

# DIRECTORY OF COMMUNITY MENTAL HEALTH AND DEMENTIA SERVICES FOR OLDER PEOPLE IN THE EASTERN SUBURBS

**2017**

SESLHD The Older Persons  
Mental Health Working Group  
& Aged Care Psychiatry Service  
(Prince of Wales Hospital)

# AGED CARE MENTAL HEALTH SERVICES



The Mental Health Line is a 24-hour telephone service operating seven days a week across NSW.

If in a life-threatening situation please call 000 to receive immediate help

## Aged Care Psychiatry Service Eastern Suburbs Mental Health Service Prince of Wales Hospital

Aged Care Psychiatry Service is situated in the Euroa Centre at the Prince of Wales Hospital. Its multidisciplinary team specialises in the assessment, management and care of

- People aged 65 years and over who have a psychological disorder or mental illness.
- People who are experiencing acquired cognitive deficits or dementia

The Aged Care Psychiatry Service has 6 acute-inpatient beds in the Euroa Centre and provides consultation/liason mental health services to the geriatric medical services at Prince of Wales and War Memorial Hospitals. Assessment and management of people who are living at home or in a residential aged care facility is provided by the multidisciplinary team consisting of psychiatrists, psychologists, nurses, social workers, occupational therapists and an acute / sub-acute community outreach nursing program - Community Outreach Psychiatry for the Elderly (COPE).

The service provides:

- Assessment and diagnosis of mental health and cognitive disorders
- Behavioural Assessment and Intervention Service (BASIS) for people experiencing Behavioral and Psychological Symptoms of Dementia
- Assistance to families and carers

Area served: Randwick, Botany, Waverley and parts of Woollahra and Inner Sydney.

P: 9382 3759

F: 9382 3762

W: [www.seslhd.health.nsw.gov.au/ACPU/](http://www.seslhd.health.nsw.gov.au/ACPU/)

## Psychogeriatric Mental Health Service St Vincent's Hospital

The St Vincent's Hospital Psychogeriatric Mental Health Service offers outreach psychogeriatric assessment and short- and medium-term case management to clients, utilising a multidisciplinary, community-based and GP-focused model.

The team cares for people over the age of 65 years with mental health problems and mental illness, including depression, anxiety disorders, substance use disorders, personality disorders, dementia, schizophrenia and bipolar disorder.

Clients can be cared for as inpatients on Xavier 9 North (St Vincent's Hospital), in the outpatient and emergency departments, and in the community, including homes, hostels, nursing homes, and in emergency or short-term/crisis accommodation.

P: 8382 1540

F: 8382 1402

E: [SVHS.psychogeriatrics@svha.org.au](mailto:SVHS.psychogeriatrics@svha.org.au)

Websites:

<https://svhs.org.au/home/our-services/list-of-services/mental-health/mental-health>

<http://psychogeriatricsos.com.au/about-us>

## Club Bright St Vincent's Psychogeriatric Team

The St Vincent's Psychogeriatric services include Club Bright, a group therapy program for older adults suffering from anxiety, depression and other mental illnesses.

P: 8382 1540

Website:

<http://psychogeriatricsos.com.au/about-us/team-projects/39-club-bright-and-club-connect>

## Beyond Blue - Older People

P: 1300 22 4636 - 24 hours / 7 days a week

Website:

[www.beyondblue.org.au/resources/for-me/older-people](http://www.beyondblue.org.au/resources/for-me/older-people)

## Mental Health Coordinating Council (MHCC)

MHCC is the peak body for community mental health organisations in New South Wales, which supports community based organisations to deliver services to people with mental health issues, their families and carers.

P: 9555 8388

F: 9810 8145

E: [info@mhcc.org.au](mailto:info@mhcc.org.au)

Website:

[www.mhcc.org.au/sector-development/promoting-partnerships/ageing-and-mental-health.aspx](http://www.mhcc.org.au/sector-development/promoting-partnerships/ageing-and-mental-health.aspx)

## DEMENTIA SERVICES

### Adahps

Adahps is a statewide public health service for residents of NSW who have HIV related cognitive impairment and complex needs such as: mental illness, drug and alcohol dependence and other medical conditions. Multidisciplinary team provides HIV integrated care including: case management for medical and psychosocial issues, neuropsychological assessment and access to HIV supported accommodation. Adahps case managers and psychologists will travel to assess individuals.

