



FACT SHEET

Community Resources / Services

Below is a list of community resources that may be of benefit to you, as well as your family, friends or carer. There are many resources that can provide general information, advice and guidance on a variety of topics such as carer stress and self-care as well as more specific information regarding cancer and brain tumours. It is always advised to clarify any information with your treating specialist.

Brain Tumour Australia

Phone: 1800 282 912

E-mail: www.ozbraintumour.org/BTA/btmain

Cancer Council NSW

Cancer Helpline Ph: 13 11 20

E-mail: www.cancercouncil.com.au

Brain Injury Association NSW- a peak NGO organisation in NSW for people with acquired brain injury

Phone: 1800 802 840

E-mail: www.biansw.org.au

Disability Council of NSW

Phone: 1800 044 848

E-mail: www.discoun.nsw.gov.au

Carers Association Australia

Phone: 02 6122 9900

E-mail: www.carersaustralia.com.au

Carers NSW

Phone: 02 9280 4744

E-mail: www.carersnsw.asn.au

Commonwealth Carelink- assists people to locate a wide range of services in the community and promotes independent living

Phone: 1800 052 222

E-mail: www.commcarelink.health.gov.au



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Seniors Information Service- a telephone information and referral service operated by Council on the Ageing
Phone: 13 12 44

Epilepsy Association of NSW
Phone: 02 9856 7090

Palliative Care Association of NSW
Phone: 02 9282 6436
E-mail: www.palliativecarensw.org.au

Centrelink
Disability, Sickness and Carers
Ph. 13 27 17
Employment Services
Ph. 13 28 50
Retirement Services
Ph. 13 23 00
E-mail: www.centrelink.gov.au

Housing NSW
Phone: 13 15 71 (the internet or phone book can also provide a list of local Housing branches, it is best to speak to the Housing branch that covers your LGA)
E-mail: www.housing.nsw.gov.au

Commonwealth Rehabilitation Service (CRS)- delivers vocational rehab to people who have an injury, disability or health condition to assist them in getting a job or returning to their job.
Phone: 1800 624 824
Email: www.crsrehab.gov.au



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There are many community services available for practical support with activities of daily living. Most incur a small fee for service. Unfortunately at times there can be extensive waiting lists so it is advised to ask for help sooner rather than later. The services are there for both you (for personal care, community transport etc) or for carers (eg. respite, shopping etc). Most services are based in your local government area and as a result are able to offer the most appropriate services to you. The community services listed below are general services. They provide assistance to frail aged and other disabled persons.

Home care

Home care is able to assist with personal care, in home respite, domestic assistance and shopping. Hours of assistance vary depending on need.

Referral number: 1800 350 792

Kin Care

Kin Care offers a wide variety of in-home and community services that are tailored to individual need. Services can include housework, personal care, nursing care, social support, transport, bill paying and shopping. Kin Care's target group is aged, people with disability and their carers.

Referral number: 1300 733 510, fax: 1300 733 520, e-mail: mail@kincare.org;

E- referrals: referrals@kincare.org Website: www.kincare.org

Meals on Wheels

Home-delivered hot lunchtime meal plus dessert, fruit juice or fruit Monday-Friday. There is a small charge for each meal. Weekend service may also be available on request. Special diets are catered for.

Liverpool Meals on Wheels Ph. 9821 9393

Carer Respite Centre

Aims to provide support, information and guidance to carers. Carer respite negotiates with all relevant parties, a package of respite care assistance (from in house to residential respite care).

Carer Respite Centre Ph. 1800 059 059

Veterans Home Care

Services for Veterans Affairs pensioners to assist with domestic tasks, personal care and home nursing.

For eligibility and referral Ph: 1300 550 450



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Centacare

Centacare provides support services to frail aged, disabled and their carers. Services include:-

- ⇒ Community Options – case management and organises packages of services
- ⇒ Neighbour Aid Links- volunteer home visiting and support service for isolated and housebound elderly and disabled people (and carers)
- ⇒ Community Visitors Scheme- visiting people in nursing homes
- ⇒ Emergency Respite Program- service to carers following a crisis situation. Centacare provides in –house respite for up to 48 hours
- ⇒ Financial Counselling- service to assist in the management of financial difficulties

Liverpool Centacare: Ph 9821 3499

Community Transport

When public transport is unsuitable or impossible, community transport can assist frail aged and younger disabled adults with transport to such things as medical appointments, day care and shopping centres. Bookings in advance are required. Prices vary according to type of transport available.

Liverpool Community Transport

Ph. 1300 138 794

Aged Care Assessment Team (ACAT)

ACAT is a multidisciplinary team that provides an assessment, therapy and advisory service to frail elderly and disabled elderly adults in the community. Team members visit people in their homes. ACAT assist older people and their families to arrange the most suitable care or treatment for their particular needs including suitability for residential care and community packages. The ACAT assessment service is free.

Liverpool/Fairfield ACAT Ph 9828 6742

Day Centres

Day centres provide a social and recreational outlet for frail aged and disabled persons. Most centres have a pick up and drop off service. There is a small charge for lunch and morning tea. Some day centres specialise in care for specific ethnic groups and those diagnosed with memory problems (eg dementia).

Call ACAT for a full list of local day care centres.

Australian Red Cross-Telecross

Telecross have trained volunteers who make a short, daily phone call to elderly or disabled clients (who live alone) to ensure they are safe and well. If the call is not answered, a second call is made. If there is no response, Red Cross initiates an emergency procedure and arranges assistance as required. Telecross relieves social isolation while assisting clients to maintain their independence.

Ph. 1800 812 028



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Taxi Subsidy Service

This service provides taxi travel at a half rate subsidy to residents who are unable to use public transport because of a qualifying severe and permanent disability.

Ph: 1800 623 724

Equipment

The path to accessing equipment varies according to

- a) the type of equipment required and
- b) the length of time it is required for.

Most basic equipment can be accessed through your local hospital's **Equipment Loan Pool (ELP)**. Loan periods are usually of 1-2 month's duration and costs vary between hospitals. Most ELP's require an Occupational Therapy (OT) assessment for equipment prior to the loan.

To access ELP, call your local hospital and ask to be connected to the ELP or Occupational Therapy Department.

Equipment companies often have a wider range of equipment. Rates vary so it is worth making a few phone calls to compare costs.

Local companies can be found in the Yellow pages under Medical Equipment or Exercise and Surgical equipment

Program of Appliances for Disabled People (PADP) is a scheme in place for the long-term equipment needs, however access to this varies according to diagnosis and equipment needs. Each case needs to be discussed on an individual basis with your Occupational Therapist.

Contact your local OT or ACAT to discuss eligibility and referral for assessment of equipment through PADP.