



Dementia Services (including Hornsby Shire)

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Information & Care

(CCNB) - Dementia Carer Support Program

Phone: 1300 002 262

Address: Pharmaxis Building, 20 Rodborough Rd, Frenchs Forest 2086

Email: ccnb@ccnb.com.au

Web: www.ccnb.com.au

For people living with memory loss in the Northern Sydney region, their Carers and family to support an understanding a diagnosis of dementia, provide information and links to services and support. For service providers and the community providing dementia education and promoting awareness. Referrals are welcome from General practitioners, medical specialists and health & aged care service providers.

Aged Care Assessment Team (ACAT)

Phone: 02 9477 9525

Address: Palmerston Rd, Hornsby 2077

Web:

www.nslhd.health.nsw.gov.au/Services/Directory/Pages/Rehabilitation-and-Aged-Care-Division-Hornsby.aspx

The Aged Care Assessment Team (ACAT) is located with the Division of Rehabilitation and Aged Care and provides assessment for Commonwealth funded community and residential care, and assessment and recommendations for management of frail or cognitively impaired older people.

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Email: info@agedcarequality.gov.au

Web: www.agedcarequality.gov.au

Aims to promote high quality care and services to safeguard everyone who is receiving Australian Government funded aged care. Independently accredits, assesses and monitors aged care services subsidised by the Australian Government and resolves complaints about these services. The Commission replaces the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner.

Anglicare Emergency Relief Services

Phone: 02 8805 0800

Web: www.anglicare.org.au

Provides services help struggling families and individuals to stay on their feet until their situation improves. Depending on individual circumstances is assistance we are able to provide for those in financial crisis includes food parcels, vouchers, help with utility bills, household items or clothing. Our assistance is based on individual assessment.

Anglicare Frenchs Forest Social Wellness Centre

Phone: 02 8422 1010

Address: Unit 22, 14 Rodborough Rd, Frenchs Forest 2086

Web: www.anglicare.org.au

A Social and Wellness Centre providing social support and activities for older persons over 65. Activities can suit groups or individuals and include music, dancing, games, gardening, craft, gentle exercise, singing, men's cooking group and barbecues. Out and About program for active and independent people aged over 65 years old. (transport to & from facility for approved persons). Frail aged people, elderly people living with dementia or memory loss.

Beecroft Nursing Home

Phone: 02 9876 3471

Address: 134 Beecroft Rd, Beecroft 2119

Email: enquiries@beecroftnh.com.au

Web: www.beecroftnursinghome.com

To provide aged care facilities. Caters for men and women. Capacity - 74 standard fee beds and 21 extra service fee beds

Berowra Carers Support Group

Phone: 02 9456 3344

Address: Berowra Community Health Centre, 123 Berowra Waters Rd, Berowra Heights 2082

This is support group for carers. It provides support, information, speakers and afternoon tea. Convened by Barbara Lewis, Manager, Carer Support Service, Northern Sydney Local Health District

Bowden Brae Gardens

Phone: 02 9483 9000

Address: 1-7 Frith Ave, Normanhurst 2076

Email: bbgardens@uniting.org

Web:

uniting.org/services/services/uniting-aged-care-home/uniting-bowden-brae-gardens
Residential aged care accommodation.
Membership Numbers: 500 (including Board, Staff & Volunteers)

Carer Gateway

Phone: 1800 422 737

Web: www.carergateway.gov.au

Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.

Caring Approach

Phone: 1300 655 026

Address: 507, 90 George St, Hornsby 2077

Email: admin@caringapproach.com.au

Web: www.caringapproach.com.au

Disability and Aged Care service provider offering in-home and community supports 24/7. Fully accessible wheelchair van available for use. Can provide staffing solutions for aged care facilities, respite centres, group homes, as well as private clients. Staff based across Sydney.

Catholic Community Services - Dementia Monitoring Program

Phone: 1800 225 474

Email: community.clients@chcs.com.au

Web:

www.catholiccommunityservices.com.au
Assists people who have memory loss or confusion associated with dementia, mental illness or a disability, who live alone or live with someone who, through their own ill health or disability is unable to provide care.