P: 9382 8600

F: 9382 8611

E: [adahps@sesiahs.health.nsw.gov.au](mailto:adahps@sesiahs.health.nsw.gov.au)

W:

[www.health.nsw.gov.au/adahps/Pages/default.aspx](http://www.health.nsw.gov.au/adahps/Pages/default.aspx)

### Alzheimer's Australia NSW Counselling Service War Memorial Hospital

Alzheimer's Australia offers a free counseling service for people who have early stage dementia and their partners, relatives or friends. Based at War Memorial Hospital

P: 9888 4268

Email:

[NSW.ReferralCounselling@alzheimers.org.au](mailto:NSW.ReferralCounselling@alzheimers.org.au)

### Behavioural Assessment and Intervention Service (BASIS) Aged Care Psychiatry Service Prince of Wales Hospital

BASIS is a non-acute service that has been developed to provide comprehensive assessment, intervention and support for people with Behavioural and Psychological Symptoms of Dementia and their significant others, paid and/or unpaid carers. The aim of the service is to assist in the management of complex cases of challenging behaviour. Referrals with comorbid behaviour, mood or psychosis also appropriate.

P: 9382 3759

F: 9382 3762

Website:

[www.seslhd.health.nsw.gov.au/ACPU/BASIS.asp](http://www.seslhd.health.nsw.gov.au/ACPU/BASIS.asp)

### Club Connect St Vincent's Psychogeriatric Team

Club Connect delivers a group cognitive remediation program for older adults with mild cognitive impairment.

P: 8382 1540

W:

<http://psychogeriatricsos.com.au/about-us/team-projects/39-club-bright-and-club-connect>

### Cognitive Disorders Clinic (CDC) Geriatric Department, Prince of Wales Hospital

The CDC provides assessment, diagnosis and management of cognitive decline.

P: 9382 4252

F: 9382 4241

### Community Health Dementia Nurses St Vincent's Hospital

St Vincent's Community Health Service is a multidisciplinary non-emergency service offered to people living within the Inner City, Waverley and Woollahra areas.

Referrals via My Aged Care

P: 1800 200 422

Online referrals form -

[www.myagedcare.gov.au/contact](http://www.myagedcare.gov.au/contact)

### Dementia Behaviour Management Advisory Services (DBMAS)

DBMAS clients are primarily care workers, family carers and services providing care to people with dementia who demonstrate behavioural and psychological symptoms of dementia (BPSD) that are impacting on their care.

P: 1800 699 799 (24 hour)

E: [nswdbmas@hammond.com.au](mailto:nswdbmas@hammond.com.au)

W: <http://dbmas.org.au>

### Dementia Nursing Services Randwick/Botany Prince of Wales Hospital

The Dementia Nursing Service provides assessment of clients who have a diagnosis of dementia or those who have signs of progressive decline in cognition. The service assists in identifying and managing the effects of dementia through a holistic home based assessment and the collaborative (client/carer) development of a client centred care plan.

P: 9369 0400 (Referrals via NNARC – Northern Network and Access and Referral Centre)

## DEMENTIA SERVICES

### Geriatric Flying Squad (GFS) Rapid Assessment for the Functionally Declining Patient

The GFS is a multidisciplinary care team expressly for community patients with a sub-acute functional decline and multiple and chronic conditions, including dementia, occurring in the 65+ population. Referrals can be made by anyone via the Northern Network Access and Referral Centre.

P: 9369 0400 (Referrals via NNARC – Northern Network and Access and Referral Centre)

W: [www.wmhw.org.au/index.php?id=37](http://www.wmhw.org.au/index.php?id=37)

### Memory Disorders Clinic Aged Care Psychiatry Service Prince of Wales Hospital

The Memory Disorders Clinic is a multidisciplinary specialist outpatient clinic located in the Euroa Centre at Prince of Wales Hospital. Requirements for referrals are memory problems interfering with daily functioning for persons who are independent in self-care. Patients must be referred by their GP and be resident in South Eastern Sydney Local Health District unless they are referred for a second opinion by a relevant specialist.

Exclusions: Multiple complex comorbidities are better suited to the Cognitive Disorders Clinic.

P: 9382 3759

F: 9382 3762

Website:

[www.seslhd.health.nsw.gov.au/ACPU/Memory\\_Disorders\\_Clinic.asp](http://www.seslhd.health.nsw.gov.au/ACPU/Memory_Disorders_Clinic.asp)

### National Dementia Helpline Alzheimer's Australia

The National Dementia Helpline is a telephone information and support service available across Australia. The Helpline is for people with dementia, their carers, families and friends, as well as people concerned about memory loss. It is also used by health professionals, service providers, community organisations and students.

