



ENGLISH

TRANSLATION OF THE:



SERVICE

DIRECTORY 

FOR THE

AGED

ITALIAN-

AUSTRALIAN

COMMUNITY

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Co.As.It., Casa D'Italia, 67 Norton Street, Leichhardt, NSW 2040
Tel: (02) 9564 0744
www.coasit.org.au





The information in this directory was correct at the time of publication. Any organisational or location changes may affect your eligibility to receive a service. Co.As.It. does not accept any responsibility for persons, or the actions of the services listed in this directory. It is recommended that the reader contact the relevant service provider directly for further information prior to making a referral.

The purpose of this directory is to inform the older Italian-Australian Community of the Aged Care services available to them in the Sydney Metropolitan Area.

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 For this directory the Italian speaking services have been identified and are marked by the icon . For all other non - Italian speaking services, you can contact the Telephone Interpreter Service TIS on 13 14 50 (see next page). When you call this number an Italian speaking interpreter will be organised to interpret for you over the phone whilst you are speaking to the service provider.

For more information please contact Co.As.It. on the following:

Head Office

67 Norton Street,
Leichhardt NSW 2040
Tel:(02) 9564 0744
Fax:(02) 9569 6648

Western Sydney Office

108 Wigram Street
Harris Park NSW 2150
Tel: (02) 9893-9222
Fax:(02) 9893-9277

www.coasit.org.au

LANGUAGE SERVICES

When calling a service provider that does NOT have Italian speaking staff available you can use



Translating and Interpreter Service (TIS) Tel: 13 14 50

This is a **FREE** 24 hour telephone interpreting service. TIS will help you if you need to resolve a problem with a service provider like the phone, gas or electricity companies or with your doctor/specialist and other aged care services.

When you ring this number, even if you can't speak English all you need to say is "Italian" and the person will put you on hold for a moment and then connect you to an Italian speaking interpreter. The interpreter will introduce themselves to you and then ask you to explain why you are calling. You must understand that the interpreter is not a social worker and therefore does not solve your problem but only interprets your message, so make sure you have all the information and details you need at hand to give them. The interpreter will then call the service provider for you and will translate everything you say into English and everything the person says into Italian. This will be a three way conversation.



Community Relations Commission Tel: 1300 651 500

Level 8
175-183 Castlereagh Street
Sydney NSW 2000
www.crc.nsw.gov.au

This is an an alternative interpreting and translating service however it is NOT free. It is useful if a private matter, for

example a legal issue with Italy, requires an interpreter or you have a document which needs to be translated.

HEALTH SERVICES

COMMONWEALTH RESPITE & CARELINK CENTRE (CRCC)

Tel: 1800 052 222

www.commcarelink.health.gov.au

CRCC provides FREE information on the support services that are available all over Sydney to the elderly, people with disabilities and their carers. Examples of these services are lawn mowing, home maintenance, meals at home, transport etc. When you call, an operator will let you know what service operates in your area, whether there are any costs associated with receiving the service, if you are eligible to receive the service and how to contact the service. This service also provides **emergency** short term respite for those caring for the elderly or a person with a disability. If a carer already receives some services they can still get access to this service in an emergency eg. They may have to go into hospital and there is no one to care for their loved one. This service can organise some residential respite while the carer is recovering. All carers are eligible for this service.

To find out what services are available in your region call Commonwealth Respite & Carelink on the above number.

COMMUNITY HEALTH CENTRES Tel: 1800 052 222

Community Health Centres offer information, advice and consultation on various aspects regarding your health. They also provide direct care through services such as Community Nursing and personal care services.

Community Health Centres provide the following services:

- Assistance and care for the elderly that live alone, the disabled, people suffering from HIV/AIDS, people with palliative conditions/illnesses.
- Resources to assist people suffering from dementia and for their carers.
- Rehabilitation and Health and Wellbeing education programs for groups, and for the individual.
- Therapeutic groups including aqua aerobic, hydrotherapy and social interaction.
- Information and consultancy for children and families with special requirements.
- Community Nurses offer control visits and education programs.

To find your nearest Community Health Centre call Commonwealth Carelink number above.

AGED CARE ASSESSMENT TEAM (ACAT)

Aged Care Assessment Teams are usually located near your local public hospital. Contact Commonwealth Respite & Carelink for your nearest ACAT on **1800 052 222** or see the list of ACAT contact numbers at the back of this directory.

This is a free assessment service conducted in your home. The aim of an assessment by the ACAT team is to help you access the available services that will best suit your needs. The service is delivered by a group of professionals comprising of geriatricians, social workers, nurses, physiotherapists, and occupational therapists. ACAT conducts an assessment, provides information, advice and assistance to the elderly who wish to remain in their own homes, and also to those who are considering residential care (Hostel or Nursing Home). ACAT will provide the individual with a series of care options keeping in mind their medical, physical, social and psychological needs, so they can then choose a service that will cater for their needs. For example, home modification, meals and domestic assistance, personal care assistance, community nurses and whether a carer is in need of some respite care. They can even conduct an assessment to determine whether a person is eligible for a CACP package or permanent residential care in a nursing home or hostel.

Referrals can be made by family, carers, friends, service providers, hospital staff and your local doctor. However, please keep in mind that it can take up to 6 weeks before an ACAT assessment can be done as there is a waiting list in some areas of Sydney.

PADP PROGRAM (FOR PEOPLE WITH DISABILITIES)
NSW HEALTH DEPARTMENT Tel: (02) 9391 9000

The Program of Appliances for Disabled People (PADP) is a NSW Government program which assists **eligible** residents of NSW who have a permanent or long-term disability to live and participate in their community by providing appropriate equipment, aids and appliances at a reduced price. Examples are wheelchairs, special beds etc. People on higher incomes may qualify for PADP equipment which costs more than \$800. To apply for this service you and your specialist must complete appropriate application forms and lodge them at your nearest centre. To get an application form and to find your nearest PADP lodgment centre call the above NSW Health number and say what suburb you live in.

THE CANCER COUNCIL NSW Tel: (02) 9334 1900

Helpline Tel: 13 11 20

153 Dowling Street, Woolloomooloo, NSW 2011

www.cancercouncil.com.au

The Cancer Council offers support to persons with cancer through the provision of information, support services (including accommodation and transport), funding for cancer support groups and other activities. Printed information in Italian is also available.

BREASTSCREEN NSW Tel: 13 20 50

www.cancerscreening.gov.au

Breastscreen NSW runs a breast-screening program for women aged 40 years and over. Women in this age group receive a free mammogram every two years. The program aims to reduce the

number of deaths caused by breast cancer through early detection. You do NOT require a referral from your doctor, or your Medicare card. All breast screen vans have wheelchair access. When you call the above number the operator will ask you what area you live in and will give you the phone number of the centre closest to you.

