

# Directory of Commonwealth Home Support Program (CHSP) Services in Western Sydney

January 2021



Cumberland Prospect  
**MULTICULTURAL  
ACCESS PROJECT**

Western Sydney Local  
Health District,  
Multicultural Health  
Services  
Phone: 9840 3877

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to provide updated  
information to the  
Multicultural Access  
Project.



**Health**  
Western Sydney  
Local Health District

## Abbreviations

CHSP	Commonwealth Home Support Program
CALD	Culturally and Linguistically Diverse
WSLHD	Western Sydney Local Health District
ACAT	Aged Care Assessment Team
LGA	Local Government Area
TIS	Translating and Interpreter Service

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List of Commonwealth Government Subsidised Services and Private Services  
can also be searched on My Aged Care homepage – <http://www.myagedcare.gov.au>

Please refer to My Aged Care homepage as main source of information.

### 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.

## 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.

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Anglicare at Home

Ph: **1300 111 273**

[Personal Care](#)  
[Domestic Assistance](#)  
[Social Support Individual](#)  
[Flexible Respite – In-home and centre-based](#)

Areas covered: The Hills, Blacktown, Parramatta, Penrith, Blue Mountains and Hawkesbury

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Australian Home Care (AHC)

Ph: **1300 303 770**  
Fax: **1300 557 532**  
Email: [intake@ahcs.org.au](mailto:intake@ahcs.org.au)

AHC offers service delivery including domestic assistance and personal care, respite care and in home support social support, community access care coordination and After Hours support.

[Domestic assistance](#)  
[Personal Care](#)  
[Respite Care - In-Home Social Support \(minimum one-hour service\)](#)

Areas covered: Western Sydney LHD

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Australian Nursing Home Foundation Ltd / 60 Weldon Street Burwood NSW 2134  
(Chinese and Vietnamese specific)

Email: [chspadmin@anhf.org.au](mailto:chspadmin@anhf.org.au)

[Domestic Assistance](#)  
[Personal Care](#)

Ph: **9784 0837**

For more information, please contact Head Office  
Areas covered: Western Sydney

Ph: **8741 0218**

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BaptistCare – Western Sydney / 8 Free Settlers Drive, Kellyville NSW 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

[Personal Care Service](#)  
[Domestic Assistance](#)  
[Respite Care - In-Home Social Support](#)

Ph: **1300 275 227**

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

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Bolton Clarke / 32 Delhi Rd, Macquarie Park NSW 2113

[Domestic Assistance](#)  
[Personal Care Service](#)

Ph: 1300 221 122

Areas covered: All of Sydney and surrounding suburbs

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KinCare Community Services / 4/20 Lexington Drive, Bella Vista NSW 2153

[Domestic Assistance](#)  
[Personal Care](#)  
[Social Support](#)

Ph: 1300 733 510  
Fax: 1300 733 520

Areas covered: Auburn, Blacktown, Holroyd and Parramatta LGAs

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PAWA Community Care / 182 Liverpool Rd, Ashfield NSW 2131

[Domestic Assistance](#)  
Also includes unaccompanied shopping  
  
[Personal Care](#)

Ph: 9716 0036

Areas covered: Western Sydney

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

[Personal Care Service](#)  
[Domestic Assistance](#)

Ph: 1800 989 000

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

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Southern Cross Care NSW & ACT / Level 4, 16-18 Bridge Street, Epping NSW 2121

[Personal Care Service](#)  
[Domestic Assistance](#)  
[Social Support](#)

Ph: 1800 632 314

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SydWest Multicultural Services / Main office: Level 2, 125 Main Street Blacktown NSW 2148  
Ph: 9621 6633 Fax: 9831 5625  
Email: [agedcareadmin@sydwestms.org.au](mailto:agedcareadmin@sydwestms.org.au)

Mt Druitt Hub: Level 1. 13 Cleeve Close, Mt Druitt NSW 2770 (entry from Dawson Mall)  
Ph: (02) 9625 0455 Fax: 9625 0322

Penrith Hub: Suit 113, Community Connections Building, 114-116 Henry Street, Penrith NSW 2750  
Ph: (02) 9621 6633

Rouse Hill Hub: Vinegar Hills Community Centre, 29 Main Street, Rouse Hill Town Centre NSW 2155  
Ph: (02) 9621 6633

#### Personal Care & Domestic Assistance (CALD Specific)

SydWest provides quality Aged Care Services to assist people from culturally and linguistically diverse backgrounds to live independently in their homes and in the community for as long as possible. We have workers who speak Anyuak, Arabic, Bosnian, Cantonese, Croatian, Dutch, English, Farsi, Filipino, French, Hindi, Italian, Korean, Krio, Kurdish, Macedonian, Madie, Malay, Maltese, Mandarin, Persian, Polish, Punjabi, Russian, Serbian, Spanish, Tagalog, Tamil, Turkish and Ukrainian.

Areas covered: Blacktown, Cumberland, Parramatta and The Hills LGAs

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

[Domestic Assistance](#) Ph: 9761 7698  
Areas covered: The Hills, Parramatta and Blacktown LGAs

[Personal Care](#) Ph: 9761 5707  
[Social Support](#)  
Areas covered: The Hills, Auburn, Parramatta, Blacktown and Holroyd LGAs

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Uniting NSW ACT / Suite 301, Level 3, 83 Flushcombe Road, Blacktown NSW 2148

[Domestic Assistance](#) Ph: 1800 486 484  
Areas covered: Blacktown, Auburn, The Hills, Holroyd and Parramatta LGAs

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Wesley Mission / PO Box 84, 43 Fourth Avenue, Blacktown NSW 2148

[Wesley Domestic Assistance and Shopping Service](#) Ph: 8887 4966  
Areas covered: Auburn, The Hills, Blacktown, Holroyd and Parramatta LGAs

## 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.

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Active Care Network Inc.  
(Formally Easy-Go Connect Community Transport and Great Community Transport)  
Building 3, 13 Bessemer St, Blacktown NSW 2148 and 56-58 Cox Avenue, Kingswood NSW 2747

Gardening and home maintenance services

Ph: (02) 4722 3083

Email: [bookings@activecarenetwork.org.au](mailto:bookings@activecarenetwork.org.au)

Areas covered: Blacktown, Penrith and The Blue Mountains

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BaptistCare / 18 Powdrill Road, Prestons NSW 2170

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

[Home Maintenance and Modification Service](#)

Ph: 1300 275 227

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

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City of Parramatta Council – Community Care Team / 126 Church Street, Parramatta NSW 2150