Alzheimer's Australia also offers:

- Early intervention programs for people with dementia and their families
- Education courses and workshops
- Library and information service
- Group based therapeutic and social activities
- Carer support group

P: 1800 100 500

E: [helpline.nsw@alzheimers.org.au](mailto:helpline.nsw@alzheimers.org.au)

Website:

<https://fightdementia.org.au/support-and-services/services-and-programs-we-provide/national-dementia-helpline>

### Severe Behaviour Response Teams (SBRT)

Severe Behaviour Response Teams will be a mobile workforce of clinical experts who will provide timely and expert advice to residential aged care providers that request assistance with addressing the needs of people with the most severe behavioural and psychological symptoms of dementia.

24 Hour hotline to be rolled out in 2015

P: 1800 699 799

## DEMENTIA OUTCOMES MEASUREMENT SUITE (DOMS)

DOMS is a compendium of validated tools for the assessment of various aspects of dementia by health care professionals

<http://dementiakt.com.au/doms/>

### GUIDELINES FOR BEHAVIOURAL AND PSYCHOLOGICAL SYMPTOMS OF DEMENTIA (BPSD)

1. **Assessment and Management of People with Behavioural and Psychological Symptoms of Dementia (BPSD). A Handbook for NSW Health Clinicians**

[www.ranzcp.org/Files/Publications/A-Handbook-for-NSW-Health-Clinicians-BPSD\\_June13\\_W.aspx](http://www.ranzcp.org/Files/Publications/A-Handbook-for-NSW-Health-Clinicians-BPSD_June13_W.aspx)

2. **Care of Confused Hospitalised Older Persons (CHOPS)**

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

3. **Behaviour Management – A Guide to Good Practice: Managing Behavioural and Psychological Symptoms of Dementia**

A Clinician's Field Guide to Good Practice: Managing Behavioural and Psychological Symptoms of Dementia

Guide for Family Carers: Dealing with Behaviours in People with Dementia

BPSD Guide App for clinicians

BPSD in-service and evaluation training packages

[www.dementiaresearch.org.au/BPSDguide](http://www.dementiaresearch.org.au/BPSDguide)

## GENERAL MENTAL HEALTH SERVICES

### ALL INTAKES VIA Mental Health Line 1800 011 511

**If in a life-threatening situation  
please call 000 to receive immediate help.**

The Mental Health Line is a 24-hour telephone service operating seven days a week across NSW.

Darlinghurst Community Mental Health  
P: 8382 1800  
Bondi Community Mental Health  
P: 9366 8611  
Maroubra Community Mental Health  
P: 9366 8711

### ACON

ACON is a health promotion organisation specialising in HIV and lesbian, gay, bisexual, transgender and intersex (LGBTI) health.

P: 9206 2000  
Freecall: 1800 063 060  
E: [acon@acon.org.au](mailto:acon@acon.org.au)  
W: [www.acon.org.au/home](http://www.acon.org.au/home)

### Aftercare (Eastern Suburbs Aftercare)

Aftercare provides a full range of services designed to support people who are experiencing mental illness, and their carers, so they can go on to lead fulfilling independent lives.

It is a consumer-driven community-based rehabilitation and recovery service that provides a wide range of social leisure and therapeutic programs for people with mental illness. A range of activities and living skills programs is delivered on-site and in the community using qualified support workers and contracted specialists.

P: 9314 8770  
E: [info.esa@aftercare.com.au](mailto:info.esa@aftercare.com.au)  
W: [www.aftercare.com.au](http://www.aftercare.com.au)

### Better Access Program (Medicare)

Medicare rebates are available to patients for selected mental health services provided by general practitioners (GPs), psychiatrists, psychologists and eligible social workers and occupational therapists.

### The Black Dog Institute

The Black Dog Institute is a not-for-profit organisation and world leader in the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder.

P: 9382 2991  
E: [blackdog@blackdog.org.au](mailto:blackdog@blackdog.org.au)  
W: [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

### B Miles Women's Foundation

B Miles Women's Foundation provides housing, support and recovery services to women who are experiencing a mental health issue and homelessness, including potential for homelessness.

P: 8036 5559  
W: [www.bmiles.org.au/home](http://www.bmiles.org.au/home)

### Clinical Research Unit for Anxiety and Depression (CRUFAD)

CRUFAD combines clinical and research expertise in the recognition and treatment of the anxiety and depressive disorders.

P: 8382 1400  
W: [www.crufad.org](http://www.crufad.org)

### dNet - People Like Us (formerly depressionNet)

dNet - People Like Us provides 24 hour online information, help & peer support for people living with depression and other mood disorders.

P: 0407 864 238 (24 hours)  
E: [eam@depressionnet.org.au](mailto:eam@depressionnet.org.au)  
W: [www.depressionnet.org.au](http://www.depressionnet.org.au)

### Enanced Adult Community Living Supports (EACLS)

EACLS in the SELHD area is managed by Mission Australia. The program provides psychosocial supports to people with mental illness. The program focuses on severe mental illness, transition from hospital into the community and people leaving the justice system.

