

# **DIRECTORY OF HACC & HACC LIKE SERVICES** for frail aged people, people with a disability and carers

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

**August 2010**



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Cumberland Prospect MULTICULTURAL ACCESS PROJECT,  
Sydney West Area Health Service, Multicultural Health Network Ph: 9840 3768

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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: 9841 9350**

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, Hornsby, Ryde, Pittwater, Warringah, Ku-ring-gai, Willoughby, Lane Cove, Mosman, Manly, North Sydney, Hunter Hill, Hawkesbury, Blue Mountains and Penrith LGAs**

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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**

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 9, 125 Main Street Blacktown NSW 2148

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

**Ph: 8825 3777**

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**

**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, The Hills LGA**

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

**Ph: 9891 6400**

*40 Albion Street, Harris Park, 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**

*Sydney West Area Health Service, 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 md.

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

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## **ASSESSMENT SERVICES**

### **Aged Care Assessment Teams (ACATs) / Sydney West Area Health Service**

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 (CACP), 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**

- **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**

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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 enquiry 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 enquiry 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 enquiry 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 3707**

Area covered: Blacktown LGA

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Anglican Retirement Village

- **Home Support Services**

Ph: **9421 5442**

Areas covered: Baulkham Hills, Blacktown and Parramatta LGAs

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

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

Ph: **8831 9270**

(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 / Conie Avenue, Baulkham Hills**

- **Domestic Assistance**

**Ph: 9761 7698**

Areas covered: Baulkham Hills Shire

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**Kincare Community Services / Suite 302, 12-14 Solent Cct. Norwest Business Park, Baulkham Hills NSW 2153**

- **Domestic Assistance**

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

Areas covered: Auburn, Blacktown, Holroyd, Parramatta LGAs

- **Personal Care**

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

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**Southern Cross Community Healthcare / Lvl 3, 17-21 Hunter Street, Parramatta NSW 2150**

- **Personal Care Service**

**Ph: 1800 989 000**

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

- **Domestic Assistance** (this is a new service (just funded) they may have some vacancies!)

Areas covered: Auburn, Holroyd, Parramatta LGAs

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**SydWest Multicultural Services Inc** Ground Level, Suite 9, 125 Main Street Blacktown NSW 2148

- **CALD specific Personal Care**

**Ph: 8825 3777**

Areas covered: Blacktown LGA

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

**Cumberland/Prospect / PO Box 84 Blacktown NSW 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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## **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 Service / 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** *Conie Avenue, Baulkham Hills*

- **Home Modification and Maintenance Service**

**Ph: 9761 7600 or 9761 7611**

- **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.

**Ph: 9761 7600 or 9761 7696**

- **Easy Care Gardening**

**Ph: 9761 7600 or 9761 7612**

Areas covered: Baulkham Hills Lga

- **Lawn Mowing Service**

**Ph: 9761 7600 or 9761 7695**

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 or 9806 5148**

Areas covered: Parramatta LGAs

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**Wesley Mission / 2/21-25 Silverwater Rd, 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

Sydney West Area Health Service / HOMEFirst services provide care and intervention to complex, aged and chronic care clients.

- **Community Nursing**

(Following an assessment of a person's needs, services can be offered in wound management, continence care, nursing care and support for people with cancer and /or those requiring palliative care.)

- **Podiatry**

(Assessment and care of common foot disorders and conditions for elderly and people with disability. To be eligible people need to receive an aged or disability pension.)

- **Physiotherapy**

(Assessment, treatment and education is available for frail aged and disabled residents of Auburn LGA.)

- **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.)

- **HACC Community Dietitian**

**Ph: 9881 1262**

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

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

**To make a referral contact Centralised Intake Service:**

**Ph: 1800 013 101 Fax: 1800 559 058**

<b>To enquiry ring:</b>	<b>Auburn Community Health Centre</b>	<b>9646 2233</b>
	<b>Blacktown Community Health Centre</b>	<b>9881 8700</b>
	<b>Doonside Community Health Centre</b>	<b>9881 8650</b>
	<b>Mt Druitt Community Health Centre</b>	<b>9881 1200</b>
	<b>Daruk (Aboriginal)</b>	<b>9832 1356</b>
	<b>Hills Community Health Centre</b>	<b>8853 4500</b>
	<b>Merrylands Community Health Centre</b>	<b>9682 3133</b>
	<b>Parramatta Community Health Centre</b>	<b>9843 3222</b>

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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**

