

# **DIRECTORY OF HACC / COMMUNITY CARE SUPPORTS PROGRAM SERVICES**

**for frail aged people, people with a disability and carers**

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

**January 2014**

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## Translating and Interpreter Service (TIS)

If you do not speak English well you can phone the Translating and Interpreter Service for assistance.

- Call **13 14 50**
- Tell the operator, in English, the language you speak.  
The operator will connect you to an interpreter who speaks your language (you may have to wait a while). When connected to the interpreter you can speak in your language.
- Tell the interpreter the name and telephone number of the service you wish to contact and TIS will contact the service while you wait on the phone.
- When you have been connected to the service, the interpreter will interpret for you and explain your enquiry.

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## INFORMATION & ADVOCACY SERVICES

### Commonwealth Respite and Carelink Centre

**Ph: 1800 052 222**

The centre provides information on any available community and residential care services for older people, people with disabilities and carers. If you have problems with English, you can ask for the assistance of a telephone interpreter.

[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

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### Metro North Department of Ageing, Disability and Home Care

- **Information, Referral and Intake Service for Metro North Region**

**Ph: 4734 9400**

A point of contact for information and assistance for older people, people with a disability and their carers about DADHC and non-government service providers.

**Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta, Hawkesbury, Blue Mountains and Penrith LGAs**

**Contact Intake Officer on 9407 1650**

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### Anglicare Mt DrUITT Community Care/91 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**

- **CALD Social Support**

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**

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

- **Counselling, Support, Information & Advocacy Service for people from culturally and linguistically diverse backgrounds**

**Ph: 9621 6633**

**Fax: 9621 4702**

This program provides carers of frail elderly people or younger people with disabilities with 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. HACC Bilingual Support & Access Officers assist and refer clients to the appropriate services.

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

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**Australian Arabic Community Welfare / The Association of Bhanin El-Miniech** 98 Auburn Rd, Auburn NSW 2144

▪ **Counselling, Support, Information & Advocacy Service for Arabic speaking communities**

**Ph: 9649 2063**

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: Auburn, Holroyd, Parramatta, Blacktown and The Hills LGA**

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**Multicultural Disability Advocacy Association of NSW (MDAA)**

**Ph: 9891 6400**

*10-12 Hutchinson Street, Granville 2142 NSW, Australia*

**MDAA provides** advocacy, information and training to people from a non-English speaking background (NESB) with disability and their families and carers in NSW. It assists people to stand up for their rights, for example, when people have problems with housing, immigration, school, work and disability services. It also assists disability services across NSW to become more culturally competent.

[www.mdaa.org.au](http://www.mdaa.org.au)

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**Western Sydney Dementia Advisory Service (WSDAS)**

**Ph: 9845 6903**

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

▪ **WSDAS** 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**

The Connections Coffee Club meetings are cost-free, including health and community information, and a café style morning tea. Monthly meetings are held in **Parramatta Park Café** and **Nirello's Café in Blacktown** from 10am to 12 midday.

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

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**The Hills Community Aid and Information Service**

**Ph: 96398620**

*Baulkham Hills Community Centre, 390 Windsor Road, NSW, Australia*

Range of services for disadvantaged and isolated residents of Baulkham Hills Community. Bus, home visiting and companionship service.

**Area covered: Baulkham Hills**

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## **ASSESSMENT SERVICES**

### **Aged Care Assessment Teams (ACATs) / Western Sydney Local health District**

ACATs provide advice and assessment of older people in order to identify client and carer needs for care and support, formulate a care plan and make referrals to appropriate community and residential aged care services. ACAT assessment is necessary for receiving Community Aged Care Packages (CACAP), Extended Aged Care at Home Packages (EACH) and residential care (hostel and nursing home).

▪ **Auburn Aged Care Assessment Team (ACAT)**

*St. Joseph Hospital, Normanby Road, Auburn NSW 2144*

**Contact Intake Officer on 9749 0379**

**Area covered: Auburn LGA**

▪ **Blacktown Aged Care Assessment Team (ACAT)**

*Blacktown Hospital, Blacktown Rd, Blacktown NSW 2148*

**Contact Intake Officer on 9881 8288**

**Area covered: Blacktown LGA**

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▪ **Westmead Aged Care Assessment Team (ACAT)**

*Westmead Hospital*

Contact Intake Officer on **9845 6903**

Areas covered: Baulkham Hills, Holroyd, Parramatta LGAs

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**Home Care Services of NSW.**

▪ **Referral and Assessment Centre (RAC) / Home Care Services of NSW**

For referrals and assessment of eligibility and service needs of people who want to be referred to the Home Care Services of NSW.