P: 0472 843 792  
E: [lockec@missionaustralia.com.au](mailto:lockec@missionaustralia.com.au)

### SESLHD Drug and Alcohol Services

SESLHD provides care and treatment for people with drug and alcohol problems. The service includes consultation liaison throughout Prince of Wales Hospital and in the community. Services offered include comprehensive assessment and management of all drug and alcohol issues, alcohol detoxification (inpatient beds at The Sydney Hospital), outpatient services in maintenance pharmacotherapies, counselling, needle-syringe access and advice (at The Langton Centre), Chemical Use in Pregnancy Service (CUPS), consultation liaison for mental health units (CNC co-morbidity) and an assertive outreach team – IMPACT programme (for frequent attenders to ED).

P: 9382 7111

## GENERAL MENTAL HEALTH SERVICES

### Eastern Sydney Partners In Recovery (ESPIR)

ESPIR work together with people experiencing severe and persistent mental illness to access the services they need to support their recovery. They provide interim support while referring the client to appropriate services.

P: 1800 035 626  
E: [espir@cesphn.com.au](mailto:espir@cesphn.com.au)  
W: <http://espir.com.au>

### Lifeline

Lifeline provides people experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

P: 13 11 14 (24hrs a day)  
Chat online 7pm-4am  
[www.lifeline.org.au/Get-Help/I-Need-Help-Now](http://www.lifeline.org.au/Get-Help/I-Need-Help-Now)

### MensLine

MensLine Australia is a professional telephone and online support and information service for Australian men

P: 1300 78 99 78 (24/7)  
W: [www.mensline.org.au](http://www.mensline.org.au)

### Neami Pagewood

Neami's Home and Community Outreach Support involves support workers and consumers identifying their strengths, values and goals and then working together to achieve or make progress towards them. Community and group programs bring together people receiving support from us around areas of common interest or need.

P: 8347 1929  
E: [pagewood@neaminational.org.au](mailto:pagewood@neaminational.org.au)  
W: [www.neaminational.org.au/get-support/find-service/neami-pagewood](http://www.neaminational.org.au/get-support/find-service/neami-pagewood)

### National Disability Insurance Scheme (NDIS)

The NDIS will provide about Australians **under the age of 65** with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

P: 1800 800 110  
Website: [www.ndis.gov.au](http://www.ndis.gov.au)

### Personal Helpers and Mentors Program (PHaMs)

Anglicare PHaMs is a community based program that supports people over the age of 16 who are living with mental health challenges that impact on their daily living and functioning. Participants identify goals to work on and their case managers support them in achieving these goals. PHaMs run groups and events throughout the year.

Program participants do not need to have a formal mental health diagnosis.

P: 97981400.  
E: [phams@anglicare.org.au](mailto:phams@anglicare.org.au)

### PHONE CONNECTIONS After-Hours Peer Phone Support Program

A telephone peer support service for people experiencing mental illness living within the Sydney, Inner-West and South-East Local Health Districts, operated by people who have had personal experience of mental illness. It is not a crisis line, but a support line to help callers navigate their current issues.

P: 1300 135 846 6pm to midnight, 7 days a week

### Psychological Support Services (PSS)

PSS provides FREE short term face-to-face psychological services to populations who have been identified as underserved and/or hard to reach.

Services are delivered by appropriately trained and qualified mental health professionals including: Psychologists (general and clinical), mental health nurses, mental health accredited social workers, mental health accredited occupational therapists and Aboriginal and Torres Strait Islander mental health workers.

PSS operates within a stepped care model promoting person centred care, targeting the needs of the individual. Stepped care allows for flexibility for people to move across service levels to support their recovery.

PSS is a complementary program to Medicare's Better Access Program.  
Website: [www.cesphn.org.au/programs/pss](http://www.cesphn.org.au/programs/pss)

## GENERAL MENTAL HEALTH SERVICES

### Relationships Australia NSW

Relationships Australia's services include counselling, family dispute resolution (mediation) and a range of family and community support and education programs. Services are available in various locations across Sydney. The closest venue to the eastern suburbs is the Neutral Bay or City offices.

P: 1300 364 277

W: [www.nsw.relationships.com.au](http://www.nsw.relationships.com.au)

### SANE Australia

SANE Australia's helpline advisers are trained mental health professionals and can assist with many different and complex calls relating to mental health. It may be a good start for anyone trying to find their way into the mental health services and they can provide some information to the aged care services also.

P: 1800 18 7263.

