

## Your Useful Phone Numbers and Notes

# Community Care Guide



- Home Care
- Social Support
- Food Services
- Transport
- Respite Care and more!

**A guide to HACC and related services for frail older people, people with disabilities and their carers in the Blue Mountains.**



Produced by  
Blue Mountains City Council on behalf of  
the HACC & Community Care Forum  
September 2006



**Blue Mountains City Council acknowledges that the City of the Blue Mountains is located on the traditional lands of the Darug and Gundungurra Nations.**

**Katoomba Office:**

Monday - Friday, 8:30am to 5:00pm  
2 - 6 Civic Place  
Katoomba NSW 2780

**Springwood Office:**

Monday - Friday, 8:30am to 5:00pm  
104 Macquarie Road  
Springwood NSW 2777

**Council E-mail:** council@bmcc.nsw.gov.au

**Telephone (Local call Cost):**

Lower Mountains (02) 4723 5000  
Upper Mountains (02)4780 5000

**Fax:** (02) 4780 5555

**Postal Address:**

Locked Bag No 1005  
Katoomba NSW 2780

**Document Exchange:**

DX8305 Katoomba

## Useful Phone Numbers

Police/Fire/Ambulance	000
(National Relay Service only)	106
State Emergency Service (SES)	132 500

See the **“Age”, “Health and Help”, and “Community Help”** pages in the front of your phone book for lots of helpful numbers.

### **HOSPITALS**

Nepean	4734 2000
Blue Mountains	4784 6500
Springwood	4751 0300
RSPCA Katoomba	4782 2674
LIFELINE telephone counseling	13 11 14

For private home help services like cleaning, look under **“Home Help”** in the Yellow Pages.

For more information on local services, contact the Commonwealth **Carelink Centre** on **1800 052 222** or your nearest Neighbourhood Centre.

Blackheath	4787 7770
Katoomba	4782 1117
Mid Mountains (Lawson)	4759 2592
Springwood	4751 3033
Winmalee	4754 4050
Lower Mountains/Blaxland	4739 8169

## What do all those initials stand for?

We sometimes forget that not everyone knows what these terms stand for:

HACC - Home and Community Care

CIARR - Home and Community Care Client Information and Referral Form

DADHC - NSW Department of Ageing, Disability and Home Care

MDS - Minimum Data Set (*Information to be provided to DADHC.*)

ACAT - Aged Care Assessment Team

CACP - Community Aged Care Package

EACH - Extended Aged Care at Home

HCS - Home Care Service

VHC - Veterans Home Care

VAN - Veterans' Affairs Network

SWAHS - Sydney West Area Health Service

BCS - Baptist Community Services

ARV - Anglican Retirement Villages

CRS - Commonwealth Rehabilitation Service or Complaints Resolution Service (*Aged Care*)

CVS - Community Visitors Scheme

CALD - Culturally and Linguistically Diverse

NESB - Non English speaking Background

TIS - Telephone Interpreter Service

MLAK key - A key that opens locked accessible toilets (*Available on written authority.*)

## Home and Community Care

Dear Blue Mountains resident,

The Home and Community Care (HACC) Program provides a range of services throughout the Blue Mountains, which make life easier for people who choose to stay in their own homes, but whose age or disability means they need help.

This booklet will help you to find a HACC service, or other relevant services, which will best suit your needs. Staff and volunteers of these services are happy to provide more detailed information on what the service can do for you and of any costs involved.

If you require information in another language, speak to the Nepean HACC Access Project Worker on 4732 6301 and they will assist you.

A tape version of this handbook is also available. Contact Katoomba Volunteer Carers on 4782 1117.

If you require more information about this Guide call the Aged and Disability Services Development Officer at Blue Mountains City Council on 4780 5546.

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## Complaints about services

It is important to inform the HACC service if you have any concerns about the service you receive. You can talk to the manager about this if you wish. Services cannot stop helping you if you complain.