**Ph: 1800 350 792**

**Community Dementia Clinical Nurse Consultant for Blacktown LGA**

Cognitive assessments for people in home do cognitive assessments for people in home / rental / ILU excluding care facilities.

**Ph: 1800 600 681 Fax: 98817789**

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**HOME SUPPORT: Domestic Assistance & Personal Care Services**

(Domestic Assistance services provide essential cleaning of house areas including vacuuming, mopping floors, cleaning bathrooms, laundry as well as washing, ironing and undertaking small errands. Personal Care services can assist with showering, bathing, dressing, grooming, toileting, mobility, feeding, monitoring of self-medication and prescribed exercise / therapy programs.)

Home Care Services of NSW / Cumberland Service Centre

To enquire ring: **9685 1333**

- **Domestic Assistance**
- **Personal Care**
- **In-home Respite**

To refer a person for a service ring Referral and Assessment Centre (RAC): **1800 350 792**

Areas covered: Auburn, Holroyd, Parramatta LGAs

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Home Care Services of NSW – Prospect / Hills Service Centre

To enquire ring: **9685 1300**

- **Domestic Assistance**
- **Personal Care**
- **In-home Respite**

To refer a person for a service ring Referral and Assessment Centre (RAC): **1800 350 792**

Areas covered: Blacktown and Baulkham Hills LGAs

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Wangary Aboriginal Home Care Service / 295 High Street, Penrith NSW 2750 To enquire ring: **4734 9422**

- **Domestic Assistance**
- **Personal Care**
- **In-home Respite**

To make a referral ring Aboriginal Access and Assessment Team: **1300 797 606**

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

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

- **Personal Care**

**Ph: 4560 3713**

Area covered: Blacktown LGA

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Anglican Retirement Village

▪ **Home Support Services**

**Ph: 9421 5458**

Areas covered: Baulkham Hills, and Parramatta LGAs  
Blacktown

**Ph: 4720 3500**

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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

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Baptist Community Services Care Centre - Auburn / 104 Station Road, Auburn NSW 2141

- **Personal Care Service**
- **Respite Care**
- **Accommodation Outreach**
- **Social Support**
- **Medical Transport (only Auburn area)**
- **Domestic Assistance**

**Ph: 8741 5999**

Areas covered: Auburn, Holroyd and Parramatta LGAs

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Baptist Community Services Care Centre – Hills / 253 Old Northern Rd, Castle Hill NSW 2154

- **Personal Care Service**
- **Domestic Assistance**
- **Domestic Assistance & In-home respite CALD specific**

**Ph: 8896 4700**

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

Areas covered: Blacktown & Baulkham Hills LGAs

- **Domestic Assistance CALD specific**

Areas covered: Blacktown LGA

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BCS 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 8831 9200**

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

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

- **Domestic Assistance**

**Ph: 9761 7698**

Areas covered: Baulkham Hills Shire

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

- **Domestic Assistance**

**Ph: 1300 733 510 or 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

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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

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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.

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**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

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Uniting Care Ageing Western region - 83 Flushcombe Road Blacktown NSW 2148

Ph: **1300 847 845**

- **Social Support**

- **Respite Care**

- **Domestic Assistance**

- **Personal Care**

- **Home Care**

- **Day Program – Healthy Living for Seniors**

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

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**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.

**Baptist Community Services / 104 Station Road, Auburn NSW 2141**

- **Home Maintenance and Modification Service**

Ph: **8741 5999**

Areas covered: Auburn, Holroyd and Parramatta LGAs

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

Ph: **9761 7611**

- **Home Modification and Maintenance Service**

- **Occupational Therapist**

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

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**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**

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**Parramatta City Council Home Support & Community Services / Level 1, Council Chambers Building, Civic Place, Parramatta NSW 2150**

▪ **Lawn Mowing**

**Ph: 9806 5119**

**Areas covered: Parramatta LGAs**

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**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**

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## **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

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BCS 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 **8831 9200**

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

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**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

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**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)

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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).

