

MACARTHUR RESPITE OPTIONS

- 2015 -

DEVELOPED BY -

MACARTHUR/WINGECARRIBEE CHSP DEVELOPMENT PROJECT

A Macarthur Disability Services Initiative – “Defying Boundaries”

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CHSP is a State and Federally funded program



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DISCLAIMER

Every care has been taken in the preparation of this booklet and the information it contains is believed to be accurate. However, numbers are subject to change. If, for any reason, you have difficulties contacting any service please phone **4621 8400** for assistance.

The Macarthur CHSP Development Project cannot be liable for any error or omission in this publication or for damages arising from the supply, performance or use of any service and makes no warranty of any kind, either expressed or implied in relation to this document.

IMPORTANT

IF SERVICE IS NOT PROVIDED TO CLIENTS IN ACCORDANCE WITH THE INFORMATION IN THIS BOOKLET, PLEASE CONTACT THE MACARTHUR CHSP DEVELOPMENT WORKER ON 1800 683 232 SO WE HAVE THE CHANCE TO FIX THE PROBLEM IF POSSIBLE.

THANK YOU TO ALL THE SERVICES WHO ASSISTED IN THE DEVELOPMENT OF THIS MANUAL.

THERE MAY BE OTHER RESPITE AGENCIES WHO HAVE NOT SUBMITTED THEIR DETAILS TO BE INCLUDED IN THIS MANUAL. FOR INFORMATION ON THESE SERVICES PLEASE CONTACT 4621 8400

ACRONYM GLOSSARY

The following is a list of acronyms (words shortened to first letters only) which are constantly used throughout this book.

CP	Community Participation
ADHC	Ageing, Disability and Home Care, Department of Human Services
DSA	Disability Services Australia
DSP	Disability Services Program
FACS	Family & Community Services
CHSP	Commonwealth Home Support Program
MDSI	Macarthur Diversity Services Inc.
MDS	Macarthur Disability Services
SWSLHD	South West Sydney Local Health District
SWS CCRC	SWS Commonwealth Respite and Carelink Centre (CRCC)

WHAT IS RESPITE?

Respite is “Time Out”

Respite Services care for a loved one while the usual carer has a break. Services may be for an hour, a day or even a weekend, depending on the need and what the service provides. Services can be provided:-

- ❖ in the person’s home
- ❖ at a centre
- ❖ outside the person’s home
- ❖ in groups
- ❖ for individuals

This manual details the respite services available in Macarthur. Services have limited funds, so occasionally may have a waiting list. All services are different – just because you may not get into one, does not mean that you will not get into others.

The services in this manual are funded through a variety of programs including:-

- ❖ CHSP (Commonwealth Home Support Program / known as Community Care)
- ❖ DSP (Disability Services Program)
- ❖ FACS (Family & Community Services)
- ❖ SSWAHS (Sydney South West Area Health Service)
- ❖ ADHC (Ageing, Disability and Home Care)

WHO IS A CARER?

A carer is a family member, parent, partner, significant other, friend or neighbour who provides care on an unpaid basis. The person they support may have a chronic illness, disability, mental illness or may be frail.

Caring is a natural part of life and all people will either provide or require care at some stage of their life. Caring may last a short time or it may last many years. Carers have added responsibilities compared to other people at the same stage of life and sometimes need a break so they can look after themselves too.

Being a carer is often something people don’t plan to do - a baby may be born with cerebral palsy; a mother may become frail with age; a husband may have an accident that leaves him quadriplegic; a daughter may develop a mental illness, or a friend may get MS. For many carers it is a 24-hour job that is emotionally, physically and financially stressful. Feeding, bathing, dressing, toileting, medicating, supervising and giving emotional support can leave little personal time for the carer, let alone time for paid work.

There is a positive side to this role though - the knowledge that the person being cared for is in a loving and familiar environment; or that past dedication by that person is reciprocated. Some carers have described it as a privilege to care for someone close to them.

DID YOU KNOW?

There are 2.3 million carers in Australia (with approximately 800,000 in New South Wales) providing 74% of all the assistance clients need.

CARER PAYMENTS

The Government provides financial support to carers through:

- **Carer Allowance;** and
- **Carer Payment**

The Carer Allowance is a fortnightly allowance paid by the Commonwealth Government through Centrelink. It gives financial assistance to a person caring for a relative or friend at home. This allowance is payable to people who care for someone assessed as requiring a fairly high level of care – those who are very frail or have severe dementia, for example. It is not income tested and is not treated as taxable income.

Carer Payment provides income support (similar to a pension) to people caring for someone who is in need of constant personal care or supervision at home for six months or more – including frail older people. Carer Payment is income tested. It is not paid in addition to an existing pension.

To apply for either Carer Allowance or Carer Payment contact Centrelink on freecall 13 27 17, speak to your ACAT Assessor on 1800 455 511

WHAT IS CARERS NSW?

Carers NSW aims to be a voice for carers and to encourage carers to recognise their own needs. They provide resources and support to carers and enable them to make informed choices. Carers NSW promotes recognition and understanding of carers and try to influence government and policy makers to make changes that will benefit carers.

The vision of Carers NSW is to be the leading voice and support for all carers in New South Wales.

Carers NSW provide many products and services. These include:-

- **Information and Referral** – The Carer Resource Officers provide information, support and referrals regarding services, financial assistance, carer support groups and any other kind of support. Counsellors are also available.
- **Carer Support Kits** – The carer support kits contain a *Carers' Directory of Services*, practical information for caring at home and are available free of charge in English and 10 community languages.
- **Carers News** – A monthly newsletter informs members of the latest developments of carers and is a forum for exchanging information and experiences.
- **Library** – The Tom Fink Library is dedicated to carer specific information and open to the public (borrowing restricted to members).
- **Promoting Carer Issues** – We work to increase the awareness of carers' needs in the general community and amongst service providers.

CARERS NSW – PHONE: 1800 242 636

WHAT IS A CARER SUPPORT KIT?

Almost one in five homes in Australia contains both a carer and a person requiring care.