If you feel your complaints have not been properly addressed you can contact:

**NSW Ombudsman  
Community Services Division  
Level 24, 580 George Street  
Sydney NSW 2000  
Tel: 1800 451 524**

For complaints regarding Health Services, you can contact the **Health Care Complaints Commission**. Phone: **9219 7444** or Toll free **1800 043 159**.

For complaints about aged care homes and Community Care Packages call the **Aged Care Resolution Scheme** on **1800 550 552**.



## Your rights and responsibilities

### Some rights:

You have the right to receive appropriate services and workers should be aware of and respect your language, culture and personal circumstances.

You have the right to decide what services you want to receive. However, you may have to wait if the service cannot be provided to you immediately.

### Some responsibilities:

You should act in a way that respects the rights of other consumers, service staff and volunteers and ensures their safety in your home.

You need to take responsibility for any decisions you make. You should give reasonable notice if you cannot attend an appointment.

You should be aware that there are some costs to use most services. These costs will be explained to you by the service provider. Services may still be available if you are unable to pay.



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## What is HACCC? Home and Community Care

The Home and Community Care (HACC) Program is a joint Commonwealth and State funded program, which aims to help frail older people and people with moderate to severe disabilities to live at home for as long as it is practical, rather than entering a permanent care setting.

HACC services are offered by a range of community and government organisations.

## Who can use HACC services?

A frail older person or a person with a disability, who finds independent living difficult, can ask for HACC services.

HACC services are also available to carers.

Carers are the family members or friends who assist the older person or the person with a disability to live independently.

There are some specific services for people whose first language may not be English or people from Aboriginal and Torres Strait Islander Communities.

## Information Services

**Commonwealth Carelink Centre 1800 052 222**  
Provides information about community care and support services to older people, people with a disability and carers.

**Aged & Community Care Information Line  
1800 500 853**  
Provides information about commonwealth funded residential and community care.

**Commonwealth Carers Resource Centre  
1800 242 636**  
Information, referral and support service for those caring for someone who is frail aged, has a disability or life limiting illness.

**National Continence Helpline 1800 330 066**  
Information about bladder and bowel control problems, referral and information about products.

**Blue Mountains City Council 4780 5546  
Aged and Disability Services Development Officer**  
Provides information and a referral service to residents. Also provides a support and coordinating role to Home and Community Care Service providers. No direct care service is provided.

## Services for People of Aboriginal and Torres Strait Islander Descent

<b>Gilgai Disability Family Support</b>	<b>9625 2952</b>
<b>Gilgai Aboriginal Carer Support</b>	<b>4721 4480</b>
<b>Aboriginal Health Worker - Lawson Community Health Centre</b>	<b>4759 8700</b>
<b>Daruk Aboriginal Medical Service</b>	<b>9832 1356</b>

## Information Services

**Palliative Care Association of NSW** 9282 6436  
Information and advice about palliative care services and resources in NSW.

**Veterans Affairs Network (VAN) Western Sydney** 9893 9892  
Provides information for members of the veteran community.

**National Dementia Helpline**  
**Alzheimer's Australia NSW** 1800 100 500

**National Relay Service** 1800 555 677  
This service is for people who are deaf, hard of hearing or who have a speech impediment.

## Why do services collect my details?

HACC services gather statistics and collect basic information for government planning and policy making. Any information forwarded about clients is treated confidentially and will not disadvantage anyone receiving services.

You have the right to privacy and confidentiality. No information will be provided to anyone else outside the service without your permission.

Client data is collected on a CIARR form. CIARR stands for 'Client Information and Referral Record' and is pronounced chee-aah!