E: [info@sane.org](mailto:info@sane.org)

W: [www.sane.org](http://www.sane.org)

### Sydney and South Eastern Sydney Districts Single Persons Homelessness Mental Health Support Service

A case management service providing assistance to people experiencing mental health issues who are homeless or at risk of becoming homeless

P: 1300 259 789

### Solace Bereavement and Grief Counselling

EASTERN SUBURBS- Moving On Group  
Meets at Waverley Senior Citizens Centre  
31-33 Spring St BONDI JUNCTION  
On the first and third Tuesday of each month  
at 11.00 am

EASTERN SUBURBS- Newly Bereaved Group  
Meets at Waverley Senior Citizens Centre  
31-33 Spring St BONDI JUNCTION  
On the second and fourth Tuesday of each  
month at 10.00 am

P: 9519 2820

W: [www.solace.org.au](http://www.solace.org.au)

### Suicide Call Back Service

The Suicide Call Back Service is a 24-hour service that provides telephone and online counselling to people 15 years and over who fit one of the following categories:

1. People who are suicidal
2. People caring for someone who is suicidal
3. People bereaved by suicide
4. Health professionals supporting people affected by suicide.

P: 1300 659 467

W: [www.suicidecallbackservice.org.au/](http://www.suicidecallbackservice.org.au/)

### The Gender Centre

The Gender Centre is a community centre for transgender & gender-questioning people. They offer case work, counselling, support groups; They provide info & make referrals; provide crisis housing & transitional housing. The Over 55 Support Worker works with people over 55..

P: 95692366

E: [over55support@gendercentre.org.au](mailto:over55support@gendercentre.org.au)

W: [www.gendercentre.org.au](http://www.gendercentre.org.au)

### Transcultural Mental Health Centre

TMHC works with people from culturally and linguistically (CALD) diverse communities, health professionals and partner organisations across NSW to support good mental health.

P: 1800 648 911 or 9912 3851

E: [tmhc@health.nsw.gov.au](mailto:tmhc@health.nsw.gov.au)

W: [www.dhi.health.nsw.gov.au/tmhc](http://www.dhi.health.nsw.gov.au/tmhc)

### This Way Up™

This Way Up provides clinician-guided, proven internet-based learning programs to treat anxiety and depressive disorders. Courses are based on the principles of Cognitive Behaviour Therapy.

This Way Up offers guided courses for individuals who experience:

- Sadness (Depression)
- Shyness (Social Phobia)
- Panic (Panic/Agoraphobia)
- Worry (Generalised Anxiety Disorder)
- Worry and Sadness (Mixed Depression and Anxiety)

P: 8382 1400

W: <https://thiswayup.org.au/about>

### Veterans and Veterans Families Counselling Service (VVCS)

VVCS provides free and confidential counselling and support for war and service-related mental health conditions, such as posttraumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. VVCS also provides relationship and family counselling to address issues that can arise due to the unique nature of the military lifestyle.

P: 1800 011 046 (24 hour line)

W: [www.vvcs.gov.au/index.htm](http://www.vvcs.gov.au/index.htm)

## GENERAL MENTAL HEALTH SERVICES

---

### Way Ahead

Directory of mental health services in New South Wales.

Website: [www.wayahead.org.au/information-and-resources](http://www.wayahead.org.au/information-and-resources)

### Wesley Financial & Gambling Counselling Services

Wesley Counselling Services provides a range of services including problem gambling counselling, legal services, financial counselling, financial literacy programs, psychological services and other supporting services to consumers and people affected by addictions and mental health issues.

P: 1300 827 638

W: [www.wesleymission.org.au/home/our-services/wesley-counselling-services/wesley-gambling-counselling/welcome-to-wesley-gambling-counselling/](http://www.wesleymission.org.au/home/our-services/wesley-counselling-services/wesley-gambling-counselling/welcome-to-wesley-gambling-counselling/)

## CARER SERVICES

---

### Aftercare's Family and Carer Education & Support Service (FACES)

Aftercare's Aftercare's Family and Carer Education and Support (FACES) service includes a variety of individual and group programs tailored to meet the family and carer's particular need.

P: 9532 8550

E: [info.faces@aftercare.com.au](mailto:info.faces@aftercare.com.au)

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

### Carers Gate Way

Carer Gateway is a national online and phone service that provides practical information and resources to support carers.

P: 1800 422 737

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

### Mental Health Carers NSW (Formerly ARAFMI NSW Inc.)

Mental Health Carers is an information and support line for carers, friends & family of someone with a mental illness.

P: 1300 554 660 (free call) or 9332 0700

E: [admin@arafmi.org](mailto:admin@arafmi.org)

W: [www.arafmi.org](http://www.arafmi.org)

### National Respite for Carers Respite Program

The NRCP provides access to a variety of respite services. The NRCP can also help the person cared for by providing extra social opportunities.

