

2008 LIVERPOOL 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

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WHAT IS HOME & COMMUNITY CARE (HACC)?

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

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

WHO CAN USE HACC?

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

INTERPRETERS

Translating & Interpreting Service (TIS) 131 450

TTY (Teletypewriter) 1800 808 981

INFORMATION &/OR REFERRAL:

Commonwealth Carelink Centre 1800 052 222

For further Information & Resources contact:

Aboriginal Access Worker 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

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

Aged & Disability Worker 9821 7759

Liverpool City Council

Supports & works in partnership with local aged & disability services & groups to identify & address the needs of older people, people with disability & their carers in Liverpool.

AIDS Information Hotline 9332 9700

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

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

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

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

Centrelink

Retirement Services.....	132 300
Disability, Sickness & Carers.....	132 717
Multilingual	131 202

Cerebral Palsy Helpline..... 1300 30 29 20

Commonwealth Carer Resource Centre..... 1800 242 636

Complaints Resolution & Referral Service (CRRS)..... 1800 880 052

People With Disability Australia Inc (PWD)

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

Department of Ageing, Disability & Home Care (DADHC)

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

Disability South West Inc.

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 disabilities 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

People With Disability Australia Inc (PWD)

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

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

Nursing Home/ Hostel Info & Liaison Service..... 9828 4783

Sydney South West Area Health Service

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

Office of the Public Guardian 1800 451 510

Paraquad..... 1300 886 601

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

Seniors Information Service 13 12 44

Department of Ageing, Disability & Home Care

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

Stroke Recovery Association NSW Inc 9807 6422

Support Teacher Transition 9203 9934/9203 9913

Dept of Education & Training

Assist school personnel & families with planning & preparation for post school
& 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 9828 4762

Aged Care Assessment Team- Sydney South West Area Health Service

People with a disability 8778 4222

Community Options- Centacare

People with an intellectual disability as their primary diagnosis 9334 3700

Community Support Teams- Department of Ageing Disability & Home Care

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

Brain Injury Rehabilitation Unit- Sydney South West Area Health Service

CASE MANAGEMENT

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

Case Management for Older People

Aged Care Assessment Team 9828 4762

Sydney South West Area Health Service

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

Community Options..... 8778 4222

Centacare

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

Case Management for People with Disabilities

Community Options..... 8778 4222

Centacare

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

Community Support Teams 9334 3700

Department of Ageing Disability & Home Care (DADHC)

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

Brain Injury Rehabilitation Unit 9828 5510

Sydney South West Area Health Service

Inpatient & community-based assessment & rehabilitation, case-management, co-ordination of support & services for people 16-65 yrs who have sustained a traumatic brain injury & their families.

Case Management & Brokerage Program 9743 9933/9825 2894

Woodville Community Services/The Junction Works

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

Aboriginal 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/ 9821 2811

Disability South West Inc.

For people with a disability & their carers

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 HACCCarer Support Project 8778 4222

Centacare

For carers of frail aged & people with a disability.

SW Sydney Multicultural HACCCarer 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

Aftercare Paterson Whitlam Support Service 9621 6545/ 9831 8240
Aftercare

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

Community Living..... 9742 1444
Wesley Mission

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

DAY PROGRAMS FOR FRAIL OLDER PEOPLE

Provides opportunity for socialisation, activities & outings for frail aged. Includes transport & lunch

Frail Older People

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

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

Hammond Care Day Centre- Frail Aged 9731 0199
Hammond Care

Liverpool Ethnic Day Care 9827 2265 /9827 2233
Sydney South West Area Health Service

NESB frail aged (Italian, Bosnian, Croatian, Serbian, Spanish & Arabic)

Lurnea Day Activity Centre 9608 2285
Sydney South West Area Health Service

Multicultural Respite Network 9790 0400
Department of Ageing Disability & Home Care (DADHC)
Culturally appropriate day care, advocacy & counselling services targeted at socially isolated frail aged & people with a disability from NESB communities.

Dementia Specific

Liverpool Dementia Day Centre..... 9728 0252
Anglicare
Centre Based Day Care & transport for older people with dementia.

