

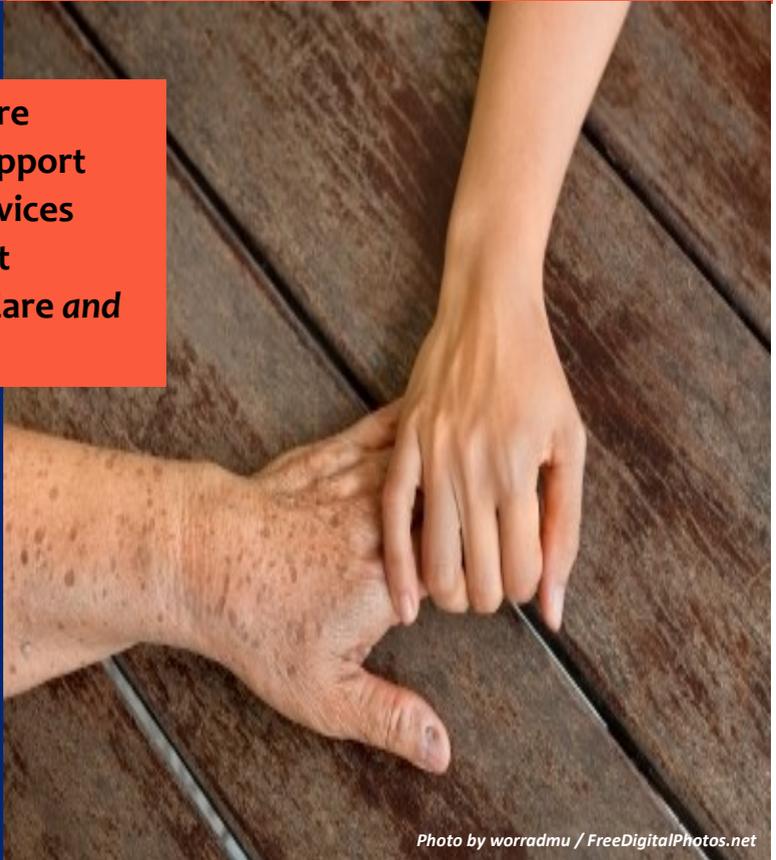
# Community Care Guide



**A guide to Community Care Services for older people, people with disabilities and their carers in the Blue Mountains**

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

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*Photo by worradmu / FreeDigitalPhotos.net*



The City of the Blue Mountains is located within the Country of the Darug and Gundungurra peoples. The Blue Mountains City Council recognises that Darug and Gundungurra Traditional Owners have a continuous and deep connection to their Country and that this is of great cultural significance to Aboriginal people, both locally and in the region.

For Darug and Gundungurra People, Ngurra (Country) takes in everything within the physical, cultural and spiritual landscape - landforms, waters, air, trees, rocks, plants, animals, foods, medicines, minerals, stories and special places. It includes cultural practice, kinship, knowledge, songs, stories and art, as well as spiritual beings, and people: past, present and future.

Blue Mountains City Council pays respect to Elders past and present while recognising the strength, capacity and resilience of past and present Aboriginal and Torres Strait Islander people in the Blue Mountains region.

**Katoomba Office:**

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

**Springwood Office:**

Monday - Friday, 9:00am to 5:00pm  
104 Macquarie Road, Springwood NSW 2777

**Email:** [council@bmcc.nsw.gov.au](mailto:council@bmcc.nsw.gov.au)

**Website:** [www.bmcc.nsw.gov.au](http://www.bmcc.nsw.gov.au)

**Telephone (Local call Cost):**

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

**Postal Address:**

Locked Bag No 1005, Katoomba NSW 2780

*The information in this guide was updated in early 2018 and to the best of our knowledge was correct at the time of printing. It focuses on basic community care support services that are known to the Blue Mountains Community Care Forum. For full listings of services please refer to relevant websites included in this guide (see page 6).*

## Message from the Mayor

**Dear Blue Mountains Resident,**

I am pleased to present the 5th Edition of the Blue Mountains Community Care Guide, which provides listings of services in the Blue Mountains, including some services subsidised under the Commonwealth Home Support Program (CHSP), Home Care Packages and the National Disability Insurance Scheme (NDIS). The aim of these services and many others in this booklet, is to help make life a little easier for people who choose to stay in their own homes, but whose age or disability means they need support.



For improved access an audio CD version of this handbook is also available by contacting your local Neighbourhood Centre or visiting [www.bmcc.nsw.gov.au](http://www.bmcc.nsw.gov.au) to download a copy.

If you require more information about this Guide, please call Blue Mountains City Council's Aged and Disability Services Development Officer on 4780 5546.

A handwritten signature in black ink, appearing to read 'Mark Greenhill', with a long, sweeping underline.

Mark Greenhill OAM  
**Mayor, Blue Mountains City Council**

**Produced by**  
**Blue Mountains City Council**  
**on behalf of the Blue Mountains Community Care Forum**

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## How to use this Guide

This Community Care Guide provides a starting point for people looking to access basic information on the type and range of services available for older people, people with disabilities and their carers living in the Blue Mountains.

This Guide does not attempt to list all services that are available but provides information on services that are known to the Blue Mountains Community Care Forum, a local forum of service providers convened by Blue Mountains City Council.

**For aged care services**, many of the services listed here are registered on My Aged Care and are subsidized by the government. To help identify these services, they have the following tag linked to their entry.

**MAC Registered Service**

For a full listing of My Aged Care registered services, please visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or ring **1800 200 422**. To understand how to access aged care services, see pages 8-12 of this guide.

**For disability services**, many of the services listed here are registered on NDIS. To help identify these services, they have the following tag linked to their entry.

**NDIS Registered Service**

For a full listing of NDIS registered services, please visit <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers> To understand how to access NDIS, see pages 13-14 of this guide.

# What do those acronyms stand for?

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

ACAT	Aged Care Assessment Team
BM	Blue Mountains
BMCC	Blue Mountains City Council
CALD	Culturally and Linguistically Diverse
CHSP	Commonwealth Home Support Program
HCP	Home Care Packages
LGBTIQ	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning
MAC	My Aged Care
MLAK key	A key that opens locked accessible toilets (available on written authority)
NBMLHD	Nepean Blue Mountains Local Health District
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
RAS	Regional Assessment Service
TIS	Telephone Interpreter Service
VAN	Veterans Affairs Network
VHC	Veterans Home Care

## What is the Commonwealth Home Support Program (CHSP)?

The Commonwealth Home Support Program (CHSP) provides support to people aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people) who need some help with daily tasks to continue to live at home independently. It focuses on working with you to maintain and build on your strengths and capacities to live independently and safely at home.

A number of services are available in this program such as:-

<b>Personal care</b>	<b>Nursing</b>	<b>Domestic Assistance</b>
<b>Allied health</b>	<b>Food services</b>	<b>Community Transport</b>
<b>Social support</b>	<b>Respite care</b>	<b>Home Maintenance</b>

There is also support and help for people who are homeless or at risk of being homeless.

These services are subsidized by the Australian Government. Costs vary for different types of care and different service providers. You are expected to contribute to the cost of your care if you can afford to. If you believe you can not pay, you can ask for financial hardship assistance.



***TIP - If you are not eligible for any of these government funded/subsidized programs, many of the services in this guide can still be purchased privately. Ring them and ask.***

# How to access CHSP services

## Step 1

To find out if you are eligible, you need to contact **My Aged Care** on **1800 200 422**. You can also check out their website [www.myagedcare.gov.au](http://www.myagedcare.gov.au). They will ask you questions about your current needs and circumstances.

## Step 2

If you are eligible under the CHSP you will be referred to have an assessment by a Regional Assessment Service. They will contact you and organise a time to visit you at home. In the Blue Mountains there are two services who do this - Aged Care Assessment Service and NSW Health Regional Assessment Service Nepean/Central West.

## Step 3

The assessor will then help you develop a support plan that records what you discussed and identifies types of services that will assist you. They will then assist you in referring to relevant services.

A range of local CHSP Blue Mountains services available are listed in this Guide and can be identified with the following:

### MAC Registered Service (CHSP)

For full listing of services, see the My Aged Care Website - [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or ring **1800 200 422**.

## What are Home Care Packages?

Home Care Packages are available for older people who need coordinated services to help them continue to live at home. They also can provide support to younger people with a disability, dementia or other special care needs that are not met through other specialist services (eg NDIS - see page 13).

Home Care Packages assist eligible people with a coordinated package of care, services and case management to meet their personal needs. The program offers a Commonwealth government funded subsidy for individual care packages.

There are 4 levels of home care packages from Level 1 providing basic care support to Level 4 providing high-level care support. Each level of home care package provides a different subsidy amount. This amount is paid to an approved home care provider that the person selects. People receiving the package are also expected to contribute to the cost of their care and this is determined by the Department of Human Services.

Your nominated package provider will work with you to identify the range of services that you need so you can live a more active, independent life. A few examples of services you can access through your package include:

<b>Personal Care</b>	<b>Continence</b>	<b>Nursing and Allied Health</b>
<b>Meals and Nutrition</b>	<b>Aids and equipment</b>	<b>Transport and personal assistance</b>

# How to access a Home Care Package

## Step 1

To find out if you are eligible for a Home Care Package, contact **My Aged Care (MAC)** on **1800 200 422**. They will ask you questions to determine if you need an assessment by an Aged Care Assessment Team (ACAT) or any other help at home services. Also see MAC's website [www.myagedcare.gov.au](http://www.myagedcare.gov.au) where there are further details and resources on Packages.

## Step 2

If you are referred to an ACAT, they will contact you and organise a time to visit you at home. ACAT are a multi-disciplinary team of health professionals who provide comprehensive assessment of older people to identify care needs. During the assessment, the ACAT will determine if you are eligible for a package and what level package best suits your needs. For ACAT enquiries contact Blue Mountains Nepean Aged Care Assessment Team on 4734 3827.

## Step 3

If you are assessed as eligible for a package, you will receive a letter of approval from My Aged Care, advising the Package Level you are approved to receive. You will also be placed in a national priority queue for a package and will be contacted when a suitable package becomes available for you.

## Step 4

While you are waiting, check out the full listing of Home Care Package providers at [www.myagedcare.gov.au](http://www.myagedcare.gov.au). A few local providers are listed on the following page.

## Home Care Package providers

There are various Home Care Package providers in the Blue Mountains. Contact My Aged Care on **1800 200 422** for more details. To access a full listing of Home Care Providers go to [www.myagedcare.gov.au](http://www.myagedcare.gov.au). Some local providers include:

Anglicare	<a href="http://www.anglicare.org.au">www.anglicare.org.au</a>	<b>1300 111 278</b>
Australian Home Care	<a href="http://www.ahcs.org.au">www.ahcs.org.au</a>	<b>1300 303 770</b>
Australian Unity	<a href="http://www.australianunity.com.au">www.australianunity.com.au</a>	<b>1300 295 817</b>
Baptist Care	<a href="http://www.baptistcare.org.au">www.baptistcare.org.au</a>	<b>1300 275 227</b>
Benevolent Society	<a href="http://www.benevolent.org.au">www.benevolent.org.au</a>	<b>1800 917 139</b>
Bolton Clarke	<a href="http://www.boltonclarke.com.au">www.boltonclarke.com.au</a>	<b>1300 665 444</b>
Care Connect	<a href="http://www.careconnect.org.au">www.careconnect.org.au</a>	<b>1800 692 464</b>
Catholic Healthcare	<a href="http://www.catholichealthcare.com.au">www.catholichealthcare.com.au</a>	<b>1800 225 474</b>
Creating Links	<a href="http://www.creatinglinks.org.au">www.creatinglinks.org.au</a>	<b>4751 7504</b>
Home Instead Senior Care	<a href="http://www.homeinstead.com.au">www.homeinstead.com.au</a>	<b>4722 2256</b>
Kincare	<a href="http://www.kincare.com.au">www.kincare.com.au</a>	<b>1300 733 510</b>
Southern Cross	<a href="http://www.scch.com.au">www.scch.com.au</a>	<b>1800 989 000</b>
SydWest Multicultural Services	<a href="http://www.sydwestms.org.au">www.sydwestms.org.au</a>	<b>9621 6633</b>
Uniting Home Care Nepean	<a href="http://www.uniting.org">www.uniting.org</a>	<b>1800 486 484</b>
Wangary Aboriginal Home Care	<a href="http://www.australianunity.com.au">www.australianunity.com.au</a>	<b>1300 271 415</b>
Wendy's Home Care	<a href="http://www.wendyshome.com.au">www.wendyshome.com.au</a>	<b>4587 5999</b>

## What is the NDIS?



The National Disability Insurance Scheme (NDIS) provides all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life.