[Lawn Mowing and Basic Gardening Service](#)

Ph: 9806 5121

Areas covered: Parramatta LGAs

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JobQuest Home Maintenance, Lawn Mowing and Gardening Services /  
Unit 7, 79 Mandoon Road, Girraween NSW 2145

Ph: 8677 8885

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

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

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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 The Hills LGAs

[Lawn Mowing Service](#)

Ph: 9832 4599

Areas covered: Auburn, Blacktown, Holroyd and Parramatta LGAs

[Home Maintenance and Modification Service](#)

Ph: 9832 4599

Areas covered: Blacktown LGA

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

[Easy Care Gardening Service](#)

Ph: 9761 7612

Areas covered: The Hills

[Home Modification and Maintenance Service](#)

Ph: 9761 7615

[Lawn Mowing](#)

Ph: 9761 7695

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

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Wesley Mission / 40 Stewart Street, Ermington NSW 2115

[Wesley Home Modification & Maintenance Service](#)

Ph: 9804 5266

Areas covered: Auburn, Holroyd and Parramatta LGAs

[Wesley Home Modification Service](#)

Areas covered: Blacktown and The Hills LGAs



## HEALTH CARE and MEDICAL EQUIPMENT for HIRE

Western Sydney Local Health District

### Chronic and Complex Community Nursing

This service is provided by Community Nurses either in their homes and/or Community Nursing Clinics.

- Persons with a chronic disease requiring care, management and integration of services
- Persons requiring wound management related to chronic disease, complex wounds, post-surgical and acute wounds
- Persons requiring continence assessment and management related to chronic disease
- Persons requiring supportive care and symptom management for oncology treatments
- Persons requiring a nursing procedure who are mobile and have access to transport will attend the local Community Nursing Clinic

### Chronic and Complex Allied Health

This service is provided by Community Allied Health clinicians in their homes and Podiatry Clinics.

#### Podiatry

The Chronic and Complex podiatrists try to improve the foot health of people who are at risk of foot complications and our goal is to prevent hospitalisation and foot amputations. Podiatry care is delivered in one of our clinics or in the patient's home and it is provided to people with an identified clinical need, such as those with reduced blood flow to their feet and/or loss of feeling in their feet.

#### Physiotherapy

Provides a home visiting service to clients who cannot access a physiotherapy service outside their own home. Physiotherapy offers assessment, treatment and education for falls prevention, including home exercise programs to improve strength and balance, mobility issues, mobility aid recommendations, management of chronic lung diseases and functional activities to maintain independence at home.

#### Occupational Therapy

Provides a home visiting service which offers 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 modifications.

#### Dietetics

Provides a home visiting service which offers nutrition information and support to assist in managing a variety of conditions such as: unintentional weight loss, pressure injuries and wounds, texture modified diets, diabetes, obesity and enteral feeding.

#### Speech Pathology

Provides a home visiting service which offers diagnostic assessment and treatment of speech, language, voice, communication, feeding and/or swallowing disorders.

Areas covered: The Hills, Blacktown, Cumberland and Parramatta LGAs

Referrals via:

Commonwealth 'My Aged Care'.

Online: [www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral)

Telephone: 1800 200 422

Chronic & Complex services are listed as 'Allied Health & Community Nursing & Social Support Group WSLHD' on the 'My Aged Care' portal.

To enquire ring:	Auburn Community Health Centre	8759 4000
	Blacktown Community Health Centre	9881 8700
	Doonside Community Health Centre	8670 3300
	Mt Druitt Community Health Centre	9881 1200
	The Hills Community Health Centre	8853 4500
	Merrylands Community Health Centre	9682 3133
	Parramatta Community Health Centre	9843 3222

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Anglicare Health Centre Castle Hill / 12 Broughton Ave, Castle Hill NSW 2154

[Clinic based Physiotherapy services, exercise and therapies](#)

Ph: 8820 3033

Areas covered: Cumberland Prospect Region

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Anglicare CHSP Goods, Equipment and Assistive Technology Service

Ph: 1300 111 278

This service offers people access to assistive equipment and technology that may support them to remain independent living at home.

Areas covered: Nepean Blue Mountains Region

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BaptistCare - Western Sydney / 8 Freesettlers Drive, Kellyville NSW 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

[Allied Health - Physiotherapy & Occupational Therapy](#)

Ph: 1300 275 227

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

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Bolton Clarke / 32 Delhi Rd, Macquarie Park NSW 2113

[Nursing Service](#)

Ph: 1300 221 122

Areas covered: All of Sydney and surrounding suburbs

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Gilgai Aboriginal Centre / 2 Bindaree St, Hebersham NSW 2770

Ph: 9832 3825

Service provides up to 5 sessions of short term restorative care, which is a therapy designed to help slow the difficulties recipient are having with everyday tasks, or regain independence after a setback.

[Physiotherapy](#) – currently vacant

Remedial Massage Therapy – mobile service across Western Sydney

[Hydrotherapy pool and Exercise Physiology – Bella Vista \(Hills District\)](#)

[Dietetics](#) - Blacktown, Rooty Hill, Glendenning, Kings Langley, Merrylands.

[Occupational therapy](#) – Penrith, Kingswood and mobile service across Western Sydney from Toongabbie.

[Podiatry](#) – mobile service across Western Sydney

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Health Share / EnableNSW

Locked Mail Bag 5270 Parramatta NSW 2124

Ph: 1800 362 253

Email: [enable@health.nsw.gov.au](mailto:enable@health.nsw.gov.au)

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

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

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Hills Community Medical Equipment Pool

Unit 18 / 92 Seven Hills Road, Baulkham Hills NSW 2153

Ph: 9686 1878

Email: [info@hcmep.oeg.au](mailto:info@hcmep.oeg.au)

\*Currently closed until further notice due to the risk posed by the COVID-19 situation

[Provides disability, 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, Auburn, Blacktown, The Hills, Holroyd and Parramatta LGAs

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KinCare Community Services / 4/20 Lexington Drive, Bella Vista NSW 2153

[Nursing Service](#)

Ph: 1300 733 510 Fax: 1300 733 520

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

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

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Assistive Technology Australia (AT Australia) / Shop 4019, Westpoint, 17 Patrick Street Blacktown  
NSW 2148

Ph: [1300 452 679](tel:1300452679)  
Email: [help@at-aust.org](mailto:help@at-aust.org)

AT Australia provides independent free advice and information relating to assistive technology and build environment, to assist people to make informed choice.