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

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

DAY PROGRAMS FOR PEOPLE WITH A DISABILITY

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

CPP/TTW DADHC Information/Referral Line 1800 761 030

Non CPP/TTW Day Programs

Afford 8784 2900

Independent Living Training & Day Program..... 9610 3727
Disability South West Inc.
For young adults with a moderate – severe intellectual disability. (18-64 yrs)

The Centre 0400 636 602/ 9707 4183

The Junction Works..... 9606 9628

The Spastic Centre 1300 888 378

Wesley Mission 9804 5242

DEMENTIA SUPPORT (Also see Day Programs & Respite)

- Dementia Advisory Service**..... 9616 8901
Sydney South West Area Health Service
Info, education & support for people with dementia & their carers & other service providers.
- Dementia Home Support** 8778 4222
Centacare
Flexible support for people with dementia & those who care for them. Includes respite, emotional support, information & support groups.
- Dementia Meal Monitoring Program** 8778 4222
Centacare
Assisting people with dementia to maintain their nutrition.
- Liverpool/Fairfield Aged Care Psychiatry Service**..... 9616 8600
Sydney South West Area Health Service
Assessment, medication, support, behavioural management, assisting families with planning, & support placement in residential care if needed
- HIV ADAHPT (AIDS Dementia & HIV Psychiatry Team)** 8382 1810
AIDS dementia & HIV psychiatry service

EARLY CHILDHOOD INTERVENTION

- Children's services** 1300 888 378
The Spastic Centre
Support & therapy for children 0-18yrs with cerebral palsy or similar disabilities
- Community Support Teams** 9334 3700
Department of Ageing Disability & Home Care (DADHC)
therapy for people who have an intellectual disability
- 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 & 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.

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

Centacare

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

Tiny Tots Playgroups 9734 9888

Share Care

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

EMPLOYMENT SERVICES (DISABILITY)

Open Employment

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

AFFORD Open Employment 8784 2900

Australian Foundation for Disability

Break Thru Employment Solutions 8778 6000

Direct Employment 9612 3444

Centacare

Individual Supported Jobs Program 1300 888 378

The Spastic Centre

For adults with a physical disability

North West Personnel 9723 3577

Ability Options

121 Employment 1300 372 121

Disability Services Australia

For people with a psychiatric disability

Supported Employment

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

Afford 8784 2900

Amaroo Industries 9839 6791

Centacare Industries 9759 6966

Disability Services Australia 1300 372 121

Hoxton Industries 9607 6159

New Horizons Pre-vocational Service 9825 9121

New Horizons

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

EQUIPMENT

Program of Appliances for Disabled People (PADP) 9828 4691

Sydney South West Area Health Service

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

Continence Aids Assistance Scheme..... 1300 366 455

In Touch

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

Independent Living Centre..... 1300 885 886

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

FOOD SERVICES

City of Liverpool Meals on Wheels Inc. 9821 9393

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

Multicultural Food Options 9728 6939

Fairfield Meals on Wheels

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

Dementia Meal Monitoring Program 8778 4222

Centacare

Prompting & assisting people with dementia to maintain their nutrition.

Tender Loving Cuisine 1800 801 200

Privately run alternative. Frozen meals delivered.

HEALTH SERVICES: Sydney South West Area Health Service

Community Health Nurses 9827 2222

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

Community Rehabilitation Service	9828 4762
Continence Care	9827 2222
Hoxton Park Community Health Centre	9827 2222
Liverpool Community Health Centre	9828 4844
Liverpool Hospital High Risk Foot Clinic	9828 4388
Liverpool Hospital Physiotherapy	9828 4703
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
<i>Bigge Park Centre</i>	

HOME HELP

Housework, laundry, shopping, meal preparation & personal care

First Steps to Home Help **1800 052 222**

Commonwealth Carelink Centre

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

Domestic Assistance

Home Care Services **1800 350 792/ 9790 0400**
Department of Ageing, Disability & Home Care (DADHC)

General & NESB Domestic Assistance..... **9783 6555**
Baptist Community Services

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

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

Warambucca Aboriginal Home Care Service..... **1300 797 606/ 4633 2111**
Department of Ageing, Disability & Home Care (DADHC)
For people of Aboriginal & Torres Strait Islander background.