The NDIS will provide people with disability with the necessary supports to achieve their goals. This may include a range of supports and therapies, mobility equipment and assistance with employment. The National Disability Insurance Agency (NDIA) is the independent Commonwealth government agency responsible for implementing the NDIS.

## Who is eligible for NDIS?

To be eligible for NDIS you must have the following:-

- A permanent disability that significantly affects your ability to take part in everyday activities or have a developmental delay
- Be aged less than 65 when you first enter the NDIS
- Be an Australian citizen or hold a permanent visa or a Protected Special Category visa. Contact **1800 800 110** or [www.ndis.gov.au](http://www.ndis.gov.au) regarding eligibility.



***TIP - for people with hearing or speech loss contact NDIS via TTY: **1800 555 677** or Speak and Listen: **1800 555 727**. For people who need help with English contact TIS on **131 450**.***

# How to access NDIS

## Step 1

To access the NDIS, ring **1800 800 110** and ask for an NDIS Access Request Form. Alternatively you can visit the Local Area Coordinators Office (Uniting) at Shop 3, 297 Great Western Highway, Lawson or Level 1, 83 Henry St Penrith (ph: **4723 9444**). You must fill in all sections of the Form. Submit the completed Access Form in person, or by mailing it to GPO Box 700, Canberra ACT 2601 or email [NAT@ndis.gov.au](mailto:NAT@ndis.gov.au).

## Step 2

If approved, you will be assigned to a Uniting Local Area Coordinator (Uniting is an NDIS partner covering the Blue Mountains and Nepean). They will contact you and advise you of your approval and will organize a meeting with you to start preparing for your first plan. If you have been deemed as ineligible for NDIS you will be notified in writing.

## Step 3

The Local Area Coordinator will submit your first plan to the National Disability Insurance Agency (NDIA) and you will be notified of the outcome. You will then be able to commence organizing relevant services, based on your first plan.

A range of local NDIS Blue Mountains services available are listed in this Guide and can be identified with the following:

### NDIS Registered Service

For full listing of services, go to: <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers>

## Complaints about services

It is important to inform your service provider if you have any concerns about the service you receive. Each service should have a Complaints policy and procedures in place to assist you making a complaint. Ask your provider to give you information on this, if you haven't received it already. Even if you lodge a complaint, services will continue to assist you. You can also request to have assistance from an advocate (see pages 24 - 25 of this guide for some advocacy services available).

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

### Aged Care Services

- ◆ Aged Care Complaints Commissioner on **1800 550 552** or visit [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

### Disability Services

- ◆ Commonwealth Ombudsman on **1300 362 072** or visit [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- ◆ NSW Ombudsman on **9286 1000** or **1800 451 524** or visit [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### Health Services

- ◆ Health Care Complaints Commission on **1800 043 159** or visit [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

# Complaints about services

## Other Complaints services

- ◆ Anti-Discrimination Board of NSW on 1800 670 812 or visit [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- ◆ Human Rights Commission on 1300 656 419 or visit [www.humanrights.gov.au](http://www.humanrights.gov.au)
- ◆ NSW Fair Trading on 133220 or visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



Also please see Advocacy services listed in this Guide on pages 24 and 25.



### TIP - *Your Rights and Responsibilities*

*Service providers are required to ensure your rights are respected and you are aware of your responsibilities when receiving services.*

*Your service should provide you with information on your rights and responsibilities. Ask your provider for details.*

# Service listings



# Aboriginal and Torres Strait Islander Services

## Blue Mountains Aboriginal Culture & Resource Centre

**4782 6569**

This service provides information, support, advocacy and referral for Aboriginal and Torres Strait Islander community members who are frail aged or have a disability and their carers. It also provides social support for over 50s and community transport.

[www.acrc.org.au](http://www.acrc.org.au)

MAC Registered Service (CHSP)

NDIS Registered Service

**Aboriginal Liaison Officer - Lithgow and Lawson Community Health Centres.**

**6350 2750 / 4759 8700**

## Wangary Aboriginal Home Care

**1300 271 415**

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. A wheelchair accessible transport service is also available.

[www.australianunity.com.au](http://www.australianunity.com.au)

MAC Registered Service (CHSP and HCP)

NDIS Registered Service

## Greater Western Aboriginal Health Service

**9836 7300**

Provides health care services to the Aboriginal community.

[www.wachs.net.au](http://www.wachs.net.au)

# Aboriginal & Torres Strait Islander Services

## Telecross

**1800 827 677**

A call each day to check you're okay. Available to Aboriginal people living in public, community and Aboriginal housing and who are 45 years or older. Also a private service.

MAC Registered Service (CHSP)

## Blue Mountains Aboriginal Healthy for Life Program

**9836 7300**

This program aims to improve the health of Aboriginal and Torres Strait Islander people living in the Blue Mountains who live with chronic and complex illnesses or who are mothers, babies and children, men and youth. Assessment and support is provided to link with local Aboriginal services, local medical and community services, assistance with getting to appointments and linking with the Closing The Gap strategy. Services are culturally sensitive and aim to engage clients with their culture.

## Nepean Community & Neighbourhood Services **4706 0299**

Closing the Gap - a health program for Aboriginal and Torres Strait Islander people.

[www.nepeancommunity.org.au](http://www.nepeancommunity.org.au)



***TIP:*** To find out about 'Closing the Gap Pharmaceutical Benefits Scheme Co-Payment Measures' you can contact Medicare Aboriginal and Torres Strait Islander free-call telephone service: on **1800 556 955**.

# Accommodation

There are various accommodation options for people with a disability and older people living in the Blue Mountains.

## General Housing and Homelessness

If you are 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) and are homeless or at risk of being homeless, you can apply for assistance by calling My Age Care on **1800 200 422**.

**Link2Home - Homeless Phone Line** **1800 152 152**

Provides a statewide 24/7 information and referral service.

**Benevolent Society** **0411 546 801**

Assistance with Care and Housing for people over 65 (over 50 for Aboriginal and Torres Strait Islander people) who are homeless or at risk of homelessness. [www.benevolent.org.au/](http://www.benevolent.org.au/)

**MAC Registered Service (CHSP)**

**Wentworth Community Housing** **4777 8000**

[www.wentworth.org.au](http://www.wentworth.org.au)

**Hume Community Housing Association** **9722 4300**

[www.humecha.com.au](http://www.humecha.com.au)

**Blue Mountains Tenants Advice and Advocacy Service** - Provides free, confidential tenancy advice **4704 0201**

[www.eeclc.org.au](http://www.eeclc.org.au)

**Catholic Healthcare Hoarding and Squalor Resource Unit** - provides information and referral service for people at risk of homelessness due to Hoarding

**20** and/or Squalor.

[www.hsru.com.au](http://www.hsru.com.au)

# Accommodation

## For people with disabilities

NDIS Registered Services

### Accommodation services

Civic Disability Services	<a href="http://www.civic.org.au">www.civic.org.au</a>	1800 253 743
DARE Disability Support	<a href="http://www.daredisability.org.au">www.daredisability.org.au</a>	4751 5266
Disability Services Australia	<a href="http://www.dsa.org.au">www.dsa.org.au</a>	1300 372 121
Greystanes Disability Services	<a href="http://www.greystanes.org.au">www.greystanes.org.au</a>	4784 1118
Kirinari	<a href="http://www.kirinari.com.au">www.kirinari.com.au</a>	4782 9371
Life without Barriers	<a href="http://www.lwb.org.au">www.lwb.org.au</a>	4033 4500
Sylvanvale Foundation	<a href="http://www.sylvanvale.com.au">www.sylvanvale.com.au</a>	1300 244 577

## For elderly people

MAC Registered Services

### Residential Aged Care Facilities

Bodington	<a href="http://www.catholichealthcare.com.au">www.catholichealthcare.com.au</a>	4757 8100
Buckland	<a href="http://www.buckland-rv.com.au">www.buckland-rv.com.au</a>	4752 2500
Martyn Claver	<a href="http://www.martynclaver.com.au">www.martynclaver.com.au</a>	4784 1281
Morven Gardens	<a href="http://www.baptistcare.org.au">www.baptistcare.org.au</a>	4784 4600
Opal Aged Care Anita Villa	<a href="http://www.opalagedcare.com.au">www.opalagedcare.com.au</a>	4782 6255
Uniting Springwood	<a href="http://www.uniting.org">www.uniting.org</a>	4752 2000

A full listing can be found by visiting the My Aged Care (MAC) website [www.myagedcare.gov.au](http://www.myagedcare.gov.au). To access these Facilities or Residential Respite Care contact MAC on **1800 200 422**. MAC makes referrals to the Aged Care Assessment Team (ACAT), a multi-disciplinary team of health professionals who provide a comprehensive assessment for older people to identify care needs.

## Accommodation

### **Anschau House**

**4577 2150**

Anschau House is run by Empowerability Inc and is a fully accessible home which is available for use by clients of the service. The house offers a warm and homely environment. The house is equipped with a portable hoist, 4 hospital beds, full kitchen, accessible bathroom, lounge room and outdoor pool with



hoist. This house is perfect for overnight respite, and day respite. Contact the service directly to discuss staff funding options.

[www.empowerability.org.au](http://www.empowerability.org.au)

**NDIS Registered Service**

### **Anglicare's The Cecil, Katoomba**

**9421 5333**

Provides quality housing for men and women who are over 60 years of age and are homeless or at risk of homelessness. Each tenant at The Cecil has a self-contained studio unit with private bathroom and fully operational kitchen. Contact the above phone number or ring **0408 893 997** for further information and to request an accommodation application form.

[www.anglicare.org.au](http://www.anglicare.org.au)

## Accommodation - Accessible Holiday

### Respite Tours (Blue Mountains)

**4759 2611**

Short stay holidays (3 to 7 days) for people over 16 years old who have an acquired brain injury, intellectual disability and or psychiatric disability.

[www.respitetours.com](http://www.respitetours.com)

### Blue Mountains Tourist Parks

[www.bmtp.com.au](http://www.bmtp.com.au)

- ◆ **Blackheath Glen**
- ◆ **Katoomba Falls**

**4787 8101**

**4782 1835**

### Gem Hill Cottage, Castle Hill

**9686 4155 / 9634 7531**

Offers respite. Established specifically for people with a brain injury.

[www.synapse.org.au](http://www.synapse.org.au)

### Madison's Mountain Retreat, Kurrajong

**4567 7398**

[www.madisonsretreat.com.au](http://www.madisonsretreat.com.au)

### Respite House - Uniting Care (Lithgow)

**6351 4887**

3 bedroom cottage with secure covered and paved courtyard equipped with barbeque and outdoor setting. The house can be available for brokerage to other services and organisations.