## Advocacy

**People with Disabilities, the Aged, Abuse and Neglect Hotline** 1800 880 052

**Penrith Disabilities Resource Centre** 4732 2363

**People With a Disability** 9370 3100

**Penrith Association for People with a Disability**  
4721 0866

**Blue Print Family Support Project  
(Disability Enterprises)** 4784 1118

**The Aged Care Rights Service** 1800 424 079  
An independent advocacy service.

**Multicultural Disability Advocacy Association**  
9891 6400

**Disability Complaints Service** 9319 6549  
**TTY** 9318 2138

**Indigenous Disability Advocacy Service( IDAS)**  
9687 7688 OR 1300 114 237

## Services for People from Culturally and Linguistically Diverse (CALD) Backgrounds

Information, referral and support for residents of Culturally and Linguistically Diverse Backgrounds is available.

**Nepean Migrant Access** 9833 2416

**Translating and Interpreting Service** 131 450

**Nepean HACC Access Project** 4732 6301

Assists those from Culturally and Linguistically Diverse (CALD) background to access Home and Community Care (HACC Services). Also provides information and resources to HACC services who are working with culturally and linguistically diverse communities.



## Home Delivery in the Blue Mountains

To make shopping easier there are several supermarkets, fruit and vegetable retailers and butchers in each of the Town Centres of the Mountains that provide delivery of groceries, fruit, vegetables and meat.

For retail outlets that home deliver, contact the services in your local area. Alternatively contact Blue Mountains Food Service on **4757 2811** for a complete listing of services that deliver in the Blue Mountains.

## Pharmaceutical Home Delivery in the Blue Mountains

There are a number of Chemists in the Blue Mountains that provide home delivery of pharmaceuticals.

For pharmacies that home deliver contact the services in your local area. Alternatively contact Blue Mountains Food Service on **4757 2811** for a complete listing of pharmacies that deliver in the Blue Mountains.

## Community Transport

### Great Community Transport **4759 2403**

GCT provides special care transport for eligible Blue Mountains and Penrith clients. Transport is door to door, for local shopping, social and respite outings, centre based meals, hospital and medical transports. Some out of area transport may be provided depending on

available resources, with priority for service "closest to home". GCT provides transport assistance in wheelchair accessible mini-buses and vans. Volunteers assist as bus carers, car drivers driving their own cars and office receptionists. A contribution from clients is requested, dependent on destination.

### Department of Veterans Affairs Repatriation Transport **133 254**

Provides transport for specialist medical or dental appointments, travel to and from hospital for admission and discharge or allied health visits within public hospitals for gold card holders and certain white card holders who have an assessed need. All other travel e.g. to local doctor can be reimbursed by Department of Veterans Affairs.



## Meals and Nutrition

### **Blue Mountains Food Services 4757 2811**

A range of food services can be provided, such as Meals on Wheels, frozen food outlets, village restaurants and food based activities supporting people living with mental illness.

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

### **Nutrition and Dietetics Clinic - Blue Mountains Hospital 4784 6552**

Dietitians can provide expert advice on healthy eating for general health or disease prevention and management.

## Free and Affordable Meals

### **Katoomba Civic Centre 4782 1174**

87 Katoomba Street, Katoomba

Morning Tea (minimal cost): Monday, Wednesday – Friday (and *occasional* Saturdays, 9:30am – 12 noon)

Lunch (\$5:00): Tuesday, 11:45am – 12:45pm

## Respite Carers of Younger People with a Disability

There are a number of services that provide respite for carers of people with a disability. These include:

**Anglicare 9832 2300**

**Kincare 1300 733 510**

**Hawkesbury Penrith Respite Services Inc 4722 2155**

**Sunnyfield 9853 3255**

**Nado 4731 3330**

**Barnardo's 4729 1211**

## Respite Care and Recreational Activities

### **Vacation Care Program - Barnardo's 4729 1211**

Vacation care for children and adolescents aged between 5-20 years who have a disability with moderate to high support needs and who are attending school.

### **Vale St Respite for Carers 4721 8187**

Provides weekly respite care for carers of someone who has a mental illness.

### **Respite Tours 4759 2611**

Provides day trips and holidays for adults with a developmental disability or an acquired brain injury.