Community Support Network 9206 2031

AIDS Council of NSW

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

Personal Care

Home Care Services 1800 350 792/ 9790 0400

Department of Ageing, Disability & Home Care (DADHC)

HACC Personal Care 1800 989 000

Southern Cross Community Healthcare

South West Sydney Personal Care 9783 6555

Baptist Community Services

Personal Care 1300 733 510

Kincare

Veterans Home Care 1300 550 450

Department Of Veterans Affairs

Warambucca Aboriginal Home Care Service 1300 797 606/ 4633 2111

Department of Ageing, Disability & Home Care (DADHC)

For people of Aboriginal & Torres Strait Islander background.

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

Attendant Care Program 8270 2491

Department of Ageing, Disability & Home Care

Up to 34 hours per week of personal care for people with physical disabilities who can manage their own care.

Clean Up Program 8778 4222

Centacare

Can provide one off clutter removal & general cleaning. Will assist to reduce risk of falls, maintain a healthy environment.

High Needs Pool 9374 3612

Department of Ageing Disability & Home Care (DADHC)

Personal care, home help & respite care for people who need 15 - 35 hrs/wk.

HOME MODIFICATION & MAINTENANCE

Liverpool Home Modification & Maintenance 4633 2120
Department of Ageing Disability & Home Care (DADHC)

Mod work includes ramps, rails, hand showers, grab rails, modify bathrooms etc. Maintenance work includes minor repairs, minor electrical & plumbing work. Must have OT assessment for most modification work. Tenants may be eligible for assistance under special circumstances

Veterans Home Maintenance Helpline 1800 801 945
Department of Veterans Affairs

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

HOSPITALS

Compack 8778 4222
Centacare

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

Liverpool Hospital 9828 3000

Braeside Hospital (Rehabilitation) 9616 8600

HOUSING

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

Provides supported accommodation for people with disabilities in crisis.

Assistance with Care & Housing for the Aged 8778 4222
Centacare

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

Homeless Persons Information Centre 1800 234 566
Homeless Persons Information Service

Telephone info & referral service for those who are homeless 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

Liverpool Community Mental Hlth Team ... 1300 787 799(intake)/ 9616 4354
Sydney South West Area Health Service
Assessment, case management & crisis intervention for people with a mental health problem.

Liverpool/Fairfield Aged Care Psychiatry Service.. 9616 8600/0439 308 706
Sydney South West Area Health Service
Inpatient unit: assessment, medication support, behavioural management, assisting families with planning, support placement in residential care if needed. Community team: provide assessment in people's homes/nursing homes, provide advice on behaviour management, carer support & referral

Housing Accommodation & Support Initiative (HASI) 9822 8088
NEAMI
Accommodation & support services for people with a psychiatric disability.

Housing Accommodation & Support Initiative (HASI) 9825 9121
New Horizons
Accommodation & support services for people with a psychiatric disability.

Liverpool/ Fairfield Therapy & Recovery service 9794 1997
Sydney South West Area Health Service
Promotes personal growth & enables people to have an active, satisfying & contributing life in the community, for people 18-65 yrs with a mental illness.

Liverpool Mental Health Leisure Club 9601 1616
Sydney South West Area Health Service
Provides socialisation, leisure & recreational activities for 16 - 65 yrs with a mental illness.

New Horizons Pre-vocational Service 9825 9121
New Horizons
This service is based on operating a catering business & a coffee shop. For people with a psychiatric disability

RESPIRE & CARER SUPPORT

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

Commonwealth Carer Respite Centre 1800 052 222

Anglicare

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

HACC Respite SWS 1300 733 510

Kincare

Respite for carers of people with disabilities & frail aged

HACC Respite SWS 9600 3920

Northcott

Respite for carers of people with disabilities & frail aged

HACC South West Sydney Respite Options 9783 6555

Baptist Community Services

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

Home Care Services 1800 350 792/ 4645 6020

Department of Ageing Disability & Home Care (DADHC)

Respite for carers of frail aged & people with a disability

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

Hammond Care

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

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

Anglicare

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

Emergency Respite

Commonwealth Carer Respite Centre 1800 052 222

Anglicare

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

South West Sydney Emergency Respite 9821 1242

Centacare

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

Overnight Respite

Centre Based Overnight Respite..... 9334 3700

Department of Ageing, Disability & Home Care (DADHC)

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

Breakaway Minto Heights Respite Service 9820 1787

Wesley Mission

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

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

The Spastic Centre

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

Overnight Respite Cottage Program- River Cottage 4659 0335

Carrington Centennial Care Ltd.