AT Australia do not provide assessment or prescription, sell or rent, but has an extensive database to assist locating relevant resources.

Areas covered: All of Australia

## DEMENTIA SUPPORT & RESPITE CARE SERVICES

Western Sydney Local Health District Dementia Advisory Service (DAS)

Ph: 0434 568 775

Western Sydney Local health District, C/-Geriatric Medicine, Westmead Hospital  
DAS provides information and advice on dementia and support for carers including info on relevant community services, and how to access them.

### Information and Education:

Introduction to Dementia monthly at Westmead hospital and online.  
Ongoing information and education sessions

### Dementia Café for people living with dementia and their families and friends

Meetings are free and include morning tea, health and community information, and an opportunity to meet with other people with dementia and their families. Monthly meetings are held in Castle Hill. New cafes to commence in 2021 contact DAS for further information.

### Dementia Carer Support Groups

Castle Hill and Toongabbie  
“Changes” group for carers of people in residential care or who have passed away.

### Peer support groups for people with dementia

Discussion groups for people in the early stages of dementia.

### Dementia Interest Groups

Monthly meetings that provide information about dementia and related issues as well as the opportunity to meet others and share experiences. Currently meeting in Auburn, Granville and Rooty Hill. New groups are planned for 2021.

### The Dementia Alliance

A monthly meeting of people with dementia, their carers, Anglicare at Home DAS, WSLHD DAS, Multicultural Health Services, Dementia Australia, Local Councils and the Western Sydney Community Forum.  
This group looks at practical strategies and programs to promote a Dementia Friendly Western Sydney.

### Therapeutic Programs

Cognitive Stimulation workshops for people living with dementia and Psycho-educational groups for people living with dementia and their family and friends including:

- ‘Dementia Basics’ a program for people in the early stages of dementia and their carers
- ‘Making A Difference’ Cognitive Stimulation Workshops
- ‘Creative Ways to Care’
- Support for people with language difficulties

### Other Activities include:

Online dementia Café and Carer Support groups  
Evening sessions for the adult sons and daughters of people with dementia.  
Sessions providing information about services and resources available to people with dementia and their carers.  
A monthly gardening group at Riverstone Neighbor Aid Community Garden

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

[Dementia Helpline](#)

Ph: 1800 100 500

[Dementia Behavioural Management Advisory Service 24hr helpline](#)

Ph: 1800 699 799

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Anglicare's Dementia Advisory Service (DAS)

Ph: 1300 111 278

The service supports people living with dementia and their carers across Western Sydney and Nepean regions. The service aims to provide information, education, cognitive rehabilitation strategies and support, to improve wellbeing for people living with dementia and the people that care for them.

Our services can inform and support people to understand dementia, provide strategies and counsel with the goal of keeping people living with dementia meaningfully engaged and enjoying life. Services provided include individual and family support through home visits and phone calls; groups and forums for information, skill building and support; guidance, support and advocacy to navigate the aged care system and to transition between aged care services; and information and education sessions for local people and community workers.

Dementia Advisory Services in conjunction with Western Sydney Local Health District facilitate various groups:

[Connection Cafes](#) - Parramatta, Blacktown, Hills, The Ponds, Lidcombe.

[Connection groups](#) – Groups for men and women living with dementia – Toongabbie, Hills

[Carers support groups](#) – Toongabbie, Hills, male carers support group.

[Online groups](#) – Dementia Interest group and carer support groups

[Information and education](#) –

- Fun with information - Information on various topics such as health concerns, centrelink payments
- Dementia Interest Group – Discuss various aspects of dementia
- Cognitive stimulation workshops – A ten week program for people living with dementia
- Creative ways to care- A six week program for carers
- I wish someone had told me! – A biannual information forum on topics such as taxi subsidies, companion cards)
- When your parent has dementia - A quarterly forum for adult children of people living with dementia
- We Matter- An annual forum for people living with dementia and their carers focusing on particular topics such as motivation, environment.

[Western Sydney Dementia Alliance](#) – The Alliance is a group of people living with dementia, their carers and other organisations and local bodies interested in acting to bring about dementia friendly communities.

[Brain Enrichment Support Team \(BEST\) Program](#) - The BEST program works with people who are experiencing the effects of dementia. The program provides an individualized plan and practical support to maintain the activities of daily life.

### Brain Training -

Brain Training is a 3-week program, for people above the age of 65 years, who wish to increase their memory but do not have a diagnosis of dementia. It is facilitated by clinical neuropsychologists and neuroscience researchers. The program provides guided strategies to manage lifestyle factors known to impact memory and reduce the risk of developing dementia.

Areas covered: Western Sydney and Nepean Regions

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Anglicare

Ph: 1300 111 278  
Email: [athomeinfo@anglicare.org.au](mailto:athomeinfo@anglicare.org.au)

### Social and Wellness Centres – Western Sydney Glenhaven, Whalan, Rooty Hill, Richmond, Penrith and Winmalee

These services provide respite for carers of frail older people, including people living with dementia, helping to balance life and caring responsibilities. The centres offer interesting activities, outings, exercise programs and fun social interaction.

Meals, activities, outings and transport provided.

Respite is offered: In-home, centre based, community inclusion activities and overnight in our respite cottage

**Activity groups-** Toonie Tunes (sing a long); Thursdays at Toongabbie (cognitive stimulation); Fun with Fitness (gentle exercises)

Areas covered: Western Sydney and Nepean Regions

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### Dementia-Specific Aged Day Services – Western Sydney Local Health District

Dementia-Specific Aged Day Services provides client-centred, wide ranging health care services to older persons diagnosed with dementia.

Services include:

- Individual health assessments
- Health, well-being and social group activity programs
- Transport to and from the Aged Day Service
- Access to nursing and allied health services
- Lunch
- Carers information and support

Dementia-Specific Aged Day Services provides services to clients over 65 years of age who have been diagnosed with dementia. Persons who identify as Aboriginal or Torres Strait Islander aged over 50 years also qualify.

The following Dementia-Specific Aged Day Services are available:

#### Tallowood Centre Dementia-Specific Aged Day Service

Grounds of Mt Druitt Hospital, Railway Street Mt Druitt NSW 2770

Enquiries Ph: 9881 1524

Tallowood Aged Day Support Group provides services to residents of the Blacktown Local Government Area. This is a secure, dementia specific day care centre intended for all cultures.

**Hevington House Dementia-Specific Aged Day Service**  
19 Hevington Road Auburn NSW 2144

Enquiries Ph: **8759 4914**

Hevington House Aged Day Support Group provides services to residents of the Cumberland Local Government Area. This is a secure, dementia specific day care centre intended for all cultures.