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## 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 to 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: 9832 2300

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

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### 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

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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)**

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**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)**

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**Baptist Community Services Care Centre – 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**
- **Home Maintenance and Modifications**
- **Neighbour Aid**

**Areas covered: Auburn, Holroyd, Parramatta LGAs**

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**Baptist Community Services Care Centre – Hills / 253 Old Northern Rd, Castle Hill NSW 2154**

▪ **In-home respite**

**Ph: 8896 4700**

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**

▪ **School Aged Children Flexible Respite**

**Areas covered: Baulkham Hills LGAs**

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**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**

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**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
  - **Ageing Carers of People with Disabilities Program /** information and linkage to ongoing services
  - **Respite for Carers of Young People with Disability**
- Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs**
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**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**

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**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**

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**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: Baulkham Hills LGAs**

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- **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: Baulkham Hills, Blacktown, Auburn, Holroyd and Parramatta LGAs**

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**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**

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**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).

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**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**

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**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)**

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**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**

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**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**

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**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**

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**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**

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## **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**

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**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**

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**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 respite 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**

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**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**

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**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**

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**Uniting Care Ageing, Sri Om Care & Tamil Welfare/ 3 Bridge Avenue, Lidcombe (underneath the library)**

▪ **Day Care Social Group for seniors from Sri Lanka & India / generally Tamil speakers**

The group meets on every Tuesday from 10 am to 2pm in Lidcombe Community Centre, activities include gentle exercises, games, light refreshments are provided.

**Uniting Care Ageing & Sri Om Care** / Regents Park Community Hub, 1 Amy Street, Regents Park.

- **Day Care Social Group for seniors from India & Sri Lanka / generally Tamil speakers**

The group meets alternate Mondays from 10:30 am to 1pm. Activities include gentle exercises, games, light refreshments are provided.

**Sri Om Care**

- **Day Care Social Group for seniors from Sri Lanka & India / generally Tamil speakers**

The group meets every fourth Sunday of each month from 10am to 2pm

For more information contact:

Jay Raman: **0410 759 906**

**Areas covered: Auburn LGA and the surrounding areas**

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**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**

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**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).

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

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**Baptist Community Services**

- **Robertson Community Respite / Day Care Centre**

**Ph: 8832 2018 or 8832 2020**

268 Pennant Hills Rd, Carlingford NSW 2118 This is a centre based aged day care / respite care for frail aged people and people with dementia – transport, social activities, outings and lunch are provided. Long Day Care service is also offered between 8:00am and 5:00pm on Monday, Tuesday, Thursday and Friday.

**Areas covered: Parramatta, Holroyd, Auburn, Ryde & Hornsby LGAs** (transport to and from the center provided in some suburbs in other transport needs to be arranged by family or through Commonwealth Respite and Carelink Centre)

- **Willmette Cottage**

**Ph: 9873 4383**

3 Homelands Ave, Carlingford NSW 2118 Provides planned or emergency overnight respite including weekends for frail aged and people suffering from dementia.

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

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**Gilgai Aboriginal Day Care Centre**

**Ph: 9832 3825**

2 Bindaree St, Hebersham NSW 2770

**Fax: 9832 8826**

**Areas covered: Blacktown and Penrith LGAs**

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**Greek Welfare Centre** / 378A King St, Newtown NSW 2042

**Ph: 9516 2188**

- **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**

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**Hills Shire Council - Hills Community Care /** Balcombe Heights Estate, Building 15, 92 Seven Hills Road, Baulkham Hills 2153 **Ph: 9761 5702**

- **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: Baulkham Hills LGAs**

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**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**

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**Uniting Church in Australia Property Trust (NSW)/ Uniting Care Australia / Sydney West Community Care**

- **Centre Based Day Care / General, multicultural and language specific groups including Tamil, Vietnamese, Turkish and Indian / Sri Lankan.**  
9 Carlton Street, Granville – **Tamil & Vietnamese groups**  
**Cnr. McKenzie and Nipigon Streets Seven Hills (Uniting Church Hall) – Indian/Sri Lankan group (in partnership with Sri Om Care) and General group**  
Transport to and from the centres, hot meal and activities will be provided.

