

Nepean Directory of Community Care Services

for frail aged people, people with a disability and carers in the
**Penrith, Hawkesbury and
Blue Mountains**
Local Government Areas

Developed by:

NEPEAN MULTICULTURAL ACCESS PROJECT

TRI Community Exchange

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SERVICES FOR PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) BACKGROUNDS

Health Care Interpreter Service (HCIS)

For urgent requests call: **9840 3456** For non-urgent requests fax or email the booking form (can be downloaded at www.tricomm.org.au/communityNet under Resources, MAP). Fax: **9840 3789** Email: hcis@wsahs.nsw.gov.au

Provides free interpreting services to HACC funded service providers in the Penrith, Hawkesbury and Blue Mountains LGAs and some other areas. Available 24 hours a day, 7 days a week.

Face-to-face interpreting should be used for first interviews, assessments, care plans, family conferences, handling sensitive situations and complaints, counselling, education, information and consultation sessions.

Telephone interpreting should be used for referrals, simple questions and messages, or for administrative matters.

HCIS requires the following information:

- Name of organisation and service type
- Client's location including ADHC Local Planning Area (LPA) and Local Government Area (LGA)
- Type of appointment required (on-site/home visit, phone or group interpreting)
- Language or dialect required
- Date, time and duration required. If possible provide alternative dates
- Exact location if booking on-site or group interpreting
- Client's name and number of clients for group interpreting
- Your name, position and contact numbers
- Indicate if you want HCIS to call the client to inform them about the appointment
- State any special requests such as preferred gender of the interpreter
- If possible provide one week notice

Translating and Interpreter Service (TIS)

13 14 50

People who do not speak English well can phone the Translating and Interpreter Service (TIS) for assistance. You will be required to pay for the TIS service unless your service/organisation has an exemption.

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 phone 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.

Nepean CALD Information Support Service – TRI Community Exchange

4721 1866, ext. 25

Assists people from CALD backgrounds to access HACC Services. The project provides telephone referrals, information and education sessions to community groups, one-on-one counseling and support and advocacy.

Nepean Migrant Access

9833 2416

Provides services for migrants, refugees, humanitarian entrants and long term residents from CALD backgrounds in the Nepean Region. Services include ethno-specific and multicultural aged day care.

BCS Nepean CALD Domestic Assistance

4702 1100

ANGLICARE CALD Social Support

4731 8399

One-to-one social support, either in home or in the community, for frail aged and people with a disability from CALD backgrounds, throughout Penrith, Hawkesbury and Blue Mountains.

SERVICES FOR PEOPLE OF ABORIGINAL AND TORRES STRAIT ISLANDER DESCENT

Home Care Service of NSW Referral and Assessment Service – Aboriginal Access and Assessment Team

1 800 350 792 or 1 300 797 606

Information on domestic and personal assistance for the frail aged and people with a disability.

Aboriginal Health Worker – Nepean Blue Mountains Local Health Network, Lawson Community Health Centre

1 800 013 101

Aboriginal Resource Centre Community Transport

4782 6569

Provides transport to the Aboriginal and Torres Strait Islander frail elderly, people with a disability and their carer who live in the Blue Mountains. Includes shopping trips, medical appointments and social outings.

Gilgai Disability Family Support

9625 2952

Gilgai Aboriginal Carer Support

4721 4480

Aboriginal Medical Service Western Sydney

9832 1356

Provides health care services to the Aboriginal community

Wangary Aboriginal Home Care

4734 9422

INFORMATION & ADVOCACY SERVICES

Nepean CALD Information Support Services - TRI Community Exchange

4721 1866, ext. 25

Assists people from CALD backgrounds to access HACC Services. The project provides telephone referrals, information and education sessions to community groups, one-on-one counseling and support and advocacy.

Commonwealth Respite and Carelink Centre, Nepean

1 800 052 222

Carelink provides information about community care and related services available to support older people, people with a disability and their carers.

Information, Referral and Intake Service - Ageing, Disability and Home Care

9841 9350

Information about ADHC and non-government service providers.

