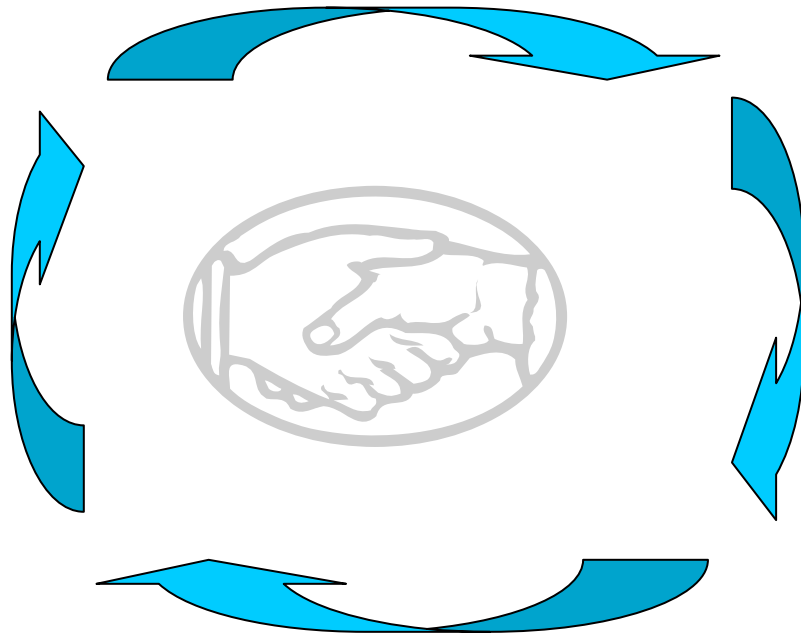


2008 BANKSTOWN AGEING & DISABILITY SERVICE DIRECTORY



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	5
Case Management	6
Advocacy Services	7
Behaviour Intervention	8
Community Access.....	9
Day Programs for Frail Older People	9
Day Programs for People with a Disability.....	10
Dementia Support	11
Early Childhood Intervention	11
Employment Services.....	12
Equipment.....	13
Food Services.....	14
Health Services	14
Home Help	15
Home Modification & Maintenance	16
Hospitals	17
Housing.....	17
Lawnmowing	17
Mental Health Services	17
Respite & Carer Support	18
Senior Citizens' Centres.....	24
Social Support/Recreation	25
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 1800 052 222

For further Information & Resources contact:

Aboriginal Access Worker 4633 2111

Department of Ageing, Disability & Home Care

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

Cerebral Palsy Adult Resource Program	1300 888 378
Commonwealth Carer Resource Centre.....	1800 242 636
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
Guardianship Tribunal.....	1800 463 928
A legal tribunal that appoints appropriate guardians for people with a disability aged 16yrs & over who are incapable of making decisions or managing their financial matters.	
Information for Older People of Non-English Speaking Background	
Arabic/Muslim (Tripoli & Mena Association)	9758 1366
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 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
<i>People With Disability Australia Inc (PWD)</i>	
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 Info & Liaison Service	9722 7219
<i>Sydney South West Area Health Service</i>	
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
<i>Department of Ageing, Disability & Home Care</i>	
Provides information / referral on Centrelink entitlements, Retirement Accommodation, Concessions, Legal Information, Health Services, Education	
Stroke Recovery Association NSW Inc	9807 6422
Support Teacher Transition	9709 4661
<i>Dept of Education & Training</i>	
Assist school personnel & families with planning & preparation for post school & upon exiting, link them to appropriate services.	
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 **9722 7300**
Aged Care Assessment Team- Sydney South West Area Health Service

- People with a disability 9796 4688**
Community Options- Community Independence Support Services
- 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 (ACAT)..... 9722 7300
Sydney South West Area Health Service
 Assessment & treatment of the frail aged. Referral to & coordination of appropriate community & residential services.

Community Options..... 9796 4688
Community Independence Support Services
 Case management for frail aged persons & younger people with moderate to severe/profound disabilities & their carers who have complex care needs.

Case Management for People with Disabilities

Community Options..... 9796 4688
Community Independence Support Services
 Case management for frail aged persons & younger people with moderate to severe/profound disabilities & their carers who have complex care needs.

Community Support Teams 9334 3700
Department of Ageing Disability & Home Care
 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 & assist you to link to other services.