P: 1800 200 422

### Mental Health Respite Carer Support Program (Carers NSW)

Carers NSW is the peak organisation for carers in NSW and provides support and advice to carers through a range of specialised programs and services, as well as information about person centred approaches, individualised funding and other initiatives. Carers NSW provides counselling to all carers in NSW using a network of counsellors across the state.

The Mental Health Respite Carer Support program provides one on one support, respite, education and training to people caring for someone with a mental illness, living in the Randwick and Botany LGA's

P: 1800 242 636

E: [contact@carersnsw.org.au](mailto:contact@carersnsw.org.au)

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

---





## AGED CARE SERVICES

### My Aged Care

My Aged Care is the national online and phone service that provides information and access to available Commonwealth funded services for older people..

P: 1800 200 422 F: 1800 728 174 W: [www.myagedcare.gov.au/about-us](http://www.myagedcare.gov.au/about-us)

Online referral to access Commonwealth funded aged care services  
[www.myagedcare.gov.au/contact](http://www.myagedcare.gov.au/contact)

#### Assistance With Care And Housing For The Aged (ACHA)

ACHA services provide support for older people who are living in inappropriate accommodation, who are at risk of being or are homelessness.

Referral via My Aged Care

#### Commonwealth Home Support Programme (CHSP)

CHSP is an entry level home help programme to support older people, and their carers, so they can continue living in their own homes and communities. CHSP offers the following services - domestic, transport, food, home maintenance and modifications, community nursing, allied health support and social support.

Referrals via My Aged Care

#### NSW Elder Abuse Helpline

The Elder Abuse Helpline is a confidential HELPLINE offering information, advice and referrals for people who experience, witness or suspect the abuse of older people living in their homes in NSW.

P: 1800 628 221  
W: [www.elderabusehelpline.com.au](http://www.elderabusehelpline.com.au)  
[www.redcross.org.au/telecross.as](http://www.redcross.org.au/telecross.as)

#### Community Health Assessment & Therapy Team (CHATT) Prince of Wales Hospital

This team of clinicians provides specialist home based assessment, rehabilitation and support services to:

- people with memory loss
- people with disabilities
- family and carers
- people discharged from hospital

P: 9369 0400 (Referrals via NNARC – Northern Network and Access and Referral Centre)

#### La Perouse Aboriginal Community Health Centre

P: 8347 4800

#### Pets of Older Persons (POOPs)

POOPs provides short term care for pets of elderly patients in hospital.

P: 9782 4408  
E: [poops@rspcansw.org.au](mailto:poops@rspcansw.org.au)  
Website:  
[www.rspcansw.org.au/our-work/programs-community-services/pets-for-older-persons](http://www.rspcansw.org.au/our-work/programs-community-services/pets-for-older-persons)

#### Sisters of Charity Outreach Eastern Area Visit Program

The Eastern Area Visit program matches volunteers with clients. Volunteers visit on a regular (usually fortnightly) basis to offer conversation and companionship.

P: 83822883  
E: [tblair@stvincents.com.au](mailto:tblair@stvincents.com.au)  
Website:  
[www.sistersofcharityoutreach.com.au/service/eastern-area-visit-program/](http://www.sistersofcharityoutreach.com.au/service/eastern-area-visit-program/)

#### Telecross Red Cross Australia

Trained and friendly volunteers make calls each morning, 365 days a year. In the event of three unanswered calls in one day, Red Cross begins an emergency activation procedure to make sure the person is ok. The details of the activation are prearranged with each person registered for Telecross.

P: 1300 885 698.  
W: [www.redcross.org.au/telecross.aspx](http://www.redcross.org.au/telecross.aspx)

## COMMUNITY SERVICES

---

### Access Community Transport

Access Sydney Community Transport supports individuals to access amenities and participate in community life through. Services is provided in the folloeing areas: East Sydney, Souith Sydney, Inner West and Inner City

P: 8241 8000

W: <http://accesssydney.org.au>

### The Commonwealth Home Support Programme (CHSP)

CHSP is an entry level home help programme to support older people, and their carers, so they can continue living in their own homes and communities. CHSP offers the following services - domestic, transport, food, home mainteanance and modifications, community nursing, allied health support and social support.