Penrith City Council - Community Development Officer, Older People

4732 7830

Blue Mountains City Council - Aged and Disability Services Development Officer

4780 5546

Hawkesbury City Council - Community Programs Coordinator

4560 4502

Western Sydney Community Forum

9687 9669

HACC Development Officers/Resource Workers provide support, resources, information and advocacy for HACC funded services.

The Aged Care Rights Service

1 800 424 079

An independent advocacy service.

Older Persons Legal Service

9281 3600

Older Persons Tenants Service

1 800 131 310

National Dementia Helpline, Alzheimer's Australia NSW

1 800 100 500

National Aged Care Information Line

1 800 500 853

Provides information about community care and residential aged care options.

Centrelink Retirement Services

132 300

Palliative Care Association of NSW

9282 6436

Information and advice about palliative care services and resources.

Elder Abuse Prevention Information Line

02 6205 3535 (ACT)

Provides information and referral in relation to elder abuse.

Veterans Affairs Network (VAN) Western Sydney

9893 9892

Provides information for members of the veteran community.

Nepean Legacy

4777 9500

Referrals and support for Legacy Widows.

Assistance with Care and Housing for the Aged, Wesley Mission

8887 4955

Advocacy and assistance for clients 60+ at risk of homelessness, or in insecure housing. Support with housing applications and to assist clients maintain tenancies.

Substance.org

4732 1999

Support for people with drug and alcohol issues and coexisting mental health issues.

PATH Inc

4721 0866

Support, information and advocacy for people with disabilities.

ANGLICARE Chesalon Services Western Sydney

4560 3700

Dementia Advisory Service – Offers information, education and support to people living with dementia and their families. Information and training can also be provided to community groups, service providers and residential facilities.

ASSESSMENT AND REFERRAL SERVICES

Aged Care Assessment Team, Nepean Blue Mountains Local Health Network

1 800 013 101

Comprehensive assessment service to identify care needs, advise on appropriate support services and assess eligibility for residential aged care.

Home Care NSW

1 800 350 792

Referral and Assessment for personal care, domestic assistance and respite care.

Continence Promotion Outreach Program

8741 5699

Provides continence assessment, education and advice to those who are experiencing difficulties controlling their bladder or bowel.

Vision Australia

1 300 847 466

Free services for people with low vision and blindness. Includes assessment and prescription of reading aids, help with activities of daily living, adaptive technology assessments and information, occupational therapy and physiotherapy. Available in the Penrith clinics, or as home services.

Nepean Blue Mountains Local Health Network - Mental Health Service

1 800 650 749

Assessment and referral for the community to access mental health services.

CASE MANAGEMENT

Referrals and coordination of support services for frail aged, and people with a disability with complex care needs, to help clients maintain maximum independence and avoid entering residential care prematurely or inappropriately.

ANGLICARE Penrith

4732 2753

ANGLICARE Community Options Program

4731 8399

Client focused case management service supporting clients to reach their optimal level of health and well-being, and enabling people to maintain maximum independence in the community. For HACC eligible clients who have complex support needs throughout the Penrith and Hawkesbury LGAs.

Uniting Care Community Care Services – Blue Mountains

4751 7617

Wangary Community Options

4734 9422

For people of Aboriginal and Torres Strait Islander descent.

ANGLICARE Chesalon Services Western Sydney

4560 3700

Provides CACP, EACH and EACH D packages in the Nepean Area.

Anglican Retirement Villages Aged Care Services

4731 1704

Coordinates CACP packages in the Penrith LGA.

Baptist Community Services

Hawkesbury **4566 4700**

Nepean **4702 1100**

SERVICES FOR AGED PEOPLE WITH COMPLEX NEEDS

Chronic and Complex Care Intake, Nepean Blue Mountains Local Health Network

1 800 013 101

Health care services including community nursing, occupational therapy, speech therapy, palliative care, physiotherapy and continence support.

HOMEFirst - Complex Aged and Chronic Care, Primary Care and Community Health Network, Nepean Blue Mountains Local Health Network

1 800 013 101

Specialising in clients with complicated physical and mental health issues that are negatively impacting their quality of life and ability to self manage. Provides referrals to specialist services, and coordination of case conferences with clients, families and healthcare providers, to develop collaborative management plans.

