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Ashfield Council

Ashfield Council

PO Box 1145, Ashfield NSW 1800
260 Liverpool Road, Ashfield NSW 2131
T: 02 9716 1800
F: 02 9716 1911
info@ashfield.nsw.gov.au
www.ashfield.nsw.gov.au

Ashfield Council's Ageing & Disability Worker T: 02 9716 1842

Information correct at the time of printing

EMERGENCY & SAFETY INFORMATION

In an **EMERGENCY Dial 000** (24 hour service)
The operator will ask what service you require (Fire, Police, Ambulance)
then the location of the emergency and the nearest cross street.

For **NON-EMERGENCY** situations phone **Police Assist Line T: 13 14 44**

Ashfield Police T: 02 9797 4099

Crime Stoppers T: 1800 333 000

If you have information regarding a crime or suspicious behaviour

State Emergency Service T: 02 9797 6852

24 hours emergency assistance for flood, wind & storm damage

ASHFIELD COUNCIL SERVICES

Customer Services	9716 1800
260 Liverpool Rd Ashfield 2131	
Access Committee	9716 1842
Representing people with disabilities living in the Ashfield area by providing advice to Council on accessibility issues	
Ashfield Aquatic Centre	9797 8420
Corner of Frederick St & Elizabeth St Ashfield 2131	
Ashfield Library	9716 1810
Level 1, Ashfield Council Civic Centre, 260 Liverpool Rd Ashfield 2131	
Haberfield Library	9716 1000
78 Dalhousie St Haberfield 2045	
Home Library Service	9716 1810
Home visiting library service for people who cannot use existing libraries because of frail age, disability or illness	
Community Bus	9716 1843
Provision of a bus free of charge to local community groups	
Community Grants Program	9716 1841
Ashfield Council provides annual funding to support local community groups	
Community Development Worker (Arts, Culture & Recreation)	9716 1866
Provides information about arts, culture and recreation events and coordinates a range of health and well-being activities and programs	
Community Development Worker (Aged & Disability)	9716 1842
Provides information about Ageing & Disability services and coordinates a variety of activities and programs	
Community Development Worker (Youth)	9716 1843
Provides information about Youth services and coordinates a variety of activities and programs including Youth Week	
Community Development Worker (Children & Families)	9716 1844
Provides information about Children services and coordinates a variety of activities and programs including School Holidays	
Seniors Action Committee	9716 1842
Represents older people living in the Ashfield local government area and provides advice to Council on relevant issues	
Seniors Monthly Bus Outings	9716 1842
Free monthly outings for seniors living in the Ashfield local government area. Visiting locations in and around Sydney providing an opportunity to meet new people and experience new places. Bookings essential	

Social Groups for Seniors 9716 1842
Social groups for seniors – English speaking, Italian speaking and Chinese speaking groups which meet on different days in locations in the Ashfield local area. Please ask for more information.

OLDER PEOPLE'S SERVICES

AGED CARE ACCOMMODATION

Aged Care Assessment Team (ACAT)..... 1800 556 533
For nursing home and hostel accommodation, the person will need to be assessed by the ACAT team. For more information see Home & Community Care (HACC) on Page 8 of this directory.

Residential Information Service (Inner West) 9767 7888
Provides information regarding aged care facilities in the Inner West area.

AGED CARE FACILITIES (local area listing)

To enter a nursing home or hostel people must first be assessed by the **Aged Care Assessment Team (ACAT)** see Page 8 of this Directory. For more information on individual facilities services please call directly.

Abrina Nursing Home9799 0439
19 Victoria Street Ashfield

Bupa Nursing Home9797 8422
126-128 Frederick Street Ashfield

Bupa Nursing Home Ashbury9797 8222
16 Hardy Street Ashfield

Bethel Nursing Home9799 2844
31 Clissold St. Ashfield www.bethel.org.au

Cardinal Freeman Village8753 2222
137 Victoria Street Ashfield www.aevum.com.au

Chandos Nursing Home9798 5005
50 Chandos Street Ashfield

Holy Spirit Croydon8741 2900
www.catholichealthcare.com.au/Holy_Spirit_Croydon.htm
6 Brighton Street Croydon

Presbyterian Aged Care9797 3100
40 Charlotte Street Ashfield www.presac.org.au

Quong Tart Aged Care Facility8753 2900
48 Arthur St Ashfield

St Joan of Arc Villa	9799 8753
7 Tillock St Haberfield	www.stjoanofarcvilla.org.au
Summer Hill Aged Care Facility	9798 4209
102 Prospect Road Summer Hill	
The Willows Private Nursing Home	9798 6889
84 Orpington Street Ashfield	
Windermere Nursing Home	9797 7222
5 Henson Street Summer Hill	
Woodfield Nursing Home	9797 9535
16 Stanton Road Haberfield	
Wyoming Nursing Home	9798 8311
47 Grosvenor Crescent Summer Hill	

COMMUNITY AGED CARE PACKAGES (CACPs)

Community Aged Care Packages (CACPs) can provide a comprehensive range of services (including domestic assistance) to people living in their own homes with complex care needs, for those eligible to live in hostel care in aged care facilities.

A referral from the **Aged Care Assessment Team (ACAT)** listed above, is needed to access these local providers of CACP services.

Chinese Australian Services Society (CASS)	9789 4587
• Chinese and Korean	
Elderly Chinese Australian Homes	9744 8017
• Chinese	
Italian Organisation of Assistance (Co.As.It)	9564 0744
• Italian	
Uniting Care	9556 9000
• Multicultural and general	
Polish Australian Welfare Association	9716 0036
• Polish	
Presbyterian Aged Care	9797 3100
Wesley Home Care	9641 7088
Mercy Arms	1800 225 474

DAY PROGRAMS & RESPITE

Centre Based Day Care Referral & Information Centre 1800 556 533

Regular activities for people to attend which focus on socialising, recreation, support & development. For information on a particular service or organisation please call the numbers listed below.

