



2023 interactive edition

Dementia and Palliative Care Directory

a Peace of Mind project initiative

phn
SOUTH WESTERN
SYDNEY

An Australian Government Initiative



Navigating the world after a dementia diagnosis is often a tricky and daunting task for families, carers and people living with dementia. This directory has been compiled using local, state and national services to guide you along the path from diagnosis to end-of-life care. It is important to note, this directory is not a comprehensive list of the services available.

This directory was developed as part of South Western Sydney Primary Health Network's Peace of Mind project (POMP), funded under the Commonwealth Greater Choice for at Home Palliative Care measure. POMP aims to improve the end-of-life journey of people living with dementia, their carers, families and health professionals, through the implementation of education, information and resources for community; professional development opportunities and support through health pathways for GPs.

This directory does not give out professional advice. It is intended to be a reference guide with service information only.

Contents

Advance care planning and directives	3
National care services	4
Fall prevention - people with dementia	6
Dementia and palliative care supports First Nations Australians.	7
Driving and dementia	11
Advocacy.....	11
Carer support	11
Support groups.....	15
Assistance.....	16
Medical support.....	17
Health resources	18
Doulas	19
Podcasts.....	19
Dementia services and programs	21
Dementia specific activities.....	22
Dementia alliances.....	23
Transport services.....	24
Library services.....	24
Food services.....	27
Bereavement counselling services	30
Legal advice.....	31
Fire safety.....	31
MLAK keys.....	32
Continence.....	35
Pet services.....	35
Equipment services	37
Grocery shopping	38
Medication returns program.....	40

All information is correct at time of printing and is subject to change without notice.

GP contacts details:

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Specialist contact details:

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Enduring Guardian contact details:

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Enduring Power of Attorney details:

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Advance care planning and directives

Advance care planning involves having discussions and planning for your future care needs. It allows you to plan and make decisions about your care treatment if you or a loved one were to become ill and/or unable to communicate your preferences.

Advance Care Directives record your specific wishes in relation to future healthcare. This includes any medical or dental treatments you would like or not like if you were to have a life-threatening illness or injury. In NSW you do not need to use a specific form.

An Enduring Guardian is a person you appoint to become your substitute decision-maker if you can no longer make lifestyle, health and medical decisions.

Advance Care Planning Australia



TOPIC Advance Care Planning and Dementia

www.advancecareplanning.org.au/understand-advance-care-planning/advance-care-planning-in-specific-health-areas/advance-care-planning-and-dementia



1300 208 582



www.advancecareplanning.org.au

NSW Health Information



TOPIC Making an Advance Care Directive

www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf



TOPIC Advance Care Planning Brochure

www.health.nsw.gov.au/patients/acp/publications/making-your-wishes-known.pdf

Dementia Australia



TOPIC Advance Care Planning

www.dementia.org.au/about-dementia/i-am-a-carer-family-member-or-friend/advance-care-planning

National care services

NDIS: National Disability Insurance Scheme

The NDIS is Australia's first national scheme for people aged between seven and 65 years with a disability. It provides funding directly to eligible individuals with a disability with the aim to increase independence and improve quality of life.



1800 800 110



enquiries@ndis.gov.au



ndis.gov.au

My Aged Care

My Aged Care is the Australian Government's starting point for all aged care needs for people aged 65 years and older or over 50 for First Nations people. My Aged Care can assist with access to government-funded aged care services, information on the types of care available, the eligibility and assessment process, and the costs associated with the services you require.



Monday to Friday: 8am to 8pm

Saturdays: 10am to 2pm

Closed: Sundays and national public holidays



1800 200 422



www.myagedcare.gov.au



TOPIC Face-to-face appointments available

Face-to-face aged care support is available at dedicated Services Australia centres. Find your nearest Aged Care Specialist Officer and book an appointment.



Monday to Friday: 8am to 5pm



1800 227 475

www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services?context=55721

Care finder

Care finder services help connect vulnerable people who are eligible for aged care services with My Aged Care and/or access other relevant supports in the community.

This program will act as a face-to-face support to encourage:

- engagement with aged care supports
- understanding the benefits of receiving support, and
- assistance in finding information and accessing services

How is this different to My Aged Care?

This program is for people who struggle to use My Aged Care.

For example, people who are:

- isolated and/or have no support person
- hesitant to engage with government institutions
- experiencing communication barriers including language and literacy
- facing difficulties with processing information
- unwilling to engage with aged care and their safety is at risk



swsphn.com.au/care-finder

Care finder services in South Western Sydney:

CatholicCare Sydney Ltd



Area covered: South Western Sydney region.



13 18 19

Catholic Healthcare






Area covered: Campbelltown local government area.






1800 225 474



Multicultural Care Limited

-  Area covered: South Western Sydney region.
Focus area: culturally and linguistically diverse people.
-  9718 6199
-  referrals@mc.org.au

Western Sydney Migrant Resource Centre

-  Area covered: South Western Sydney region.
-  8778 1200
-  referrals@wsmrc.org.au

EACH social and community health

-  Area covered: Camden, Wollondilly, Wingecarribee local government areas.
-  1300 003 224

Fall prevention – people with dementia

Allied health professionals

Physiotherapists, occupational therapists and exercise physiologists provide support through education, practical recommendations, environmental safety assessments and fall prevention programs.

