

Home and Community Care

inner sydney & eastern suburbs



Did you know

there are local, affordable
community support services
that help people continue to
live in their own homes?

[find out about HACC services →](#)

Need an interpreter?

over 100 languages spoken

If you are deaf or hearing impaired you can use the HACC Telephone Typewriter (TTY) service - 1800 810 586.

If you speak a language other than English then you can call the Translating and Interpreting Services (TIS) on 131 450.

TIS covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

While all the organisations in this booklet provide services to people from culturally and linguistically diverse backgrounds, the following organisations specialise in this type of assistance.

Assistance with a variety of languages

Eastern Sydney Multicultural
Access Project 9700 8872

Sydney Multicultural Community
Services 9663 3922

Arabic

Tripoli and Mena Assn 9758 1366

Sydney Multicultural Community
Services 9663 3922

Chinese

Australian Chinese Community
Association 9281 1377

Greek

Greek Welfare Centre 9516 2188

Italian

Co.As.It
(Italian Assn of Assistance) 9564 0744

Russian

JewishCare 1300 133 660

Spanish

SLASA 9724 2220

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Service Providers should use this directory in conjunction with the 'Eastern Sydney Consumer and Carer Handbook', which enables a provider to list the phone numbers relevant to each client. The handbook is available in 12 different languages and also outlines guidelines for client advocates. The handbook is available from the Eastern Sydney Multicultural Access Project's website www.esmap.org.au or phone 9700 8872 for further information.

About HACC

Home and Community Care (HACC) services support frail older people, people with disabilities, and their carers, so they can continue living in their own homes and communities.

The HACC Program is jointly funded by the Federal and NSW Governments. The NSW Department of Ageing Disability and Home Care administers the funding to the services.

What type of services?

health, respite, food, social

There are many types of services available from transport, meals, and community nursing to personal care, home help, respite and case management.

You might need a little help or a lot - the different HACC services can be taken up as your needs arise or change.

Services marked with an asterisk* are not funded through the HACC program.

Are you eligible?

frail aged, disability, carer

You may be eligible for HACC services if you are:

- A frail, older person
- A person with a disability
- A carer of a frail, older person or a person with a disability

HACC services are required to assess clients to determine their eligibility, need for assistance and priority for service provision. In some cases a service will already be serving its maximum number of people. The service may place you on a waiting list until a vacancy arises, or refer you to another appropriate service.

You may be eligible for a HACC service if you're:

- a person with dementia
- caring for a person with dementia
- a person living with HIV/AIDS
- a War Veteran/Widow

How much will it cost?

affordable and accessible

HACC services are cheap because they are subsidised by the Federal and NSW Governments.

Each service will provide information about its fees during an initial discussion of your needs.

You cannot be denied a service because of your inability to pay.

Services for Aboriginal people

Aboriginal people can use any HACC service or the Aboriginal services listed below

All services listed below provide information and referral. Please contact a service for information about the specific services provided. These may include: transport, care at home, home help, respite, home maintenance and modification and community care packages.

Botany/Randwick

Guriwal 9311 2999

City of Sydney

Wyanga 9319 7175

Inner Sydney and Eastern Suburbs

Aboriginal Medical Service 9319 5823
Alleena Home Care 9245 1822

"The Department of Ageing, Disability and Home Care (DADHC) aims to increase access for Aboriginal people to the Department's programs, and their participation in the planning and development of responsive service delivery."

*Aboriginal Policy Framework
NSW Department of Ageing, Disability and Home Care*

Transport

All transport services listed below can take people shopping and provide organised social outings to places of interest.

Most services also provide transport for individuals to medical or social appointments, but this varies between services.