[www.ucl.com.au](http://www.ucl.com.au)

**NDIS Registered Service**



#### TIP

*For more wheelchair accessible holiday options you can find, view and book wheelchair accessible accommodation at the following*

*website: [www.wheeliegoodhotels.com](http://www.wheeliegoodhotels.com)*

# Advocacy

**Blue Mountains City Council Aged and Disability Services  
Development Officer** **4780 5546**

**Older Persons Advocacy Network** **1800 700 600**  
[www.opan.com.au](http://www.opan.com.au)

**Seniors Rights Service** **1800 424 079**  
[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

**Combined Pensioners and Superannuants Association** **1800 451 488**  
[www.cpsa.org.au](http://www.cpsa.org.au)

**NSW Elder Abuse Helpline & Resource Unit** **1800 628 221**  
[www.elderabusehelpline.com.au](http://www.elderabusehelpline.com.au)

**Penrith Disabilities Resource Centre (PDRC)** **4732 2363**  
[www.pdrc.org.au](http://www.pdrc.org.au)

**People With Disability Australia (PWDA)** **1800 422 015**  
[www.pwd.org.au](http://www.pwd.org.au) **TTY 1800 422 016**

**Disability Advocacy NSW** **1300 365 085**  
[www.da.org.au](http://www.da.org.au) NDIS appeals support

**Penrith Association for People  
with a Disability (PATH)** **4721 0866**  
[www.path.org.au](http://www.path.org.au)

# Advocacy

**Multicultural Disability Advocacy Association** 1800 629 072  
[www.mdaa.org.au](http://www.mdaa.org.au)

**Indigenous Disability Advocacy Service (IDAS)** 0468 384 374

**National Disability Abuse & Neglect Hotline** 1800 880 052  
[www.jobaccess.gov.au](http://www.jobaccess.gov.au) National Relay Service 1800 555 677

**Intellectual Disability Rights Service** 1800 666 611  
[www.idrs.org.au](http://www.idrs.org.au)

**NSW Council for Intellectual Disability** 1800 424 065  
[www.nswcid.org.au](http://www.nswcid.org.au)

**Physical Disability Council of NSW** 1800 688 831  
[www.pdcnsw.org.au](http://www.pdcnsw.org.au)

**Family Advocacy** 1800 620 588  
Supports families to advocate with and on behalf of a family member with disability. [www.family-advocacy.com](http://www.family-advocacy.com)



Image: Teerapun / FreeDigitalPhotos.net

## Alarm Call Services

Alarm Call Services respond around the clock to emergency calls from a button device fixed to a wall or worn as a neck pendant, on the wrist or waistband. Fees apply. Some services listed below provide social support via a daily telephone call.



**CareCall Emergency Response Service** **1300 275 227**  
(BaptistCare) [www.baptistcare.org.au](http://www.baptistcare.org.au)

**INS Group** [www.theinsgroup.com.au](http://www.theinsgroup.com.au) **1800 636 226**

**Mepacs** [www.mepacs.com.au](http://www.mepacs.com.au) **1800 451 300**

**Telecross** **1300 885 698**

Coordinates daily telephone calls for people who live alone or who are socially isolated.

[www.redcross.org.au/telecross](http://www.redcross.org.au/telecross)

**MAC Registered Service (CHSP)**

**NDIS Registered Service**

**VitalCall** [www.vitalcall.com.au](http://www.vitalcall.com.au) **1300 360 808**

## Carer Support Services

Support is available for carers of frail older people, including those with dementia, and people under 65 with disability to assist them in their caring role. The main types of services offered include information, counselling, respite care and Carer support (individually or in groups). Respite Care can be provided in the client's home or in a centre-based setting. (see pages 69-75 of this Guide for more details). Carer Support Groups provide a way for carers to get together to share experiences & support each other.

### General Information & Referral Services

The following state or national information and referral services with free call numbers provide information on a wide variety of services and support that are available to carers.

#### My Aged Care

**1800 200 422**

For referral to services that will support carers of older people with access to CHSP services such as domestic assistance, personal care, respite care, meals, financial assistance, transport and more. [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

#### Carer Gateway

**1800 422 737**

National online and phone service that provides practical information and resources to support carers and helps carers connect to local support services.

[www.carergateway.gov.au](http://www.carergateway.gov.au)

# Carer Support Services

## Carers NSW

- ♦ **Carers Support Line** **1800 242 636**  
For telephone support, carer support groups information, counselling, free support kits, information and referrals.
- ♦ **National Carer Counselling Program** **1800 242 636**  
Provides emotional and psychological support through short term professional counselling services for carers of people who are frail aged, have dementia, have a disability, life limiting illness or mental illness.
- ♦ **Talk Link** **1800 242 636**  
Tele-conferencing 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. [www.carersnsw.org.au](http://www.carersnsw.org.au)

## Dementia Australia

**1800 100 500**

Free counselling service, face-to-face or via telephone for people with dementia, their carers and family members.

[www.dementia.org.au](http://www.dementia.org.au)

## Mental Health Line

**1800 011 511**

A 24 hour Mental Health Mental Health telephone access service. If in a life threatening situation please call **000** to receive immediate help. Katoomba Community Mental Health can be contacted on **4782 2133**.

[www.nbmlhd.health.nsw.gov.au/mental-health](http://www.nbmlhd.health.nsw.gov.au/mental-health)

# Carer Support Services

## Local Blue Mountains services

There are a number of local services available in the Blue Mountains. Some of these include:-

### **Commonwealth Respite and Carelink Centre (CRCC) Nepean** **1800 052 222**

Supports carers 24 hours a day by providing free information and respite to carers of frail older people, persons with dementia and people with a moderate to severe disability not receiving NDIS. Services include short term, emergency & crisis respite in home, drop-in respite for appointments, social & family occasions. They also organise planned respite in Aged Care Facilities & Assisted Care Facilities. [www.anglicare.org.au](http://www.anglicare.org.au)

### **Anglicare Social & Wellness Centre, Winmalee** **4754 5841**

Provides a support group for carers of people living with dementia. [www.anglicare.org.au/at-home](http://www.anglicare.org.au/at-home)

**MAC Registered Service (CHSP)**



## Carer Support Services

### **Belong Blue Mountains -**

#### **Mid Mountains Neighbourhood Centre**

**4759 2592**

Carer Peer Support group for those caring for a frail older family member or friend.

[www.mmnc.org.au](http://www.mmnc.org.au)

### **Cancer Wellness Support**

**4784 2297**

Subsidized support services for people diagnosed with cancer and their carer/family including counselling, groups and therapies.

[www.cancersupport.org.au](http://www.cancersupport.org.au)

### **Asperger's Support Group**

**4754 4050**

#### **Winmalee Neighbourhood Centre**

Support for those caring for a family member living with Asperger's.

[www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

### **Relationships Australia NSW**

**1300 364 277**

Delivers a wide range of services, including counselling, family dispute resolution, relationships education, men and family relationships programs, specialised family violence programs, early intervention services and programs which specifically engage indigenous and culturally linguistically diverse (CALD) families, groups and communities.

[www.relationshipsnsw.org.au](http://www.relationshipsnsw.org.au)

# Carer Support Services

## Afford

**1300 233 673**

Support for carers, information on how to access services, advice relating to Centrelink requirements and information on how to access respite. [www.afford.com.au](http://www.afford.com.au)

NDIS Registered Service

## Creating Links

**4751 7504**

Sibling Support Groups - This free group assists siblings (aged 10 - 16 years) of children with disabilities or chronic illness. Sibling groups allow these children to come together, have fun, share experiences and learn ways of dealing positively with challenges they face. [www.creatinglinks.org.au](http://www.creatinglinks.org.au)

NDIS Registered Service



***TIP - The NSW Spectacles Program provides government funded glasses and vision aids to eligible recipients including seniors, children, people experiencing homelessness, people with disability and Aboriginal and multicultural communities.***

***For more information ring 1300 847 466 or visit [www.visionaustralia.org/referral/benefits-and-funding/nsw-spectacles](http://www.visionaustralia.org/referral/benefits-and-funding/nsw-spectacles)***

# Case Management

## ComPacks

4784 6500

### Blue Mountains District Anzac Memorial Hospital

Provides a six week brokerage package of care for a person discharged from hospital. This service has been established for people who need two or more care services to ensure that they can return home with appropriate care in place. Assessments are conducted to determine eligibility for this service. Referral is via Discharge Planner/Social Worker from your participating public hospital. [www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)

### Nepean Blue Mountains Transitional Aged Care Program

4734 4800

The Transitional Aged Care Program provides personal care, nursing and therapy services to people following hospital discharge. Referral must occur while a person is in hospital and eligibility criteria apply. Subject to availability.

MAC Registered Service

[www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)

### Catholic Healthcare Hoarding and Squalor Services

1800 225 474

Case management service for people aged over 60 years, and over 45 years if they are Aboriginal persons or Torres Strait Islanders, affected by Hoarding and/or Squalor.

MAC Registered Service (CHSP)

[www.catholichealthcare.com.au](http://www.catholichealthcare.com.au)

**Please note:** Case management services can be provided in Home Care Packages. See pages 10 - 12 in this Guide.

# Community Transport

## Great Community Transport

**4722 3083**

Provides special care transport for eligible Blue Mountains and Penrith residents. Transport is door-to-door, for local shopping, social outings, centre-based



meals, hospital and medical transport. Out of area transport may be provided depending on available resources, with priority for service "closest

to home". Great Community Transport 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 fee from clients is requested.

[www.gct.org.au](http://www.gct.org.au)

MAC Registered Service (CHSP)

NDIS Registered Service

## Smartlink – Great Community Transport

**4722 3083**

Helps Blue Mountains community services access community buses and drivers, including Blue Mountains Council access buses.

[www.smartlinktransport.org.au](http://www.smartlinktransport.org.au)

## Department of Veterans Affairs

### Repatriation Transport Scheme

**1800 555 254 / 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

# Community Transport

hospitals for gold card holders and certain white card holders who have an assessed need. [www.dva.gov.au](http://www.dva.gov.au)

## **Lower Mountains Neighbourhood Centre** **4739 1164** **Transport Service for Seniors**

This service is for older people who are either frail or for people with a disability who have difficulty getting to medical appointments and accessing public transport. All first requests for medical transport will be assessed by Great Community Transport on **4722 8083**. There is also a fortnightly shopping service on pension Thursday each fortnight to Lennox Shopping Centre. [www.lmnc.org.au](http://www.lmnc.org.au)

## **Springwood Neighbourhood Centre Co-operative** **4751 3033** **Transport for Seniors**

For people over 65 who have difficulty accessing public transport, appointments, shopping and social groups.

**MAC Registered Service (CHSP)**

[www.sncc.org.au](http://www.sncc.org.au)

## **Blue Mountains Aboriginal Culture and Resource Centre (ACRC) - Aboriginal Community Transport** **4782 6569**

This service offers door-to-door transport for shopping trips, transport to medical appointments and other health related or personal appointments, social outings and family and group events for members of the Blue Mountains Aboriginal and Torres Strait Islander community who are frail aged or have a disability, and their carers. Wheelchair accessible transport is available. [www.acrc.org.au](http://www.acrc.org.au)

## Community Transport - Accessible Taxis

### **Katoomba Wheelchair Taxi Service**

**4782 1209**

Two wheelchair accessible Hiace commuter buses are available with capacity for one wheelchair and seven passengers each. Baby seat & capsules also available. Please book ahead if possible. Bookings to be made between 8:30am-4:30pm.

[www.katoombataxis.com.au](http://www.katoombataxis.com.au)

### **Blue Mountains Combined - Maxi Taxis**

**4758 8800**

*Lawson to Emu Plains*

Wheelchair accessible for two wheelchairs at a time. Baby seat & capsules also available.

### **Paddy Wagon Taxi Service**

**0458 555 155**

*Lawson, Springwood, Glenbrook and Emu Plains*

Wheelchair accessible taxis.

### **Transport Info Line**

**131 500**

24 hour information line that provides information on trains, buses, ferries and accessibility.

[www.transportsw.info](http://www.transportsw.info)

### **Taxi Transport Subsidy Scheme**

**1800 623 724**

This Scheme enables a person with a permanent disability to access a taxi voucher that entitles the applicant to half price taxi fees, up to \$60 per trip. Application forms for a taxi voucher can be obtained by contacting the number above. On receiving the form the applicant must get their local doctor to fill out a section of the form to verify that the person has a disability prior to submitting the form for approval.

[www.transportsw.info](http://www.transportsw.info)

## Community Transport - general information



***TIP*** - The 24 hour Transport Info Line on **131 500** provides information on trains, buses, ferries and accessibility. Visit [www.transportnsw.info](http://www.transportnsw.info).



***TIP*** - The gold senior/pensioner Opal card gives you unlimited travel for no more than \$2.50 a day, when you use public transport services, including in the Blue Mountains. You are eligible for a Gold Opal Card if you hold a Seniors Card or Pensioner Concession Card. For more information and to apply, phone 13 77 88 or visit [www.opal.com.au](http://www.opal.com.au).

## Continence Support

### National Continence Helpline

**1800 330 066**

A free telephone advisory service available to anyone residing within Australia, and may be accessed from Monday to Friday, between 8:00am and 8:00pm. The National Continence Helpline is staffed by a team of continence nurse advisors who provide information, education and advice to callers with incontinence or who are caring for someone with incontinence.

[www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)

# Continence Support

## **Continence Aids Payment Scheme (CAPS) 1800 239 309**

Through Medicare, this scheme provides an annual or bi-annual payment to eligible people to assist them in purchasing their continence products.