Referrals via:  
Commonwealth 'My Aged Care'.

Online: [www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral)  
Telephone: 1800 200 422

Chronic & Complex services are listed as 'Allied Health & Community Nursing & Social Support Group WSLHD' on the 'My Aged Care' portal.

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Australian Home Care (AHC)

Ph: **1300 303 770**  
Fax: **1300 557 532**  
Email: [intake@ahcs.org.au](mailto:intake@ahcs.org.au)

**Domestic assistance (minimum one hour service, personal care and support coordination)**  
AHC offers service delivery including domestic assistance and personal care, respite care and in home support social support, community access care coordination and After Hours support.

Areas covered: Western Sydney LHD

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Australian Nursing Home Foundation Ltd / 60 Weldon Street Burwood NSW 2134  
(Chinese and Vietnamese specific)

Email: [chspadmin@anhf.org.au](mailto:chspadmin@anhf.org.au)

**Flexible Respite (In-home and In-centre)**  
**Centre Based Respite**

Ph: **9784 0871**

**Dementia Support Group**  
For more information, please contact Head Office

Ph: **9784 0843**  
Ph: **8741 0218**

Areas covered: Western Sydney

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BaptistCare – Western Sydney / 8 Free Settlers Drive, Kellyville NSW 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

**Respite Care - In-home**  
**Social Support Individual - In home, community access and group outings, lunches and craft**  
**Carers Corner - Carer meeting monthly**

Ph: **1300 275 227**

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

**Social Club at The Gracewood**

Ph: **1300 275 227**

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

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



[Willmette Cottage](#) / 9 Garigal Rd Kellyville NSW 2155

Ph: **1300 275 227**

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

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

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Care Connect / Norwest Business Park, 209-211/14 Lexington Drive, Bella Vista NSW 2153

[Flexible In-home Respite](#)

Ph: **1800 692 464**

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

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

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Carers Gateway Service

Ph: **1800 422 737**

Provides carers needs assessment and planning, in-person / phone-based counselling and peer support, targeted financial support packages, information and advice, access to emergency crisis support, assistance with navigating relevant local services available through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.

Areas covered: Western Sydney

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Catholic Care Sydney / Level 3, 203-209 Northumberland St, Liverpool NSW 2170

[Dementia Home Support](#)

Ph: **13 18 19**

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 and Holroyd LGAs

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City of Parramatta Council – Community Care Team / 126 Church Street, Parramatta NSW 2150

[Social Support & Flexible Respite](#)

Ph: **9806 5121**

Providing customised one on one support, connecting with volunteers with similar interests. Flexible Respite is offered Monday to Friday 8am to 6pm and our Social Lunch Program offers company to share a meal and conversation in your own home daily, Monday to Friday.

Areas covered: Parramatta LGA

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Gilgai Aboriginal Centre / 2 Bindaree St, Hebersham NSW 2770

Ph: 9832 3825

Service offered: Flexible respite during the day or overnight, provided in home or in the community. It usually involves a paid carer coming to home so carer can take a short break.

[Individual support at Home](#) - Regular respite of 3 hours / week or less.

[Longer hours Support at Home](#) - 3 hours / week can be rearranged as more hours for a lesser period of time. Use 39 hours per quarter as the guide.

[Overnight support](#) - 3 hours / week can be rearranged as up to 3 x 12hours overnight respites on weekdays during a quarter. Weekend and public holiday respite is possible.

[Outings and activities](#) - during the 3 hours are possible.

Areas covered: Western Sydney

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KinCare Community Services / 4/20 Lexington Drive, Bella Vista NSW 2153

[In-home Respite Service](#)

Ph: 1300 733 510 Fax: 1300 733 520

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

[In-home Dementia Respite Service](#)

Areas covered: Auburn, The Hills, Blacktown, Holroyd and 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, and this service can be an alternative to residential respite. (Short term care only)

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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, The Hills, Holroyd and Parramatta LGAs

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PAWA Community Care / 182 Liverpool Rd, Ashfield NSW 2131

[Respite and Carer Support Services](#)

Ph: 9716 0036

Ethno specific service targeting Eastern Europeans but open to all nationalities provide In-home Flexible Respite Services for frail aged people, people with disability and their carers.

Complex care needs to stay living at home by coordinating different services needed (may include: personal care, light housework, laundry, shopping, meals preparation assistance, medication support, transport to shops or medical appointments, meeting client's social needs)

Areas covered: Western Sydney

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

**In-home respite**

Ph: 1800 989 000

In-home respite service for frail aged people, people with dementia, people with disability and their carers.

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

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SydWest Multicultural Services / Main office: Level 2, 125 Main Street Blacktown NSW 2148

Ph: 9621 6633 Fax: 9831 5625

Email: [agedcareadmin@sydwestms.org.au](mailto:agedcareadmin@sydwestms.org.au)

Mt Druitt Hub: Level 1, 13 Cleeve Close, Mt Druitt NSW 2770 (entry from Dawson Mall)

Ph: (02) 9625 0455 Fax: 9625 0322

Penrith Hub: Suit 113, Community Connections Building, 114-116 Henry Street, Penrith NSW 2750

Ph: (02) 9621 6633

Rouse Hill Hub: Vinegar Hills Community Centre, 29 Main Street, Rouse Hill Town Centre NSW 2155

Ph: (02) 9621 6633

**Flexible Respite (CALD specific)**

Workers who speak Anyuak, Arabic, Bosnian, Cantonese, Croatian, Dutch, English, Farsi, Filipino, French, Hindi, Italian, Korean, Krio, Kurdish, Macedonian, Madie, Malay, Maltese, Mandarin, Persian, Polish, Punjabi, Russian, Serbian, Spanish, Tagalog, Tamil, Turkish, Ukrainian.

Areas covered: Blacktown, Cumberland, Parramatta and The Hills LGAs

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

**In Home Respite**

Ph: 9761 5707

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

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

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

**Dementia Specific Day Care "Orange Blossom Cottage"**

Ph: 9761 5706

Centre Based Groups (Monday to Friday)

## DAY CARE PROGRAMS / CENTRE BASED RESPITE SERVICES

### Aged Day Services – Western Sydney Local Health District

Aged Day Services provides client-centred, wide ranging health care services to older persons with a chronic, complex and/or aged related illness or frailty aiming at early intervention strategies.