Transport

for shopping, medical, social

Botany

South East Neighbourhood Centre 8338 8506

Botany/Randwick

Guriwal (Aboriginal Service) 9311 4900

Woollahra

Holdsworth Community Centre and Services 9302 3600

Inner Sydney and Eastern Suburbs

Randwick/Waverley Community Transport 9369 5366
South Sydney Community Transport 9319 4439

Food Services

People who have difficulty preparing meals in their own home can have meals delivered to their homes, provided at a community centre, or receive help with food shopping

People with special dietary needs for health, religious or cultural reasons can have special meals arranged.

Community Meals hot lunches provided at community centres

Botany

Aged Services Centre 9669 4640

City of Sydney

Alleena Home Care

– Aboriginal Service 9245 1822

Alexandria Activity Centre 8512 8000

St Helens Community Centre

– Glebe 9298 3050

Kepos St Activity Centre

– Redfern 9288 5601

Kings Cross Activity Centre 8374 6310

Millers Point Activity Centre 9244 3696

Ultimo Community Centre 9298 3103

Woolloomooloo Activity Centre 8374 6300

*Luncheon Club

– HIV/AIDS specific service 9318 1197

Woollahra

Woollahra Seniors and
Community Centre 9363 5957

Inner Sydney and Eastern Suburbs

Jewish Centre on Ageing (COA)
(Kosher meals) 9389 0035

Meals on Wheels meals delivered to your home

Botany

Aged Service Centre 9669 4640

City of Sydney

City of Sydney Meals on Wheels 8512 4230

Australian Chinese Community
Assosication 9281 1377

Randwick

Randwick Meals on Wheels 9398 2731

Waverley

Waverley Meals on Wheels 9386 7977

Woollahra

Woollahra Meals on Wheels 9327 2361

Inner Sydney and Eastern Suburbs

Jewish Centre on Ageing (COA)
(Kosher meals) 9389 0035

Shopping and Food Delivery

help with food shopping

Botany

Aged Services Centre	9669 4640
South East Neighbourhood Centre-Food Distribution Network	8338 8506

City of Sydney

Food Distribution Network	9699 1614
Kings Cross Community & Information Centre	9357 2164
Redfern and Inner City Home Support Service	9319 3587
South Sydney Community Transport	9319 4439

Randwick

Randwick/Waverley Community Transport	9369 5366
The Junction Neighbourhood Centre	9349 8200
Food Distribution Network	8338 8506

Waverley

ECHO Neighbourhood Centre	9387 2885
Randwick/Waverley Community Transport	9369 5366
Waverley Meals On Wheels and Shopping Service	9386 7977

Woollahra

Holdsworth Community Centre and Services	9302 3600
Woollahra Meals on Wheels and Shopping Service	9327 2361

Care at Home

A trained nurse can visit you at home to improve or maintain your health. Other health professionals are also available to visit including social workers, physiotherapists, speech therapists and occupational therapists. Assessments for podiatry and continence are provided in a clinic setting. Phone the Community Health services listed below for information.

Personal Care

help with bathing, toileting and dressing

Inner Sydney and Eastern Suburbs

Home Care Service of NSW	1800 350 792
Catholic Healthcare Community Services	1800 225 474

Community Nursing

home visits from trained nurses

Botany/Randwick

Prince of Wales Community Health	9369 0400
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City of Sydney

St Vincent's Community Health	8382 1988
Redfern Community Health	1300 722 276

Waverley/Woollahra

St Vincent's Community Health	8382 1988
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Inner Sydney and Eastern Suburbs

Spinal Cord Injuries Australia Emergency Day and Night Services	9661 8855
*Maroubra Mobile Mental Health Service	9366 8711

Help at Home

Social Support services provide home visiting and support to attend activities. Help with shopping and getting to appointments can also be provided. Home Help services can assist you with household tasks like cleaning, washing, ironing and shopping.