Active and Healthy

Active and Healthy has links to exercise programs within your local area and provides information and tools, including *Staying Active and On Your Feet*, a falls prevention resource available to download and in several languages.

-  **TOPIC** **Stay Active and On Your Feet**
www.activeandhealthy.nsw.gov.au/assets/Uploads/Staying-Active-A4-Oct2018-web.pdf
-  MOH-ActiveAgeing@health.nsw.gov.au
-  www.activeandhealthy.nsw.gov.au

Dementia Training Australia


Dementia Training Australia provides training and support for those interested in improving environments for people with dementia.


 dta.com.au/topic/environment

Dementia Enabling Environments

By making small changes to the furnishings in your home, a person living with dementia could have more independence within their own surroundings.

Dementia Enabling Environments offers practical and useful tips on how to design different rooms within your house.

 1300 667 788


 55 Walters Dr, Osborne Park WA

 www.enablingenvironments.com.au

Dementia and palliative care supports First Nations Australians

Dementia Australia

Dementia Australia has a series of help sheets for First Nations people about memory changes, dementia signs and symptoms, diagnosis of dementia, Alzheimer's disease, and information for families. It has a video series, *Your Story Matters*:

 **TOPIC** Part 1 explains the importance of brain health for First Nations communities to lead a healthy life and keep stories alive for generations
www.dementia.org.au/resources/videos/your-story-matters-part-1-short-film

 **VIDEO** explains what First Nations people can do to lead a brain-healthy life and reduce the risk of dementia
www.youtube.com/watch?v=UzB7aKqA6AA



Advance Care Planning Australia



VIDEO Taking Care of Dying Time

www.youtube.com/watch?v=xb7xixHqgBQ



TOPIC Companion booklet: Taking Control of Your Health Journey

www.advancecareplanning.org.au/docs/default-source/acpa-resource-library/acpa-publications/taking-control-of-your-health-journey.pdf

Caring for Spirit

Caring for Spirit aims to provide a centralised online source of appropriate resources and information for First Nations communities.



9399 1732



caringforspirit.neura.edu.au

13YARN

A 24-hour-a-day, seven days a week phone line to support First Nations people going through a hard time. Individuals can connect to an Aboriginal or Torres Strait Islander Crisis Supporter to have a yarn if they are feeling worried.



13 92 76



www.13yarn.org.au

Dementia Support Australia

Dementia Support Australia has developed a set of 58 illustrated communication cards which support the wellbeing of First Nations Australians living with dementia. The communication cards aim to assist and support carers and family to communicate and engage with the person they are caring for.



TOPIC Community Cards

www.dementia.com.au/resource-hub/aboriginal-torres-strait-islander-communication-cards

The Victorian Aboriginal Community Controlled Health Organisation

The Victorian Aboriginal Community Controlled Health Organisation's *Understanding the palliative care journey: a guide for individuals, carers, communities and family* provides general information in assisting and gaining an understanding of what a palliative care journey may hold for First Nations people.



TOPIC Understanding the Palliative Care Journey

pcv.trueserver.com.au/wp-content/uploads/2015/11/Understanding-the-Palliative-Care-Journey.pdf

Caring@home

Caring@home aims to improve the quality of palliative care service delivery for all Australians by developing resources to support carers and families to help manage end-of-life symptoms. It has several resources for First Nations Australians, including a *Palliative Care Clinic Box*.



1300 600 007



caringathome@health.qld.gov.au



www.caringathomeproject.com.au

Palliative Care Australia

This discussion starter and card pack for First Nations people was developed by Palliative Care Australia, in partnership with the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives, Australian Indigenous Doctors Association and Indigenous Allied Health Australia and others.



TOPIC Aboriginal and Torres Strait Islander Discussion Starter – Working Out What’s Right For You – Palliative Care Australia

palliativecare.org.au/campaign/aboriginal-torres-strait-islander-discussion-starter

Aboriginal Health and Medical Research Council of NSW

The Aboriginal Health and Medical Research Council of NSW has created a toolkit to guide First Nations people through end-of-life care.



TOPIC Aboriginal Health and Medical Research Council of NSW

www.ahmrc.org.au/programs/public-health/health-promotion/palliative-care

National Aboriginal Controlled Health Organisations

National Aboriginal Controlled Health Organisations has 144 member organisations providing primary care across Australia. Tharawal Aboriginal Corporation Aboriginal Medical Service (TACAMS) is located in Airds in South Western Sydney.



187 Riverside Dr, Airds



4628 4837



tacams.com.au

A Journey into Sorry Business booklet

This booklet supports First Nations people to journey into their preferences and wishes through Sorry Business. The aim of the booklet is to connect health services with First Nations wisdom. The booklet is a collaboration between South Western Sydney PHN, local Aboriginal Elders, the Gandangara Local Aboriginal Land Council and South Western Sydney Local Health District (SWSLHD).



swsphn.com.au/journey-into-sorry-business

Driving and dementia

Dementia Australia

Once a person receives a diagnosis of dementia it does not mean they have to give up driving straight away. Dementia Australia has a page on its website which describes driving for people living with dementia.


 www.dementia.org.au/resources/dementia-and-driving

Advocacy

Seniors Rights Service

The Seniors Rights Service provides free and confidential advice, aged care advocacy, support and legal advice to seniors across NSW.