Services include:

- Individual health assessments
- Health and well-being group activity programs
- Transport to and from the Aged Day Service
- Access to nursing and allied health services

Aged Day Services provides services to clients over 65 years of age who have an age related illness. Persons who identify as Aboriginal or Torres Strait Islander aged over 50 years also qualify.

The following Aged Day Services are available:

#### Crestwood Centre

Enquiries Ph: **9881 8954**

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

Crestwood Aged Day Support Group provides services to residents of the Blacktown Local Government Area. Multicultural, Arabic, Filipino, Chinese & Greek groups are available.

#### Tallowood Centre / Dementia-Specific Aged Day Service

Enquiries Ph: **9881 1524**

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

Tallowood Aged Day Support Group provides services to residents of the Blacktown Local Government Area. This is a secure, dementia specific day care centre intended for all cultures. Transport, social activities and lunch are provided as well as carers information and support.

#### Carinya Aged Day Care /Centre Based Respite Service

Enquiries Ph: **9684 2179**

8 River Rd Ermington NSW 2115

Carinya Aged Day Support Group provides services to residents of the Parramatta Local Government Area. Multicultural, Spanish, Arabic and Chinese and English-speaking groups are available.

#### Arabic Aged Day Service / Social Group

Enquiries Ph: **96845753**

#### Auburn Aged Day Service

Cnr Hargrave Rd and Walter St, Auburn NSW 2144

Enquiries Ph: **8759 3899**

Auburn Aged Day Support Group provides services to the residents of the Cumberland LGA. Multicultural, Arabic, Chinese, Vietnamese, Turkish and English-speaking groups are available.

#### Hevington House / Dementia Specific Aged Day Service

Enquiries Ph: **8759 4914**

19 Hevington Road Auburn NSW 2144

Hevington House Aged Day Support Group provides services to residents of the Cumberland Local Government Area. This is a secure, dementia specific day care centre intended for all cultures. Transport, social activities and lunch are provided as well as carers information and support.

**The Hills Community Health Centre / Hills Aged Day Service**  
183-187 Excelsior Av, Castle Hill NSW 2154

Enquiries Ph: **8853 4500**

The Hills Aged Day Support Group provides services to residents of the Hills Local Government Area. Multicultural, Italian, Chinese and English-speaking groups are available.

**Balcombe Heights Aged Day Service**

Enquiries Ph: **8852 6300**

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

Balcombe Heights Aged Day Support Group provides services to residents of the Hills Local Government Area. English-speaking, Italian and Sri-Lankan & Indian groups are available.

Referrals via:  
Commonwealth 'My Aged Care'.

Online: [www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral)  
Telephone: 1800 200 422

Chronic & Complex services are listed as 'Allied Health & Community Nursing & Social Support Group WSLHD' on the 'My Aged Care' portal.

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Anglicare

**Anglicare - Social and Wellness Centres**

Ph: **1300 111 278**

Our Social and Wellness Centres offer fun days of planned activities, in our centre or out and about in the community. The service is aimed at older people who enjoy visiting interesting destinations, participating in memory enhancing activities, exercise, dancing, games and spending time in the company of others, we also encourage and cater for the needs of people living with dementia. Our social groups offer a wide range of outings, events and friendly weekly interest groups. We provide delicious meals at the centre and transport as required.

Our centres are located at Glenhaven, Whalan, Sadleir, Longueville, Richmond, Rooty Hill, Frenchs Forest, Jannali, Penrith, Malabar, Mount Ousley and Winmalee.

Areas covered: Western Sydney and Nepean Blue Mountains

**Anglicare - Overnight Respite Cottages at Winmalee and Rooty Hill**

Ph: **1300 111 278**

Our overnight respite cottages provide respite for carers who care for an older person or a person living with dementia. Meals, activities and interesting outings are all included in the person's stay with us.

Areas covered: Western Sydney, Blue Mountains, Hawkesbury and Penrith areas

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

**Chinese Dementia Respite Day Care**

Ph: **9687 8981** (Parramatta office)

Centres are at West Pennant Hills, Parramatta, North Ryde and Chatswood.

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

**Chinese Aged Day Care (Cantonese and Mandarin)**

Ph: **9687 8981**

Centres are at Parramatta, Pennant Hills and Chatswood.

Areas covered: Auburn, Holroyd and Parramatta LGAs

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Australian Nursing Home Foundation Ltd / 60 Weldon Street Burwood NSW 2134  
(Chinese and Vietnamese specific)

Email: [chspadmin@anhf.org.au](mailto:chspadmin@anhf.org.au)

**Flexible Respite (In-home or Centre)  
Centre Based Respite**

Ph: **9784 0871**

For more information, please contact Head Office

Ph: **8741 0218**

Areas covered: Western Sydney

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

**Wellbeing & Respite Day Care Centre**

Ph: **8839 7292**

\*Currently closed until further notice due to the risk posed by the COVID-19 situation.

This is a centre based aged day care / respite care for frail aged people, people with disability and carers. It provides social activities/outings, meals, rehabilitation, physical strength workouts, self-development and mental stimulation activities. Transport is provided only to clients who live in 7km radius from the centre.

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

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BaptistCare / 8 Free Settlers Drive, Kellyville NSW 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

**Social Club at The Gracewood**

Ph: **1300 275 227**

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

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

**Willmette Cottage / 9 Garigal Rd Kellyville NSW 2155**

Ph: **1300 275 227**

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

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

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Blacktown Meals on Wheels / Gribble Pl, Blacktown NSW 2148

Ph: 9622 6183

[Social Days and Activities](#) – clients enjoy social day with morning tea, three course lunch and activities. Filipino, Chinese and Maltese Days each month at Blacktown.

Areas covered: Blacktown LGA

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Gilgai Aboriginal Centre / 2 Bindaree St, Hebersham NSW 2770

Ph: 9832 3825

[Aboriginal specific outings and activity program](#) - Transport is provided. The day centre operates Monday to Friday.

Areas covered: Western Sydney and parts of Penrith.

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GWC Community Services

[Social Support Frail Aged Groups CALD:](#)

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

Meets on Tuesdays at 163-165 George St Parramatta 2150

Ph: 9687 8955

Meets on Mondays at 47-49 Balmoral St, Blacktown

Ph: 9687 8955

[CALD Centre Based Respite Day Services:](#)

Ph: 9687 8955

The program includes transport to and from the Centre, hot lunch, morning and afternoon tea, activities, health promotion and education, and outings. The program provides respite to carers of people who are frail aged

Meets on Wednesdays and Thursdays at 163-165 George St, Parramatta

Meets on Tuesdays at 47 Hobart St, St Marys

[CALD Flexible Respite covers Cumberland Prospect, Hills and Nepean LGAs](#)

This is to support carers and provide respite/social support in the home during the day

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

[Social Day Programs](#)

Ph: 9761 5706

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

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

[CALD Social Day Programs](#)

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

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

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Cumberland Council

### Social Inclusion Team

Ph: 8757 9031

Our social inclusion services can help you maintain an active social life by having someone visit you in your home, or by arranging visits and outings in the community. Social inclusion support activities can help you find a place where you feel supported, valued and encouraged.

