

# 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 HACCC 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 9344 8275

Sydney Multicultural Community Services

9663 3922

#### Arabic

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

# Contents

## About HACCC

Interpreter Services	2
Hearing Impaired	2
What is HACCC?	4
Eligibility/Cost	5
Aboriginal Services	6

## Service Types

Transport	7
Food Services	8
Care at Home	11
Help at Home	12
Respite Care	14
Case Management	17

## Where do I start?

Making Contact	18
Assessment	19

## Service Quality

Complaints	20
Your Rights	21
Advocacy	22
Quick Reference	23

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](http://www.esmap.org.au) or phone 9344 8275 for further information.

# About HACCC

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 (see pages 6-17).

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

# 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 & 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

Information, referral, social support, transport, home help and respite

### Botany

Guriwal 9311 2999

### City & Eastern Sydney

Aboriginal Medical Service 9319 5823

Alleena Home Care 9245 1822

Wyanga 9319 7175

"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
Guriwal (Aboriginal Service)	9311 2999

#### City of Sydney

Central Sydney Community Transport	9368 1941
------------------------------------	-----------

#### Woollahra

Holdsworth St Community Centre	9302 3600
--------------------------------	-----------

#### City & 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.

## 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 Association 9281 1377

### Randwick

Randwick Meals on Wheels 9398 2731

### Waverley

Waverley Meals on Wheels 9386 7977

### Woollahra

Woollahra Meals on Wheels 9327 2361

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

# Community Meals

hot lunches provided at  
community centres

## Botany

Aged Services Centre 9669 4640

## City of Sydney

Alleena Home Care  
– Aboriginal Service 9245 1822

Australian Chinese Community  
Association 9281 1377

Alexandria Activity Centre 8512 8000

Darlington Activity Centre 9288 5640

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

## Randwick, Waverley, Woollahra

E J Ward Centre 9391 7956

City & Eastern Sydney

Burger Centre - JewishCare 1300 133 660

Jewish Centre on Ageing (COA) 9389 0035

\* HACC related service

# Shopping & Food Delivery

## help with food shopping

### Botany

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

### City of Sydney

Central Sydney Community Transport	9368 1941
Food Distribution Network	9699 1614
Kings Cross Community & Information Centre	9357 2164
Redfern & 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 Neighbour Aid Program	9387 2885
Randwick/Waverley Community Transport	9369 5366
Waverley Meals On Wheels & Shopping Service	9386 7977

### Woollahra

Holdsworth St Community Centre	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

### Eastern Sydney

Home Care Service of NSW 1800 350 792

Mercy Arms Home

Support Service 9310 1201

## Area Health Services

Spinal Cord Injuries

Emergency Support Services 9661 8855

Maroubra Mobile Mental

Health Service 9366 8711

## Community Nursing

home visits from trained nurses

### Botany/Randwick

Prince of Wales

Community Health 9382 8060

### City of Sydney

St Vincents Community Health 8382 1988

Redfern Community Health 9395 0444

### Waverley/Woollahra

St Vincent's Community Health 8382 1988

# Help at Home

Neighbour Aid volunteers can visit you at home for a chat, and help with shopping, transport and gardening.

Home Help services can assist you with household tasks like cleaning, washing, ironing and shopping.

## Home Help

### help with household tasks

#### City & Eastern Sydney

Home Care Service of NSW 1800 350 792

Mercy Arms Home Support Service 9310 1201

Sydney & Eastern Suburbs Home Assistance Service 9365 6122

Jewish Centre on Ageing (COA) 9389 0035

## Neighbour Aid

### social, shopping, gardening

#### Botany

South East Neighbourhood Centre 8338 8506

#### Randwick

The Junction Neighbourhood Centre 9349 8200

#### City of Sydney

Redfern and Inner City Home Support Service 9319 3587

#### Waverley

ECHO Neighbourhood Centre 9387 2885

#### Woollahra

Holdsworth St Community Centre 9302 3600

# Home Maintenance & Modification

Home Maintenance & 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, modifications

### Botany, City of Sydney

Inner Sydney Home Maintenance & Modification Service 9699 4257

### Randwick

Randwick Home Maintenance & Modification Service 9399 0629

### Waverley/Woollahra

Woollahra/Waverley Home Maintenance & Modification Service 9389 6488

## gardening

### Botany, City of Sydney

South East Sydney Gardening Service 9699 4257

### Randwick, Waverley, Woollahra

South East Sydney Gardening Service 9389 6488

# 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

### City & Eastern Sydney

Anglican Retirement Villages 9665 2200  
Home Care Service of NSW 1800 350 792  
KinCare Dementia Respite 1300 733 510  
Mercy Arms  
Home Respite Service 9310 1201  
South East Sydney Commonwealth  
Carer Respite Centre 9599 0233  
St Lukes 9356 0305

# Aged Respite

## services provided out of home

### Botany/ Randwick

Annabel House Dementia Day Care	9315 7726
The Junction	
Neighbourhood Centre	9349 8200

### City of Sydney

Darling House	9251 5959
Jane Evans Dementia Day Centre	9557 0032
Rushcutters Bay Dementia Day Centre	9326 2601
Stanley Hunt Centre	
- Chinese specific service	9211 9838
St Vincent's Community Health	8382 1988

### Waverley

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

### Woollahra

Holdsworth St Community Centre	9302 3600
--------------------------------	-----------

### City & Eastern Sydney

Australian Chinese Community Association	9281 1377
Greek Welfare Centre	9516 2188
JewishCare	1300 133 660
Jewish Centre on Ageing (COA)	9389 0035
South East Sydney Commonwealth Carer Respite Centre	9599 0233
Sydney Multicultural Community Services	9663 3922

### Aboriginal Services

Alleena Home Care	9245 1822
Aboriginal Medical Service	9319 5823
Guriwal	9311 2999
Wyanga	9319 7175

# Disability Respite

a range of respite options

## Botany

South East

Neighbourhood Centre 8338 8506

## Randwick

The Junction

Neighbourhood Centre 9349 8200

## Waverley/Woollahra

Holdsworth St Community Centre 9302 3600

## City & Eastern Sydney

Eastern Respite and Recreation 9349 4666

JewishCare 1300 133 660

Benevolent Society

Flexible Respite Options 9597 5399

Home Care Service of NSW 1800 350 792

South East Sydney Commonwealth

Carer Respite 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

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

### City and Eastern Sydney

Care Connect Services	
Transitions Options Program	9310 3699
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
------------------------------	-----------

### City and Eastern Sydney

Joint Care Planning	9382 8060
---------------------	-----------

# 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 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 2001 Census showed there are 53,979 people aged over 65 in the Inner Sydney region making up 11% of the total population.

# Service Quality

Organisations funded by the HACC 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 HACC services

HACC 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 HACC 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 451524 or 9286 1000

## Your responsibilities under the HACC 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.



Published in October 2006 by the  
Inner Sydney Regional Council for  
Social Development Inc. (ISRCSD)  
770 Elizabeth St, Waterloo 2017  
[www.innersydney.org.au](http://www.innersydney.org.au)

For further information or additional  
copies please contact ISRCSD  
on 9698 7784 or visit our website:  
<http://hacc.innersydney.org.au>

Funding provided by the NSW  
Department of Ageing, Disability and  
Home Care



Third edition