Providing care to families and friends can be rewarding but very stressful and carers need to take regular breaks to refresh themselves.

In making financial assistance and respite care more available, the Federal Government recognises the important role of carers and their working partnerships with health professionals and other care agencies.

To further assist carers the Federal Government has produced a kit called "Carer Support: Practical Information On Caring At Home". This kit, which is available FREE to all carers, has been designed with the help of the major carer associations and community organisations focusing on specific health conditions.

This kit contains:-

- Carer Emergency Plan
- How to Care Safely at Home
- Practical, easy-to-reach fact sheets
- Audio tape featuring Carers Talk and Carers Relaxation

Please remember, the earlier Carers obtain assistance, the better they will be able to cope.

**FOR YOUR FREE CARERS KIT
PHONE: 1800 242 636**

RESPIRE FOR 0 – 5 YEAR OLDS

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<i>SWS Commonwealth Respite and Carelink Centre (CRCC)</i>	<i>25</i>
<i>Uniting Care South West Community Care</i>	<i>26</i>
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<i>Couridjah Centre Based Day Care</i>	<i>14</i>
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<i>Disability Services Australia</i>	<i>14</i>
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RESPITE FOR PEOPLE WITH DEMENTIA

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CARERS SUPPORT SERVICES / GROUPS

These groups do not provide respite however offer local support for carers.

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ADHC MACARTHUR COMMUNITY SUPPORT TEAM

Ph: 4629 1600 Fax: 4629 1699

Email: MACARTHUR@facs.nsw.gov.au

Target Group	People with an Intellectual Disability 0 – 65, their families and carers in Campbelltown and Camden LGA's
Funding	ADHC
Amount of Service	
Type of Service	Community Support Teams provide a range of supports and services including: information; service coordination; links to community supports; person and family centred planning; support for the person with a disability and their family/carer; skills development, including communication, social skills, self-care and independent living skills; specialist services and advice, including seating and positioning, eating and drinking, health and managing behaviour, support to move through significant life stages and transitions such as starting school or moving out of home; and consultation, training and support to mainstream services.
Cost	Nil
Information	Community Support team staff use a person-centred, family-centred, strengths-based and early intervention and prevention approach. The staff in a Community Support Team work with the person with a disability to identify individual priorities, develop a plan to promote their independence, and support the person with a disability to be part of their community. The staff in Community Support Teams come from a range of professional backgrounds and may include Case managers, Community Nurses, Dieticians, Behaviour Support Specialists, Psychologists, Occupational Therapists, Speech Pathologists, Physiotherapists and Therapy Assistants. They provide services and support to improve the quality of life and wellbeing of people with a disability, their families and carers. No transport provided. Service provided by paid staff and volunteers.

ADVENTUROUS KIDZ – DISABILITY MACARTHUR

Cnr Elyard & Queen St Narellan

Ph: 4648 5041 Fax: 9603 7982 Email: care@disabilitymacarthur.org.au

Hours of Operation: Mon - Sun

Target Group	5-17 years with a disability Macarthur Region
Funding	
Assessment	Assessment required
Amount of Service	School Holiday activities / Saturday activities, community & centre based respite
Type of Service	
Cost	
Information	Building friendships, developing life skills in a safe active environment.

AFTER HOURS AND WEEKEND DAY CARE SERVICE

Heritage Building, Camden Hospital,
Menangle Road CAMDEN NSW 2570

Ph: 4654 6157 Fax: 4654 6470 Referrals: 1800 455 511

Target Group	Carers of people with Dementia/Alzheimer's
Funding	Commonwealth
Amount of Service	Available every Saturday and 3rd Thursday of each month
Type of Service	Out of hours respite care
Cost	Nil
Information	The service is available every Saturday 9.00am – 4.00pm and the 3rd Thursday of each month from 5.00pm to 9.30pm

AFTER SCHOOL RESPITE PROGRAM – DISABILITY MACARTHUR

Lots 2 & 3 Surrey St Minto

Ph: 9603 7011 Fax: 9603 7982 Email: care@disabilitymacarthur.org.au

Hours of Operation: Mon - Fri

Target Group	5-13 with a disability in Macarthur region
Funding	
Assessment	Assessment required
Amount of Service	
Type of Service	After school activities
Cost	
Information	Providing fun after school respite to families who have children with disabilities. Children have opportunity to participate in fun and engaging activities.

BAPTISTCARE CENTRE BASED DAY CARE

49 Lodges Road, Narellan NSW

Ph: 4658 1040 Fax: 4658 0720

Email: macarthursite@baptistcare.org.au

Target Group	Ageing, Frail aged, those with a disability and their carers living in the Camden LPA,
Funding	DSS & ADHC
Assessment Required	Assessment Required
Amount of Service	Service User Days: Tuesday, Wednesday, Thursday.
Type of Service	Centre based day care to the aged and frail aged and their carers
Cost	Cost is \$8 per day which includes morning tea, cooked delicious two course lunch prepared on the premises, and transport to and from the community centre.

BREAKAWAY – DISABILITY MACARTHUR

Lots 2 & 3 Surrey St Minto

Ph: 9603 7011 Fax: 9603 7982 Email: care@disabilitymacarthur.org.au

Hours of Operation: Mon - Sun

Target Group	2-6 year old children with a disability in Macarthur
Funding	
Assessment Required	Assessment required
Amount of Service	
Type of Service	Pre-school program for children with a disability
Cost	
Information	Aimed at encouraging and supporting children to develop the necessary skills to assist them with a smooth transition into preschool/primary school.