 Suite 201/418A Elizabeth St, Surry Hills


 1800 424 079 / 9281 3600

 info@SeniorsRightsService.org.au

 seniorsrightsservice.org.au

Older Persons Advocacy Network

Older Persons Advocacy Network is a network of independent non-profit organisations advocating for older people. The network provides free, confidential and independent support for older people.

 1800 700 600


 enquiries@opan.com.au

 www.opan.org.au

Carer support

Carers Gateway

Carers Gateway is an Australian Government program providing support and services to carers.


 1800 422 737

 www.carergateway.gov.au



Carers NSW

Carers NSW is a state-based service providing information, education and training, resources and referrals for carers living in NSW.

 9380 4744

 contact@carersnsw.org.au

 www.carersnsw.org.au

Young Carers Network

Young Carers Network is a Carers Australia initiative to provide information and develop pathways for young carers. It also delivers the Young Carers Bursary Program.

 1800 756 238

 www.youngcarersnetwork.com.au

Wellways Carer Gateway Program

The Wellways Carer Gateway Program provides information, advice and support for carers in the South Western Sydney region.


 1300 111 400


 enquiries@wellways.org

 www.wellways.org

Emergency respite

If a carer becomes ill or injured, you can call CarersGateway for emergency respite.


 24 hours a day, seven days a week

 1800 422 737

Wingecarribee Dementia Advisory Service

Wingecarribee Dementia Advisory Service supports people living with dementia through information, education and guidance. Carer support groups and Café Connects are held across the area.

 Suite 1 Queen St Centre, Queen St, Moss Vale


 4869 5651


 NSW.Wingecarribee@dementia.org.au

 dementia.org.au

Dementia Australia fact sheets


Dementia Australia has a range of fact sheets especially designed for carers supporting people living with dementia.


 **TOPIC** **Caring for someone with dementia**
www.dementia.org.au/resources/help-sheets

 **TOPIC** **7 tips for supporting carers**
discrimination.dementia.org.au/supporting-carers/7-tips-for-supporting-carers

CarerHelp

CarerHelp brings together a range of pathways, tools, videos and information to support carers during the end of life process. This includes translated materials.

 R305 Level 3, Sturt West, Flinders University,
Sturt Rd, Bedford Park SA 5042

 08 7221 8233

 carerhelp@flinders.edu.au

 www.carerhelp.com.au



Dementia friendly environments

Setting up a dementia friendly environment allows a person living with dementia the opportunity to live more independently in their surrounding environment.



TOPIC Home life – A little support makes a big difference

discrimination.dementia.org.au/home-life



TOPIC Tips by room – A little support makes a big difference

discrimination.dementia.org.au/home-life/home-plan

Mentoring Men

Mentoring Men provides free, long-term one-to-one life mentoring programs for men living in Australia.



1300 583 925



info@mentoringmen.org.au



mentoringmen.org.au

Australian Death Notification Service

The Australian Death Notification Service is a free government initiative to notify multiple organisation that a person has died using a single online notification.



Monday to Friday, 7am to 7pm



13 77 88



adns.bdm@customerservice.nsw.gov



deathnotification.gov.au

Support groups

Memory Lane Café

Meet with others who can provide friendship and support, along with staff from Dementia Australia, while enjoying light refreshments. Bookings are essential.



11am to 1pm



Monthly



Picton Bowling Club, 10 Cliffe St, Picton



0482 188 147



NSW.memorylanecafe@dementia.org.au

Dementia Support Group

The Dementia Support Group is a social support group for people living with dementia and their carers who live in Liverpool and Fairfield.



10am to 12pm



Second Friday of each month



Hoxton Park Community Health Centre,
596 Hoxton Park Rd, Hoxton Park



8778 4222



Xiomara.Huezo@catholiccare.org

Community Links

Community Links Wellbeing holds a support group for First Nations Elders/carers who are providing support for people with disabilities, including people living with dementia.



10.30am to 2pm



Fortnightly on Thursday



Bargo CWA Hall



4683 2776



info@communitylinks.org.au

Spanish Carers Group

The Spanish Carers Group holds social activities for carers.



10am to 1pm



Fortnightly



Fairfield Community Centre, 25 Barbara St, Fairfield



9610 0268



manager@nswslasa.com.au

Aboriginal Yarning Circle – Carers Support Group

The Aboriginal Yarning Circle is a social support group for First Nations carers.



10am to 12pm



Last Friday of the month



Northcott, 101 Queen St, Campbelltown



4640 8700



macarthur.admin@northcott.com.au

Assistance

Food and financial assistance: Anglicare

Anglicare services include: Mobile Community Pantry, Community Pantry in Anglicare Op Shops, emergency food assistance, no interest loans, financial counselling and *Break The Cycle* - a service to assist people of all ages and family circumstances who are experiencing hardship.