CatholicCare Diocese of Broken Bay

Phone: 02 9481 2600

Address: Caroline Chisholm Centre, Level 7, Building 2, 423 Pennant Hills Rd, Pennant Hills 2120

Email: info@catholiccaredbb.org.au

Web: www.catholiccaredbb.org.au

We are the social care agency of the Catholic Church in the Diocese of Broken Bay. We provide services to 25,000+ children, young people, individuals and families on the NSW Central Coast, Northern Sydney and Northern Beaches, and have been doing so since 1987. We offer Children's Services (long day care, preschools, family day care, before and after school care, vacation care), Disability & NDIS Support Services, Foster Care Services, Family Centre Services including family and youth supports, mediation, counselling, parenting and relationship education, domestic and family violence support, men and family relationships programs, supported playgroups and more.

CCNB

Phone: 02 9998 2900, 1300 002 262

Address: Pharmaxis Building, 20 Rodborough Rd, Frenchs Forest 2086

Email: ccnb@ccnb.com.au

Web: ccnb.com.au/

NDIS - Registered Provider of Support Coordination; Ageing - Home Care Package Provider; CHSP funded services Fee for service self-funded packages; HOPE - Hoarding & Squalor 50 years+; Regional Dementia Advisor; Partners in Recovery (PIR) - severe and chronic mental health. We also assist people to access the NDIS GP Social Work Program (funded by PHN); The Seasons Program - Suicide Prevention and Recovery (funded by PHN). First Australian Health and Wellbeing Coordinator (with LHD); Chatter 'Cino - Dementia coffee group; Parent Carers of People with Disabilities Coffee Group

Chantal Dementia Day and Overnight Respite Cottage Service & Weekend Respite Care

Phone: 02 9489 3592

Address: McQuoin Park, 28 McAuley Place, Waitara 2077

Email: mgoulden@chcs.com.au

Web:

www.catholiccommunityservices.com.au/services/programs/centre-based-care/overnight-cottage-respite-chantal

Dementia-specific Day Program for people within the Hornsby and Ku-ring-gai LGAs - Mon-Fri 10am-3pm. Overnight Cottage Respite is from 3pm Thursday to 3pm Sunday. Flexible day-only respite also available on weekends. Overnight Respite extends to areas beyond LGA and is also not dementia-specific.

Christophorus House Retirement Village

Phone: 02 9476 3161

Address: 396 Peats Ferry Rd, Hornsby 2077

Email: chrv@christophorushouse.com.au

Web: www.christophorushouse.com.au

23 self-care units of one and two bedrooms; 24 hostel rooms, including respite care. Close to shops and other amenities. Village bus.

Community Connections Australia

Phone: 1300 364 688

Address: Level 3, 90 Phillip St, Parramatta 2150

Email: enquiries@ccoza.org.au

Web: www.ccoza.org.au

Provides individualised services on long or short-term basis to people who need assistance so as to remain in their own home. Includes providing skills training for people with disability. Community Support Program includes personal care, housekeeping, and general community support. Registered NDIS Provider

Community Connections Hot Desk

Phone: 02 9847 6614

Address: Hornsby Library, 28-44 George St (Entrance Hunter Lane), Hornsby 2077

Web: www.hornsby.nsw.gov.au

A referral and information service with a diverse range of scheduled topics and service providers. Meet with a service provider or professional to discuss your information need, get peace of mind or find out what to do next at the Community Connections Hot Desk. New topics advertised on webpage:

www.hornsby.nsw.gov.au/library

Council on the Ageing NSW (COTA)

Phone: 02 9286 3860

Email: info@cotansw.com.au

Web: www.cotansw.com.au

As an independent organisation run by and for older people. COTA gathers information about the effectiveness of policies & services affecting older Australians, presents their needs to governments, service providers and the public. COTA's objective is to improve the lifestyle and welfare of older people through policy, information, membership and community projects.

Daughterly Care Community Services Limited

Phone: 02 9970 7333

Address: Shop 3, 20 Wellington St, Narrabeen 2101

Email: clair@daughterlycare.com.au

Web: www.daughterlycare.com.au

2hrs-24hrs live in aged care & dementia specialists also helping people live independently in their own home/hostel. Respite, shopping, socialisation, drive to appointments, outings etc. Light household duties, personal care, meal preparation. Palliative care.