BROUGHTON HOUSE DEMENTIA DAY CENTRE

80 Broughton St, Camden 2570

Ph: 4654 6123 Fax: 4654 6470 Referrals: 1800 455 511

Email: Cathie.Johanson@sswahs.nsw.gov.au

Target Group	In Macarthur Area: Monday, Wednesday, Friday, Dementia Group. Tuesday, Thursday, Saturday, Dementia High Needs Clients. Younger Onset Dementia Group on Monday's.
Funding	Commonwealth CHSP
Assessment	Referrals via Triple I Hub Macarthur. Assessments required. RN – Nurse and Diversional Therapist complete Assessment.
Amount of Service	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday.
Type of Service	Clients attend Day Program and engage in activities set by Diversional Therapist. Program is structured and engaging for clients. Hot morning tea, lunch and afternoon tea provided. Lunch via Meals On Wheels. Outings each week for the Younger Onset Dementia Group.
Cost	\$10.00
Information	Broughton House: Dementia Respite for Carers. Transport provided to and from centre (van / car); Service is provided by trained staff and volunteers. Staff are trained to manage Dementia clients' behaviour.

CAMDEN DISTRICT ACTIVITY CENTRE

82 Broughton Street, CAMDEN

Ph: 4654 6066 Fax: 4654 6068

email: admin@camdendistrictcare.ngo.org.au

Hours of Operation: Mon – Fri 8am – 3pm

Target Group	Ageing, Frail aged, those with a disability and younger with a disability. We are happy to receive referrals for clients with a diagnosis of Dementia. Living in the Camden LGA, and parts of the Wollondilly Shire.
Funding	DSS & ADHC
Assessment Required	Assessment Required
Amount of Service	Service User Days: Monday, Tuesday, Wednesday & Friday.
Type of Service	Centre Based Day Care, for ageing, frail aged, those with a disability and those younger with a disability.
Cost	\$8.00 per day, includes door to door transport (fitted with disability access), freshly prepared morning tea, hot lunch and dessert and most activities. *Outings are priced on the monthly Calendar of Events.
Information	Camden District Activity Centre assists people to maintain their independence, providing social interaction, companionship, stimulating activities, outings and transport. Transport is provided with our Buses fitted with disability access. Station Wagon – 4WD for more remote, isolated or disadvantaged areas. Service is provided by paid Staff and Volunteers. Camden District Activity Centre can make a huge difference to your quality of life, assisting people to remain living independently or with family / carers for as long as possible by, providing transport, social support and interaction, companionship, freshly prepared morning tea and meals. Monthly calendar includes Entertainers, Outings to a variety of venues and places of interest, Gentle Exercise, Walking, Guest Speakers, Bingo, Craft, Carpet Bowls, Ten-Pin Bowling, Hairdresser & Hands-On Program.

CARRINGTON IN HOME SUPPORT NRCP OVERNIGHT RESPITE PROGRAM

Ph: 4659 0335 Fax: 4655 4358

Email: info@carringtoncare.com.au

Office Hours: Mon – Fri 8.00 – 4.30pm

Target Group	Carers of the frail aged and those with dementia – living in South West Sydney
Funding	National Respite for Carer Program (NRCP)
Assessment	Bookings required with notice. ACAT assessment preferred but not essential
Amount of Service	Minimum 1 night to maximum 5 nights
Type of Service	Overnight respite in a home like environment
Cost	Discussed at time of assessment
Information	Transport provided to and from facility. People with Dementia accommodated. Facility not a secure environment. Respite provided in a homelike environment in Cottage and unit located in the grounds of Carrington Village. Respite service includes all meals, accommodation and social outings and activities. Care provided 24 hours by Certificate 3 in Aged Care qualified staff.

**CARRINGTON IN HOME SUPPORT
NRCP IN HOME RESPITE PROGRAM**

Ph: 4659 0335 Fax: 4655 4358

Email: info@carringtoncare.com.au

Office Hours: Mon – Fri 8.00 – 4.30pm

Target Group	Carers of the frail aged and those with dementia – living in Campbelltown, Camden & Wollondilly
Funding	National Respite for Carer Program (NRCP)
Assessment	ACAT assessment preferred but not essential
Amount of Service	3hrs/week or 6hrs/fortnight. Can be flexible to accommodate carers needs
Type of Service	In home respite
Cost	Discussed at time of assessment
Information	Provides respite in your home enabling carers a short break giving them time to relax and refresh themselves to continue their role of carer.

COMMUNITY CONNECT RESPITE (ADHC)

Ph: 1800 822 000

Target Group	Adults with disabilities
Funding	DSP
Amount of Service	Needs based/client focused
Type of Service	Flexible respite
Cost	Nil
Information	This service is for adults with disabilities (including Acquired Brain Injury)_ aged 18-64 years. Priority is given to people who have an ageing carer. Flexible respite, needs based/client focussed. Life skills training, camps and outings also available.

COURIDJAH – CENTRE BASED DAY CARE

Ph: 4681 0059

Fax: 4681 0866

Target Group	Aboriginal or Torres Strait Islanders, over 50, living in the Wollondilly area, including those with a Disability and their carers.
Funding	Commonwealth
Assessment Required	
Amount of Service	Tuesday Centre Based Activities 1 am – 2 pm; Wednesday Community Outing Day
Type of Service	Varies
Cost	
Information	Providing services and support to enhance, maintain and promote independence and quality of life for Aboriginal and Torres Strait Islander Elders.

DISABILITY SERVICES AUSTRALIA

Ph: 1300 884 372

Information:	DSA have numerous respite service options available. Please contact DSA for more information.
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EACH SOCIAL AND COMMUNITY HEALTH

16 Warby st Campbelltown
Ph 46295300 fax 46261619
Email- martingore@each.com.au

Target Group	seniors over 65 or Aboriginal and Torres Strait Islanders over 50
Funding	CHSP
Assessment Required	Depending on waiting lists
Amount of Service	Monday Wednesday Thursday Friday (mixed) Tuesday (Men Only)
Type of Service	Day Programs for seniors with in house group activities and organised outings.
Cost	\$10- Includes lunch, morning and afternoon tea.
Information	We cater for seniors male or female who would like to meet new people and get involved with the community again. We have lots of inside and outside activities and go on organised outings

FAMILY CARE PROGRAMME – DISABILITY MACARTHUR

Lots 2 & 3 Surry Street Minto

Ph 9603 7011 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Fri

Target Group	0 – 12 year old children in Macarthur Region
Funding	
Assessment Required	
Amount of Service	
Type of Service	Person centred early intervention program
Cost	
Information	The aim of the program is to assist families address the challenges associated with raising a family through identifying problems early and seeking support.