## 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 SWAHS 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 Support Services / EnableNSW** manages the state-wide administration of the NSW Health disability support programs including: Program of Appliances for Disabled People (PADP), Home Respiratory Program (HRP) and Artificial Limb Service (ALS). Contacting EnableNSW / Locked Mail Bag 5270 Parramatta NSW 2124 / Ph: 1800 362 253 / Fax: (02) 8797 6543 / Email: [enable@hss.health.nsw.gov.au](mailto:enable@hss.health.nsw.gov.au) / Website: [www.enable.health.nsw.gov.au](http://www.enable.health.nsw.gov.au)

### PADP (Program of Appliances for Disabled People)

The role of PADP is to assist eligible residents of NSW who have a permanent disability or long-term disability to live

and participate in their community by providing appropriate equipment, aids and appliances. Adults and children are eligible to apply. PADP is administered locally from Lodgment Centres. PADP provides a wide range of equipment, aids and appliances.

#### ▪ Children's Hospital at Westmead (Mon to Fri 9:00am to 5:00pm)

To enquiry or to make a referral ring: **1800 362 253**

#### ▪ SWAHS PADP Lodgment Centre, Mt Druitt Hospital (Mon-Fri 8:30am to 4:00pm) recorded message but will return the call within 3 days)

To enquiry or to make a referral ring: **1800 115 237**

#### ▪ SWAHS Home Oxygen Services / Blacktown/Westmead sector

To enquiry or to make a referral ring: **9881 7483**

#### ▪ SWAHS Home Oxygen Services / Nepean sector

To enquiry or to make a referral ring: **4734 1391**

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

**For more information contact EnableNSW Service Centre on **1800 362 253****

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## Cumberland Prospect Commonwealth Respite and Carelink Centre

Baptist Community Services / Unit 3, 9-11 Rowley Street, Seven Hills NSW 2147

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

### ▪ 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.**

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## DEMENTIA SUPPORT & RESPIRE 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**

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 for carers of people with dementia.

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

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

**Ph: 9845 6903**

*Sydney West Area Health Service, 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**

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 md.

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

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**Anglican Retirement Villages** 155A March Street Richmond NSW 2753

- **Nell Slade Respite Centre (Respite to working carers/ extended hours)** **Ph: 9659 2348**

**Location: Slade Avenue, Castle Hill NSW 2154**

**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.

**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 5911**

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

**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: 8831 9270**

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*

- **Respite** **Ph: 4566 4700 (Tues, Wed, Thurs) or 8831 9200**  
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 linke 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 pogram 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 & 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 201 / Level 2, Flushcombe Rd / PO Box 8516 Westpoint, Blacktown NSW 2148*

- **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 coordination 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 if 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 / St Joseph's 64 MacKillop Dr, Baulkham Hills NSW 2153

## Dementia Services

- **In Home Monitoring / Respite**

**Ph: 9894 7751**

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"**

**Ph: 9659 3964**

Centre Based Groups (Monday to Friday), Younger Onset Dementia Group on Saturday

- **Carer Support Group for carers of people with dementia** **Ph: 9894 7751 or 9659 3964**

**Areas covered: Baulkham Hills LGAs**

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## Hills Community Care

- **Mental Health Respite Service**

**Ph: 9672 6309**

Flexible respite options to elderly 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

- **Ageing Parent Carer Respite Program**

**Ph: 1300 668 123**

Offers flexible respite services to ageing parent carers who are looking after their son/daughter with a moderate to severe disability and medium or high support needs. The service offers planned short term and time limited breaks for ageing parents, in-home respite, assistance with arranging short term centre-based respite, recreational respite, community access, and activities.

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

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**Kincare Community Services / Suite 302, 12-14 Solent Cct. Norwest Business Park, Baulkham Hills NSW 2153**

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

- **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, Kuring-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.

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**Diverse Community Care / 3/13 South Street, Rydalmere NSW 2116**

**Ph: 9898 0000**

- **Dementia Social Support / Dementia Monitoring**

Provides monitoring and assistance with daily living tasks including light housework, 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.

**Areas covered: Parramatta, Ryde, Hunter Hills and Bankstown LGAs**

- **Dementia Respite Program / In-home respite for Chinese and Arabic speakers and people from other multicultural backgrounds**

**Areas covered: Holroyd, Parramatta, Ryde and Hunter Hills LGAs**

- **Dementia Respite Program / In-home respite priorities for Arabic, Vietnamese & Polish**

**Areas covered: Bankstown 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**  
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.

**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

- **Polish Respite 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.

