

DIRECTORY OF Commonwealth Home Support Program Services

in the **Auburn, Blacktown,
Hills, Holroyd** and **Parramatta**
Local Government Areas

December 2015

Cumberland Prospect MULTICULTURAL ACCESS PROJECT,
Western Sydney Local Health District, Multicultural Health Ph: 8838 2173

Anglican Retirement Village
Home Support Services

Areas covered: Baulkham Hills, and Parramatta LGAs
Blacktown

Ph: **9421 5458**

Ph: **4720 3500**

Australian Nursing Home Foundation Ltd/ 60 Weldon Street Burwood NSW 2134

- **Chinese specific domestic assistance**
- **Chinese specific social support**

For more information contact **HEAD OFFICE:**

Ph: **8741 0218**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

BaptistCare - Auburn / 104 Station Road, Auburn NSW 2141

- **Personal Care Service**
- **Respite Care**
- **Social Support**
- **Transport over 65**
- **Medical Transport (*pick up in Auburn only*)**
- **Domestic Assistance**

Ph: **8741 5999**

Areas covered: Auburn, Holroyd and Parramatta LGAs

BaptistCare – Hills District / 8 Freesettlers Drive, Kellyville NSW 2155

- **Personal Care Service** Ph: **8804 4700** Email: CHillsDistrict@baptistcare.org.au
- **Domestic Assistance** Fax: **8807 4701**
- **Domestic Assistance & In-home respite CALD specific**
(In-home respite combine with domestic assistance)

Areas covered: Blacktown & Baulkham Hills LGAs

- **Domestic Assistance CALD specific**

Areas covered: Blacktown LGA

BaptistCare - Wisemans Ferry / The Community Health Centre, 5550 Old Northern Rd Wisemans Ferry NSW 2775

- **Domestic Assistance**
- **Personal Care**

Ph: **4566 4700 (Tue, Wed, Thurs) or 8804 4700**

Areas covered: Baulkham Hills Shire specifically for residents of Wisemans Ferry and surrounding areas.

The Hills Shire Council – Hills Community Care / 3 Columbia Court, Baulkham Hills 2153

- **Domestic Assistance** Ph: **9761 7698**
- **Personal care** Ph: **9761 5707**
- **Social Support** Ph: **9761 5707**

Areas covered: The Hills, Auburn, Parramatta, Blacktown and Holroyd LGA's

Kincare Community Services / 4th floor, Building A, Sky City, 20 Lexington Drive, Bella Vista, Baulkham Hills, NSW 2153

- **Domestic Assistance**

Ph: 1300 733 510 Fax: 1300 733 520

Areas covered: Auburn, Blacktown, Holroyd and Parramatta LGAs

- **Personal Care**

Areas covered: Auburn, Blacktown, Holroyd, and Parramatta LGAs

- **Social support**

Areas covered: Auburn, Blacktown, Holroyd, and Parramatta LGAs

RDNS Homecare Ltd/ 20A Lexington Drive, Bella Vista

Ph: 1300 665 444 Fax: 8824 7653

Domestic Assistance

Personal Care Service

Areas covered: All of Sydney and surrounding suburbs

Southern Cross Care Services / Level 1, 50 O'Connell Street Parramatta 2150

- **Personal Care Service**

Ph: 1800 989 000

Areas covered: Auburn, Holroyd, Parramatta, Baulkham Hills, Blacktown LGAs

- **Domestic Assistance**

Areas covered: Auburn, Holroyd, Parramatta LGAs

Southern Cross Care NSW & ACT/ 45 Barcom Street, Merrylands 2160

Ph: 9790 9400/ 0400 289 500

- **Personal Care Service**

- **Domestic Assistance**

- **Social Support**

SydWest Multicultural Services Inc Ground Level, Suite 2, 125 Main Street Blacktown NSW 2148

Ph: 9621 6633 Fax: 9621 4702

CALD specific Personal Care

Areas covered: Blacktown, Holroyd, Auburn, Parramatta and Baulkham Hills LGAs.

CALD specific Domestic Assistance

Areas covered: Blacktown, Holroyd, Auburn, Parramatta and Baulkham Hills LGAs.

Wesley Mission – Home and Carer Support Services – Domestic Assistance and Shopping Service

Cumberland/Prospect / PO Box 84 Blacktown NSW 2148 43 Fourth Avenue, Blacktown 2148

- **Wesley Domestic Assistance and Shopping Service**

Ph: 8887 4966

Fax: 8887 4996

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

UnitingCare Ageing Sydney West Community Care – Suite 301, Level 3, 83 Flushcombe Road, Blacktown NSW 2148

Domestic Assistance Ph: **1800 486 484**

Areas Covered: Blacktown, Auburn, Baulkham Hills, Holroyd and Parramatta LGA's

HOME SUPPORT: Home Modification, Home Maintenance, Home Laundry & Linen, Lawn Mowing and Easy Gardening Services

Home Modification and Maintenance services can make small repairs and modify the home to assist with care. The service provides modifications with bathrooms and kitchens as well as installation of ramps, grab rails as well as other general repairs such as plumbing and electrical work. Easy Care Gardening service provides gardening assistance to enable homeowners to retain their gardens in a safe condition. Home Laundry and Linen service supplies sheets for people who are incontinent. This service does not do personal laundry.

BaptistCare –Auburn / 18 Powdrill Road, Prestons NSW 2170

Home Maintenance and Modification Service

Ph: 8706 5500

Areas covered: Auburn, Holroyd and Parramatta LGAs

The Hills Shire Council – Hills Community Care / 3 Columbia Court Baulkham Hills NSW 2153

Ph: 9761 7612

Easy Care Gardening Service

Areas covered: The Hills

JobQuest Home Maintenance, Lawn Mowing and Gardening Services / 79 Mandoon Road, Girraween NSW 2145

Ph: 8677 8885 Fax: 4721 7610

Home Maintenance services can do minor handyman repairs such as hand rails, repairs to pathways, changing light bulbs, replacing tap washers, unblocking drains, rubbish removal, small carpentry and painting jobs, replacing screen doors. Lawn Mowing and gardening assistance.

Areas covered: Auburn, Blacktown, Holroyd, Hills and Parramatta LGAs

The Hills Shire Council – Hills Community Care / 3 Columbia Court Baulkham Hills NSW 2153

Ph: 9761 7696

- **Home Modification and Maintenance Service**
- **Occupational Therapist**

OT service can assist people to find safe ways of doing things, which have become difficult due to advanced age, a disability, physical injury or illness. They can also recommend home modification to improve independence and safety.

Areas covered: The Hills, Parramatta, Auburn, Holroyd and Blacktown LGAs

Lawn Mowing and Gardening service

Areas covered: The Hills, Parramatta, Auburn, Holroyd and Blacktown LGAs

Our Lady of Consolation Home / 32 Evans Rd, Rooty Hill NSW 2766

- **Home Laundry and Linen Service**

Ph: 9832 4599

Areas covered: Auburn, Holroyd, Parramatta, Blacktown and Baulkham Hills LGAs

- **Lawn Mowing Service**

Ph: 9832 4599

Areas covered: Auburn, Blacktown, Holroyd, Parramatta LGAs

- **Home Maintenance and Modification Service**

Ph: 9832 4599

Areas covered: Blacktown LGA

Parramatta City Council Home Support & Community Services / 126 Church Street, Parramatta NSW 2150

- **Lawn Mowing and Gardening Service**

Ph: 9806 5152

Areas covered: Parramatta LGAs

Wesley Mission / 2/21-25 Silverwater Road, Silverwater NSW 2128

- **Wesley Home Modification & Maintenance Service**

Ph: 9737 8283

Areas covered: Auburn, Holroyd, Parramatta LGAs

- **Wesley Home Modification Service**

Areas covered: Blacktown and The Hills LGAs

HEALTH CARE and MEDICAL EQUIPMENT for HIRE

Western Sydney Local Health District

Complex, Aged and Chronic Care Community Nursing

Provides an assessment of a person's needs. Nursing services can be offered for clients with chronic disease and complex needs who may require wound management, continence care and palliative care.

Podiatry

Assessment, treatment and education of foot conditions for frail aged and residents with disabilities.

Physiotherapy

Assessment, treatment and education is available for frail aged and disabled residents

Occupational Therapy

Provides home-based assessment of adults who are experiencing difficulties performing personal care and other functional activities, with independence and safety. Also prescribes appropriate aids and equipment and assists with planning home modification.

Dietitian

Provides home-based nutrition assessment and counseling (e.g. unintentional weight loss, underweight, poor appetite, overweight, diabetes, gastrointestinal disorders etc); provides health education activities for clients and staff.

Speech Pathology

Diagnostic assessment and treatment of speech, language, voice, communication, feeding and/or swallowing disorders.

Social Work

Assessment, case co-ordination/management and counseling to promote social and emotional well-being for clients and their carers.