**Wellness Activities** – includes morning tea, a hot lunch & dessert. Transport is available. Activities from 10am – 2pm unless listed otherwise.

Locations are Guildford, Granville, Wentworthville and Berala and activities include indoor sports, games, singing, craft and gentle exercises such as Tai Chair, Zumba Gold, Move It or Lose It and Chair Aerobics.

### Special programs include:

**Armchair travel** – visit places from around the world without leaving your chair. Birthday Celebrations with cake, guest speakers, bingo, prizes and special entertainment. Walk & Talk is an activity where customers go for a walk around the surrounding area and discuss local history, wildlife and more.

### CALD Wellness Activities

Spanish Group – 10am to 2pm every Monday at the Guildford Community Centre (North Hall).

Maltese Group (Weekly) – 9am to 1:30pm every Tuesday at Guildford Community Centre (South Hall).

Community Inclusion Days are held at Guildford Community Centre, 90 O'Neill St, Guildford and are a celebration of different events throughout the year. The Centre is transformed in keeping with the celebration and the day includes morning tea, a hot lunch, dessert, entertainment & activities based around the special event. Transport is available. Activities from 10.00am – 2.00pm unless listed otherwise. These programs are open to nursing homes and retirement villages in the Cumberland area.

**Dine In Films** - at Guildford Community Centre. Watch a film on the big screen. A delicious morning tea, hot lunch & dessert will be provided. Suggestions for old time favorite films welcome. Transport is available. Activities from 10.00am – 2.00pm unless listed otherwise.

**Silver Surfers** – Every Monday and Friday between 10am -12pm there is a volunteer available at Guildford Community Centre, 90 O'Neill St, Guildford to assist and teach anyone who is interested in learning how to use the internet. Learn how to stay in touch with loved ones near & far. Bookings required.

**Social Outings** – hop on board accessible transport & be taken on a day trip to places near and far! Come along with friends & make lots of new ones along the way. Suggestions for outing locations always welcome. Transport provided to and from your home. Bookings open one month prior.

**Male Only Meets** – Join other like-minded gents for outings to various places of interest. Transport is provided. Suggestions are welcome.

**Yam Ups** – This is a casual get together for Aboriginal & Torres Strait Islander people. It is held at Lane Street Cottage, 42 Lane St, Wentworthville or at chosen location in the community. Transport and lunch is provided. Activities from 10.30am – 1.30pm unless listed otherwise.

**Over 55's Lifelong Learning Programs** – Cost is \$43.00/term (1hr class)



Gentle Exercise: 9am – 10am every Monday at Regents Park Community Centre, 1 Amy St, Regents Park.

Gentle Exercise: 9am – 10am every Monday at Greystanes Community Centre, 732 Merryland Rd, Merrylands

Gentle Exercise: 9.30am – 10.30am every Tuesday Miller St Room, 17 Miller St, Merrylands.

Zumba Gold: 9.30am – 10.30am every Wednesday at Allan G Ezzy Community Centre, 1 Newport St, Pemulwuy.

Zumba Gold: 9.30am – 10.30am every Thursday at Berala Community Centre Cnr Woodburn & Tilba St, Berala.

\* These programs run during school terms only and are always on the look-out for new members.

Areas covered: Cumberland LGA

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Uniting NSW ACT / Suite 301, Level 3, 83 Flushcombe Road, Blacktown NSW 2148

[Healthy Living for Seniors Program](#)

Ph: [1800 486 484](tel:1800486484)

Multicultural, Turkish and Tamil group - Auburn Centre for Community, 44A Macquarie Road, Auburn

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

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

For further information please contact Sydney West Community Care

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

## CARER SUPPORT SERVICES

See also other sections of this directory

Anglicare Dementia Advisory Service (DAS)

Ph: 1300 111 278

The service supports people living with dementia and their carers across Western Sydney and Nepean regions. The service aims to provide information, education, cognitive rehabilitation strategies and support, to improve wellbeing for people living with dementia and the people that care for them.

Our services can inform and support people to understand dementia, provide strategies and counsel with the goal of keeping people living with dementia meaningfully engaged and enjoying life. Services provided include individual and family support through home visits and phone calls; groups and forums for information, skill building and support; guidance, support and advocacy to navigate the aged care system and to transition between aged care services; and information and education sessions for local people and community workers.

Dementia Advisory Services in conjunction with Western Sydney Local Health District facilitate various groups:

[Connection Cafes](#) - Parramatta, Blacktown, Hills, The Ponds, Lidcombe.

[Carers support groups](#) – Toongabbie, Hills, male carers support group.

[Online groups](#) – Dementia Interest group and carer support groups

Flexible Respite options: In-home, centre based, social groups and overnight in our respite cottages

[Information and education](#) –

- Fun with information - Information on various topics such as health concerns, centrelink payments
- Dementia Interest Group – Discuss various aspects of dementia
- Creative ways to care- A six week program for carers
- I wish someone had told me! – A biannual information forum on topics such as taxi subsidies, companion cards)
- When your parent has dementia - A quarterly forum for adult children of people living with dementia
- We Matter- An annual forum for people living with dementia and their carers focusing on particular topics such as motivation, environment.

[Western Sydney Dementia Alliance](#) – The Alliance is a group of people living with dementia, their carers and other organizations and local bodies interested in acting to bring about dementia friendly communities.

[Brain Training](#) -

Brain Training is a 3-week program, for people above the age of 65 years, who do not have a diagnosis of dementia. It is facilitated by clinical neuropsychologists and neuroscience researchers. The program provides guided strategies to manage lifestyle factors known to impact memory and reduce the risk of developing dementia.

