



Community Service Directory 2016

Concord Repatriation General Hospital



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How to get to Concord Hospital

Concord Hospital is situated on Hospital Road, just off Concord Road and can be accessed by:

- Walking the picturesque “Kokoda Track” from Rhodes Station. (Please allow 30 minutes).
- Public Transport – the hospital is well serviced.
Please see details below:-

Bus Services:

Buses run via Concord Hospital from the city, Burwood, Strathfield and Ryde. To obtain the latest schedules or plan your trip, please consult <http://www.131500.info> or ring the Transport Info line on 131 500.

Bus 518 - from Victoria Rd (near Darling St) Top Ryde.

Bus 458 – Daily full time service between Burwood, Strathfield Station, North Strathfield, Concord West, **Concord Hospital**, Rhodes & Ryde.

Rail Services:

Trains run to and from Rhodes Station at various times – it is best to ring the Transport Info line on 131 500 or consult <http://www.131500.info> for more information in this regard.

Concord Hospital – Social Work

Social Work provides a service to inpatients and out-patients of Concord Repatriation General Hospital and is able to assist patients / families / carers with a range of problems associated with illness, disability and hospitalisation.

<http://www.sswahs.nsw.gov.au/concord/SocialWork/default.html>

Hours of Operation:

Monday to Friday 8:00am – 4:30pm.

Phone No: 9767 6680.

Social worker can be paged during working hours.

Page Clinical Area

60769	Burns/Plastic ICU (Burns)
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60752	Burns-Outpatients
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(Mon, Tues am, Thurs)

60773	Cardiology Coronary Care Unit
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60760	Colorectal Surgery General Surgery
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60770	Emergency/ICU/Plastics
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60772	Gastroenterology Upper GI Surgery
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60762	Geriatrics (Outpatients/DayHospital)
60765 / 60761	Geriatrics (Acute) - Ward 11, 15 & utliers
60757 (Mon-Thurs)	Psychogeriatrics – Ward 17
60759 (Mon, Tues,Thurs am)	Geriatrics – 10

Page	Clinical Area
60763	Haematology/Radiotherapy/Urology
60766	HIV/AIDS/Immunology/Infectious Diseases HEP C Liver Clinic
61905	Medical Assessment Unit (MAU)
60767	Neurology (Non-Stroke)
60755	Neurosurgery/ENT/Ophthalmology/Endocrinology
60758	Oncology/Breast Endocrine/Palliative Care
60764	Orthopaedics
60753	Rehabilitation
60756	Renal
60768	Respiratory
60771	Rheumatology
60754	Stroke
60775	Vascular

ACAT:

ACAT (Aged Care Assessment Team) is the gate keeper for Commonwealth funded care packages and residential care services.

Access to these packages or residential aged care facility requires a comprehensive assessment by an ACAT team member in the client's home and the completion and delegation of the Aged Care Client Record (ACCR).

ACAT can also provide information to clients / families and make referrals to other community services as required.

There is usually a 2-4 week wait for an ACAT assessment however they can respond to more urgent situations as needed.

At CRGH the Social Worker is the person responsible for organising the ACAT inpatient assessment. A geriatric consult is required for all patients (except patients admitted under Geriatric Medicine) prior to a referral to ACAT being ordered.

All referrals for an assessment must go through "My Aged Care".

Website: www.myagedcare.gov.au

Phone: 1800 200 422

Aged Care Assessment Team:

Website: Aged Care Australia
<http://www.agedcareaustralia.gov.au/>

Accommodation

Prices subject to change - Confirmation of price on booking:

Emergency Accommodation:

Crisis Accommodation in Sydney fills very quickly.

These are the main Crisis Hotlines.

Homeless Persons – Link to Home Program:

Statewide Homeless Information & Referral Telephone Service

10pm – 9am – 7 days (limited service)

Phone: Free: 1800 152 152

Housing NSW (Temporary Accommodation Line):

Monday to Friday – 4:30pm – 10:00pm

Saturday, Sunday and Public Holidays –
10:00am – 10:00pm

Phone: Free: 1800 152152

Burwood Office: 8372 4700 (Office Hours)

Youth Emergency Accommodation Hotline:

The number below lists vacancies for youth emergency accommodation in Sydney Metropolitan Area.

Phone: Free: 1800 424 830

Domestic Violence Line:

Can assist finding a refuge for women escaping domestic violence:

Phone: Free: 1800 656 463 (24 hours)

Residential Aged Care Accommodation:

Access to Residential Aged Care facilities requires patients to have been assessed by an Aged Care Assessment Team (ACAT) and have a valid Aged Care Client Record (ACCR).

For inpatients a referral to social work is required

For information on vacancies and facilities go to:

My Aged Care Website: www.myagedcare.gov.au

Phone: 1800 200 422

Women's & Girls Emergency Centre Inc:

Phone: 9319 4088

Mail: PO Box 2283, Strawberry Hills

Street Address: 174 Redfern Street, Redfern
2016

Email: coordinator@wagec.org.au

Drop in centre for homeless women, (including transgender), with or without children. Provides computer access, meals, washing facilities, TV room, information and referral and case work.

Accommodation–Close to the Hospital

Strathfield Hotel

9747 4630

27 Everton Road

No Lift Access

Strathfield NSW 2135

Rates: Single - \$65 Double - \$85 Family- \$105- \$135 Per night

Bus 458 or 459 to Strathfield Station followed by 200m (approx) walk.

