For more information please visit  
www.supportservices.org.au

Or

For Information on Aged Care call  
1800 200 422
www.agedcareaustralia.gov.au

For Information on all services for Frail Older People and their carers in Bankstown, Liverpool & Fairfield LGA’s
**WHAT IS THE COMMONWEALTH HACC (HOME & COMMUNITY CARE) PROGRAM?**

The Commonwealth HACC Program provides funding for services which support frail older people and their carers, who live in the community and whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care.

The Commonwealth HACC Program aims to:

- Provide a comprehensive, coordinated and integrated range of basic maintenance, support and care services for frail older people and their carers;
- Support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing or delaying their admission to long term residential care; and
- Provide flexible, timely services that respond to the needs of these people.

Basic maintenance, support and care services can be described as those which contribute to a person’s well-being, for example, nutrition, community nursing, home help and personal care.

**NOTE:** There are other services similar to HACC that are also listed in this directory. Have in mind that there may be waiting times before a service can start and fees may apply.

**WHO CAN USE COMMONWEALTH HACC SERVICES?**

- Frail older people with functional limitations as a result of moderate, severe and profound disabilities; and
- The unpaid carers of these frail older people.

Older people are defined as people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over.

**DO YOU NEED AN INTERPRETER?**

Translating & Interpreting Service (TIS) ....................................................... 131 450

TTY (Teletypewriter) ........................................................................ 1800 808 981
INFORMATION

For Information on Aged Care ................................................................. 1800 200 422
Information on a range of aged care services and supports available locally and nationally. Coordination and advice can also be provided to access respite services, counselling and emotional support for carers

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

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

Centrelink
Seniors ...................................................................................................... 132 300
Disability, Sickness & Carers ................................................................. 132 717
Multilingual ............................................................................................. 131 202

Carer Support & Services ....................................................................... 1800 242 636
Carer’s NSW, Carer Line (Free call)
For carer information, support and counselling

Council Aged and Disability Officers
Fairfield ...................................................................................................... 9725 0222
Liverpool ................................................................................................. 9821 7759
Bankstown ............................................................................................... 9707 9999
Support & work in partnership with local aged & disability services & groups to identify & address the needs of older people, people with disability & their carers

Counselling Services and Community Nursing ..................................... 9780 2799
Bankstown Community Health Centre
South Western Sydney Local Health District
Offers CALD Specific counselling in the Bankstown LGA

Deaf Society of NSW ................................................................. TTY 1800 893 885/ 1800 893 855

Dementia Helpline .................................................................................. 1800 100 500

Guardianship Tribunal ........................................................................... 1800 463 928
A legal tribunal that appoints guardians and financial managers for adults with decision making disabilities.

SWS HACC Development Officer ....................................................... 9791 9765
Bankstown Area Multicultural Network Inc. (BAMN)
Provides support, info & advocacy to Aboriginal or Torres Strait Islander elders, people with a disability & carers to assist access to services
SWS HACC Aboriginal Access/Development Officer .......................9708 2818
Bankstown Area Multicultural Network Inc. (BAMN) Provides support, info & advocacy to Aboriginal or Torres Strait Islander elders, people with a disability & carers to assist access to services.

Information for Older People from Culturally and Linguistically Diverse (CALD) Background
HACC Multicultural Access Project (BAMN) ...........................................9796 3717
Arabic/Muslim (Tripoli & Mena Association) ........................................9759 3436
Chinese Australian Services Society (CASS) ........................................9789 4587
Australian Korean Welfare Association (AKWA) .................................9718 9589
Chinese/Vietnamese (Australian Nursing Home Foundation) ...............9784 0838
Vietnamese Community Association VCA .............................................9796 8035
Greek (Greek Welfare Centre) ..............................................................9516 2188
Italian (Co.As.It.) ..................................................................................9564 0744
Khmer (Cambodian Australian Welfare Council of NSW Inc.) ...............8786 2581
Macedonian (Macedonian Australian Welfare Association Sydney) ....9597 5455
Polish (Polish Australian Welfare Association) ......................................9716 0554
Croatian ...............................................................................................9610 1146
Assyrian ................................................................................................9728 2594
Spanish (NSW SLASA) .........................................................................9610 0288
Turkish Welfare Association ................................................................9649 7502
Lao (Lao Community Advancement Coop) .........................................9753 3947 / 9724 1951

SWS Multicultural Access and Referral Service (MARS) .................9791 9765
Bankstown Area Multicultural Network (BAMN) Counselling, Support, Information and Advocacy - Provides CALD specific information, advice and support, and provides links/referrals to CALD specific services for the Macedonian, Vietnamese, Spanish and Lao communities.

Multicultural Respite Network (MRN) ..............................................9793 0900
Provides counselling, information and advocacy for frail aged individuals, younger individuals living with a disability and carers from CALD backgrounds living in the Bankstown LGA

Multicultural Aged Resource Service (MARS) .........................8717 1500 / 8717 1536
Multicultural Community Care Services (MCCS) Provides CALD specific support, resources & info to senior citizens groups in the Fairfield LGA
Nursing Home and Hostel Liaison Service
Bankstown ................................................................................................................. 9722 7219
Fairfield/Liverpool ................................................................................................. 9828 4783

South Western Sydney Local Health District
Advice & information about Aged Care Facilities & Community Packages.
Places client’s name on waiting lists. Bookings for residential respite.