Dementia Australia NSW - Northern Region

Phone: 02 9449 3576

Address: Richard Geeves Centre, Murrumbidgee Rd, North Turrumurra 2074

Email: norma_s@bigpond.com

Web: dementia.org.au

Dementia Australia NSW is a self-help organisation for carers and sufferers of Alzheimer's Disease or related disorders. It is a community based registered charity. The Northern Region Group meet at the Richard Geeves Day Care Centre in Murrumbidgee Rd, North Turrumurra.

Dementia Australia of NSW

Phone: 02 9805 0100

Address: Macquarie Hospital Campus, 120 Coxs Rd, North Ryde 2113

Email: nsw.helpline@dementia.org.au

Web: www.dementia.org.au

Provides information, support and referral for people with dementia, their family and carers, and service providers. National Dementia Helpline available Mon-Fri 9am-5pm. Carer and worker education, membership, referral to local services, support groups and counselling. Library available at the Vincent Fairfax Family Resource Centre 9888 4268. Registered NDIS provider.

Dementia Behaviour Management Advisory Service (DBMAS)

Phone: 1800 699 799

Web: www.dementia.com.au

A national free service funded by the Australian Government and operated and administered by Dementia Support Australia. DBMAS supports staff and carers in community, residential, acute and primary care settings with information, advice, assessment and short-term case management interventions. Services include: assessment of the person with dementia and their carer/ support network; clinical support, information and advice; care planning, case conferences, referrals and short-term case management; mentoring for care providers and clinical supervision; and capacity and knowledge building for care providers.

Elouera Gardens, Cherrybrook Christian Care Centre

Phone: 1300 130 252

Address: Elouera Gardens, 1-7 Kitchener Rd, Cherrybrook 2126

Email: ldragic@cbcs.com.au

Web: www.cbcs.com.au

Caters for men and women. Contains 72 self-care units (Elouera Gardens), and a 120-bed residential aged care facility (Cherrybrook Christian Care Centre).

Family Advocacy

Phone: 02 9869 0866 (voice/tty)

Address: Suite 704, 88-90 George St, Hornsby 2077

Email:

communications@family-advocacy.com

Web: www.family-advocacy.com

Family Advocacy is an independent and impartial advocacy organisation that works with families across NSW to promote and defend the rights and interests of people who have a developmental disability. It provides advocacy and leadership development opportunities for families who wish to speak up for the rights and needs of their family member with a disability, workshop and information sessions, telephone support and advice, inspiration through resources, systemic advocacy.

Friends of Lisgar Gardens

Phone: 02 9847 6934 (Andrew Gibbons - Hornsby Council)

Address: Lisgar Gardens, Lisgar Rd, Hornsby 2077

Email: agibbons@hornsby.nsw.gov.au

Web: www.hornsby.nsw.gov.au

To protect, promote and enhance Lisgar Gardens. Roster duty on weekends at the Gardens. Promotion of gardens. Promotion and ideas to enhance the Gardens. Organise and hold community events in Lisgar Gardens, eg Camellia Gala Day & Lisgar Live - Music Festival

Hillview Community Health & Information Centre

Phone: 02 9024 9000

Address: 1334 Pacific Hwy, Turramurra 2074

Provides a focal and referral point for the supply of community health services.

Hornsby Local Court

Phone: 1300 679 272

Address: Court House, 294 Peats Ferry Rd, Hornsby 2077

Email:

local-court-hornsby@justice.nsw.gov.au

Web:

nswcourts.com.au/courts/hornsby-local-court/

Courts. 1 court open 5 days a week.

Staffing number: 8.

Hornsby Shire Library & Information Service-Home Library Service

Phone: 02 9847 6806

Email: homelibrary@hornsby.nsw.gov.au

Web: www.hornsby.nsw.gov.au

The Home Library Service is a free service for people living in the Hornsby Shire, who are frail aged, carers, or for people who may have an acute or chronic illness which makes accessing the library difficult. All services provided by the Library are available through the Home Library Service, this includes Large Print Books, Magazines, Audio Books, DVDs, CDs and Diversional Therapy Resources.

Jenna Leo

Phone: 0403 156 106

Email: jenna@homecareheroes.com.au

Web: www.homecareheroes.com.au

Home Care Heroes is an online platform that connects people who have disabilities, are ill, injured or frail aged with a community of committed and paid carers (Heroes) who provide companionship and non-medical services. Registered NDIS Provider.