Areas covered: Auburn, Hills, Blacktown, Holroyd and Parramatta LGAs

Referrals via:

CENTRAL REFERRAL SERVICE, Western Sydney LHD Ph: 1800 600 681 Fax: 9881 7789

To enquire ring:	Auburn Community Health Centre	8759 4000
	Blacktown Community Health Centre	9881 8700
	Doonside Community Health Centre	9881 8650
	Mt Druitt Community Health Centre	9881 1200
	Aboriginal Medical Services Western Sydney Corporative Ltd.	9832 1356
	Hills Community Health Centre	8853 4500
	Merrylands Community Health Centre	9682 3133
	Parramatta Community Health Centre	9843 3222

BaptistCare - Wisemans Ferry /The Community Health Centre, 5550 Old Northern Road, Wisemans Ferry, NSW 2775

- **Allied Health including Physiotherapy, Occupational Therapy...**
- **Nursing Care**

Ph: **4566 4700** (Tue, Wed, & Thurs) or **8804 4700**

Areas covered: Baulkham Hills Shire specifically for residents of Wisemans ferry and surrounding areas

Commonwealth Respite and Carelink Centre Ph: **1800 052 222** or **9838 0299**

Cumberland Prospect / BCS, Unit 3, 9-11 Rowley Street, Seven Hills NSW 2147

Palliative Care Services

Palliative care services are able to provide support to carers who are looking after someone in the end stage of a terminal illness to enable the care recipient to stay at home until the end.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Equipment and Home Modifications

These services can assist by providing equipment on a short time basis until permanent equipment has been purchased. We can also assist with minor home modifications allowing carers to better manage their caring role.

Areas covered: Auburn, Blacktown, The Hills, Holroyd and Parramatta Local Government Areas.

KinCare Community Services

HACC Nursing Service

Ph: **1300 733 510** or Fax: **1300 733 520**

Provides community-nursing services delivered by a registered or enrolled nurse. Nursing can be provided at home or in a community venue or clinic for clients requiring initial assessment for continence management, continence clients requiring routine catheter changes, frail aged clients who have simple wound and are unable to access a WSLHD Wound Clinic, clients requiring monitoring after discharge from hospital.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Hills Community Medical Equipment Pool**Ph: 9686 1878**

Building 18, Balcombe Heights Community Complex, 92 Seven Hills Rd, Baulkham Hills NSW 2153
(Provides disability and mobility aids and equipment on short term loan (6-10 weeks). Hours: Mon-Sat 9:30am – 10:30 am, Mon, Wed, Fri 5pm – 6pm)

Areas covered: Cumberland / Prospect (Auburn, Blacktown, Baulkham Hills, Holroyd, Parramatta LGAs)

Health Share / EnableNSW / Locked Mail Bag 5270 Parramatta NSW 2124**Ph: 1800 362 253****Fax: 8797 6543**

Manages the state-wide administration of the NSW Health disability support programs including: Aids and Equipment Program (AEP), Home Respiratory Program (HRP) and Prosthetic Limb Service (PLS). Contacting EnableNSW

Areas covered: Cumberland/Prospect and Nepean (Auburn, Blacktown, Baulkham Hills, Holroyd, Parramatta, Penrith, Hawkesbury and Blue Mountains LGAs).

RDNS Homecare Ltd/ 20A Lexington Drive, Bella Vista Ph: 1300 665 444 Fax: 8824 7653

HACC Nursing Service

Areas covered: All of Sydney and surrounding suburbs

DEMENTIA SUPPORT & RESPITE CARE SERVICES

Anglicare Mt Druitt Community Care 91 Kurrajong Ave, Mt Druitt NSW 2770 / PO Box 217 Rooty Hill NSW 27

Dementia specific Counselling, Support, Information & Advocacy Service**Ph: 8805 0959**

This service provides assistance in understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role. It also offers information, advice and advocacy services for carers of people with dementia.

Areas covered: Blacktown, Baulkham Hills, Auburn, Holroyd and Parramatta LGAs

Disability Respite Care / Blacktown Respite Options**Ph: 8805 0910**

Offers a flexible package of respite care provided for children with a moderate to severe disability with medium or high needs: living with a carer. The service offers planned in-home respite, recreational respite and community accesses. Referrals can be made through RIAP on **9841 9354**.

Areas covered: Blacktown LGA

Disability Respite Care / Westlink Disabilities Programs**Ph: 8805 0900**

A range of respite services for a **carer who has a child with a disability**. Services provided:

- **Host Family Respite Care**
- **Vacation care**
- **Westlink Head Injury Recreational and Leisure Services**
- **Peer Support**

Areas covered: Cumberland Prospect & Nepean

Dementia Advisory Service (DAS)

Ph: 9845 6903

Western Sydney Local health District, C/-Geriatric Medicine, Westmead Hospital

- **DAS** provides information and advice on dementia and support for carers including info on relevant community services, and how to access them.
- **Dementia Café / Connection Coffee Club for people in early stages of dementia and their families and friends**

Meetings are free and include morning tea, health and community information, and an opportunity to meet with other people with dementia and their families. Monthly meetings are held at Parramatta Park Cafe and The Coffee Club in Blacktown. Bi-monthly meetings are held on Saturdays at Parramatta Park Cafe for people with Younger Onset Dementia and Working Carers. Other activities include a Gardening group that meets monthly at Riverstone, 'Coming Together' a social get together at Blacktown, a men's group and Carer Education sessions. For further information contact the Dementia Advisor.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, and Parramatta LGAs

Other relevant dementia related numbers

Dementia Helpline

Ph: 1800 100 500

Dementia Behavioural Management Advisory Service 24hr helpline

Ph: 1800 699 799

Anglican Retirement Villages/ Level 2, Century Corporate Centre, 62 Norwest Boulevard, Baulkham Hills, NSW, 2153

Nell Slade Respite Centre (Respite to working carers/ extended hours)

Ph: 9659 2348

Location: 593 Old Northern Road, Glenhaven NSW 2156

Mob: 0418 699 713

This service provides respite to employed carers of frail older people, including people with dementia, helping them balance work and caring responsibilities. Operates 7am- 8pm. Offers flexibility in attending times, appropriate activities, meals safe, secure and home like environment.

Areas covered: Baulkham Hills, Hornsby or Ku-ring-gai LGAs)

Anglicare Chesalon Services / 155A March Street Richmond NSW 2753

Dementia Monitoring Service /Social Support / HACC)

Ph: 4560 3707

This service provides assistance for people with dementia or persistent memory loss who live alone. It provides assistance with medication/personal care prompting, meal preparation and other small household tasks, shopping and banking, social activities and outings/companionship, accompaniment to appointments. Up to 5 hours of service can be provided each week.

Personal Care (Blacktown only)

Areas covered: Cumberland/Prospect (Auburn, Blacktown, Baulkham Hills, Holroyd, Parramatta, LGAs)

BaptistCare – Auburn / 104 Station Road, Auburn NSW 2141

Respite Options (In-home respite)

Ph: 8741 5999

The program provides individual respite care in the home to relieve the primary carer

- **Personal Care**
- **Domestic Assistance**
- **Gardening (Auburn only)**
- **Disability Program for Children**
- **Neighbour Aid**

Areas covered: Auburn, Holroyd, Parramatta LGAs

BaptistCare – Hills / 8 Free Settlers Drive, Kellyville NSW 2155

Ph: **8804 4700** Email: CHillsDistrict@baptistcare.org.au Fax: **8807 4701**

In-home Respite

Planned respite provided in the home of the client, and where the usual carer is not present during the incident of service)

CALD Specific In-home Respite & Domestic Assistance

In-home respite combine with domestic assistance, client must receive both services on each visit.

Flexible Respite

Areas covered: **Blacktown & Baulkham Hills LGAs**

BCS Wisemans Ferry /The Community Health Centre, 5550 Old Northern Road, Wisemans Ferry, NSW 2775

- **Domestic Assistance**
- **Personal Care**
- **Respite**

Ph: **4566 4700 (Tues, Wed, Thurs) or 8896 4700**

Providing carers with a break from their caring role.

Areas covered: **The Hills Shire specifically for residents of Wisemans Ferry and surrounding areas**

Commonwealth Respite and Carelink Centre

Ph: **1800 052 222** or **9838 0299**

Cumberland Prospect / BCS, Unit 3, 9-11 Rowley Street, Seven Hills NSW 2147

This centre helps to carers by providing information about care planning, assessing client's needs, providing planned, short-term and emergency respite for carers as well as providing a crucial link to access other services. It can also provide short time emergency respite and transport to an aged day care if needed.

- **In-home Flexible Respite** / planned short term or emergency respite
- **Residential Respite** / booking and arranging respite in residential facilities for those with ACAT approval
- **Young Carers Program** / variety of service options that assist in getting through the daily pressures of being a young carer
- **Working Carers** / respite options before and after a day care program to allow the carer flexibility to work or meet study commitments
- **Mental Health Respite** / information, assessment, short-term & emergency respite
- **Dementia Services** / flexible range of respite options, education and support
- **Palliative Services** / supporting carers to enable the care recipient to stay at home until the end services
- **Respite for Carers of Young People with Disability**

Areas covered: **Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs**

Care Connect / Suite 211, Level 2, T1 Building, 14 Lexington Drive, Bella Vista.