Office of the Public Guardian NSW ................................................................. 1800 451 510
General information on guardianship or the public guardian, to speak to a
guardian about someone who has a public guardian appointed, for help or
support for private guardians and enduring guardians.

NSW Trustee and Guardian ............................................................................... 1300 364 103
Provides services in the making of wills, acting as executor in deceased
estates, and administering trusts and powers of attorney.

Seniors Information Service ............................................................................... 131 244
Department of Family & Community Services, Ageing, Disability & Home Care
Provides older people and their families and carers with information on the
range of services and options available to them. Provides a series of
factsheets, and some information resources from other NSW Government
agencies.

Stroke Recovery Association NSW Inc ......................................................... 9807 6422

Vision Australia ................................................................................................. 1300 847 466
COMPREHENSIVE ASSESSMENT SERVICES
Provides a holistic assessment for people with complex, multiple or high levels of need. Also links people to support services.

Aged Care Assessment Team (ACAT)
Bankstown .................................................................9722 8404/referral 1800 455 511
Fairfield/Liverpool ....................................................9828 4762/referral 1800 455 511

South Western Sydney Local Health District

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

Community Options
Bankstown .........................................................................................9898 0000

Diverse Community Care

Fairfield/Liverpool ............................................................................8778 4222

CatholicCare

CALD specific Community Options ..................................................8778 4222

CatholicCare
Case management for frail older people from culturally and linguistically diverse (CALD) background

ADVOCACY SERVICES
A support person to speak on your behalf & assist you to link to other services.

SWS HACC Aboriginal Access/Development Officer ..................9708 2818
Bankstown Area Multicultural Network (BAMN)
Aboriginal & Torres Strait Islander frail aged & people with a disability

The Aged-Care Rights Service (TARS) .......................................9281 3600
Provides non-legal advocacy for HACC, CACP, EACH and EACHD clients and residents in Commonwealth funded hostels and nursing homes.

SWS HACC Carer Support Project .................................................8778 4222
CatholicCare
For carers of frail aged & people with a disability.
Multicultural Respite Network (MRN) ................................. 9793 0900
Department of Family & Community Services, Ageing, Disability & Home Care
For CALD carers of frail aged & people with a disability

SWS Multicultural Access and Referral Service (MARS) ............ 9791 9765
Bankstown Area Multicultural Network (BAMN)
Provides CALD specific information, advice and support, and provides
links/referrals to CALD specific services for the Macedonian, Vietnamese,
Spanish and Lao communities

Bilingual Italian Aged Project Officer ................................. 9564 0744
Co.As.It.
For Senior Italians (65 & Over) & their Carers

**CARER SUPPORT**

SWS HACC Carer Support Project ........................................... 8778 4222
*CatholicCare*
Provides individual support for carers of frail aged & people with a disability
including advocacy, information & referral. Provides information on carer
support groups.

SWS CALD Carer Support Project ........................................... 8778 4279
*CatholicCare*
Provides individual support for carers from CALD background, of frail aged &
people with a disability including advocacy, information & referral. Provides
information on carer support groups.

Multicultural Respite Network (MRN) ................................. 9793 0900
Department of Family & Community Services, Ageing, Disability & Home Care
Provides individual support to carers of frail aged & people with a disability of a
non-English speaking background.

Carer Support & Services ...................................................... 1800 242 636
Carer’s NSW, Carer Line (Free call)
For carer information, support and counselling

Dementia Carer Support Groups ........................................... 8778 4222
*CatholicCare*
Principle of self help & support. Also provides training & social outings. Free
respite & transport available to attend group. When referring, ask for carer
support worker.
Macedonian Carer Support Project........................................9597 5455
*Macedonian Australian Welfare Association (MAWA)*
Information, support and Carers Support Groups for carers of Macedonian background.

**CALD Carers Support Program**........................................9912 3850
*Transcultural Mental Health Centre*
Language specific support groups for people who live with or care for a family member or friend with a mental health problem.

**Carer’s Support Groups**..........................9608 8825/Referrals 1800 455 511
Triple I Hub (Liverpool/Fairfield)
Principle of self help & support. Also provides training & social outings. Free respite & transport available to attend group.

**SWS Dementia Education & Training for Carers Project** ..........9728 0290
*Anglicare*
Connect carers of people with dementia with information, education/training, resources and support.
BANKSTOWN DAY PROGRAMS FOR FRAIL OLDER PEOPLE
Provides opportunity for socialisation, activities, outings incl. transport & lunch

Aboriginal Day Programs: Bankstown

Bankstown Elders Group.......................... 4633 2111/Referral 1300 797 606
Aboriginal Home Care

Frail Aged Day Programs: Bankstown

Frail Aged Day Care .................................................. Referral 1800 455 511
South Western Sydney Local Health District
Day care for the frail aged.

HammondCare Social Club.......................................................... 9731 0199
Hammond Care
A Social Club for people who are frail aged and for people with dementia over and under the age of 65

Chester Hill RSL Aged Day Care .................................................. 9724 2885
Transport provided for residents of Chester Hill, Bass Hill & Villawood. Need to be able to do own self care tasks such as toileting.

Multicultural Day Programs: Bankstown

Bankstown Ethnic Day Care ............................................ Referral 1800 455 511
South Western Sydney Local Health District
Day care for the frail aged: Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Polish, Serbian & Vietnamese communities.