Aboriginal Access Worker 4633 2111

Department of Ageing, Disability & Home Care

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
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. Social educators teach the person in the person's home & in the community on an individual basis. Eg. Home & money management; personal development; finding accommodation; use of community facilities. 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

Community Access Program 9790 0046/ 9790 0344

Headway

For people with an acquired brain injury who have issues as a result of the injury. Aged 16–55 yrs & acquired their brain injury between aged of 10-50 yrs.

Community Living 9742 1444

Wesley Mission

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

Personal Helpers & Mentors 9825 9121/ 0407 106 833

New Horizons

Provides living & social skills training, within a recovery framework, to people with a mental illness who are living in their own homes.

DAY PROGRAMS FOR FRAIL OLDER PEOPLE

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

Frail Older People

Bankstown Aboriginal Elders Group 9572 7066

Inner West Aboriginal Community Company Inc.

Day care for elders & people with a disability of Aboriginal & Torres Strait Islander background. Meets Tues & Wed at Condell Park

Chester Hill RSL Aged Day Care 9724 2885

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

Ethnic Day Care..... 9722 7300/9790 0572

Sydney South West Area Health Service

Day care for the frail aged: Arabic, Cantonese, Mandarin, Greek, Italian, Polish, Vietnamese & former Yugoslavian Communities.

Frail Aged Day Care..... 9722 7300

Sydney South West Area Health Service

Day care for the frail aged.

Multicultural Respite Network 9790 0400

Department of Ageing Disability & Home Care

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

Tripoli & Mena Day care (Arabic specific)..... 9759 3012

Tripoli & Mena Association

Dementia Specific

Georges Hall Dementia Day Care Centre 8717 0184

Bankstown City Aged Care

Day care for people with dementia & respite for carers.

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

Chester Hill Neighbourhood Centre..... 9645 3700

The Centre	9707 4183
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.

Bankstown Aged Care Psychiatry Community Team 9722 7300
Sydney South West Area Health Service
 Assessment, case management & advocacy for older people with aged related mental health problems. e.g. dementia & depression.

Bankstown Drop in Support Centre..... 9707 3886
Bankstown Dementia Carers Group Inc.
 Provide an opportunity for carers to meet regularly with other carers & former carers for companionship & a light lunch. Carers are most welcome to bring along the person for whom they provide care. In Yagoona & Padstow, with occasional social outings.

Dementia In Home Support..... 9796 4688
Community Independence Support Services
 Domestic assistance or social support for people with dementia & low support needs. Priority given to persons living alone &/or with non-resident carer.

Dementia Meal Monitoring Program 9796 4688
Community Independence Support Services
 Assisting people with dementia to maintain their nutrition.

HIV ADAHPT (AIDS Dementia & HIV Psychiatry Team) 8382 1810
 AIDS dementia & HIV psychiatry service

EARLY CHILDHOOD INTERVENTION

Community Support Teams 9334 3700
Department of Ageing Disability & Home Care
 Case management, therapy & support for people who have an intellectual disability as their primary diagnosis.

Child Development Service 9780 2777

Sydney South West Area Health Service

Case management, assessment, therapy & support for families of children with mild physical, developmental &/or learning difficulties from 0 -12yrs & children whose primary disability is mild to moderate physical disability up to 18 yrs.

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, who are unable to access centre based activities.

Early Childhood Support Service 9890 0100

Northcott

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

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.

Speech Pathology 9791 0632

Bankstown Community Resource Group Inc.

Information, resources, training, programming ideas & support for children aged 0-6 attending a children's service.

Wattle Playgroup 9822 9855

Centacare

A supported playgroup for mothers & their children 0-6yrs with moderate to severe disabilities & their siblings

EMPLOYMENT SERVICES (DISABILITY)

Open Employment

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

AFFORD Open Employment 8784 2900

Australian Foundation for Disability

Break Thru Employment Solutions 8700 1400

CRS Australia 9205 4300

Direct Employment	9784 4333
<i>Centacare</i>	
Wesley Uniting Employment.....	9791 1144
121 Employment	1300 372 121
<i>Disability Services Australia</i>	
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
Centacare Industries	9759 6966
Disability Services Australia.....	1300 372 121
DSA Supported Employment.....	1300 372 121
New Horizons Pre-vocational Service	9825 9121
<i>New Horizons</i>	
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)	9722 7263
<i>Sydney South West Area Health Service</i>	
Provides equipment on long-term loan e.g. wheelchairs, oxygen to pensioners or people on low incomes. Requires an Occupational Therapy assessment for eligibility.	
Contenance Aids Assistance Scheme.....	1300 366 455
<i>In Touch</i>	
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 2 nd hand equipment.	