Judy Cameron House Beecroft

Phone: 02 9869 0505

Address: 146 Beecroft Rd, Beecroft 2119

Email: beecroft@anglicare.org.au

Web: www.anglicare.org.au

77 bed aged care accommodation of high-level residential care. Single, double and deluxe single options available. Dementia, respite and palliative care options are available.

Just Better Care Hills to Hornsby

Phone: 02 9484 8788

Email: mailhd@justbettercare.com

Web: www.justbettercare.com.au

Just Better Care Hills to Hornsby offers a full range of solutions for all care requirements. Services include nursing, respite, personal, palliative, dementia, disability care and domestic assistance. Services can be provided from an occasional hour to 24 hours a day, 7 days per week. NDIS registered provider.

Lifeline Harbour to Hawkesbury Inc

Phone: 02 9498 8805 (Office)

Address: 4 Park Av, Gordon 2072

Email: admin@lifelineh2h.org.au

Web: lifelineh2h.org.au

At the office in Gordon, Lifeline offers a wide range of Face to Face Counselling and Community Services. All counsellors and psychologists are qualified and experienced and offer a respectful and safe counselling environment. Services include - Personal Counselling, Bulk Billed Psychological Service, Financial Counselling, Problem Gambling Counselling, Community Aid (phone: 02 9498 5882); Suicide Bereavement Support Group, Depression/Bipolar Group, Gambling Help Support Group, Hoarding Group. Way2Wellness low to moderate mental health help 1300 120 446.

Lifeline Sydney

Phone: 131 114 (counselling), 02 8922 9097 (administration)

Email:

lifeline.sydney@wesleymission.org.au

Web: www.wesleymission.org.au

24-hour confidential telephone crisis support & referral service.

Making Connections Together (MCT)

Phone: 0420 639 407

Email:

info@makingconnectionstogether.com.au

Web:

www.makingconnectionstogether.com.au

NDIS registered social work practice offering services under the following: Support Coordination, Assist Life Stage Transition, Early Childhood Supports, Therapeutic Supports, Behaviour Supports, Innovative Community Participation and Assist, Access/Maintain Employment. We can see Non NDIS clients on a fee for service basis. Services offered include mindfulness and relaxation such as EFT, Reiki and Drumming Circle, assistance with choosing the correct Essential Oils for your needs.

McQuoin Park Residential Aged Care

Phone: 02 8998 9100

Address: McQuoin Park, 28 McAuley Place, Waitara 2077

Email: mcquoinpark_admin@chcs.com.au

Web: www.catholichealthcare.com.au

Providing aged care and therapy. 33 Hostel Rooms; 22 Nursing Centre Rooms, Wellness Centre Day therapy centre.

My Aged Care

Phone: 1800 200 422

Web: <https://www.myagedcare.gov.au/>
The Australian Government's My Aged Care phone line and website can help you to access services and find information in one spot for: yourself, a family member, a friend or someone you're caring for. My Aged Care can help you to find out about: types of aged care services available, your eligibility for service, service providers in your area, costs you may need to pay, quality in aged care, advocacy services, how to make a complaint.

Nana's Weighted Blankets

Phone: 0410 478 810 (Irene)

Email:

info@nanasweightedblankets.com.au

Web: www.nanasweightedblankets.com.au

Nana's Weighted Blankets have a range of weighted products: blankets, vests, toys and sensory tools. The products are weighted with poly pellets, they are non-toxic, hypoallergenic and fully machine washable. The very short version of the theory behind how weighted products work is the deep pressure touch stimulation (DPTS) supplied by the weight in the products, is believed to release a chemical in the brain, which naturally calms. Suitable for children, teens and adults affected by conditions like Autism Spectrum Disorder, ADHD, ADD, PDD-NOS, Sensory Integration or Processing Disorder, Rett's Syndrome, Bi-Polar, Tourette's Syndrome, CP, Alzheimer's, Dementia, Restless Leg Syndrome, Menopause and Insomnia. Products can be purchased Ready Made or can be Custom Made.

North Shore (Evening) Support Group for Mental Health

Phone: 0451 038 307

Address: Meet at Uniting Church Hall (upstairs), Corner of Nicholson St & Shirley Rd, Crows Nest 2065

Email: NSSGLead@hotmail.com

Web: www.onedoor.org.au

Self-run group for carers of a person with mental illness, their family member, or anyone who has a mental illness and their friends. Monthly meetings, some with a speaker expert in their area, or topic-driven discussion. One-on-one peer support and socialising over supper. Visitors welcome. Library of specialised and helpful books. Regular newsletter. Free parking at Nicholson St carpark, 200m north of Shirley Rd, in Lamont Street, in parts of Nicholson Street and in Woolworths, Crows Nest.