Commonwealth Respite & Carelink Centre (CRCC) 1800 059 059

Free information & referral to community support services available in the Inner West. The CRCC also provides short term and emergency respite for carers. Respite support is available for carers of the frail aged; carers of people with dementia; chronic health conditions, disabilities and mental health issues www.wesleymission.org.au/crcc

Catholic Care 8778 4234

Flexible Respite Inner West & Norma Parker Respite Centre www.catholiccare.org

Chinese Australian Services Society (CASS) Aged Day Centre 9718 4566

44-50 Sixth Avenue, Campsie www.cass.org.au
Transport to and from the Day Care Centre is provided where activities and outings are organised (Monday & Friday only)

So Wai Lifestyle Activity Centre 8741 0228

Dementia respite & day care. Long day respite care services in a purposely built home-like environment for people with dementia from South East Asian background. Monday, Wednesday, Friday and Saturday, 8:30am to 5:30pm. Fees apply. Transport is available to care recipients within 10km radius from the Centre

Elderly Australian Chinese Homes Day Care Centre 9744 8017

35a Murray Street, Croydon www.each.org.au
Centre operates Monday to Friday from 9.00am – 5.00pm for people over 60 years of age from Chinese, Indo-Chinese and/or Vietnamese background

Ella Community Centre..... 9798 5140

58a Dalhousie Street, Haberfield www.ella.org.au
Day Centre for people who are frail-aged or have mild dementia
Monday to Friday 10am-2pm

Kalparrin Dementia Day Centre 9743 6549

Magnolia Cottage, Dame Edith Walker Estate, The Drive, Concord
Respite care 7 days per week for people who have moderate to severe dementia.
Carers support group

Kindilan Respite Day Centre 9767 5222

Cottage C, Concord Hospital
Operates Monday to Friday 8.00am – 4.30pm and includes transport, morning tea, lunch and activities. Cluster group for Greek speaking clients on Mondays. Cost \$5

Lucan Care Community Centre 9564 2022

For frail older people and people with dementia. Multicultural groups and carer supports including transport. Italian, Greek and Russian language groups

Presbyterian Aged Care Day Therapy Centre Ashfield9797 3100
Therapy and recreation based programs working on mobility and strength; Self-directed care packages; Dementia specific social support monitoring the health & well being of people who have dementia maximising their ability to remain living independently

Russian Day Care9746 6754
For Russian speaking people who are frail-aged or have a disability

Respite care in person's own home:

Home Care Referral & Assessment Centre1800 350 792

Inner West Dementia Support Service9767 7888

EXERCISE & ACTIVITIES

NSW Department of Sport & Recreation13 13 02
www.dsr.nsw.gov.au

For information about exercise organizations & programs in your local area

Gentle Exercise Classes9798 6344
2nd Floor, Ashfield Catholic and Community Club, 5-9 Charlotte St Ashfield
Gentle exercise classes for seniors in Ashfield (men and women) \$3.30 per class on Mondays at 11.30am -12.30pm & Thursdays 9.30am -10.30am

Fitter & Stronger Program9533 4422
Cadigal Room, 160 – 178 Elizabeth Street, Ashfield (entry immediately to the left of the main entrance to the Ashfield Aquatic Centre)
Gentle exercise classes for seniors on Saturday mornings with SHARE Health class starts at 9.15am for 1 hour

Health Promotion Unit
Sydney South West Area Health Service9515 9055
www.cs.nsw.gov.au/pophealth

Information about exercise activities in your local area

Qi Gong9716 0612
Cadigal Room, 160 – 178 Elizabeth St, Ashfield (entry immediately to the left of the main entrance to the Ashfield Aquatic Centre)
Tuesdays from 1pm – 4pm with the Chinese Migrant Welfare Association

Tai Chi in Ashfield Park9716 1866
Free Tai Chi class every Wednesday in Ashfield Park from 10am – 11am (except school holidays). An Ashfield Council program

Ashfield Walking for Pleasure Club13 13 02 or 9006 3700
Easy to medium graded walks held fortnightly on a Friday. Schedule printed on a six monthly basis

HOME & COMMUNITY CARE (HACC) SERVICES

What is HACC?

Home and Community Care (HACC) is a program that aims to provide assistance to people who experience difficulty with the normal tasks of daily living. State and Federal Governments provide funding to community organisations, Local Council's and Government Departments, to run services which support and assist people so that they can remain living independently in their own homes for longer

Who can use HACC?

People who are frail-aged, people with a disability and their carers

Referral and Information Centre

Aged Care Assessment Teams (ACAT).....1800 556 533

ACAT teams have nurses, social workers, occupational therapists, physiotherapists, and doctors who undertake HACC Comprehensive Assessments, assessments for community aged care & residential aged care, and make referrals to local HACC services for people with high & complex needs

Comprehensive Assessment involves a holistic look at a person's situation, rather than their need for a single service. Comprehensive Assessment is for people who are at risk of inappropriate Institutionalisation, harm to self or to others, or of losing their current care arrangements, and may provide the person with access to higher levels of support, packaged care or case management.

Something to remember: after you have referred someone to ACAT there may be a period of waiting before the assessment can take place and a service can start. There may also be some costs involved for various services

Local HACC services:

Home Care Service of NSW (DADHC)

Provide assistance with housework, personal care & in-home respite

New clients referrals 1800 350 792

Existing clients9744 3955

Aboriginal Community Company (Inner West)9572 7066

Service for Aboriginal & Torres Strait Islander people who need support to remain living in their home

Baptist Community Services8741 5924

Provides in-home care options include low and high care services, as well as dementia care, disability care and respite care www.bcs.org.au

Inner West Care - Dementia Support Service9767 7888

Information, education & community awareness about dementia, linking people to assessment and other support services

Wesley Mission Home Care9641 7088

Provide assistance with housework, personal care, respite care, shopping, banking, transport and a lawn mowing service

Wesley Home Modification & Maintenance Service9737 8283
Repairs and modifications to homes to ensure improved safety

Inner West Neighbour Aid 9799 5099
Provides support to frail older people, people with a disability and their carers through social support, home visiting, garden aid and lawn mowing programs
www.iwna.com.au

Concord Community Options (Live at Home) Program9767 7888
Case management, HACC Comprehensive Assessment and service coordination, for people with high & complex needs, to stay in their own homes

Meals On Wheels9744 1866
Home delivered hot, chilled and/or frozen meals. Different style cuisines, special dietary requirements & centre-based meals available