**For more information or to make a referral ring the Day Centre Manager, Sydney West Community Care: Ph: 1300 847 845**

**Areas covered: Auburn, Holroyd, and Parramatta LGAs & Cumberland Prospect**

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## **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**

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**Anglicare - Nepean Community Care Service /396 High Street, Penrith NSW 2750**

▪ **Case Management for Ageing Parents/Carers of People with Disability/Support Co-ordination Program for older Parent Carers** **Ph: 4731 8399**

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**

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**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**

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**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 or 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**

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**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**

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**The Hills Shire Council - Hills Community Care /** Balcombe Heights Estate, Building 57, 92 Seven Hills Road, Baulkham Hills NSW 2153

▪ **Working Carers Liaison Program** **Ph: 9761 5705**

Provides information, education, advocacy and short term case management

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

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**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**

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**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**

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**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**

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**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**

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**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 frail elderly people or younger people with disabilities 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 Druitt Office

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

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**Parramatta City Council Home Support & Community Services** / Level 1, Council Chambers Building, Civic Place, Parramatta NSW 2150

▪ **Carer Support Program**

**Ph: 9806 5125**

Provides information, support, assessment, a newsletter, short-term counseling, referral, free seminars, courses and social groups for those who care for an older person or a person of any age with disability.)

**Areas covered: Parramatta LGA**

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

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

**Ph: 9716 0036**

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**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.**

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## 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**

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

- **Social Support Services**

**Ph: 8805 0959**

for people from **Culturally & Linguistically Diverse Backgrounds**

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**

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**Baptist Community Service Auburn Care Centre / 104 Station Road, Auburn NSW 2141**

- **Auburn Neighbour Aid Services**

**Ph: 8741 5999 or 8741 5901**

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: Auburn LGA**

- **Holroyd Social Support Services**

**Ph: 8741 5999 or 8741 5905**

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**

**Ph: 8741 5999 or 8741 5904**

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

**Areas covered: Auburn LGA**

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**Baptist Community Service / Hills Care Centre 253 Old Northern Rd, Castle Hill NSW 2154**

- **Social Support**

**Ph: 8896 4700**

Volunteers provide home visiting/companionship, practical assistance with writing letters, paying bills, advocacy and occasional transport.

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

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

- **Social Support**

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

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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**

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**CatholicCare Social Services** Diocese of Parrmatta - St Patrick Parish Centre, 51-59 Allowah St, Blacktown NSW 2148 PO Box 359 Blacktown

- **Blacktown Neighbour Aid Service**

Ph: 8822 2238

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**

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

- **Mt Drutt 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 Drutt, Rooty Hill, Oakhurst, Glendenning, Willmott, Minchinbury, Hassall Grove, Plumpton, Shalvey Dean Park and Lethbridge Park**

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**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**

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**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**

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**Holroyd Neighbour Aid** / 42 Lane St, Wentworthville

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.

Ph: 9688 4751

**Areas covered: Holroyd LGA**

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

**Ph: 9636 5793    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.**

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**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**

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

▪ **Neighbour Aid Visiting Services**

Volunteers provide home visiting/companionship, practical assistance with writing letters, paying bills, advocacy, phone monitoring/chatting, filling out forms, assistance with shopping, respite for carers and transport eg. for a medical appointment, social activities.

**Ph: 9806 5122 (Parramatta/Dundas area), 9806 5123 (Granville area), 9806 5753 (Holroyd area)**

**Areas covered: Parramatta and Holroyd LGAs**

▪ **Parramatta Peer Support**

**Ph: 9806 5124**

Provides recreational and social activities to people with disability

**Areas covered: Parramatta LGAs**

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**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**

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**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**

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## FOOD SERVICE

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

- **Fresh and frozen meals delivered to clients' homes** **Ph: 9622 6183**
  - **Centre Base Meals**  
Clients receive morning and afternoon tea, 3 course lunch and activities. Centre Based Meals run **Vision Impaired, Multicultural** and **Language Specific** groups including **Filipino** and **Maltese**.)
- Areas covered: Blacktown LGA**
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**The Hills Shire Council - Hills Community Care** / 3 Columbia Court, Baulkham Hills 2153

- **Food Services** (Provides fresh or frozen meals delivered to clients' homes). **Ph: 9761 7602**
- Areas covered: Baulkham Hills LGA**
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**Holroyd City Council** / 17 Miller Street, Merrylands NSW 2160