Northern Sydney Dementia Advisory Service

Phone: 1300 002 262

Address: Pharmaxis Building, 20 Rodborough Rd, Frenchs Forest 2086

Email: ccnb@ccnb.com.au

Web: ccnb.com.au/services/memory-loss/
Provides advice, support and guidance for families and carers of people living with dementia. We host dementia education and regular coffee friendship groups for families and carers.

Northern Sydney Local Health District

Phone: 02 9463 2685

Address: Building 51, Royal North Shore Hospital Campus, St Leonards 2065

Email: nslhd-mail@health.nsw.gov.au

**Northern Sydney Local Health District -
Mental Health Drug & Alcohol**

Phone: 02 9887 5589, 1800 011 511
(Emergency Helpline 24/7)

Web:

www.nslhd.health.nsw.gov.au/Services/Directory/Pages/Mental-Health.aspx

Provides a range of mental health and drug and alcohol support services, community education and early intervention programs, including assessment and treatment, case management and rehabilitation, crisis intervention, acute treatment, information, referral and advice. Drug and Alcohol.

www.nslhd.health.nsw.gov.au/Services/Directory/Pages/Drug-Alcohol.aspx

NSW Police - Hornsby

Phone: 02 9476 9799

Address: Hornsby Police, 292 Pacific Hwy, Hornsby 2077

Web: www.police.nsw.gov.au

Police station and Ku-ring-gai Local Area Command. There is a Multicultural Community Liaison Officer based at Ku-ring-gai Local Area Command (Hornsby) to facilitate communication and interaction between police and culturally and linguistically diverse communities. You can speak to a MCLO if you need help to report a crime to Police or raise any issues of concern with Police.

NSW Trustee & Guardian

Phone: 1300 364 103

Address: Ground Floor, 160 Marsden St, Parramatta 2150

Email: tagparramatta@tag.nsw.gov.au

Web: www.tag.nsw.gov.au

NSW Trustee & Guardian is a government agency providing independent trustee and financial management services. NSW Trustee & Guardian regularly holds Plan Ahead days at libraries and community venues in the Liverpool area where people can make or update their Will, Power of Attorney and Enduring Guardianship documents. Information about upcoming Plan Ahead days is available at www.tag.nsw.gov.au/planahead

Office of The Public Guardian

Phone: 02 8688 2650, 1800 451 510

Address: Level 7, 160 Marsden St, Parramatta 2150

Email:

informationsupport@opg.nsw.gov.au

Web:

www.publicguardian.justice.nsw.gov.au

The Public Guardian can be appointed as a person's guardian and, depending on the guardianship order, may make decisions on behalf of the person in areas such as accommodation; medical treatment; dental treatment or services. The Public Guardian is a substitute decision maker, not a substitute caregiver or case manager. A decision made by a legally appointed guardian should be treated as if it were a decision made by the person with disability. The Public Guardian will also advocate for the services and supports needed by the person under guardianship. The office of the Public Guardian also provides an Information and Support service for private guardians.

Opal Netherby Aged Care Facility

Phone: 02 9489 0271

Address: 17 Pacific Highway, Wahroonga 2076

Email:

Karen.Gallacher@opalagedcare.com.au

Aged Care Facility with a range of accommodation options and living spaces. Strong links to the community demonstrate that everything here is designed to help make life as enjoyable and comfortable as possible.

Oxley Home Care

Phone: 02 9986 2266, 1300 993 591

Email: admin@oxleyhomecare.com.au

Web: www.oxleyhomecare.com.au

Family owned and operated private home care company providing individualised and flexible home-based services to the whole community. Offer assistance with personal care, domestic assistance, meal preparation, shopping and errands, transport, social support, garden and home maintenance, one hour is the minimum booking. Specialists in dementia care, provide nursing, respite, palliative and overnight care. Approved Government Provider and Consumer Directed Care Packages

Pennant Hills Age Care Facility

Phone: 02 9875 4811

Address: 2a The Crescent, Pennant Hills 2120

Email: pennanthillsacf2@yahoo.com.au

Age Care Facility for elderly residents including those with dementia and couples. Also provides ethnic specific services to people from a Chinese speaking background.