[www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)

## **Enable NSW 1800 362 253**

Enable NSW is a government funded body that provides a yearly allocation of continence aids for people with chronic health conditions and people with disability. Some financial and clinical eligibility criteria apply.

**NDIS Registered Service**

[www.enable.health.nsw.gov.au](http://www.enable.health.nsw.gov.au)

## **Continence Foundation Of Australia in NSW Inc**

**8741 5699**

Provides continence assessments & management plans for Blue Mountains residents. These are provided for both My Aged Care & NDIS client referrals.

[www.continencensw.org.au](http://www.continencensw.org.au)

**MAC Registered Service (CHSP)**

**NDIS Registered Service**

## **Paraquad NSW / Brightsky Australia 1300 886 601**

Provides all continence products and can assist with continence product selection. NDIS special pricing and web store available.

[www.brightsky.com.au](http://www.brightsky.com.au)

**NDIS Registered Service**

## Coordination to support individual choice

### Local Area Coordination NDIS

4723 9444

Local Area Coordinators (LACs) assist people with disability to access the NDIS. Once deemed eligible for the NDIS, the LACs will work with the person to help them understand how NDIS works, help identify their goals for their first NDIS plan, and explore ways to achieve these goals. Uniting has partnered with NDIA to provide LAC in the Mountains. [www.uniting.org](http://www.uniting.org)

To access NDIS, first contact NDIS by ringing **1800 800 110** ([www.ndis.gov.au](http://www.ndis.gov.au)) and ask to get an Access Request Form. See pages 13 - 14 of this guide for more details and steps to follow.

### Coordination of Supports NDIS

For some NDIS participants, support coordination is included in their NDIS Plan. Support Coordination helps to build the capacity of an NDIS participant to implement all supports included in their plan, such as informal, mainstream, community and funded supports. Support coordinators work with participants to use their support budgets to achieve their goals. The next page has a list of some of the organisations offering Support Coordination in the Blue Mountains. All these services are NDIS Registered Services. For a full listing please go to: <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers>

**NB:** Many of these services also provide a range of NDIS supports and offer **Plan Management** services. Plan Management assists you manage the financial tasks of the plan and enables individual access to non-registered providers.

Check out their websites for all supports offered.

## Coordination to support individual choice

Some local NDIS Support Coordination providers include:

<b>Ability Options</b>	<a href="http://www.abilityoptions.org.au">www.abilityoptions.org.au</a>	<b>1300 422 454</b>
<b>Australian Home Care</b>	<a href="http://www.ahc.s.org.au">www.ahc.s.org.au</a>	<b>1300 303 770</b>
<b>Belong Blue Mountains - Katoomba Neigh'd Centre</b>	<a href="http://www.kncinc.org.au">www.kncinc.org.au</a>	<b>4782 1117</b>
<b>Benevolent Society</b>	<a href="http://www.benevolent.org.au">www.benevolent.org.au</a>	<b>1800 236 762</b>
<b>Blackeath Area Neighbourhood Centre</b>	<a href="http://www.banc.org.au">www.banc.org.au</a>	<b>4787 5684</b>
<b>Carers NSW</b>	<a href="http://www.carersnsw.org.au">www.carersnsw.org.au</a>	<b>1800 242 636</b>
<b>Creating Links</b>	<a href="http://www.creatinglinks.org.au">www.creatinglinks.org.au</a>	<b>4751 7504</b>
<b>DARE Disability Support</b>	<a href="http://www.daredisability.org.au">www.daredisability.org.au</a>	<b>4751 5266</b>
<b>Gilgai Aboriginal Centre</b>		<b>9832 3825</b>
<b>Interactive Community Care</b>	<a href="http://www.iccare.com.au">www.iccare.com.au</a>	<b>9769 9399</b>
<b>Kirinari</b>	<a href="http://www.kirinari.com.au">www.kirinari.com.au</a>	<b>4782 9371</b>
<b>MYST</b>	<a href="http://www.myst.com.au">www.myst.com.au</a>	<b>4751 1005</b>
<b>Nepean Area Disabilities Organisation (NADO)</b>	<a href="http://www.nado.org.au">www.nado.org.au</a>	<b>9623 9855</b>
<b>Plan Management Partners</b>	<a href="http://www.planpartners.com.au">www.planpartners.com.au</a>	<b>1300 333 700</b>
<b>SEE Foundation</b>	<a href="http://www.seefoundation.com.au">www.seefoundation.com.au</a>	<b>4721 1966</b>
<b>Sydwest Multicultural Services</b>	<a href="http://www.sydwestms.org.au">www.sydwestms.org.au</a>	<b>9621 6633</b>

# Coordination to support individual choice

## Ability Links

Ability Links NSW Coordinators, known as Linkers, work closely with people with disability (from 0 - 64), their families and carers to support them to fulfil their goals, hopes and dreams. Linkers can help them find ways to be a part of their local community, set goals and plan for their future, build confidence and achieve their dreams, develop existing support networks and create new ones. It is a free service and people who are not eligible for NDIS can still access Ability Links.

Local Ability Links providers in the Blue Mountains include:

### Ability Links - Uniting

**8830 0768**

[www.uniting.org/services/disability-services/ability-links-at-uniting](http://www.uniting.org/services/disability-services/ability-links-at-uniting)

### SSI Ability Links NSW

**9685 0293**

[www.ssi.org.au/services/ability-links-nsw](http://www.ssi.org.au/services/ability-links-nsw)

### Early Links—Northcott

**4724 4600**

Supporting families who have concerns regarding their child's development or have recently received a diagnosis for their child. [www.northcott.com.au](http://www.northcott.com.au)

**Please note:** At the time of completing this Guide, the future of the Ability Links NSW program is unknown after June 2018.

# Counselling Services

**Lifeline Crisis Support Service** [www.lifeline.org.au](http://www.lifeline.org.au) **13 11 14**

**Beyond Blue Support Service** (for depression and anxiety)  
[www.beyondblue.org.au](http://www.beyondblue.org.au) **1300 789 978**

## Carers NSW

**National Carer Counselling Program** **1800 242 636**

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

[www.carersnsw.org.au](http://www.carersnsw.org.au)

**Anglicare Counselling and Relationship Services** **4731 6467**

[www.anglicare.org.au](http://www.anglicare.org.au)

## Community Health Centres

Counselling can be accessed at Community Health Centres located in Lawson (for people with chronic and complex health conditions), Springwood and Katoomba by calling the **Central Intake Service on 1800 222 608**.

[www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)

**Dementia Australia** **1800 100 500**

Counselling is a free service offered to partners, relatives or friends of a person diagnosed with dementia and for people who have early stage dementia. Counselling can be conducted in person, over the telephone or via Skype.

[www.dementia.org.au](http://www.dementia.org.au)

# Culturally and Linguistically Diverse (CALD) Services

**Translating and Interpreting Service (TIS National) 131 450**

[www.tisnational.gov.au](http://www.tisnational.gov.au)

**Nepean Multicultural Access Inc. 9833 2416**

Offers settlement services in Blue Mountains [www.nma.org.au](http://www.nma.org.au)

**Baptist Care 1300 275 227**

**Nepean CALD Domestic Assistance**

Provides domestic assistance for people from Culturally and Linguistically Diverse (CALD) backgrounds. [www.baptistcare.org.au](http://www.baptistcare.org.au)

**MAC Registered Service (CHSP)**

**Dementia Australia 1800 100 500**

**CALD Dementia Advisor**

Supports people from Cultural and Linguistically Diverse backgrounds if additional support needed. Referrals made via My Aged Care or contact the above Helpline directly.

**MAC Registered Service (CHSP)**



***TIP - To access aged care and disability resources in different languages please see the following:***

- ◆ ***For aged care resources go to My Aged Care Website - [www.myagedcare.gov.au/other-languages](http://www.myagedcare.gov.au/other-languages).***
- ◆ ***For NDIS resources go to: [www.ndis.gov.au/lote](http://www.ndis.gov.au/lote)***

# Dementia Support

## **Dementia Australia NSW**

**1800 100 500**

Dementia Australia is a peak body for people with dementia and their families and carers, providing advocacy, information, education, counselling, younger onset dementia key worker program and other support services. A National Dementia Helpline is also available. It is a free confidential service available for people with dementia, their carers, family, friends and people concerned about memory loss.

**MAC Registered Service (CHSP)**

[www.dementia.org.au](http://www.dementia.org.au)

## **Dementia Support Services, Clinical Nurse Specialist**

### **Lawson Community Health Centre**

**4759 8700**

This service provides information, education and support to both the person with dementia and their carer. For referral contact **Central Referral Service** on **1800 222 608**.

**MAC Registered Service (CHSP)**

[www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)

## **Anglicare Dementia Advisory Service**

**1300 111 278**

Provides information about dementia, referrals to My Aged Care, education and training for services, family carers and people living with dementia. This service also facilitates Coffee groups for the person living with dementia and their carer as well as carer support groups.

**MAC Registered Service (CHSP)**

[www.anglicare.org.au](http://www.anglicare.org.au)

# Dementia Support

## **Springwood Neighbourhood Centre Co-operative 4751 3033 Dementia Carers Support Group( DCSG)**

Provides information, guidance, advocacy and support for carers of people living with dementia. This is an open group that meets fortnightly and offers peer support and education to carers during all stages and phases of their caring role.

**MAC Registered Service (CHSP)**

[www.sncc.org.au](http://www.sncc.org.au)

## **Anglicare Liaisons Coffee with Friends 1300 111 278**

An informal café gathering providing the opportunity for people living with dementia and family carers to come together over free tea/coffee and cake. They meet monthly in different locations across the Nepean region and provide informal education with Dementia Advisory Service workers and guest speakers.

**MAC Registered Service (CHSP)**

[www.anglicare.org.au](http://www.anglicare.org.au)

## **Anglicare Social Support 1300 111 278**

Trained staff offer support/ prompting with tasks of daily living to enable independent safe living at home. The program also provides valuable social interaction opportunities for people with dementia who live alone or are socially isolated.

**MAC Registered Service (CHSP)**

[www.anglicare.org.au](http://www.anglicare.org.au)

## **Anglicare Dementia Carers Support Group 1300 111 278**

Support for carers of people living with dementia at home.

**MAC Registered Service (CHSP)**

[www.anglicare.org.au](http://www.anglicare.org.au)

# Dementia Support

## The Benevolent Society

**1800 917 139**

### Community and In Home Flexible Respite

Supports and maintains care relationships between carers and clients; through providing good quality respite care for frail older people so that regular carers can take a break.

MAC Registered Service (CHSP)

[www.benevolent.org.au](http://www.benevolent.org.au)

## Anglicare Flexible Respite

**1300 111 278**

This service provides in-home respite care for frail older people and those living with dementia, supporting carers to have a break from their caring role.

MAC Registered Service (CHSP)

[www.anglicare.org.au](http://www.anglicare.org.au)



## Australian Home Care Dementia Support

**1300 303 770**

Dementia support through the provision of trained support staff.

MAC Registered Service (CHSP)

[www.ahcs.org.au](http://www.ahcs.org.au)

# Employment

## Disability Employment Services (DES)

Disability Employment Services (DES) can help you find and keep a job if you have a disability, illness or injury. In the Blue Mountains, a range of DES providers are as follows:

<b>Ability Options</b>	<a href="http://www.abilityoptions.org.au">www.abilityoptions.org.au</a>	<b>1300 422 454</b>
<b>APM</b> ♦ Katoomba ♦ Springwood	<a href="http://www.apm.net.au">www.apm.net.au</a>	<b>4721 1278</b>
<b>NB:</b> Also at Winmalee Neighbourhood Centre on Wednesdays		
<b>Global Skills</b> ♦ Katoomba	<a href="http://www.globalskills.com.au">www.globalskills.com.au</a>	<b>4734 8586</b>
<b>Max Employment</b> ♦ Springwood	<a href="http://www.maxsolutions.com.au">www.maxsolutions.com.au</a> -	<b>4752 2200</b>
<b>NB:</b> Disability Management Service		
<b>NOVA Employment</b> ♦ Katoomba ♦ Springwood	<a href="http://www.novaemployment.com.au">www.novaemployment.com.au</a>	<b>4780 6600</b> <b>4752 3000</b>
<b>OCTEC Employment Service</b> ♦ Katoomba ♦ Springwood	<a href="http://www.octec.org.au">www.octec.org.au</a>	<b>1800 258 182</b>
<b>ORS Group</b> ♦ Katoomba	<a href="http://www.orsgroup.com.au">www.orsgroup.com.au</a>	<b>1800 000 677</b>

# Employment

## Other Disability Employment Supports

### DARE Disability Support

**4751 5266**

Provides employment opportunities for people with a disability.