DIABETES AUSTRALIA Tel: 1300 136 588

26 Arundel St,

GLEBE NSW 2037

www.diabetesaustralia.com.au

Diabetes Australia offers assistance and information on Diabetes. It also offers **subsidised** equipment for people who suffer from diabetes through the NDSS program which provides blood and urine testing strips, syringes and needles for special injection systems at **subsidised** prices to people who register for its benefits. To obtain a registration form for this program call the above number. In some cases your doctor may be able to provide you with the form.

CONTINENCE FOUNDATION OF AUSTRALIA Tel: 1800-330-066

www.continence.org.au

This is a telephone Helpline which operates Monday to Friday, 8am-8pm. The National Continence Helpline is an Australian Government service staffed by a team of continence nurse advisors who can provide information, education and advice over the phone to those affected by or caring for someone with bladder or bowel weakness. When you call this number the nurses will listen to your problem and give you advice on what to do and who to see. Alternatively, you can call the Continence Foundation at their NSW state office in Sydney on 02 8741 5699.

COMMUNITY NURSING SERVICE Tel: 1800 052 222

Community Nursing Service is a FREE service offering general nursing care (wound management, intravenous antibiotics and

personal hygiene), control visits (monitoring medications) and education programs to people in their homes. For information on your local Community Nursing Service, contact Commonwealth Carelink on the above number.

EMERGENCY RESPONSE SERVICES

The emergency response service is a 24 hour service which assists the frail, aged and disabled to live independently for longer in their own homes. The client is provided with a small pendant (usually worn around the neck) which in the case of an emergency can be activated by simply pressing the button. Assistance is speedily organised by calling the ambulance, family member or friend. There are a number of private companies who provide this emergency response service for a fee (set up fee and monthly payment) some of these are: VitaCall on 1300 360 808, CareCall on 1300 130 100 and constant Companion (Northern Sydney) on (02) 9777 7836.

PALLIATIVE CARE (Commonwealth Respite & Carelink) **Tel:1800-052-222**

Palliative Care offers services to those with a chronic or terminal illness. To find your nearest palliative care unit contact CRCC on the above number.

DISABILITIES

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW (MDAA) Tel: (02) 9891 6400 or 1800 629 072

40 Albion St,
Harris Park NSW 2150
www.mdaa.org.au

MDAA is the only **advocacy service** in NSW available specifically to people with a disability whose first language is not English to their families and carers. MDAA aims to promote, protect and secure the

rights and interests of this group of people. If you have a disability or are caring for someone with a disability this service will give you advice on what you are entitled to, who to ask for help and how to do it. They will help you defend your rights.



HANDITAL TEL: (02) 9798 8419

61 Waratah St,
Haberfield NSW 2045

www.communilink.org.au/handital

Handital is a non-government, non-profit voluntary organisation which assists and supports people with disabilities and their carers, especially those of Italian origin. It does this by advocating on their behalf, providing information about social, medical, educational and financial benefits you are entitled to, and where and how to ask for help. Employees of Handital speak Italian.

**THE PROGRAM OF APPLIANCES FOR DISABLED PEOPLE
(PADP PROGRAM)**

NSW HEALTH DEPARTMENT Tel: 02 9391 9000

Refer to page 7 for more information.

DEMENTIA

NATIONAL DEMENTIA HELPLINE NSW Tel: 1800 100 500

www.alzheimers.org.au

This is a telephone Helpline which operates Monday to Friday, 9am - 5pm. It offers consultancy and support services to people with a diagnosis of dementia and for their carers. They provide printed information about dementia in ITALIAN, details of support groups for people who have been diagnosed with dementia, private and confidential counselling (6 FREE sessions in their office or over the

phone) and other information on dementia programs and services in your local area.

DEMENTIA CARE

(Commonwealth Respite & Carelink Tel:1800-052-222)

The term dementia is used to describe a condition that causes a progressive decline in an individual's mental functioning. It is a term widely used to describe memory loss, the loss of reasoning, the loss of social skills and emotional instability. Dementia care services are specific services for people who have a diagnosis of dementia or Alzheimer's disease and for their carers. Dementia care services offer social activities, respite, information and support to people with a diagnosis of dementia and their carers.

For information on dementia care services contact your nearest Aged Care Assessment Team and/or the Commonwealth Respite & Carelink number above.

HEARING

AUSTRALIAN GOVERNMENT HEARING SERVICE PROGRAM

Tel: 1800-500-726

www.health.gov.au/hear

Australian Government Hearing Service Program offers FREE hearing assessments and hearing aids to elderly people who are on a pension. To apply, you must fill out a registration form (call the number above or ask your doctor) which needs to be signed by your doctor. If you are eligible you will be given a voucher which entitles you to a hearing assessment, rehabilitation, and selection and fitting of hearing aids, free of charge.

BETTER HEARING AUSTRALIA – SYDNEY Tel: (02) 9744 0167

29 Burwood Road
Concord NSW 2139

www.betterhearingsydney.org.au

Better Hearing Australia offer support and information to people with a hearing impairment and hearing loss. They run group sessions in various locations around Sydney.

DEAF SOCIETY OF NSW Tel: 1800 893 855

Suite 401, Level 4, 169 Macquarie Street
Parramatta NSW 2150

www.deafsocietynsw.org.au

The Deaf Society provides support and training on a one to one basis to assist Deaf people with disabilities or who require extra assistance to live as independently as possible. They also provide an interpreting service in certain settings for example in hospitals, police matters and private legal matters etc. To access these services you will need to call, get a referral form, complete it and forward it to the Deaf Society of New South Wales.

SIGHT

2RPH RADIO for the Print Handicapped Tel: (02) 9518 8811

Radio frequency 1224 AM

www.2rph.org.au

This is a radio station for people with with impaired vision, or physical disabilities caused by strokes, arthritis, cerebral palsy, etc. Articles from daily newspapers are read out live on air in English.

GUIDE DOG ASSOCIATION of NSW and ACT - Tel: (02)9412 9300

Head Office

2-4 Thomas Street,
Chatswood NSW 2067

www.guidedogs.com.au

Provides guide dogs, mobility devices, and offers assistance to people who are visually impaired. Services are free to residents of New South Wales.

VISION AUSTRALIA (ROYAL BLIND SOCIETY) Tel: 1300 84 74 66

4 Mitchell Street
Enfield NSW 2136
www.visionaustralia.org

Vision Australia provides information about a wide range of equipment available to help individuals to realise their maximum vision potential as well as information about benefits, entitlements and community services available to people and their carers. Their staff is available to assess each client's vision and provide services based on individual needs. A free vision assessment is offered to Australian pensioners. Call the above number to make an appointment for this assessment.