Train (Rhodes or Concord West Station – Lift access)

Comfort Inn West Ryde

9877 8377

1188 Victoria Road

No Lift Access

Ryde NSW 2114

Rates: \$128 Single /Night for 2 people- \$145/night Ground floor room

Walk to Rhodes Station (Approx: 15-20min)

Train (Rhodes to West Ryde Station)

Walk from West Ryde Station (approx 20 mins)

Sinclair Bed & Breakfast Burwood

9744 6074

90 Shaftsbury Road

Parking Available

Burwood NSW 2134

No Lift Access

Rates: Per Night - \$60 - \$130

Bus 458 to Burwood (Walk approx.530m)

Metro Motor Inn

9807 4022

860 Victoria Road

No Lift Access

Ryde NSW 2112

Rates: Single: \$99-198/per night Double : \$108 – 198/per night

Bus M41 to Church Street, near Morrison Road. Walk approx: 860m

Train to Meadowbank Station – Walk approx. 720m

- Boronia Lodge Guest** 9744 9927
 7 Boronia Ave No Lift Access
 Burwood
Rates: Double/Ensuite \$98 per night – Family Room - \$145 per night
 Bus (458 or M41) Walk approx. 500m
- Avondale Hotel** 9747 2522
 119 Burwood Road No Lift Access
 Burwood
Rates: Single \$185 / per Week No breakfast Double \$200
 Bus (M41 or 458) Walk up to approx.150m
- Burwood Guest House** 9747 3710
 33 Angelo Street No Lift Access
 Burwood NSW 2134
Rates: Single \$230– \$280 /week–Twin Room \$250/week Double \$250
 Bus (M41 or 458) Walk up to approx.150m
- Burwood Hotel / Motel** 9744 0521
 117 Liverpool Road Lift Access Available
 Enfield
Rates: \$129 –\$179 per night Rates differ in busy periods
 Bus (M41) to Burwood Heights. Walk approx 600m
- Sea Birth Pty Ltd** 9564 6206
 1 / 121 Crystal Street No Lifts Access
 Petersham
Rates: Single\$185/Week Nobreakfast–Double\$245/Week No Breakfast
 Bus (M41 or 458) to Burwood Station.
 Train to Petersham Station Walk approx. 350m

White Cockatoo Hotel

9569 4675

30 Terminus Street
Petersham

No Lift Access

Rates: Single: \$150 / Week – Double \$180 / Week

Bus (M41) to Burwood Station. Train to Petersham Station
Walk approx. 200m

Rochester Private Hotel

9798 8834

68 Charlotte Street
Ashfield

No Lift Access

Rates: Single \$250/Week - \$325/Week with Ensuite

Bus (M41 or 458) to Burwood Station. Train to Ashfield
Station. Walk approx 420m

Concord Hotel

9736 1891

39 Victoria Avenue
Concord West

No Lift Access

Rates: Single \$70/Night – Double \$85/Night – Double Ensuite \$110/Night

Bus (M41 or 458) Walk (approx 20 mins)

Darcy's Hotel

9746 3663

2 Abbotsford Road
Homebush 2140

Lift Access Available

*Rates: \$120 - \$155 per night – King Superior with wheelchair
access from \$155 per night max.2 people)*

Bus or Train to Strathfield Station – Bus 407 from
Strathfield Station Walk approx.300m

Cooper Street Lodge

9746 3201

30D – 30E Cooper Street
Strathfield

No Lift Access

Rates: \$179 approx/Night – Main kitchen for cooking –
Rooms have kitchenette – Fridge

Bus (M41 or 458) Walk approx. 200m

Admiral Collingwood Lodge

9181 3881

5 Collingwood Street
Drummoyne

No Lift Access

Rates: Single \$105 / Double \$115 per night

Bus (M41) to Ryde

Bus M52 or 501

Adult Day Care

Referrals for people over 65 years may require contact / referral through My Aged Care. Referral processes can be confirmed by contacting the individual centres.

Baptist Care – In Home Flexible Respite:

Phone: 1300275227

Life Centre, 157 Balaclava Rd, Marsfield 2122

Email: www.bcs.org.au

Flexible respite for carers of someone aged 0-65 living with a carer.

Catholic Community Services – Day & Respite Services:

Phone: 1800 225 474

Unit 3 Level 2, 20 – 36 Nancarrow Ave,
Meadowbank 2114

Mail: PO Box 1011, Meadowbank 2114
Email: customerservice_centre.chcs.com.au
Web: www.catholiccommunityservices.com.au
Day and Social Support Services for the isolated, people with dementia, CALD groups, carers and the frail elderly.

Club Monte:

Phone: 9879 2777
120 High Street Hunters Hill 2110
Email: daycare@montefiorehome.com.au
Tuesday – Friday 10am – 2pm
Transport to and from the centre in some areas. Morning tea and lunch provided. Regular outings.

Elaroo Dementia Day Care Centre:

Phone: 8875 0919
162-166 Balaclava Road, Eastwood
2122
Mail: P.O. Box 111, Eastwood 2122
Email: kwilson@scacs.org.au
Web: www.daughtersofcharity.org.au
Day respite care for people with dementia and their carers.
Support group for carers.

Strathfield Aged Day Care:

Phone: 9764 6746
Fax: 9764 6746
Location: Community Centre, 1B Bates St,
Homebush NSW 2140
Email: communityservices@strathfield.nsw.gov.au
Web: www.strathfield.nsw.gov.au

Description: A Home and Community Care (HACC) funded program for socially isolated frail elderly people living in their own homes. Transport is provided to and from centre. Morning tea and midday meal provided. Activities include gentle exercise, mental stimulation, guest speakers and craft. A monthly outing is organised.