[www.daredisability.org.au](http://www.daredisability.org.au)

**NDIS Registered Service**

### Northcott Vocational Skills Program

**4720 4400**

Provides training and assistance to gain employment for people with disabilities.

[www.northcott.com.au](http://www.northcott.com.au)

**NDIS Registered Service**



### Ben Roberts Café, Lawson

**4759 2811**

This Blue Mountains Food Services initiative provides hospitality industry experience and opportunities for young people with disabilities, offering practical skills development and employment options.

[www.benrobertscafe.org.au](http://www.benrobertscafe.org.au)

**NDIS Registered Service**

## Equipment and Aids

### **Enable NSW**

**1800 362 253**

Assists eligible residents of NSW, who have a life-long or long-term disability, to live and participate within their community by providing appropriate equipment, aids and appliances.

**NDIS Registered Service**

[www.enable.health.nsw.gov.au](http://www.enable.health.nsw.gov.au)

### **Rehabilitation Appliances Program**

#### **Department of Veterans Affairs**

**1800 555 254 / 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. [www.dva.gov.au](http://www.dva.gov.au)

### **Short Term Equipment Service**

**4784 6503 / 1800 727 654**

#### **Blue Mountains District Anzac Memorial Hospital**

Equipment is available by referral from a medical professional.

### **Assistive Technology Australia**

**1300 885 886**

Based in Blacktown, Assistive Technology Australia does not sell equipment, but provides assistance with advice and information on products and services, household fittings and home modifications. It also provides opportunities for trying out different products to check suitability. [www.at-aust.org](http://www.at-aust.org)

## Equipment and Aids

### TAD NSW

**9912 3400**

Provides personalized equipment for people with disabilities in NSW.

[www.tad.org.au](http://www.tad.org.au)

NDIS Registered Service

### Brightsky Australia

**1300 886 601**

Supplies products such as wound, nutrition, skincare and personal protection equipment in single items or in bulk. They deliver to the door.

[www.brightsky.com.au](http://www.brightsky.com.au)

NDIS Registered Service



Some **pharmacies** in the Blue Mountains supply equipment for purchase or for hire. Contact the pharmacy nearest to you for more information.

**Blaxland Day & Night Pharmacy**

**4739 1611**

**Blooms the Chemist (Springwood)**

**4751 1646**

**The Hip Joint, Greenwell & Thomas (Katoomba)**

**4782 1066**

# Financial Support Services

## No Interest Loan Scheme (NILS)

No Interest Loan Scheme (NILS) assists residents to purchase white goods and other items. NILS can also be used for medical treatment, glasses, dental, etc. NILS operates from four Mountains neighbourhood centres: [www.nils.com.au](http://www.nils.com.au)

- ◆ **Blackheath** **4787 7770**
- ◆ **Winmalee** **4754 4050**
- ◆ **Belong Blue Mountains**
  - **Mid Mountains (Lawson)** **4759 2592**
  - **Lower Mountains (Blaxland)** **4739 1164**

## Family Support Services

- ◆ **Katoomba - Thrive Services** **4782 1555**  
[www.thriveservices.org.au](http://www.thriveservices.org.au)
- ◆ **Blaxland - Gateway Family Services** **4720 6500**  
[www.gatewayfamilyservices.org.au](http://www.gatewayfamilyservices.org.au)

Can provide emergency financial relief, gas and electricity vouchers and some food relief. Call for opening hours, availability of emergency relief and/or vouchers.

## Wesley Counselling Services **4723 9217**

Provides free Financial Counselling outreach services at Lower Mountains and Winmalee Neighbourhood Centres. By appointment only. [www.wesleymission.org.au](http://www.wesleymission.org.au)

## Catholic Care Social Services **4751 4956**

Provides free general, relationship, financial counselling and problem gambling counselling at Springwood Drop-in Centre. By appointment only. [www.ccss.org.au](http://www.ccss.org.au)

# Financial Support Services

## **Winmalee Neighbourhood Centre**

**4754 4050**

Can provide emergency relief; gas, electricity, Telstra, food vouchers and brokerage (through Outreach Wesley Community). Free fresh bread and food 5 days per week. End of year Christmas hampers available.

Winmalee Neighbourhood Centre also offers Work Development Orders (WDOs). These are a way to help people who can't pay their fines. WDOs allow customers to clear their fines through unpaid work, courses and treatment programs with approved WDO sponsors. The WDO scheme helps people who have a mental illness, an intellectual disability or cognitive impairment or a serious addiction to drugs, alcohol or volatile substances, are homeless or are in acute economic hardship.

[www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

## **Money Care - Salvation Army**

♦ **Katoomba** - Tuesdays **0428 469 942**

♦ **Penrith** - Mondays and Wednesdays **0438 708 264**

This service provides free and confidential financial counselling. By appointment only.

Also available is budgeting assistance and advocacy with paying utility bills (ph: **0435 965 015**) and the Doorways program offers a range of support options (ph: **0427 192 952**).

[www.salvos.org.au](http://www.salvos.org.au)

## Food - Vouchers & Food Parcels

### Thrive Services

**4782 1555**

2 Station Street, Katoomba

Monday to Friday, 10am - 4:00pm (closed 12.30 - 1pm)

[www.thriveservices.org.au](http://www.thriveservices.org.au)

### Belong Blue Mountains -

#### ◆ Katoomba Neighbourhood Centre

**4782 1117**

8 Station Street, Katoomba. Fresh food & vegetables, bread, and non-perishable items regularly available. Please call to check produce availability. Food hampers of pantry staples available each year in June/early December). [www.kncinc.org.au](http://www.kncinc.org.au)

#### ◆ Mid Mountains Neighbourhood Centre

**4759 2592**

7-9 New St, Lawson, Mon to Thurs - some bread, fruit and vegetables.

[www.mmnc.org.au](http://www.mmnc.org.au)

### Gateway Family Services

**4720 6500**

70 Old Bathurst Road, Blaxland

Tues, Thursday and Friday mornings - 9am to 12pm

Tuesday and Friday afternoons - 1:30pm to 4pm

[www.gatewayfamilyservices.org.au](http://www.gatewayfamilyservices.org.au)

### Salvation Army (*Next to Centrelink*)

**4782 9251**

33-35 Waratah Street, Katoomba

Wed & Fri, 10:00am - 12:30pm

Electricity and gas vouchers are also available on the above phone number. Also contact their assessment line on **1300 371 288** for Food Card and Telstra vouchers. [www.salvos.org.au](http://www.salvos.org.au)

### St Hilda's Anglican Church

**4782 1608**

68 Katoomba Street, Katoomba. Food Parcels available at the Anglicare office (behind church).

[www.sthildas.net](http://www.sthildas.net)

## Food - Vouchers & Food Parcels

### **Blackheath Area Neighbourhood Centre (BANC) 4787 7770**

Gardiner Crescent, Blackheath

Community Pantry Monday to Friday 9.30am - 4.30pm

Fresh food Wednesday from 1.30pm

[www.banc.org.au](http://www.banc.org.au)

### **Springwood Neighbourhood Centre Co-operative 4751 3033**

104-108 Macquarie Rd, Springwood

Offers non-perishable food items to cover a day or so of meals for those families/individuals in need. Access during normal business hours Mon, Tues, Thurs or Friday 9:30 am to 4:30pm and Wed 9:30am to 12:30pm.

[www.sncc.org.au](http://www.sncc.org.au)

### **Winmalee Neighbourhood Centre**

**4754 4050**

Available free fresh food and bread 5 days per week. Also available The Winmalee Community Food Cupboard opens on Fridays. It is a food subsidized program where those receiving Centrelink benefit can access a fortnightly shop at the Centre. Low income families can also become members. See website for available stock.

[www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

### **St Vincent De Paul Family Assistance Hotline 1800 606 724**

Emergency relief may be given in the form of food parcels, food vouchers, and assistance with utility bills, clothing, furniture and referral. The assistance given is based on an assessment conducted by their volunteer members at the time of the home visit.

[www.vinnies.org.au](http://www.vinnies.org.au)

## Food - Free and Affordable Meals

### **Katoomba Leura Senior Citizens Centre**

**4782 1174**

Upper Level, 87-89 Katoomba Street, Katoomba

Morning Tea (minimal cost): Monday, Tuesday, Thursday and occasional Saturdays, 9:30am onwards

Lunch (\$7.00): Tuesday 11:30am-1pm, Civic Centre Dining Rm.

### **Belong Blue Mountains -**

#### **Katoomba Neighbourhood Centre**

**4782 1117**

8 Station Street, Katoomba

[www.kncinc.org.au](http://www.kncinc.org.au)

Free lunch (\$6.00 if waged). Held 1<sup>st</sup> & 2<sup>nd</sup> Thursday of each month. (2<sup>nd</sup> Thurs is a vegetarian meal provided by Ananda Marga). Donations appreciated. 12:00pm - 1:30pm.

### **Salvation Army**

**4782 9251**

Baptist Church, 41 Waratah Street, Katoomba (Next to Aldi)

Breakfast by donation: Monday and Friday, 8:00am - 8:40am.

[www.salvos.org.au](http://www.salvos.org.au)

### **Winmalee Neighbourhood Centre**

**4754 4050**

Every Monday at Springwood Baptist Church, 313 Macquarie Rd Springwood. A nutritious 2 course lunch every Monday (excluding holidays). Gold coin donation.

[www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)



***TIP - Dietitians provide expert advice on healthy eating for general health or disease prevention and management. Dietetic Services are provided from Community Health Centres. Referral is via the Central Referral Service on **1800 222 608** or if over 65 (50 for Aboriginal & Torres Strait Islander people) contact My Aged Care on **1800 200 422**.***

# Food - Free and Affordable Meals

## Uniting Church

4784 2160

142 Katoomba Street, Katoomba

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

[www.leura.unitingchurch.org.au](http://www.leura.unitingchurch.org.au)

## Blue Mountains Food Services

4759 2811

Provides a range of services to assist older people and people with disabilities and their carers, including:

### ♦ Meals On Wheels

Offers a variety of frozen meals and fresh fruit options to suit your dietary needs that are delivered to your door weekly by their friendly volunteers.

### ♦ Community Restaurants

Open from 11am - 1pm they offer five different restaurants across the Blue Mountains where you can go to enjoy an affordable 3 course meal, meet new friends and socialise.

Blaxland	Tuesdays	Susan Burr ridge Hall, 33 Hope St
Lawson	Wednesdays	Mavis Wood Dining Rm, 9 New St
Springwood	Tues & Thurs	Springwood Hub, 106 Macquarie Rd
Katoomba	Mon Wed & Friday	Community Centre, Katoomba St
Blackheath	Wednesdays	Blackhealth Area Neighbourhood Centre, Gardiner Crescent

MAC Registered Service (CHSP)

NDIS Registered Service

[www.bmfs.org.au](http://www.bmfs.org.au)

# Health Care

## **Community Health - Complex Aged and Chronic Care Nepean Blue Mountains Local Health District**

### **Intake**

**1800 222 608**

Offers a range of community health care services including community nursing, allied health (eg. occupational therapy, speech therapy, physiotherapy, dietetic, social work), palliative care, dementia support and continence support. For nursing and allied health services, referrals are made via My Aged Care **1800 200 422**. Access to other services can be made via the above intake number.

**MAC Registered Service (CHSP)**

[www.nbmlhd.health.nsw.gov.au/community-health-facilities](http://www.nbmlhd.health.nsw.gov.au/community-health-facilities)

### **Mental Health Line**

**1800 011 511**

A 24 hour Mental Health telephone access service. Provides an entry point to access mental health services, as well as assessments and referrals. If in a life threatening situation please call **000** to receive immediate help. Katoomba Community Mental Health can be contacted on **4782 2133**.

[www.nbmlhd.health.nsw.gov.au/mental-health](http://www.nbmlhd.health.nsw.gov.au/mental-health)

## **Blue Mountains Women's Health & Resource Centre**

### **Katoomba**

**4782 5133**

Provides health related services for women of all ages via fully trained health professionals. Services include assistance with continence and menopause, short term counselling, acupuncture and massage.