Areas covered: Cumberland, The Hills Shire, Parramatta, Blacktown and Penrith Regions

[Centre based and Overnight Cottage Respite](#)

Social and Wellness Centres located across Western Sydney and Nepean

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BaptistCare/ 8 Free Settlers Drive, Kellyville NSW 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)  
Ph: 1300 275 227

**Flexible Respite**

In-Home, Centre based (day) and overnight

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

**Social Club at The Gracewood / 8 Free Settlers Drive Kellyville NSW 2155**

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

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

**Willmette Cottage / 9 Garigal Rd, Kellyville NSW 2155**

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

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

**Carers Corner / 8 Free Settlers Drive Kellyville NSW 2155**

Monthly Carers Meetings including education, information socialisation and networking

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**Carers Gateway Service**

Ph: 1800 422 737

Provides carers needs assessment and planning, in-person / phone-based counselling and peer support, targeted financial support packages, information and advice, access to emergency crisis support, assistance with navigating relevant local services available through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.

Areas covered: Western Sydney

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

Ph: 9832 3825

Service offered: Flexible respite during the day or overnight, provided in home or in the community. It usually involves a paid carer coming to home so carer can take a short break.

**Individual support at Home:** Regular respite of 3 hours / week or less.

**Longer hours Support at Home:** 3 hours / week can be rearranged as more hours for a lesser period of time. Use 39 hours per quarter as the guide.

**Overnight support:** 3 hours / week can be rearranged as up to 3 x 12hours overnight respites on weekdays during a quarter. Weekend and public holiday respite is possible.

**Outings and activities:** during the 3 hours are possible.

Areas covered: Western Sydney

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NSW Transcultural Mental Health Centre / Cumberland Hospital, North Parramatta  
Please contact Ms Chanboramy (Ramy) Var

Ph: 8838 2120

#### [Culturally and linguistically diverse \(CALD\) Carers Support Program](#)

Language-specific carer support groups for families and carers from CALD backgrounds, who live with or care for a family member or friend with a mental health problem including depression, eating disorder, anxiety disorder, bipolar disorder, schizophrenia and all childhood disorders.

Support groups offer information, support and educational activities to carers.

The groups meet on a monthly basis in different suburbs across the Sydney metropolitan areas.  
Please contact for more details.

Language groups available: Arabic, Assyrian, Chinese, Dari, Farsi, Khmer, Macedonian & Serbian, Spanish and Vietnamese.

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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, The Hills, Holroyd and Parramatta LGAs

#### [The Carer Connection](#) - Carer Support Group

Ph: 9832 5417

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

Areas covered: Blacktown LGA and Nepean LGA

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PAWA Community Care / 182 Liverpool Rd, Ashfield NSW 2131

#### [Respite and Carer Support Services](#)

Ph: 9716 0036

Ethno specific service targeting Eastern Europeans but open to all nationalities provide In-home Flexible Respite Services for frail aged people, people with disability and their carers.

Complex care needs to stay living at home by coordinating different services needed (may include: personal care, light housework, laundry, shopping, meals preparation assistance, medication support, transport to shops or medical appointments, meeting client's social needs)

Areas covered: Western Sydney

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

#### [In-Home Respite Program](#)

Ph: 9761 5707

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

## SOCIAL SUPPORT / NEIGHBOUR AID SERVICES

Accessible Diversity Services Initiative Limited / 17 Macquarie Road, Auburn NSW 2144

Email: [senior@adsi.org.au](mailto:senior@adsi.org.au)

### Social Support Individual

Ph: 8737 5500

Home visiting / companionship, assistance to shopping, appointments and social activities. Group outings and information sessions to encourage community access and socialisation.

Areas covered: Auburn, Holroyd and Parramatta LGAs

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Anglicare At Home – Social Support Visits and Social Calls (phone monitoring)

### Social Support Services

Ph: 1300 111 278

Anglicare's Social Support service provides friendly visiting, assists with letter writing, shopping, accompanying to appointments, attending social outings and activities. This service can also provide telephone chats and/or monitoring to ensure regular contact is made for people at risk of social isolation.

Areas covered: Western Sydney and Nepean, Blue Mountains regions

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

(Chinese and Vietnamese specific)

Email: [chspadmin@anhf.org.au](mailto:chspadmin@anhf.org.au)

### Social Support Individual

Ph: 9784 0837

Flexible Respite (In-home or Centre)  
Centre Based Respite

Ph: 9784 0871

Areas covered: Western Sydney

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BaptistCare Western Sydney/Nepean / 8 Free Settlers Drive, Kellyville 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

### Social Support

Ph: 1300 275 227

Respite Care - In-Home

Social Club at The Gracewood / 8 Free Settlers Drive Kellyville NSW 2155

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

Willmette Cottage / 9 Garigal Rd Kellyville NSW 2155

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

Carers Corner / 8 Free Settlers Drive Kellyville NSW 2155

Monthly Carers Meetings including education, information socialisation and networking.

**Social Support Individual** - In home, community access, group outings, lunches and craft. Staff and volunteers provide home visiting / companionship, practical assistance with writing letters, paying bills, advocacy and occasional transport. A monthly group outing calendar and craft, movie and shopping groups. Activities and outings that cater for small interest groups and also larger group outings where transport is provided to encourage community access and socialisation. Men only group activities can be organised relevant to group's needs

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

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BaptistCare Wisemans Ferry / 8 Free Settlers Drive, Kellyville 2155

Email: [HSIntake@baptistcare.org.au](mailto:HSIntake@baptistcare.org.au)

**Social Support**

Ph: 1300 275 227

Assisting clients with shopping and medical appointments.

**Respite**

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

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Bolton Clarke / 32 Delhi Rd, Macquarie Park NSW 2113

**Social Support**

Ph: 1300 221 122

Areas covered: All of Sydney and surrounding suburbs

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Care Connect / Norwest Business Park, 209-211/14 Lexington Drive, Bella Vista NSW 2153

**Social Support Individual**

Ph: 1800 692 464

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, The Hills, Blacktown, Holroyd and Parramatta LGAs

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CatholicCare Social Services Diocese of Parramatta / 51-59 Allawah St, Blacktown NSW 2148

**Blacktown Neighbour Aid Service**

Ph: 8843 2530

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

Areas covered: Blacktown LGA

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Gilgai Aboriginal Centre / 2 Bindaree St, Hebersham NSW 2770

Ph: 9832 3825

Services offered: care planning, telephone support, writing letters and filling out forms, escorted outings, medical appointments, shopping trips.

Areas covered: Western Sydney

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Karabi Community & Development Services Inc.