8624 8600



www.anglicare.org.au

Moneycare: The Salvation Army

Moneycare provides free financial counselling services for individuals, couples and families.



1800 722 363 / 9633 5011




www.salvationarmy.org.au



NSW Spectacles Program

The NSW Spectacles Program funds free glasses and optical aids to financially disadvantaged residents of NSW.

 1300 847 466


 info@visionaustralia.org

 www.visionaustralia.org/services/funding/other-funding/nsw-spectacles

Medical support

Community Health Service's Triple I Hub

The Triple I Hub offers a contact point for patients and carers who need referrals for community services.

 1800 455 511

Community Health Nursing Service

The Community Health Nursing Service provides community-based nursing to residents of Wingecarribee Shire. Care includes: chronic and complex care, continence and palliative care.

 1800 455 511

Health resources

Health Resource Directory

The Health Resource Directory is a South Western Sydney PHN initiative which helps to connect people to information and resources about health conditions. The information has been developed from the clinical guidelines GPs use in South Western Sydney. Factsheets and webpages have been reviewed and endorsed by local community members and GPs, and is available in English, Chinese, Arabic and Vietnamese. Audio files also available. Related articles:



TOPIC Dementia

healthresourcedirectory.org.au/en/health-resource-directory/dementia



TOPIC Mild Cognitive Impairment

healthresourcedirectory.org.au/en/health-resource-directory/mild-cognitive-impairment



TOPIC Sleep disturbances in palliative care

healthresourcedirectory.org.au/en/health-resource-directory/sleep-disturbance-in-palliative-care



TOPIC Self-care for family and carers in palliative care

healthresourcedirectory.org.au/en/health-resource-directory/self-care-for-family-and-carers-in-palliative-care



TOPIC Palliative Care pain management

healthresourcedirectory.org.au/en/health-resource-directory/palliative-care-pain-management



TOPIC Palliative Care

healthresourcedirectory.org.au/en/health-resource-directory/palliative-care



TOPIC Managing the final stages of dying

healthresourcedirectory.org.au/en/health-resource-directory/managing-the-final-stages-of-dying








www.healthresourcedirectory.org.au

Doulas






Death Doula – End of Life Angels

End of Life Angels provides support, guidance and education to assist with advance care planning, end-of-life care and post death support.

-  Patsy Bingham
-  18 Gladstone Rd, Bowral
-  0416 212 219
-  info@endoflifeangels.com.au
-  www.endoflifeangels.com.au

Dementia Doula – Dementia Doulas International

Dementia Doulas International provides support, assistance and education to assist with the advancing stages of dementia.

-  Wendy Hall
-  PO Box 735, Blackwood, South Australia
-  0475 216 103
-  info@dementiadoulas.com.au
-  www.dementiadoulas.com.au

Podcasts


The Dementia Podcast

The Dementia Podcast provides up-to-date information from HammondCare Dementia Centre and their guests about clinical, practical, and complex issues relating to advanced dementia.

-  www.dementiapodcast.com

Dementia in Practice podcast series

Dementia in Practice is a series of podcasts by a group of GPs from Dementia Training Australia.

-  **TOPIC** Dementia education for General Practitioners, GP and dementia DTA
dta.com.au/general-practitioners/#podcast



Carer Conversations

Carer Conversations is a series of podcasts sharing stories about carers and the caring role from The Benevolent Society. Available on Apple Podcasts.

 podcasts.apple.com/au/podcast/carers-conversations/id1643641981

The Forgettable Half Hour

The Forgettable Half Hour is a podcast from the makers of Oma's Applesauce and Everybody's Oma, which unpacks what it is like to be a carer of somebody living with dementia.

 podcasts.apple.com/us/podcast/the-forgettable-half-hour/id1554787798

In our own voices

In our own voices is a podcast from Carers NSW Australia which highlights carers' conversations about palliative care services.

 www.carersnsw.org.au/about-caring/who-are-carers/diverse-carers/in-our-own-voices

The Death, Dying, Diagnosis and Doula Podcast

A podcast by Julie Fletcher, available on Apple Podcasts.

 podcasts.apple.com/au/podcast/the-death-dying-diagnosis-and-doula-podcast-by/id1590448921

Dementia services and programs

Dementia Australia


Dementia Australia is the national peak body for people living with dementia.


 1800 100 500

 www.dementia.org.au

Dementia Support Australia

Dementia Support Australia is a free, nationwide service funded by the Australian Government. It provides practical advice and recommendations for people living with dementia who are experiencing changes in their behaviour. It provides a 24-hour helpline, 365 days a year.

 Services include: individual care plans, guides and resources, links to community services.