### **Home Care NSW 1800 350 792**

#### **Department of Ageing, Disability & Home**

Provides respite care for carers of someone who is frail aged or who has a disability.

## Free and Affordable Meals

### **Katoomba Neighbourhood Centre 4782 1117**

8 Station Street, Katoomba

Free lunch: 1<sup>st</sup> and 3<sup>rd</sup> Thursdays of the month  
(3<sup>rd</sup> Thursday is a vegetarian meal provided by Ananda Marga) Donations appreciated  
12:00 – 1:30pm

### **Salvation Army 4782 5124**

33 Waratah Street, Katoomba (Next to Centrelink)

Free breakfast: Monday – Friday, 7:30am - 8:30am  
Free lunch: Friday, 11:30am – 12.30pm  
Donations appreciated

### **St Hilda's Anglican Church 4782 1608**

**Café Manna** - affordable meal and entertainment

68 Katoomba Street, Katoomba

*Occasional* Friday nights, 6pm

Go to [www.cafemanna.net](http://www.cafemanna.net) for dates and information

### **Uniting Church 4757 4394**

223 Katoomba Street, Katoomba (Next to Telstra)

Open Hearth free lunch: Tuesday, 11:30am - 1:00pm

Free dinner: Last Friday of the month, 5:30pm - 7:00pm

## Food Parcels

**Blackheath Area Neighbourhood Centre** 4787 7770

265 Great Western Highway  
(Corner of Gardiner Crescent), Blackheath

**Blue Mountains Family Support Service** 4782 1555

10 Station Street, Katoomba  
Monday and Tuesday, 9:30am - 4:00pm

**Katoomba Neighbourhood Centre** 4782 1117

8 Station Street, Katoomba  
Wednesday - Free bread available

**Lower Mountains Family Support Service** 4739 5963

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

**Salvation Army (Next to Centrelink)** 4782 9251

33-35 Waratah Street, Katoomba  
Monday and Friday, 10:00am - 1:00pm

**St Vincent De Paul** 4782 5155

65 Waratah Street, Katoomba  
Monday - Friday, 9:30am - 12:30pm

272 Macquarie Road, Springwood 4751 2271

Tuesday, 1:30pm - 3:00pm

## Respite Care and Recreational Activities

**Host Family Respite Program** 4751 8213  
**Anglicare**

Provides regular, planned respite for carers of children up to 18 years of age who have a moderate to severe disability. Care is provided by volunteers in either the home of the volunteer carer or the home of the child.

**Blue Mountains Recreation and Respite Service Inc** 4751 9041

Respite for carers of adults who have a moderate or severe disability aged between 18-65 years. Provides outings for people with a disability on a group or one to one basis.

**Life Links Flexible Respite Options**

**Baptist Community Services** 4731 1722

Flexible respite service for carers of someone who is frail aged or who has a disability.

**Wangary Aboriginal Home Care** 4734 9422

Provides domestic assistance, personal care respite care, shopping and lawn mowing services to the Aboriginal and Torres Strait Islander community. Services are provided for frail aged or those who have a disability and their carers.

## Respite Care and Recreational Activities

### **Community and In Home Flexible Respite The Benevolent Society 4720 1000**

Provides respite for carers of people who have dementia and challenging behaviours which therefore restricts their access to other support services.

### **Anglicare Home Respite Service 4588 6719**

This service provides in home respite care for people with dementia and/or their carers for up to three hours per week. Services in the home can include meal preparation, monitoring of diet and safety, medication support and exercise.

### **Vacation Care Program - Anglicare 9832 2300**

Vacation care for children aged between 5-10 years who have a moderate to severe disability and school holiday camps for children up to 18 years who have a moderate to severe disability.

### **Eleebana Respite Cottage 4731 8399 Anglicare**

Provides weekend residential respite care at a respite cottage in Faulconbridge for adults who are frail aged or who have dementia living with a carer in Western Sydney.