Home & Community Podiatry Service9911 9939
Podiatry service available for residents of the Ashfield, Burwood & Strathfield local government areas. Home visiting available for people who are house bound

Day Hospital Programs and Allied Health Services.....1800 556 533
Physiotherapy, occupational therapy, speech therapy, assessment & treatment in a community based setting

Afea Home Nurses9635 7311
24 hour personal care, home nursing, case management & broad range of support service. Fees apply

Just Better Care9669 1965
Assistance with nursing, respite care, personal care, palliative care, disability assistance, dementia care and domestic and shopping assistance. Up to 24-hour care is available, seven days a week
www.justbettercare.com

Community Nursing 1300 722 276
General nursing care provided at home, including palliative care

Multicultural Access Project (Inner West)9569 1288
Ethnic Child Care, Family & Community Services run this program linking people from culturally and linguistically diverse communities who are frail-aged, have a disability and/or their carers with local Home & Community Care Services. Ensuring that these services are appropriate & accessible
www.eccfcsc.org

**Some additional non-HACC services have been added to this category*

**Please see transport section for details of local transport services*

Ella Community Centre Community Visitors Scheme9798 5140
A team of volunteers visit residents in aged care facilities, who feel lonely and cut off from the community and who never or rarely receive a visitor

Telecross – Australian Red Cross 9229 4222 or 9299 6777
Volunteers make a morning phone call to elderly people living alone in their own home
www.redcross.org.au

Veterans Home Care1300 550 450
Low level home care services for eligible veterans, war widows and widowers
www.dva.gov.au/health/homecare/mainvhc.htm

INFORMATION & SUPPORT

Alzheimer's Australia NSW Dementia Help Line1800 100 500
Support, education & resources for people living with dementia and their families

Assistance with Care & Housing for the Aged (ACHA)9556 9017
Assists financially disadvantaged older people living in the Ashfield area to meet their accommodation & support needs

Council On The Ageing (COTA)9286 3860
Information, advice and referral on all matters of concern to people aged 50 and over living in NSW

Dementia Advisory Service 9378 1258
Area Health Service providing information, referral and education on dementia

Food Services Program (Inner West)9335 2153
Tom Foster Community Centre offers information & alternative food services for people from diverse cultural backgrounds who are frail aged, have a disability or are a carer

Irish Australian Welfare & Resource Centre NSW9300 8019
Confidential, sympathetic, caring support service to individuals and groups in the extended Irish Community

Polish Australian Welfare Association9716 0036
Support services for people from a Polish background who are frail aged

Seniors Information Service13 12 44
Over 12,000 listings of services, accommodation and support groups
www.seniorsinfo.nsw.gov.au

Seniors Card1300 364 758
www.seniorscardnsw.gov.au
Available to people over 60 providing Government travel concessions as well as a large range of discounts and other benefits

Summer Hill Community Centre9799 5800
Programs and community facilities including social support and leisure activities

The Aged Care Rights Service (TARS)9281 3600
Free service providing information about the rights of people living in Nursing Homes, Hostels and Retirement Villages
www.tars.com.au

DISABILITY SERVICES

ACCOMMODATION

**Ageing, Disability and Home Care (ADHC), Department of Human Services NSW
Central Intake** 9334 3700
Level 3, 56 Railway Pde Burwood NSW 2134 www.dadhc.nsw.gov.au

Centralised service for supported accommodation vacancies for people with disability

Department of Housing - General Inquiries 1300 468 746
Burwood Office.....9715 0600
Level 6, 56 Railway Pde Burwood NSW 2134
Specialist Support Officers assist with complex issues regarding living in Department of Housing properties

After Care 8572 3770
Accommodation, support services and leisure programs for people with a psychiatric disability. Training, support and education for people with an intellectual disability living in their own home www.aftercare.com.au

Uniting Care Supported Living 8752 3700
Case management for people with a disability and their carers, independent living programs & accommodation support www.unitingcaresupportedliving.org.au

DAY PROGRAMS & RESPITE

**Department of Ageing, Disability and Home Care (DADHC)
Central Intake** 9334 3700
Information and referral for respite and day program disability services

Day programs for people with a disability are funded and assessed by **DADHC**. These are divided into two categories; **Community Participation (CP)** and **Transition to Work (TTW)**. Community Participation (CP) assists and encourages access to general community facilities and skill development for independence. Transition to Work (TTW) assists school leavers to enter the work force.

Afford (Australian Foundation for Disability) 9798 6099
Jobs, skills and accommodation support for people with disability www.afford.com.au

Commonwealth Respite & Carelink Centre (CRCC) 1800 059 059
Free information & referral to community support services available in the Inner West. The CRCC also provides short term and emergency respite for carers. Respite support is available for carers of the frail aged; carers of people with dementia; chronic health conditions, disabilities and mental health issues www.wesleymission.org.au/crcc

Catholic Care 8778 4234
Flexible Respite Inner West & the Norma Parker Respite Centre www.catholiccare.org

- Disability Services Australia** 1300 884 372
Living & social skills, pre-vocational support, independent living, active ageing,
behavioural & counselling support www.dsa.org.au
- The Ella Community Centre**9798 5140
Weekend recreation and respite, community based group activities for people 18-35
years with intellectual disabilities, including people with early onset dementia. Also
provide Vocational Training Program
- Family Resource and Network Support (FRANS)**9799 4333
Respite options including individual support, outings for teenagers and adults and also
children's activities. Respite services for ageing parent carer's as a priority
- Recreation and Peer Support (RAPS)**9518 8277
Social and recreational group activities for adults with a physical and/or sensory
disability www.raps.org.au
- Rozelle Neighbourhood Centre**9555 8988
Group recreation and individual respite for people with intellectual disability 13- 50
years of age, and individual respite for people with moderate to severe intellectual
disability from 0- 65 years and their carers www.rozellecentre.org.au
- St Anthony's Family Care**9747 5782
Flexible group and individual respite for people with an intellectual disability 0-18 years
and their carers living in the Inner West. Families accessing the service are eligible to
access St Anthony's Family Support Service www.safc.org.au
- Sunnyfield Respite in Action Inner West**9564 7755
Flexible respite services for people with disability living at home aged 0-65 with an
intellectual and or physical disability. Service is in home or community access