[www.bmwhrc.org](http://www.bmwhrc.org)

## **The Benevolent Society**

**1800 236 762**

Provides a range of clinical and allied health services.

[www.benevolent.org.au](http://www.benevolent.org.au)

## Health Care

### **Blue Mountains Aboriginal Healthy for Life Program**

**9836 7300**

This program aims to improve the health of Aboriginal and Torres Strait Islander people living in the Blue Mountains who live with chronic and complex illnesses or who are mothers, babies and children, men and youth. Assessment and support is provided to link with local Aboriginal services, local medical and community services, assistance with getting to appointments and linking with the Closing The Gap strategy. Services are culturally sensitive and aim to engage clients with their culture.

### **Greater Western Aboriginal Health Service**

**9836 7300**

Provides health care services to the Aboriginal community.

[www.wachs.net.au](http://www.wachs.net.au)

### **Nepean Community & Neighbourhood Services**

**4706 0299**

Closing the Gap - a health program for Aboriginal and Torres Strait Islander people.

[www.nepeancommunity.org.au](http://www.nepeancommunity.org.au)

### **Nepean Blue Mountains Primary Health Network**

**4708 8100**

This organisation works with general practitioners and other health care providers to improve the provision of primary health care services across the Blue Mountains, Lithgow, Hawkesbury and Penrith local government areas.

[www.nbmphn.com.au](http://www.nbmphn.com.au)

## Home Delivery of Pharmaceuticals

There are a number of Chemists in the Blue Mountains that provide home delivery of pharmaceuticals. Contact your local pharmacy for delivery days and for information on other services they may offer.



<b>Blaxland Day &amp; Night Pharmacy</b>	<b>4739 1611</b>
<b>Glenbrook Village Pharmacy</b>	<b>4739 1345</b>
<b>Hazelbrook Pharmacy</b>	<b>4758 6431</b>
<b>Blue Mountains Pharmacy (Katoomba)</b>	<b>4782 5450</b>
<b>Greenwell &amp; Thomas (Katoomba)</b>	<b>4782 1066</b>
<b>Lawson Pharmacy</b>	<b>4759 1055</b>
<b>Leura Pharmacy</b>	<b>4784 1386</b>
<b>Blooms the Chemist (Springwood)</b>	<b>4751 1646</b>
<b>Priceline Pharmacy (Springwood)</b>	<b>4751 1101</b>
<b>Wentworth Falls Pharmacy</b>	<b>4757 1410</b>
<b>Terry White Chemmart (Winmalee)</b>	<b>4754 2718</b>

# Home Help and Personal Care

## Australian Unity

**1300 295 817**

Provides a range of personal care, domestic assistance, respite care services and individual social support.

[www.australianunity.com.au/assisted-living](http://www.australianunity.com.au/assisted-living)

MAC Registered Service (CHSP and HCP)

NDIS Registered Service

## 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.

[www.dva.gov.au](http://www.dva.gov.au)

## Wangary Aboriginal Home Care

**1300 271 415**

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. A wheelchair accessible transport service is also available.

[www.australianunity.com.au](http://www.australianunity.com.au)

MAC Registered Service (CHSP and HCP)

NDIS Registered Service

## Community Service Network - ACON

**9206 2031**

Practical help, support and house cleaning for people living with HIV.

[www.acon.org.au](http://www.acon.org.au)

## Home Help and Personal Care

### **BaptistCare**

**1300 275 227**

Provides domestic assistance, personal care and in-home respite. For more information on Home Care Services, Retirement Living and CareCall Emergency Response Service please contact the Customer Engagement Centre (above).

**MAC Registered Service (CHSP and HCP)**

[www.baptistcare.org.au](http://www.baptistcare.org.au)

### **Nepean Area Disabilities Organisation (NADO)**

**9623 9855**

Provides personal care and home help for people with disabilities from 7 - 64 years old.

[www.nado.org.au](http://www.nado.org.au)

**NDIS Registered Service**

### **Home Instead Senior Care Penrith**

**4722 2256**

In-Home Care for Older Australians—personal care including showering and dressing, companionship, social support, meal preparation, light household duties, medication reminders and incidental transport.

[www.penrith.homeinstead.com.au](http://www.penrith.homeinstead.com.au)

### **Our Lady Of Consolation**

#### **Home Laundry & Linen Service**

**9832 4599**

This home laundry and linen service is for people who are frail aged, people with a disability and their carers, and people living with incontinence.

[www.oloc.com.au](http://www.oloc.com.au)

**MAC Registered Service (CHSP and HCP)**

**NDIS Registered Service**

### **Southern Cross**

**1800 989 000**

Provides domestic

**MAC Registered Service (CHSP and HCP)**

# Home Help and Personal Care

## Wendy's Home Care

**4587 5999**

Provides assistance with daily living, personal care, domestic assistance, shopping, meal preparation, transport, social support, home and garden maintenance and respite for carers. This is a private care service. [www.wendyshome.com.au](http://www.wendyshome.com.au)

MAC Registered Service (HCP)

NDIS Registered Service

## Better Caring

**1300 736 573**

Better Caring is a safeguarded online platform where anyone with disability support and aged care support needs can find, connect and hire quality support workers in their local area who fit their interests and needs. Better Caring can be used with NDIS & Home Care Package funding. [www.bettercaring.com.au](http://www.bettercaring.com.au)

## Hireup

**9113 5933**

An online platform for people with disability to find, hire and manage support workers who fit their needs and share their interests. [www.hireup.com.au](http://www.hireup.com.au)

NDIS Registered Service

## Uniting - Home and Community Care Nepean **1800 486 484**

◆ Domestic Assistance and Social Support service.

MAC Registered Service (CHSP and HCP)

◆ Private Care Service - provides care and support in your own home. Services are available 24 hrs/day, 7 days a week. No assessments required. Services include personal care assistance, respite care, domestic assistance, transport, shopping and medical care.

# Home Help and Personal Care

## **KinCare**

**1300 733 510**

Provides personal care and domestic assistance to assist the person with everyday living in their own home.

**MAC Registered Service (CHSP and HCP)**

[www.kincare.com.au](http://www.kincare.com.au)

## **Australian Home Care**

**1300 0303 770**

Home help and personal care for the Aged &/or Disabled community.

**MAC Registered Service (CHSP and HCP)**

[www.ahcs.org.au](http://www.ahcs.org.au)

**NDIS Registered Service**

## **Greystanes Disability Services**

**4784 1118**

Provides flexible home support for people with disability. Domestic, community participation and personal care 24 hours, 7 days a week.

[www.greystanes.org.au](http://www.greystanes.org.au)

**NDIS Registered Service**

## **Kirinari Home Care**

**4782 9371**

Provides domestic support, personal care and respite for people with disabilities.

[www.kirinari.com.au](http://www.kirinari.com.au)

**NDIS Registered Service**

## **Complete Care Team**

**4739 5211**

Provides a holistic model of care for people in the community with high support needs. Services include personal care, complex nursing care, social support, respite and household management support.

[www.cctnursing.com](http://www.cctnursing.com)

# Home Help and Personal Care

**Belong Blue Mountains -**

**4782 1117**

**Katoomba Neighbourhood Centre**

**Blue Mountains Community Support program - Domestic Assistance**

Provides assistance to help maintain independence in the home through help with housework, cleaning and shopping where the client requires assistance to enable their independence. The service is also able to provide a specialized service for people with more complex domestic cleaning needs where an initial one off large clean may be required with specialist follow up at negotiated intervals rather than regular visits.

[www.kncinc.org.au](http://www.kncinc.org.au)

**MAC Registered Service (CHSP)**

**Catholic Healthcare**

**1800 225 474**

Provides care and support services in your own home. Services include personal care assistance, respite care, domestic assistance, transport, shopping and medical care - Fee for Service.

[www.catholichealthcare.com.au](http://www.catholichealthcare.com.au)



# Home Modification and Maintenance

## Assist Building & Maintenance

### Katoomba Neighbourhood Centre

**4782 1117**

Provides home modifications (including ramps, rails and wheelchair accessible bathrooms), home maintenance (including repairing steps, minor electrical and plumbing work) and garden maintenance. For frail older people and people of any age living with a disability and their carers, so they can remain safely in their own homes. Home modifications are carried out to the specifications of an Occupational Therapist. An in-house Occupational Therapist is part of the Assist team.

[www.kncinc.org.au](http://www.kncinc.org.au)

MAC Registered Service (CHSP)

NDIS Registered Service

## Department of Veterans Affairs

**1800 555 254**

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.

[www.dva.gov.au](http://www.dva.gov.au)

MAC Registered Service (CHSP)

NDIS Registered Service

## 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.

[www.oloc.com.au](http://www.oloc.com.au)

NDIS Registered Service

# Home Modification and Maintenance

## **AIDER Program**

**8741 4955**

The Assistance for Infirm, Disabled and Elderly Residents (AIDER) program is a one-off free service supporting vulnerable residents to live more safely and confidently in their home on bush fire prone land. Includes clearing gutters, thinning vegetation around the home, removing leaf and tree debris, trimming branches from close to the home, and mowing and slashing long grass.

[www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)

**MAC Registered Service (CHSP)**

## **DARE Grounds & Maintenance**

**4751 5266**

The DARE crew will undertake rubbish removal, lawn mowing, complex landscaping and general maintenance. Fees apply. Contact DARE for an obligation free quote.

[www.daredisability.org.au](http://www.daredisability.org.au)

**NDIS Registered Service**

## **Jobquest Property Services**

**8677 8885**

Lawn mowing and grounds maintenance, gardening, cleaning and gutter cleaning. Approved Veteran affairs provider.

[www.jobquest.org.au](http://www.jobquest.org.au)

**NDIS Registered Service**

## **Peppercorn Lawn and Gardening Service**

**4577 9975**

Provides assistance with lawn and garden maintenance for people who are frail aged. Access via My Aged Care.

[www.peppercornservices.com.au](http://www.peppercornservices.com.au)

**MAC Registered Service (HCP)**

# Home Modification and Maintenance

## Winmalee Neighbourhood Centre and Springwood Baptist Church **4754 4050**

This partnership program offers one off garden help for people with disabilities and frail aged. Weeding, mowing, and pruning (no chainsawing). [www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

## Fusion Building and Maintenance **8805 5960**

Home Modification specialists for the National Disability Insurance Scheme (NDIS), My Aged Care and private clients. [www.fusionbuilding.com.au](http://www.fusionbuilding.com.au)

MAC Registered Service (CHSP)

NDIS Registered Service

## Grey Army **13 11 98**

Offers property maintenance services. Obligation free quotes after inspection. No set cost given. [www.greyarmy.com.au](http://www.greyarmy.com.au)



***TIP*** - The Deaf Society of NSW provides adapted smoke alarms and other home based equipment for people who are hearing impaired. Contact **8833 3600** or visit :

[www.deafsocietynsw.org.au/equipment/page/](http://www.deafsocietynsw.org.au/equipment/page/)

# Libraries



In partnership with Blue Mountains Libraries, the Blue Mountains Volunteer Home Visitors runs a free home library service for people who are frail aged and/or people living with a disability who may require assistance accessing the Blue Mountains Libraries. They can deliver reading materials, audio books, DVDs and magazines.

## Belong Blue Mountains

- ◆ Katoomba Neighbourhood Centre **4782 1117**
- ◆ Mid Mountains Neighbourhood Centre **4759 2592**
- ◆ Lower Mountains Neighbourhood Centre **4739 1164**
- Springwood Neighbourhood Centre Co-operative **4751 3033**

MAC Registered Services (CHSP)

## Neighbourhood Centres

Neighbourhood Centres can assist all people across the lifespan including families, older people, people with disabilities and carers with a variety of services such as interest groups, Volunteer Home Visitors, No Interest Loans Schemes (NILS), Palliative Care services, computer classes, medical transport, social support groups, Strengthening for Over Sixties exercise classes and more. Services differ between neighbourhood centres so contact your local centre for more information on the services they offer.