Pennant Hills Dementia Carers Group

Phone: 02 9485 7588

Address: Pennant Hills Community Health Centre, 5 Fisher Avenue, Pennant Hills 2120

Dementia Carers' Support Group.

Presbyterian Aged Care - Thornleigh (Ashleigh Lodge)

Phone: 02 9875 9900

Address: 3 Hillmont Ave, Thornleigh 2120

Email: pacthornleigh@pcnsw.org.au

Web:

www.pacnsw.org.au/locations/thornleigh/
Ashleigh Lodge is a high-care facility which offers outstanding care and warmth which are both evident as soon as one enters our facility. We cater for the physical, social and spiritual needs of our residents by way of our: Physiotherapist and regular exercise programs; Activity programs including concerts, bingo, arts and crafts, trivia and quizzes, our own library collection, day bus outings and dementia specific activities; Weekly church services, our own Chaplain and visiting Chaplains. We have recently undergone renovations to be up-to-date and modernised. This includes an outdoor courtyard ideal for activities - or just relaxing. Also, there are higher standards of security to provide a safer environment for all. Chinese and Lebanese clusters

Regis Hornsby

Phone: 02 9476 3499

Address: 245-247 Peats Ferry Rd, Hornsby 2077

Email: hornsby@regis.com.au

Web: www.regis.com.au

Provision of high-quality accommodation to aged persons. 70 bed extra service facility single rooms with own en-suite. High and low care.

Richard Geeves Centre

Phone: 02 9488 8694

Address: 8 Murrua Rd, North Turramurra
2074

Email:

NSLHD-RGCRespiceServices@health.nsw.
gov.au

The Richard Geeves Centre is a unit of the Aged Care and Rehabilitation Service of Hornsby Ku-ring-gai Hospital. It is a centre for clients with Alzheimer's Disease and other forms of dementia still living at home and being cared for by family or friend.

*Referral and information about community services. *Day Respite. *Support to the carer, including carer support meetings.

*Individual and family counselling. *Clients attend on a day with activities and excursions suited to their needs.

*Alzheimer's Association meeting on the third Monday of month, 7.45pm at Centre. In-home respite offered through the Time Off Program (TOPS) - contact the co-ordinator on 9488 8694.

Rowland Village Galston

Phone: 02 9653 4920

Address: 301-305 Galston Rd, Galston
2159

Email:

murray.mcdermott@rslifecare.org.au

Web:

rslifecare.org.au/locations/galston-rowland-village/

A retirement village that exemplifies everything you expect from independent living. A community where neighbours can become friends. Where stories are shared over coffee. Where excursions are a highlight of conversation. Where you can express yourself through craft workshops or volunteer activities. Where mornings are spent at the veggie garden, shopping, learning or socialising – your choice! And evenings are filled with barbeques, friendship groups and good company. New Nursing Home - Mark Donaldson VC House will open in 2011 and is situated in the heart of Rowland Village. This brand new 75 bed home will provide full-service care - frail-aged, palliation, dementia, special needs and enables the provision of full care services to residents of Rowland Village, The Lakes of Cherrybrook and Cherrybrook Gardens, complementing the LifeCare @ Home Services already available.

**Royal Commission into Aged Care
Quality and Safety**

Phone: 1800 960 711

Email:

ACRCenquiries@royalcommission.gov.au

Web: agedcare.royalcommission.gov.au

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018 by the Governor-General of the Commonwealth of Australia, His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd). The Honourable Richard Tracey AM RFD QC and Ms Lynelle Briggs AO have been appointed as Royal Commissioners. The Letters Patent for the Royal Commission, which formally appoint the Royal Commissioners, also outline the Commission's terms of reference. The Commissioners are required to provide an interim report by 31 October 2019, and a final report by 30 April 2020. This website provides information about the work of the Royal Commission, and how you can engage with the Commission: including how submissions can be made, and when and where hearings will be held.