 1800 699 799

TOPIC Staying at Home program

Staying at Home is a free carer wellbeing and respite program which provides advice and practical strategies for carers.

www.dementia.com.au/dsa-staying-at-home

Dementia Behaviour Management Advisory Service

The Dementia Behaviour Management Advisory Service provides support and strategies for people living with dementia who are experiencing a change in behaviours. The service provides tailored advice and strategies to address individual needs.

 www.dementia.com.au/dbmas

Severe Behaviour Response Team

The Severe Behaviour Response Team is for people living with dementia who are experiencing behaviours or psychological symptoms of dementia. The team provides in-person consultation within 48 hours. They provide support 24 hours a day, seven days a week.

 www.dementia.com.au/who-we-help/health-care-professionals/services/sbrt


Needs Based Assessment Program

The Needs Based Assessment Program provides assessments to determine if an individual living with dementia is eligible to access specialist dementia care programs.

 www.dementia.com.au/nba

Step Up for Dementia Research

Step Up for Dementia Research is a free research participation and engagement service for people interested in participating in dementia research in Australia.

 1800 7837 123

 stepup.research@sydney.edu.au


 www.stepupfordementiaresearch.org.au

Dementia specific activities

Art and Dementia program

The Art and Dementia program is designed for people living with dementia. Through each session you'll be guided through a selection of art in the Art Gallery NSW collection. Bookings are essential.

 Third Thursday of each month

 9225 1740

 artgallery.nsw.gov.au/whats-on/events/art-and-dementia-online-2023


National Gallery of Australia: Art and Dementia Online

Art and Dementia Online is a monthly art program for people living with dementia and their carers across Australia. The creative program engages participants with the collection at the National Gallery of Australia through discussions and art making.

 11am to 12.15pm

 Fourth Friday of every month

 Free

 6240 6632

@ access@nga.gov.au

nga.gov.au/events/art-and-dementia-online

Bell Program: Myrtle Cottage

The Bell Program at Myrtle Cottage is a social support group for people living with dementia in the Macarthur area.

 6 Bosci Rd, Ingleburn

 9426 3100

@ info@myrtlecottage.org.au

 www.myrtlecottage.org.au

Focus Connect

Focus Connect is a Commonwealth Home Support Program social support group for people with dementia.

 3 Chamberlain St, Campbelltown

 4627 1188

@ info@focusconnect.org.au

 focusconnect.org.au

Dementia alliances

Canterbury Bankstown Dementia Alliance

Canterbury Bankstown Dementia Alliance is a local council-led initiative to support a dementia-friendly community in the Canterbury-Bankstown local government area.

 Sandra Loyola-Sandoval

 9707 9464

@ Sandra.loyola-sandoval@cbc-city.nsw.gov.au

 www.cbc-city.nsw.gov.au/community/community-services/seniors/dementia-alliance

Transport services

South West Community Transport

South West Community Transport provides transport to medical appointments, hospital visits, shopping centres and social outings in South Western Sydney for people who are frail aged and their carers.

 10 Cary Gr, Minto


 9426 8999

 transport@swct.com.au

 swct.com.au

Taxi Transport Subsidy Scheme

The Taxi Transport Subsidy Scheme supports NSW residents who are unable to use public transport due to severe and permanent disability. If eligible, you could receive a subsidy of 50 per cent for taxi fares up to a maximum of \$60, and pay only the remaining fare.

 13 77 88

 www.service.nsw.gov.au/transaction/apply-taxi-transport-subsidy-scheme

Library services

Dementia Australia Library

The Dementia Australia Library is a national library service for Dementia Australia members.

 1800 100 500

 library@dementia.org.au

 www.dementialibrary.org.au



City of Canterbury Bankstown Libraries

Library services for Bankstown Local Government Area (LGA) include:



TOPIC Home Library Service

The Home Library Service is available to people who are housebound due to illness, disability or mobility difficulties.



TOPIC Bus to Library

The Bus to Library service is for people who find it difficult to get to the library. A free bus will pick you up and take you to your nearest library.



9707 9733



www.cbccity.nsw.gov.au/community/library-knowledge-centres/library-services/library-services-for-seniors

Camden Council Libraries

Branch	Phone	Email
Camden	4654 7951	cdnlibrary@camden.nsw.gov.au
Narellan	4645 5039	nlnlibrary@camden.nsw.gov.au
Oran Park	4645 5644	oranparklibrary@camden.nsw.gov.au



TOPIC Home Library Service

The Home Library Service is available for people living in Camden Local Government Area (LGA) who are housebound due to age, illness, injury or carer responsibilities.

www.library.camden.nsw.gov.au/adult/seniors

Campbelltown City Council Libraries



4645 4126 / 4645 4091



TOPIC Home Library Service

The Home Library Service is available to people living in Campbelltown Local Government Area (LGA) who are house-bound or unable to get to a library due to age, disability or illness. Books, talking books, magazines, CDs, DVDs and materials in other languages can all be borrowed.

www.campbelltown.nsw.gov.au/Services-and-Facilities/Libraries/Adult-and-Seniors-Services-and-Programs/Home-Library-Service

Fairfield City Council Libraries



9725 0333



hls@fairfieldcity.nsw.gov.au



TOPIC Home Library Service

The Home Library Service is available to people living in Fairfield Local Government Area (LGA) who are housebound or unable to get to a library due to age, frailty, disability or illness. Books, talking books, and other library resources are selected for you and delivered to your home.

www.fairfieldcity.nsw.gov.au/Services/Fairfield-City-Open-Libraries/Our-Special-Services

Liverpool City Council Libraries



8711 7177



library@liverpool.nsw.gov.au



TOPIC Home Library Service

The Home Library Service is a free personalised service available to people living in the Liverpool Local Government Area (LGA).