**Winmalee Neighbourhood Centre** **4754 4050**  
[www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

**Blackheath Area Neighbourhood Centre** **4787 7770**  
[www.banc.org.au](http://www.banc.org.au)

**Springwood Neighbourhood Centre Co-operative** **4751 3033**  
[www.sncc.org.au](http://www.sncc.org.au)

### Belong Blue Mountains

◆ **Katoomba Neighbourhood Centre** **4782 1117**  
[www.kncinc.org.au](http://www.kncinc.org.au)

◆ **Mid Mountains Neighbourhood Centre** **4759 2592**  
[www.mmnc.org.au](http://www.mmnc.org.au)

◆ **Lower Mountains Neighbourhood Centre** **4739 1164**  
[www.lmnc.org.au](http://www.lmnc.org.au)



# Recreation Activities, Individualised Support and Respite

## Day Centre Programs for people over 65

The aims of these services are to provide group programs and activities that assist older people to socialise, and that promote health and wellbeing whilst living in their community. Services aim to support people attending the centre as well as their carers. All programs focus upon promoting:

- Independence
- Self Esteem
- Health, physical & emotional well-being
- Social interaction

Some local Day Centres include:

**Healthy Living for Seniors Day Centres**

Located in Springwood and Katoomba

**1800 486 484**

[www.uniting.org](http://www.uniting.org)

**Anglicare Social & Wellness Centre Katoomba** **1300 111 278**

**Anglicare Social & Wellness Centre Winmalee**

**4754 5841**

**Anglicare Social and Wellness Centre Leonay**

**4735 8541**

These Anglicare Centres also cater for people with dementia.

**MAC Registered Services (CHSP)**

[www.anglicare.org.au/at-](http://www.anglicare.org.au/at-)

# Recreation Activities, Individualised Support and Respite

## **Commonwealth Respite and Carelink Centre (CRCC) Nepean** **1800 052 222**

Supports carers 24 hours a day by providing free information and respite to carers of frail older people, persons with dementia and people with a moderate to severe disability not receiving NDIS. Services include short term, emergency and crisis respite in home, drop-in respite for appointments, social and family occasions. They also organise planned respite in Aged Care Facilities and Assisted Care Facilities.

[www.anglicare.org.au](http://www.anglicare.org.au)

Additional services provided by this CRCC include:

### ◆ **Mental Health Respite Program (Anglicare)** **1800 052 222**

Supports carers 24 hours per day caring for a person with a mental illness.

### ◆ **Young Carers Respite (Anglicare)** **1800 052 222**

Supports young people up to 18 years of age with education and respite.



#### **WHAT IS RESPITE?**

*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.*

# Recreation Activities, Individualised Support and Respite

## **KinCare**

**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.

MAC Registered Service (CHSP and HCP)

[www.kincare.com.au](http://www.kincare.com.au)

## **Anglicare Eleebana Overnight Cottage Respite 4754 5841**

Respite service, based in Winmalee, providing overnight accommodation for frail aged people and/or people with dementia. Transport can be arranged.

MAC Registered Service (CHSP)

[www.anglicare.org.au/at-home](http://www.anglicare.org.au/at-home)

## **Community and In Home Flexible Respite**

### **The Benevolent Society**

**1800 917 139**

Supports and maintains care relationships between carers and clients; through providing good quality respite care for frail older people so that regular carers can take a break.

MAC Registered Service (CHSP)

[www.benevolent.org.au](http://www.benevolent.org.au)

### **Anglicare Flexible Respite**

**1300 111 278**

This service provides In Home Respite Care for frail older people and those living with dementia, supporting carers to have a break from their caring role.

MAC Registered Service (CHSP)

[www.anglicare.org.au](http://www.anglicare.org.au)

# Recreation Activities, Individualised Support and Respite

**Blackheath Area Neighbourhood Centre** **4787 5684**  
**Community Access Service** - NDIS registered to provide support for children and adults to leisure activities, support to access recreational facilities and individual interests.

[www.banc.org.au](http://www.banc.org.au)

NDIS Registered Service

**Australian Home Care** **1300 303 770**  
Provides In Home Respite Care for Carers and Families in the Blue Mountains.

[www.ahcs.org.au](http://www.ahcs.org.au)

MAC Registered Service (CHSP and HCP)

NDIS Registered Service

**Flourish Australia** **Katoomba 9393 9344**  
**Penrith 9393 9799**  
Offers a range of mental health support services individually and in group social settings.

[www.flourishaustralia.org.au](http://www.flourishaustralia.org.au)

NDIS Registered Service

**Wangary Aboriginal Home Care** **1300 271 415**  
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, those who have a disability and their carers. A wheelchair accessible transport service is also available.

[www.australianunity.com.au](http://www.australianunity.com.au)

MAC Registered Service (CHSP and HCP)

NDIS Registered Service

# Recreation Activities, Individualised Support and Respite

## Barnardos

4729 1211

- ♦ Vacation Care Program - this offers vacation care for children and adolescents (Kindergarten to Year 12) who have a disability with moderate to high support needs and who are attending school.
- ♦ Social and community participation and skills development program for children and adolescents aged between 5 and 20 who have a disability. Offers individual and group activities. [www.barnardos.org.au](http://www.barnardos.org.au)

NDIS Registered Service

## Nepean Area Disabilities Organisation (NADO)

9623 9855

Flexible respite options and recreation activities for adults and children with disabilities. Short term accommodation options also available for adults. [www.nado.org.au](http://www.nado.org.au)

NDIS Registered Service

## Disability Support Services -Uniting Care (Lithgow)

6351 4887

A disability support service offering respite for families. The service is based in Lithgow. [www.ucl.com.au](http://www.ucl.com.au)

NDIS Registered Service



***TIP*** - To find out more about services for young children with disabilities and families see Blue Mountains City Council's "A guide to services and activities for families 2017". Ring Council on 4780 5000 or follow this link [www.bmcc.nsw.gov.au/community/children-youth-families/childrens-services](http://www.bmcc.nsw.gov.au/community/children-youth-families/childrens-services).

# Recreation Activities, Individualised Support and Respite

## Respite Tours (Blue Mountains)

4759 2611

Short stay holidays (3 - 7 days) for people over 16 years old who have acquired brain injury, intellectual disability and or psychiatric disability.

[www.respitetours.com](http://www.respitetours.com)

## Northcott Disability Services

1800 818 286

- ◆ **Everyday Life Skills** Training services support people with disability to improve skills in: cooking, budgeting time management, travel, social interaction, caring for health and wellbeing, independence in everyday activities, communication with others and living independently. Offers centre-based training groups and can assist customers to attend local community activities, individually or as part of a group.
- ◆ **Skills for Life Program** This program for young people aged 15 - 17 years is run 2 days a week and assists young people with transition to vocation skills or a Life Skills program.
- ◆ **Adult Recreation** service supports adults from age 18 up, providing opportunities to be independent, to be part of their community, participate in new experiences, develop friendships, with support to build skills and capacity. Clubs, programs designed for different aged groups and interests. Social outings include sporting events, concerts, festivals, movies nightclubs and even speed dating. [www.northcott.com.au](http://www.northcott.com.au)

NDIS Registered Services

# Recreation Activities, Individualised Support and Respite

## **DARE Disability Support**

**4751 5266**

Provides a range of person-centred, stimulating fun and skill orientated activities five days a week for people with a disability aged 18 – 65.

[www.daredisability.org.au](http://www.daredisability.org.au)

**NDIS Registered Service**

## **Greystanes Disability Services Home Support and Day Options**

**4784 1118**

Provides meaningful and enjoyable educational, recreational and skill-building day time activities to adults with a range of support needs. Individualised programs are developed based on the person's needs, preferences & goals.

[www.greystanes.org.au](http://www.greystanes.org.au)

**NDIS Registered Service**

## **Travel Training— Great Community Transport**

**4722 3083**

Assists older people and people with disabilities to gain and build confidence in using buses, trains and taxis.

[www.gct.org.au](http://www.gct.org.au)

**NDIS Registered Service**

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

**Kincare**

[www.kincare.com.au](http://www.kincare.com.au)

**1300 733 510**

**Barnardos**

[www.barnardos.org.au](http://www.barnardos.org.au)

**4729 1211**

**Empowerability Inc**

[www.empowerability.org.au](http://www.empowerability.org.au)

**4577 2150**

**NDIS Registered Services**

## Social Support & Community Participation



### **Riding for the Disabled Association (RDA) NSW** **8736 1256**

Provides an opportunity for people with a disability to enjoy all the activities connected with being with horses. Spending time with horses is both therapeutic and recreational.

[www.rda.org.au](http://www.rda.org.au)

***RDA Nepean Centre***

**9623 4173**

***RDA Blue Mountains Centre***

**4758 8238**

**NDIS Registered Service**

### **Social support groups at the neighbourhood centres**

Blue Mountains Neighbourhood Centres offer a variety of social groups suitable for older people. Please contact your local neighbourhood centre for more details (see page 68). Subsidized transport is available for eligible people over 65 to help them access these social support groups and take part in group outings.

### **Belong Blue Mountains - Katoomba Neighbourhood Centre The Vale Street Centre Program** **4782 1286**

A social and recreational program for adults living with and recovering from a mental health issue. This service provides opportunities and supports participants to form new friendships, develop skills and creativity, and access practical advice and support to live well and stay healthy.

**NDIS Registered Service**

[www.kncinc.org.au](http://www.kncinc.org.au)

## Social Support & Community Participation

### **Belong Blue Mountains -**

#### **Blue Mountains Volunteer Home Visitors Service**

Provides volunteer visiting services to older people (65 years and over) and their carers. Services are delivered by trained volunteers in people's homes and may include social support (one to one and groups), social transport, home library service, one on one shopping and gardening. Contact your local provider:-

**Blaxland** (Lapstone - Warrimoo) [www.lmnc.org.au](http://www.lmnc.org.au) **4739 1164**

**Lawson** (Woodford to Bullaburra) [www.mmnc.org.au](http://www.mmnc.org.au) **4759 2592**

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

[www.kncinc.org.au](http://www.kncinc.org.au)

**MAC Registered Service (CHSP)**

**Please note:** Belong Blue Mountains provides an Intake Service (call **4782 1117**) that can help people (over the phone or drop in) who need assistance understanding, accessing or navigating the My Aged Care system.

### **Springwood Neighbourhood Centre Co-operative**

#### **Springwood Volunteer Home Visitors Service** **4751 3033**

Provides volunteer support to people over 65 and their carers. Services are delivered by trained volunteers and may include home visits, outings, special interest activities or groups, social and medical transport, home library services, accompanied shopping and gardening. The service also runs a range of supported exercise, arts and social groups for seniors. (Valley Heights to Linden).

[www.sncc.org.au](http://www.sncc.org.au)

**MAC Registered Service (CHSP)**

## Social Support & Community Participation

### Belong Blue Mountains -

- ◆ **Mid Mountains Neighbourhood Centre** **4759 2592**

### Community Café

Weekly morning tea at 10am every Thursday for seniors.

MAC Registered Service (CHSP)

[www.mmnc.org.au](http://www.mmnc.org.au)

- ◆ **Mid Mountains Neighbourhood Centre**

### NDIS Peer Support Group

**4759 2592**

Peer support group for parents, carers and participants negotiating the NDIS. Supported by workers from Mid Mountains Neighbourhood Centre, Mountains Outreach Community Service, Ability Links SSI and Northcott Early Links. Meet, chat & access information for further support.

2nd Wednesday monthly 10am - 11.30am. [www.mmnc.org.au](http://www.mmnc.org.au)

- ◆ **Katoomba Neighbourhood Centre** **4782 1117**

Provides a range of social groups including Book Club, Writers' Group, Out and About (a social group for older LGBTIQ community members), Film Club, and Vision Impaired Group.

[www.kncinc.org.au](http://www.kncinc.org.au)

**Community Visitors Scheme** provides social support and companionship to older people in receipt of any level of Home Care Package who are either living in their own homes or in a residential aged care facilities who may be lonely or isolated and would welcome a visitor.

- ◆ **Springwood** [www.sncc.org.au](http://www.sncc.org.au) **4751 3033**

- ◆ **Katoomba** [www.kncinc.org.au](http://www.kncinc.org.au) **4782 1117**

## Social Support & Community Participation

### Community Visitors Scheme - ACON

9206 2028

Provides social support and companionship to older people in the LGBTIQ community living in their own homes or in an aged care facility.

[www.acon.org.au](http://www.acon.org.au)

### Springwood Neighbourhood Centre Co-operative 4751 3033

#### ◆ Support Groups

A range of support groups are available including **Peers in Recovery** for people with a lived experience of mental health issues and **Raising Grandchildren** for grandparents with responsibilities for their grandchildren.