**Karabi Social Support at Karabi Cottage Seven Hills, Wentworthville & Constitution Hill**

29 Aleta Way Seven Hills

Ph: (02) 9688 1084

Corner of Fyall Avenue and Darcy Road, Wentworthville

Ph: (02) 9631 6575

1 Lurgan Street Constitution Hill

Ph: (02) 9631 7055

Karabi's Social Support Services run across all three of our centres and include emotional and social support for clients in their own home / regular visits by volunteers, reading newspapers and writing letters, assistance with shopping services, home visits and providing information and referrals.

Activities and programs for seniors are also provided such as outings, Lunch Club and Bus Trips. Events and other social activities are held throughout the year. Along with weekly groups held during school terms, such as English, Seniors Walking, Virtual Gentle Exercise, Bingo, Knitting, Digital Mentoring and Knitting, a monthly publication of a Senior's Activity / Information booklet and a quarterly calendar outlining programs run at each centre are also available.

Areas covered: Western Sydney

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Mount Druitt Neighbour Aid Inc. / Suite 7, 88 Rooty Hill Road North, Rooty Hill NSW 2766

Ph: 9832 4585

Coordinator: 0422 259 631

Social Support / Individual

Volunteers provide home visiting service, accompanied shopping trips, medical appointment and social and recreational support. Weekly gentle exercise class, monthly lunch club and bus day trips are also available.

Areas covered: Blacktown LGA

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PAWA Community Care / 182 Liverpool Rd, Ashfield NSW 2131

**Social Support Individual**

Ph: 9716 0036

Face to face, phone or technology-based interaction services: home visiting / companionship, assistance to pay bills, phone monitoring / chatting, filling out forms. Assistance to attend medical appointments, social outings and events.

Areas covered: Western Sydney

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Riverstone Neighbourhood Centre & Community Aid Service / 9 Park St, Riverstone NSW 2765

**Riverstone Neighbour Aid /Social Support**

Ph: 9627 3622

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

**Men's Shed Social Support Program**

Ph: 9627 3622

Areas covered: Blacktown LGAs

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SydWest Multicultural Services / Main office: Level 2, 125 Main Street Blacktown NSW 2148  
Ph: 9621 6633 Fax: 9831 5625 Email: [agdcareadmin@sydwestms.org.au](mailto:agdcareadmin@sydwestms.org.au)

Mt Druitt Hub: Level 1, 13 Cleeve Close, Mt Druitt NSW 2770 (entry from Dawson Mall)  
Ph: (02) 9625 0455 Fax: 9625 0322

Penrith Hub: Suit 113, Community Connections Building, 114-116 Henry Street, Penrith NSW 2750  
Ph: (02) 9621 6633

Rouse Hill Hub: Vinegar Hills Community Centre, 29 Main Street, Rouse Hill Town Centre NSW 2155  
Ph: (02) 9621 6633

#### [Commonwealth Home Support Social Support CALD Specific](#)

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.

Workers speak: Anyuak, Arabic, Bosnian, Cantonese, Croatian, Dutch, English, Farsi, Filipino, French, Hindi, Italian, Korean, Krio, Kurdish, Macedonian, Madie, Malay, Maltese, Mandarin, Persian, Polish, Punjabi, Russian, Serbian, Spanish, Tagalog, Tamil, Turkish and Ukrainian.

Areas covered: Blacktown, Cumberland, Parramatta and The Hills LGAs



## FOOD SERVICES

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

### Food Services

Ph: 9897 3832

Hot, chilled and frozen meals delivered to clients' homes by volunteers Monday to Friday. Meals are catered to all dietary needs and culturally appropriate.

Areas covered: Auburn and Surrounding Suburbs

### Centre Based Meals

Ph: 9637 0531

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

Areas covered: Auburn and Surrounding Suburbs

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Blacktown Meals on Wheels / Gribble Pl, Blacktown NSW 2148

Ph: 9622 6183

**Frozen meals delivered to clients' house** – Large variety of nutritionally balanced meals, catering to all dietary needs, delivered by volunteers Monday to Friday.

**Social Days and Activities** – clients enjoy social day with morning tea, three course lunch and activities. Filipino, Chinese and Maltese Days each month at Blacktown.

Areas covered: Blacktown LGA

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

Ph: 9806 5121

**Parramatta Meals on Wheels Service** - Provides chilled or frozen meals delivered to clients' homes

**Social Support** - Volunteers have lunch with customers living with dementia and receive meals from the service

**Let's Dine Out** - A new venture where you can dine out at participating restaurants and receive a meal to the value of up to \$15 for the price of a standard home delivered meal.

Areas covered: Parramatta LGA

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Cumberland Council – Nutrition Service Team

Ph: 8757 9033

Meals are either home-delivered as part of our **Meals on Wheels service** or used to support our programs for seniors and people with a disability, such as the Happy Club and Maltese Seniors Group. Meals can be delivered freshly cooked and frozen meals are also provided. Culturally appropriate meals are provided as part of centre based meal programs delivered in partnership with community organisations to Maltese, Spanish, Filipino, Arabic, Greek and Tamil speaking communities.

Areas covered: Cumberland LGA

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

**Food Services** (Provides frozen meals delivered to clients' homes)

Ph: **9761 7602**

Areas covered: Blacktown, The Hills, Parramatta LGAs

## TRANSPORT SERVICES

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

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Anglicare Transport Services

Ph: 1300 111 278

Personalised support offering older people door to door transport for medical appointments, shopping and social activities.

Areas covered: Western Sydney

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Gilgai Aboriginal Centre / 2 Bindaree St, Hebersham NSW 2770

Ph: 9832 3825

Minibus transport and taxi voucher indirect support service provided. For health related transport or personal need and social activities.

Areas covered: Western Sydney

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Active Care Network Inc.

(Formally Easy-Go Connect Community Transport and Great Community Transport)

Building 3, 13 Bessemer St, Blacktown NSW 2148 and 56-58 Cox Avenue, Kingswood NSW 2747

CHSP transport provider, Registered NDIS transport provider

Ph: (02) 4722 3083

Email: [bookings@activecarenetwork.org.au](mailto:bookings@activecarenetwork.org.au)

Areas covered: Blacktown, Penrith and The Blue Mountains

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Community Wheels / Unit 3E, 6 Boundary Road, Northmead NSW 2152

Ph: 8868 1400

Community Transport Service to day care centres, shops, medical and allied health appointments and social outings. Community Transport Program and Department of Health subsidy also available for eligible residents regardless of age. Please contact office for further information.

Individual and group transport available.

Fellow non-profit organisations are eligible to hire community bus at discounted rate. Please contact office for further information.

Areas covered: Cumberland and Parramatta LGAs

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

[Community Transport](#)

Ph: 9761 7604

Areas covered: The Hills LGA