- **Food Services** **Ph: 9840 9944**  
Provide hot or frozen meals delivered to clients' homes.
- 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**
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**Parramatta City Council Meals on Wheels** 3/10 Hunter Street, Parramatta NSW 2150

- **Food Services** (Provides chilled or frozen meals delivered to clients' homes.)
  - **Social Support** (Lunches for meals on wheels customers who have dementia.) **Ph: 9635 5293**
- Areas covered: Parramatta LGA**
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## TRANSPORT SERVICES

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

**Baptist Community Service - Auburn Centre** / 104 Station Road, Auburn NSW 2141

- **Auburn Community Transport** **Ph: 8741 5999**
- Areas covered: Auburn LGA**

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- **Blacktown Community Transport**

**Ph: 9621 5518**

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

**Areas covered: Blacktown LGA**

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

- **Community Transport Service**

**Ph: 8868 1400**

**Areas covered: Parramatta and Holroyd LGAs**

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

- **Community Transport**

**Ph: 9761 7604**

**Areas covered: Baulkham Hills LGA**

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**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.**

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**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**

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## **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**

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## **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**

The program attempts to ensure that clients with complex needs (multiple problems and disabilities) receive services they need. Case management service provides assistance in organising and coordinating the services.

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

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**Baptist Community Services/** 1/253 Old Northern Rd, Castle Hill NSW 2154

- **Community Options / Case Management Service short term 3 months** Ph: **8896 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**

- **Community Aged Care Packages** Ph: **8896 4700**  
Assistance includes housework, shopping, meal preparation, personal care, respite, transport and social support.

**Areas covered: Baulkham Hills, Parramatta LGAs**

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**BCS Wisemans Ferry Community Support Services /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 8896 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.**

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**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**

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**Anglican Retirement Villages**

- **Community Aged Care Packages (CACP)** Ph: **9421 5426**  
CACP 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**

- **Extended Aged Care at Home Packages (EACH)** Ph: **9421 5339**  
EACH 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**

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**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**

- **Western Sydney Community Aged Care Packages (CACP)**

**Ph: 9830 8900**

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

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

- **Chinese Extended Aged Care at Home Packages (EACH)**
- **Chinese Extended Aged Care at Home Dementia Packages (EACH D)**
- **Chinese Consumer Direct Care Low & High Care Packages**

**For more information contact HEAD OFFICE:**

**Ph: 8741 0218**

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

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

- **Community Aged Care Packages**

**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**

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

- **Multicultural Community Aged Care Packages**

**Ph: 9621 6633**

**Fax: 9621 4702**

- **Ethno specific Community Aged Care Packages 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 frail elderly people and young people with a disability [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**

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

- **Dutch Community Aged Care Packages**

**Ph: 9644 7222**

**Areas covered: Western Sydney**

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

- **Chinese Community Aged Care Packages**

**Ph: 9687 8981**

**Fax: 9687 7820**

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

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**BCS Care Centre Cumberland / 104 Station Rd , Auburn NSW 2144**

▪ **Extended Aged Care at Home Packages (EACH)**

Ph: **8741 5999**

Areas covered: Auburn & Holroyd LGAs

▪ **Extended Aged Care at Home Dementia Packages (EACH D)**

Area covered: Auburn LGA

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**Co.As.It.** (Italian Association of Assistance) / Western Sydney Office, 67 Norton Street, Leichhardt NSW 2040  
PO Box 342, Leichhardt NSW 2040

▪ **Italian Community Aged Care Packages**

Ph: **9564 0744**

Areas covered: Western Sydney areas

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**Gilgai Aboriginal Centre** / 2 Bindaree Street, Hebersham NSW 2770

▪ **Aboriginal Community Aged Care Packages**

Ph: **9675 5506**

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

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

▪ **Greek Community Aged Care Packages**

Ph: **9516 2188**

Areas covered: Western Region

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**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

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**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**

▪ **Community Aged Care Packages (CACP)**

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

▪ **Extended Aged Care at Home Packages (EACH)**

Area covered: Parramatta and Auburn LGAs

▪ **Extended Aged Care at Home Dementia Packages (EACH D)**

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

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

▪ **Community Aged Care Packages (CACP)**

Ph: **1300 847 845**

▪ **Korean Specific Community Aged Care Packages**

Ph: **1300 847 845**

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

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

▪ **Community Aged Care Packages (CACP)**

Ph: **9832 4599**

**Areas covered: Blacktown LGA**

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

- **Polish Community Aged Care Packages** **Ph: 9716 0036**

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

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**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**