SYDNEY HOSPITAL & SYDNEY EYE HOSPITAL

Tel: (02) 9382 7111
Macquarie Street
Sydney NSW 2000

This hospital offers treatment for vision problems.

MENTAL HEALTH / COUNSELLING SERVICES



RYDE COMMUNITY MENTAL HEALTH SERVICE

Tel: (02) 9858 7777
Ryde Hospital
Denistone Street
Eastwood NSW 2122

Provides free Italian counselling sessions for residents of the Ryde-Hunters Hill Local government area.

TRANSCULTURAL MENTAL HEALTH Tel: 1800 648 911
www.dhi.gov.au/tmhc/index.htm

This is a statewide service that promotes access to mental health services for people of Non English Speaking Background. If you require Italian counselling services, brochures in Italian informing you of different mental health issues or information on carer support groups contact the above number.

MULTICULTURAL PROBLEM GAMBLING SERVICE

Tel: 1800 856 800 or (02) 9840 3329

This service provides free Italian counselling sessions to people with a gambling addiction, to their family and also to their friends.



CO.AS.IT – MENTAL HEALTH & COUNSELLING SERVICES

(Please refer to page 49 of this directory for all relevant information)



ITALIAN QUIT LINE Tel: 1300 784 861

This telephone service provides advice and support in Italian on how to stop smoking.

SOCIAL & COMMUNITY SERVICES

SENIORS INFORMATION SERVICE - Tel: 13 12 44

Level 6
93 York Street
Sydney NSW 2000
www.seniorsinfo.nsw.gov.au

Provides free information over the phone on aged care services and facilities, retirement villages and accommodation and all other benefits and entitlements for seniors. This is a very informative and useful phone service.

WWW.SENIORS.GOV.AU

(Aged and Community Care InfoLine 1800 500 853)

This is an Australian Government's premier source of information for Australians over 50. Seniors.gov.au provides you with a single point of access to Government and non-Government information and services for older Australians.

CARERS NSW, Inc. Tel: 1800 242 636

PO Box 20156
World Square NSW 2002
www.carersnsw.asn.au

This service provides extensive information, support and publications to help carers in their role. They also provide information, and referrals to carer support groups. They have printed information in Italian.

AGED DAYCARE (HACC Service)
Commonwealth Respite & Carelink Tel: 1800-052-222

Daycare services are targeted at the frail aged population who are at risk of social isolation as they are confined to their own homes due to their frailty. The daycare participant will be picked up in the morning, usually by a mini-bus, and then dropped off at home in the afternoon. At the centre, the participant will receive morning tea and lunch. Daycare centres also offer various activities such as gentle exercise classes, bingo, playing cards, social outings etc.

This service indirectly offers support to carers, as it provides them with the opportunity to attend to their daily activities without having to worry about caring for their loved one.

There are daycare groups all over Sydney. In some areas there are specific daycare groups for Italians only however in many areas there are mixed groups. When asking for a daycare in your area remember to ask if there is an Italian group you could join.

The Daycare Coordinator must conduct an assessment prior to commencing the service, and the final decision will depend on whether the person is able to participate in the group. There may be waiting lists for some groups.

To find your nearest Aged Daycare centre contact Commonwealth Respite & Carelink on the number provided above.

RESPITE CARE (HACC Service)
Commonwealth Respite & Carelink Tel:1800-052-222

Respite services are designed to alleviate the stress placed on carers by allowing them to have a break from their caring role. Respite care can be provided in your family home (for a few hours), at a daycare center for the aged (for the day), or residential respite in a nursing home or hostel (for a few days or weeks).

- **In home respite**
A substitute carer will come to your home to care for your loved one giving you some free time to attend to your own needs.

- **Daycare centres for the elderly**
Daycare centers are designed to cater for the frail aged and house bound, as well as those suffering from dementia. For more information see the Aged Daycare section in this manual on page 42.

- **Residential Respite**
Residential Respite provides temporary assistance in a nursing home or hostel. This program aims at offering carers an extended break from their caring role to help with stress, illness or holidays. Hostels and nursing homes offer a maximum of nine weeks respite per year. An assessment and approval from the Aged Care Assessment Team (ACAT) must be completed prior to receiving residential respite. Once an assessment has been conducted the ACAT team will then help you select an appropriate and available nursing home or hostel in your area. For information on respite services contact the Commonwealth Carelink number provided above.

This service provides **emergency** short term respite for those caring for the elderly or a person with a disability. If you are already receiving some services you can still get access to this service in an emergency eg. You may have to go into hospital and there is no one to care for your loved one. This service can organise some residential respite while you are recovering. All carers are eligible for this service

DEMENTIA CARE

(Commonwealth Respite & Carelink Tel: 1800-052-222)

The term dementia is used to describe a condition that causes a progressive decline in an individual's mental functioning. It is a term widely used to describe memory loss, the loss of reasoning, the loss of social skills and emotional instability. Dementia care services are

specific services for people who have a diagnosis of dementia or Alzheimer's disease and for their carers. Dementia care services offer social activities, respite, information and support to people with a diagnosis of dementia and their carers.

For information on dementia care services contact your nearest Aged Care Assessment Team and/or the Commonwealth Carelink number above.

TELECROSS Tel: (02) 9229 4222

159 Clarence Street
Sydney NSW 2000

www.redcross.org.au/nsw/community_services_telecross.htm

This is a free daily phone service for the isolated, elderly, medically dependant and disabled. Each day a Red Cross volunteer will call you at home to ensure you are safe and well. To register for this service call the above number.



**EASTERN SYDNEY MULTICULTURAL ACCESS PROJECT
(ESMAP) HACCC Service Tel: (02) 9700 8872**

Suite 1-2, 1-3 Elizabeth Ave, Mascot, NSW 2020

www.esmap.org.au

This service offers assistance in accessing Home and Community Care (HACC) services in Eastern Sydney (Woollahra, Waverley, Randwick, Botany, City of Sydney e South Sydney). To request assistance you can call the above number from Monday to Wednesday. Alternatively you can make an appointment to see an Italian speaking social worker in the office on Wednesdays.

HOME SUPPORT SERVICES

COMMUNITY AGED CARE PACKAGE (CACP)

A Community Aged Care Package is an ongoing **package** of service. The program is funded by the federal government and aims to prevent premature entry into an aged care facility by offering a comprehensive **range** of services to older people in their own homes to maintain their independence. Services include: showering/bathing or personal hygiene, assistance with dressing, laundry assistance, assistance with meal preparation, socialisation/company, light housework, transport to and from appointments eg. medical, home respite for carers, shopping and assistance with attending culturally relevant social outings or church.