Overnight respite for carers of frail aged or people with dementia

Culturally Appropriate Respite

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

Aboriginal Home Care

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

NESB HACC Respite..... 8717 1500

Multicultural Community Care Services (MCCS)

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

Polish Respite & Carer Support Service 9716 0036

Polish Australian Welfare Association

For Polish & Eastern European background carers.

Transcultural Respite Service 4654 6157

Sydney South West Area Health Service

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

Dementia Respite

- Dementia Respite Service** 9616 8950
Hope Healthcare
People with dementia & Carers of people with dementia
- Reslink** 4654 6157
Sydney South West Area Health Service
Respite for carers of people with challenging behaviour due to dementia
- Dementia Respite** 8295 1813
Hammond Care
In-home respite for carers of people with dementia with challenging behaviours.

Disability Respite

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

- Flexible Respite**..... 9600 3920/9600 3924
Northcott
Flexible respite for people with disabilities 0-65 yrs
- Disability Respite Program** 1800 052 222
Anglicare
Provide information, support & short term respite
- SWS Mental Health/ Disability Respite** 1800 052 222
Anglicare
Respite & carer support for carers 55 & over with mental illness, intellectual disability & autism.

Disability Respite for Ageing Carers

- Community Connect Respite**..... 1800 822 000
Department of Ageing Disability & Home Care (DADHC)
Flexible respite for people with disabilities who are 18 yrs & over, living with ageing carers & who have limited access to any other day program or community access service.
- Flexible Respite Ageing Carers Project**..... 1800 822 000
Department of Ageing, Disability & Home Care
Respite for ageing carers over 65 yrs who care for family member with a disability.

Older Carers Flexible Respite 0424 006 307

House with No Steps

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

Respite for Older Carers SWS 9600 3923

Northcott

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

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

The Disability Trust

Respite for older carers of people with a disability

Disability Respite 0-18 yrs only

Flexible Respite..... 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.

Host Family & Peer Support 9734 9888

Share Care

For carers of children 0-18 yrs with a disability. Provides respite through volunteer carers/families.

Respite Options..... 9734 9888

Share Care

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

Disability Respite 18-64 yrs only

Brain Injury Respite Program 9821 2811

Liverpool/Fairfield Disabled Persons Resource Service

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.

Mandala Recreation Program 9821 2811

Disability South West Inc.

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

Peer Support..... 9610 3727

Disability South West Inc.

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

Respite Options..... 8778 4222

Centacare

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

Carer Support

SW Sydney HACC Carer Support Project 8778 4222

Centacare

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

SW Sydney Multicultural HACC Carer Support 9790 0400

Department of Ageing, Disability & Home Care

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

Carer Advocate..... 9879 2600

Carer Support Unit (Schizophrenia Fellowship)

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

Afford Carer Support Program 9727 9199/ 0437 043 673

Australian Foundation for Disability (Afford)

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

National Carer Counselling Program 1800 242 636

Carers NSW

Provides short term counselling.