Home Help

help with household tasks

Inner Sydney and Eastern Suburbs

Home Care Service of NSW	1800 350 792
Catholic Healthcare Community Services	1800 225 474
Sydney and Eastern Suburbs Home Assistance Service	9365 6122
Jewish Centre on Ageing (COA)	9389 0035

Social Support

home visits, group activities, shopping

Botany

South East Neighbourhood Centre	8338 8506
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Randwick

The Junction Neighbourhood Centre	9349 8200
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City of Sydney

Redfern and Inner City Home Support Service	9319 3587
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Waverley

ECHO Neighbourhood Centre	9387 2885
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Woollahra

Holdsworth Community Centre and Services	9302 3600
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Home Maintenance and Modification

Home Maintenance and Modification services help with essential home repairs, maintenance and modification - like installing safety ramps, widening doorways and fixing door locks. There is also a gardening service available.

home repairs
and modifications

Botany, City of Sydney/ Waverley/Woollahra

South East Sydney Home Maintenance and Modification Service	8383 2290
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Randwick

Randwick Home Maintenance & Modification Service	9399 0629
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gardening

Inner Sydney and Eastern Suburbs

South East Sydney Home Maintenance and Modification Service	8383 2290
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Respite Care

Respite care services give people and their carers a break from each other.

These services can organise a trained person to provide support in your home while the carer or carers go out, or arrange for care at a centre.

Aged Respite

services provided in the home

Botany

South East Neighbourhood Centre
8338 8506

Randwick

*The Junction Neighbourhood Centre
9349 8200

Inner Sydney and Eastern Suburbs

Home Care Service of NSW 1800 350 792
KinCare Dementia Respite 1300 733 510
Catholic Healthcare
Community Services 1800 225 474
* Anglican Retirement Villages 9665 2200
* Commonwealth Respite and Carelink Centre 9599 0233
*St Lukes 9356 0305

Aged Respite

services provided out of home

Botany/ Randwick

Annabel House Dementia Day Care 9315 7726

City of Sydney

Darling House 9251 5959
Carter Evans Day Centre 9557 0032
Rushcutters Bay Dementia Day Centre 9326 2601
ANHF- Stanley Hunt Centre
Chinese specific Dementia and Frail Aged Day Care 9211 9838
St Vincent's Community Health 8382 1988

Waverley

Waverley Community and Seniors Centre 9386 7900
*War Memorial Day Centre 9369 0100

Woollahra

Holdsworth Community Centre and Services 9302 3600

Inner Sydney and Eastern Suburbs

Australian Chinese Community Association 9281 1377
Greek Welfare Centre 9516 2188
Burger Centre 8345 9147
Jewish Centre on Ageing (COA) 9389 0035
Sydney Multicultural Community Services 9663 3922
* Club Botany Day Centre 9666 7394
* Commonwealth Respite and Carelink Centre 9599 0233

Aboriginal Services

Alleena Home Care 9245 1822
Aboriginal Medical Service 9319 5823
Guriwal Respite 9311 4866
Wyanga 9319 7175

Disability Respite

a range of respite and social support options

Botany

South East
Neighbourhood Centre 8338 8506

Waverley/Woollahra

Holdsworth Community
Centre and Services 9302 3600

Inner Sydney and Eastern Suburbs

Eastern Respite and Recreation 9349 4666
JewishCare 1300 133 660

Benevolent Society
Flexible Respite Options 9504 6670

Home Care Service of NSW 1800 350 792

*Commonwealth Respite
and Carelink Centre 9599 0233

*Sunnyfield Respite in Action 9315 5730



Australia is home to over 2.3 million carers. Approximately 800,000 of them live in New South Wales.

Case Management

If you have high or complex support needs, you may want to take advantage of case management services.

These specialists can co-ordinate a range of services to meet your specific needs.

Disability

Inner Sydney and Eastern Suburbs

*Care Connect Services
Disability Options 9310 3699
Independence at Home 9310 3699

High or complex needs

Eastern Suburbs

Eastern Suburbs
Options Program 9365 6122

City of Sydney

Camperdown
Community Options 9515 3800

Inner Sydney and Eastern Suburbs

Joint Care Planning 9369 0400
Anglican Retirement Villages-
Housing Assistance Project 9665 2200

Where do I start?