To receive a CACP package you must be in need of at least three of the services listed above. Once you have established this need an assessment from the Aged Care Assessment Team must be conducted and approved prior to receiving a package. The purpose of the assessment is to identify your care needs so a care plan can then be created to meet those needs.

There are many different organisations that offer these packages including Co.As.It.

For further information on Community Aged Care Packages contact Co.As.It on:

Western Sydney Office

108 Wigram Street
Harris Park NSW 2150
Tel:(02) 9893-9222
Fax:(02) 9893-9277

Head Office

67 Norton Street
Leichhardt NSW 2040
Tel:(02) 9564 0744
Fax:(02) 9569 6648

EXTENDED AGED CARE AT HOME (EACH) PACKAGES

The Extended Aged Care at Home (EACH) program assists frail aged people to remain in their homes, supported by **high level care** through an approved service provider. Packages are flexible and

coordinated to suit the individual's particular needs, and may include services such as nursing, domestic assistance, in-home respite, personal care, transport and social support. To apply for an EACH package you will need to contact your nearest Aged Care Assessment Team, an assessment must be conducted and you must get approval. The purpose of the assessment is to identify your eligibility and your care needs so a care plan can then be created to meet those needs.

EXTENDED AGED CARE AT HOME DEMENTIA PACKAGES EACH D

Extended Aged Care at Home Dementia packages assist older Australians with dementia living at home that are experiencing difficulties in their daily life because of behavioural and psychological symptoms associated with dementia. The packages provide the same full range of services that a 'general purpose' EACH package provides including: registered nursing care, physiotherapists, podiatrists and other allied health care type services and assistance with oxygen and /or enteral feeding.

To apply for an EACH D package contact your nearest Aged Care Assessment Team (ACAT) for an assessment.

HOME AND COMMUNITY CARE (HACC) SERVICES **Tel: 1800 052 222**

These services are home based support services for the aged, people with disabilities and their carers to allow them the opportunity to remain in their own homes longer without premature entry to an aged care facility. HACC services are funded by both the state and federal governments, however most of the services require a contribution.

Service includes:

- **Home Help**

- Provides assistance with domestic duties, personal hygiene (bathing/showering, dressing and toileting), laundry, Ironing, and shopping.
- **Food Services**
If you find it difficult to prepare meals, then you can have meals delivered to your home, or alternatively you can be transported to eat a meal at a community centre. If you have specific dietary requirements for medical, cultural or religious purposes, then special meals can be organised. If you find it difficult to go shopping, then you can have someone assist you with your grocery shopping.
 - **Transport Services**
Provides transport to the shops or to medical appointments.
 - **Respite Care**
This service is aimed at the primary carer of an aged person or a person with a disability, allowing them to have a brief rest period from their caring role. The service can provide a person to come into your home to care for your loved for up to 4 hours a fortnight or alternatively your loved one can be taken to a daycare centre for the elderly.
 - **Home Nursing**
Regular or occasional home visit from a community nurse can be organised to help improve your wellbeing, dress wounds, or to monitor your health.
 - **Neighbour Aid**
A volunteer can visit you at home for companionship, to assist you with your shopping, or to take you to appointments.
 - **Community Options**
This service provides Case Management for people who have high or complex needs where a range of services can be organised to meet your specific needs.
 - **Allied Health**

These services aim to increase independence and mobility through the following services: physiotherapy, podiatry and occupational therapy.

- **Home Modification and Maintenance**
Assistance with home modifications or essential repairs to your home, for example, installing handrails, installing a hand held shower hose, changing light bulbs and widening door openings. There is also a gardening service available.
- **Dementia Support**
All HACC services are accessible by people with a diagnosis of dementia or their carers. There are also dementia-monitoring programs for people with a diagnosis of dementia.

To access any of these services in your area call the Commonwealth Carelink number provided above. Please remember that some services may have a waiting list.

HEMOCARE



Italian Line: 1800 032 060

English Line: 1800 350 792

Homecare is subsidised by the Australian and NSW Governments to help people with a disability, older people and their carers to live independently in their own homes. Their services include domestic assistance, personal care and respite care. To request the service call the above number. Please be aware that waiting times may apply.

PRIVATE HOME CARE SERVICES

There are many private home care services available and there may be various reasons why you need to access a private service. For example, if you are on a waiting list for a HACC funded service you may choose to use a private service in the interim and only for a limited period of time. It is important to remember when choosing a private service, to make sure you read the contracts thoroughly, that you are aware of their fees and if they are an accredited service provider. Some private services available are listed below. However,

for other private services see the 2007 Yellow Pages L-Z and for Nurses &/or Nursing Services go to pages 1920-1924 or check www.yellowpages.com.au.



Co.As.It.

Tel: (02) 9564 0744

www.coasit.org.au

All Parental Care

Tel: 9521-3333

www.apcare.com.au

Dial an Angel

Tel: 1300-721-111

www.dialanangel.com

Calvary Silver Circle

Tel: 1300-660-022

www.silvercircle.com.au

Kin Care

Tel: 1300-733-510

www.kincare.com.au

MSSA

Tel: 9286-2806

www.mssa.com.au

RESIDENTIAL CARE SERVICES

GENERAL INFORMATION ON NURSING HOMES AND HOSTELS

There are two levels of residential aged care facilities, “low level” care and “high level” care. “Low level” care facilities are often referred to as **hostels** and “high level” care facilities are commonly known as **nursing homes**.

The types of services available in a hostel are varied but often include meal services, laundry services, and domestic assistance. Prior to entering a hostel, an assessment must be conducted and approved by the Aged Care Assessment Team (ACAT).

Nursing homes on the other hand, are designed to care for those who require constant care, and cannot receive the level of care they require at home. An ACAT assessment must be conducted and approved prior to entering a nursing home.

There are some Italian specific Nursing Homes and Hostels like the Scalabrini Villages and there are also facilities that have Italian clusters. An Italian cluster is a group of 3 or more Italians that reside in a facility. For information on these facilities with Italian clusters contact Co.As.It. on 9564 0744 or the Transcultural Aged Care Service Office on 9515 9858.

DEPARTMENT OF HEALTH AND AGEING
-AGED CARE AUSTRALIA Tel: 1800 500 853
www.agedcareaustralia.gov.au

Aged Care Australia provides extensive information on all types of residential facilities like nursing homes and hostels. They will give you impartial information on how to select a nursing home or hostel, how to apply for entry into a facility, what you are entitled to receive once in a nursing home etc. This is a very useful site for any matter relating

to nursing homes and hostels. Call the above number for information. The website is also very useful.