ANGLICARE Chesalon Services Western Sydney

4560 3700

Complex Care Support – Provides in-home respite, up to 10 hours per week, to carers of people with dementia who have behaviours of concern.

CARER SUPPORT SERVICES

Our Lady of Consolation (OLOC) Aged Care Services

9625 2457

ANGLICARE Chesalon Services Western Sydney

4560 3700

Lifeline Telephone Counselling

13 11 14

Life Goes On

1 300 364 673

Telephone counselling for those who care for the seriously ill.

Carers NSW: Carer Advisory and Counselling Service

1 800 242 636

DEMENTIA SUPPORT & RESPITE CARE SERVICES

Aged Care Assessment Team (ACAT)

1 800 013 101

Assessment and further information for Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACHD) packages.

Community Service Nepean/Blue Mountains

1 800 032 136

Bridges Disability Services, Hawkesbury

4587 0222

Hawkesbury/Penrith Respite Services

4722 2155

Flexible and in home respite packages for people with a disability and their carers. Targeting people with high to complex support needs and/or with ageing carers.

ANGLICARE Chesalon Services Western Sydney

4560 3700

Dementia Advisory Service – Offers information, education and support to people living with dementia and their families. Information and training can also be provided to community groups, service providers and residential facilities.

Eleebana Overnight Respite Cottage – Friday to Sunday - Transport available

In Home Respite Services

Centre Based Respite Services - Transport available

Baptist Community Services

Penrith: 4702 1100

Wiseman's Ferry: 4566 4700

The Tailored Activity Program (TAP), Nepean

1 800 052 222

Home based individually designed program. After an initial assessment a coordinator will assist the Carer in establishing relevant activities, adjusting techniques and/or modifying steps in tasks. By promoting the person's abilities and interests, their behavioural issues are reduced. Therefore the Carer's burden is reduced.

Commonwealth Respite and Carelink Centre, Nepean

1 800 052 222

Provides emergency, crisis and occasional respite support to carers. Emergency respite 24hrs/7days. Also provides information about community care and related services available to support older people, people with a disability and their carers.

ANGLICARE Westlink Respite Services

9832 2300

Providing quality respite care for people with a disability.

Blue Mountains Recreation and Respite Service

4751 9041

Kincare Community Services

1 300 733 510

Australian Foundation for Disability (AFFORD)

8805 3765

Day programs, accommodation, respite care and community participation for people with disabilities.

Australian Home Care, Penrith

1 300 303 770

Outings and in-home respite care.

National Dementia Helpline

1 800 100 500

DAY CARE PROGRAMS/CENTRE BASED RESPITE SERVICES

Provides opportunities for people to socialize and organizes activities and outings.

Bridges Disability Services Hawkesbury Inc.

4587 0222

Fernhaven Dementia Day Centre

Hawkesbury **4587 0215**

Hawkesbury Complex Needs Aged Day Centre

1 800 013 101

Richmond Day Centre (Dementia)

4588 5398

Gilgai Aboriginal Centre, Mt Drutt

9832 3825

For people of Aboriginal and Torres Strait Islander descent.

ANGLICARE Penrith

4732 2753

Nepean Migrant Access, St Marys

9833 2416

Centre Based Day Care General, Centre Based Day Care CALD.

ANGLICARE Chesalon Services Western Sydney

4560 3700

Centre Based Services – Penrith, Richmond, Winmalee, Lawson.

SOCIAL SUPPORT / NEIGHBOUR AID SERVICES

Neighbour Aid

Hawkesbury Neighbour Aid: 4587 0209

Nepean Neighbour Aid, Penrith: 4721 7572

Provides social support to improve quality of life, break the cycle of social isolation, and reduce the risk of premature entry into nursing homes. Volunteers visit clients in their homes weekly or fortnightly. No cost for social home visits, although a contribution may be asked for costs when the volunteer takes a client out.

Acquired Brain Injury Group, Richmond

4588 6222

Richmond Community Services

4588 3555

Hawkesbury/Penrith Respite Services Inc.

