















SENIORS' SERVICE DIRECTORY



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MAYOR'S MESSAGE



As a community, not only are Australians living longer, they are also healthier and more active than ever before. This is a combined result of past social policies and advancements in the medical field.

Collectively we are now more aware and proactive in taking care of our health. In order to get the most out of life we would all like to be mobile, free of pain and mentally alert. It is well recognised that it is not just our physical health, but also our psychological wellbeing that plays a vital role in building a purposeful life.

This easy to navigate directory provides information on government, not for profit and charity organisations that deliver health and community services for seniors. By encouraging our community to access these local practitioners and services, we are all contributing to a healthier lifestyle.

A handwritten signature in black ink that reads "Helen McCaffrey".

Mayor Helen McCaffrey
City of Canada Bay



HEALTH & WELLBEING

beyondblue

beyondblue is a national, independent, not-for-profit organisation working to address issues associated with depression and anxiety. For more information about depression, anxiety, available treatments and where to get help, please contact beyondblue.

Phone: 1300 224 636

Web: www.beyondblue.org.au

The Salvation Army

The Salvation Army provides a wide range of services, information and support for; problem gambling, money care, legal services, child care, counselling services and more.

Phone: 1300 36 36 22 (Salvo Care Line - 24 hour Telephone Counselling Service)

Web: salvos.org.au



HEALTH & WELLBEING

Chinese Australian Services Society

An organisation that provide services to the Chinese speaking community in the Inner West. Services provided to seniors living in the City of Canada Bay include: Community Aged Care Packages (CACP) targeting Chinese, Korean and Vietnamese seniors who are 70 years old and above; Dementia Day Care Centre, Women's Group, Indonesian Group, Hua An Seniors Group, Hua Kang Seniors Group, Hua Xing Activity Group, Ashfield Activity Group, Burwood Group and St George Activity Group.

Phone: 9789 4587 (press '2' for reception)

Web: www.cass.org.au

Co.As.It. – Italian Specific Services

Co.As.It. has two aims: promote the Italian language and culture in NSW and to assist the growing number of migrants arriving from Italy. Co.As.It. provides Italian language classes to adults and children both during and after school, Italian language resources via our Italian Multimedia Resource Centre, Bilingual Storytime for children customized Italian language classes for business, language certification and professional development opportunities for teachers. In the community services area, Co.As.It. provides aged care services and a wide range of community services, from youth and family to mental health, to problem gambling and many more.

Phone: 9564 0744

Web: www.coasit.org.au

Address: 67 Norton Street, Leichardt, NSW, 2040



HEALTH & WELLBEING

Aged Care and Rehabilitation Team

Covers a wide range of services at home. The Home Based Therapy team takes referrals for Occupational Therapy, Physiotherapy, Dieticians and Incontinence Advisor. The Aged Care Services includes but is not limited to; Dementia Support Service, Community Care Team, Day Centre's, and Psycho geriatric services.

Phone: 1800 556 533 (8am-8pm Monday to Friday)

Dementia Advisory Service – Sydney Local Health District

Support and information for people with dementia, their families and friends. Support groups for carers of people with dementia; social gatherings (dementia cafes) to enable people with dementia and their family members and friends to meet with others in a similar situation.

Located at Concord Hospital

Phone: 9767 5953

Inner West Dementia Advisory Service

The Inner West Dementia Advisory service is to promote local awareness of dementia and provide information, education and support. This service helps link people to assessment and support services provided.

Phone: 9767 7888



HEALTH & WELLBEING

EnableNSW – Disability Support Service

EnableNSW provides equipment and attendant care to assist residents with a long term or permanent disability to live at home. This includes items such as wheelchairs, shower commodes, special shoes and prosthetic limbs. Funding is also available for eligible clients.

Phone: 1800 362 253 (1800 ENABLE)

Email: enable@health.nsw.gov.au

Web: www.enable.health.nsw.gov.au

Home & Community Podiatry Service

Podiatry service for residents in the Inner West who are assessed to be frail aged people with a disability, and their carers. All Home and Community Care Podiatry clients will be reassessed each year.

Phone: 9911 9939

Web: www.burwood.nsw.gov.au/podiatry

Community Podiatry Team

Podiatry service for residents in the Inner West (who have a pension or healthcare card).

Phone: 9767 7395



HEALTH & WELLBEING

Inner West Neighbour Aid

Inner West Neighbour Aid provides social support and home assistance to older people, people with disabilities and carers in the Inner West of Sydney. Our services include home visiting, social outings, supported pet adoptions, assistance with pet/walking/grooming, men's group, assisted online shopping, garden aid, lawn mowing subsidy and more. Contact Inner West Neighbor Aid for more information.