Referrals via My Aged Care  
[www.myagedcare.gov.au/contact](http://www.myagedcare.gov.au/contact)

### Home Support Services – Eastern Suburbs & The City of Sydney (2016 Brochure)

[www.innersydneyvoice.org.au/wp-content/uploads/2016/06/Eastern-Sydney-Home-Support-Brochure-2016.pdf](http://www.innersydneyvoice.org.au/wp-content/uploads/2016/06/Eastern-Sydney-Home-Support-Brochure-2016.pdf)



### Holdsworth Community Transport

Providing individual medical and social transport to those living in Woollahra.

P: 9302 3605

E: [intake@holdsworth.org.au](mailto:intake@holdsworth.org.au)

W: [www.holdsworth.org.au](http://www.holdsworth.org.au)

### Randwick/Waverley Community Transport

Randwick/ Waverley Community Transport offers accessible and affordable transport options for hospital and medical trips, shopping and social outings for residents in the Randwick and Waverley Local Government Areas.

P: 9369 5366

E: [manager@rwctg.org.au](mailto:manager@rwctg.org.au)

W: [www.rwctg.org.au](http://www.rwctg.org.au)

### Sir Roden Cutler Foundation Pick Me Up

Driving the seriously ill, elderly, needy and disabled to and from medical appointments.

P: 9357 2801

W: [www.sirroden.org.au/pickmeup.html](http://www.sirroden.org.au/pickmeup.html)

## LOCAL COUNCIL SENIOR SERVICES

---

<b>Botany Council</b>	Website: <a href="http://www.botanybay.nsw.gov.au/Our-Community/Seniors">www.botanybay.nsw.gov.au/Our-Community/Seniors</a>
<b>Randwick Council</b>	Website: <a href="http://www.randwick.nsw.gov.au/community/seniors-access-and-disability">www.randwick.nsw.gov.au/community/seniors-access-and-disability</a>
<b>Sydney Council</b>	Website: <a href="http://www.cityofsydney.nsw.gov.au/community/community-services/older-adults">www.cityofsydney.nsw.gov.au/community/community-services/older-adults</a>
<b>Waverley Council</b>	Website: <a href="http://www.waverley.nsw.gov.au/community/seniors">www.waverley.nsw.gov.au/community/seniors</a>
<b>Woollahra Council</b>	Website: <a href="http://www.woollahra.nsw.gov.au/community/services/seniors">www.woollahra.nsw.gov.au/community/services/seniors</a>



## COMMUNITY SERVICES

---

### Holdsworth Community & Gaden Community Café

Woollahra

The Holdsworth Centre offers a range of services to those living with dementia, older people, people with disability, carers and Home Cuisine (MOW). Everybody is welcome to sample the delights of Gaden Community Cafe.

P: 9302 3600  
E: [intake@holdsworth.org.au](mailto:intake@holdsworth.org.au)  
W: [www.holdsworth.org.au](http://www.holdsworth.org.au)

### The Little Bay Coast Centre for Seniors Leisure and Learning Activities Centre Little Bay

The COASTS Centre offers a wide range of activities that offset depression and social isolation.

P: 93114886  
E: [manager@coastcentre.org.au](mailto:manager@coastcentre.org.au)  
W: [www.coastcentre.org.au](http://www.coastcentre.org.au)

### Junction Neighbourhood Centres (JNC)

The Junction Neighbourhood Centre empowers people to meet their own needs and also those of the community.

P: 9349 8200  
E: [contact@jnc.org.au](mailto:contact@jnc.org.au)  
W: <http://jnc.org.au>

JNC Maroubra Junction  
Shop 2 669-673 Anzac Parade Maroubra

JNC Randwick  
2 Albert St (Cnr Avoca St) Randwick

JNC Bondi Junction  
59 Newlands Street Bondi Junction

### South East Neighbourhood Centre (SENC)

Eastlakes

SENC supports the community by providing services, programs and advocacy to eliminate barriers, enhance social inclusion and to improve quality of life.

P: 8338 8506  
E: [eo@senc.org.au](mailto:eo@senc.org.au)  
W: [www.senc.org.au](http://www.senc.org.au)

### Waverley Community and Seniors Centre Bondi Junction

Waverley Community centre offers weekly recreational / educational exercise programs and activities which reflect the interest of people over the age of 55.

P: 9386 7900  
E: [antonietted@waverley.nsw.gov.au](mailto:antonietted@waverley.nsw.gov.au)  
Website:  
[http://www.waverley.nsw.gov.au/community/seniors/waverley\\_community\\_and\\_seniors\\_centre](http://www.waverley.nsw.gov.au/community/seniors/waverley_community_and_seniors_centre)

## INFORMATION AND LEGAL SERVICES

---

### Advance Care Planning (POWH)

The advance care planning service is available for people aged 45 years and over with a chronic illness who wish to plan ahead for future care and treatment. The service also offers training and workshops to health professionals

P: 93822984  
E: [anne.meller@sesiahs.health.nsw.gov.au](mailto:anne.meller@sesiahs.health.nsw.gov.au)

### NSW Civil and Administrative Tribunal Guardianship Division

The Division conducts hearings to determine applications about adults with a decision making disability who are incapable of making their own decisions and who may require a legally appointed substitute decision maker.