FLEXIBLE RESPITE OPTIONS – DISABILITY MACARTHUR

Queen & Elyard Street Narellan

Ph 4648 5041 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Sun

Target Group	0-65 years people with disability with individualised funding in Macarthur region.
Funding	
Assessment Required	Assessment Required
Amount of Service	
Type of Service	Person centred, flexible and creative respite options
Cost	
Information	Flexible respite provides a safe, caring and nurturing program that helps build friendships and social skills in fun, active environment whilst carers recharge their battery.

HAMMONDATHOME – EMPLOYED CARER RESPITE SERVICE

Phone: 1300 902 997 Fax: 9825 2856 Email: kminotte@hammond.com.au

Monday – Sunday.

Target Group	People with Dementia or the frail aged, whose Carer is employed or studying.
Funding	NRCP
Amount of Service	To be discussed with the Client Liaison Manager.
Type of Service	Respite for Carers
Cost	The fee for the service can be discussed with the Client Liaison Manager
Information	Assisting Carers to gain quality respite regularly and provide activities and outings for the person.

HAMMONDATHOME – IN-HOME RESPITE

Phone: 1300 902 887 Fax: 9825 2856

Email: kminotte@hammond.com.au

Hours of Operation: Monday – Sunday

Target Group	People with Dementia, the frail aged and who have a carer in SWS
Funding	NRCP & CHSP
Amount of Service	To be discussed with the Client Liaison Manager.
Type of Service	In Home Respite
Cost	The fee for the service can be discussed with the Client Liaison Manager
Information	In Home Respite, including accessing the community for people who are frail aged and/or living with dementia, and who have a carer. The Care Recipient must live within the SWS or Wollondilly local government area. HammondCare provides a quality & flexible in-home respite service and aims to help ease the demands of the caring responsibilities.

HAMMONDATHOME – IN-HOME OVERNIGHT RESPITE

Phone: 1300 902 887 Fax: 9825 2856 Email: kminotte@hammond.com.au

Hours of Operation: Monday – Sunday

Target Group	Carers of people living with Dementia and Frail Aged people in SWS.
Funding	NRCP.
Assessment	Assessment required from a HammondCare representative.
Amount of Service	To be discussed with a HammondCare representative.
Type of Service	In-Home Overnight Respite
Cost	To be discussed with a HammondCare representative.
Information	HammondCare's respite program offers in home overnight respite to Carers to give them a break from their caring role. Offers carers a change of pace.

THE HAVEN PROJECT

Phone: 4621 8400 Fax: 4620 4048

rhonda.simpson@mdservices.com.au

Hours/days of operation: Mon – Fri

Target Group	Carers of a person living with a mental illness and other family members in Macarthur & Wingecarribee
Funding	DSS
Amount of Service	Available dependent on need
Type of Service	Flexible respite, advocacy, information and referral, social and emotional support, training and education.
Cost	Free
Information	Wholistic family-centred coordination of services to improve the wellness of carers and their families.

**“JANANGALEE” ABORIGINAL
CENTRE-BASED DAY CARE**

Phone: 9820 2022 Fax: 9820 2022

Target Group	Aboriginal people aged 50 years and over
Funding	CHSP
Amount of Service	Monday Tuesday, Wednesday
Type of Service	Day centre activities
Cost	Nil
Information	Provides activities, meals and outings for people from the Aboriginal or Torres Strait Islander community

KINCARE COMMUNITY SERVICES

Phone: 1300 733 510 Fax: 1300 733 520

Target Group	Eligible clients age 65 and over for CHSP services in Macarthur & Wingecarribee
Funding	CHSP
Assessment	Referrals required
Amount of Service	4 hrs per week
Type of Service	Respite
Cost	\$7.40 per hour
Information	KinCare home care worker

LIFE GOES ON – DISABILITY MACARTHUR

Lots 2 & 3 Surry Street Minto

Ph 9603 7011 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Fri

Target Group	Carers of a person with a disability in Macarthur region
Funding	
Assessment Required	
Amount of Service	
Type of Service	Support Group
Cost	
Information	Come along and join us for a cuppa and chat, meet other parents/carers who are also in the caring role.

MACARTHUR DEMENTIA ADVISORY SERVICE

Camden Hospital

Phone: 4654 6062; 4654 6157 Fax: 4654 6470

Email: Janice.margin@sswahs.nsw.gov.au

Target Group	People with dementia, their carers and the general community in Macarthur
Funding	CHSP
Assessment	Referrals: 1800 455 511
Amount of Service	Varies
Type of Service	Information, support counselling and advocacy
Cost	Nil
Information	No Transport Provided. Service provided by paid staff assisted by volunteers. Provides regular social support and education opportunities for people with dementia and their family members living in the community. The service runs Dementia Cafes in Campbelltown & Bargo providing an opportunity for people with dementia and family member/s to socialise with other people living with dementia in their local community and to find out about available support. Regular education sessions are run in conjunction with Alzheimer’s Australia and Carer Respite. A Carer Support Group operates bimonthly in Narellan. Adhoc social activities are conducted.

MACARTHUR DISABILITY SERVICES

138 Queen Street CAMPBELLTOWN 2560

Ph: 4621 8400 Fax: 4628 4006

Email: recreation@mdservices.com.au

TRENDY DUDES

Target Group	People with a disability with minimal support needs aged 7-17 years who live in Macarthur, Camden and Wollondilly
Funding	MDS
Assessment	Assessment completed once on waiting list
Amount of Service	5.00 pm – 8.00 pm Thursdays Seniors (Aged 13 – 17) 10.00 am – 1.00 pm Saturdays Juniors (Aged 7 – 12) Operates during school term
Type of Service	In house group activities, fun, social recreation and support for young people with a disability
Cost	\$5.00
Information	No Transport Provided.