TRANSCULTURAL AGED CARE SERVICE Tel: (02) 9378 1216

www.nswtacs.org.au

This service aims to develop partnerships with Aged Care Facilities in order to make them more culturally appropriate. This service can provide you with a list of nursing homes and hostels that have ethno-specific clusters (where a number of Italian clients already reside). They can also provide general information on multicultural aged care facilities.

AGED CARE FACILITY REGISTER

www.agedcareonline.com.au

This is an online service directory which provides information on how to locate a residential facility in NSW.

AGED CARE COMPLAINTS & INVESTIGATION SCHEME

Tel: 1800 550 552

www.health.gov.au/oacqc

If your loved one is in a nursing home or hostel and there is a problem that cannot be resolved directly with the manager of the facility you can contact the Aged Care Complaints and Resolution Scheme for advice or to have your matter resolved in a more formal manner.

FINANCIAL & LEGAL SERVICES

FINANCIAL ASSISTANCE



CENTRELINK (Multicultural Line) Tel: 13 12 02

General line Tel: 13 23 00

www.centrelink.gov.au

Contact centrelink to see if you are eligible for payments or concessions such as pensions and the carers' allowance. Information in Italian is available by contacting the Multicultural line provided above from Monday to Friday. This is not an interpreting service, you will speak directly to an Italian speaking Centrelink employee who can clearly explain the pensions system etc. This is a free service.

PHARMACEUTICAL BENEFITS SCHEME Tel: 1800 020 613

This is a program whereby the government subsidises the cost of pharmaceuticals for those who hold a benefits card, for example, a pension card.

SENIORS CARD SCHEME Tel: 1300 364 758

www.seniorcard.com.au

The Seniors Card program provides all seniors over 60 with concessions and discounts on various purchases and expenses. To be eligible, you must be an Australian permanent resident aged 60 or over and work less than 20 hours a week. Self-funded retirees are also eligible to receive this card.

To apply for a Seniors Card, you must fill out an application form which can be found at any ANZ bank, local council, online or from a DADHC regional office.

THE LOW INCOME HEALTH CARE CARD

CENTRELINK Tel: 13 12 02

The Low Income Health Care Card from Centrelink is for low-income earners of any age **not** in receipt of Centrelink payments. Gross average weekly income for eight weeks previous to applying is \$435 (single), \$725 (couple combined). The card provides card holders and their dependants access to Pharmaceutical Concessions as well as access to a limited range of State and Local Government health, household, educational, recreational and transport concessions.

TAXI TRANSPORT SUBSIDY SCHEME Tel: 1800 623 724

www.transport.nsw.gov.au/ttss/

The Taxi Subsidy Scheme assists people that are unable to use public transport due to a **permanent** disability which prevents you from leaving their home. The scheme allows participants to travel by taxi at half the normal fare.

To apply for a taxi subsidy you must call the above number provide your address and a form will be mailed to you. Alternatively you can obtain an application online. Part of the application form must be filled in and signed by your doctor.

CITY RAIL Tel: 131 500

RailCorp

PO Box K349

Haymarket NSW 1238

<http://www.cityrail.info/fares/index.jsp>

City Rail offers information on transport concessions for pensioners, ex-soldiers, war widows, people with disabilities, students, apprentices, the visually impaired and others who may be eligible for concessions.

SYDNEY WATER Tel: 13 20 90

www.sydneywater.com.au

Pensioners residing in the Sydney Metropolitan area are entitled to concessions on their water bill. Call the above number to ask for information.

TELEPHONE

Contact your service provider to see if you are eligible for a discount or concession.

GAS AND ELECTRICITY

For discounts on your Gas and Electricity bill, please contact your energy provider and inform them that you are receiving an Australian Aged Pension.

THE ROAD AND TRAFFIC AUTHORITY (RTA) Tel: 13 22 13

<http://www.rta.nsw.gov.au/>

The Road and Traffic Authority offer free vehicle registration and driver's licence fees for all pensioners who hold a current NSW Pensioner Concession Card (PCC). Many insurance companies offer concession rates on car insurance. Enquire with your company and, above all, shop around.

TRAVEL CONCESSIONS (COUNTRYLINK) Tel: 13 22 32

As a NSW pensioner you are entitled to four Pensioner Travel Vouchers each calendar year. Each voucher gives you an 85% discount on a single, one-way trip on CountryLink trains and coach services within NSW (excluding sleeping berths). **Conditions apply.** All non-pensioners pay only 50% of the total fare for all countrylink train travel in NSW. To find out more call the above number or visit your nearest Countrylink booking office.

COMMONWEALTH SENIORS HEALTH CARD

(Centrelink 13 12 02)

www.aboutseniors.com.au/SeniorsCard.html

Commonwealth Seniors Health Card provides discounts on prescription medicines and cardholders also receive a telephone allowance. To be eligible you need to be of pension age but do not qualify for the Age Pension. You must also have an income less than \$50,000 pa. Self-funded retirees are eligible to apply for this card. Contact Centrelink for further information on the above number.

NSW AMBULANCE SERVICE

Some ambulance services are provided free of charge to Health Care Card holders, Pensioner Concession Card holders and Commonwealth Seniors Card holders, provided at the time of receiving ambulance services they were in receipt of a benefit entitlement.

FREE EYE EXAMINATIONS

Free eye examinations are available from optometrists who bulk bill Medicare. If you satisfy a means test (low income), glasses can be obtained through Visioncare, in which many local optometrists participate, including some OPSM outlets. Phone Visioncare on (02) 9344 4122 or contact Seniors Information Service 13 12 44 for a list of participating optometrist.



PATRONATI- ITALIAN PENSION

The *Patronati* are offices that deal with Italian pensions and social security matters. It is advisable to contact the office prior to visiting.

A.C.L.I.

LEICHHARDT

77 Flood Street, Leichhardt, NSW, 2040

Tel: 02 9560 4265, 9569 2037. Fax: 9560 2707, 9744 1662

FIVE DOCK

1/110 Great North Road

Five Dock NSW 2046

Tel: 02 9712 1894, Fax: 9712 3728

LIVERPOOL

Level 3, (Centrelink Building)

211-231 Northumberland Street, Liverpool, NSW 2170

Tel: 02 9560 4265

I.N.C.A.

LEICHHARDT

44 Edith Street, Leichhardt, NSW 2040

Tel: 02 9560 0508, 9560 0646. Fax: 9569 1304

CANTERBURY-BANKSTOWN M.R.C.

Level 2, 59-63 Evaline Street, Campsie, NSW 2194

Tel: 02 9789 3499, 9789 3744

E.N.A.S.C.O.

FIVE DOCK

Suite 3, 50 Great North Road, Five Dock, NSW 2046

(P.O. Box 83)

Tel: 02 9712 8911 Fax: 9712 5944

I.N.A.S.-C.I.S.L.