Dementia Carer Support Groups..... 8778 4222

Centacare

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

Lurnea Carer Support Group 8778 4222/ 9608 8825

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

NESB Carer Support Project..... 9840 3901

Transcultural Mental Health Centre

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

SW & IW Disability Carer Support Group 8778 4222

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

SENIOR CITIZENS' CENTRES

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

Liverpool Hilda Davis Centre 9602 6278

Lurnea Neighbourhood Centre..... 9608 4010

Moorebank Neighbourhood Centre 9601 2665

Moorebank District Senior Citizens 9601 3924

Warwick Farm Neighbourhood Centre 9602 0298

Wattle Grove Neighbourhood Centre 9825 2575

SOCIAL SUPPORT/ RECREATION

Recreation/Leisure Activities

Accessible Arts 9251 6499

Supporting people with disabilities who want to become professional artists

Disability Integrated Recreation Program 9771 6033

YMCA

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

- Housebound Readers Service** 9821 9430
Liverpool City Council
 Delivers books to residents who are unable to visit the library due to frail age, chronic illness or disability.
- Intellectual Disability Support Group** 9602 0298
Warwick Farm Neighbourhood Centre
 Activities for people with an intellectual disability
- Leisure Access**..... 9600 3908
Northcott
 Individually planned programs for people with a disability 18-65 yrs who have a carer, providing at least one social/recreational outing per month.
- Liverpool Senior's Recreation Guide: Publication** 9821 7759
Liverpool City Council
- Mandala Recreation Program** 9821 2811
Disability South West Inc.
 Programs for adults 18 yrs & over with a mod-severe disability.
- Noahs Ark Toy Library** 9821 2811
Disability South West Inc.
 Loan toys to families with children 0-5 yrs at Liverpool Library.
- Peer Support**..... 9610 3727
Disability South West Inc.
 Respite, Social/Recreation activities for young adults over 18 yrs with an intellectual disability.
- Recreation Sports & Aquatic Club** 9790 5001
 A wide range of sport & recreation programs for people with disabilities.
- Stroke Recovery Group**..... 9807 6422
 Support group for stroke sufferers & their carers.
- YADA Peer Support** 9602 7808
Young Adults Disabled Association Inc. (YADA)
 Social/Educational/Recreational group for people with a disability 16 yrs & over. Run twice weekly, with monthly day trips & yrly holidays.

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 9821 7759

For details on seniors groups contact the Aged & Disability Worker

Telecross 1800 352 220

Red Cross

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

Community Visitors Scheme 8778 4222

Centacare

Social support for frail aged who are socially isolated living in Residential Care.

Italian Community Visitors Scheme..... 9564 0744

Co As It.

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

Vacation Care

Out Of School Hours (OOSH) 9600 3908

Northcott

Vacation care program for teenagers with disabilities.

TRANSPORT

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

South West Community Transport

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

Walomi Aboriginal Community Transport..... 4629 6828

Provides transport for Aboriginal Frail Aged, Younger People with a Disability & their Carers.

Travel Training 4629 6886/4629 6888

South West Community Transport

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

Self Drive Access Project	1300 138 794
<i>South West Community Transport</i>	
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
Council Community Buses	9821 9172
<i>Liverpool City Council</i>	
Community buses, 1 with wheelchair access for local community groups.	
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>Baptist Community Services</i>	9783 6555
	<i>Centacare</i>	8778 4222
	<i>Hammond care</i>	8295 1899
	<i>Kincare</i>	1300 733 510
	<i>Sydney South West Area Health Service</i>	9616 8936
	<i>Wesley Home Care</i>	8876 0093
	<i>Blue Hills Village</i>	8784 2400
Dementia Specific	<i>Centacare</i>	8778 4222
	<i>Hammond care</i>	8295 1899
Gen NESB	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Aboriginal	<i>Aboriginal Home Care</i>	4633 2111
Arabic	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Arabic Muslim	<i>Tripoli & Mena Association</i>	9758 1366
Assyrian	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Chinese	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Dutch/French	<i>The Abel Tasman Village</i>	9645 3388
Filipino	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Former Yugoslav	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Hindi	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Italian	<i>Co As It.</i>	9893 9222
Khmer	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Lao	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Latvian	<i>Sydney Latvian Association</i>	9744 0870
Polish	<i>Polish Australian Welfare Association</i>	9716 0036
Spanish	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
Ukrainian	<i>Centacare</i>	8778 4222
Vietnamese	<i>Multicultural Community Care Services (MCCS)</i>	8717 1500
NURSING HOME LEVEL OF CARE AT HOME- Extended Aged Care at Home (EACH) Packages	<i>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 Bankstown or Fairfield, there are similar directories available. For copies of Bankstown, Fairfield or Liverpool Ageing & Disability Directories
Contact- Commonwealth Carelink Centre:
1800 052 222



Acknowledgement

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