MACARTHUR DOLPHINS SENIORS PROGRAM

Target Group	People with a disability who are 18-65 years of age and who live in Macarthur, Camden and Wollondilly
Funding	MDS
Assessment	Dependent on waiting list
Amount of Service	Wednesday & Thursday
Type of Service	Gentle water exercises designed to increase and maintain mobility and health within a social atmosphere. Relaxation and social interaction.
Cost	\$3.20
Information	Clients are prioritised according to need.

CARERS COORDINATION SERVICE

Target Group	Carers of people with Dementia; are frail aged; or have a disability in Macarthur & Wingecarribee regions
Funding	DoHA & ADHC
Amount of Service	Dependent on need
Type of Service	Counselling referral and wellbeing support, advocacy, information & referral, social events, education groups and forums, social media support for carers
Cost	Nil
Information	This service provides wellbeing support and referral for counselling, individual and systemic advocacy, one on one and group support via social events, education groups, forums, to carers in the Macarthur and Wingecarribee regions. The program facilitates several support groups in the Macarthur and Wingecarribee areas, including the Dementia-Specific Carers Support Group, and Carer support coffee groups, as well as a choir and parent group each month.

MACARTHUR DIVERSITY SERVICES INITIATIVE –

CALD Carers Social Support Group

Ph: 4627 1188 Fax: 4620 6355

Target Group	Culturally and linguistically diverse (CALD) background carers within the Campbelltown, Camden, Wollondilly and Wingecarribee LGA's
Funding	Not funded
Assessment Required	Dependent on waiting list
Amount of Service	Second Wednesday of the month
Type of Service	Respite support with educational, interactive and practical support skills
Cost	Carers pay for their own expenses
Information	Every alternative month an outing is organised (choice of carers)

MACARTHUR DIVERSITY SERVICES INITIATIVE –

Multicultural Aged Day Care Service

Ph: 4627 1188 Fax: 4620 6355

Target Group	People from Culturally and Linguistically Diverse (CALD) backgrounds
Funding	CHSP
Assessment Required	Assessment is required
Amount of Service	11 Ethnic Groups: Arabic ladies, Egyptian, Spanish, Mauritian (2 groups), Arabic (mixed group), Lao, Filipino (2 groups), Multicultural, Vietnamese
Type of Service	Provides socialisation and structured programs for people 65 and over, their carers and younger people with disabilities
Cost	\$12.00
Information	Each group is run by a trained worker who can speak the language of the group. Activities are culturally and language based. Transport is provided to and from the venue. Morning tea and lunch is provided. Outings take place once a month to different locations. Programs are tailored, where possible, to meet the individual needs of the participant. These activities provide an opportunity for social interaction, mental stimulation and physical activity in a safe and friendly environment. Volunteers are also recruited to assist the group activities.

MACARTHUR DIVERSITY SERVICES INITIATIVE –

Multicultural Seniors Group

Ph: 4627 1188 Fax: 4620 6355

Target Group	People with Dementia from Culturally and Linguistically Diverse (CALD) backgrounds
Funding	CHSP
Amount of Service	Tuesday, Thursday and Friday
Type of Service	Day Care
Cost	\$12.00
Information	The program provides day care activities for people who have mild dementia at the same time providing a much needed respite break and information and support for the carer. Groups are held in a safe, home-like environment. Activities such as craft, gentle exercise, music therapy and outings are tailored to meet the needs of clients with mild levels of memory loss that come from a non-English speaking background and may be losing the ability to communicate in English. The program is delivered by experienced staff as well as volunteers of relevant language and cultural backgrounds. Transport to and from the centre as well as midday meal is provided. A referral can be made by a family member, carer, friend, GP or other organisations.

**MACARTHUR IN-HOME SUPPORT PROGRAM
(DEMENTIA MONITORING PROGRAM)**
Heritage Building, Camden Hospital Menangle Road, Camden 2570
Ph: 4654 6157 Fax: 4654 6470 Referrals: 1800 455 511
Email: susan.faulks@sswahs.nsw.gov.au

Target Group	People who have a dementia or memory loss who either live alone or are left alone for extended periods of time in Macarthur, Camden & Wollondilly
Funding	CHSP
Assessment Required	Yes. Referral's via The Triple I Hub – 1800 455 511. People do not need to have a diagnosis of dementia.
Amount of Service	Varies depending on need.
Type of Service	The service provide home visits by trained staff to monitor medications, meals, general wellbeing and support with maintaining their medical appts. Clients are also provided with opportunities to attend small lunch club outings with others of similar age who have a dementia / memory loss.
Cost	No Cost
Information	Program's aim is to support people who live alone to remain as independent as possible and prevent premature admission to an aged care facility.

**MACARTHUR LINK UP
MACARTHUR DISABILITY SERVICES**
138 Queen Street CAMPBELLTOWN 2560
Ph: 4621 8400 Fax: 4628 4006 Freecall: 1800 683 232
Email: recreation@mdservices.com.au

Target Group	People with a sensory disability aged 25 years and over living in Macarthur, Camden and Wollondilly area.
Funding	MDS
Assessment Required	Dependent on waiting list
Amount of Service	Every Monday from 10.30 am – 1.30 pm
Type of Service	A leisure program aimed at providing people with disabilities an opportunity to engage in social activities within a comfortable and supportive environment.
Cost	\$5
Information	Clients are prioritised according to need.

**MACARTHUR DIVERSITY SERVICES INITIATIVE –
CALD DISABILITY DAY PROGRAM**
Ph: 4627 1188 Fax: 4628 6068 email: info@mdsi.org.au

Hours of operation: Wednesday 10.30 am to 2.30 pm

Target Group	Adults under the age of 65, with low-mild physical and intellectual disability, from CALD backgrounds from the Campbelltown area.
Funding	CHSP
Assessment Required	Referrals can be made by anyone and assessment is required.
Amount of Service	Wednesdays from 10.30 am to 2.30 pm.
Type of Service	Centre Based Day Care
Cost	Upon Application
Information	Service is provided by Multicultural Recreational Officer and Volunteers. Transport is provided to and from the centre. Service provides structured group activities in a warm and supportive environment. Regular activities include: Exercises, pet, art and music therapy. Creative arts including art, craft, games, music. Trips to parks, clubs, beaches and places of interest.