SYDNEY

Room 6, 1st Floor, Dymocks Building

428 George Street, Sydney, NSW, 2000

Tel: 02 9221 5594, Fax: 9223 8102

FAIRFIELD COMMUNITY RESOURCE CENTRE

25 Barbara Street, Fairfield, NSW 2165
Tel: 02 9726 8141 Fax: (02) 9726 5949

LEICHHARDT – C/o CULTURAL PERSPECTIVES

93 Norton Street, Leichhardt, NSW 2040
Tel: (02) 9221 5594

CASTLE HILL - THE HILLS COMMUNITY HEALTH CENTRE

183-187 Excelsior Avenue, Castle Hill, NSW 2154
Tel: (02) 9726 8141

BROOKVALE – C/o CENTRELINK NORTHERN BEACHES

660 – 664 Pittwater Road, Brookvale, NSW 2100
Tel: (02) 9221 5594

BLACKTOWN MIGRANT RESOURCE CENTRE

Level 2, 125 Main Street, Blacktown, NSW 2148
Tel: (02) 9726 8141

CANBERRA

Suite 5, 281 Goyder Street, Narrabunda, ACT 2604
Tel: 02 6239 4099

WOLLONGONG - C/o WARRAWONG COMMUNITY CENTRE

9 Greene Street, Warrawong, NSW 2502
Tel: 02 9221 5594

CORRIMAL DISTRICT AND LIBRARY CENTRE

15 Short Street, Corrimal
For information call Tel: 02 9221 5594

ITAL-UIL

SYDNEY

5th Floor, Suite 5, 377 Sussex Street, Sydney, NSW 2000
Tel: 02 9261 1577, 9261 1585 Fax: 9267 8027

BOSSLEY PARK – MARCONI CLUB

Marconi Plaza, Bossley Park NSW 2176

Tel: 0416 242425 or 02 9261 1577

NEWCASTLE – BROADMEADOW

127 Broadmeadow Rd, Broadmeadow NSW 2287

Tel: 02 4965 3717

WOLLONGONG

21 Stewart St, Wollongong NSW 2500

Tel: 02 4228 8222 Fax: 02 4228 5083

GRIFFITH – GRIFFITH NEIGHBOURHOOD HOUSE

8 Benerembah St, Griffith NSW 2680

Tel: 02 6962 9160 Fax: 02 6964 4003

LEGAL ASSISTANCE

THE AGED CARE RIGHTS SERVICE (TARS) Tel: (02) 9281 3600

Level 4, 418A Elizabeth Street, Surry Hills, NSW 2010

www.tars.com.au

The Aged-care Rights Service (TARS) is a community legal centre that provides advocacy for the residents of Commonwealth funded hostels and nursing homes, self-care retirement villages and recipients of in-home aged care in NSW. TARS also gives information on the costs associated with entering an aged care facility and gives advice on retirement village contracts.

LAW ACCESS NSW – Tel: 1300 888 529

www.lawaccess.nsw.gov.au

Law Access NSW provides free initial legal information **over the phone**. Call the above number to explain your particular situation and they will give you general legal information and explain your legal options relating to your case. They will also direct you towards the appropriate people or departments that can help you resolve the

matter. This is a good first point of contact if you are faced with a legal issue.

LEGAL AID NSW Tel: (02) 9219 5000

www.legalaid.nsw.gov.au

Legal Aid offers **free** initial legal information and advice by appointment only. In some cases it also provides legal representation for financially disadvantaged residents. There are 20 Legal Aid offices across New South Wales. To find out where these are located and to know more about the service, call the above number.

LAW SOCIETY OF NSW Tel: (02) 9926 0333

170 Phillip Street
Sydney NSW 2000

www.lawsociety.com.au

For a referral to a lawyer contact (02) 9926 0300
For a referral to a bilingual lawyer call 1800 422 713.

WOMEN'S LEGAL RESOURCE CENTRE

General Advice line: (02) 9749 5533, Rural 1800 801 501

Domestic Violence line (02) 8745 6999, Rural 1800 810 784

PO Box 206
Lidcombe NSW 1825

www.womenslegalnsw.asn.au

Offers free advice over the phone from 9.30am to 12.30pm and 1.30pm to 4.30pm Monday, Tuesday, Thursday and Friday.

WILLS

WILL

A will is a legal document, which nominates how and who you choose to leave your estate and belongings to following your death. It is

recommended that you seek advice from your lawyer when writing or reviewing your will.

ENDURING GUARDIANSHIP

NSW OFFICE OF THE PUBLIC GUARDIAN

Tel: (02) 8688 6070

www.lawlink.nsw.gov.au/opg

Enduring guardianship is a way to plan ahead and legally appoint someone to make personal and lifestyle decisions (not financial) for you when you can no longer do it for yourself due to an accident, illness or disability such as dementia. The types of decisions could include: deciding what nursing home to enter, what services and health care you should receive when still at home or decisions relating to your medical and dental needs which you may have clearly included in your Advanced Care Directive (see below).

To nominate one or more enduring guardian you will need to fill out and sign a form of appointment and have it witnessed by a legal practitioner, NSW barrister, Registrar of a Local Court. To obtain a form of appointment or for further information on enduring guardianship contact the number listed above.

POWER OF ATTORNEY and ENDURING POWER OF ATTORNEY

A power of attorney is a legal document in which you appoint a person (the attorney) to act on your behalf in relation to property (assets) and financial affairs. For example an attorney may be appointed with authority to buy or sell property or operate bank accounts. An ordinary power of attorney generally commences at the time it is signed and ceases to have any effect, and therefore cannot be used after you lose capacity (ability to make decisions for yourself). An enduring power of attorney also commences at the time it is signed but continues to have effect even after you lose capacity.

For further information regarding power of attorneys please contact the NSW Office of the Public Guardian (listed above) or call Co.As.It.

ADVANCE CARE DIRECTIVES

An advance care directive (sometimes called a 'living will') is a way for you to record your wishes or instructions regarding any **medical care** you may require in the future at a time when you may no longer have the ability to make decisions for yourself due to an illness. There is no form to fill out, you just need to write down clearly your instructions in a letter and ask someone to witness the letter by signing and dating it. In writing this advance care directive letter you need to follow four important principles set out by the NSW Health Department. These are: the letter needs to be specific, current, competent and witnessed.

To obtain further information on this letter writing process and to know more about advance care directives, wills, powers of attorney and enduring guardianship contact the following organisations and ask for their information booklets:

The Department of Ageing, Disability & Home Care

www.dadhc.nsw.gov.au

Tel: (02)8270 2000

Product: Planning Ahead Kit

The Benevolent Society

www.bensoc.org.au

Tel: (02)9339 8000

Product: Your Future Starts Now – A Guide for the Over 50s

Both booklets can be downloaded from the website.