## Home Help

### **Home Care NSW 1800 350 792**

Provides personal care, domestic assistance and respite care. Contact the Referral and Assessment Centre to make a referral.

### **Veterans Home Care 1300 550 450**

Provides domestic assistance, personal care, and respite care. They can also provide limited home and garden maintenance to ensure safety around the home. Available to gold card and certain white card holders who are Australian Veterans and War Widows/Widowers with an assessed need.

### **Wangary Aboriginal Home Care 4734 9422**

Provides domestic assistance, personal care respite care, shopping and lawn mowing services to the Aboriginal and Torres Strait Islander community. Services are provided for frail aged or those who have a disability and their carers.

### **Community Service Network - AIDS Council of NSW 9206 2031**

Practical help and support for people living with HIV/AIDS.

### **Lifelinks**

### **Baptist Community Services 4731 1722**

Provides personal care, and domestic assistance.

## Home Help

### **Community Aged Care Packages (CACP) & Extended Aged Care at Home Packages (EACH)**

CACP'S provide a package of care services in the home for frail aged people who have complex care needs and have been assessed by the Aged Care Assessment Team as having low level support needs. **EACH** provides a package of care services in the home of frail aged people who have high care needs and have been assessed by the Aged Care Assessment Team as having high level support needs. Contact the Aged Care Assessment Team on **1800 013 101** to arrange a **CACP/EACH assessment**. There are various CACP and EACH providers in the Blue Mountains including Anglican Retirement Villages, Anglicare, Baptist Community Services, Bodington Community Care, Care Connect, Southern Cross Community Health Care, Stanhope Home Nursing Services, The Benevolent Society, Uniting Care.

### **Lifelinks CALD**

#### **Baptist Community Services 4731 1722**

Provides domestic assistance for people from culturally and Linguistically Diverse (CALD) backgrounds.

### **Southern Cross Community Health Care**

**1800 989 000**

Provides domestic assistance.

## Respite Care and Recreational Activities

Respite services enable carers to have time out from their caring role. Services provide clients with social activities at day centres, in the home, in a residential care setting or out in the community.

### **Commonwealth Carer Respite Centre Nepean Anglicare 1800 059 059**

Provides emergency and crisis respite care for carers of someone who is frail aged, has a disability or chronic illness. May also be able to provide respite for irregularly occurring events e.g. carer has a medical appointment or special event to attend. Also provides assistance to access respite in a residential aged care facility, runs an ageing carers program and young carers project. Can also provide information about respite care options in the Nepean Region.

### **KinCare HACC Respite 1300 733 510**

Provides in home respite care to allow carers of someone who is frail aged, has dementia or who has a disability to have some time out from their caring role.

### **Complex Care Support Program 4588 5966 Anglicare**

Provides respite for carers of people who have dementia and who have challenging behaviours.

## Respite Care and Recreational Activities

### Frail Aged & Dementia Day Centres

Provide social and recreational activities for people who are frail aged or who have dementia in a centre based environment. Morning tea, lunch and afternoon tea are provided and clients are transported to and from home.

#### Frail Aged Day Centres

<b>The Cottage - Mondeval, Leura</b>	<b>4784 3904</b>
<b>Springwood Day Centre</b>	<b>4751 0116</b>
<b>The Ritz RSL Day Care Club, Leura</b>	<b>4758 6976</b>
<b>Gilgai Aboriginal Day Care</b>	<b>9832 3825</b>

#### Dementia Specific

<b>Winmalee Day Centre</b> (covers Lapstone to Linden)	<b>4754 5841</b>
<b>Blue Mountains House Respite Program - Blaxland</b>	<b>4739 0418</b>
Covers Lapstone to Faulconbridge	
<b>The Pines - Mondeval, Leura</b>	<b>4784 3904</b>
<b>Intake -Lawson Community Health Centre</b>	<b>1800 013 101</b>

## Home Modification and Maintenance

### Blue Mountains Home Modification & Maintenance Service **4782 1117**

For your physical safety grab rails, ramps and other modifications can be installed in your home and some minor maintenance can be carried out.