Books, talking books and other library resources can be delivered to your home.

www.mylibrary.liverpool.nsw.gov.au/services/home-library-service

Wingecarribee Public Library

 1300 266 235

 libweb@wsc.nsw.gov.au

TOPIC Home Library Service

The Home Library Service is available for aged or infirm rural residents who are unable to access their local branch. Staff select a variety of books based on your preferences.


library.wsc.nsw.gov.au/our-services/home-library

TOPIC Mobile Library

The Mobile Library makes scheduled visits to towns and villages around the shire. Visit the website for more details.

library.wsc.nsw.gov.au/our-services/mobile-library

Wollondilly Shire Council Libraries

 4677 8300

 library@wollondilly.nsw.gov.au

TOPIC Home Library Service

The fortnightly Home Library Service is for people living in Wollondilly Shire who are unable to access the library due to age, illness or disability.

www.library.wollondilly.nsw.gov.au/Home-Library-Service

TOPIC Mobile Library

The Mobile Library visits 16 stops across the shire on a weekly basis.

www.library.wollondilly.nsw.gov.au/mobile-library

Food services

Meals on Wheels

Meals on Wheels provides nutritious meals to the community.




 Cost: Clients pay a fee

TOPIC Referral through My Aged Care

www.myagedcare.gov.au



Bankstown Meals on Wheels

-  PO Box 8, Bankstown 1885
-  9707 9646
-  mealsonwheels@cbcity.nsw.gov.au

Camden Meals on Wheels

-  PO Box 401, Camden 2570
-  4655 6822
-  admin@camdenmealsonwheels.com.au




Campbelltown Meals on Wheels

-  PO Box 685, Campbelltown 2560
-  4645 4426
-  clientsmowcamp@outlook.com




Fairfield Food Services

-  PO Box 261, Fairfield 1860
-  9728 6939
-  admin@fairfieldfoodservices.org.au

Meals on Wheels Southern Highlands




-  PO Box 73, Moss Vale 2577
-  4869 4032
-  debbie@mealssouthernhighlands.org.au

IC Care Meals on Wheels

-  65 Menangle St, Picton 2571
-  4677 2524
-  enquiries@wsacci.org.au

Tender Loving Cuisine

Tender Loving Cuisine delivers frozen meals to your door. Home Care Packages (HCP) available with referral. Seniors discounts available. See website for prices.

-  1800 801 200 / 9713 5355
-  clientservices@tlcmeals.com.au
-  tlcmeals.com.au

Care Food Co

Care Food Co provides home delivered texture modified food in NSW. See website for prices. Home Care Packages (HCP) available with referral.

-  1300 251 890
-  info@carefoodco.com.au
-  www.carefoodco.com.au

Lite n' Easy

Lite n' Easy provides home delivered food in NSW. See website for prices. Home Care Packages (HCP) available with referral.





-  13 15 12
-  www.liteneasy.com.au



Bereavement counselling services




Southern Highlands Bereavement Care Services

Southern Highlands Bereavement Care Services provides counselling around loss, life changes or transitions for people living in Wingecarribee and Wollondilly areas.

-  9am to 5pm
-  Bowral Hospital, Mona Rd, Bowral
-  4862 1701
-  info@shbcs.org.au

Hammondcare/SWSLHD Palliative Care Bereavement Service

The Hammondcare/SWSLHD Palliative Care Bereavement Service provides bereavement support for family and friends of anyone registered with the South Western Sydney Local Health District (SWSLHD) Palliative Care Service or bereaved family and friends of anyone who has died in another Palliative Care service within SWSLHD.

-  Monday, Tuesday, Thursday: 9am to 5.30pm
-  Braeside Hospital, 340 Prairie Vale Rd, Prairiewood
-  9756 8878

Lifeline Counselling

Lifeline provides 24-hour phone crisis support and counselling, and face-to-face counselling for bereavement and financial crisis.

 13 11 14

 www.lifeline.org.au

Legal advice

Macarthur Legal Centre

Macarthur Legal Centre is a not-for-profit organisation which provides free legal advice, referrals and assistance to people living in the Macarthur region.

 4628 2042

 macarthur_admin@maclegal.net.au

 www.maclegal.net.au

Justice Support Centre

Justice Support Centre provides free legal advice and education for people living in Liverpool, Fairfield and Bankstown Local Government Areas.

 9601 7777

 info@justicesupportcentre.org.au

 justicesupportcentre.org.au

Fire safety

Fire and Rescue NSW

Fire and Rescue NSW provides a number of services for vulnerable people.