Hours: 8:30am – 3:30pm (Tues, Wed & Frid)
Fee: \$11 (payable on the day) includes
Transport, Morning Tea, Lunch & Activities
Contact: Co-ordinator
Transport: Transport to and from Centre
provided by Program
Disability Access: Yes (disabled toilets)
Area Served: Strathfield LGA
Languages: (*Other than English*) Spanish, Russian

Inner West Dementia Support Service:

Phone: 9767 7888
Fax: 9767 7135
Location: Building 19, Concord Hospital
Description: The Dementia Support Service (DSS) aims to provide flexible in home respite and support for carers of persons with dementia. The service can also assist with strategies for managing behaviours of concern.
Hours: Mon-Frid: 8:30am-5pm
Eligibility: People with dementia, their carers /family.
Fees: Contribution – varies according to hours received.

Contact: Co-ordinator
Referral: My Aged Care Centre on 1800 200 422
Area Served: Sydney Inner West HACC
Languages (*other than English*). Use of Healthcare Interpreter Service and provision of community support workers who are of relevant background / culture / language.

Carers

Carers NSW <http://www.carersnsw.org.au/>

Carers Australia <http://www.carersaustralia.com.au/>

Carer Respite Centre Phone: 1800 052 222

Carer Resource Centre 1800 242 636

Bankstown CRC Phone: 9728 0290

Cumberland/Prospect CRC 1800052222

Inner West CRC 9641 7081

South East Sydney CRC 9504 6610 / 1800917139

Ella Community Centre 9798 5140

Chemist – After Hours

After Hours Emergency Prescription Service:

Phone: 1300 882 294 (After Hours)

Telephone service providing details of guild pharmacies which operate outside normal business hours.

Hours: 24 hours

Late Night Chemist Ryde:

Phone: 9809 3928
Shop 1 / 46 - 48 Blaxland Road Top
Ryde
Late night chemist. Open 365 days a
year.
Hours: 7 days 9 am - 10pm

Child Protection

www.keepthemsafe.nsw.gov.au

Child Wellbeing Unit:

Phone: 1300 480 420

Department of Community Services (Report):

Phone: 13 36 27

NSW DOCS Helpline:

Phone: 132 111 (Helpline)

Web: www.community.nsw.gov.au

24 hour helpline for child protection issues.

Community Support Service

The Community Care Team (CCT) role is short and long term case management. The CCT operates under the SLHD Aged Care & Rehabilitation clinical stream. CCT provides service to younger disabled (under 65 years) who have complex needs. The team has the capacity to broker services to assist clients awaiting the commencement of longer term services.

CCT Concord Phone: 9767 7888
CCT Canterbury

CCT Camperdown Phone: 9515 9800
Community Options operate in other health districts and
provide a similar role to CCT.
Canterbury 9502 8100

Commonwealth Respite and Carelink Centre (CRCC):
1800 052 222

Australia.gov.au/service/commonwealth-respite-and-carelink-services-directory:

Telephone service providing practical support/assistance to carers and information on community services across Australia.

Schizophrenia Fellowship of NSW Inc:

Respite Services:

Phone: 9879 2600
Mail: Locked Bag 5014, Gladesville 1675
Email: admin@sfnsw.org.au
Web: www.sfnsw.org.au

Burwood Community Welfare Services:

Phone: 9744 1866
Fax: 9744 0886
Location: 2 Wyatt Avenue
 Burwood NSW 2134
Email: bcwsinc@bigpond.com.au
Web: www.bcw.org.au

Description:

A community welfare centre for emergency financial relief, information, referral and advocacy. Family Support Service which helps families in stress or crisis. Domestic Violence Court Support Service provides personal and emotional support while at court. Inner West Counselling Service provides generalist counselling. Burwood / Ashfield Food

Services - providing delivery of hot / frozen meals to frail or elderly adults and individuals with a disability. A community hall "The Barn" for hire, capacity of 20-40 people for meetings only. Support groups available such as AA, NA, GA. Volunteer and work experience available. Indonesian Welfare Association worker available to provide referral services. Tax Help Service available on Fridays in June from 9am-12noon.

Hours: Office hours: Monday -Friday 9am - 5pm.

Complaints Resolution

Concord Repatriation General Hospital:

Phone: 9767 7485

Ms Glenda Glynn

Patient Liaison Officer

Ground Floor - Multi Building-CRGH

Email: glenda.glynn@sswahs.nsw.gov.au

The Patient Representative resolves issues and / or difficulties encountered by patients and families and will help to facilitate their journey through the hospital.

Concord Community Health Nursing

Phone: 9767 6199

Location: Building 21 Concord Hospital

Email: sue.watson@sswahs.nsw.gov.au

Description: Community Health Nursing Service provides nursing care including wound care, catheter care, medication management e.g. intravenous antibiotics. The aim of this care is to promote good health and well being and also to support and encourage independence for people living at home.

Hours: Daily: 8:30am – 4:30pm

Eligibility: Australian residents

Fees: Free Service

Contact: Sue Watson -A/ Nurse Unit Manager

Referral: All referrals through ACT
(Access Care Team - 1300 722 276)

Area Served: Canada Bay

Languages: (*other than English*): Interpreter available if required.