Multicultural Respite Network .................................................. 9793 0900
Ageing, Disability & Home Care, Department of Family & Community Services
Culturally appropriate centre-based day care, advocacy & counselling services targeted at socially isolated frail aged & people with a disability from CALD communities. Khmer, Mandarin, Russian, Arabic women, Indian.

Chester Hill Centre Based Day Care .............................................. 9753 3400
Australian Nursing Home Foundation
Day Care for Chinese and Vietnamese communities
Greenfield Park Centre Based Day Care..................................................9753 3400
Australian Nursing Home Foundation
Day Care for frail elderly Chinese communities

Arabic Seniors Group (Yagoona) ...............................................................9759 3436
Australian Nursing Home Foundation
Day centre with a partnership with Tripoli & Mena Association catering for
people from Arabic speaking backgrounds

**Dementia Specific Day Programs: Bankstown**

Bankstown Caring Centre........................................................................8700 0791
UnitingCare Ageing South Eastern Region
Frail aged from a non-English speaking background diagnosed with dementia

After Hours and Weekend Day Care .... 4564 6157/Referral 1800 728 968
South Western Sydney Local Health District
Day care for people with dementia & respite for carers.

Dementia Day Care..............................................................................9758 1366
Tripoli & Mena Association
Centre based day centre for Arabic speaking elderly with Dementia

HammondCare Social Club.................................................................9731 0199
Hammond Care
A Social Club for people who are frail aged and for people with dementia over
and under the age of 65

South West CALD Dementia Day Care .............................................9516 2188
Greek Welfare Centre (GWC)
Frail aged from a non-English speaking background diagnosed with dementia

The Betty Sussman Centre.................................................................8717 0184
Bankstown City Aged Care
Day care for people with dementia & respite for carers.
FAIRFIELD DAY PROGRAMS FOR FRAIL OLDER PEOPLE
Provides opportunity for socialisation, activities, outings incl. transport & lunch

Aboriginal Day Programs: Fairfield

Liverpool/Fairfield Elders Group ............... 9827 2234/Referral 1800 455 511
South Western Sydney Local Health District
Day care for older people of Aboriginal & Torres Strait Islander background.

Frail Aged Day Programs: Fairfield

Fairfield Aged Day Care .......................... 9794 1700/Referral 1800 455 511
South Western Sydney Local Health District

HammondCare Social Club .......................... 9731 0199
Hammond Care
A Social Club for people who are frail aged and for people with dementia over and under the age of 65

Frail Aged Day Care .......................... 9794 1700/Referral 1800 455 511
South Western Sydney Local Health District

Multicultural Day Programs: Fairfield

CALD Centre Based Day Care .......................... 1300 847 845
Sydney West UnitingCare Ageing
Healthy Living for Seniors Program for Chinese, Khmer, Lao & Vietnamese communities

Multicultural Day Care .......................... 9794 1700/Referral 1800 455 511
South Western Sydney Local Health District
Multicultural groups: Arabic, Assyrian, Spanish, Chinese, Vietnamese, Italian, Lao, Polish, Filipino, Serbian, Croatian, Bosnian, Slovakian & Macedonian

Multicultural Respite Network .......................... 9793 0900
Ageing, Disability & Home Care, Department of Family & Community Services
Culturally appropriate day care, advocacy & counselling services targeted at socially isolated frail aged & people with a disability from CALD communities.
Greenfield Park Centre Based Day Care. 9753 3400/9564 0744 (Italian only)
Australian Nursing Home Foundation
Day Care for Assyrian, Arabic, Chinese, Vietnamese and Italian communities.

**Dementia Specific Day Programs: Fairfield**

**Aimee's Place** ................................................................. 9794 1787/Referral 1800 455 511
South Western Sydney Local Health District .................................................................
For people with dementia

**Bankstown Caring Centre** ......................................................................................... 9570 6642
UnitingCare Ageing South Eastern Region
Frail aged from a non-English speaking background diagnosed with dementia

**HammondCare Social Club** ....................................................................................... 9731 0199
Hammond Care
A Social Club for people who are frail aged and for people with dementia over and under the age of 65

**South West CALD Dementia Day Care** .............................. 9516 2188/ 9602 2779
Greek Welfare Centre (GWC)
Frail aged from a non-English speaking background diagnosed with dementia
## LIVERPOOL DAY PROGRAMS FOR FRAIL OLDER PEOPLE

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

### Aboriginal Day Programs: Liverpool

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liverpool/Fairfield Elders Group</td>
<td>9827 2222</td>
</tr>
<tr>
<td>South Western Sydney Local Health District</td>
<td>Day care for older people of Aboriginal &amp; Torres Strait Islander background.</td>
</tr>
</tbody>
</table>

### Frail Aged Day Programs: Liverpool

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>HammondCare Social Club</td>
<td>9731 0199</td>
</tr>
<tr>
<td>Hammond Care</td>
<td>A Social Club for people who are frail aged and for people with dementia over and under the age of 65</td>
</tr>
<tr>
<td>Lurnea Day Activity Centre</td>
<td>9608 2285/Referrals 1800 455 511</td>
</tr>
<tr>
<td>South Western Sydney Local Health District</td>
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</tbody>
</table>