Dementia Monitoring Social Support – general / priority CALD

Ph: **9830 8900**

This program provides socialisation for people from Culturally and Linguistically diverse backgrounds who have been diagnosed with dementia. Activities may include: monitoring medication, assistance with personal care in preparation for a social event, transport to appointments and social activities and assistance if needed with shopping and banking, meal and other minor domestic tasks, one on one visiting, pet walking.

Areas covered: **Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs**

Dementia Respite Program

Ph: **9830 8900**

This program provides a flexible respite service, including overnight respite, for carers of people with dementia with challenging behaviour. It offers coordination of respite.

Areas covered: **Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs**

Dementia Options Program / Dementia Monitoring Service

Ph: 9830 8900

The program provides a case management service including care planning, monitoring and co-ordination of brokerage services for people with dementia who live alone.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Western Sydney Respite Program

Ph: 9830 8900

This respite program provides planned respite for carers of frail older people, as well as adults with a disability. Respite is home based.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

CatholicCare / Level 2, 45-47 Scott St. Liverpool NSW 2170

Dementia Home Support

Ph: 8778 4222

Provides in home respite, education, information and support for people with dementia and their carers with the aim of assisting them to remain in the community. Bilingual workers are available in most community languages.

Areas covered: Auburn, Holroyd LGAs

The Hills Shire Council - Hills Community Care / Balcombe Heights Estate, Building 15, 92 Seven Hills Road, Baulkham Hills

Ph: 9761 5707

In Home Monitoring / Respite

In home monitoring including shopping, assisting to appointments, trips to the movies, lunches, visiting friends or outings. Occasional, overnight and emergency respite is available to help when there is an urgent need or short term need for respite.

- **Dementia Specific Day Care “Orange Blossom Cottage”**
Centre Based Groups (Monday to Friday), Younger Onset Dementia Group on Saturday
- **Carer Support Group for carers of people with dementia**

Areas covered: The Hills, Auburn, Blacktown, Auburn and Holroyd LGA's

▪ **Mental Health Respite Service**

Ph: 9761 5724

Flexible respite options to carers who live with and / or care for children (including adult children) with a severe mental illness/psychiatric disability and/or intellectual disability.

Areas covered: The Hills, Blacktown, Auburn, Holroyd and Parramatta LGAs

Interaction Disability Services / B2/11 Hudson Avenue, Castle Hill NSW 2154

Ph: 1300 668 123

- **Ageing Parent Carers Respite Program**
- **Children and Adults Flexible Respite Program**

INTERACTION Flexible Respite Service provides non-paid primary carers living with and looking after someone who has a diagnosed disability with planned and regular breaks from their caring role. The service provides one-on-one support to the person with a disability in a range of settings, including in-home and community-access/out-of-home respite support.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

Kincare Community Services / 4th floor, Building A, Sky City, 20 Lexington Drive, Bella Vista, Baulkham Hills, NSW 2153

Ph: 1300 733 510

- **In-home Respite Service**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

- **In-home Dementia Respite Service**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta, Hornsby, Ryde, Hunters Hill, Ku-ring-gai, Lithgow, Bathurst, Orange, Forbes & Parkes LGAs

- **Disability Flexible Respite**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

These services provide substitute care and support such as attending to housework, cleaning, shopping, personal care, medication monitoring, transport and other support normally provided by carer, the trained carer can live-in client's home whilst the regular carer takes a meaningful break, this service can be an alternative to residential respite. (Short term care only).

Diverse Community Care / Suite 211, Level 2, T1 Building, 14 Lexington Drive, Bella Vista.

Ph: 9898 0000

Dementia Social Support and Monitoring Program

Provides weekly or fortnightly social support, monitoring and assistance with daily living tasks including escorts to medical appointment, shopping and meal preparation for persons living in the community who suffer from dementia. Also provides in-home respite for carers as well as carer support. The client can received an average of 4 hours per week of service, based on need and resources.

National Respite for Carers Program (NRCP) /Dementia Specific

Provides weekly or fortnightly in-home respite for carers caring for person with dementia. Priority of access is given to people from a Culturally and Linguistically Diverse background (CALD) in particular for Arabic, Vietnamese, Chinese. Our care workers will assists the carer to have meaningful breaks while providing social support to the person they are caring for. The carer/client can receive an average of 4 hours per week of service, based on need and resources.

Areas covered: Holroyd, Hunters Hill, Parramatta, Ryde and Bankstown LGAs

CALD Social Support Program

Provides weekly or fortnightly social support in-home which may also include escort to medical appointments, shopping and meal preparation for persons living in the community who are socially isolated and is from a Culturally and Linguistically Diverse Background (CALD), aged between 18-65.

Areas covered: The Hills LGA only

Northcott Disability Services / 1 Fennell Street, North Parramatta NSW 2151

▪ **Flexible Respite for Older Parent Carers Cumberland / Prospect** **Ph: 9890 0512**

Addresses the specialised needs of individual carers and their child with high support needs due to a profound or severe disability. Services may include: centre-based respite, in-home respite, community access, emergency support. People 0 – 65. Eligible adolescent - criteria based on: intellectual, physical, acquired brain injury, dual diagnosis, sensory impairment and developmentally delayed.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs)

Our Lady of Consolation Home, 32 Evans Rd, Rooty Hill NSW 2766

▪ **Respite & Wellness program for older people and their carers** **Ph: 9832 5470**

(The centre provides centre based respite program for clients and programs for carers that include variety of leisure, lifestyle and education, information and health promotion activities.

Areas covered: Auburn, Blacktown, Baulkham Hills, Holroyd, Parramatta LGAs

Polish Australian Welfare Association /182 Liverpool Rd, Ashfield NSW 2131 PO Box 1033 Ashfield

▪ **Polish Respite and Carer Support Services** **Ph: 9716 0036**

Ethno specific service targeting Polish speaking people and Eastern Europeans provide In-home Respite Services for frail aged people, people with disability and their carers.

▪ **Complex care needs to stay living at home by co-ordinating different services**

needed (may include: personal care, light housework, laundry, shopping, meals preparation assistance, medication support, transport to shops or medical appointments, meeting client's social needs)

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Southern Cross Care Services / Level 1, 50 O'Connell Street Parramatta 2150

- **In-home respite / HACC** **Ph: 1800 989 000**
In-home respite service for frail aged people, people with dementia, people with disability and their carers.
- **In-home respite / HACC & National Respite for Carers Program** **Ph: 1800 989 000**
In-home respite service for people with dementia and their carers.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

SydWest Multicultural Services Inc/Ground Level, Suite 2, 125 Main Street Blacktown NSW 2148

Home based respite CALD specific

Ph: 9621 6633 Fax: 9621 4702

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

DAY CARE PROGRAMS / CENTRE BASED RESPITE SERVICES

Auburn Community Health Service /Cnr Hargrave Rd and Walter St, Auburn NSW 2144

- **Auburn Aged Day Care /Centre Based Respite Service Enquiries** **Ph: 8759 3899**
Multicultural day care centre for frail aged and disabled, providing both ethnic day care and English-speaking day care. Groups available: **Arabic, Chinese, Italian, Russian, Turkish, Ukrainian & Vietnamese speakers..** This service provides: transport to and from the centre, hot lunch, social activities, health assessment and monitoring, health promotion, carer information and education and outings. Hours of service: Monday to Friday 8am-4:30pm)

To make a referral ring Central Referral Service **Ph: 1800 600 681 Fax: 9881 7789**

Areas covered: Auburn LGA

Auburn Hospital & Community Health Service WSLHD / 19 Hevington Road, Auburn NSW 2144

- **Hevington House Dementia Specific Day Care** **Enquiries** **Ph: 9649 2583**
Fax: 9646 2955

This is a secure aged day care centre which provides respite care facilities for people with dementia. All cultures are catered for. Transport, social activities, lunch health assessment and monitoring are provided.

To make a referral ring Central Referral Service **Ph: 1800 600 681 Fax: 9881 7789**

Areas covered: Auburn LGA

Aged Day Service / Blacktown and Mt Druitt, Western Sydney Local Health District

Crestwood Centre

Enquiries Ph: 9881 8954

Embark Building, grounds of Blacktown Hospital, Marcel Crescent, Blacktown NSW 2148.

Multicultural day care centre for frail aged and people with a disability, providing both ethnic and English-speaking day care groups. Groups available: Arabic, Chinese, Croatian, Filipino, Greek, Italian and Tamil speakers. Transport is provided to and from the centre, lunch, social activities, health promotion, monthly outings, carer information and support.