Continence Services in Sydney Metropolitan Health District

Sydney Local Health District

Aged Care and Rehabilitation (AC & R)

Ambulatory Care Clinics Booking: 1300 722 276

(Referral & Information Centre)

Balmain Clinic (Thursday morning)

Dr George Szonyi

Geriatrician

Melissa O'Grady

Continence Clinical Nurse
Consultant

Concord Bladder Clinic (Tuesday Morning)

Monthly – 3rd Tuesday morning.

Prof Lewis Chan

Urologist

Karina So

Clinical Nurse Consultant
Urology & Continence

Weekly Tuesday Morning:

Dr George Szonyi

Geriatrician

Pelvic floor Physiotherapist Service

Pelvic floor physiotherapist, AC&R (P/T)

Nursing Support Service for Hostel and Nursing Home Residents:

Aged Care Triage (ACT):

1300 722 276

Clinical Nurse Consultant Continence – Trish Gillett,

Melissa O'Grady

Concord Hospital

Urology Ambulatory Care Clinics

Please send referral letter to the clinic by fax.

Referral will be triaged by specialist before appointment can be allocated accordingly.

Urology Ambulatory Care Clinic 9 767 6410

Fax: 9767 6751

Faecal clinic: Concord Colorectal Faecal Clinic

Phone: 9767 6111

Royal Prince Alfred Hospital (RPAH)

Women and Children's Physiotherapy

Specialises in treatment of pelvic floor dysfunction

Phone: 9515 9853

Anal-rectal Clinic:

Phone: 9515 8990

Urology Ambulatory Clinic RPAH:

Phone: 9515 6111

Virginia Ip, Urology Clinical Nurse Consultant

Phone: 9515 6111 Pager 80417

Community Nursing Services

Sydney LHD booking: 1300 722 276

Trish Gillett or Melissa O'Grady - Continence Clinical Nurse Consultant

South Western Sydney LHD Booking: 1800 455 511

Bankstown Continence Clinic / Service

Liverpool Continence Clinic / service

Northern LHD Booking: 9887 5444
Ryde Hospital Continence Clinic
Hornsby Hospital Continence Clinic
Western Sydney LHD Booking: 1800 600 681
Continence Clinics – Parramatta and Blacktown

Counselling

Sydney Local Health District

EAP Staff Counselling Services at Concord Hospital
Campus Counselling for all staff and their immediate
families

Free, Professional & Confidential.

Assistance after traumatic incidents in the workplace,
contact the:

“EAP Counsellor On Call”
24 / 7 via CRGH Switch 9767 5000

EAP Based at Concord

Chris Patchett 9767 6726
(Monday & Friday)

Barry Dunn 9767 5437
(Tuesday & Thursday)

Georgie Ashton 9767 7053
(Thursday & Friday)

RPA Team 9515 9688

CCA Grief and Loss Counselling:

Phone: 9858 3222
12 Lakeside Road, Eastwood 2122
Email: administration@ccas.org.au
Fax: 9858 4286
Web: www.ccas.org.au

Grief and loss counselling in a safe and supportive environment.

Counselling - Gambling

CCA Financial Counselling for Gamblers:

Phone: 9858 1377
2 Dickson Avenue, West Ryde 2114
Email: f.counselling@ccas.org.au
Web: www.ccas.org.au

Provides financial counselling and support to gamblers and their families on a one-to-one basis.

G-Line (NSW)

Phone: 1800 858858
Web: www.gamblinghangover.nsw.gov.au

Provides confidential counselling, referral and support to people experiencing gambling related problems. Multilingual crisis counselling also available.

Dementia Services

www.fightdementia.org.au

Alzheimers Australia Dementia Helpline:

Phone: 1800 100 500

Catholic Community Services Social Support & Monitoring:

Phone: 1800 225 474

Chinese Helpline:

Phone: 1800 300 386

Dementia Behaviour Management Advisory Service:

Phone: 1800 699 799 (24 hour)

Dementia Support Service:

Phone: 1800 5565333

Inner West Dementia Support Service:

Phone: 9767 7888

Wesley Dementia Monitoring / In-Home Respite:

Phone: 9641 7083

Disability Service / Support

Ageing, Disability & Home Care Department of Human Services NSW (ADHC)

- Phone:** 8732 1300
(Information, referral and intake)
- Fax:** 97016350
Level 2, 56 Railway Pde
Burwood NSW 2134
Or
- Mail:** P.O. Box 1332, Burwood NSW 1805
- Web:** www.adhc.nsw.gov.au
- Description:** Ageing, Disability and Home Care (ADHC) - Sydney District Office is responsible for administering ADHC funded non-government services and intake for Metro South.
- Hours:** Monday-Friday: 9am - 5pm
- Eligibility:** People with disability
- Referral:** Anyone may refer
- Transport:** Burwood Station
- Disability Access:** Yes (Lifts)

Down Syndrome NSW

- Phone:** 9841 4444
- Office:** 7 Deed Place
Northmead NSW 2152
- Information Training & Support:
information@dsansw.org.au
- Library Enquiries: library@dsa.nsw.org.au

Description: Down Syndrome NSW is an independent, not-for-profit organisation that was established in 1980 by parents of children with Down Syndrome.