### Multicultural Day Programs Liverpool

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>CALD Centre Based Day Care</td>
<td>1300 847 845</td>
</tr>
<tr>
<td>Sydney West UnitingCare Ageing</td>
<td>Healthy Living for Seniors Program for Italian &amp; Spanish speaking communities</td>
</tr>
<tr>
<td>Liverpool Ethnic Day Care</td>
<td>9827 2233/9827 2265/Referrals 1800 455 511</td>
</tr>
<tr>
<td>South Western Sydney Local Health District</td>
<td>CALD frail aged (Arabic, Italian, Bosnian, Croatian, Serbian and Spanish)</td>
</tr>
<tr>
<td>Multicultural Respite Network</td>
<td>9793 0900</td>
</tr>
<tr>
<td>Ageing, Disability &amp; Home Care, Department of Family &amp; Community Services</td>
<td>Culturally appropriate day care, advocacy &amp; counselling services targeted at socially isolated frail aged &amp; people with a disability from CALD communities.</td>
</tr>
<tr>
<td>Liverpool Day Care</td>
<td>9564 0744</td>
</tr>
<tr>
<td>Australian Nursing Home Foundation</td>
<td>Day Care for Italian communities.</td>
</tr>
<tr>
<td>Dementia Specific Day Programs: Liverpool</td>
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<tr>
<td>-----------------------------------------</td>
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<tr>
<td><strong>Liverpool Dementia Day Centre</strong> ................. 9608 3911</td>
<td></td>
</tr>
<tr>
<td><em>Anglicare (Chesalon)</em></td>
<td></td>
</tr>
<tr>
<td>Centre Based Day Care &amp; transport for older people with dementia.</td>
<td></td>
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<tr>
<td><strong>HammondCare Social Club</strong> ..................... 9731 0199</td>
<td></td>
</tr>
<tr>
<td><em>Hammond Care</em></td>
<td></td>
</tr>
<tr>
<td>A Social Club for people who are frail aged and for people with dementia over and under the age of 65</td>
<td></td>
</tr>
<tr>
<td><strong>South West CALD Dementia Day Care</strong> .......... 9516 2188</td>
<td></td>
</tr>
<tr>
<td><em>Greek Welfare Centre (GWC)</em></td>
<td></td>
</tr>
<tr>
<td>Frail aged from a CALD background diagnosed with dementia.</td>
<td></td>
</tr>
</tbody>
</table>
DEMENTIA SUPPORT
(Also see Day Care & Respite)

Dementia Advisory Service .................................. 8717 1600/Referral 1800 455 511
South Western Sydney Local Health District
Information, education & support for people with dementia & their carers & other service providers.

Dementia Counselling/Carer & Family Support ..................... 0417 844 123
Alzheimer’s Australia NSW
Counselling, carer and family support for people with dementia & their carers.

HACC Social Support / Dementia Monitoring ...................... 1300 733 510
Kincare
Social support for people with dementia. Includes telephone, medication & health monitoring, nutritional support & accompanied outings/appointments.

Dementia In Home Support
Bankstown .......................................................................................... 9898 0000
Diverse Community Care
Fairfield/Liverpool ............................................................................. 8778 4222
CatholicCare
Flexible support for people with dementia & those who care for them. Includes respite, emotional support, information & support groups.

Dementia Meal Monitoring Program
Bankstown .......................................................................................... 9898 0000
Diverse Community Care
Fairfield/ Liverpool .............................................................................. 8778 4222
CatholicCare
Assisting people with dementia to maintain their nutrition.

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

HIV ADAHPT (AIDS Dementia & HIV Psychiatry Team) .......... 9382 8600
AIDS dementia & HIV psychiatry service.
SWS Dementia Education & Training for Carers Project ..........9728 0290

Anglicare
Connects carers of people with dementia with information, education/training, resources and support.

The Betty Sussman Centre .................................................................8717 0184
Available to people with a diagnosis of dementia who reside in the Bankstown LGA

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**EQUIPMENT**

Aids and Equipment Program .................................................................1800 362 253

NSW Health
Assists eligible residents of NSW, who have a life-long or long-term disability, to live and participate within their community by providing appropriate equipment, aids and appliances.

Independent Living Centre .................................................................1300 885 886
Provides an information & advisory service & display of appliances to assist people with a disability. Keeps registry of 2nd hand equipment.

Custom Designed Aids Service .................................................................9912 3400

Technical Aid to the Disabled (TADNSW)
Customised equipment and solutions for children and adults with a disability.

Assistance with Care and Housing for the Aged (ACHA) ..........8778 4222
CatholicCare
For people who are living in inappropriate or insecure housing

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**FOOD SERVICES**

Delivered Meals
Bankstown .............................................................................................9707 9646

Bankstown City Council
Fairfield .................................................................................................9728 6939
Fairfield Food Services
Liverpool .................................................................................................9601 3728

Liverpool Meals on Wheels
Provide hot, frozen or chilled meals to a person's home up to 5 days/wk.
Multicultural Food Options ................................................................. 9728 6939

*Fairfield Food Services*

Culturally appropriate meals home delivered to Bankstown, Fairfield and Liverpool LGAs. Food can also be provided at centre based group activities.

**Centre Based Meals**

Bankstown Centre Based Meals ................................................................. 9796 7779
Villawood Senior Citizens Food Service ................................................. 9726 3616
Cabramatta/Fairfield Polish Senior Citizens ........................................... 9716 0036

**Nutrition Links** ................................................................................ 9780 2837

A home visiting community nutrition service providing nutritional assessment & advice to frail aged, people with a disability & their carers.

**Dementia Meal Monitoring Program**

Bankstown ............................................................................................. 9898 0000

*Diverse Community Care*

Fairfield/Liverpool ................................................................................... 8778 4222

*CatholicCare*

Prompting & assisting people with dementia to maintain their nutrition.