4722 2155

ANGLICARE Chesalon Services Western Sydney

4560 3700

Blue Mountains Palliative Support

4759 3001

Based at Lawson, provides trained volunteers to help and support to people with a life limiting illness, their carers and families.

ANGLICARE

Richmond: 4588 6719

Penrith: 4732 2753

One-to-one social support, either in home or in the community, for frail aged and people with a disability from CALD backgrounds, throughout Penrith, Hawkesbury and Blue Mountains.

Uniting Care Ageing

Westmead: 9687 3517

Springwood: 4751 7615

Blue Mountains Volunteer Home Visitors Service

Katoomba - Wentworth Falls to Mt Victoria: 4782 1117

Lawson - Woodford to Bullaburra: 4759 2592

Springwood - Valley Heights to Linden: 4751 3033

Blaxland - Lapstone to Warrimoo: 4739 8169

Services include home visiting, home library service, shopping service and companionship.

Nepean Disabilities Social Group, Penrith

0402 670 717

Social group for people with disabilities and their carers, run by volunteers.

St Marys Senior Citizens Centre

9673 1808

Nepean Retired Men's Club

4773 8833

Blaxland Neighborhood Club for Seniors

4739 3223

Winmalee Neighbourhood Centre

4754 4050

Penrith Valley Seniors Centre

4721 0609

Katoomba/Leura Senior Citizens Club Inc.

4782 1174

Hawkesbury Seniors Leisure and Learning Centre (over 50 years)

4587 0222

MOBILE LIBRARY SERVICES

Free service delivering reading materials, audio books, DVDs and magazines to housebound people.

Hawkesbury Central Library

4560 4460

Katoomba Neighbourhood Centre

4782 1117

Springwood Neighbourhood Centre

4751 3033

Penrith City Library

4732 7891

Emu Plains Library

4735 5577

Penrith City Library

4732 7891

St Marys Library

4732 7455

HEALTH CARE and MEDICAL EQUIPMENT

Community Health Centres - Penrith, St Clair, St Marys, Springwood, Katoomba
1 800 222 608

Lawson Community Health Centre

1 800 013 101

Hawkesbury/Windsor Community Health Centre

4560 5714

Nepean Hospital

4734 2000

Blue Mountains District ANZAC Memorial Hospital

4784 6500

Hawkesbury Hospital

4560 5555

Assessment & Equipment Loan, Blue Mountains Hospital

4784 6503

Program of Appliances for Disabled People (PADP)

4734 2801 or 1800 115 237

Megalong Positioning Service

4784 3971

Tailored equipment for people with disabilities and the frail aged to address mobility, postural, seating and positioning needs.

Vision Australia

1 300 847 466

Free services for people with low vision and blindness, or print handicap for library services. Services include functional assessment and prescription of aids to help reading, help with activities of daily living, employment services for working age clients, adaptive technology assessments and information, occupational therapy and physiotherapy. Available in the Penrith clinics, or as direct home service.

HOME SUPPORT: Domestic Assistance Services & Personal Care Services

Baptist Community Services

Wiseman's Ferry: 4566 4700

Penrith: 4702 1100

Uniting Care Ageing

Westmead: 9687 3517

Springwood: 4751 7615

Kincare Community Services

1 300 733 510

Southern Cross Community Healthcare Services

1 800 989 000

Weekly domestic assistance service, for frail aged people with disabilities and their carers, in the Nepean and Hawkesbury.

Australian Home Care, Penrith

1 300 303 770

A range of in-home care options including personal care, domestic assistance, live-in care, attendant care packages, and lifetime care services. Available as funded packages or private care. Available from one hour per month to 24/7 care.

HOME SUPPORT: Pets

Pets of Older Persons (POOPS), RSPCA

9770 7555

Assists socially isolated elderly people by offering assistance with their pets in times of crisis. The POOPs Program aims to keep pets and their elderly owners happy, healthy and together in their own homes for as long as possible.

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

Blue Mountains Home Modification & Maintenance Service

4782 1117

Services the Blue Mountains.

Fusion Home Modification and Maintenance Service (St Marys)

8805 5960

Services the Hawkesbury and Nepean areas.