- A dedicated information and referral service for families and professionals.
- Peer to peer support to families at all life stages.
- A library resource centre housing the largest collection of information and resources about Down syndrome in Australia
- Workshops and community events for members
- Professional development and training for education and health professionals
- Representing the interests and needs of people with Down Syndrome at state and federal levels
- A voice for people with Down syndrome and their families in public discourse and policy development
- Social networking and self-advocacy opportunities for adults with Down syndrome.

Multicultural Disability Advocacy Association of NSW Inc:

Phone: 9891 6400
10-12 Hutchinson St, Granville 2142

Mail: PO Box 884, Granville 2142

Email: madaa@madaa.org.au

Web: www.madaa.org.au

Promotes, protects and secures the rights and interests of people from a non-English speaking background with a disability, their family or carers.

NSW Council for Intellectual Disability (NSW CID):

Phone: 9211 1611
Level 2, 418A Elizabeth Street,
Surry Hills 2010

Email: info@nswcid.org.au

Web: www.nswcid.org.au

A peak organisation representing the rights and interests of people with an intellectual disability.

Shopping Services – North Ryde Community Aid:

Phone: 9888 3380
4 Cutler Pde, North Ryde 2113

Email: admin@nrca.org.au or nrca@nrca.org.au

Web: www.nrca.org.au

Provides assistance with shopping and personal errands with volunteers who either accompany the client or shop from a list.

Social Support:

Phone: 9817 0101
42-46 Gladesville Rd, Hunters Hill 2110

Email: office1@hhrcs.org.au

Web: www.hhrcs.org.au

Aims to reduce social isolation for elderly and disabled people in CALD communities by offering support,

information and facilitating access to social activities for existing groups; support to form new groups; one-to-one support for social activities; group outings. Meals-on-Wheels. Support for people with acquired brain injuries. Emergency relief for short term financial assistance.

Stroke Recovery Association of NSW:

Phone: 9807 6422, 1300 650 594

Mail: P.O. Box 3401, Putney 2112

Email: info@strokensw.org.au

Web: www.strokensw.org.au

Information on strokes and recovery from strokes, peer support and counselling and resource library plus Stroke Support Groups throughout NSW.

Domestic / Personal Care

Referrals for people over 65 years may require contact / referral through My Aged Care. Referral processes can be confirmed by contacting the individual centres.

Services that provide clients with personal care assistance and / or domestic assistance will usually have several weeks wait from the time of referral to the commencement of service.

Home Care Referral Centre:

Phone: 1800 350 792

Fax: 9841 9133

www.adhc.nsw.gov.au

Homecare Branches:

Bankstown	Phone:	9793 0900
Canterbury		9502 8100
Inner West		8758 0600
Hornsby	Phone:	9476 7200
Burwood		8758 0600

Veterans Homecare:

Phone: 1300 550 450

Private nursing agencies provide personal care assistance to eligible veterans following discharge from hospital and would then pass on to Veterans Homecare to continue the personal care service long term.

Baptist Care:

Inner West/Auburn	Phone:	8741 5999
Bankstown		4648 7111

Private Agencies can provide a variety of services to clients at home where community services are unable to meet the client's needs. The agencies can tailor a service however the cost would be \$45+ per hour, often with a minimal number of hours service per occasion.

Domestic Violence

Police	Phone: 000
Domestic Violence Line	Phone: 1800 656 463
Sexual Assault (RPAH)	Phone: 9515 9040
(Level 5 Ground Floor)KGV Building MissendenRd, Camperdown.	
After Hours:	Phone: 9515 6111
Women's Domestic Violence Advocacy Services (WDVCAS)	1300 888 529

Drug Services

Al-Anon Family Groups:

Phone:	9570 3400
Mail:	Ryde Hospital, Denistone Rd Eastwood VMO Office
Email:	alannorthernsw@bigpond.com
Web:	www.al-anon.alateen.org/australia/

Al-Anon Family Group are a community resource for people affected by someone else's alcohol problem. Meets at Early Childhood Centre 167 Shaftsbury Rd Eastwood at 8pm on Tuesdays.

Education

Centre for Continuing Education:

Phone: 9036 4789
160 Missenden Rd, Newtown 2042

Email: info@cce.sydney.edu.au

Web: www.cce.sydney.edu.au

Offers a wide range of short courses for adults.

Employment Assistance

Centrelink:

56 Railway Parade, Burwood 2134
19 - 27 Devlin Street, Ryde 2112

Phone: 132307

Web: www.centrelink.gov.au

Hours: Monday - Friday (8am - 5pm)
Closed Saturday & Sunday

Administers pensions, benefits and allowances; registration for employment assistance ; job search facilities; referrals for employment assistance; specialist employment assistance services for disadvantaged groups.

Multicultural Officer: 131202

The Salvation Army employment Plus:

Phone: 8878 9900
Suite 201 - 5-9 Devlin Street, Ryde, 2112

Mail: PO Box 766, Ryde 1680

Email: ryde_eplus@aep.salvationarmy.org

Web: www.employmentplus.com.au

Job Network member providing services to job seekers and employers. No costs recruitment services for employers, intensive assistance to eligible job seekers including career guidance, assistance with resumes and job applications, access to PCs, internet, printers, telephones, photocopier and fax machines and newspapers to assist active job searching.

Friendly Visiting

Inner West Neighbourhood Aid

- Summer Hill (Inner West)

Phone: 9799 5099 - (8:30am - 5pm)
Beresford Avenue, Croydon Park 2133

We offer a wide range of services from gardening and practical support to social outings and home visiting

Telephone Interpreter Service: 131450

Volunteer Visiting Program - Ryde to Hunters Hill:

Phone: 9817 0101

Fax: 9816 5462
42-46 Gladesville Road, Hunters Hill, 2110

Email: office1@hhrcs.org.au

Volunteers visit and establish regular contact with aged and disabled people who are socially isolated.