DISABILITY SERVICES INCLUDING CASE MANAGEMENT

- Department of Ageing, Disability and Home Care (DADHC)**
Central Intake 9334 3700
Community Support Teams (DADHC)
Therapy services, casework, respite and behaviour intervention services for people with
intellectual and psychiatric disability
- Accessible Arts**9251 6499
Promotion of participation for people with disabilities in the arts and cultural activities
www.aarts.net.au
- Active Linking Initiative (ALI)**
Uniting Care Disability Supported Living8752 3777 or 8752 3719
Support and activity programs for people with mental health concerns and living in
boarding houses
- Disability Assessment & Rehabilitation Team for Young People with Multiple
Disabilities**9767 7278
People aged 16-50 yrs, assessment, case management, transition paediatrics to adult
medical services, equipment & modifications, exercise, counselling & home visiting

- Early Childhood Intervention Australia**9873 2593
Specialised support and services for parents who have infants and young children with developmental delay or disability
- Ethnic People with Disabilities Program (EPDP)**9569 1288
Advocacy, Information and Referral Program for people with disability, their family and carers from culturally and linguistically diverse backgrounds. Email epdp@eccfcsc.org
- The Infants Home – Child & Family Services** 9799 4844
High quality care and education, parenting support and early intervention services through a range of programs
- Early intervention services for children with disabilities are also listed in **Ashfield Councils Children’s Services Directory** found on Council’s website, or you may wish to contact the Community Development Worker (Children & Families) on 9716 1844
www.ashfield.nsw.gov.au/community
- Ethnic Childcare, Family and Community Services Co-op**9569 1288
Provides information, advocacy & support for people from diverse cultural backgrounds who have disability and their carers
- Independent Living Centre**1300 885 886
Information and products for people to maintain independence
- Inner West Live At Home Program**9767 7892
Case management of people with complex needs
- Koorana Child & Family Services**9750 4100
Centre-based programs, case management, early diagnosis support, and autism specific programs
www.koorana.org.au
- Mary Mackillop Outreach (MMO)**9568 0248
Provides recreational activities, living skills and pre-vocational training for people with a mental illness and/or other disability
- Multicultural Disability Advocacy Association**9891 6400
Advocacy service for people with a disability from diverse cultural backgrounds, their families and carers
- Pathways Early Childhood Intervention Inc**9572 8840
Children 0 – school age, disability & delay, autism, group programs, individual therapy, centre & home based services
www.pathwayseci.com.au
- Technical Aids to the Disabled (TAD)**9912 3400
Constructs & modifies aids & equipment (including recreational) for people with disability
- St Anthony's Family Care**9747 5782
A range of individual and group therapy and educational support services to children with disabilities up to 8 years of age
www.safc.org.au

Vision Australia1300 847 466
Independent living skills for people who are blind or have a vision impairment, seeing eye dogs & mobility, education & training, employment services, recreation & resources, advocacy www.visionaustralia.org.au

Ashfield Life Skills Centre- Wesley Disability Services9797 2293
Community Participation, Post School Options, Day Program, Stronger Together and Life Choices wdss@wesleymission.org.au

Please see additional information & support services for disability including mental health on Page 16 and 17 of this Directory.

EXERCISE & ACTIVITIES

Blind Cricket Association NSW0401 710 945
Organized cricket for people with visual impairment www.blindcricket.com

Disabled Surfers Association9759 0997
Provides surfing opportunities for people with disability www.disabledsurfers.org/contacts.html

FRANS United Soccer Club9799 5310
Social outdoor soccer games www.frans.com.au

Mental Health Sports Association of NSW9818 8839
Sporting opportunities for people with mental health issues

Riding for the Disabled Association NSW9427 6412
Provides equine assisted activities for people with disability to develop and enhance ability www.rdansw.org.au

Sailability NSW9918 6538
Sailing opportunities for people with disability www.sailability.org/au/nsw

Sailors with Disabilities8230 0880
Sailing opportunities for people with disability www.sailorswithdisabilities.com

Special Olympics NSW Inner West 0424 185 565
Providing year round sports training and athletic competition for children & adults with an intellectual disability. Currently in the Inner West there is tennis, basketball and tenpin bowling, with the possibility of establishing new sporting opportunities www.specialolympics.com.au

Wheelchair Sports NSW9809 5260
Link to wheelchair sports organisations and events in NSW, supporting and conducting events and programs for athletes of all ages and skill levels in 14 sports www.wsnsw.org.au

INFORMATION & SUPPORT

- Autism Spectrum Australia (Aspect)**8977 8300
Information, education and other services for people with autism spectrum disorders,
their families, carers and communities www.autismspectrum.org.au
- Better Hearing Australia**9744 0167
TTY: 02 97444 0124
Classes, social activities and technical advice for people with hearing impairment
www.betterhearingsydney.org.au
- Brain Injury Association**1800 802 840
Information & support for people who have a brain injury. Ensuring service providers,
government departments and communities are aware and commonly informed of the
needs and issues affecting people who have a brain injury www.biansw.org.au
- Colour Blind Awareness & Support Group**9688 2216
Hereditary colour defective vision or colour defective vision caused by illness, injury or
medications www.members.optusnet.com.au/-doverton
- Council for Intellectual Disability**9211 1611
Represents the rights and interests of people with intellectual disability
www.nswcid.org.au
- Disability Advocacy Service NSW**1300 365 085 or 4927 0111
Provide help to people of all ages with any type of disability or mental illness to get fair
treatment www.dash.org.au
- Down Syndrome Association**9683 4333
Representing the interests and responding to the needs of people with Down syndrome
and their families www.dsansw.org.au
- Epilepsy Association**1300 374 537
Provides support to people and their families who suffer or have direct contact with
Epilepsy by providing information, education, research and support services
- Guide Dogs NSW**9412 9300
Support the independence and safe mobility of people who are blind or partially sighted
through orientation & mobility training, mobility devices & education
www.guidedogs.com.au
- Handital**9798 8419
Association of Italian families and friends of people with disability
- Indigenous Disability Advocacy Service**9687 7688
Provides individual advocacy for Aboriginal and Torres Strait Islander people with
disability, their families and carers www.idas.org.au
- Information on Disability Equipment Access Services (IDEAS)**1800 029 904
TTY : 02 6947 3377