 **TOPIC** Safety visits

Fire and Rescue NSW can visit your home to check your smoke alarms. They can also check and advise on other safety concerns.

www.fire.nsw.gov.au/page.php?id=9316



TOPIC Seniors Winter Fire Safety

Being older increases your risk of being caught in a home fire. Fire and Rescue NSW provides fire safety tips, fire escape and general information regarding safety in winter.

www.fire.nsw.gov.au/page.php?id=321



VIDEO Seniors home fire escape plan

www.fire.nsw.gov.au/page.php?id=955



TOPIC Smoke alarms for the deaf and hearing impaired

Smoke alarms are available for people who are deaf or hard of hearing. These alarms have a strobe light and/or vibrating pad that can be placed under the pillow which activates when the smoke alarm sounds.

www.fire.nsw.gov.au/page.php?id=629



TOPIC Medical oxygen safety checklist

Fire and Rescue NSW provide a guideline if you use medical oxygen at home. They have made recommendations you can follow to make your home safe.

www.fire.nsw.gov.au/page.php?id=299



TOPIC Seniors fire safety factsheet

Did you know that nearly 50 per cent of house fire fatalities are aged 65years and older? There are simple steps that you can follow improve safety in your home.

www.fire.nsw.gov.au/page.php?id=298

MLAK keys

The Master Locksmith Access Key (MLAK) allows people with a disability access to dedicated public facilities, including councils, national parks, disabled toilets, elevators at railway stations and Liberty Swings. Contact your local council to obtain an MLAK key.

City of Canterbury Bankstown Council



FREE for Canterbury Bankstown City Council residents



9707 9000



council@cbc.city.nsw.gov.au

Campbelltown City Council



Cost: \$18.90



4645 4000



www.campbelltown.nsw.gov.au/Services-and-Facilities/Community-Services-and-Programs/Programs-suitable-for-you/People-with-Disability/People-With-Disability-Access-Toilets-and-MLAK

Camden Council



Cost: Free



4645 5009



access.mailbox@camden.nsw.gov.au



FORM www.camden.nsw.gov.au/payments-and-forms/forms-a-z/mlak-access-key



www.camden.nsw.gov.au/community/support/people-with-disability/accessible-toilets-and-master-locksmith-keys-mlak

Fairfield City Council



Cost: varies



TOPIC Contact your local locksmith for purchase information.
masterlocksmiths.com.au

Liverpool City Council



Cost: Free



1300 36 2170



lcc@liverpool.nsw.gov.au



www.liverpool.nsw.gov.au/community/your-community/people-with-a-disability



FORM www.liverpool.nsw.gov.au/trim/documents?RecordNumber=010921.2020

Wingecarribee Shire Council



Cost: \$25



4868 0888



mail@wsc.nsw.gov.au



FORM www.wsc.nsw.gov.au/files/assets/public/community/community-forms/disabled-toilet-mlak-key-application-1.pdf



www.wsc.nsw.gov.au/Community/Accessibility-Disability#section-3

Wollondilly Shire Council



\$10 to eligible Wollondilly residents



4677 9550



www.wollondilly.nsw.gov.au/events-and-community/inclusion-and-access/accessible-toilets-and-master-access-lock-keys-mlak

National Public Toilet Map

The National Public Toilet Map shows the location of more than 19,000 public and private public facilities across Australia, including toilets, adult change and baby care. Information is provided about each toilet, such as location, accessibility details, opening hours and features like sharps disposal and showers.



toiletmap.gov.au



TOPIC National Public Toilet App

The app provides information on over 19,000 publicly available toilets across Australia including accessibility, opening hours and facilities.

www.health.gov.au/resources/apps-and-tools/national-public-toilet-map-app


Continence

Bins4Blokes


Bins4Blokes is a national campaign to place incontinence bins within male public toilet facilities. Many toilets within the area have bins already placed in their facilities.

 www.bins4blokes.org.au

Continence Foundation of Australia

 **Dementia and Bladder and Bowel control factsheet**
www.continence.org.au/information-incontinence-english/dementia-and-bladder-and-bowel-control

Dementia Australia

 **Continence factsheet**
www.dementia.org.au/support-and-services/families-and-friends/personal-care/continence

Pet services

RSPCA NSW – Community Aged Care Program

The Community Aged Care Program assists pet owners over the age of 65 or First Nations pet owners over the age of 50 and palliative care patients of any age. They provide:

- Temporary foster accommodation and/or emergency pet boarding if the owner requires medical treatment, respite or other assistance
- Assistance with veterinary treatment
- Home visits to assist the elderly with basic pet care
- Assistance with pet grooming
- Assistance with transport to and from the local veterinarian

 Cost: assessed on case by case bases


 9782 4408

 www.rspcansw.org.au/what-we-do/working-in-community/community-aged-care-program



RSPCA NSW – The Home Ever After Program

The Home Ever After program ensures your pet is taken into immediate care should anything happen to you, or you become too sick to care for them.

 Cost: No charge during your lifetime, the RSPCA NSW ask that you leave a gift in your Will to RSPCA NSW.


 9782 4419

 hea@rspcansw.org.au


 www.rspcansw.org.au/what-we-do/home-ever-after

RSPCA NSW – Seniors for Seniors

RSPCA NSW offers a 50 per cent discount on pets for Seniors Card holders if they adopt a dog or cat over the age of eight years old. This program also comes with access to the Home Ever After program.