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

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**Southern Cross Community Healthcare** / Lvl 3, 17-21 Hunter Street, Parramatta NSW 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 9, 125 Main Street Blacktown NSW 2148

- **Home based respite CALD specific** **Ph: 8825 3777**

**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 SWAHS / Cnr Auburn Rd and Walter St, Auburn NSW 2144**

- **Auburn Aged Day Care /Centre Based Respite Service** **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**. 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 Saturday 8am-4:30pm)

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 599 058**  
**Areas covered: Auburn LGA**

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

- **Hevington House Dementia Specific Day Care** **Ph: 9563 9792**  
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.
- **Carer support group** **Ph: 9563 9792**  
The group is a part of the network of "Support Groups" of Alzheimer's Association of NSW. It provides: information, emotional support, and education for relatives/friends of the clients of Hevington House Special Aged Day Care Centre. Transport to the centre can be provided upon request. The Centre will also provide respite for carers attending the meeting.

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: Auburn LGA**

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**SWAHS Aged Day Care Service / Blacktown and Mt Druitt Community Health Service**

- **Crestwood Centre** **Enquiry: 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 day care and English-speaking day care groups. Groups available: **Arabic, Chinese, Croatian, Filipino, Greek, Sri Lankan**. Provides transport to and from the centre, hot lunch, social activities, health promotion, monthly outings, carer information and support.
- **Copperfield Centre** **Enquiry: 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 groups and Pacific Communities group.
- **Tallowood Centre / Dementia Specific Day Care** **Enquiry: 9881 1524**  
Ground of Mt Druitt Hospital, Railway Street Mt Druitt NSW 2770. This is a secure, dementia specific day care centre. All cultures are cared for. Transport, social activities and lunch are provided as well as carers information and support.

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: Blacktown LGA**

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**Sydney West Area Health Service / Parramatta & Merrylands Community Health Services**

- **Carinya Aged Day Care /Centre Based Respite Service** **Enquiry: 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**. This service provides transport to and from the centre, hot lunch, social activities, health promotion, carer information and education and outings.

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: Parramatta and Holroyd LGAs**

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- **Rosewood Cottage Aged Day Care Centre** **Enquiry: 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.

- **Arabic Aged Day Care / Social Group** **Enquiry: 9633 5496**
- **Arabic Carer Support Group** **Enquiry: 9633 5496**

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

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: Holroyd LGA**

- **Willyama Aged Day Care Centre** **Enquiry: 9840 3980**  
Cumberland Hospital Campus, Fleet Street, Willyama Cottage, North Parramatta NSW 2151/ Centre based aged day care for frail aged people, people with dementia and/or physical disability – transport, social activities, outings, lunch and health education are provided.

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: Parramatta, Baulkham Hills LGAs & Holroyd on Saturdays only**

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**SWAHS The Hills Community Health Services / 183-187 Excelsior Av, Castle Hill NSW 2154**

- **Hills Aged Day Care** **Enquiry: 8853 4500**  
Multicultural and English speaking groups are available as well as specific groups for **Chinese, Italian and Sri Lankan/Indian** seniors. This service provides transport to and from the centre, hot lunch, social activities, health promotion and outings.

**To make a referral ring Centralised Intake Service Ph: 1800 013 101 Fax: 1800 559 058**  
**Areas covered: The Hills Shire LGA**

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**Anglicare Chesalon Services / 360 Windsor Street, Richmond NSW**

- **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: 4560 3788**  
**Coordinator: 0435 657 391**

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. **or Fax: 4560 3788**  
**Coordinator: 0435 657 391**

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 Friday 8:30am to 4pm. All mail to PO Box 892, Richmond NSW 2753

**Areas covered: Blacktown LGA**

- **Eleebana Respite Cottage** **Ph: 4588 6719**  
**360 Windsor Street, Richmond NSW**  
Respite cottage providing 48 hours of respite care Thursday to Saturday 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: Baulkham Hills, Blacktown, Blue Mountains, Hawkesbury, Holroyd, Parramatta, and Penrith LGAs**

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**Anglican Retirement Villages / Nell Slade Respite Centre, Slade Avenue, Castle Hill NSW 2154**

- **Nell Slade Respite Centre / Centre based respite** **Ph: 9659 2348**  
Extended hours centre (7am-8pm) 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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**Auburn Council, Sri Om Foundation & Tamil Welfare**

▪ **Social Support Group for Hindi & Tamil speaking seniors**

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

**Contact Jay Raman: 0410 759 906**

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

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**Australian Chinese Community Association / 6 Bridge St, Granville NSW 2142**

▪ **Chinese Dementia Respite Day Care**

**Ph: 9637 9913**

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

▪ **Chinese Aged Day Care**

**Ph: 9637 9913**

**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 7:30am and 6:30pm 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

**Areas covered: Blacktown and Penrith LGAs**

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

▪ **Greek Centre Based Frail 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 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: 9516 2188**

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: 9516 2188**

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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**The Hills Shire Council - Hills Community Care / Conie Avenue, Baulkham Hills NSW 2153**

- **Social Day Programs**

**Ph: 9761 7615 or 9716 7606**

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.