Vision Australia

1 300 847 466

Free services for people with low vision and blindness, or print handicap for library services. Services include functional assessment and prescription of aids to help reading, help with activities of daily living, employment services for working age clients, adaptive technology assessments and information, occupational therapy and physiotherapy. Available in the Penrith clinics, or throughout the Hawkesbury, Blue Mountains and Penrith areas as direct home services.

Peppercorn Services Inc. Hawkesbury

4587 0222

Gardening & Lawn Mowing.

Australian Home Care, Penrith

1 300 303 770

Home and garden maintenance.

Grey Army

13 11 98

A range of services such as handymen, gutter cleaning, cleaners, roof repairs, plumbers, electricians, concreters, builders, painters, gardeners and tree lopping.

Smoke Alarm Battery Replacement for the Elderly (SABRE)

Contact your nearest NSW Fire Brigade Station:

Assists senior citizens in the maintenance of their fire safety devices.

ALLIED HEALTH: Occupational Therapy

Fusion Blue Mountains

4751 5911 or 0407 899 937

Vision Australia

1 300 847 466

Free services for people with low vision and blindness, or print handicap for library services. Services include functional assessment and prescription of aids to help reading, help with activities of daily living, employment services for working age clients, adaptive technology assessments and information, occupational therapy and physiotherapy. Available in the Penrith clinics, or throughout the Hawkesbury, Blue Mountains and Penrith areas as direct home services.

FOOD SERVICES:

Centre Based and Delivered Meals

Hawkesbury Colo Meals on Wheels Inc.

4571 1655

Nepean Food Services Inc.

4733 7200

Delivers hot or ready to heat meal at low cost to the frail aged, people with disabilities and those who are temporarily unable to cook for themselves and their carers. Also CALD specific meals service. Social Club held on a Thursday, come along for activities morning tea and lunch. Community transport available. 16 Jeanette Street, Regentville Hall, Regentville.

Blue Mountains Food Services

4757 2811

Meals can be delivered to your home, or centre-based meals are available at Blaxland, Springwood, Lawson, Katoomba and Blackheath throughout the week.

Peppercorn Services Inc. - Centre Based Meals Program, Hawkesbury

4587 0222

FOOD SERVICES:

Free meals, food parcels and vouchers in the Penrith Area

ANGLICARE Penrith

4728 4466

Food assistance (parcels or vouchers) for individuals and families experiencing financial stress by assessment. Available for residents of Penrith LGA only.

Barnardos Penrith Children's Family Centre, Cranebrook

4729 1211

Provides free food parcels (when available). Office hours: 9:00am- 1:00pm & 2:00pm- 5:00pm Monday to Friday.

Foothills Vineyard Church, Cranebrook

4732 3139

Provides a free hot meal. Hours: 5:30pm- 7:00pm Every Friday night (Cancelled if raining). 1 Progress Way, Cranebrook (in car park).

Hillsong City Care, St Marys

9673 2366

Provides free food parcels. Office hours: 10:00am – 2:00pm Tuesday, Thursday, and Friday. Shop 6/40 Phillip Street, St Marys.

Penrith Care (West Care)

4731 3275

Provides free food parcels for singles and families in financial distress. Only available to people living in the Penrith local government area. Suite 114, 114 – 116 Henry Street, Penrith. Office Hours: 10:30am – 2:00pm (last appointment 1:30pm), Monday, Wednesday, Thursday and Friday.

Penrith Church of Christ

0433 519 569

Provides free food vouchers. 156 Stafford St, Penrith.

Penrith Community Kitchen

4721 1444

Provides free lunch time meals to homeless young people and adults, low income earners and those in need. Donations appreciated. Office hours: 11:30am to 1:30pm, Monday to Friday. Shops 9/10, Calokerinos Arcade, 488-490 High Street, Penrith.

Riverlands Christian Church

Free breakfast in Judges Car Park (in between Union Rd and Station Lane), Penrith, Wednesdays and Fridays.