**Tender Loving Cuisine** ................................................................. 1800 801 200

Privately run alternative. Frozen meals delivered.

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**HEALTH SERVICES**

South Western Sydney Local Health District

**Triple I (Hub) Referral Service (former RIC)** .............................. 1800 455 511

Central referral and information point for Community Aged Care and Rehabilitation in South Western Sydney Local Health District, for Bankstown, Fairfield and Liverpool.

**Aged Care Assessment Team (ACAT)**

Bankstown .......................................................... 9722 8404/referral 1800 455 511
Fairfield/Liverpool ............................................. 9828 4762/referral 1800 455 511

**Community Adult Occupational Therapist**

Fairfield .......................................................... 9794 1764/referral 1800 455 511
Liverpool .......................................................... 9828 4701/referral 1800 455 511
<table>
<thead>
<tr>
<th>Community Health Centres</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabramatta</td>
<td>8717 4000</td>
</tr>
<tr>
<td>Bankstown</td>
<td>9780 2777</td>
</tr>
<tr>
<td>Fairfield</td>
<td>9794 1700</td>
</tr>
<tr>
<td>Hoxton Park</td>
<td>9827 2222</td>
</tr>
<tr>
<td>Liverpool</td>
<td>9828 4844</td>
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<tr>
<td>Prairiewood</td>
<td>9616 8169</td>
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<table>
<thead>
<tr>
<th>Community Nursing Care</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Provides a range of general community nursing services including home nursing, health promotion, wound care, transition hospital to home, referrals.</td>
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</tr>
<tr>
<td>Bankstown</td>
<td>8760 1300/referral 1300 722 276</td>
</tr>
<tr>
<td>Fairfield</td>
<td>8717 4000/referral 1300 722 276</td>
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<tr>
<td>Prairiewood</td>
<td>9616 8169/referral 1300 722 276</td>
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<tr>
<td>Liverpool</td>
<td>9827 2222/referral 1300 722 276</td>
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<thead>
<tr>
<th>Community Rehabilitation Service</th>
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<tbody>
<tr>
<td>Fairfield/Liverpool</td>
<td>9828 4701/referral 1800 455 511</td>
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<tr>
<th>Continence Care</th>
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<tbody>
<tr>
<td>Bankstown</td>
<td>9722 7300/referral 1800 455 511</td>
</tr>
<tr>
<td>Fairfield/Liverpool</td>
<td>9827 2222/referral 1300 722 276</td>
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<table>
<thead>
<tr>
<th>Diabetes Centre (including at-risk Podiatry)</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Bankstown</td>
<td>9722 8360</td>
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<table>
<thead>
<tr>
<th>Liverpool Hospital High Risk Foot Clinic</th>
<th>Phone Numbers</th>
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<tr>
<td></td>
<td>9828 4388</td>
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<table>
<thead>
<tr>
<th>Liverpool Hospital Outpatient Physiotherapy</th>
<th>Phone Numbers</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>9828 4703</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Nutrition Links</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>A home visiting community nutrition service providing nutritional assessment &amp; advice to frail aged, people with a disability &amp; their carers.</td>
<td>9780 2837</td>
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<thead>
<tr>
<th>Oral Health Intake &amp; Information Service</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Pensioner or Health Care Card holders only</td>
<td>1300 559 393</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Podiatry</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankstown</td>
<td>9722 7200</td>
</tr>
</tbody>
</table>
# HOME HELP
Housework, laundry, shopping, meal preparation & personal care

## Domestic Assistance

### Home Care Services
Bankstown/Fairfield ........................................... 9793 0900/referral 1800 350 792  
Liverpool .......................................................... 4629 1620/referral 1800 350 792  
*Ageing, Disability & Home Care, Department of Family & Community Services*

### Veterans Home Care (VHC)
Bankstown City Aged Care .................................................. 8717 0000

### General & CALD Domestic Assistance
*Baptist Community Services*
Bankstown City Aged Care .................................................. 8706 3655

### General & CALD Domestic Assistance
*Kincare*
Bankstown City Aged Care .................................................. 1300 733 510

### Veterans Home Care
*Department Of Veterans Affairs*
Bankstown City Aged Care .................................................. 1300 550 450

### Warambucca Aboriginal Home Care Service
*Ageing, Disability & Home Care, Department of Family & Community Services*
For people of Aboriginal & Torres Strait Islander background.

### Support at Home (Bankstown only)
*Diverse Community Care*
For HACC target group living alone who need low level support.

## Personal Care

### Home Care Services
Bankstown/Fairfield ........................................... 9793 0900/referral 1800 350 792  
Liverpool .......................................................... 4629 1620/referral 1800 350 792  
*Ageing, Disability & Home Care, Department of Family & Community Services*

### South West Sydney Personal Care
*Baptist Community Services*
Bankstown City Aged Care .................................................. 9783 6555

### Personal Care
*Kincare*
Bankstown City Aged Care .................................................. 1300 733 510
HACC Personal Care
Liverpool only .................................................................1800 989 000

Southern Cross Community Healthcare

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

Warambucca Aboriginal Home Care Service ........1300 797 606/ 4633 2111
Ageing, Disability & Home Care, Department of Family & Community Services
For people of Aboriginal & Torres Strait Islander background.

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

Attendant Care Program .................................................................9374 3612
Department of Family & Community Services, Ageing, Disability & Home Care
Up to 34 hours per week of personal care for people with physical disabilities who can manage their own care.