MYRTLE COTTAGE
6 Bosci Road INGLEBURN
Ph: 9426 3100 Fax: 9426 3199
Email: info@myrtlecottage.org.au

DIVERSIONAL THERAPY PROGRAM

Target Group	Frail aged in the Campbelltown area.
Funding	CHSP / Myrtle Cottage
Amount of Service	5 hours daily at the centre, this does not include transport time. Office hours are Monday to Friday, 8.30am – 4.00pm
Type of Service	Diversional Therapy Program.
Cost	Usually \$10.00 includes transport and meals plus cost of outing once every 6 weeks and annual membership fee of \$5.00
Information	An activity program designed with member input. Activities include craft activities, games, quizzes, guest speakers, etc.

DIVERSONAL THERAPY AND RECREATION PROGRAM

Target Group	Younger people with a disability, aged 18-60 in the Campbelltown LGA
Funding	DSP
Assessment Required	Contact Office
Amount of Service	Day activity centre operates Wednesday. Recreation activities operate Friday and second Saturday for 48 weeks / year.
Type of Service	Day activity centre; Recreation activities
Cost	\$10 per day plus cost of outing.
Information	An activity program designed with member input. Activities include craft activities, games, quizzes, guest speakers, etc. Venues such as bowling, movies, restaurants, horse riding, snooker, swimming, fishing, picnics etc. Transport is provided. Service provided by paid staff and volunteers. Important: Must have a disability that restricts access to social and community settings.

THE BELL PROGRAM

Target Group	People with Dementia and their carers in the Macarthur Area
Funding	CHSP / Myrtle Cottage
Amount of Service	Monday, Tuesday, Wednesday, Friday and Saturday at Ingleburn 8.30 – 4pm.
Type of Service	The Bell Program – respite, support and advice carers, activities designed to stimulate people with Dementia attending the program.
Cost	\$10.00 including transport and meals.
Information	Designed to provide activities to people with Dementia. Information given to carers to improve their knowledge of Dementia.

RESPIRE, SUPPORT AND ADVICE – CAMDEN

Target Group	People with Dementia and their carers in the Camden LGA
Funding	CHSP / Myrtle Cottage
Assessment Required	Yes
Amount of Service	Wednesday from Mount Annan
Type of Service	Respite, support and advice for carers, activities designed to stimulate people with dementia attending the program.
Cost	\$10.00 including transport and meals
Information	Designed to provide activities to people with Dementia. Information given to carers to improve their knowledge of Dementia.

RESPIRE, SUPPORT AND ADVICE – WOLLONDILLY

Target Group	People with Dementia and their carers in the Wollondilly LGA
Funding	CHSP / Myrtle Cottage
Assessment Required	Yes
Amount of Service	Thursday from Bargo
Type of Service	Respite, support and advice for carers, activities designed to stimulate people with dementia attending the program.
Cost	\$10.00 including transport and meals
Information	Designed to provide activities to people with Dementia. Information given to carers to improve their knowledge of Dementia.

NEPEAN FOOD SERVICES DAY CENTRE

Ph: 4733 7200 Fax: 4733 7211 admin@nepeanfoodservices.org.au

Hours of operation: Mon – Fri 8am – 3pm

Target Group	Frail aged, people with a disability, and their carers in Warragamba, Silverdale
Funding	DSS
Assessment Required	Every second Thursday - off pension week
Amount of Service	One Thursday per fortnight unless high need then weekly 10 am – 2pm
Type of Service	Day Service
Cost	\$7.50 if meal is prepared on site
Information	Service provided by staff and volunteers. This service provides morning tea, social and recreational activities, and lunch. Activities may include Bingo, cards, craft etc. Transport is available. If dining out, 'Let's Dine Out Vouchers' can be purchased at \$6.60 for a meal up to \$12 at participating local venues.

NORTHCOTT – FLEXIBLE RESPITE SERVICE

Ph: 4625 1061 Fax: 4625 6389

Target Group	People with a moderate to severe disability and their families/carers. Disability is broadly defined including physical, intellectual, acquired brain injury, dual diagnosis and sensory impairment. Areas Covered: LGA for SWS & Macarthur, Campbelltown, Camden and Wollondilly.
Funding	ADHC and Northcott
Assessment Required	Yes
Amount of Service	Clients can receive up to 168 hours of respite per year, although this amount can be flexible based on individual needs.
Type of Service	Services may include: <ul style="list-style-type: none"> • In home respite; • 24 hour support; • Community recreation and participation; • Holiday respite support; • Other options as deemed appropriate to the particular circumstances at the time.
Cost	Fees are charged by Northcott at a rate of \$3.00 per hour of service, up to a maximum of \$30 for a 24 hour period.
Information	The Flexible respite services in SWS / Macarthur provides a broad range of high quality, flexible, support responses tailored to meet the needs of individuals with disabilities and their families / carers. The service addresses the specialised needs of individuals with high support needs due to a moderate to severe disability or a disabling medical condition. The service works closely with other service providers to deliver a well-coordinated response to service users.