Copperfield Centre

Enquiries Ph: 9881 1636

Grounds of Mt Druitt Hospital, Luxford Road, Mt Druitt NSW 2770.

Day care centre for frail aged and people with a disability. Provides transport to and from the centre, hot lunch, social activities, health promotion, monthly outings, carer information and support. Groups available: English speaking and Pacific Communities group.

Tallowood Centre / Dementia Specific Day Care

Enquiries Ph: 9881 1524

Ground of Mt Druitt Hospital, Railway Street Mt Druitt NSW 2770.

This is a secure, dementia specific day care centre intended for all cultures. Transport, social activities and lunch are provided as well as carers information and support.

To make a referral ring Central Referral Service Ph: 1800 600 681 Fax: 9881 7789

Areas covered: Blacktown LGA

Carinya Aged Day Care /Centre Based Respite Service

Enquiries Ph: 9684 2179

8 River Rd Ermington NSW 2115

Multicultural day care centre providing both ethnic and English-speaking day care. Groups available: Arabic, Chinese, Greek, Italian, Maltese and English-speaking. Transport is provided to and from the centre, hot lunch, social activities, health promotion, carer information and education and outings.

Arabic Aged Day Care / Social Group Enquiries

Ph: 96845753

Arabic Carer Support Group Enquiries

Ph: 96845753

To make a referral ring Central Referral Service

Ph: 1800 600 681 Fax: 9881 7789

Rosewood Cottage Aged Day Care Centre

Enquiries Ph: 9633 5496

22 Fullagar Road, Wentworthville NSW 2145

Provides general English and Arabic groups. Day respites care service for frail aged with chronic medical conditions and /or early to moderate dementia. Transport is provided. Provides social and educational activities for Arabic speaking frail aged people.

Areas covered: Holroyd LGA

To make a referral ring Centralised Intake Service

Ph: 1800 600681 Fax: 9881 7789

The Hills Community Health Centre / Hills Aged Day Care

Enquiries Ph: 8853 4500

183-187 Excelsior Av, Castle Hill NSW 2154

Centre based aged day care for frail aged people and people with a disability. Multicultural and English speaking groups are available as well as specific groups for Chinese seniors.

Balcombe Heights Aged Day Care:

Enquiries Ph: 8852 6300

Building 17, Balcombe Heights Estate, 92 Seven Hills Rd, Baulkham Hills.

Centre-based aged day care for frail aged people and people with a disability. Groups for English, Italian and Tamil speakers. Transport is provided to and from the centre, hot lunch, social activities, health promotion and outings.

Areas covered: The Hills Shire LGA, Parramatta LGA

To make a referral ring Central Referral Service

Ph: 1800 600 681 Fax: 9881 7789

Anglicare Chesalon Services / 155A March Street, Richmond NSW 2753

▪ **Cumberland Day Centre / Dementia specific centre based respite Ph: 9760 2767**

St Paul's Anglican Church, 13 A Crown Street (Church Hall) Harris Park NSW 2150 **or Fax: 9760 2304**

The centre offers stimulating activities designed to maintain skills and independence. Bus transport and meals are provided. Open Monday to Friday 8:30am to 4pm. All mail to PO Box 892, Richmond NSW 2753

Areas covered: Auburn, Holroyd and Parramatta LGAs

▪ **Whalan Day Centre / Dementia specific centre based respite Ph: 9625 7901**

St James Anglican Church, 40 Halinda Street, Whalan NSW 2770.

The centre offers clients living with dementia fun, stimulating activities designed to maintain skills and independence. Bus transport and meals are provided. Open Monday to Saturday. All mail to PO Box 892, Richmond NSW 2753

Areas covered: Blacktown LGA

- **Eleebana Respite Cottage** **Ph: 4560 3700**
360 Windsor Street, Richmond NSW
Respite cottage providing 48 hours of respite care Friday to Sunday to those caring for someone who has **dementia**, is **frail aged** or is an **ageing carer** (over 65 years old) **of a younger person with a disability**.
Areas covered: Western Sydney – Co-ordination office
-

Anglican Retirement Villages / 593 Old Northern Road, Glenhaven, NSW 2156

- **Nell Slade Respite Centre / Centre based respite** **Ph: 9659 2348**
Extended hours centre (7am-6pm) provides respite to working carers of frail older people including people with dementia.
Area covered: Hills Shire, Hornsby and Ku-ring-gai
-

Australian Chinese Community Association / 15 Hunter Street, Parramatta NSW 2150

- **Chinese Dementia Respite Day Care** **Ph: 9687 8981**
Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, and Parramatta LGAs
 - **Chinese Aged Day Care** **Ph: 9687 8981**
Areas covered: Auburn, Holroyd, and Parramatta LGAs
-

Australian Unity / Constitution Hill Aged Care, 1 Centenary Avenue, Northmead NSW 2152

- **Wellbeing & Respite Day Care Centre** **Ph: 8839 7215 or 8839 7110**
This is a centre based aged day care / respite care for frail aged people, people with disability and carers. It provides social activities/outings, meals, rehabilitation, physical strength workouts, self-development and mental stimulation activities. Transport is provided only to clients who live in 7km radius from the centre).

Areas covered: Cumberland/Prospect (Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs)

BaptistCare/ 8 Free Settlers Drive, Kellyville NSW 2155

Gracewood Day Respite Centre **Ph: 8804 4700 or 8804 4713**

This is a centre based aged day care/respite centre for frail aged people and people with dementia - transport, person centre social activities, outings, lunch and morning tea are provided. Operates Monday to Friday 9.30 - 3.30. Long day care can also be arranged if required.

Areas covered, Hills, Blacktown, Parramatta, Holroyd, and Auburn LGA's.

Willmette Cottage, 3 Homelands Ave, Carlingford NSW 2118 **Ph: 9873 4383 or 8804 4700**

Provides planned day and overnight respite or emergency respite, operates 7 days a week. Saturday and Sunday day respite also available. For frail aged and people with dementia.

Areas covered: Hills, Blacktown, Parramatta, Holroyd, and Auburn LGA's.

Gilgai Aboriginal Day Care Centre

2 Bindaree St, Hebersham NSW 2770

Areas covered: Blacktown and Penrith LGAs

Ph: 9832 3825

Fax: 9832 8826

Greek Centre Based Frail Aged Day Care 7 Station Street, West Harris Park 2150

Ph: 9687 8955

The program includes transport to and from the Centre, hot lunch, activities, health promotion and education, and outings.

The Blacktown group meets on Monday and covers Blacktown LGA

The Harris Park group meets on Tuesday and covers the Parramatta, Holroyd and Auburn LGAs.

Multicultural Centre Based Respite/Aged Day Care

Ph: 9687 8955

The program includes transport to and from the Centre, hot lunch, activities, health promotion and education, and outings. The client needs to have a working carer. This group meets on Thursday at Harris Park.

Multicultural Dementia Centre Based Respite/Aged Day Care

Ph: 9687 8955

The program includes transport to and from the Centre, hot lunch, activities, carer information and outings. This group meets on Wednesday at Harris Park.

Areas covered: Auburn, Blacktown, Holroyd and Parramatta LGAs

Hills Shire Council - Hills Community Care / Balcombe Heights Estate, Building 15, 92 Seven Hills Road, Baulkham Hills 2153

Ph: 9761 5707

Social Day Programs

The program is for older persons who are at risk of social isolation, provides transport, morning and afternoon tea, planned activities, practical assistance as need.

Areas covered: The Hills, Auburn, Blacktown, Parramatta and Holroyd LGA's (Transport for The Hills Shire residents only)

CALD Social Day Programs

The program is for **Maltese, Filipino, Korean and Chinese-speaking clients**

Areas covered: The Hills, Auburn, Blacktown, Parramatta and Holroyd LGA's (Transport for The Hills Shire residents only)

Holroyd City Council

Guilford Community Centre Respite Day Care Program

Ph: 9632 2765

90 O'Neill Street, Guildford NSW 2161 This is a centre based aged day care / respite care service for frail aged and disabled people, people with mild to moderate dementia and mild intellectual impairment – transport, social activities, lunch and weekly outings are provided.

Areas covered: Holroyd LGA

Arabic Dementia Aged Day Care Group (Mon, Tue, Wed, Fri)

Ph: 9632 2765

The Arabic dementia group runs 4 days a week. A bi-lingual worker will assist with any language requirements, assessments and operation of the program. Hot meal, transport, outings and activities are provided.