Clean Up Program
Bankstown ..............................................................................9898 0000
Diverse Community Care
Fairfield/ Liverpool ......................................................................8778 4222
CatholicCare
Can provide one off clutter removal & general cleaning. Will assist to reduce risk of falls, maintain a healthy environment.

High Needs Pool ........................................................................9374 3612
Department of Family & Community Services, Ageing, Disability & Home Care
Personal care, home help & respite care for people who need between 15 & 35 hours/week.
# Home Modification & Maintenance

**Home Modification & Maintenance Service**

- **Bankstown** ................................................................. 8741 5919
  - Baptist Community Services
- **Fairfield** .................................................................................. 9607 2844
  - Fairfield Home Modification & Maintenance (FAHMOs)
  - Additionally O/T assessments are available for minor equipment and modifications for clients in the Fairfield LGA.
- **Liverpool** .................................................................................. 4629 1720
  - Ageing, Disability & Home Care, Department of Family & Community Services
  - Modification work includes ramps, rails, hand showers, grab rails, modified bathrooms etc. Maintenance work includes minor repairs, minor electrical & plumbing work. Must have Occupational Therapist assessment for most modification work.

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

## Hospitals

**Compacks**
- Short term case management & post discharge support for people discharged from hospital & referred by discharge planner.
  - **Bankstown** ............................................................................. 9898 0000
    - Diverse Community Care
  - **Fairfield/ Liverpool** ................................................................. 8778 4222
    - CatholicCare

- **Bankstown-Lidcombe Hospital** .................................................... 9722 8000
- **Braeside Hospital (Rehabilitation)** ............................................. 9616 8600
- **Fairfield Hospital** ........................................................................ 9616 8111
- **Liverpool Hospital** ...................................................................... 9828 3000
**HOUSING**

Assistance with Care & Housing for the Aged (ACHA) .................... 8778 4222
*CatholicCare*
Advocacy to housing & support services & short term case management for older people at risk of homelessness or insecure housing.

Homeless Persons Information Centre ........................................ 1800 234 566
*Homeless Persons Information Service*
Telephone info & referral service for those who are homeless or at risk of homelessness.

**LAWNMOWING**

Bankstown/Fairfield/Liverpool Lawn Mowing Service .................. 4629 1752
*Ageing, Disability & Home Care, Department of Family & Community Services*
Subsidised lawn mowing & some low-level garden maintenance.

Fairfield Home Modification and Maintenance Lawn Mowing Service (FAHMOS) ................................................................. 9607 2844
Cabramatta Community Centre
Subsidised lawn mowing service and low level garden maintenance for Fairfield LGA

SWS Gardening & Lawn Mowing Service ................................. 8741 5919
*Baptist Community Services*
Gardening to make home & yard safe, & lawn mowing.

**MENTAL HEALTH SERVICES**

Specialist Mental Health Services for Older People Community Teams
Bankstown ............................................................................. 9722 7107
Liverpool/Fairfield ................................................................... 0439 308 706
Emergency After Hours ......................................................... 1800 011 511
*South Western Sydney Local Health District*
Provide specialist community based clinical assessment and case management for consumers and support for their families/ carers.
RESPITE & CARER SUPPORT
A break for the carer from their normal caring responsibilities whilst also providing recreational/social opportunities for the frail aged person or person with a disability.

SWS Commonwealth Respite & Carelink Centre ..................... 1800 052 222
Anglicare
Information, advice & support about respite options available to carers. Can look at alternate respite options, assist in booking residential respite, help arrange emergency respite, refer on to other services. Emergency respite is accessible to carers after hours in the event of carer emergency such as hospitalisation of primary carer or extreme carer stress. All services are targeted to primary care givers.

HACC Respite SWS .................................................................... 1300 733 510
Kincare
Respite for carers of people with disabilities & frail aged

HACC Respite SWS ..................................................................... 8778 2300
Northcott
Respite for carers of people with disabilities & frail aged

HACC South West Sydney Respite Options ................................. 9783 6555
Baptist Community Services
Planned in-home respite for carers of frail aged & people with disabilities from 2 yrs old.

Home Care Services
Bankstown/Fairfield .......................................................... 9793 0900/referral 1800 350 792
Liverpool........................................................ 4629 1620/referral 1800 350 792
Ageing, Disability & Home Care, Department of Family & Community Services
Respite for carers of frail aged & people with a disability

In Home Respite Service.............................................................. 1300 732 370
Stanhope Healthcare Service
In home respite for frail aged and people with dementia

Respite for Employed Carers Service................................. 1300 902 887
Hammond care
For carers of frail aged people who want to study or work.
SWS Young Carers Program .......................................................... 1800 052 222
Anglicare
Supports young carers while they are doing their secondary education by giving them regular breaks from their caring role.

Emergency Respite

SWS Commonwealth Respite & Carelink Centre ....................... 1800 052 222
Anglicare
Information, advice & support about respite options available to carers. Also provides emergency & short-term respite.

South West Sydney Emergency Respite .................................... 9821 1242
CatholicCare
Emergency respite for carers of the frail aged & younger people with disabilities. 24 hour phone line, respite up to 48 hours.

Overnight Respite

Overnight Respite Cottage Program - River Cottage ............... 4659 0335
Carrington Centennial Care Ltd.
Overnight respite for carers of frail aged or people with dementia

Culturally Appropriate Respite

Aboriginal Flexible Respite .................................................... 1300 797 606/ 4633 2111
Aboriginal Home Care
Flexible respite for carers of frail aged & people with a disability of Aboriginal & Torres Strait Islander background.