THE PUBLIC TRUSTEE NSW Tel: 1300 364 103

www.pt.nsw.gov.au/

Public Trustee NSW is a government department whose role is to act as an independent and impartial Executor, Administrator and Trustee for the people of NSW. If you do not have a lawyer to take care of matters regarding your will and your financial matters you can call the Public Trustee and they will appoint someone. Fees apply. Contact the above number to find your nearest office and for further

information.

GOVERNMENT DEPARTMENTS

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP (DIAC)

General Enquiries 131 881

Australian citizenship Tel 131 800

Australian Passports Tel 131 232

Translating and Interpreting service Tel 13 14 50

Ground Floor

26 Lee Street

Sydney NSW 2000

www.immi.gov.au

For all enquiries on citizenship, visas, passports etc.

ETHNIC COMMUNITIES COUNCIL Tel: (02)9319 0288

221 Cope Street

Waterloo NSW 2017

www.eccnsw.org.au

Offers information, advice, and lobbying on multiculturalism and the principles of cultural diversity. This service does not offer assistance to individual clients.

TRANSLATING AND INTERPRETER SERVICE (TIS) Tel: 13 14 50

A 24-hour telephone interpreting service. (Refer to page 4)



ITALIAN CONSULATE Tel: (02) 9392 7900

Level 45, The Gateway

1 Macquarie Place

Sydney NSW 2000

Fax 02 9252 4830

Operating Hours: Monday to Friday 9.00am to 1.00pm.

RECREATIONAL SERVICES

RADIO



RADIO SBS Sydney – Tel: (02) 9430 2828

Locked Bag 028
Crows Nest NSW 1585

<http://www9.sbs.com.au/radio/>

SBS 1

1107 AM (Sydney)

SBS 2

97.7 FM (National)

Broadcasts in Italian every day from 8am to 6pm. Offers coverage on news, events, current affairs and sport in Italy, Australia and around the world.



RETE ITALIA – Tel: (02) 9564 3351

PO Box 195
Leichhardt NSW 2040

<http://www.lafiamma.com.au>

Frequency: 1539 AM

This is a 24 hour national Italian language radio network. The station's radio announcers present local and world news, interviews, talkback, lifestyle, health and sports segments as well as music by request.

NEWSPAPERS



LA FIAMMA Tel: (02) 9569 4522

92-94 Norton Street
Leichhardt NSW 2040
Fax: (02) 9550 9768
<http://www.lafiamma.com.au>

Italian daily newspaper.



IN CONTATTO Tel: (02) 9564 0744

Co.As.It.
67 Norton Street
Leichhardt NSW 2040
www.coasit.org.au

This is a free quarterly newsletter (available every 3 months) in Italian for the elderly, the housebound and their carers. If you would like to be on our mailing list contact the above number.



NEWS for SENIORS – CENTRELINK PUBLICATION **Italian Line: 13 1202**

News for Seniors is a quarterly magazine which is free of charge to all seniors. It contains valuable information regarding aged care pensions, issues relating to seniors and government initiatives. This magazine is published in Italian. To receive a free copy contact Centrelink on the above number.

HOLIDAYS, RELAXATION AND EXERCISE

NSW DEPARTMENT OF SPORT AND RECREATION Tel: 13 13 02

Head Office
Level 3, 6 Figtree Drive
Sydney Olympic Park NSW 2127

<http://www.dsr.nsw.gov.au/>

Offers activities like aquafitness classes at discounted rates for seniors across Sydney. It also offers Walking for Pleasure clubs which are set up all over NSW. Walks take place on a weekly or fortnightly basis and you can choose to walk through places such as National Parks, beaches, or your local area. It is free to join a club near you.

BELVOIR STREET THEATRE Tel: (02) 9699 3444

25 Belvoir Street, Surry Hills

Company B stages free shows during the year for pensioners. Some leading actors from Australia (Geoffrey Rush, Kerry Walker etc) perform in these shows. The performances usually take place on a Thursday at 2pm and tickets are distributed one hour before. You cannot book. It is advisable to arrive early as you must queue for tickets. For small groups or for more information contact the theatre to see what arrangements can be made.

SYDNEY CONSERVATORIUM OF MUSIC Tel: (02) 9351 1222

Macquarie Street
Sydney NSW 2000

The Sydney Conservatorium of Music offers regular free lunchtime concerts every Wednesday from 1.10 to 1.45pm

**NSW DEPARTMENT OF ENVIRONMENT AND CLIMATE CHANGE
NSW Tel: 1300 361 967**

www.environment.nsw.gov.au

This agency provides the public with information on all National parks in NSW, what facilities and walks are available.

**WALKING COASTAL SYDNEY – SYDNEY COASTAL COUNCILS
GROUP**

www.walkingcoastalsydney.com.au

This website contains detailed information and maps on the many coastal walks around Sydney.

Co.As.It. ITALIAN HERITAGE WALKING TOURS

Tel: (02) 9564 0744

www.coasit.org.au

Co.As.It. has two Italian heritage walking tours. The Leichhardt Walking Tour takes you on a brief journey through the changing face of Leichhardt and the influence of Italian migration to the area over the last 100 years. The second walking tour takes you through the heart of Sydney city centre revealing the many works carried out by Italian artists and artisans from the 1800s to today. Bookings are essential.

SYDNEY FERRIES - Tel: 131 500

Head Office

3/35 Pitt Street

Sydney NSW 2000

<http://www.sydneyferries.info/>

Take a trip on a Sydney Ferry, pensioner concessions are available. Contact above number for ferry times and routes.

SCHOOL FOR SENIORS Tel: (02) 9263 5348

220 Pitt Street

Sydney NSW 2000

<http://www.wesleymission.org.au/centres/seniors/default.asp>

Provides a unique opportunity for people aged 50 years and over to meet and continue learning through informal education by attending courses offered on a variety of topics from Arts and languages to dancing and computers. You can choose to attend as many courses as you wish once your enrollment has been paid. The enrollment fee is \$21 per school term of 9 weeks. The school is located in the city, see the address above.



SOCIAL GROUPS

There are various Italian Social groups across Sydney. Most groups meet on a weekly basis however some are monthly and meeting times vary from group to group. Most groups offer Bingo, card games, bus trips and also meals to celebrate cultural feast days. Social Groups attract a small fee, which also varies from group to group.

To find your nearest Social Group contact Co.As.It. on (02)9564 0744.

COUNCIL ACTIVITIES FOR SENIORS **Contact your local Council**

Many local councils organise activities for seniors at different times throughout the year. These activities include multicultural bus trips, Seniors Week celebrations and educational activities. Some events are also run through the local **Community Centres** in various suburbs across Sydney. To find out what events have been organised for seniors contact your local council and ask for a calendar or brochure of events and information services for seniors.