#### ◆ Artscope

Welcomes people with a lived experience of mental illness who are interested in artistic expression. Meet 9.30-11.30am on 2nd and 4th Wednesday of the month (school term).

#### ◆ DARE Morning Tea

Dare Disability Support and Springwood Neighbourhood Centre invite the community to a free morning tea. 10.30am - 11.30am, 3rd Wednesday of the month.

[www.sncc.org.au](http://www.sncc.org.au)

### Kincare

1300 733 510

This service provides assistance for people 65 years of age and over who are socially isolated and who wish to make social contact with their community, to feel a sense of connectedness and form meaningful companionships.

[www.kincare.com.au](http://www.kincare.com.au)

MAC Registered Service

## Social Support & Community Participation

### Greystanes Disability Services

**4784 1118**

24 hour, 7 day a week supported living services (own home or community home) to people with disabilities who have complex health needs. Community Day Program for people with disabilities based in Leura and Katoomba.

NDIS Registered Service

[www.greystanes.org.au](http://www.greystanes.org.au)

### Personal Helpers & Mentors Program (PHaMs) **4720 9780**

PHaMs aims to provide opportunities for recovery for people whose lives are severely affected by mental illness.

NDIS Registered Service

[www.aftercare.com.au](http://www.aftercare.com.au)

### DARE Disability Support

**4751 5266**

DARE's Recreation and Leisure program provides outings for people with a disability 18 - 65 years in a group or one to one.

NDIS Registered Service

[www.daredisability.org.au](http://www.daredisability.org.au)



***TIP:*** In 2017 if you lived in the Blue Mountains, you had an online My Health Record created for you, unless you opted out. Access your record by going to [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) and sign in with a myGov account or phone **1800 723 471** for assistance.

## Social Support & Community Participation

### **Blue Mountains Aboriginal Culture & Resource Centre (ACRC) - Blue Mountains Aboriginal Elders Social Support Service** **4782 6569**

This service provides social support for members of the Blue Mountains Aboriginal and Torres Strait Islander community who are over 50, frail aged or have a disability, and their carers. This includes home visiting, companionship and regular contact, support to attend cultural and other community and family activities, group outings, Elders lunches and support to access their social and family networks. It also provides advocacy and referral.

[www.acrc.org.au](http://www.acrc.org.au)

**MAC Registered Service (CHSP)**

**NDIS Registered Service**

### **Blackheath Area Neighbourhood Centre**

#### ♦ **Community Access Service** **4787 5684**

Provides National Disability Insurance Scheme supports for children and adults living in the Blue Mountains; skills development, group day program activities, individual supports, art therapy, transport, art studio, assistance with daily life, social and community participation.

**NDIS Registered Service**

#### ♦ **The Welcome Table** **4787 7770**

An informal opportunity to meet and enjoy the company of fellow locals, discuss areas of interest and make new friends.

#### ♦ **Cyber Shed** **0458 099 001**

Digital Literacy education for seniors and beginners in a non-jargon format.

#### ♦ **Activities for seniors** **4787 7770**

[www.banc.org.au](http://www.banc.org.au)

## Social Support & Community Participation

### RSPCA NSW - Community Aged Care

9782 4408

Pets can often be therapeutic for the older person. However age and disability often restricts owners from seeking veterinary assistance for their pets or just general care.

This program provides:

- General monitoring of the persons pet by RSPCA staff
- Support in caring for pets
- Treatment by RSPCA vets when required
- Foster accommodation of the pet should the owner require hospitalization
- Assistance with pet food if needed and
- Monthly grooming.

To be eligible, you must be an elderly person over 65 owning a pet, who does not have friends or relatives willing to take responsibility for the pet. Owners are asked to pay a nominal fee according to their means for veterinary services, grooming or boarding.

[www.rspcansw.org.au](http://www.rspcansw.org.au)



## Social Support & Community Participation

### **Nepean Area Disabilities Organisation (NADO) 9623 9855**

Provides one-to-one support and runs social and recreational groups for adolescents and adults from 7 - 65 years who have a disability. [www.nado.org.au](http://www.nado.org.au)

NDIS Registered Service

### **Kirinari Community Access 4782 9371**

Provides assistance to people with disabilities to access services and develop independent living skills. [www.kirinari.com.au](http://www.kirinari.com.au)

NDIS Registered Service

### **Wendy's Home Care 4587 5999**

Provides assistance with access to community, social and recreation activities and individual skills development and training. [www.wendyshome.com.au](http://www.wendyshome.com.au)

MAC Registered Service (HCP)

NDIS Registered Service

### **Winmalee Neighbourhood Centre 4754 4050**

Seniors Monthly Movies - 10am 1<sup>st</sup> Thursday of the month. Come and enjoy a movie on the big screen, morning tea supplied. [www.winmaleeneighbourhoodcentre.com.au](http://www.winmaleeneighbourhoodcentre.com.au)

### **Leep Digital Social Support Service 4721 1866**

Supports older people and people with disabilities to get on line thereby enhancing their independence and enabling fuller social participation. [www.leep.ngo](http://www.leep.ngo)

MAC Registered Service (CHSP)

NDIS Registered Service

## Social Support & Community Participation



**Life Links**

**0406 865 380**

**Events for Adults with Disabilities**

Single's dinner and discos for adults with disabilities.

[www.life-links.com.au](http://www.life-links.com.au)

**Sunnyfield's Community Services**

**1300 588 688**

Offers a range of active support options so you can try new things, learn additional skills and get involved in your community. Support options can be provided at home at a Sunnyfield Community Services Hub (at Orchard Hills) or in the community. Activities are designed to support your choices, such as group and individual outings, swimming, learning to cook, art classes etc.

[www.sunnyfield.org.au](http://www.sunnyfield.org.au)

**NDIS Registered Service**

**Child Loss Support Group**

**0438 464 824**

A monthly get-together for parents, grandparents, siblings and any family members or friends who would like to have the opportunity to connect and share experiences and feelings with other families living with the pain and heartache from the death of a child at any age and from any cause. The group meets on the 3th Saturday of each month, 11.30am - 1.30pm, Rm 2, Level 2 Town Centre Arcade, 81-83 Katoomba St, Katoomba.

## Social Support & Community Participation

### Blue Mountains Food Services

4759 2811

#### ♦ Social Support

Their friendly volunteers create social connections with older people and people with disabilities in the community. Whether its assistance with shopping, help in the garden, companionship at home, going for a drive, out for coffee, or anywhere else you would like to go, their social support volunteers are here to support you.

#### ♦ Healing Through Creativity

A relaxed and supportive group for those who are living with mental illness where there is the opportunity to learn water colour painting and other craft activities. Mid Mountains Community Centre 1st, 3rd and 5th Wednesday of each month (school term) 10am - 2pm.

#### ♦ Cook + Connect

An exciting cooking program for young people on an NDIS Plan: covering both the life skills and social connection aspects of the person's plan.

**Cook + Connect Group** is a more socially geared course where you learn to cook in small groups

**Cook + Connect @ Home** is a more personal program customized to suit your individual needs (one-on-one program)

**Cook + Connect Community** further develops your skills after completing the Group or @ Home program and provides the opportunity of working front of house and in the kitchen of our Community Restaurants.

[www.bmfs.org.au](http://www.bmfs.org.au)

MAC Registered Service (CHSP)

NDIS Registered Service

## Social Support & Community Participation

### Blue Mountains Palliative Support

**4709 6053**

A community based volunteer service providing care and support to people with life-limiting illnesses who wish to remain at home, people wishing to die at home, and to carers and families of those with a life-limiting illness. The service is provided to homes based in the Blue Mountains, between Lapstone and Lithgow. Trained volunteers provide in-home support, including respite, social support, light domestic duties and shopping.

[www.mmnc.org.au](http://www.mmnc.org.au)

### Telecross

**9229 4222**

Coordinates daily telephone contact for people who live alone or are socially isolated.

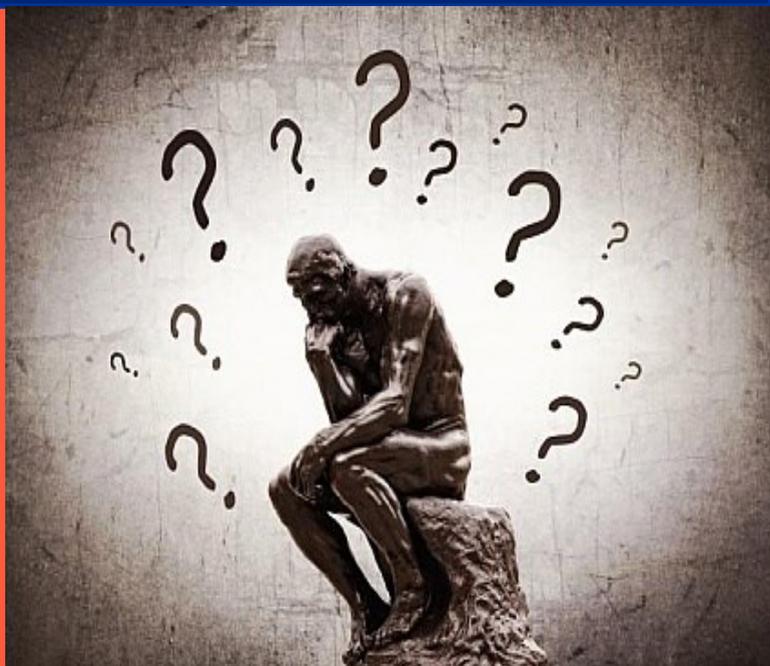
[www.redcross.org.au](http://www.redcross.org.au)

MAC Registered Service

NDIS Registered Service



# Other information and useful phone numbers



## Other Information Services

### **Palliative Care Association of NSW**

**9206 2094**

Information and advice about palliative care services and resources in NSW. [www.palliativecarensw.org.au](http://www.palliativecarensw.org.au)

### **Veterans Affairs Network (VAN)**

**1800 555 254**

Provides information for members of the veteran community. Ring the general Dept of Veteran Affairs number above and ask for the Veterans Affairs Network. [www.dva.gov.au](http://www.dva.gov.au)

### **Dementia Australia**

**1800 100 500**

National Dementia Helpline

[www.dementia.org.au](http://www.dementia.org.au)

### **National Relay Service**

**1800 555 677**

This service is for people who are deaf, hard of hearing or who have a speech impediment. [www.relayservice.gov.au](http://www.relayservice.gov.au)

### **My Aged Care**

**1800 200 422**

Provides information about Commonwealth Funded residential and community care services. [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### **Carers NSW**

**1800 242 636**

Information, referral and support service for those caring for someone who is frail aged, has a disability or life limiting illness. [www.carersnsw.org.au](http://www.carersnsw.org.au)

### **Elizabeth Evatt Community Legal Centre**

**4704 0207**

Provides free legal information, advice and representation.

[www.eeclc.org.au](http://www.eeclc.org.au)

## Other Information Services

### **National Continence Helpline**

**1800 330 066**

Information about bladder and bowel control problems, referral and information about products.

### **National Disability Coordination Officer (NDCO)**

#### **Program**

**0434 932 133**

Assists people with disability access and participate in tertiary education and subsequent employment, through a national network of regionally based NDCOs. Information and Resources. [www.westernsydney.edu.au/getreadyforstudyandwork](http://www.westernsydney.edu.au/getreadyforstudyandwork)

### **Blue Mountains City Council Aged and Disability Services Development Officer**

**4780 5546**

Provides information and a referral service to residents. Also provides a support and coordinating role to providers. No direct care service is provided.



## 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 3000

## Your Useful Phone Numbers

Centrelink:	
Doctor:	
Hospital:	
Pharmacist:	
Transport/Taxi:	
Greengrocer:	
Butcher:	

## Your Notes

A large area for taking notes, consisting of 20 horizontal rows. Each row is divided into two sections by a vertical line, with the left section being slightly wider than the right section. The rows alternate between a light pink background and a slightly darker pink background.

***Information in this guide was updated from January to March 2018 and to the best of our knowledge was correct at the time of printing.***

If you would like additional information and/or services added to this guide for future editions please contact Blue Mountains City Council's Aged and Disability Services Officer on 4780 5546.



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**Family &  
Community Services**  
Ageing, Disability & Home Care