Areas covered: Holroyd, Parramatta and Auburn LGAs

UnitingCare Ageing Sydney West Community Care – Suite 301, Level 3, 83 Flushcombe Road, Blacktown NSW 2148

Healthy Living for Seniors Program (CBDC) – Multicultural, Tamil, Turkish, Sri Om, Korean Multicultural Group, Turkish Group, Tamil Group – Auburn Community Centre, 44A Macquarie Road, Auburn

Korean Group – Wentworthville Uniting Church, 115 Station St, Wentworthville

Sri Om Group – Grantham Heights Uniting Church, Cnr Nipigon Rd & Winnipeg St, Seven Hills

For further information please contact Sydney West Community Care

Ph: 1800 486 484

Areas Covered: Blacktown, Auburn, Baulkham Hills, Holroyd and Parramatta LGA's

Blacktown Meals on Wheels / Gribble Pl, Blacktown NSW 2148

Ph: 9622 6183

And

17 The Avenue, Mt.Druitt NSW 2770

Ph: 9625 8702

Centre-based Meals and Activities Clients enjoy social day with morning tea, three course lunch and activities. **Filipino, Chinese and Maltese** Days each month, vision-impaired group meets at Mt. Druitt.

Areas covered: Blacktown LGA

CARER SUPPORT SERVICES

See also other sections of this directory

Anglicare Mt Druitt Community Care/91a Kurrajong Ave, Mt Druitt NSW 2770 / PO Box 217 Rooty Hill NSW 2766

- **Counselling, Support, Information & Advocacy Service** **Ph: 8805 0959**
- **Dementia specific Counselling, Support, Information & Advocacy Service**
These services provide assistance in understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role. It also offers information, advice and advocacy services.

Areas covered: Blacktown, Baulkham Hills, Auburn, Holroyd and Parramatta LGAs

Anglicare - Nepean Community Care Service /91 Kurrajong Ave, Mt Druitt NSW 2770 / PO Box 217 Rooty Hill NSW 2766

- **Case Management for Ageing Parents/Carers of People with Disability/Support Co-ordination Program for Older Parent Carers** **Ph: 8805 0998**
This program is to assist older parents of an adult son or daughter with a disability, to maintain their caring role for as long as possible. Services provided: case management, linking families into flexible respite, assist with planning for the future, support families to build and strengthen social networks, developing informal networks and peer support.

Areas covered: Auburn, Blacktown, Baulkham Hills, Holroyd and Parramatta LGAs

Anglicare – Mt. Druitt Community Care Service/ 91a Kurrajong Ave, Mt Druitt NSW 2770 / PO Box 217 Rooty Hill NSW 2766

- **Respite Options** **Ph: 4731 8399**
A flexible package of respite care provided for people with a disability living with a carer.

Areas covered: Auburn, Blacktown, Baulkham Hills, Holroyd and Parramatta LGAs and Nepean

Auburn Aged Care Assessment Team / At St Joseph's Hospital, Normanby Rd, Auburn NSW 2144

- **Auburn Carer Support Group** **Ph: 9749 0379**
Provides emotional, social and educational support to carers in the local area.

Areas covered: Auburn LGA

BaptistCare/ 8 Free Settlers Drive, Kellyville NSW 2155
Referrals: CHillsDistrict@baptistcare.org.au

Ph: 8804 4700 Fax: 8804 4701

Flexible Respite

In-Home, centre based (day) and overnight

Areas covered: Hills, Blacktown, Parramatta, Holroyd, and Auburn LGA's

Gracewood Day Respite Centre

Ph: 8804 4700/ 8804 4713

Provides centre based day respite for cares of people who are frail aged people and people with dementia or disability-, person centre social activities, outings, lunch and morning tea are provided. Operates Monday to Friday 9.30 - 3.30. Long day care can also be arranged if required.

Areas covered: Hills, Blacktown, Parramatta, Holroyd, and Auburn LGA's

Willmette Cottage, 3 Homelands Ave, Carlingford NSW 2118 Ph: 9873 4383/ 8804 4700

Provides planned day and overnight respite or emergency respite for carers of people who are frail aged, have dementia or disability, operates 7 days a week. Saturday and Sunday day respite also available.

Areas covered: Hills, Blacktown, Parramatta, Holroyd, and Auburn LGA's

Cumberland Prospect Commonwealth Respite and Carelink Centre / BCS, Unit 3, 9-11 Rowley Street, Seven Hills NSW 2147

▪ **Ageing Carers of People with Disabilities Program Ph: 1800 051 222/9838 0299**

Provides: respite, information, support, case management, referral, assistance with planning for the future.

Areas covered: Auburn, Baulkham hills, Blacktown, Holroyd and Parramatta LGAs

Diverse Community Care / Suite 209-211, Level 2, 14 Lexington Drive Bella Vista NSW 2153

Ph: 9898 0000

• **Case management, Community Options Program (COPs)**

Program is able to provide short-term case management to carers to support them in their caring role of a person with a permanent or profound disability with complex care needs. Its offers information, advocacy, advice, facilitation and assist carers to navigate the service system.

Areas Covered: Auburn, Bankstown, Blacktown, Holroyd, Hunters Hill, Parramatta, Ryde, The Hills LGAs

The Hills Shire Council - Hills Community Care / Balcombe Heights Estate, Building 15, 92 Seven Hills Road, Baulkham Hills NSW 2153

Working Carers Liaison Program

Provides information, education, advocacy and short term case management

Ph: 9761 7607

In-Home Respite Program

Ph: 9761 7607

Mental Health Respite Program

Ph: 9761 5724

Areas covered: Auburn, Blacktown, The Hills, Holroyd and Parramatta LGAs

Interaction Disability Services/ B2/11 Hudson Avenue, Castle Hill NSW 2154

Ph: 1300 668 123

- **Ageing Parent Carers Respite Program**
- **Children and Adults Flexible Respite Program**

INTERACTION Flexible Respite Service provides non-paid primary carers living with and looking after someone who has a diagnosed disability with planned and regular breaks from their caring role. The service provides one-on-one support to the person with a disability in a range of settings, including in-home and community-access/out-of-home respite support.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

Our Lady of Consolation Home/ 32 Evans Rd, Rooty Hill NSW 2766

- **Respite & Wellness program for older people and their carers Ph: 9832 5470**

The centre provides centre based respite program for clients and programs for carers that include variety of leisure, lifestyle and education, information and health promotion activities.

Areas covered: Auburn, Blacktown, Baulkham Hills, Holroyd and Parramatta LGAs

- **The Carer Connection - Carer Support Group Ph: 9832 5417**

Provides social groups, home visits, social outings, information, education and assistance with referrals)

Areas covered: Blacktown LGA and Nepean LGA

Northcott Disability Services /1 Fennell Street, North Parramatta NSW 2151

Respite for Older Parent Carers Cumberland Prospect Ph: 9890 0512

The service addresses the specialised needs of individual carers and their child with high support needs due to a profound or severe disability. Services available are flexible and may include: centre based respite, in-home respite, community access, emergency support, camps, holidays, respite.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

WSLHD / Merrylands Community Health Centre, 14 Memorial Avenue, Merrylands NSW 2160

Arabic Carer Support Group

Ph: 9682 3133

Provides social and educational activities for Arabic speaking frail aged people.

Areas covered: Holroyd LGA

SydWest Multicultural Services Inc/Ground Level, Suite 2, 125 Main Street Blacktown NSW 2148

▪ **CALD specific Counselling, Support, Information & Advocacy Service** **Ph: 9621 6633**

This program provides carers of people under 65 with assistance in understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role. HACC Bilingual Support & Access Officers assist and refer clients to the appropriate services.

▪ **Multicultural Carers Support Groups**

Ph: 9621 6633

One group is run from the Blacktown and another from the Mount Druiitt Office

The program aims to assist carers of CALD background living in the Blacktown, Baulkham Hills, Auburn, Holroyd and Parramatta LGAs

Parramatta City Council Home Support & Community Services / 126 Church Street, Parramatta NSW 2150

▪ **Carer Support Program**

Ph: 9806 5125

Providing information, support, advocacy, short-term counselling, referral, free seminars and support groups for those who care for an older person or a person of any age with a disability.

Areas covered: Parramatta LGA

Polish Australian Welfare Association / 182 Liverpool Rd, Ashfield NSW 2131

▪ **Polish Carer Support Group** (education, information & social activities)

Ph: 9716 0036

NSW Transcultural Mental Health Centre / Cumberland Hospital, North Parramatta

▪ **Support Groups for Non-English Speaking Backgrounds Carers** **Ph: 8838 2120**

Groups for carers who look after a family member or friend with a mental health problem including depression, bipolar disorder, schizophrenia, and all forms of dementia. Provides support in appropriate language, information and education on Mental Health opportunities to network and advocacy. Language groups available: **Arabic, Chinese, Farsi/Persian, Greek, Hindi, Khmer, Korean, Macedonian, Spanish, Tagalog/Filipino, Turkish, and Vietnamese.**

SOCIAL SUPPORT / NEIGHBOUR AID SERVICES

Auburn Diversity Services Inc. 17 Macquarie Road, Auburn NSW 2144

▪ **Social Support Services**

Ph: 9649 6955

For people from Culturally & Linguistically Diverse Backgrounds (Afghan, Turkish, Bosnian, Vietnamese and Chinese. Refugee communities/multicultural groups)

The service will support groups and social activities, provide home visits and relevant information sessions.