CO.AS.IT. SERVICES

All staff working with older Italians speak Italian. For all of the following services contact Co.As.It. on (02) 9564 0744



COMMUNITY AGED CARE PACKAGES (CACP)

Co.As.It. is funded to provide Community Aged Care Packages to the Italian Community in all metropolitan areas of Sydney except for Penrith, Pittwater and Warringah.

A Community Aged Care Package is an ongoing package of service. The program is funded by the federal government and aims to prevent premature entry into an aged care facility by offering a comprehensive range of services to older people in their own homes to maintain their independence. Services include: showering/bathing, laundry assistance, meal preparation, socialisation, light housework, transport to and from appointments, respite and shopping. CACP recipients are required to pay a contribution.

An assessment from the Aged Care Assessment Team (ACAT) must be conducted and approved prior to receiving a CACP. The purpose of the assessment is to identify your care needs so a care plan can then be created to meet those needs. (For ACAT contact numbers refer to page 48)



COMMUNITY VISITORS SCHEME (CVS)

The CVS program is funded by the Commonwealth Department of Health and Ageing. This program aims to reduce the social isolation experienced by the elderly in nursing homes by providing them with social visits from a volunteer. This is a free

service and all Italians residing in nursing homes or hostels in New South Wales are eligible to receive this service. If you would like to volunteer for this program or know someone in a nursing home who would like a visit contact Co.As.It.



BECOME A VOLUNTEER

Being a volunteer is a great way to meet new friends and you will also be filling an important role in your community. A volunteer is a person that wants to dedicate some of their time to help those in need. You could volunteer to visit an elderly person in a nursing home, or help with the mailing of Co.As.It.'s Newsletter "In contatto" which is mailed to over 3000 families across NSW. Expenses such as transport, use of your own private vehicle or public transport will be reimbursed. Your help will be greatly appreciated. For more information, or to become a volunteer please call Co.As.It on 9564 0744



COMMUNITY PARTNERS PROGRAM (CPP) OFFICERS and AGED PROJECT OFFICERS (APO)

At Co.As.It. there are three Community Partners Program Officers covering western (not Penrith), south western (not Campbelltown), northern and eastern Sydney and the northern beaches. There are also two aged project officers (one part time) operating in the Inner West and South of Sydney.

The Community Partners Program officers provide an information and referral service to the older Italian community in relation to accessing aged care support services acting as a link between aged care service providers and the senior Italian community. The CPP officers also support federally funded aged care service providers in their provision of culturally and linguistically appropriate care to their Italian speaking clients.

The Aged Project Officers provide a generalist support service to older Italians. These services include ongoing case management, counseling, information and referral.



MENTAL HEALTH AND COUNSELLING SERVICE

There are two bilingual psychologists at Co.As.It.who work with the Italo-Australian community in the Sydney Metropolitan area who are affected by a range of mental health problems eg.depression. The psychologists offer assessment, counseling, support, information and referral. This service is available by appointment and is free of charge. Please be aware that there may be a waiting list for this service.



DRUG AND ALCOHOL PROGRAM

The Drug and Alcohol worker provides a counseling service to the Italo-Australian community to both individuals and their family. The program offers therapy for persons already dependent on alcohol and/or other drugs, and also develops and conducts preventative initiatives.



YOUTH & FAMILY WORKER

The Youth and Family Worker offers a bilingual service for young Italian-Australians between the ages of 15 and 35yrs of age and their families. One of the services includes counselling in relation to individual problems and family relationships. This service is available free of charge by appointment only. Contact Co.As.It. for further information.



DAY CARE

This service specifically targets the frail aged Italian community, who because of their infirmity, disability and isolation find themselves housebound. The Day care participant is picked up and taken to a centre where they get morning tea, lunch and participate in social activities like bingo and gentle exercise. Co.As.It. runs a number of Day Care groups around Sydney, to find out their location and to be assessed contact Co.As.It.

AGED CARE ASSESSMENT TEAMS

HORNSBY KU-RING-GAI HOSPITAL

Ph: (02) 9477 9525

(Hornsby, Ku-ring-gai)

LADY DAVIDSON PRIVATE HOSPITAL - NORTH TURRAMURRA

Ph: (02) 9488 0197 (For its private patients only)

ROYAL NORTH SHORE HOSPITAL - ST LEONARDS

Ph: (02) 9926 8705

(Lane Cove, Mosman, North Sydney, Willoughby)

NORTHERN BEACHES ACAT

Tel: (02) 9998 0356

(Warringah, Pittwater, Manly)

RYDE HOSPITAL-EASTWOOD

Ph: (02) 9858 7888

(Hunters Hill, Ryde)

SYDNEY WEST AREA HEALTH SERVICE

St JOSEPH'S HOSPITAL, AUBURN

Ph: (02) 9749 0379

(Auburn)

BLACKTOWN / MT DRUITT HEALTH

Blacktown Hospital

Ph: (02) 9881 8288

(Blacktown, Mt Druitt)

LAWSON COMMUNITY HEALTH CENTRE

Ph: 1800 013 101

(Blue Mountains)

KINGSWOOD

Ph: 1800 013 101

(Hawkesbury, Penrith)

WESTMEAD HOSPITAL
Ph: (02) 9845 6903
(Baulkham Hills, Holroyd, Parramatta)

CENTRAL CLUSTER
Ph: 1800 455 511
(Bankstown, Liverpool, Fairfield)

NORTHERN CLUSTER
Ph: 1800 556 533
(Ashfield, Burwood, Canada Bay, Strathfield, Canterbury, Leichhardt, Marrickville, part of City of Sydney)

SOUTHERN CLUSTER
Tel: 1800 728 968
(Camden, Campbelltown, Wollondilly, Wingecarribee)

CALVARY HOSPITAL-KOGARAH
Ph: (02) 9553 3000
(Hurstville, Kogarah, Rockdale)

NORTHERN NETWORK ACCESS AND REFERRAL CENTRE
Tel: (02) 9369 0400
(Botany, Randwick, Waverley, Woollahra, City of Sydney, South Sydney)

SUTHERLAND HOSPITAL - MIRANDA
Ph: (02) 9540 7175
(Sutherland)



ITALIAN ASSOCIATION OF ASSISTANCE

Head Office

67 Norton Street, Leichhardt NSW 2040

Tel: (02) 9564 0744

Fax: (02) 9569 6648

Western Sydney Office

108 Wigram Street, Harris Park NSW 2150

Tel: (02) 9893 9222

Fax: (02) 9893 9277

www.coasit.org.au