St. Vincent de Paul, Kingswood

4731 5900

Provides free food parcels and vouchers (after home visit). Office hours: 9:00am – 4:00 pm, Monday to Friday, 9:00am – 12:00 noon Saturday. 74 Cox Avenue, Kingswood.

The Rock (Christ Mission Possible)

0409 135 766

Thursday morning hot breakfast- donations welcome. Thursday night 6pm, dinner served at 6:30pm (operates in all weather). Kingswood train station.

Community Services Centre (The White House), The Salvation Army Penrith

4721 2725

Provides free meals, parcels and food vouchers. Office Hours: 9.30am to 12:00 noon, Tuesday, Wednesday and Friday. 18 Lawson Street, Penrith.

Vinnies Van

9689 1500

Free tea, coffee and snacks. Every night 8:30- 9:30pm. Corner Station St and Allen Place, Penrith.

FOOD SERVICES:

Free/low cost meals and food parcels in the Blue Mountains

Blackheath Area Neighbourhood Centre

4787 7770

265 Great Western Highway (Corner Gardiner Cres) Blackheath.

Katoomba Civic Centre

4782 1174

Morning tea at a minimal cost on Mondays, Wednesdays, Fridays and occasional Saturdays, 9:30am – 12 noon. Lunch on Tuesdays, 11:45am – 12:45pm, \$5.00.

87 Katoomba Street, Katoomba.

Katoomba Neighbourhood Centre

4782 1117

Free lunch 1st and 3rd Thursdays of the month (3rd Thursday is a vegetarian meal provided by Ananda Marga), 12:00 – 1:30pm. Donations appreciated. Also free bread available on Wednesdays. 6 Station Street Katoomba.

Salvation Army

4782 5124

Free breakfast Monday – Friday, 7:30 – 8:30am. Free lunch Friday 11:30am – 12.30pm. Donations appreciated. 33 Waratah Street, Katoomba (Next to Centrelink).

St Hilda's Anglican Church Café Manna

4782 1608

Affordable meal and entertainment on occasional Friday nights, 6pm. Phone or go to www.cafemanna.net for dates and information. 68 Katoomba Street, Katoomba.

Uniting Church

4757 4394

Open Hearth free lunch, Tuesday 11:30 am – 1:00pm. Free dinner last Friday of the month 5:30– 7:00pm. 223 Katoomba Street, Katoomba (next to Telstra).

Salvation Army**4782 9251**

Monday and Friday 10.00am - 1.00pm. 33-35 Waratah Street, Katoomba (next to Centrelink Building).

Blue Mountains Family Support Service**4782 1555**

Monday, Tuesday 9.30am - 4.00pm Thursday 10.30am - 4.00pm. 10 Station Street Katoomba.

St Vincent de Paul – Katoomba**4782 5155**

Monday-Friday 9.30am - 12.30pm. 65 Waratah Street, Katoomba.

St Vincent de Paul – Springwood**4751 2271**

Tuesday 1:30pm - 3:00pm. 272 Macquarie Road, Springwood.

Springwood Civic Centre

Meet 'n' Eat Café, Wednesday 12noon- 1:30pm, Free (\$5 waged). Macquarie Rd, Springwood.

Lower Mountains Family Support Service**4739 5963**

Tuesday, Thursday and Friday 9:00am - 12:30pm & 1:30pm - 4:00pm. 70 Old Bathurst Road, Blaxland.

TRANSPORT SERVICES

Peppercorn Community Transport, Hawkesbury**4587 0222**

Transport services for frail older people, and others in need, within the Hawkesbury local government area and people who live in geographically isolated areas of the Hawkesbury, with no access to transport. Services include weekly seniors shopping bus to either Windsor or Richmond malls.

Great Community Transport**Penrith: 4731 6390****Blue Mountains: 4759 2403**

Special care, wheelchair accessible, door-to-door transport for eligible Blue Mountains and Penrith clients, for local shopping, outings and medical appointments.

Gilgai Aboriginal Centre, Mt Druitt**9832 3825**

For people of Aboriginal and Torres Strait Islander descent.

Lower Mountains Neighbourhood Centre**4739 1164**

Weekly shopping bus to Blaxland IGA or Lennox Centre, and transport to and from medical appointments.