### Blue Mountains Lawn & Garden Service (Our Lady of Consolation Aged Care Services)

**9832 4599**

Lawn mowing, garden maintenance, gutter maintenance, hazard reduction may be provided.



### Department of Veterans Affairs **133 254**

Home Modification Services can be provided to Australian Veterans and War Widows/ Widowers who are gold or certain white card holders who have an assessed need. Rails, ramps and other modifications can be installed in your home to ensure your physical safety.

## Equipment/Aids

### **Program of Appliances for Disabled People (PADP) 4734 2801**

Provides aids and equipment at a reduced cost to support people who have a disability with activities of daily living.

### **Rehabilitation Appliances Program Department of Veterans Affairs 133 254**

Provides self help and rehabilitation equipment and appliances to veterans who are gold card or certain white card holders who have an assessed clinical need.

### **Assessment & Equipment Loan Blue Mountains Hospital 4784 6503**

## Health Care

### **Daruk Aboriginal Medical Service 9832 1356** Provides health care services to the Aboriginal community.

### **Aged Care Assessment Team (ACAT) 1800 013 101**

Team of health professionals who provide a comprehensive assessment service for older people to identify care needs. ACAT can advise on appropriate support services and assess eligibility for entry into residential aged care.

## Carer Support Services

### **Male Carers Support Group 4782 1117** The Male Carers Support Group provides support and information to male carers via a monthly workshop. To attend the monthly workshops, or for additional information and or advice contact the Katoomba Volunteer Carers Coordinator on the above number.

### **Uniting Care Community Care Services 47517617** Provides support for male carers

## Respite Care and Recreational Activities



**Day Centres often have carer support groups.  
Ring to find out!**

## Carer Support Services

To assist carers in their supporting role, there are a number of support groups available for those caring for someone who has dementia, is frail aged or who has a disability. These include:

**Winmalee - Anglicare** 4754 5841

**Leura - Sydney West Area Health Service**  
4784 3904

Support for carers of people who are living with dementia

**Waromi, Katoomba** 4739 1809

Support for carers of people who have a mental illness.

**Caring for Carers** 4759 2592

**Mid Mountains Neighbourhood Centre**

Support for carers of frail aged or people with a disability.

**Blue Mountains Cancer Help Inc** 4782 4866

Support Group for people diagnosed with cancer and their carer/family.

**Talk Link - Carers NSW** 1800 242 636

Teleconferencing service where a group of up to 6 carers and 2 trained facilitators get together via telephone for one hour over a 6-8 week period to provide support to each other.

## Health Care

**Continence Promotion Outreach Program**

8741 5699

Provides continence assessment, education and advice to those who are experiencing difficulties controlling their bladder or bowel. Priority is given to frail aged people and people who have a disability.

**Women's Health Centre - Katoomba** 4782 5133

Provides health related services for women of all ages. (Note: They do not provide therapy or nursing services).

**Sydney West Area Health Service**

Offers a range of health care services including community nursing, occupational therapy, speech therapy, palliative care, physiotherapy and continence support. Contact Chronic and Complex Care Intake **1800 013 101** to make a new referral.

**Sydney West Area Mental Health Service**

1800 650 749

Provides an entry point for the community to access mental health services. They provide triage, assessment and referral.

## Social Support Services

**Blue Mountains Volunteer Home Visitors Service (formerly Volunteer Carers)** provides a range of social support services including home visiting, home library service and companionship.

**Blaxland** (Lapstone to Warrimoo) **4739 8169**

**Springwood** (Valley Heights to Linden) **4751 3033**

**Lawson** (Woodford to Bullaburra) **47592 592**

**Katoomba** (Wentworth Falls to Mt Victoria)  
**4782 1117**

**Blue Mountains Palliative Support** **4759 3001**

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

**Community Visitors Scheme** links volunteers with older people living in residential aged care facilities who may be lonely or isolated and who would welcome a visitor.