(NORTHCOTT) OUTSIDE SCHOOL HOURS CARE & VACATION CARE

Ph: 4625 1061 Fax: 4625 6389

Target Group	People with a moderate to severe disability and their families/carers. Disability is broadly defined including physical, intellectual, acquired brain injury, dual diagnosis and sensory impairment. Areas Covered: LGA for SWS & Macarthur, Campbelltown, Camden and Wollondilly.
Funding	ADHC and Northcott
Assessment Required	Yes. Located Mary Brooksbank School Corner Anthony & Cleopatra Drives Rosemeadow
Amount of Service	
Type of Service	Provides teenagers with a disability aged 12-18 years of age to access Outside School Hours Care. Teenagers accessing the service will have the opportunity to engage in meaningful centre based and community based activities, whilst interacting with peers of similar age. Teenagers accessing the service will have the opportunity to; - Increase skills and confidence - Participate in social and recreational activities - Increase self-confidence and social skills
Cost	Daily fee \$15 (after school care), \$40 daily during Vacation Care. Some clients may be eligible for the Childcare rebate and Childcare Benefit
Information	Provide high quality service that is inclusive, flexible and supportive. We provide developmental, social and recreational activities to suit the needs of young people

PRESBYTERIAN AGED CARE

9/109 Bowral Street, Bowral

Ph: 0498 000 113 Fax: 4862 2578 Email: jmclean@pcnsw.org.au

Office Hours: Mon – Fri 8.30 – 5pm; Flexible service hours available; Sat & Sun by arrangement.

Target Group	Persons 65+ CHSP in SWS, including Wollondilly & Wingecarribee
Funding	CHSP
Assessment Required	Referral accepted by email.
Amount of Service	
Type of Service	Respite Services, Support to carers at your place or at our unit in Bowral
Cost	
Information	Transport Provided. Service provided by Home care workers. Trained staff, in home or onsite at our unit in Bowral. Flexible hours available.

RESLINK

Camden Hospital, Heritage Building

Menangle Road, CAMDEN 2570

Ph: 4654 6157 Fax: 4654 6470 Referrals: 1800 455 511

Target Group	Carers of people with Dementia who have challenging behaviour in SWS & Macarthur
Funding	Commonwealth
Assessment Required	
Amount of Service	Monday to Friday
Type of Service	In Home / out of home / access to day centres, counselling, support and advocacy. Access to a dementia specific day centre.
Cost	Nil
Information	Reslink is a service for carers of people with Dementia who have challenging behaviours. There are no fees associated with the Reslink Service. Service provides in home / out of home / respite; access to a dementia specific day centre, counselling, support and advocacy.

ROSEMEADOW DAY CARE

5 Thomas Rose Drive, Rosemeadow

Ph: 4654 6123

Fax: 4654 6470

Referrals: 1800 455 511

Email: Cathie.Johanson@sswahs.nsw.gov.au

Target Group	In Macarthur Area: Tuesday: Frail Aged Group Wednesday: Dementia Group Thursday: Men's Dementia Group Friday: Dementia Group Macarthur: Days and groups may change. Phone for further details.
Funding	Commonwealth CHSP
Assessment	Referrals via Triple I Hub Macarthur. Assessments completed promptly by Nurse and Diversional Therapist.
Amount of Service	Tuesday, Wednesday, Thursday, Friday
Type of Service	Client-centred program promoting Enabling for clients. Activities as per program set by Diversional Therapist; Hot lunch via Tender Loving Cuisine; Morning & Afternoon Tea;
Cost	\$10.00
Information	Diversional Therapist sets program for Day Centres which trained staff facilitate with clients. Exercises, Walking Group. Transport to and from Centre provided. Service provided by experienced and trained staff for Dementia Clients and volunteers. Service provides a day out for clients in the Frail Aged Group and Dementia Groups, and a Respite Service for Carers.

SPECIAL NEEDS RESPITE – DISABILITY MACARTHUR

Lots 2 & 3 Surry Street Minto

Ph 9603 7011 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Sun

Target Group	0-19 year old people with a disability in Macarthur region
Funding	
Assessment Required	Assessment required
Amount of Service	
Type of Service	Overnight Host family respite. Day Host family respite.
Cost	
Information	Children will be matched with a host family that best suits their needs. Respite can be from a few hours to a few days depending on the child and their families needs.

SPECIAL TIME FOR FATHERS – DISABILITY MACARTHUR

Lots 2 & 3 Surry Street Minto

Ph 9603 7011 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Fri

Target Group	Fathers of a person with a disability in Macarthur region
Funding	
Assessment Required	
Amount of Service	
Type of Service	Support Group
Cost	
Information	The aim of the group is to strengthen and support dads in their parenting role, build confidence for interaction with their child.

SUNFLOWER COTTAGE – DISABILITY MACARTHUR

Lots 2 & 3 Surry Street Minto

Ph 9603 7011 fax 9603 7982 email- care@disabilitymacarthur.org.au

Hours of Operation: Mon - Sun

Target Group	0 – 12 year old children with a disability – high support needs; in Macarthur Region
Funding	
Assessment Required	Assessment required
Amount of Service	
Type of Service	Centre based overnight respite base at Narellan Vale
Cost	
Information	Respite can provide your child with opportunities to socialize, have play days or sleep overs. A child's get away in a homely environment with experienced staff. Overnight respite 'Home away from Home'.

SUNNYFIELD FLEXIBLE RESPITE

Ph: 4620 0250 Fax: 4620 5109

Target Group	People with a disability aged between 0 – 65 years
Funding	DSP
Amount of Service	24 hours 7 days depending on assessment
Type of Service	Flexible planned respite service
Cost	
Information	Flexible, planned respite service for people with a disability. Priority is given to ageing carers and families at risk of breakdown. People from culturally and linguistically diverse groups and Aboriginal and Torres Strait Islanders are a priority. Service is available 24 hours, 7 days a week depending on assessment. Intake in February/March to begin service 1st July each year.

SWS COMMONWEALTH RESPITE AND CARELINK CENTRE

Auspice by Anglicare

Cabramatta Community Care Centre

During Business Hours: 1800 052 222 After Hours: 1800 059 059

Target Group	Carers of people who are frail aged, have a disability (physical or intellectual), mental illness, chronic illness. Dementia and Palliative Care
Funding	Australian Government
Assessment Required	Advance bookings are essential for residential respite, with current ACAT assessment.
Amount of Service	Assessed on individual need
Type of Service	Help to organise emergency, short term or planned breaks. Emergency in home respite Bookings are essential for residential respite in aged care facility. Provide information about respite care, advice and training.
Cost	Carers contribution: Varies according to type and length of respite, but no service is declined if carer is unable to contribute
Information	Services available for carers of people with disabilities, frail older people, people who are chronically ill, have a mental illness or those with palliative care needs. Respite as requested by carer. Emergency respite is arranged when carer is sick or in hospital

TRANSCULTURAL RESPITE SERVICE
Heritage Building, Camden Hospital Menangle Road CAMDEN 2570
Ph: 4654 6157 Fax: 4654 6470
Referrals: 1800 728 968

Target Group	Carers of people who have dementia and/or challenging behaviours
Funding	Commonwealth
Amount of Service	Monday to Friday
Type of Service	In home/out of home respite counselling, support and advocacy
Cost	Nil
Information	This service allows for the placement of bi-lingual workers in day centres to assist with the language and cultural needs of members.