Financial Services

Centrelink : 1900 959 463

Web: Human Services (Centrelink)

www.humanservices.gov.au

Application Forms and Publications

Disability / Sickness: **Phone:** 13 27 17

Newstart & Allowances: **Phone:** 13 28 50

Department of Veterans' Affairs – Sydney:

Phone: 92137900

Tower B, 280 Elizabeth Street, Surry

Hills 2010

Email: GeneralEnquiries@dva.gov.au

Web: www.dva.gov.au

Supports and participates in the delivery of programs and services, to the Veterans' community.

Food Services

Meals on Wheels (MOW)

<http://www.nswmealsonwheels.org.au/>

Meals on Wheels provides a meal to frail, aged people, people with a disability, and their carers. The service is not means tested. Meals may be provided hot or chilled Monday - Friday and chilled or frozen for weekends. There is a cost for the service. Local services are listed below.

Inner West	Phone:	
Burwood, Strathfield & Ashfield		9642 1314
Bankstown		9707 9646
Canterbury		9718 3093
Concord		9747 1135
Gladesville	Phone:	9879 6274
Marrickville		9335 2153
Ryde / Hunters Hill		9879 6274
Eastwood		9858 3222

Referrals for people over 65 years may require contact / referral through My Aged Care.

Referral processes can be confirmed by contacting the individual centres.

HIV / AIDS

ACON – (Aids Council of NSW):

Phone: 9206 2000, 1800 063 060
414 Elizabeth Street, Surry Hills
Mail: P.O. Box 350, Darlinghurst 1300
Email: acon@acon.org.au
Web: www.acon.org.au

A health promotion organisation based in the gay, lesbian, bisexual and transgender communities with a central focus on HIV. Provides HIV prevention, health promotion, advocacy, care and support services to members of those communities including Indigenous people, injecting drug users, sex workers and all people living with HIV / AIDS.

Albion Centre:

Phone: 9332 9600
Fax: 9331 6519
Mail: 150-154 Albion Street, Surry Hills. 2010
Email: ALBHIVInfo@sesahs.health.nsw.gov.au
Web: www.sesahs.nsw.gov.au/albionstcentre

Provides HIV and Hepatitis C clinical management screening, treatment, education, research, a library, counselling and specialists clinics plus sexual health. Appointments are necessary.

Hospital in the Home

Hospital in the Home:

Hours of Operation: Monday to Friday 8:00am to 4:30pm

Phone: 9767 8400

Out of Hours ring: Concord Switch

9767 500 and ask for Dr V. Ting

In an Emergency call: 000

Hospital in the Home (HiTH) Services function in partnership with Sydney District Nursing providing treatment from our nursing and medical teams both in patient's home and at our onsite clinics.

HiTH cares for people who have been referred from Concord Emergency Department, consultants or on discharge from Concord Inpatient Wards.

On arrival Medicare card needs to be presented with Concord discharge letter or consultant referral.

Medications required for treatment in HiTH will be provided by the hospital pharmacy. The GP will continue to write scripts for regular medications and will be notified of patient's admission to our service.

If the patient is being treated by Sydney District Nursing they will be given contact phone numbers to use for general concerns regarding care. Sydney District Nursing is the first point of contact.

Hospitals / Concord Mental Health

Concord Repatriation General Hospital

Phone: 9767 5000
Hospital Road Concord NSW 2139

Concord Repatriation General Hospital is a principal referral facility and a teaching hospital of the University of Sydney. We offer a comprehensive range of specialty and sub-specialty services, many recognised nationally and internationally as centres of excellence. Major services provided include renal, colorectal and laparoscopic surgery, gastroenterology, geriatrics and rehabilitation medicine, bone and joint services, cancer services, haematology, respiratory medicine and sleep studies, molecular biology and genetics, and those provided through the internationally acknowledged

Statewide Burns Service, in which Concord plays a major part.

Visiting Hours:

Most Wards	11am-1:30pm & 3:00pm-8:30pm
Burns Unit:	2:00pm-8:00pm
Intensive Care Unit	12:00 Midday - 8:30am

Concord Centre for Mental Health

Phone: 9767 8900
Fax: 9767 8901
Visiting Hours: Monday - Sunday
2pm- 4pm & 6pm - 8pm

Address: Hospital Road, Concord 2139
 The Concord Centre for Mental Health is an acute unit for the treatment of persons with mental health problems who cannot be safely or effectively treated within the community. The aim of the unit is to restore the person's health and then return to the community as soon as practical.

Service Type: Adult & Older Person Inpatient Units

Capacity: 160 Beds (Combined total of all units)

Target Population: Adult Units: 18 – 65 years
 Older Persons Unit: 65 and over

Hours of Operation: 24 hours a day 7 days a week

Coverage Area: Varies depending on individual unit.

Parking Available: Visitor Car Park on Hospital Road

Public Transport: Bus routes to hospital, train to Strathfield or Rhodes.

Accessibility: Ground floor single level with wheelchair access.
 Limited Braille signage.