Phone: 9799 5099

Email: admin@iwna.com.au

Web: www.iwna.com.au



HEALTH & WELLBEING

Community Health Nursing

Community Health Nursing is provided to people of all ages across Sydney South West Area Health Service Districts (which includes the Inner West). Services are provided in different environments according to client need; including the home or health care centre. Any person may make a referral to CHN, this includes General Practitioners (GPs), hospital wards, Emergency Departments, Non/Government services and direct from clients/families. Service provided include; Post-Acute Care, General Nursing and Palliative Care Nursing.

Phone: 1300 722 276

Australian Hearing

Australian Hearing is the nation's leading specialist and largest provider of Government funded hearing services. For more information or to book a free hearing check, call your local hearing centre.

Phone: 1300 412 512

Web: www.hearing.com.au

Vision Australia

Vision Australia assists people who are visually impaired, giving them access to services and support to fully participate in every part of life they choose.

Phone: 1300 847 466

Web: www.visionaustralia.org



TRANSPORT

Access Sydney Community Transport

Access Sydney Community Transport is a not-for-profit community organisation offering services to people located within various Sydney regions including the inner west. The organisation provide a variety of transport options for people who are elderly, frail, or have an illness or disability that makes ordinary transport difficult. Services are designed to assist people who don't or can't drive, cannot arrange transport through a friend or relative can't use public transport or afford ordinary transport.

Phone: 8241 8000 (Monday to Friday 8am - 4pm)

Web: accesssydney.org.au

BayRider

The BayRider is a shuttle bus service operating on Wednesday's and Thursday's within the City of Canada Bay. The service assists residents with transport difficulties to access facilities or services in the local area.

Phone: 9719 8102

Web: www.dcc.org.au



TRANSPORT

Sir Roden & Lady Cutler Foundation

Sir Roden & Lady Cutler Foundation Inc are currently transporting the elderly, seriously ill, infirm and those in necessitous circumstances all over Sydney and taking them to medical appointments for free.

Phone: 1300 747 763

Web: www.sirroden.org.au

Volunteer Associates of St Ambrose – Concord West

VASA maintains contact with the elderly by organising monthly morning tea outings, assisting with shopping on a fortnightly basis and provide transport where necessary for appointments.

Phone: 9736 3686 or 8765 1295

Sydney Buses – NSW Transport

Sydney's primary bus service, providing all information on bus services, timetables, routes, tickets, and more.

Phone: 131 500

Web: www.sydneybuses.info



RECREATION



Drummoyne Community Centre (DCC)

DCC is a neighborhood centre for the City of Canada Bay area which runs programs for all ages including children, parents and older residents. Programs cover classes, groups and information, free tax help for low income earners, drop in morning tea and community transport and new resident tours.

Phone: 9719 8102

Email: info@dcc.org.au

Web: www.dcc.org.au

Concord Senior Citizens Centre

Concord Senior Citizens Centre, located on the corner of Bent and Wellbank Streets, caters for a wide range of people. The centre runs a regular program of activities such as: Gentle Exercise, Dance, Art Classes, Handicrafts, Computer Classes, Table Tennis, Chess and Italian Bingo.

Phone: 9743 5793

Web: www.canadabay.nsw.gov.au

Location: 9-11 Wellbank St, Concord NSW 2137



RECREATION

City of Canada Bay Council – Senior Bus Trips

The City of Canada Bay provides social bus outings for residents over the age of 55. There are two bus groups – Bay Connection and Active Adults. Bay Connection runs fortnightly and caters for people who live at home and are less mobile. If you are young at heart, active and over 55, come and join the Active Adults group. The group runs monthly and visits places like Berry, Wollongong and the Central Coast.

Phone: 9911 6555

Web www.canadabay.nsw.gov.au

Location: 1A Marlborough St, Drummoyne NSW 2047

Active and Healthy

There are many things you can do to help yourself stay active and on your feet. This website not only provides information about exercises, but also about your health, making your home environment safe, what to do if you do have a fall, and home and lifestyle checklists to help you reduce your risk. To learn more about staying active and healthy and fall prevention go to the Active and Healthy website.

Web: www.activeandhealthy.nsw.gov.au



FOOD SERVICES

Concord - Drummoyne Meals on Wheels

A service that provides home delivered meals to frail aged and disabled people and their carers. They provide monthly centre based meals at Concord Senior Citizens Centre and have frozen food available for sale to the public at their centre.