CALD HACC Respite .............................................................. 8717 1500
Multicultural Community Care Services (MCCS)
For carers of people who are frail aged or people with a disability who are of a non-English speaking background.

Polish Respite & Carer Support Service ........................... 9716 0036
Polish Australian Welfare Association
For carers of people who are frail aged or people with a disability who are of a Polish or Eastern European background.
Transcultural Respite Service .......................... 4564 6157/ Referral 1800 728 968
South Western Sydney Local Health District
For carers of people who are frail aged or have dementia & are of a non-
English speaking background. Run ethnic clusters within existing day centre,
community halls & social clubs.

CALD Dementia Respite Care Service................................. 8717 1509
Multicultural Community Care Services (MCCS)
Respite for CALD carers, caring for a person with a diagnosis of dementia

Dementa Carer Respite Program (Bankstown)...................... 9898 0000
Diverse Community Care
Respite service for carers of people diagnosed with dementia. Priority of
access is given to people from a Culturally and Linguistically Diverse (CALD)
background. The service is primarily aimed at Arabic, Chinese and Vietnamese
communities but is open to all CALD communities.

Dementia Respite

Dementia Respite Care Service................................. 8717 1509
Multicultural Community Care Services (MCCS)
Respite for carers, caring for a person with a diagnosis of dementia

Dementia Respite ...................................................... 8295 1814
Hammond care
In-home respite for carers of people with dementia with challenging behaviours.

Dementia Respite Service........................................... 1300 902 887
Hammond Care
People with dementia & Carers of people with dementia

Dementia Respite
Fairfield/ Liverpool ....................................................... 1300 847 845
Uniting Care
Respite for older people with dementia and challenging behaviours living with a
carer

Reslink.......................................................... 4564 6157/ Referral 1800 728 968
South Western Sydney Local Health District
Respite for carers of people with challenging behaviour due to dementia
## SENIOR CITIZENS’ CENTRES
Offer a meeting place for seniors activities & are available for hire.

### Bankstown
- Bankstown .......................................................... 9796 7779
- Chester Hill .......................................................... 9738 5443
- Condell Park .......................................................... 9707 9537
- Georges Hall ........................................................ 9726 3503
- Greenacre ............................................................. 9750 5870
- Padstow ............................................................... 9774 2736
- Panania ................................................................. 9773 5499
- Punchbowl ........................................................... 9750 0061
- Villawood ............................................................. 9726 3616
- Yagoona ............................................................... 9709 4931

### Fairfield
- Cabra-Vale Senior Citizens Centre ......................... 9725 6870
- Fairfield Senior Citizens Centre .............................. 9724 1486
- Villawood Senior Citizens Centre ............................. 9726 3616

### Liverpool
- Liverpool Hilda Davis Centre ................................. 9602 6278
- Lurnea Neighbourhood Centre ............................... 9608 4010
- Moorebank Neighbourhood Centre ......................... 9601 2665
- Moorebank District Senior Citizens ......................... 9601 3924
- Warwick Farm Neighbourhood Centre .................... 9602 0298
- Wattle Grove Neighbourhood Centre ....................... 9825 2575
Recreation/ Leisure Activities

Outreach Library Services
Bankstown ................................................................................................................. 9707 9733
Fairfield ....................................................................................................................... 9725 0341/ 9725 0360
Liverpool ...................................................................................................................... 9821 9430
Free home library service for people who are housebound or living in residential care. Free bus service available to take people to the library.

Stroke Recovery Groups
Bankstown .................................................................................................................... 9796 8998
Fairfield ......................................................................................................................... 9616 8610
Padstow/East Hills ..................................................................................................... 9774 2426
Liverpool ...................................................................................................................... 9807 6422

Chester Hill Activities (Bankstown) ............................................................ 9645 3700
*Chester Hill Neighbourhood Centre*
Recreational activities including gentle exercise, art & craft, woodworking, computer classes, swimming, tai chi, walking & groups: Older men, grief, writers, grandparents support & friendship.

OWN Bankstown Wellness Centre (Bankstown) …9708 2245/ 0413 001 261
*Older Women’s Network NSW Inc.*
Provides a range of activities for healthy living for older women: gentle exercise (incl. Greek & Arabic), gentle yoga, line dancing, tai chi, drumming, massage, & discussion groups.

Healthy Lifestyle Network (Fairfield) ................................................................. 9727 0477
Healthy lifestyle activities in 7 different community centres.

Prairiewood Leisure Centre (Fairfield) ................................................................. 9757 2433
Healthy lifestyle program for over 50's, including hydrotherapy.

Recreation Sports & Aquatic Club (Fairfield) ...................................................... 9790 5001
A wide range of sport & recreation programs for adults & children with disabilities. Also they provide a support group for parents & carers.
Social Support

Neighbour Aid Links Program .......................................................... 8778 4222
CatholicCare
Volunteer home visiting providing social support to housebound, isolated & lonely older people & people with disabilities

CALD Social Support ............................................................................. 8717 1500
Multicultural Community Care Services (MCCS)
Assisting people from non English speaking background, through a paid companion to meet their need for social contact.

Social Support Monitoring Service
Uniting Care
Bankstown ........................................................................................... 8700 0791
Fairfield/Liverpool .............................................................................. 1300 847 845
Assisting individuals through a paid companion to meet their need for social contact.