FOOD SERVICES

Bankstown City Food Service 9707 9646

Bankstown City Council

Hot meals Mon– Fri. Frozen meals for weekends. Other services include breakfast & snack program

Multicultural Food Options 9728 6939

Fairfield Meals on Wheels

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

Bankstown Centre Based Meals..... 9796 7779

Bankstown Senior Citizens Centre- 7 West Terrace Bankstown

(Mon-Fri) For seniors who live in Bankstown. In addition to providing morning tea & lunch a variety of leisure activities are available.

Villawood Senior Citizens Food Service 9726 3616

Villawood Senior Citizens Centre-Villawood Rd Villawood

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

Dementia Meal Monitoring Program 9796 4688

Community Independence Support Services

Prompting & assisting people with dementia to maintain their nutrition.

Tender Loving Cuisine 1800 801 200

Privately run alternative. Frozen meals delivered.

HEALTH SERVICES: Sydney South West Area Health Service

Bankstown Community Health Centre 9780 2777

Bankstown Community Nursing Care Service 8760 1300

Provides a range of general community nursing services including home nursing, health promotion, wound care, transition hospital to home, referrals, education to clients & carers & liaising with other allied health.

Bankstown Generalist Allied Health 9722 7200

Bankstown Hospital Discharge Planner..... 9722 8000

Contenance Clinic (Bankstown Hospital)..... 9722 7300

Diabetes Clinic (Bankstown Hospital) 9722 8360

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

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

Support at Home 9796 4688

Community Independence Support Services

Domestic Assistance for HACCC target group living alone who need low support.

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 9796 4688
Community Independence Support Services
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 MAINTENANCE & MODIFICATION

Bankstown Home Modification & Maintenance Service 9783 6519
Baptist Community Services
Modifications to bathrooms, installation of handrails & ramps. Maintenance jobs including repairs to locks, changing light globes, etc.

Veterans Home Maintenance Helpline 1800 801 945
Department of Veterans Affairs
Provide a range of home maintenance & modification work for veterans.

HOSPITALS

- Compack** 9796 4688
Community Independence Support Services
Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.
- Bankstown-Lidcombe Hospital** 9722 8000

HOUSING

- Metro South Regional Accommodation Placement** 9334 3700
Department of Ageing, Disability & Home Care (DADHC)
Provides supported accommodation for people with disabilities in crisis.
- Homeless Persons Information Centre** 1800 234 566
Homeless Persons Information Service
Telephone info & referral service for those who are homeless or at risk of homelessness.
- 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

- Bankstown Community Mental Health Team** 9780 2777
Sydney South West Area Health Service
Provides assessment, treatment, case management & rehabilitation to people in Bankstown LGA experiencing mental health problems.

Bankstown Aged Care Psychiatry Community Team 9722 7300

Sydney South West Area Health Service

Assessment, case management & advocacy for people with mental health problems of the elderly e.g. dementia & depression.

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.

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

Personal Helpers & Mentors 9825 9121/ 0407 106 833

New Horizons

Provides living & social skills training, within a recovery framework, to people with a mental illness who are living in their own homes.

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 HACCC 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..... 8295 1813

Hammond care

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

Dementia Respite Service 9616 8950

Hope Healthcare

People with dementia & Carers of people with dementia

Dementia In-Home Respite 9796 4688

Community Independence Support Services

Up to 5 hours in-home planned & emergency respite for carers of people with moderate to severe dementia with priority to carers from Polish, Arabic & Vietnamese communities.