Disability Information Service supporting people to make informed decisions about their daily living www.ideas.org.au

Intellectual Disability Rights Service (IDRS)1800 666 611
Provides legal advice, information and education to people with an intellectual disability and key people, groups & organisations. This service also works with people with intellectual disability who come into contact with the criminal justice system in NSW
www.idrs.org.au

Multicultural Disability Advocacy Service (MDAA)9891 6400
Advocacy service for people with disability from diverse cultural backgrounds
www.mdaa.org.au

People with Disability (PWD) Australia.....9370 3100 or 1800 422 015
Advocacy, information, education, consumer protection
pwd@pwd.roq.au

Physical Disabilities Council of NSW9552 1606 or 1800 688 831
NSW advocacy body that provides a voice for individuals with physical disabilities to policy and decision making processes
admin@pdcnsw.org.au

Spinal Cord Injuries Australia9661 8855
Information and services for people with spinal injuries

The Richmond Fellowship.....9701 3600
Information and referral for people with mental illness and supports for carers & families

CARERS SUPPORT SERVICES

Commonwealth Respite & Carelink Centre (CRCC) 1800 059 059
Free information & referral to community support services available in the Inner West. The CRCC also provides short term and emergency respite for carers. Respite support is available for carers of the frail aged; carers of people with dementia; chronic health conditions, disabilities and mental health issues
www.wesleymission.org.au/crcc

Carers NSW1800 242 636
Support and advice for people caring for another person, including emotional support & information resources, short-term counselling, respite options & referral
www.carersnsw.asn.au

Carers Support Group (Inner West)9378 1258
Haberfield Centre, 78-80 Dalhousie Street, Haberfield
Meets on the 1st Tuesday of each month from 10am – 12noon

Inner West Dementia Carer Support Group9378 1258

Inner West Carers Support Services9744 3955
BMIW@dadhc.nsw.gov.au

Support groups for Carers living in the Inner West

Carer Support Program9727 9199
AFFORD – Australian Foundation for Disability

- Kalparrin Carers Support Group**9743 6549
Concord Hospital, Hospital Road, Concord
- Polish Carers Support Group**9716 0036
Provides information & support for Polish Carers of people with dementia and challenging behaviours www.polishwelfare.org.au
- Diabetes Support Group (Inner West)**9797 0426
www.diabetesnsw.com.au
Summer Hill Community Centre, 131 Smith Street, Summer Hill
Support group for people with diabetes & their carers. Activities include information, support & guest speakers. Meet on the 4th Monday of each month from 1pm – 2:30pm
- Grandparents Support Groups**9286 3860
Support for grandparents who have lost touch with grandchildren because of a breakdown in the relationship with their adult children. There are a number of groups listed through this number
- Solace - Grief and Loss Support Group**9519 2820
Burwood Community Centre, 45 Belmore Street, Burwood
Support group for people who have lost their partners through death. Meets first and third Tuesday of the month at 2.00pm www.solace.org.au
- Support Coordination Program for Older Parent Carers**9799 8622
Information, service planning, respite options, community care & living at home www.anglicare.org.au
- Visually Impaired Persons Group (VIP)**9799 2049
Cardinal Freeman Village, 137 Victoria St. Ashfield
Monthly support group for people who are visually impaired. Activities include outings and guest speakers. 1st Friday of month (Feb-Nov) 1-3pm

HEALTH SERVICES

- Sydney South West Area Health Service**9767 6931
Provide a range of services for older people who live in the Inner West. Services including Respite Care, Case Management, Older Persons' Mental Health Services, Equipment Lending, Information and Advisory Services
- Community Nursing Service**9378 1100
General nursing care provided at home including palliative care
- Community Podiatry**9767 7395
Intake for Inner West Area Health Podiatry Clinics. Clients must have a pension card.
- Croydon Health Centre**9378 1100
24 Liverpool Rd, Croydon
Purpose built centre providing a range of health services for people of Sydney's Inner West including community nursing, mental health, dental, child and family services

- Child and Adult Dental Clinic**9378 1100
 General dental care for people living in the local area. Children who attend a full time educational institution and adults with a Pensioner or Health Care Card are eligible for this service
- Alcohol and Drug Information Service**9361 8000
 Assessment, referral and counselling. Drug education and promotion
- Concord Hospital Equipment Loan**9767 7919 (short term loans)
 9395 2111 (long term loans)
 Equipment available for maximum 8 weeks, referral from therapist required

MENTAL HEALTH SERVICES

Mental Illness Fellowship Australia

This site has a large number of factsheets online about different mental health conditions and what can be done to help. It also provides details of locations of member organisations around Australia who provide support for families and individuals experiencing mental illness
www.mifa.org.au

Beyondblue1300 224 636
 Information and programs on depression, anxiety, bipolar disorder & postnatal depression
www.beyondblue.org.au

CARE for Families 8120 6000
 Case management and psychoeducation for people with a mental illness and their family members and friends for 9 months

Concord Aged Care Assessment Team (ACAT)9767 6931
 Provides information on aged care options and community care services for people with complex care needs

Croydon Living Skills Centre9746 6788
 Day program of outings and activities for people with a mental illness. Referral required

Family Drug Help1300 660 068
 Confidential telephone service which provides support & information about drugs and their effects to family members
www.familydrughelp.org.au

Kids Helpline1800 551 800
 Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25
www.kidshelp.com.au

Lifeline13 11 14
 Crisis support, suicide prevention, mental health support
www.lifeline.org.au

Living Skills Unit9378 1100
 Professional help for adults aged between 18 and 64 with mild developmental disabilities or mental health support needs