- **Community Aged Care Packages (CACP)**

**Areas covered: Blacktown, Holroyd, Parramatta LGAs**

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

- **Community Aged Care Packages (CACP)** **Ph: 1800 989 000**

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

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

- **General Community Aged Care Packages (CACP)** **Ph: 9646 8200**

**Areas covered: Auburn LGA**

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**St Hedwig Village/ 140 Reservoir Rd**, Blacktown NSW 2148

- **German Community Aged Care Packages** **Ph: 8822 9907**

**Areas covered: Blacktown, Parramatta LGAs**

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**Uniting Care Western Region /83 Flushcombe Road**, Blacktown NSW 2148

- **Extended Aged Care at Home Packages (EACH)** **Ph: 1300 847 845**

- **Extended Aged Care at Home Dementia Packages (EACH D)** **Ph: 1300 847 845**

EACH packages provide care and assistance to frail aged people who want to remain leaving at home and who require assistance and care on a level similar to nursing home. To access this service a person needs to be assessed and approved by an ACAT.

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

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

- **Community Aged Care Packages (CACP)** **Ph: 8197 9306**

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

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

- **Community Aged Care Packages (CACP)** (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**

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**Volunteer Support Service**

**Ph: 4732 6301**

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**

List of translated resources available in Cumberland/Prospect

Title	Description	Languages Available	Format	Contact
<p>Home and Community Care HACC Services. A Consumer and Carer Handbook in English and 22 Community languages</p>	<p>Three versions of the HACC handbook (above) produced in 2010, 2004 and 2003 by Northern Sydney and Cumberland Prospect Multicultural Access Projects.            Contains the following headings:            ~What is HACC?            ~How HACC services can assist?            ~HACC service types            ~How to contact a service            ~Telephone Interpreting Service            ~How to make a referral            ~Meeting a service provider with an interpreter            ~Assessment process            ~Personal information and confidentiality            ~Client's rights and responsibilities            ~How to make a complaint            ~Where to find more information and assistance</p>	<p><u>Produced in 2010</u>            Arabic            Assyrian            English            Persian/Farsi            Hindi            Indonesian            Japanese            Maltese            Samoan            Spanish            Tagalog            Tamil            Turkish            Vietnamese</p> <p><u>Produced in 2004</u>            Chinese            Croatian            English            Greek            Italian            Korean            Polish            Ukrainian</p> <p><u>Produced in 2003</u>            Armenian            Chinese            Croatian            Greek            Italian            Korean            Serbian</p>	<p>CD</p>	<p><a href="mailto:Desiree.Leone@health.nsw.gov.au">Desiree.Leone@health.nsw.gov.au</a></p> <p>8838 2173</p>
<p>Communication Aid for Aged Day-care Services</p>	<p>A tool to assist (in particular) staff and clients of aged day care centres and centre based respite services to communicate simple messages. The</p>	<p>Arabic            Armenian            Assyrian            Chinese</p>	<p>Hardcopy</p>	<p><a href="mailto:Desiree.Leone@health.nsw.gov.au">Desiree.Leone@health.nsw.gov.au</a></p>

	tool contains pictures, words and phrases in English as well as 30 other languages. This is in a folder format.	Croatian English Persian/Farsi Filipino/Tagalog French Greek Hindi Hungarian Italian Japanese Khmer Korean Lao Macedonian Maltese Polish Punjabi Pushto Russian Samoan Serbian Sinhalese Spanish Tamil Turkish Ukrainian Vietnamese		88382173
When I need more help.	This DVD has a dual purpose of explaining Home and Community Care (HACC) to communities as well as combating some of the stigma and misconceptions involved in accessing services.	Arabic  Turkish	DVD	<a href="mailto:Desiree.Leone@health.nsw.gov.au">Desiree.Leone@health.nsw.gov.au</a>  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 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.	Traditional Chinese Simplified Chinese Arabic Hindi Philippino Tamil Turkish	Electronic  Hardcopy	<a href="mailto:Desiree.Leone@health.nsw.gov.au">Desiree.Leone@health.nsw.gov.au</a>  8838 2173

Other useful websites for translated information

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.**