Seniors Rights Service

Phone: 1800 424 079

Address: Level 4, 418A Elizabeth St,
SURRY HILLS 2010

Email: info@seniorsrightsservice.org.au

Web: <https://seniorsrightsservice.org.au/>

Seniors Rights Service is a community organisation supporting older people through free and confidential legal advice, aged care advocacy, social support and rights-based education forums throughout NSW. They provide free and confidential legal advice and aged care advocacy over the telephone. Prioritizes engagement with older people who vulnerable or disadvantaged; in regional, rural and remote locations; culturally and linguistically diverse; Aboriginal or Torres Strait Islander; lesbian, gay, bisexual, transgender or intersex. Advice includes consumer rights, human rights/ elder abuse, financial exploitation, planning for later life. The Retirement Village legal service provides advice and assistance to residents of retirement villages (includes former and prospective residents) on issues arising from management/ operator issues Our service provides legal advice to older people who are living in a strata unit or townhouse about any aspect of strata living including retirement villages.

**Severe Behaviour Response Teams
(SBRT)**

Phone: 1800 699 799

Web: www.dementia.com.au

A national free service funded by the Australian Government and operated and administered by Dementia Support Australia. The SBRT are a mobile workforce available to provide timely expertise and advice to Commonwealth funded approved Residential Aged Care Facilities, Multi-Purpose Services, or Flexibly Funded Services requiring assistance. They include nurse practitioners, nurses, allied health and specialist staff and address the needs of people with severe and very severe Behavioural and Psychological Symptoms of Dementia (BPSD).

Southern Cross Care Services (SCCS) - Head Office

Phone: 1800 989 000

Email: enquiries@scch.com.au

Web: www.scch.com.au

Provides a comprehensive range of community services in NSW, VIC, QLD, ACT. Services include: attendant care, community access, domestic assistance, nursing care, personal care, and respite for people with severe medical conditions or disability, the frail aged, or those requiring palliative care and post-discharge care. Some services are government funded. NDIS provider.

Statina Healthcare Australia Pty Ltd

Phone: 1300 365 404

Address: Unit 3, 30 Leighton Pl, Hornsby 2077

Email: sales@statina.com.au

Web: www.statina.com.au

Statina Health Care Australia offers a large range of personal care equipment for Aged Care, hospital, rehab and post-surgical. Aged Care Equipment such as Assistive Clothing, Bariatric Equipment, Continence Care, Falls Prevention, Fire & Evacuation, Infection Control, Living Aids, Manual Handling, WHS Products, Pressure Care & Skin Protection, Wound Care. Hospital Equipment - Theatre Supplies, Curtains. Rehab - Braces, Bandages, Tapes & Slings, Living Aids, Fire & Evacuation, Pressure Care, Falls Prevention, Infection Control, Physio Aids, Hotteeze, Post-Surgical, Post Mastectomy, Compression Garments, Abdominal Binders, Wound Care. NDIS Registered Provider

Tallwoods Corner Aged Care Service

Phone: 02 9847 3888

Address: 1 Myra St, Wahroonga 2076

Email: info@tallwoodscorner.com.au

Web: www.tallwoodscorner.com.au

Luxury high care extra services accommodation that features private rooms each with an en-suite and 24-hour quality care, 7 days a week. For permanent residence. Tallwoods Corner is also a lovely environment for respite and palliative care.

Telstra Help Line for People with Disabilities

Phone: 1800 068 424

Email: disability@online.telstra.com.au

Eligible Telstra customers can register at this number, then phone 12551 for an operator to provide 2 listings within Australia per call, business addresses, Yellow Pages. Must call from a Telstra phone, and have a disability or be unable to use the directory. There is free directory assistance from 12456 for Telstra call-direct exempt customers to be connected directly to a number. Customer must complete a form, verified by medical practitioner. Customers of Optus can call 133 937 to register for a similar service.

The Hills Community Health Centre - Multicultural Health Service

Phone: 02 8853 4500 (Reception)

Address: 183-187 Excelsior Av, Castle Hill 2154

Email: yan.li@health.nsw.gov.au

Web:

www.wslhd.health.nsw.gov.au/Community-Health-Hospital/The-Hills-Community-Health-Centre

Provides consultancy and advice to community health staff and other service providers on multicultural health issues. There is information and referral for Culturally and Linguistically Diverse (CALD) communities, community development, health promotion and group work to the Chinese & other CALD communities.