Phone: 9747 1135

Email: confood@bigpond.com

Web: www.mealsonwheelsconcord.com.au



FALLS PREVENTION

Make a Move & Don't Fall for It

Make a Move is a series of brochures advising you of your risk and what to do. Information includes falls prevention, environment, medication, vision, home hazards, physical activity and much more.

'Don't Fall for It' is a booklet that looks at how slips, trips and falls can happen to anyone. People often dismiss falls as 'part of getting older' or 'just not concentrating' but they are often a warning sign that something is not right. So it is important to discuss any fall with your doctor.

Phone: 9391 9000

Web: www.health.nsw.gov.au



Commonwealth Home Support Program (CHSP)

CHSP is an entry level home help program for older people who need some help with daily tasks to live independently at home. The aim of the CHSP is to help older people live as independently as possible with a focus on working with you, rather than doing for you. It is about building on your strengths, capacity and goals to help you remain living independently and safely at home

You may be eligible for services under the Commonwealth Home Support Programme if you are:

- 65 years or older, or 50 years or older and identify as an Aboriginal and Torres Strait Islander person, or 50 years or older and on a low income, homeless or at risk of homelessness
- Still living at home
- In need of help at home to continue to live independently.

Phone: 1800 200 422

Web www.myagedcare.gov.au

Commonwealth Respite and Carelink Centre

CRCCs provide free and confidential information on local carer support, disability and community services. Commonwealth Respite and Carelink Centres (CRCCs) aim to contribute to the support and maintenance of caring relationships by facilitating access to information, respite care and other support appropriate to carers' needs and circumstances, and the needs of the people they care for. CRCCs provide free and confidential information on local carer support, disability and community services

Phone: 1800 052 222



L.I.N.C.S. Community Directory

LINCS is a Community Information Directory Database managed by the City of Canada Bay. It is a listing of local community services and groups within and around our area. You can search by suburb and it is handy for those looking for religious and other community organisations. LINCS is free to use and is available to access at all times via our website.

Phone: 9911 6342

Email: comminfo@canadabay.nsw.gov.au

Web: www.canadabay.nsw.gov.au

Grandparents Raising Grandchildren NSW

Grandparents Raising Grandchildren NSW (GRG NSW) is a resource for grandparents, relatives and kinship carers providing timely and useful information on services, networks, tips, stories and support available to carers.

Phone: 1800 449 102 / 9286 3860

Email: info@cotansw.com.au

The Ella Centre

The Ella Centre exists to provide quality programs, services and advocacy to support people and communities across the Inner West, with a focus on people with disabilities, dementia, older people, carers, and those who have needs not acknowledged or met by others.

Phone: 9798 5140

Email: reception@ella.org.au

Web: www.ella.org.au





Men's Shed

Harry's Shed is a place where men share a variety of skills and work with or alongside other men. The objectives of the men's shed are to advance the health and wellbeing of its members by providing a safe and happy environment where skilled and unskilled people can pursue hobbies and pastimes, learn new skills, practice and pass on old skills, learn about their own and other people's health and wellbeing.

Phone: 9745 1487

Email: harryshed@tpg.com.au

Open: Monday to Friday 9am to 12 noon

Location: Lower Ground floor, Concord Community Centre
1 Gipps Street, Concord NSW 2137



Home Library Service

If you are aged, infirm or a carer and unable to come to the Library, then you may qualify for Home Library deliveries. Based on your interests and requirements, items will be selected and delivered to you at home every four weeks.

Phone: 9911 6211

Web: www.canadabay.nsw.gov.au

Australian Government – Aged Care Information

This website provides a range of information including contacts and services available to assist you with ageing and aged care issues.

Web: www.health.gov.au



What's On

To find out about local events and activities, click on the 'What's On' tab on Council's website

Phone: 9911 6555

Web: www.canadabay.nsw.gov.au

Five Dock Library and Concord Library

The libraries provide a variety of services for all ages. Check out the website below for information on how to become a member, how many books you can borrow, access to computers and more.

Phone: 9911 6200

Web: www.canadabay.nsw.gov.au



Housing NSW

Housing NSW, an agency of the NSW Department of Family and Community Services (FACS) is one of the largest providers of social housing in the world, providing a range of housing solutions to meet the needs of today's community. In partnership with the community, industry and individuals, Housing NSW provides safe, decent and affordable housing opportunities for those most in need so that they can live with dignity, find support if needed and achieve sustainable futures.

Phone: 1800 422 322, or 8753 8000

Web: www.housing.nsw.gov.au

Bridge Housing

Affordable housing offers an alternative to public housing and the private rental market. Tenants and properties are managed by non-government, not-for-profit Community Housing Providers (CHPs) who provide rental housing at discount to market rent for people on low to moderate incomes including those who require support to secure and maintain appropriate housing.