UNITING CARE SOUTHWEST COMMUNITY CARE
Ph: 4647 4643

Target Group	Carers of people with Dementia and those with Dementia with Challenging Behaviours. Frail aged and people with a disability living in the Macarthur Area; and carers of persons with a Disability 6 – 60;
Funding	Au Government
Assessment Required	Referral by CIARR or family member or carer
Amount of Service	Average of 6-8 hrs / week
Type of Service	In-home respite for carers
Cost	\$10.00 per hour, this figure can be negotiated if in financial difficulty.
Information	Assists with social support, and can also assist pay bills, make meals, showering etc.

UNITING CARE AGEING – BANKSTOWN SOUTH COMMUNITY CARE
41 Meredith Street Bankstown

Phone: 1800 486 484 Email: infocommunity@unitingcarenswact.org.au

Hours of operation: Mon - Sun

Target Group	Carers of people with Dementia and those with Dementia with Challenging Behaviours. Frail aged and people, in Macarthur, Wollondilly, Wingecarribee
Funding	National Respite Care Program; CHSP In Home Respite; CHSP Social Support;
Assessment	ACCNA or CIARR. Intake taken via CDC intake team 1800 486 484
Amount of Service	Approx 6 to 8 hours per week or flexible respite
Type of Service	
Cost	Calculated by the amount of support required, we look at individual financial situations.
Information	Service provided by Support Workers. Transport is provided. Respite to provide carers with a break from their caring role. Can assist with Personal Care, Meal Preparation, Social Support, Medication Assist, some Domestic Assistance, can go on social outings. Social Support is a low assistance service helping people with shopping, transporting to appointments, opening mail, sorting out paperwork or areas in the home, social outing and one on one social support.

WSACCI – (PICTON) NEIGHBOUR AID

65 Menangle Street PICTON

Phone: 4677 2524 Fax: 4677 0194 Email: Enquiries@wsacci.org.au

Hours of operation: Mon – Fri 9am – 3pm

Target Group	Frail aged, people with a disability and their carer's living in the Wollondilly Shire. (excluding Warragamba)
Funding	CHSP
Assessment Required	48 hrs notice required
Amount of Service	Varies
Type of Service	Examples are: Doctors / specialists appointments, Social Support, Shopping, Banking, visiting friends, Special Needs, assist to pay bills, shopping, coffee groups, Tai Chi group, Euchre group, Ballroom dancing group etc.
Cost	Varies
Information	Area covered: Wollondilly LGA. (except Warragamba) Transport provided. Areas included, Macarthur, Bowral to Liverpool. Advance notice required. Service dependent upon availability of volunteers.

WSACCI – SENIOR FRIENDSHIP GROUP

65 Menangle Street PICTON

Ph: 4677 2524 Fax: 4677 0194 Email: Enquiries@wsacci.org.au

Hours of operation: Mon – Fri 9am – 3pm

Target Group	Frail Aged, people with a Disability and their carer's, living in the Wollondilly Shire (excluding Warragamba)
Funding	CHSP
Assessment Required	Yes. Referral by CIARR, carer, family member or self
Amount of Service	Monday to Friday. Approximately 7hrs per day.
Type of Service	Offers social and centre based day-care. Activities include picnics, BBQ's, shopping trips, in house activities etc
Cost	Varies
Information	Aims to provide an enjoyable and social program for the frail aged and people with a disability and carers. Service provided by staff and volunteers. Transport provided.

(POLISH-AUSTRALIAN WELFARE ASSOCIATION)

PAWA COMMUNITY CARE

185 Liverpool Road, Ashfield 2131

Ph: 9716 0036 Fax: 9716 0504 Email: manager@polishwelfare.org.au

Target Group	Carers of people 70+ who are frail aged, people with dementia and/or challenging behaviours. Priority of access for carers of Eastern European background, in the Camden, Campbelltown LGA's
Funding	Commonwealth – National Respite for Carers Program
Assessment Required	
Amount of Service	Negotiated with carer, on average 5 hours per week.
Type of Service	In Home respite; Individual and group community access; Emergency respite; Flexible respite;
Cost	Level of contribution towards the service is negotiated with the Carer and depends on individual circumstance of both carer and care recipient.
Information	Service provided by Paid Staff. Transport is provided. In-Home respite in care and / or care recipient's home – flexible and individually tailored to the needs of carer and needs of a person cared for. PAWA also provides individual or group social outings for care recipients in the form of: Outing to Calmsley City Farm in Abbotsbury – monthly on Fridays from 10am – 1pm; Individual, planned outing accompanied by our support staff member; Planned group outings (calendar of outings will depend on the number of interested participants); Polish carers can attend Carers Support Group bi-monthly..

WHAT IF A CLIENT HAS A PROBLEM WITH A RESPITE SERVICE?

All services will have their own Complaints Policy. Just ring the service and ask for a copy to be sent (no questions should be asked). You can also ring and discuss the problem with the Co-ordinator.

If you don't feel comfortable doing the above, you can contact the CHSP Development Worker on 4621 8400 and the CHSP Development Officer will assist you to write a letter of complaint about a CHSP service or point you in the right direction.

If the problem cannot be solved locally, you can ring the Community Services Division of the NSW Ombudsman on 1800 451 524.

Remember, services need to know if there are problems, so they have the chance to improve.