Areas covered: Auburn, Holroyd and Parramatta LGAs

Anglicare Social Support Cumberland/Prospect / Mt Druiitt / 91a Kurrajong Ave, Mt Druiitt NSW 2770 / PO Box 217 Rooty Hill NSW 2766

Social Support Services for people from CALD backgrounds

Ph: 8805 0959

Social Support provides friendly visiting, assists with letter writing, shopping, bill paying and banking, accompanying to medical appointments, attending social group activities, helps with minor garden and home maintenance and with individual transport to an appointment.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

BaptistCare Auburn / 104 Station Road, Auburn NSW 2141

Ph: 8741 5999 or 8741 5901

▪ **Holroyd Social Support Services**

Staff and volunteers provide home visiting/companionship, practical assistance with writing letters, paying bills, advocacy, phone monitoring/chatting, filling out forms, assistance with shopping, reading to visually impaired clients non-medical transport and assistance for carers. Activities and outings that cater for small interest groups and also larger group outings where transport is provided to encourage community access and socialisation. Men only group activities can be organized relevant to group's needs.

Areas covered: Holroyd LGA

▪ **Peer Support**

Social support for people aged 14-24 with mild to moderate disability

Areas covered: Auburn LGA

BaptistCare Hills District / 8 Freesettlers Drive, Kellyville 2155

Social Support

Ph: 8804 4700

Staff and volunteers provide home visiting/companionship, practical assistance with writing letters, paying bills, advocacy and occasional transport. A monthly group outing calendar and craft, movie and shopping groups.

Areas covered: Baulkham Hills and Blacktown LGAs

BaptistCare Wisemans Ferry /The Community health Centre, 5550 Old Northern Road, Wisemans Ferry, NSW 2775

▪ **Social Support**

Ph: 4566 4700 (Tues, Wed, Thurs) or 8804 4700

Assisting clients with shopping and medical appointments.

▪ **Respite**

Areas covered: The Hills Shire specifically for residents of Wisemans ferry and surrounding areas as well as parts of Gosford, Hawkesbury and Hornsby LGAs.

Care Connect / Suite 211, Level 2, T1 Building, 14 Lexington Drive, Bella Vista

Ph: 9830 8900

▪ **Social Support with Case Management**

This service is for **Aboriginal and Torres Strait Islander** Australians who are over 45 and would benefit from social activities, shopping, help with banking, transport, friendly visiting and case management.

▪ **Social Support / Dementia Monitoring – general/priority CALD**

This program aims to meet the social needs of frail aged or disable clients who have dementia or other memory problems. Activities may include: monitoring medication, assistance with personal care in preparation for a social event, transport to appointments and social activities and assistance if needed, shopping and banking, assistance with meal and other minor domestic tasks, one on one visiting, pet walking.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

CatholicCare Social Services Diocese of Parramatta – 38 Prince St, Blacktown NSW 2148 PO Box 359 Blacktown

Blacktown Neighbour Aid Service

Ph: 8822 2222

Staff and volunteers provide services of social support being : home visiting / companionship, practical assistance with writing letters, paying bills, advocacy, phone monitoring / chatting, filling out forms. Medical appointments, social outings and events.

Areas covered: Blacktown LGA

Dial Us Inc. / Neighbour Aid / Suite 7, 88 Rooty Hill Road, Rooty Hill NSW 2766

Mt Druitt Neighbour Aid

Ph: 9832 4585 Coordinator 0418 237 059

Volunteers provide home visiting/companion, escorted shopping trips, medical appointment and social and recreational support.

Areas covered: Mt Druitt, Rooty Hill, Oakhurst, Glendenning, Willmott, Minchinbury, Hassall Grove, Plumpton, Shalvey Dean Park and Lethbridge Park

Diverse Community Care/Suite 209-211, Level 2, 14 Lexington Drive, Bella Vista NSW 2153

CALD Social Support Program

Ph: 9898 0000

Provides weekly or fortnightly social support in-home which may also include activities such as escorting to medical appointments, shopping and meal preparation for persons living in the community who are socially isolated, aged 18-65 and from a CALD background.

Areas covered: The Hills LGA only

Holroyd City Council / 16 Memorial Ave, Merrylands NSW 2160

Holroyd Peer Support Program

Ph: 9840 9913

After hours social support group offering recreational activities to adults with mild intellectual disability

Areas covered: Holroyd LGA

Holroyd Neighbour Aid / 42 Lane St, Wentworthville

Ph: 9632 2765

Companionship/visits, shopping assistance, support to attend appointments, various transport e.g./ bingo, hydrotherapy, social activities, social outings, interest groups & errands e.g. bill paying, reading mail, letter writing.

Areas covered: Holroyd LGA

Holroyd City Council, Aboriginal & Torres Strait Islander Social Support Service / 42 Lane St, Wentworthville 2145

Ph: 9636 8352 Coordinator: 0420 569 653

The service is volunteer based that provides Support and assistance to individuals either within the home or in accessing community services. Support can be outings/day trips, companionship, phone calls, home visits, assistance with paying bills, shopping and assistance with appointments.

Areas covered: Auburn, Holroyd, and Parramatta LGA's.

Karabi Community & Development Services / Karabi Neighbourhood Cottage 29 Aleta Way Seven Hills NSW 2147. P.O Box 181 Pendle Hill NSW 2145

Karabi Social Support

Ph: 9688 1084

Assistance with shopping and errands, emotional and social support for clients in their own home / regular visits by volunteers, transport to medical and other appointments, help with banking, making appointments, reading newspapers and writing letters. Activities and programs for seniors are also provided.

Areas covered: Blacktown LGA

Karabi Community & Development Services / Corner of Fyall Avenue and Darcy Road, Wentworthville NSW 2145 P.O Box 181 Pendle Hill NSW 2145

Karabi Social Support

Ph: 9631 6575

Assistance with shopping and errands, emotional and social support for clients in their own home / regular visits by volunteers, transport to medical and other appointments, help with banking, making appointments, reading newspapers and writing letters. Activities and programs for seniors are also provided.

Areas covered: Parramatta LGA

Parramatta City Council Home Support & Community Services /Council Chambers Building, Parramatta NSW 2150

- **Neighbour Aid Visiting Services**

Ph: 9806 5121

Provides social support to assist in meeting a person's need for social contact and connecting them to activities in the community. The support is provided to them as an individual and helps them to participate in society and have a good life.

- **Parramatta Peer Support**

Ph: 9806 5121

Provides recreational and social activities to people with disability

Areas covered: Parramatta LGAs

RDNS Homecare Ltd/ 20A Lexington Drive, Bella Vista

Ph: 1300 665 444

Fax: 8824 7653

Social Support

Areas covered: All of Sydney and surrounding suburbs

Riverstone Neighbourhood Centre and Community Aid Service / Sam Lane Community Complex, Park St, Riverstone NSW 2765

- **Riverstone Neighbour Aid /Social Support**

Ph: 9627 3219

Provides social support that includes assistance with shopping and medical appointment, volunteers also visit people in their homes.)

Areas covered: Blacktown LGAs

- **Men's Shed Social Support Program**

Ph: 9627 3219

Areas covered: Auburn, Holroyd, Parramatta, The Hills and Blacktown

SydWest Multicultural Services Inc / Ground Level, Suite 2, 125 Main Street Blacktown NSW 2148

- **Social Support CALD Specific**

Ph: 9621 6633

Fax : 9621 4702

The program aims to reduce social isolation and promote increased community participation by engaging clients with CALD specific or mainstream social activities. The support is provided through a range of activities including group meetings and social outings.

Areas covered: Blacktown, Baulkham Hills, Auburn, Holroyd and Parramatta LGAs

FOOD SERVICES

Auburn Meals on Wheels / 6 Euston Road, Auburn NSW 2144

- **Food Services**

Ph: 9897 3832

Fresh and frozen meals delivered to clients' homes

- **Centre Based Meals**

Clients receive morning and afternoon tea, three course lunch and activities. Centre Based Meals run **English, Arabic and Chinese** speaking groups.

Areas covered: Auburn LGA

Blacktown Meals on Wheels / Gribble Pl, Blacktown NSW 2148
And

Ph: 9622 6183

17 The Avenue, Mt.Druitt NSW 2770

Ph: 9625-8702

Fresh and frozen meals delivered daily to clients' homes Large variety of nutritionally balanced meals, catering to all dietary needs, delivered by volunteers Monday to Friday.

Centre-based Meals and Activities Clients enjoy social day with morning tea, three course lunch and activities. **Filipino, Chinese and Maltese** Days each month, vision-impaired group meets at Mt. Druitt.

Areas covered: Blacktown LGA

The Hills Shire Council - Hills Community Care / 3 Columbia Court, Baulkham Hills 2153

Food Services (Provides chilled or frozen meals delivered to clients' homes).