The Public Guardian - Head Office

Phone: 02 8688 2650, 1800 451 510 (NSW STD Callers)

Address: level 7, Parramatta Justice Precinct, 160 Marsden St, Parramatta 2150

Email:
informationsupport@opg.nsw.gov.au

Web:
www.publicguardian.justice.nsw.gov.au

The Public Guardian can be appointed as a person's guardian by the Guardianship Division of the NSW Civil and Administrative Tribunal and, depending on the guardianship order, the Public Guardian may make decisions on behalf of the person in areas such as accommodation, medical treatment, dental treatment or services. The Public Guardian is a substitute decision maker, not a substitute caregiver or case manager. A decision made by a legally appointed guardian should be treated as if it were a decision made by the person with disability. The Public Guardian will also advocate for the services and supports needed by the person under guardianship. The Public Guardian also provides general information to the community through the Information and Support team. This team can also provide free community education sessions. The Public Guardian operates the Private Guardian Support Unit (PGSU) which provides support and advice to private and enduring guardians.

The Way Ahead Directory

Web: www.directory.wayahead.org.au
An online database provided and maintained by Way Ahead Mental Health Association of NSW. It contains up-to-date information on over 6000 mental health and community service related services across New South Wales. The Directory is free to access and readily available for members of the General Public, Carers, Service Providers and Health Care professionals.

Uniting Bowden Brae

Phone: 02 9489 1865

Address: 9-17 Frith Ave, Normanhurst 2076

Email: jenthompson@uniting.org

Web:
uniting.org/services/services/uniting-independent-living/uniting-bowden-brae-normanhurst
Independent Living Retirement Village for retirees over 55 looking for a vibrant life style.

UnitingCare Ageing Western Region - Dementia Monitoring Social Support Program

Phone: 0429 179 918

Email: dementia@uniting.org

To provide high quality, responsive and flexible care for clients who have dementia and require some Social Support. Services include, Companionship, Friendly Visiting, Reading, Transport for bill payments or medical appointments.

UPA Sydney North Region

Phone: 02 9487 1337

Address: 1614 Pacific Hwy, Wahroonga 2076

Email: sydney.north@upa.org.au

Web: www.upa.org.au
UPA offers a wide range of accommodation options throughout it's Districts and Regions including residential care, retirement villages, nursing homes, home care services, serviced units. SYDNEY NORTH REGION - Thomas & Rosetta Agst Aged Care Service incorporating Nursing Home, Hostel and Dementia Hostel on Level 3 1614 Pacific Highway, Wahroonga. ph: 9450 8320. Redleaf Serviced Apartments, 1630 Pacific Highway, Wahroonga, ph: 9450 8310. Rosetta Park Independent Living Units 1634 Pacific Highway, Wahroonga ph: 9450 8310 offers 36 one, two, and, three bedroom units with secure car parking, storage and 24 hour call assistance. St Ermes Court Self Care Units 5-7 Isis Street, Wahroonga, ph: 9450 8300

Waitara Wellness Centre

Phone: 1800 225 474, 02 8445 2890

Address: Wahroonga Wellness Centre, 35 Pacific Highway, Wahroonga 2076

Email: mgoulden@chcs.com.au

Web:

<https://www.catholicealthcare.com.au/en/in-homecommunity/day-centres/>

Commonwealth funded program available to people over the age of 65. We provide an engaging activities program, three nutritious meals and the opportunity to socialise and connect with others.

Activities include exercises, discussion, word games/trivia, table games, theme days and bus outings. We are able to provide bus transport where available.

Wellways

Phone: 1300 111 400

Email: enquiries@wellways.org

Web: www.wellways.org

Wellways offers a wide range of individually tailored services designed to support people affected by mental health issues or disability, as well as their families, friends and carers. Our staff will help you take charge of your wellbeing, connect with others and participate in your community.

Woodlands Retirement Village & Nursing Home

Phone: 02 9481 8842

Address: 2 Kitchener Rd, Cherrybrook 2126

Email:

reception@woodlandsvillage.com.au

Web: www.woodlandsvillage.com.au

Self-care retirement village with villas, 1 bedroom, and, 2 bedroom units. Serviced apartments with kitchenette. Nursing Home (Living Care) is also located within grounds.

Your Side

Phone: 1300 134 332

Address: Suite 101, Level 1, 10 Help St, Chatswood 2067

Email: info@yourside.org.au

Web: <https://yourside.org.au/>

Your Side is a provider of support services for older people, people living with a disability, mental health. NDIS Registered, Services include Home care, home care packages, Disability support, Older Australians, Support for carers, Mental health and well-being. Contact customer care team to discuss your requirements.

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