSW - Alleena Warrumbucca Aboriginal Home Care	8344 2800
	INS Healthcare (Level 1- 4)	4862 2338
	IRT In Home Care – South West Sydney	4633 2070
	Kincare at Home (Level 3 & 4)	1300 733 510
	Liverpool/Fairfield Home Care Packages Program	18001 455 511
	Living Care Home Care Services – Western Sydney	8848 9788
	Living Care Home Care Services Wingecarribee	4860 1501
	Multicultural Community Care Services M CCS (Level 1 -4)	8717 1500
	Nurses2U	46348062 / 1300 551 338
	Our Lady Of Consolation Community Care	9832 4599
	Oxley Blue - Oxley Home Care (Level 1 -4)	1300 360 456
	Royal District Nursing service - Home Care Packages (Level 1 – 4)	1300 334 455
	Salvation Army (Level 1 & 2)	9645 3220
	South Western Sydney Local Health District <i>(Fairfield/Liverpool only)</i>	8717 1602
	Southern Cross Community Care (Level 1 - 4)	1800 989 000
	St. Basil's Community Programs - SWS	9784 3280
	St Ives Home Care –NSW (Level 1 - 4)	1300 202 005
	St Joseph's HCP Service	9646 8200
	St Simeon Village And Community Services	9625 2274
	Sydwest Multicultural Services (CALD) - Blacktown	9621 6633

	Anglicare – Care at Home SWS (Level 1 – 4)	1800 200 422
	The Trustees Catholic Aged Care Sydney (CatholicCare)	8778 4222
	UnitingCare Ageing e –South West Sydney EACH (Level 2 – 4)	1800 486 484
	UPA Sydney West Home Care	8197 9306
	Wesley Mission Home And Care Support Services Western (Level 1 & 2)	8887 4977
Dementia	BaptistCare	8706 3655
	CatholicCare	8778 4222
	Hammond Care	8295 1899
	INS Health Care	4862 2338
	Bankstown City Aged Care	8717 0000
General CALD	Multicultural Community Care Services	8717 1500
	Multicultural Aged Care Inc. (CMADSS) Level 3 & 4	9718 6199
	St Ives Group (Level 3 & 4)	1300 202 005
Aboriginal	Aboriginal Home Care	4633 2111
Aboriginal	Gilgai Aboriginal COPS	9832 38 25
Arabic	Multicultural Aged Care Inc. (Level 1 & 2)	9718 6199
	Multicultural Community Care Services (Level 1 - 4)	8717 1500
	Multicultural Aged Care Inc - CMADSS (Level 1 - 4)	97418 6199
	Catholic Care (Level 1 - 4)	8778 4222
	Tripoli and Mena Association	9758 1366
Arabic HCP	Catholic Community Services NSW/ACT –Metro South East	1800 225 474
Arabic Muslim	Tripoli & Mena Association (Level 1 & 2)	9758 1366
Assyrian	Multicultural Community Care Services	8717 1500
Chinese	Multicultural Community Care Services (Level 1 - 4)	8717 1500
	Chinese Australian Services Society Ltd – South West	9789 4587

	Australian Nursing Home Foundation (Level 1- 4)	9753 3400
	Catholic Care (Level 1 - 4)	8778 4222
	Chinese Australian Services Society (Level 1 & 2)	97894587
	Elderly Australian Chinese Homes (Level 1 & 2)	9744 8017
	St Ives Group (Level 1 -4)	1300 202 005
Croatian	Multicultural Community Care Services (Level 1 - 4)	8717 1500
Dutch	Abel Tasman Village (Level 1 & 2)	9645 3388
English	Abel Tasman Aged Care Services (Level 1 & 2)	9644 7222
	Catholic Care (Level 1 - 4)	8778 4222
	Sydney Latvian Association (Level 1 & 2)	9744 0870
	Multicultural Aged Care Inc. - CMADSS (Level 1- 4)	97418 6199
	Polish Welfare Bureau	9716 0036
	St Basils Homes	9740 3488
	St Ives Group (Level 1 -4)	1300 202 005
Filipino	Multicultural Community Care Services	8717 1500
Former Yugoslav	Multicultural Community Care Services	8717 1500
French	Abel Tasman Aged Care Services (Level 1 & 2)	96447222
Greek	Greek Welfare Centre (Level 1 -4)	9687 8955
Greek	St BasilsHomes - Bankstown only (Level 1 - 4)	9740 3488
Hindi	Multicultural Community Care Services	8717 1500
	Catholic Care (Level1 - 4)	8778 4222
Indochinese	Australian Nursing Home Foundation	9753 3400
Italian	Co As It. Aged Care Program – Sydney (Level 1 - 4)	9564 0744
	Catholic Care (Level 1 - 4)	8778 4222
	Multicultural Community Care Services	8717 1500

	(Level 1 - 4)	
Khmer	Multicultural Community Care Services	8717 1500
Korean	Chinese Australian Services Society (Level 1 & 2)	97894587
Lao	Multicultural Community Care Services	8717 1500
Latvian	Sydney Latvian Association	9744 0870
Lithuanian	Canterbury Multicultural Aged & Disability Service (Bankstown only)	9718 6199
Macedonian	Multicultural Community Care Services (Level 1 - 4)	8717 1500
Polish	Polish Australian Welfare Association	9716 0036
	Polish Welfare Bureau (Level 1 & 2)	9716 0036
Serbian	Multicultural Community Care Services (Level 1 - 4)	8717 1500
Spanish	Multicultural Community Care Services (Level 1 - 4)	8717 1500
	Catholic Care (Level 1 - 4)	8778 4222
Ukrainian	CatholicCare (Level 1 -4)	8788 4222
Vietnamese	Multicultural Community Care Services (Level 1 - 4)	8717 1500
	Australian Nursing Home Foundation Aged Services (Level 1 - 4)	9753 3400
	Catholic Care (Level 1 - 4)	8778 4222
	Chinese Australian Services Society (Level 1 & 2)	97894587
	Multicultural Aged Care Inc. Bankstown only (Level 1 & 2)	9718 6199
	St Ives Group (Level 1 -4)	1300 202 005
Former Yugoslavia	Catholic Care (Level 1 - 4)	8778 4222

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 (E.g. Support worker, Driver) or their supervisor (E.g. Co-ordinator).
3. Go up higher in the organisation by speaking to the next level of management (E.g. 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.
 - The Community Service Commission (NSW Ombudsman) is an independent & impartial organisation whose role is to deal with complaints about the public sector and/or the provision of community services.
Ph. (02) 9384 4999 - (Toll Free: 1800 060 409 – NSW Country)
 - The Department of Health and Ageing is the funding body of most services in this directory. If you're unable to resolve any issues with your service provider you can contact the Aged Care Complaint Scheme - 1800 550 552

There is also a South West Sydney Directory for People with Disabilities. Contact the SWS HACCC Development Officer for copies of either of these on (02) 9791 9765



Acknowledgement

This Directory was produced & updated by Bankstown Area Multicultural Network (BAMN) Inc.

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Disclaimer

All care was taken 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 (02) 9791 9765

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