- Mensline**1300 789 978
 Unique telephone support, information and referral service, helping men to deal with relationship problems in a practical and effective way www.menslineaus.org.au
- The Mental Health Advocacy Service**9219 5126
 Legal aid for people wanting help or advice about mental health matters
www.legalaid.nsw.gov.au
- Mental Health Community and Outreach Programs**9378 1100
 Community mental health care for people living in the Inner West. Services include assessment, psychiatric consultation, acute care, case management, rehabilitation programs and assistance for carers
- Mental Health Information Service**1300 794 991
 Provides information and assistance regarding mental health information and services
- Neami**9798 2111
 Programs which support people between the ages of 16-64 who live in the community and have a mental illness or mental health condition
- Parentline**1300 301 300
 Telephone counselling, information and referral service for parents and carers of children 0-18, 8am – 10pm
www.parentline.org.au
- Richmond Fellowship**9701 3600
 Accommodation and outreach support to people affected by mental illness
www.rfnsw.org.au
- The Schizophrenia Fellowship NSW**9879 2600 or 1800 985 944
 Committed to improving the circumstances and welfare of people living with schizophrenia, their relatives and carers, and professionals working in the area
www.sfnsw.org.au
- SANE Australia Helpline**1800 18 7263
 Campaigning, education and research for people affected by mental illness
www.sane.org
- Black Dog Institute**..... 9382 4523
 Educational, research, clinical and community-oriented facility offering specialist expertise in depression and bipolar disorder
www.blackdoginstitute.org.au

TRANSPORT

- Inner West Community Transport**9745 5800
 Support with shopping, individual transport needs and social outings. Information and referral service & bus hire. Transport to medical appointments such as hospitals
www.iwct.org.au
- Lime taxis**13 54 63
 Specialist modified taxis, wheelchair accessible
www.limetaxis.com.au

Pick Me Up Service9357 2801
Free service driving the seriously ill, elderly, needy and disabled to and from medical appointments
www.sirroden.org.au

Taxi Transport Subsidy Scheme1800 623 724
NSW Department of Transport
www.transport.nsw.gov.au/ttss

Transport Information Service13 15 00
Information on public transport services in NSW
www.131500.com.au

Some useful web sites to assist with transport and other community information:

www.whereis.com

www.ideas.org.au

www.ashfield.nsw.gov.au/page/community_directory

SOCIAL GROUPS, CLUBS & CHARITIES

Please contact individual groups to confirm appropriate mailing address

ACLI (Italian Christian Workers Association).....9560 4265
Mervyn Fletcher Hall, 81 Dalhousie Street, Haberfield
Italian social, recreational and cultural group meet every Friday from 7pm – 10pm

Australian Seniors Computer Clubs9286 3871
Facilitate computer skill development for seniors
www.ascca.org.au

Chinese Australian Services Society (CASS)9716 4133
Offers a variety of leisure activities for seniors including Chinese Chess & line dancing

Chinese Elderly Welfare Association9744 1438
17 Deane Street, Burwood (correspondence to PO Box 52, Croydon, 2132)
Social Group for senior Chinese residents that meet 10am – 1pm every Tuesday & Friday for a variety of social and recreational activities, information and seminars

Chinese Migrant Welfare Association9716 0612
Level 1, 299 Liverpool Road, Ashfield
Provides settlement services to Mandarin speaking new migrants. Activities include Choir, Tai Chi and Dancing, Chess, English for seniors

Co.As.It Italian Seniors Groups9564 0744
Haberfield Centre, 78 Dalhousie St, Haberfield
Italian social group meets every Monday from 9am – 1pm

Centro Recreativo9798 8827
Mervyn Fletcher Hall, 81 Dalhousie Street, Haberfield
Bingo every second Friday from 9am – 1pm

Country Women's Association (CWA)9759 0390
Mervyn Fletcher Hall, 81 Dalhousie Street, Haberfield
Meets 4th Tuesday of the month from 10am - 4pm

- Greek Older Women's Network**9247 7046
The Polish Club, 73-75 Norton St. Ashfield
Greek women's group meet every Wednesday from 9.30am - 11.30am
- Gruppo Pensionati**9798 8598
The Haberfield Centre, 78-80 Dalhousie Street
Social group & bingo for Italian seniors meeting every second Friday from 9am – 1pm
- Haberfield Ladies Probus**9713 6689
St. David Church, 51 Dalhousie Street, Haberfield
Meets 3rd Friday of the month from 10am - 12.00noon
- Inner West Neighbour Aid** 9799 5099
Social outings for frail and older people with disability and their carers
- Liberi**9799 2730
The Haberfield Centre, 78-80 Dalhousie Street, Haberfield
Social group for Italian seniors which meets every Wednesday 10.30am – 1pm (school terms only) and Friday from 7pm - 10pm
- Probus (Ashfield)**9797 7930
Club Ashfield, 7 Charlotte Street, Ashfield
A club for retired men & women interested in hearing good speakers, having companionship, and going on outings. Meet every third Monday at 10am
- Men's Shed (Ashfield)**9568 0247
Mary MacKillop Outreach, Charles O'Neill Way, 1B Thomas Street, Lewisham
Social group for men who make woodwork products, individual projects as well as items donated to local community groups. No woodwork experience necessary
- Musical Society (Ashfield)**9793 1331
Twice yearly performances at Ashfield Town Hall
- National Seniors Australia (Sydney Inner West Branch)**9763 5373
Club Ashfield, 7 Charlotte Street, Ashfield
Part of a national membership of 280 thousand seniors, this group meet on the second Wednesday of the month from 10am – 12pm. Guest speakers, group outings, with a bistro lunch also available. Entry \$5
www.nationalseniors.com.au and www.productiveageing.com.au
- Polish Senior Citizens Club**9744 6148
Polish Club, 73 Norton St, Ashfield
Meets every Thursday at 11am- 3pm. Last Thursday of the month is a large group gathering
- Polish Senior Club in Ashfield**9745 3794
Polish House, 182 Liverpool Road, Ashfield
Social activities for local Polish seniors
- Red Cross (Haberfield Branch)**9799 5840
St Oswalds Hall, Dixon Street, Haberfield
Meet first Tuesday of the month at 2pm