To get a HACC service, you need to:

- contact the service yourself
- get someone to refer you to the service
- then participate in an assessment of your needs

Make contact

If you are interested in using any of the services listed on the previous pages you can either phone the individual service directly on the number supplied, or contact the [Commonwealth Respite and Carelink Centre on 1800 052 222](#) for contact details of any HACC service.

You can also contact one of the assessment or case management services listed on page 17 to organise a range of services based on your needs.

If you wish, you can get a friend, neighbour, your family GP or neighbourhood centre to communicate with the service by making a referral on your behalf.

Assessment of needs

tailoring services to meet your need

There is a great variety of HACC service types that have developed to meet most of your needs.

As a condition of their funding, HACC services must carry out an assessment of your needs in order to provide you with a service.

The assessment process provides an opportunity to discuss your needs and the type of service you may receive.

The assessment will lead to an agreement between you and the service provider about what service you will receive. Provision of these services may also depend on availability of services.



The 2006 Census showed there are 49,681 people aged over 65 in the Inner Sydney region making up 11.73 % of the total population.

Service Quality

Organisations funded by the HACCC program aim to provide high quality services.

We do this by having:

- a list of your rights and responsibilities
- a complaints mechanism
- advocacy guidelines

Complaints mechanism for all HACCC services

HACCC services welcome your feedback as it helps them improve service delivery. All services have a complaints procedure and should provide you with a copy upon request.

You should inform the HACCC service if you have concerns about the service you receive. If your concerns are not resolved by contacting the service you can contact the NSW Ombudsman 1800 451 524 or 9286 1000

Your responsibilities under the HACCC Program

- You should act in a way that respects the rights of other people and service staff
- You need to take responsibility for any decision you make

Your rights under the HACCC program

- You have the right to complain or express your concerns about the service without fear of losing the service or suffering any other recriminations
- You have the right to have your complaints dealt with fairly and promptly
- You have the right to be represented by an advocate of your choice (someone to speak on your behalf)
- You have the right to be informed about what services are available
- You have the right to be assessed to receive services without discrimination
- You have the right to choose what services you will receive
- You have the right to privacy and confidentiality. You should expect that no information will be provided to anyone else outside the service without your permission
- You have the right to view or correct any information about yourself, held by the service
- You have the right to request a reassessment of the services being provided
- You have the right to a linguistically and culturally appropriate assessment and service provision.

Advocacy

under the HACC program

You can ask a family member or friend or advocate to speak on your behalf. An advocate is somebody who acts in your best interest.

If you ask someone to be your advocate, this means you would like them to act on your behalf in your dealing with a service.

Being an advocate might mean attendance or involvement during assessments and reviews, or if you wish to communicate or negotiate anything with the service or lodge a complaint.

To appoint or change advocate, you need to complete a special form available from all HACC services.

Guidelines for advocates are available from all HACC services.

Quick Reference

A focal point to ring for more help

All HACC Services

Commonwealth Carelink Centre 1800 052 222

Eastern Sydney HACC Development Officer 9698 7784

Multicultural

Eastern Sydney Multicultural Access Project 9700 8872

Translating and Interpreting Service (TIS) 131 450

Translating and Interpreting Service for Doctors
1300 655 820

Carers

Commonwealth Carer Resource Centre 1800 242 636

Commonwealth Respite and
Carelink Centre 1800 059 059

Carers Information Officer 9302 3600

Aboriginal

Alleena Aboriginal Homecare
Access Officer 9245 1822

Disability

IDEAS 1800 029 904

Dementia

Dementia Advisory Service 8382 1988

Veterans

Veterans Affairs 1300 550 450



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copies please contact ISRCSD
on 9698 7784 or visit our website:
<http://hacc.innersydneyrcsd.org.au>

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