- **Social Day Program for Chinese clients**

**Ph: 9761 7600 or 0434 439 694**

**Areas covered: Baulkham Hills LGAs**

- **Social Day Care Programs for Maltese and Korean speaking clients**

**Ph: 9761 7697**

The program includes transport to and from the day care centre, meals, activities and outings. Separate groups run in Blacktown and Baulkham Hills.

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

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**Hills Community Care / St Joseph's 64 MacKillop Dr, Baulkham Hills NSW 2153**

- **Social Day Program for persons with dementia (Orange Blossom Cottage)**

**Ph: 9659 3964**

**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.**

New funding / Service will commence in October/November 2010

**9 Carlton Street, Granville – Tamil & Vietnamese groups**

**33 Gelibolu Parade Auburn (Turkish Welfare Association) – Turkish group**

**Cnr. McKenzie and Nipigon Streets Seven Hills (Uniting Church Hall) – Indian/Sri Lankan group and General**

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** 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**

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**

- **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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**Australian Chinese Community Association** / 6 Bridge St, Granville NSW 2142

- **Carer Support Group** Ph: **9637 9913**

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

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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 029 022 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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**The Hills Shire Council - Hills Community Care** / Baulkham Hills NSW 2153

- **Working Carers Liaison Program** Ph: **9761 7600 or 0434 562 713**

Provides information, education, advocacy and short term case management.

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

- **Carer Support Group for carers of people with dementia** Ph: **9894 7751 or 9659 3964**

**Areas covered: Baulkham Hills LGAs**

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

- **Ageing Parent Carer Respite Program** Ph: **1300 668 123**

Offers flexible respite services to ageing parent carers who are looking after their son/daughter with a moderate to severe disability and medium or high support needs. The service offers planned short term and time limited breaks for ageing parents, in-home respite, assistance with arranging short term centre-based respite, recreational respite, community access, and activities.

**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 or 9832 4599**  
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)

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

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**SWAHS / 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 9, 125 Main Street Blacktown NSW 2148**

- **CALD specific Counselling, Support, Information & Advocacy Service** **Ph: 8825 3777**  
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.

**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: 9840 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 / New funding** **Ph: 9649 6955**  
for people from **Culturally & Linguistically Diverse Backgrounds** (Afghan, Turkish, 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 / 91 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 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**

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.

**Areas covered: Auburn LGA**

- **Holroyd Social Support Services** **Ph: 8741 5999 or 8741 5905**

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.

**Areas covered: Holroyd LGA**

- **Peer Support** **Ph: 8741 5999 or 8741 5804**

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: 8831 9270**

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 8831 9200**

Assisting clients with shopping and medical appointments.

**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 201 / Level 2, Flushcombe Rd / PO Box 8516 Westpoint, Blacktown NSW 2148

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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Centacare Catholic Social Services/St Patrick Parish Centre, 51-59 Allowah St, Blacktown NSW 2148

- **Blacktown Neighbour Aid Service**

Ph: 8814 9786 Manager: 0439 333 943

Volunteers provide home visiting/companionship, practical assistance with writing letters, paying bills, advocacy, phone monitoring/chatting, filling out forms.

**Areas covered: Blacktown LGA**

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

- **Mt DrUITT Neighbour Aid**

Ph: 9832 4585 Co-ordinator 0418 237 059

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

**Areas covered: Blacktown (Mt DrUITT area including Rooty Hill, Mt DrUITT, Oakhurst, Glendenning, Willmott, Minchinbury, Hassel Grove, Plumpton, Shalvey, Lethbridge Park)**

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Diverse Community Care, 3/13 South Street, Rydalmere NSW 2116

- **Hills Social Support CALD specific**

Ph: 9898 0000

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

**Areas covered: Hills LGAs**

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Holroyd City Council / 16 Memorial Av, Merrylands NSW 2160

- **Holroyd Peer Support Program**

Ph: 9840 9913

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

**Areas covered: Holroyd LGA**

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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**

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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 / New funding**

**Ph: 9627 3219**

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

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**SydWest Multicultural Services Inc** Ground Level, Suite 9, 125 Main Street Blacktown NSW 2148

- **Social Support CALD Specific**

**Ph: 8825 3777**

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 LGA**

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## FOOD SERVICE

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

- **Food Services**

Fresh and frozen meals delivered to clients' homes

**Ph: 9897 3832**

- **Centre Based Meals**

Clients receive morning and afternoon tea, 3 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** / Conie Avenue, Baulkham Hills

- **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**

Provide hot or frozen meals delivered to clients' homes.