Ph: 9761 7602

Areas covered: Blacktown, Baulkham Hills, Auburn, Holroyd and Parramatta LGAs

Holroyd City Council / 17 Miller Street, Merrylands NSW 2160

▪ **Food Services**

Provide hot or frozen meals delivered to clients' homes.

Ph: 9840 9944

Areas covered: Holroyd LGA

▪ **Centre Based Meal** available at Guilford (9632 2765) and Wentworthville (9840 9944)

▪ **Supported Meals Program**

Ph: 9840 9944

▪ **CALD Centre Based Meals Project**

Ph: 9840 9944

Meals delivered fresh to your group and prepared to your group's requirements.

Areas covered: Holroyd and Parramatta LGAs

▪ **Maltese Senior Group / Centre Based Meal**

Ph: 9840 9944

Merrylands Community Centre, Prospect Room, weekly on Tuesdays from 9:30am-1pm, \$6.70 pp includes 2 course lunch. Transport to and from group, if required. Bookings are essential.

Areas covered: Holroyd and Parramatta LGAs

Parramatta City Council Food Services 3/10 Hunter Street, Parramatta NSW 2150

▪ **Meals on Wheels** (Provides chilled or frozen meals delivered to clients' homes)

▪ **Social Support** (Volunteers have lunch with customers living with dementia and receive meals from the service) **Ph: 9806 5005**

Areas covered: Parramatta LGA

TRANSPORT SERVICES

Community Transport service provides door-to-door transport for medical appointments, shopping, social activities and outings.

BaptistCare Auburn / 104 Station Road, Auburn NSW 2141

Auburn Community Transport

Ph: 8741 5999

Areas covered: Auburn LGA

Blacktown Community Transport

Ph: 9621 5518

Unit 1 and Unit 4, Building F, 22 Powers Road Seven Hills NSW 2147

Areas covered: Blacktown LGA

Community Wheels / Unit 3E / 6 Boundary Road/ NORTHMEAD NSW 2152

Community Transport Service

Areas covered: Parramatta and Holroyd LGAs

Ph: 8868 1400

The Hills Shire Council - Hills Community Care / Balcombe Heights Estate, Building 15, 92 Seven Hills Road, Baulkham Hills NSW 2153

Community Transport

Areas covered: The Hills LGA

Ph: 9761 7604

BCS Care Centre Wisemans Ferry /The Community Health Centre, 5550 Old Northern Road, Wisemans Ferry, NSW 2775

Transport

Ph: 4566 4700 (Tues, Wed, Thurs) or 8896 4700

Areas covered: The Hills Shire specifically for residents of Wisemans ferry and surrounding areas as well as parts of Gosford, Hawkesbury and Hornsby LGAs.

Parramatta Community Service and Information Centre Inc / Level 1, Council Chambers Building, 2 Civic Pl, Parramatta NSW 2150

Ph: 9635 3139

Transport services for the frail aged for health-related appointments

A Community bus can be hired by non-profit community groups.

Areas covered: Parramatta LGA

Taxi Transport Subsidy Scheme (TTSS)

The Scheme assists people who are unable to use public transport because of a qualifying severe and permanent disability or mobility limitation. The Scheme subsidises the travel cost of eligible participants of TTSS, allowing them to travel by taxi at half fare.

For further information or if you wish to receive an application form ring:

Ph: 1800 623 724

SERVICES FOR FRAIL AGED PEOPLE OR YOUNGER PEOPLE WITH A FUNCTIONAL DISABILITY WHO HAVE COMPLEX NEEDS

Anglicare Community Care Centre/ 396 High Street, Penrith NSW 2750/PO Box 1103, Penrith 2751

Community Options Program / Case Management Services

Ph: 4731 8399

This program provides case management services for people who are Frail Aged, A person with a disability or Carer with a permanent functional disability who may be at risk of entering a care facility prematurely. We assist service users in a person-centred and enabling approach to work on goals they identify and increase their community inclusion and participation.

Areas covered: Auburn, Blacktown, Holroyd, Hills, Parramatta, Penrith and Hawkesbury LGAs

BaptistCare Hills District/ 8 Free settlers Drive, Kellyville NSW

▪ **Community Options / Case Management Service short term 3 months Ph: 8804 4700**

Provides case management for people who require assistance to access a variety of services, also responsible for the managing, planning, coordinating, monitoring, and reviewing of services.

Areas covered: Baulkham Hills LGAs

▪ **Home Care packages Level Two**

Ph: 8804 4700

Assistance includes housework, shopping, meal preparation, personal care, respite, transport and social support.

Areas covered: Baulkham Hills, Parramatta LGAs

▪ **Home Care Packages Level Four**

Ph: **8804 4700**

Areas covered: Auburn, Baulkham Hills Shire, Blacktown and Parramatta LGA

BaptistCare Wisemans Ferry / *The Community Health Centre, 5550 Old Northern Road, Wisemans Ferry, NSW 2775*

▪ **Case management and referral**

▪ **Community Aged Care Packages** Ph: **4566 4700 (Tuesday & Thursday) or 8804 4700**

Areas covered: Baulkham Hills Shire specifically for residents of Wisemans ferry and surrounding areas including parts of the Hawkesbury, Hornsby, Baulkham Hills and Gosford LGAs.

Diverse Community Care / Suite 209-211, Level 2, 14 Lexington Drive, Bella Vista NSW 2153

Case Management, Community Options Program (COPS)

Ph: **9898 0000**

The program works with persons (and their carers) with a permanent or profound disability with complex care needs, including assessment, care planning, review, facilitation and advocacy for options/services to meet the individual needs. Will work with clients (and their carers) for 3 months to 2 years depending on needs and complexity. A Case Manager will look at a wide range of things affecting a person's life and develop a plan to enable them enjoy life and live as independently as possible.

Areas covered: Auburn, Bankstown, Blacktown, Holroyd, Hunters Hill, Parramatta, Ryde and The Hills LGAs

ComPacks Program – referrals only accepted while the person is still an in-patient from participating hospitals

Short-term program that uses brokerage funds to enable the patient to return home after an acute or long-term hospital admission, by providing a combination of in-home services of personal care, domestic assistance, transport to medical appointments, meal preparation, respite and social support through the process of case management. Services are only available for up to six (6) weeks after discharge from hospital.

Areas covered: Auburn, Bankstown, Blacktown, Holroyd, Parramatta, Ryde and The Hills LGAs

Anglican Retirement Villages

▪ **Home Care Packages Level Two**

Ph: **9421 5426**

Provide a range of services that may include assistance with showering and dressing, assistance with meals, light housework, in home respite, laundry, shopping, paying bills, transport.

Areas covered: Baulkham Hills Shire and Parramatta LGA

▪ **Home Care Packages Level Four**

Ph: **9421 5339**

Packages provide care and assistance to frail aged people who want to remain leaving at home and who require assistance and nursing care on a level similar to nursing home.

Areas covered: Parramatta, Baulkham Hills also Blue Mountains, Hawkesbury, Penrith LGAs

Care Connect / Suite 211, Level 2, T1 Building, 14 Lexington Drive, Bella Vista.

▪ **Dementia Options Program / Dementia Monitoring Service**

Ph: **9830 8900**

The program provides a case management service including care planning, monitoring and coordination of brokerage services for people with dementia who live alone.

Areas covered: Auburn, Holroyd, Parramatta LGAs

▪ **Home Care Packages Level Two**

Ph: **9830 8900**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Australian Nursing Home Foundation Ltd/ 60 Weldon Street Burwood NSW 2134

- **Chinese Home Care Packages Level Four**
- **Chinese Home Care Packages Level Four (dementia supplement)**
- **Chinese Consumer Directed Care Low & High Care Packages**

For more information contact HEAD OFFICE:

Ph: **8741 0218**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

CatholicCare /Ageing. Dementia and Disability Care /Level 2, 45 - 47 Scott St, Liverpool, NSW 2170

Home Care Packages Level Two

Ph: **8778 4222**

Assistance may include: house work, shopping, meal preparation, personal care, respite, transport and social support. Have general packages and also a number of specialised packages for **Mental Health, Dept Housing & Ukrainian** packages.

Areas covered: Auburn, Blacktown, Parramatta & Penrith LGAs

SydWest Multicultural Services Inc/Ground Level, Suite 2, 125 Main Street Blacktown NSW 2148

- **Multicultural Home Care Packages Level Two**

Ph: **9621 6633**

Fax: **9621 4702**

- **Ethno specific Home Care Packages Level Two for:** Arabic, Burmese, Filipino, Hindi, Maltese, Polish, Ukrainian, Tamil speaking frail aged and older people from South Asia. The program is designed to cater for clients with complex care needs, through comprehensive assessment, individual care planning, service coordination & monitoring, information & referral, as well as short term brokerage for services and support needs not available through mainstream services.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

CALD specific Community Options/Case Management Service

Ph: **9621 6633**

Fax: **9621 4702**

The program provides short term assistance to clients under 65 [and carers] who are considered as having complex care needs that are currently not met through existing services, and require a case management and co-ordination service.