- Senior Chinese Carefree Group**9798 4414
Social group for senior Chinese residents meets each Tuesday morning
- Shanghainese Association**9747 5698
Social group for senior Chinese residents providing a variety of social & recreational activities, including dancing
- Summer Hill Community Centre**9799 5800
131 Smith Street, Summer Hill
Offers a variety of courses and activities for seniors
- Sydney Shaoxing Opera**9716 0086
Cadigal Room, 160 – 178 Elizabeth Street, Ashfield (entry immediately to the left of the main entrance to the Ashfield Aquatic Centre)
Social and choir group meeting Sundays from 1pm – 5pm
- University of the Third Age (U3A)**9252 2033
Informal daytime education for seniors by seniors
- Walkers Club (Ashfield)**13 13 02
Easy to medium graded walks held fortnightly on a Friday. Ask for Ashfield Group
- War Widows Guild (Petersham Branch)**9557 5921
Petersham RSL Club, 7A Regent Street, Petersham
Meet fourth Thursday of the month at 10.30am
- West Region Chinese Association**9799 7786
Social group for senior Chinese residents providing a variety of social & recreational activities, information & seminars
- Womens Probus (Haberfield)**9798 7092
Women's group meet third Friday of the month at the Ella Community Centre in Haberfield at 10am – 12pm
- REGISTERED CLUBS**
- Ashfield Bowling Club**9798 6666
Corner of Orpington Street & Parramatta Road, Ashfield Park, Ashfield
www.ashfieldbowlingclub.com.au
- Club Ashfield**9798 6344
www.clubashfield.com.au
5-9 Charlotte Street, Ashfield
- Ashfield RSL Club**9797 9036 or 9797 8878
www.ashfieldrsl.com.au
374 Liverpool Road, Ashfield
- Croydon Park Ex-Serviceman's Club**9797 0449
55 Seymour Street, Croydon Park.
- Polish Club**9798 7469
73 Norton Street, Ashfield

Pratten Park Bowling Club	9798 7489
42 Arthur Street, Ashfield	
UTS Haberfield Rowing Club	9716 0519
Dobroyd Parade, Haberfield	www.utsrowing.com.au
Westss Sports Club	9797 6888
114 Church Street, Croydon	www.westssports.com.au
Westss Ashfield Leagues	8752 2000
115 Liverpool Road, Ashfield	www.westssashfield.com.au

MIGRANT SERVICES

Australia-Korean Welfare Association (AKWA)	9718 9589
Settlement services for the Korean community, information & referral service, and Day Care Centre for Korean older people	
	www.koreanwelfare.org.au
Centrelink Multilingual Services	13 12 02
Hotline for languages other than English at Centrelink	
	www.centrelink.gov.au
Canterbury/ Bankstown Migrant Resource Centre	9789 3744
Settlement services and support for migrants	
	www.cbmrc.org.au
Chinese Australian Services Society (CASS)	
Settlement Services	9716 4133
Settlement services for people in Communities from Asia	
	www.cass.org.au
Chinese Migrant Welfare Association	9716 0612
Settlement services for Mandarin speaking Chinese migrants	
	www.cmwa.org.au
CoAsIt Italian Organisation of Assistance	9564 0744
Community services, education & cultural activities for the Italian community	
	www.coasit.org.au
Community Partners Program (CPP)	8741 0214
Information, resources and support to elderly people with Chinese and Vietnamese background. Aged care service providers support to provide culturally appropriate care	
Polish Australian Welfare Association	9716 0036
Polish advice and referral service	
	www.polishwelfare.org.au
Sydney Multicultural Community Services	9663 3922
Services & support for Greek, Italian, Spanish, Tagalog, Croatian communities	
The Smith Family Settlement Services	9715 3614
Settlement services for all migrants needing assistance	
	www.thesmithfamily.com.au

STARTTS9794 1900
NSW Service for the treatment and rehabilitation of torture and trauma survivors

Migrant and refugee legal services:

- **Immigration Advice and Rights Centre**9262 3883
www.iarc.asn.au
- **Refugee Advice and Casework Service**9211 4001
www.racs.org.au

INTERPRETERS & TRANSLATORS

Translation and Interpreting Service13 14 50
Telephone, face to face interpreting and translation services

Inner West Interpreting Service9799 8622
Individual, group & conference interpreting, telephone & fact to face, document translation, medical & legal issues
www.anglicare.org.au

Community Relations Commission (CRC)1300 651 500
24 hour, 7 day language services

Centrelink Multilingual13 12 02
Centrelink Hotline for people who speak a language other than English

EMPLOYMENT SERVICES

Centrelink is the gateway to employment services including the Job Network and disability employment providers. Contact Centrelink to gain a list of employment services in your local area on **13 28 50**. Useful telephone numbers are listed below:

Youth and Student Services13 24 90
Centrelink Multilingual Call13 12 02
TTY: FreeCALL™ 1800 810 586 or 1800 555 677
Indigenous Call Centre13 63 80

Disability employment services are operated using 2 different approaches. **Open employment** and **supported employment**. Open employment services assist people with a disability to obtain employment in the general workforce. Supported employment is disability specific and assists people who need additional support to maintain a job.

Break Thru People Solutions8120 6000
Employment services for people with mental health conditions and disability
www.breakthru.org.au

Centacare Industries (Belmore)9759 6966
Provides supported employment to adults with a mild to moderate intellectual disability
www.centacareindustries.com.au

Ostara Australia1300 656 294
Free training and mentoring program, aimed at improving the wellbeing and job prospects of job seekers with a mental illness
www.ostara.org.au

VOLUNTEERING OPPORTUNITIES

- Volunteer Network**9911 9855
Volunteer support and training service for people wishing to do volunteer work for services that support people who are frail aged and/or people with a disability
www.volunteernetwork.org.au
- The Centre for Volunteering**9261 3600
Resource and referral centre for those wishing to volunteer
www.volunteering.com.au
- Skills, Training & Resource Service (STARS)**9750 9300
Resource centre for people wishing to volunteer
www.4cs.org.au