**Ph: 9840 9944 or 9840 9945**

**Areas covered: Holroyd LGA**

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

- **CALD Centre Based Meals Project**

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

**Ph: 9840 9655**

**Areas covered: Holroyd and Parramatta LGAs**

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

St Anthony's Community Centre, 27 Aurelia St. Toongabbie, weekly on Tuesdays from 10:30am-1pm, \$10pp includes 2 course lunch and transport to and from group. Booking essential.

**Ph: 9840 9655**

**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 fresh or frozen meals delivered to clients' homes.)

**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**

156 Best Road, Seven Hills / PO Box 457 Seven Hills NSW 2147

Areas covered: Blacktown LGA

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**Community Wheels / 2A Arthur Street, Merrylands NSW 2160**

- **Community Transport Service**

**Ph: 8868 1400**

Areas covered: Parramatta and Holroyd LGAs

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**The Hills Shire Council - Hills Community Care / Conie Avenue, Baulkham Hills**

- **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 8831 9200**

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**

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: 9689 8888 or 1800 049 971**

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

**Anglicare Community Care Service** /396 High Street, Penrith NSW 2750/PO Box 1103, Penrith BC 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: 8831 9270

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: 8831 9270

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 8831 9230

**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**, 3/13 South Street, Rydalmere NSW 2116

▪ **Community Options & Case Management Service**

Ph: 9898 0000

Case management, service planning, negotiation and coordination and brokerage services for people with complex needs to assist frail aged and people with disability to continue to live at home.)

**Areas covered:** Auburn, Blacktown, Hills, Holroyd, Parramatta, Ryde / Hunter Hills and Bankstown LGAs

▪ **ComPacks Program**

Provides short term Case Management (up to 6 weeks) to people being discharged from hospital who require case management plus two or more services in order to return home safely. **Referrals must come from staff within the hospital from participating hospitals that are involved in the ComPacks project.** The service is provided to people living in their own homes.

**Areas covered:** Auburn, Blacktown, Hills, Holroyd, Parramatta, Ryde / Hunter Hills and Bankstown 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 201 / Level 2, Flushcombe Rd / PO Box 8516 Westpoint, Blacktown NSW 2148

- **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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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 9, 125 Main Street Blacktown NSW 2148

- **Multicultural Community Aged Care Packages** Ph: **9621 6633 or 8825 3777**

- **Ethno specific Community Aged Care Packages for:** Arabic, Burmese, Filipino, Hindi, Maltese, Polish, Ukrainian, Tamil speaking frail aged and older people from South Asia.

Areas covered: Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta 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, 6 Bridge Street, Granville NSW 2141

- **Chinese Community Aged Care Packages** Ph: **9637 9913**

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

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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

- **Greek Community Aged Care Packages** Ph: **9516 2188**

Areas covered: Western Region

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Co.As.It. (Italian Association of Assistance) / Western Sydney Office, 108 Wigram Street, Harris Park NSW 2150

- **Italian Community Aged Care Packages** Ph: **9893 9222**

Areas covered: Western Sydney areas

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Kincare Community Services / Suite 302, 12-14 Solent Cct. Norwest Business Park, 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

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▪ **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 / 61 Bungarabee Rd Blacktown NSW 2148

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

Ph: 9672 4857

▪ **Korean Specific Community Aged Care Packages**

Ph: 9672 4857

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

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Services for Seniors Holroyd / PO Box 4, 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 Community Healthcare / Level 3, 17-21 Hunter Street, Parramatta NSW 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: 9649 6699

Areas covered: Auburn LGA

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St Hedwig Home / 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 / 7 Healen St, Westmead NSW 2145

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

Ph: 9687 3517

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

Ph: 9687 3517

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 or 8197 9300

Areas covered: Blacktown, Holroyd, Parramatta LGAs

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**Wesley Mission /-Home and Care Support Service /Level 3/83 Flushcombe Rd, 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: 8887 4955**

Provides: assistance to people who are homeless or who do not have secure accommodation and find it difficult to gain access to aged care services. The program assists to link homeless older people and those in insecure housing to care and accommodation.

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

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## **For information related to other community services contact:**

### **Commonwealth Respite and Carelink Centre**

**Ph: 1800 052 222**

The centre provides free information about community and residential aged care, disability and other support services.

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