Phone: 8324 0800

Email: customerservice@bridgehousing.org.au

Web: www.bridgehousing.org.au



My Aged Care

My Aged Care is a national online and phone service to help you find out about aged care services, and what services may be available to help you. There are different types of aged care services to support you, whatever your needs. When you call the My Aged Care contact centre, the staff will ask questions to help understand your needs. They can help you find out if you are eligible for aged care services. Contact My Aged Care about the aged care system and how to access services within your local area.

Phone: 1800 200 422 (8am - 8pm Monday to Friday and 10am - 2pm on Saturdays)

Web: www.myagedcare.gov.au

Seniors Card

The NSW State Government introduced the Seniors Card scheme in 1992 to encourage older people to enjoy an active and healthy retirement. The scheme is free to join, is not assets-tested and you are not required to disclose your income. To qualify, you must be a New South Wales permanent resident, aged 60 or over and work no more than 20 hours a week.

Phone: 137 788

Web: www.seniorscard.nsw.gov.au



Volunteer Network

Volunteer Network is an organisation for people wishing to become actively involved in the local community. It aims to recruit, train, support and place volunteers with organisations that provide a service to frail older people, people with disabilities and their carers so they can live comfortably and independently in their own homes. Volunteer Network covers the Local Government Areas, of Ashfield, Burwood, Canada Bay and Strathfield.

Phone: 9911 9855

Address: C/- Burwood Council, Suite 1, Level 2, 1-17 Elsie Street,

Burwood NSW 2135



Australian Government – Centrelink

It is like having a service centre on your mobile device. You can use any Express Plus mobile app to; update your contact details, subscribe to and view your online letters, view your payments and transaction history, and capture and upload documents.

You will also be able to do other things on your Express Plus mobile app which specifically relate to your circumstances. For more information visit

Web: www.humanservices.gov.au

Older Australians - Centrelink

Age pension, deeming, Income and assets tests, Financial Information Service, Pension Bonus Scheme and Commonwealth Seniors Health Card

Phone: 132 300

To speak to us in languages other than English

Phone: 131 202

Disabilities, Sickness and Carers

Phone: 132 717

WorkVentures

WorkVentures is a not for profit enterprise offering refurbished computers and laptops, including video tutorials and free hotline support.

Phone: 1800 112 205



eHealth

Register for an eHealth record to manage your health information online. Information is available online as you need it, day or night. It also means that the Doctors, nurses and other health professionals involved in your care have the information they need.

It is safe and secure.

Phone: 9880 3200

Web:

myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home

Emergency Medical Information Book

If you don't have one of these books and you live alone, have any medical conditions and /or take prescription medications, you should get one. This book contains everything a Paramedic and Hospital Registration needs to know about you – all contact details, medical history, medication and allergies. The book is available from many Rotary Clubs and Lions Clubs.

Email: info@emib.org.au

Web: <http://emib.org.au/>



Legal Aid

Legal Aid NSW helps provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law.

Phone: 1300 888 529

Web: www.legalaid.nsw.gov.au

Senior Rights Service Inc (SRS)

SRS is a community legal center that provides non-legal advocacy for the residents and their carers of Commonwealth funded aged care services in NSW and their carers. Legal services include legal advice and referral to older people, may also provide limited legal assistance for financially and socially disadvantaged older people in NSW, and legal advice and advocacy for residents of self-care retirement villages on issues arising from disputes with the retirement village management or interpretation of a contract under the Retirement Villages Act 1999 NSW.

Phone: 1800 424 079

Web: www.seniorrightsservice.org.au

NSW Government - Planning Ahead Tools

We all expect that we will be able to make our own decisions about our lives. However, illness or accidents may mean that we need to rely on other people to make decisions about our health, welfare, finances or medical treatment. This website contains information, tools and resources to make sure your wishes are known and you have a plan for the future. Information includes Power of Attorney, Enduring Guardianship, Advance Care Planning, Capacity Issues, Elder Abuse and more.

Web: planningaheadtools.com.au



EMERGENCY

State Emergency Service

For emergency help in floods and storms

Phone: 132 500

Web: www.ses.nsw.gov.au

NSW Government

For more information about emergency and safety services such as NSW Police Force, Ambulance Service of NSW, Fire and Rescue NSW, NSW Maritime Authority, NSW State Emergency Service, National Security Hotline and NSW Rural Fire Service go to

Web: www.emergency.nsw.gov.au

Emergency - Police, Ambulance, Fire

Phone: 000





1a Marlborough Street, Drummoyne NSW 2047

Tel 9911 6555 www.canadabay.nsw.gov.au

This document was updated January 2017