CENTRE ADMINISTRATION	Phone
Main Reception :	9767 8900
Admission Office & Patient:	9767 8800

Unit 1: BROUGHTON	Phone
Extended Recovery	
Staff Station :	9767 8711

Unit 2: KIRKBRIDE	Phone
Acute Recovery	
Staff Station :	9767 8731

Unit 3: WALKER
Adolescent Unit
Reception : Phone
9767 8770

Unit 4: NORTON
Continuing Care
Reception : Phone
9767 8820

Mental Health Telephone Access Line

(24 hours) 1800 011 511

Ryde Hospital

Phone: 9874 0199

1 Denistone Road Eastwood 2122

Web: www.nscchhs.health.nsw.gov.au

Services include emergency, intensive care & coronary heart care, midwifery service, comprehensive medical, day surgery, general & specialist surgery.

Interpreting & Translating Services

Concord Hospital Interpreter Services

The hospital has a qualified and confidential Interpreter Service to help communicate medical, social and any other problems concerning the patient.

There is also a relevant section on the Patient Registration Form requesting an interpreter when being admitted.

The hospital offers a twenty four hour interpreter service.

Phone: 9828 6088

Legal Information

NSW Civil & Administrative Tribunal (NCAT):

www.gt.nsw.gov.au

Phone: 9556 7600

NSW Trustee & Guardian

Phone: 1300 364 103

www.tag.nsw.gov.au

Law Society

Phone: 9926 0300

www.lawsociety.com.au

Law Access

Phone: 1300 888 529

www.lawaccess.gov.au

Mental Health Support Groups

ARAFMI NSW Family and Carer Mental Health

Program:

Phone:

9332 0700

Suite 501, Level 5

80 William Street, Woolloomooloo

Web:

www.arafmi.org.au

ARAFMI NSW provides a free service and a helpline to all friends and relatives who know or care for someone with a mental illness or a mental disorder.

Carer Assist:

Phone:

9816 5652

Mail:

Locked Bag 5014, Gladesville 1675

Email:

info@careassist.org.au

CARER ASSIST: our partner non-government service provider, offers information, education, advocacy and support to people who care for someone with a mental illness, as well as to any family members. This free service can be provided individually or in groups, and includes assistance in navigating the mental health system, providing information on mental illness and services, coping with grief, building support systems and advocacy. Carer Assist brochures are available at reception.

Phone: 97082670
Suite 24, Jacobs Court
1-5 Jacobs Street, Bankstown

Nursing Agency

Community Health Nursing:

Phone: 1300 722 276
Fax: Access Care Team 9767 7026
Referral: CHAIN Office
Hours: 7 days a week 8am – 8pm

Referral Centre for Sydney District Nurses.
Referrals Community base assessment and Service.

Pensions & Benefits

Centrelink:

19 - 27 Devlin St, Ryde 2112

Mail: Locked Bag 3, Regents Park DC 2143

Web: www.humanservices.gov.au

Administers pensions, benefits and allowances and assists with, information on employment, welfare, etc. to all Australian residents.

Benefits 132850

Pensions 132300

Department of Veterans' Affairs - Sydney:

Phone: 133 254, 9213 7900

280 Elizabeth Street, Surry Hills NSW 2010

Email: GeneralEnquiries@dva.gov.au

Web: www.dva.gov.au

DVA pays a variety of compensation, income support pensions and associated allowances. It covers the cost of a comprehensive array of health care services including transport.

Seniors Card Program:

Phone: 137788

Mail: GPO Box 7057, Sydney NSW 2001

Email: info@service.nsw.gov.au

Web: www.service.nsw.gov.au

The card entitles people over 60, who do less than 20 hours paid work per week and are permanent residents of

New South Wales, to discounts and special prices on goods and services and transport.

To apply please call 137788 or apply on line.

Vietnam Veterans' Association of Australia

Ryde City & Districts Sub-Branch:

Phone: 9858 1377 (Appointments only)

2 Dickson Ave, West Ryde

Office Hours: Pension & Welfare work only
(Mon, Wed, Frid 10am – 3pm)

Work in the areas of welfare, pensions and advocacy for Veterans from all campaigns and current and ex-service members of A.D.F.

Welfare Rights Centre:

Phone: 9211 5300

102 / 55 Holt Street, Surry Hills 2010

Email: welfarerights@welfarerights.org.au

Web: www.welfarerights.org.au

An independent community legal centre specialising in Social Security and Centrelink law, policy and administrative practice.

Respite Care

Referrals for people over 65 years may require contact / referral through My Aged Care. Referral processes can be confirmed by contacting the individual centres.

Baptist Care – In Home Flexible Respite:

Phone: 1300275227
157 Balaclava Road, Marsfield 2122
Email: ryoung@bcs.org.au
Web: www.bcs.org.au

Catholic Community Services – Day & Respite Services:

Phone: 1800 225 474
Unit 3 Level 2,
20-36 Nancarrow Ave, Meadowbank 2114
Mail: PO Box 1011, Meadowbank 2114
Web: www.catholiccommunityservices.com.au

Day and Social Support Services offering respite. Services for the isolated, people with dementia, CALD groups, carers and the frail elderly. Respite cottage for weekend breaks at Waitara.

Sexual Assault Services

Rape & Domestic Violence Services Australia:

(formerly NSW Rape Crisis Centre Inc:)

Phone: 1800 424 017 - (24 hour service)

Mail: P.O. Box 555, Drummoyne 2047

Email: info@rape_dvservices.org.au

Web: www.rape_dvservices.org.au

A 24-hour telephone and on-line counselling service for anyone whose life has been affected by sexual assault, domestic or family violence and their non offending supporters.