**Springwood** **4751 3033**

**Katoomba** **4782 1117**

**Riding for the Disabled Association** **9746 0950**

Provides people with a disability, the opportunity to ride and enjoy all the activities connected with horse riding. Riding for people with a disability is both therapeutic and recreational.

**RDA Nepean Centre** **9623 4173**

**RDA Blue Mountains Centre** **4739 6829**

## Carer Support Services

**National Carer Counselling Program**

**Carers NSW** **1800 242 636**

Provides emotional and psychological support through short term professional counseling services for carers of people who are frail aged, have dementia, have a disability, life limiting illness or mental illness.

**Alzheimer's Australia NSW** **1800 100 500**

Free counseling service, face to face or over the telephone for people with dementia, their carers and family members.

**Gilgai Carers Support Service** **4721 4480**

Provides support for carers who are Aboriginal or who are caring for someone Aboriginal who is aged, frail or who has a disability, mental illness or chronic illness.

**Respite Carers Service Network**

**Lawson** **4759 2611**

Support for carers of people who have a disability.

**Aspergers Support Group** **4754 4050**

**Winmalee Neighbourhood Centre**

Support for those who have a family member who has Aspergers.

## Employment

**CRS Australia - Katoomba** 4780 7311

**Penrith** 4723 7711

CRS assists people who have an injury, disability, or medical condition to enter or return to the workforce. Provides individually tailored rehabilitation programs.

### **NOVA Training & Employment**

**Katoomba** 4782 9099

Employment service for people aged 15-24 years who have a mild to moderate intellectual disability.

**Sydney-West Personnel - Penrith** 4722 6383

Supports people who have an intellectual or learning disability to obtain award based employment.

**WISE Employment - Springwood & Katoomba**

4751 7066

Supports people with a mental illness or other disability to obtain and maintain employment.

## Social Support Services

**Nepean Area Disabilities Organisation (NADO)**

4731 3330

Runs social groups for adolescents and adults from 12-65 years who have a disability.

### **Katoomba Neighbourhood Centre**

**The Vale St Centre** 4721 8187

Social group for people recovering from mental illness or who have a disability. Blue Mountains group meets at Katoomba.

## Dementia Support/ Dementia Specific

**Dementia Advisory Service** 4731 8399

**Anglicare**

Provides information about dementia, referral to support services, education and training. There is also a library with books and other resources on dementia.

**Home Respite Service Anglicare** 4588 6719

This service provides in home respite care for people with dementia and/or their carers for up to three hours per week. Services in the home can include meal preparation, monitoring of diet and safety, medication support and exercise.

## Dementia Support/ Dementia Specific

**The Benevolent Society**                      **4720 1000**  
Provides community and in home flexible respite for carers of people who have dementia with associated challenging behaviours.

## Case Management

**Brokerage Options**                              **4731 8399**  
Medium term case management for people aged 18-64 years who have a mild to moderate disability. Brokerage Options assists a person to achieve life goals and link in with support services that enables them to live independently in the community.

**Wangary Community Options**              **4734 9422**  
Wangary Community Options provides case management and coordination of relevant support services to assist Aboriginal and Torres Strait Islander frail aged and people with a disability who have complex care needs and who without support services would be at risk of entering residential care prematurely or inappropriately.

**Gilgai Aboriginal Family Support**        **9625 2952**  
Family support and case management service for Aboriginal and Torres Strait Islander families who have a child with a disability.

## Case Management

**Uniting Care Community Care Services**  
**4751 7617**

Community options provides case management and coordination of relevant support services to assist the frail aged and people with a disability who have complex care needs and who without support services would be at risk of entering residential care prematurely or inappropriately.

**Department of Ageing, Disability & Homecare**  
**9895 8659**

The Community Support team provides case management and service coordination for people who have an intellectual disability with moderate to high support needs. Contact Information and Referral Intake on the above number for further details or to make a referral.