Areas covered: Blacktown, Auburn, Holroyd, Parramatta & Baulkham Hills LGAs

Abel Tasman Aged Care Services/ 222 Waldron Rd, Chester Hill NSW 2162

Dutch Home Care Packages Level Two

Ph: **9644 7222**

Areas covered: Western Sydney

Australian Chinese Community Association of NSW Inc /Western Office 15 Hunter Street, Parramatta 2150

Chinese Home Care Packages Level Two

Ph: **9687 8981**

Fax: **9687 7820**

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs

Co.As.It. (Italian Association of Assistance) / Western Sydney Office, 67 Norton Street, Leichhardt NSW 2040

PO Box 342, Leichhardt NSW 2040

Italian Home Care Packages Level Two

Ph: **9564 0744**

Areas covered: Western Sydney areas

Gilgai Aboriginal Centre / 2 Bindaree Street, Hebersham NSW 2770

Aboriginal Home Care Packages Level Two

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

Ph: 9675 5506

Greek Welfare Centre / 378a King Street, Newtown NSW 2042 PO Box 784, Newtown

Greek Community Packages

Areas covered: Western Region

Ph: 9516 2188

HammondAtHome, HammondCare/ Unit 405, 10 Century Circuit, Baulkham Hills NSW 2153

P: 1800 826 166 F: 02 9894 4275

E: HammondAtHomeWesternSydney@hammond.com.au

Home Care Level 1 - 4 CDC packages – Blacktown, Hills Shire, Parramatta & Holroyd
ComPacks – Blacktown

NSW Dementia Behaviour Management Advisory Services Helpline: 1800 699 799

Interaction Disability Services Ltd, B2/11 Hudson Ave, Castle Hill NSW 2153

Community Options & Case Management Service

Ph: 1300 668 123

The program is designed to cater for clients with complex care needs, through comprehensive assessment, individual care planning, service coordination & referral, as well as short term brokerage for services and support needs not available through mainstream services. **Eligibility:** 18 – 65 years old, have a moderate to severe intellectual disability as primary disability.

Areas covered: Baulkham Hills, Blacktown, Holroyd, Parramatta and Penrith LGAs

Kincare Community Services / 4th floor, Building A, Sky City, 20 Lexington Drive, Bella Vista, Baulkham Hills, NSW 2153

Ph: 1300 733 510 or Fax: 1300 733 520

- **Home Care Packages Level Two**

Area covered: Auburn, Blacktown, Baulkham Hills, Parramatta LGAs as well as Mosman, Pittwater, Hornsby, Ryde, Hunters Hill, Ku-ring-gai, Hurstville, Rockdale, Kogarah, Bankstown, Fairfield and Liverpool LGA

- **Home Care Packages Level Four**

Area covered: Parramatta and Auburn LGAs

- **Home Care Packages Level Four (dementia supplement)**

Area covered: Blacktown, Baulkham Hills, Randwick and Fairfield LGAs

Mullauna Community Care / Uniting Care Ageing / 83 Flushcombe Road, Blacktown NSW 2148

- **Home Care Packages Level Two**

Ph: 1300 847 845

- **Korean Home Care Packages Level Two**

Ph: 1300 847 845

Areas covered: Blacktown (general packages), Western Sydney – Korean

Our Lady of Consolation Home /32 Evans Rd, Rooty Hill NSW 2766

Home Care Packages Level Two

Areas covered: Blacktown LGA

Ph: 9832 4599

Polish Australian Welfare Association /Polish House, 182 Liverpool Rd, Ashfield NSW 2131

Polish Home Care Packages Level Two

Ph: 9716 0036

Areas covered: Auburn, Blacktown, Holroyd, Parramatta LGAs parts of South West and Inner West plus Blue Mountains

Living Care Community Services Western Sydney/PO Box 41, Pendle Hill NSW 2145

Services For Seniors is operated by Living Care, a ministry of Churches of Christ in NSW

Ph: 9896 8621

Home Care Packages Level Two

Areas covered: Blacktown, Holroyd, Parramatta LGAs

Southern Cross Care Services / Level 1, 50 O'Connell Street Parramatta 2150

Home Care Packages Level Two

Ph: 1800 989 000

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta LGAs

St Joseph's Village / adjacent to St. Joseph's Hospital in 21 Alice Street, Auburn NSW 2144

Home Care Packages Level Two

Ph: 9646 8200

Areas covered: Auburn LGA

St Hedwig Village/ 140 Reservoir Rd, Blacktown NSW 2148

German Home Care Packages Level Two

Ph: 8822 9907

Areas covered: Blacktown, Parramatta LGAs

UnitingCare Ageing Sydney West Community Care – Suite 301, Level 3, 83 Flushcome Road, Blacktown NSW 2148

Home Care Packages Level Two (General, CALD & Korean)

Home Care Packages Level 3 (General & CALD)

Home Care Packages Level 4 (General & CALD)

Ph: 1800 486 484

Areas Covered: Blacktown, Auburn, Baulkham Hills, Holroyd and Parramatta LGA's

United Protestant Association (UPA) Sydney West Home Care / 123-157 Bungaree Rd, Pendle Hill NSW 2145

Home Care Packages Level Two, Three, Four and Private home care services

Ph: 8197 9306

Areas covered: Blacktown, Holroyd, Parramatta and Baulkman Hills LGAs

Wesley Mission /-Home and Carer Support Service/ 43 Fourth Avenue, Blacktown NSW 2148

▪ **Home Care Packages Level Two** (General and Housing Linked)

Ph: 8887 4977

Areas covered: Auburn, Baulkham Hills, Holroyd, Parramatta LGAs

▪ **Assistance for Care and Housing for the Aged (ACHA)**

Ph: 9837 0106

34 Highfield Road, Quakers Hill NSW 2763

Also, service details should be as follows:” ACHA helps older people who are homeless or at risk of being homeless to access secure affordable accommodation and link them with services as required.”

Areas covered: Auburn, Parramatta, Blacktown, Holroyd, Nepean and Hawkesbury LGAs

VOLUNTEER SUPPORT SERVICE

Volunteer Support Service

Ph: **9891 4522**

Aims to promote volunteering for HACC and HACC like services that work with the frail aged, people with disabilities and their carers and support these services to engage, manage, train and retain volunteers.

Areas covered: Auburn, Holroyd, Parramatta, Blacktown and The Hills LGA

TRANSLATED RESOURCES AND CALD WEBSITES

Title	Description	Languages Available	Format	Contact
Communication Aid for Aged Day-care Services	A tool to assist (in particular) staff and clients of aged day care centres and centre based respite services to communicate simple messages. The tool contains pictures, words and phrases in English as well as 30 other languages. This is in a folder format.	Arabic Armenian Assyrian Chinese Croatian English Persian/Farsi Filipino/Tagalog French Greek Hindi Hungarian Italian Japanese Khmer Korean Lao Macedonian Maltese Polish Punjabi Pusho Russian Samoan Serbian Sinhalese Spanish Tamil Turkish Ukrainian Vietnamese	Hardcopy	Desiree.Leone@health.nsw.gov.au 8838 2173
'Food Services in Your Community' brochure	This brochure was developed by the WSLHD Multicultural Access Project, SydWest Multicultural Services, Blacktown Meals on Wheels and TRI Community Exchange in consultation with service providers and CALD communities. It is intended to be used as a free, downloadable brochure for food and other aged care services to give to CALD clients who are using or are in need of a food service. Services should	Traditional Chinese Simplified Chinese Arabic Hindi Philippino Tamil Turkish	Electronic Hardcopy	Desiree.Leone@health.nsw.gov.au 8838 2173

	store the brochures electronically and print as required. It is suggested that food services print their own labels and stick these in an appropriate position on the brochure so that clients have all the necessary information in one place.			
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Useful websites

Alzheimer's Australia (Cultural Diversity section) <http://www.fightdementia.org.au/cultural-diversity.aspx>

Carers NSW (Translated resources section)
<http://www.carersnsw.asn.au/Default.html?/infosupport/translatedInfo.htm>

Centre for Cultural Diversity in Ageing <http://www.culturaldiversity.com.au/>

Centrelink ('We speak your language' section)
<http://www.centrelink.gov.au/internet/internet.nsf/languages/index.htm>

Commonwealth Respite and Carelink Centres
<http://www.health.gov.au/internet/main/publishing.nsf/content/ageing-carers-respcent.htm>

Department of Health and Ageing (Ageing section)
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-whatnew.htm>

Diversity Health Institute <http://www.dhi.gov.au/>

TRI Community Exchange <http://tri.ngo.net.au/>

Triple Zero (Information in other languages) <http://www.triplezero.gov.au/Pages/default.aspx>

Disclaimer: This information is compiled from a range of sources. The Cumberland/Prospect Multicultural Access Project does not endorse or accept liability for problems with services. Effort is made to ensure information is regularly updated.