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](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](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.


Hours of Operation:
Monday to Friday        8:00am – 4:30pm.
Phone No: 9767 6680.
Social worker can be paged during working hours.

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<td>60769</td>
<td>Burns/Plastic ICU (Burns)</td>
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<tr>
<td>60752</td>
<td>Burns-Outpatients</td>
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<tr>
<td></td>
<td>(Mon, Tues am, Thurs)</td>
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<tr>
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<td>Cardiology Coronary Care Unit</td>
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<td>60760</td>
<td>Colorectal Surgery General Surgery</td>
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<td>Geriatrics (Outpatients/DayHospital)</td>
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<td>60765 / 60761</td>
<td>Geriatrics (Acute) - Ward11, 15 &amp; outliers</td>
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<td>60757 (Mon-Thurs)</td>
<td>Psychogeriatrics – Ward 17</td>
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<td>60759 (Mon, Tues, Thurs am)</td>
<td>Geriatrics – 10</td>
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<td>60763</td>
<td>Haematology/Radiotherapy/Urology</td>
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<td>60766</td>
<td>HIV/AIDS/Immunology/Infectious Diseases</td>
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<td>HEP C Liver Clinic</td>
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<td>61905</td>
<td>Medical Assessment Unit (MAU)</td>
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<td>60767</td>
<td>Neurology (Non-Stroke)</td>
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<td>Vascular</td>
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**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
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 152 152
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](http://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
7 Boronia Ave
Burwood
Rates: Double/Ensuite $98 per night – Family Room – $145 per night
Bus (458 or M41) Walk approx. 500m

Avondale Hotel
119 Burwood Road
Burwood
Rates: Single $185 per Week  No breakfast  Double $200
Bus (M41 or 458) Walk up to approx. 150m

Burwood Guest House
33 Angelo Street
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
117 Liverpool Road
Enfield
Rates: $129 –$179 per night  Rates differ in busy periods
Bus (M41) to Burwood Heights. Walk approx 600m

Sea Birth Pty Ltd
1 / 121 Crystal Street
Petersham
Rates: Single$185/Week  No breakfast  Double$245/Week  No Breakfast
Bus (M41 or 458) to Burwood Station.
Train to Petersham Station Walk approx. 350m
<table>
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<tr>
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<th>Address</th>
<th>Rates:</th>
<th>Nearby Transportation</th>
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<td><strong>White Cockatoo Hotel</strong></td>
<td>9569 4675</td>
<td>30 Terminus Street, Petersham</td>
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<td>Bus (M41) to Burwood Station. Train to Petersham Station. Walk approx. 200m</td>
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<td><strong>Rates:</strong></td>
<td>Single: $150 / Week – Double $180 / Week</td>
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<td>Rochester Private Hotel</td>
<td>9798 8834</td>
<td>68 Charlotte Street, Ashfield</td>
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<td>Bus (M41 or 458) to Burwood Station. Train to Ashfield Station. Walk approx 420m</td>
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<td><strong>Rates:</strong></td>
<td>Single $250/Week - $325/Week with Ensuite</td>
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<td>Concord Hotel</td>
<td>9736 1891</td>
<td>39 Victoria Avenue, Concord West</td>
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<td>Bus (M41 or 458) Walk (approx 20 mins)</td>
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<td></td>
<td><strong>Rates:</strong></td>
<td>Single $70/Night – Double $85/Night – Double Ensuite $110/Night</td>
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<tr>
<td>Darcy’s Hotel</td>
<td>9746 3663</td>
<td>2 Abbotsford Road, Homebush 2140</td>
<td>Lift Access Available</td>
<td>Bus or Train to Strathfield Station – Bus 407 from Strathfield Station Walk approx. 300m</td>
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Cooper Street Lodge 9746 3201
30D – 30E Cooper Street  No Lift Access
Strathfield
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  No Lift Access
Drummoyne
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
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: communitieservices@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/
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@sswhs.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@sswhs.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: mdaa@mdaa.org.au

Web: www.mdaa.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

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>Domestic Violence Line</td>
<td>1800 656 463</td>
</tr>
<tr>
<td>Sexual Assault (RPAH)</td>
<td>9515 9040</td>
</tr>
<tr>
<td>(Level 5 Ground Floor) KGV Building Missenden Rd, Camperdown.</td>
<td></td>
</tr>
<tr>
<td>After Hours:</td>
<td>9515 6111</td>
</tr>
<tr>
<td>Women’s Domestic Violence Advocacy Services (WDVCAS)</td>
<td>1300 888 529</td>
</tr>
</tbody>
</table>

Drug Services

**Al-Anon Family Groups:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>9570 3400</td>
</tr>
<tr>
<td>Mail:</td>
<td>Ryde Hospital, Denistone Rd Eastwood VMO Office</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:alannorthernnsw@bigpond.com">alannorthernnsw@bigpond.com</a></td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.al-anon.alateen.org/australia/">www.al-anon.alateen.org/australia/</a></td>
</tr>
</tbody>
</table>

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)
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@sesiahs.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
Main Reception: 9767 8900
Admission Office & Patient: 9767 8800

Unit 1: BROUGHTON
Extended Recovery Staff Station: 9767 8711

Unit 2: KIRKBRIDE
Acute Recovery Staff Station: 9767 8731
Unit 3: WALKER
Adolescent Unit
Reception: 9767 8770

Unit 4: NORTON
Continuing Care
Reception: 9767 8820

Mental Health Telephone Access Line
(24 hours) 1800 011 511

Ryde Hospital
Phone: 9874 0199
1 Denistone Road Eastwood 2122
Web: www.nsccahs.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](http://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](http://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  
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 online.

**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

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**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  
*Mail:* 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
<table>
<thead>
<tr>
<th>Club Name</th>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
<th>Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five Dock RSL:</td>
<td>9712055</td>
<td>66 Great North Road, Five Dock NSW 2046</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gladesville RSL &amp; Community Club Ltd:</td>
<td>9816 2999</td>
<td>4-6 Linsley St, Gladesville 2111</td>
<td><a href="mailto:info@gladesvillersl.com.au">info@gladesvillersl.com.au</a></td>
<td><a href="http://www.gladesvillersl.com.au">www.gladesvillersl.com.au</a></td>
</tr>
<tr>
<td>Ryde Ex-Services Memorial &amp; Community Club Ltd:</td>
<td>9807 3344</td>
<td>724 Victoria Rd, Ryde 2112</td>
<td><a href="mailto:info@clubrydex.com.au">info@clubrydex.com.au</a></td>
<td></td>
</tr>
</tbody>
</table>
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