Royal Prince Alfred Hospital:

Address: Eastern & Western Sexual Assault Service
King George V Building
Ground Floor Missenden Road
Camperdown NSW 2050

Web: www.sexualassault.net.au

If the sexual assault has occurred in the past 7 days contact the Sexual Assault Service.

Phone: 9515 9040 (business hours)
9515 6111 (after hours) and ask to speak to the on-call Sexual Assault Counsellor.

Alternatively go to the hospital emergency department and the staff will contact the Sexual Assault Counsellor.

Counselling:

To make an appointment for counselling or for more information, contact **Sexual Assault Service on 9515 9040** and ask to speak to the Sexual Assault In-take Worker

(8:30am-5pm). For urgent after hours telephone counselling call **NSW Rape Crisis hotline 1800 424 017** online www.nswrapecrisis.com.au.

Counselling Service is free and confidential. No Medicare card is required. Interpreters are available 24 hours a day.

Social Clubs & Groups - Older

Care & Share:

Phone: 9888 9978
North Ryde Community Church Hall,
2 Cutler Pde, North Ryde 2113

Mail: PO Box 6023, North Ryde 2113

A friendly group meets every Friday during school term for discussion, guest speakers and morning tea.

Concord Senior Citizens' Centre:

9-11 Wellbank Street
Concord NSW 2137

Phone: 9743 5793

Men's Shed:

Harry's Men's Shed Concord:

City of Canada Bay Mens Shed Inc
1a Gipps Street Concord NSW 2137
Phone: 9745 1487
Operates : (Mond, Wed, Thurs & Frid)
8:30am - 12:30pm

Strathfield / Homebush Men's Shed:

28 Pomeroy Street, Strathfield
Phone: Dan Brem 9746 3372
Email: amsa@strathfieldmensshed.org.au
www.strathfieldmensshed.org.au
Operates: Wed & Sat (10am - 4pm)

Breakfast Point Men's Shed:

Magnolia Drive
Breakfast Point NSW 2137
Phone: Stewart McAlister 87650765
Email: breakfastpointmensshed@gmail.com
Or bsmcalister@bigpond.com

National Seniors Australia, Macquarie Branch Inc:

Phone: 9874 3175
Meets at Ryde Eastwood Leagues club,
Ryedale Road, West Ryde 2114
3rd Wednesday each month @ 1pm
Email: everaeh@bigpond.net.au
Web: www.nationalseniors.com.au
A forum for the over 50's. Provides access to information
on matters of concern to older people. Holds monthly

meetings with interesting guest speakers. Frequent bus trips and other social activities.

North Ryde RSL Senior Citizens' Club:

Phone: 9888 7588
Mail: PO Box 44, North ryde 2113
Email: manager@nrrsl.com.au
Web: www.northryderslclub.com.au

Social Clubs & Groups - RSL

Burwood RSL:

Phone: 8741 2888
Fax: 8741 2800
Mail: 96 Shaftesbury Road, Burwood

Club Burwood:

Phone: 9745 4100
Fax: 9745 4944
97 Burwood Road
Burwood NSW 2134

Concord RSL & Community Club:

Phone: 9743 1308
Fax: 9743 1237
Email: info@concordrsl.com.au
Nirranda Street
Concord West NSW 2138

Five Dock RSL:

Phone: 97122055
Fax: 9713 1722
66 Great North Road
Five Dock NSW 2046

Gladesville RSL & Community Club Ltd:

Phone: 9816 2999
4-6 Linsley St, Gladesville 2111
Email: info@gladesvillersl.com.au
Web: www.gladesvillersl.com.au

North Ryde RSL Community Club Ltd:

Phone: 9888 7588
Cnr Magdala & Pittwater Rds,
North Ryde
Mail: PO Box 44, North Ryde 2113
Email: manager@nrrsl.com.au
Web: www.northrydersl.com.au

Ryde Ex-Services Memorial & Community Club Ltd:

Phone: 9807 3344
724 Victoria Rd, Ryde 2112
Mail: PO Box 255, Ryde 1680
Email: info@clubrydex.com.au

Transport

Referrals for people over 65 years may require contact / referral through “My Aged Care”. Referral processes can be confirmed by contacting the individual centres.

Community transport serves disadvantaged people in our community, including:-

- Isolated families, Older people who are frail and their carers,
- People with disabilities and their carers.

Community transport provides access to shopping medical and social services, recreation and social contact, for people who cannot use regular public transport.

Community Transport:

Bankstown / Canterbury	Phone: 9791 9211
Inner West	9642 9999
Leichhardt	9558 6800
Eastwood	9858 3222
Canterbury	9791 9211
Hornsby Kuring-Gai	9983 1611
Ryde / Hunters Hill	9817 0101
DVA	Phone: 9213 7888

Royale Limousines (Service Provider) 1300 782 148

Wheelchair Accessible Taxis:

Phone: 8332 0200

9-13 O’Riordan Street, Alexandria 2015

Mail: P.O. Box 454 Alexandria 1435

Email: zero200_info@zero200.com.au

Web: www.zero200.com.au

Central booking office for all private and fleet operated wheelchair accessible cabs covers the entire Sydney Metro Area. When calling advise the wheelchair type and number of passengers along with your phone number so that the correct type of cab can be booked.

Veteran Liaison Officer

Alice Kang (Director Marketing & Community Relations)

Phone 9767 8488

Fax: 9767 8477