Reslink 4654 6157

Sydney South West Area Health Service

Respite for carers of people with challenging behaviour due to dementia

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 yrs

SWS Mental Health/ Disability Respite 1800 052 222

Anglicare

Respite & carer support for carers 55 yrs & over with a 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

- Arablink..... 9708 0277**
The Centre
Family based respite care for Arabic speaking children & young adults with a disability up to 18yrs.
- Bankslink 9708 0277**
The Centre
Host family respite program for children & young adults (0-18 yrs) with disabilities.
- Bankstown Afternoon Respite..... 9743 8089**
Chester Hill Neighbourhood Centre
After school & vacation care program to integrate children with mild to moderate disabilities into mainstream OOSH. (Funding- 5 places only.)
- Creating Links Flexible Children's Respite Options 8713 7700**
Creating Links
In-home respite & one-to-one flexible support for carers of children aged 0-18 with intellectual/developmental disabilities with high support needs &/or challenging behaviours.
- 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..... 9734 9888**
Share Care
A flexible response to the needs of families/carers & the child with a disability aged 5-18 yrs with an intellectual disability.
- Flexible Respite..... 9771 6033**
YMCA
Out of school hours programs for children 5-12 with a disability.
- Peer Support..... 9708 0277**
The Centre
Children who have a disability, aged 6 to 18 yrs of age
- Vietlink 9708 0277**
The Centre
Family based respite care for families of children with a disability up to 18yrs who are of a Vietnamese speaking background

Youth Group 9708 0277

The Centre

Children who have a disability aged 6 to 18 yrs, who live in the Bankstown LGA.

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. Priority- NESB, frail aged, single carers, people with high support needs.

Roselink 9790 0023

The Centre

Respite for families/carers of adults 18-65 with a disability who may not currently receive any respite care services.

Young Adults Group 9790 0023

The Centre

People who have a disability, aged 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.

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 & are available for hire. To book phone Council's Facility Booking Officer 9707 9537

Bankstown 9796 7779

Chester Hill 9738 5443

Condell Park 9707 9537

Georges Hall 9726 3503

Greenacre 9750 5870

Padstow 9774 2736

Panania 9773 5499

Punchbowl 9750 0061

Villawood 9726 3616

Yagoona 9709 4931

SOCIAL SUPPORT/ RECREATION

Recreation/Leisure Activities

Accessible Arts 9251 6499

Supporting people with disabilities who want to become professional artists

Bankstown City Outreach Library Service 9707 9733

Bankstown City Council

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

Creating Links Supported Leisure Program 8713 7700

Creating Links

Supported leisure activities for people aged 12-65 with mild-moderate intellectual disability & low support needs.

Disability Integrated Recreation Program 9771 6033

YMCA

Recreation/social activities for people with a disability 18 yrs & over

Healthy Ageing Program 9645 3700

Chester Hill Neighbourhood Centre

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

OWN Bankstown Wellness Centre 9708 2245/ 0413 001 261

Older Women's Network NSW Inc.

Provides a range of activities for healthy living: gentle exercise (incl. Greek & Arabic), aqua exercise, tai chi, drumming, massage, discussion groups,

Recreation Sports & Aquatic Club 9790 5001

A wide range of sport & recreation programs for people with disabilities

Stroke Recovery Group

Bankstown..... 9796 8998

Padstow/East Hills 9774 2426

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 9707 9464

For details on seniors groups contact the Aged & Disability Officer

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 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.

Vacation Care

Bankstown Vacation Care..... 9707 1809

Chester Hill Vacation Care 9743 8089

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

TRANSPORT

Bankstown Community Transport 9791 9211

Services include shopping, individual medical transport, individual transport to non-medical appointments & social activities, individual wheelchair transport for medical, social & mini bus shuttle service & monthly outings.

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.

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

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>Bankstown City Aged Care</i>	8717 0180
	<i>Baptist Community Services</i>	9783 6555
	<i>Centacare</i>	8778 4222
	<i>Hammond care</i>	8295 1899
	<i>Kincare</i>	1300 733 510
	<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>Canterbury Multicultural Aged & Disability Service</i>	9718 6199
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
Greek	<i>St Basils Homes</i>	9740 3488
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>	8788 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>MCCS NESB EACH Packages</i>	8717 1500
	<i>Centacare Dementia & General EACH packages</i>	8778 4222
	<i>Hammond Care Dementia & General EACH</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 Fairfield or Liverpool, there are similar directories available. For copies of Bankstown, Fairfield or Liverpool Ageing & Disability Directories
Contact- Commonwealth Carelink Centre:
1800 052 222



Bankstown Area
Multicultural Network



Acknowledgement

This Directory was produced & updated by Bankstown Area
Multicultural Network (BAMN) Inc.'s
SW Sydney HACC Development Project

Thanks to Bankstown City Council for printing.

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

Updated July 2008