 9770 7555

 www.rspcansw.org.au/what-we-do/adoptions/seniors-for-seniors

 **TOPIC** Seniors Card discounts
www.seniorscard.nsw.gov.au



Equipment services

Aidacare



Monday to Friday: 9am to 5pm



Building 3A, 1 Moorebank Ave, Moorebank



8706 2300



moorebank@aidacare.com.au



www.aidacare.com.au

Independent Living Specialists



Monday to Friday: 9am to 5pm

Saturday 9am to 2pm



ilsau.com.au

Store	Phone	Email
242 Chapel Rd, Bankstown	9064 1587	bankstown@ilsau.com.au
Shop 1C Tindall St, Campbelltown	4625 3992	campbelltown@ilsau.com.au
1/291 Woodville Rd, Guildford	9721 3884	guildford@ilsau.com.au
26-27/1 Sappho Rd, Warwick Farm	9062 4240	warwickfarm@ilsau.com.au

Grocery shopping

The major supermarkets have developed “quiet times” within their business hours to allow people who find shopping over stimulating, busy and loud.

Coles Supermarket

Quiet hour occurs every Tuesday between 10.30am and 11.30am. During the quiet hour the following changes will occur:

- Store lighting will be reduced
- Coles Radio will be turned down
- Register and scanner volumes will be reduced to the lowest level
- No trolley collections
- Roll cages will be removed from the shop floor
- No PA announcements will be made except in the case of emergencies
- Additional team members will be available to support customers



www.coles.com.au/help/accessibility#quiet

Store	Phone
Cnr Murray and South Argyle Sts, Camden	4655 7946
368 Hamilton Rd, Fairfield West	9616 5100
100 Macquarie Rd, Ingleburn	8797 9600
200 Gilchrist Dr, Macarthur Square	4629 2100
Wattle Grove Shopping Centre, Cnr Australis Ave and Village Way, Wattle Grove	9731 1044
7 Kirkham Rd, Moss Vale	4869 5417
Shop M01, 5 Willowdale Dr, Willowdale	8763 8100

Woolworths Supermarket

Quiet hour occurs every Tuesday between 10.30am and 11.30am. During the quiet hour the following changes will occur:

- Stores will lower lights
- Music and radio will be turned down

- Oven buzzers will be turned down
- Store phones and registers volume will be turned down
- Roll cages will be removed from shop floor
- No PA announcements (excludes in case of emergencies)

 www.woolworthsgroup.com.au

Bankstown LGA stores	Phone
Centro Shopping Centre Lady Cutler Ave, Bankstown	8709 4309
Bass Hill Plaza, Bass Hill	8709 4315
Chester Hill Square Shopping Centre 1-13 Leicester St, Chester Hill	8709 4303

Camden LGA stores	Phone
35 Oxley St Camden, Camden	4651 4400
Cnr Village Crt and Gregory Hills Dr, Gregory Hills	4646 9329
11-13 Main St, Mt Annan	4646 9321
Narellan Town Centre: 326 Camden Valley Way, Narellan	4646 9312
Oran Park Podium: 351 Oran Park Dr, Oran Park	4646 9324
254 Richardson Rd, Spring Farm	4651 4403

Campbelltown LGA Stores	Phone
Campbelltown Mall: 271 Queen St, Campbelltown	4646 9315
180 Gould Rd, Eagle Vale	8785 3612
Ingleburn Town Centre: Cnr Nardoo and Norfolk St, Ingleburn	8785 3625
Macarthur Square Shopping Centre: Cnr Gilchrist Drive and Kellicar Rd, Macarthur Square	4646 9306
Cnr Victoria Rd and Brooks St, Macquarie Fields	8785 3633
Minto Mall: 10 Brookfield Rd, Minto	8785 3670
Rosemeadow Shopping Centre: Thomas Rose Dr, Rosemeadow	4646 9309

Liverpool LGA Stores	Phone
100 Bonnyrigg Ave, Bonnyrigg	8785 3621
Carnes Hill Shopping Centre: 245 Cowpasture Rd, Carnes Hill	8785 3645
607 Hume Highway, Casula	8785 3648
Cnr Sandringham Dr and Fedore Rd, Cecil Hills	8785 3630
The Valley Plaza: 187 Wilson Rd, Green Valley	8785 3642
Westfields Shopping Centre: Cnr Campbell and Northumberland Sts, Liverpool	8785 3618
Miller Community Shopping Centre: Cartwright Ave, Miller	8785 3627
1975-1985 Camden Valley Way, Prestons	8785 3654

Wingecarribee LGA Stores	Phone
380 Bong Bong St, Bowral	4868 7207
197 Old Hume Hwy, Mittagong West	4868 7204

Wollondilly LGA Store	Phone
Cnr Remembrance Driveway and Thirlmere Way, Tahmoor	4677 6200

Medication returns program

Return Unwanted Medicines (RUM) Program

The RUM Program allows you to return your unwanted and out-of-date medicines to your local pharmacy for safe disposal. Contact your local pharmacy for more information.

 www.returnmed.com.au

Questions to ask at my next appointment:

A series of horizontal dotted lines for writing.





An Australian Government Initiative

South Western Sydney PHN

Ph: 4632 3000 | enquiries@swsphn.com.au | www.swsphn.com.au

PO Box 90, Macarthur Square NSW 2560

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