EMERGENCY ACCOMMODATION

- Homeless Persons Information Centre**..... 1800 234 566
Information and referral to emergency accommodation providers for people who are homeless or who are at risk of becoming homeless
- Aboriginal Corporation for Homeless & Rehabilitation**9799 8446
Accommodation for women with children. Limited beds for single women. No single women under 18 years of age. Corporation manages Nguna hostel as well as work in the corrective services system
- Domestic Violence Hotline**1800 656 463
TTY: 1800 671 442
Telephone counselling, information and referrals (including accommodation) for people who are experiencing or have experienced domestic violence
- Care Connect** 9690 3100
Individual support and brokerage for people who are financially disadvantaged and/ or at risk of homelessness
www.careconnect.org.au
- The Exodus Foundation** 8752 4600
Exodus provides help and support services such as social workers, chaplaincy, counselling, food parcel assistance and welfare assistance to homeless persons
www.exodusfoundation.net
- Youth Emergency Accommodation Line (YEAL)** 1800 424 830
Listing of youth emergency accommodation vacancies across NSW www.yaa.com.au

GOVERNMENT CONTACTS

- Centrelink**
Information about Government payments and services (including Pensions)
- Retirement**13 23 00
- Disability, sickness & Carers** 13 27 17
- Pensioner Education Supplement**13 24 90

Multilingual	13 12 02
Financial Information Service	9244 6597
56 Railway Pde Burwood NSW 2134	www.centrelink.gov.au
Ageing, Disability and Home Care (ADHC), Department of Human Services NSW	9334 3700
Level 3, 56 Railway Pde, Burwood NSW 2134	www.dadhc.nsw.gov.au
Community Services, Department of Human Services NSW Child Protection Helpline (24 hours/7 days)	132 111
	www.community.nsw.gov.au
Department of Education & Training	9582 6300
Disability Programs 9244 5085	www.det.nsw.edu.au
Croydon Health Centre	9378 1100
24 Liverpool Rd, Croydon	www.health.nsw.gov.au
Department of Housing (Burwood office)	9742 4300
	www.housing.nsw.gov.au
Dept of Veterans' Affairs	13 32 54
	www.dva.gov.au
NSW Police Ashfield	9797 4099
14 Victoria St, Ashfield	www.police.nsw.gov.au
Ashfield Council	9716 1800
Email: info@ashfield.nsw.gov.au	www.ashfield.nsw.gov.au
PO Box 1145, Ashfield NSW, 1800	
260 Liverpool Road, Ashfield NSW, 2131	
Fax: 9716 1911	

INFORMATION, ADVOCACY & LEGAL SERVICES

Commonwealth Respite & Carelink Centre (CRCC)	1800 059 059
Free information & referral to community support services available in the Inner West. The CRCC also provides short term and emergency respite for carers. Respite support is available for carers of the frail aged; carers of people with dementia; chronic health conditions, disabilities and mental health issues	www.wesleymission.org.au/crcc
Guardianship Tribunal NSW	9555 8500
Legal tribunal protecting the rights and independence of older people, with a disability and/or chronic illness	www.gt.nsw.gov.au
Self Advocacy Sydney	9622 3005
Run by and for people with intellectual disability to know about rights, where to go for support, participation in decision making, self advocacy skills	info@sasinc.com.au

LEGAL SERVICES

LawAccess NSW1300 888 529
Free legal information & referral. Limited free legal advice. TTY: 1300 889 529
www.lawaccess.nsw.gov.au

Older Persons' Legal Service1800 424 079

Find Legal Answers9273 1558
www.legalanswers.sl.nsw.gov.au

Free legal information service. Tool kit available at your local library

Marrickville Legal Centre9559 2899
338 Illawarra Road, Marrickville NSW 2204

Burwood Legal Aid9747 6155
Level 4, 74-76 Burwood Road, Burwood NSW 2134

For information regarding relevant legislation including: NSW Mental Health Act 1990; NSW Guardianship Act 1987; Disabilities Services Act 1993 see this website – Australasian Legal Information Institute: www.austlii.edu.au

GRANTS & FUNDING

Community Grants Program9716 1841
Ashfield Council provides annual funding to support local community groups

Community Development & Support Expenditure Scheme (CDSE)
Grants of funding from NSW Clubs to support community initiatives. More information can be found at this web address: www.clubsnsw.com.au

More funding information can also be found on the useful Community Builders web site at this address: www2.communitybuilders.nsw.gov.au/funding/

If you are looking for funding please also consider the opportunities that private business can offer in this area. For information about developing social enterprise see Social Ventures Australia at www.socialventures.com.au

COMPLAINTS

Administrative Decisions Tribunal1800 060 410
TTY 9235 2674
Review decisions made by State government agencies in the Community Services sector
www.lawlink.nsw.gov.au/adt

Aged Care Complaints Investigation Scheme1800 550 552
Responds to complaints on behalf of residents in Commonwealth funded aged care facilities
www.health.gov.au/oacqu

- Australian Human Rights Commission**1300 656 419 or 9284 9888
Independent body which investigates and resolves complaints about unlawful sex, race disability and age discrimination www.humanrights.gov.au/complaints_information
- Anti-Discrimination Board of NSW**9268 5544
TTY 9268 5522
For people who have been discriminated against due to their gender, pregnancy, race, age, sexual preference, marital or domestic status, disability, personal associations
www.lawlink.nsw.gov.au/adb
- Complaints Resolution & Referral Service**1800 880 052
TTY 1800 301 130
Helps people with disability sort out complaints about disability employment services & advocacy services
www.crrs.org.au
- Department of Ageing, Disability and Home Care (DADHC)**9334 3700
Metro South Regional Office funds local disability services.
Alternatively you may email complaints/ feedback to:
service@DADHC.nsw.gov.au
- Energy & Water Ombudsman NSW**1800 246 545
If you have problems electricity, gas or water supply
www.ewon.com.au
- Health Care Complaints Commission**.....1800 043 159 or 9219 7444
Complaints can be made about any health service provide in NSW including doctors, nurses, dentists, pharmacists, psychologists, chiropractors, podiatrists, and others
- Home Care Client Relations Co-ordinator**1800 044 043
Complaints about Home Care services
- Intellectual Disability Rights Service**9318 0144
People who receive services from a disability service provider have the right to complain if unhappy with how the service is being provided or if it is not being provided
- NSW Ombudsman**9286 1000
Independent & impartial government agency & watchdog for community services & government authorities in NSW
www.ombo.nsw.gov.au
- Self Advocacy Sydney**9622 3005
Run by and for people with intellectual disability to know about rights, where to go for support, participation in decision making, self advocacy skills
info@sasinc.com.au

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