P: 1300 006 228 or 9556 7600  
E: [gd@ncat.nsw.gov.au](mailto:gd@ncat.nsw.gov.au)  
Website:  
[www.ncat.nsw.gov.au/Pages/guardianship/guardianship.aspx](http://www.ncat.nsw.gov.au/Pages/guardianship/guardianship.aspx)

### Senior Rights Service

Aged care advocacy for community and residential care recipients Older Persons Legal Service and Retirement Village legal service.

P: 1800 424 079  
W: <http://seniorsrightsservice.org.au>

## AGED CARE PROVIDERS

---

**Anglicare Bondi Office** are an approved provider of aged care in Australia and offer residential aged care, aged services in the home and Retirement or Independent Living options.

Anglicare offers a range of programs and services focused on mental health issues. They also offer services for carers, who are involved with mental illness.

P: 8362 3700  
W: [www.anglicare.org.au](http://www.anglicare.org.au)

---

**Australian Nursing Home Foundation (ANHF)** offers a wide range of aged care services for Chinese and South East Asian communities, all designed to suit the specific language and cultural needs of their clients.

P: 9784 0868  
E: [info@anhf.org.au](mailto:info@anhf.org.au)  
W: <http://anhf.org.au>

---

**The Benevolent Society** assists older people to stay living at home confidently and safely

P: 82623400  
E: [access@benevolent.org.au](mailto:access@benevolent.org.au)  
W: [www.benevolent.org.au](http://www.benevolent.org.au)

---

**Catholic Community Services** provide case management.

P: 1 800 225 474  
Website:  
[www.catholiccommunityservices.com.au](http://www.catholiccommunityservices.com.au)

---

**Co-As-It** is the Italian Association of Assistance.

P: 9564 0744  
Website:  
[www.coasit.org.au/CommunityServices/Programs.aspx](http://www.coasit.org.au/CommunityServices/Programs.aspx)

---

**Greek Welfare** provides services and programs that empower individuals and groups from the Greek community.

P: 9516 2188  
E: [admin@gwccs.org.au](mailto:admin@gwccs.org.au)  
W: [www.gwccs.org.au](http://www.gwccs.org.au)

---

**JewishCare** provide direct services to the Jewish community .

P: 9302 8000  
E: [firstcall@jewishcare.co.au](mailto:firstcall@jewishcare.co.au)  
W: [www.jewishcare.com.au](http://www.jewishcare.com.au)

---

**Holdsworth Community Centre** is an accredited Home Care Package Provider.

P: 9302 3600  
E: [intake@holdsworth.org.au](mailto:intake@holdsworth.org.au)  
W: [www.holdsworth.org.au](http://www.holdsworth.org.au)

---

**NEXTT** delivers services designed to make life easier for the elderly and to ensure staying at home is enjoyable and safe without sacrificing privacy.

P: 1300 859 199  
E: [enquiries@nextt.com.au](mailto:enquiries@nextt.com.au)  
W: [www.nextt.com.au](http://www.nextt.com.au)

---

**St Luke's Home Care** provides a program of flexible personal care services designed to assist the elderly to remain living independently in their own home as long as possible.

P: 93560305  
W: [www.slc.org.au](http://www.slc.org.au)

---

**Sydney Multicultural Community Services** provides services and assistance to all migrants, refugees and humanitarian entrants, regardless of circumstances, sex, religion, political affiliation, or ethnic background.

P: 9663 3922  
W: [www.sydneymcs.org.au](http://www.sydneymcs.org.au)

---

**Uniting Care Ageing** provide positive lifestyle choices for older people that result in enriching and fulfilling lives.

P: 1800 486 484  
Email:  
[unitingcareageing@unitingcarenswact.org.au](mailto:unitingcareageing@unitingcarenswact.org.au)  
W: [www.unitingcarenswact.org.au](http://www.unitingcarenswact.org.au)

---

---

### FEEDBACK

Any suggestions or corrections, please email [Daniella.Kanareck@health.nsw.gov.au](mailto:Daniella.Kanareck@health.nsw.gov.au)  
Aged Care Psychiatry Services  
Prince of Wales Hospital  
Eastern Suburbs Mental Health Services  
[www.seslhd.health.nsw.gov.au/ACPU/default.asp](http://www.seslhd.health.nsw.gov.au/ACPU/default.asp)

---