Bankstown Social Support (Bankstown only) ............................ 9645 3700
Chester Hill Neighbourhood Centre
Provides individual or small group social support activities for frail & socially isolated Older People.

Seniors Groups Information
Bankstown ........................................................................................... .9707 9464
Fairfield................................................................................................. .9727 0477
Liverpool .............................................................................................. .9821 7759

Telecross ............................................................................................... 1800 352 220
Australian Red Cross
Provides a daily lifeline to the lonely or medically dependent, to ensure their wellbeing & safety.

Housing NSW Tenant Connect ......................................................... 1800 827 677
Australian Red Cross
Older tenants living in public, community or Aboriginal housing can receive a free reassuring daily phone call to confirm they are safe and well.

Community Visitors Scheme .............................................................. 8778 4222
CatholicCare
Social support for socially isolated living in Nursing Home/Hostel.
Italian Community Visitors Scheme .................................................. 9564 0744
Co As It.
Social support for socially isolated Italian Frail Aged living in Residential Care.

TRANSPORT

Community Transport
Bankstown .......................................................................................... 9791 9211
Bankstown Canterbury Community Transport
Fairfield/ Liverpool ................................................................................. 1300 138 794
South West Community Transport
Provides door-to-door wheelchair accessible transport for medical appointments, hospital visits, shopping, social outings. For frail aged & people with disabilities. People need to have a phone assessment before the service can start. Fees are based on distance travelled.

Aboriginal Community Transport ...................................................... 9608 0968
Gandangara Local Aboriginal Land Council
Provides transport for Aboriginal frail aged, younger people with a disability & their carers.

Travel Training ................................................................................... 9426 8999
South West Community Transport
Work with individuals to assist them to use range of transport options available.

Self Drive Access Project
Fairfield/ Liverpool .............................................................................. 9426 8999/ 1300 138 794
South West Community Transport
For clients of SWCT using a wheelchair, needing hoist access & unable to access the ‘family’ car. Provides access to Community Transport vehicles after hours.

Taxi Transport Subsidy Scheme (TTSS) ............................................. 1800 623 724
Must have a permanent disability.

Wheelchair Accessible Taxi's Booking Service ................................. 1800 043 187

Transport Information Line ................................................................. 131 500
Information on which stations are wheelchair accessible

Council Community Buses
Liverpool ............................................................................................. 9821 9172
Fairfield .................................................................................................... 9725 4312
Community buses, 1 with wheelchair access for local community groups.
Ring on morning of your trip to find out which bus routes have accessible buses.

**HOSTEL LEVEL OF CARE AT HOME:**

Community Aged Care Packages (CACPs)

Provides a package of support services based on individual needs, to frail aged people at hostel level of care. Assessment by Aged Care Assessment Team required to access packages. **NOTE:** These packages will be replaced by a new Home Care Packages Program from 1 July 2013.

**Aged Care Assessment Team (ACAT)**

Bankstown .................................................... 9722 8404/referral 1800 455 511
Fairfield/Liverpool ............................................. 9828 4762/referral 1800 455 511

**Sydney South West Area Health Service (Triple I (Hub) Referral Service)**

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</table>
NURSING HOME LEVEL OF CARE AT HOME: Extended Aged Care at Home (EACH)
Provides a package of support services based on individual needs, to frail aged people at nursing home level of care. Assessment by Aged Care Assessment Team required to access packages. **NOTE:** These packages will be replaced by a new Home Care Packages Program from 1 July 2013.

### Aged Care Assessment Team (ACAT)

- **Bankstown** ....................................................... 9722 8404/referral 1800 455 511
- **Fairfield/Liverpool** ............................................ 9828 4762/referral 1800 455 511

**Sydney South West Area Health Service (Triple I (Hub) Referral Service)**

<table>
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<tr>
<th>Category</th>
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<tr>
<td></td>
<td>Bankstown City Aged Care</td>
<td>8717 0000</td>
</tr>
</tbody>
</table>
1. Do you have a problem with a service? Do you want to take action to resolve it?

2. Try to sort it out by raising it at the local level, with the person who provides the service (E.g. Support worker, Driver) or their supervisor (E.g. Co-ordinator).

3. Go up higher in the organisation by speaking to the next level of management (E.g. Branch Manager, Management Committee).

4. If the organisation has a unit that specifically deals with complaints, contact the unit.

5. Make a complaint to an external body that is independent of the service provider.

   • The Community Service Commission (NSW Ombudsman) is an independent & impartial organisation whose role is to deal with complaints about the public sector and/or the provision of community services. Ph. (02) 9384 4999 - (Toll Free: 1800 060 409 – NSW Country)

   • The Department of Health and Ageing is the funding body of most services in this directory. If you’re unable to resolve any issues with your service provider you can contact the Aged Care Complaint Scheme - 1800 550 552

There is also a South West Sydney Directory for People with Disabilities. Contact the SWS HACC Development Officer for copies of either of these. (02) 9791 9765

Acknowledgement
This Directory was produced & updated by Bankstown Area Multicultural Network (BAMN) Inc.
South West Sydney HACC Development Project
Thanks to Bankstown, Fairfield and Liverpool City Councils for printing.

Disclaimer
All care was taken that the information in this directory was current & up to date at the time of printing.
Should any details need to be updated, please contact BAMN on (02) 9791 9765

Updated May 2013