

2024

Seniors' Service Directory



Mayor's Message



Welcome to the City of Canada Bay's Seniors' Service Directory – a comprehensive guide to the resources and services available to support people, as they age, in our community.

Our seniors are an important part of what makes the City of Canada Bay community so special, and we want to ensure that our residents have the opportunity to get involved in community life through Council programs and events, as well as the many local recreational clubs and community groups.

Staying active and engaged is key to maintaining your overall wellbeing and a high quality of life. I hope this directory can help you discover new hobbies and activities to keep you busy, healthy and happy, but also provide important information to assist you to live an independent and fulfilling life.

This document offers information on government and community organisations that deliver healthcare, recreation, transport, housing services and more for seniors. I encourage our senior residents to take advantage of the local resources available to stay active and healthy.

**City of Canada Bay Mayor
Michael Megna**

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Acknowledgement of Country

The City of Canada Bay acknowledges Aboriginal and Torres Strait Islander peoples, in particular the Wangal people, as the first inhabitants and traditional custodians of the lands where we live, learn and work. Council pays respect to Elders past, present and emerging.

Translating and Interpreting Services

If you live, work or study in the City of Canada Bay and know someone who requires translation support to access the services in this directory you can use the Translating and Interpreting Services (TIS). To call TIS you can phone: 131 450 or ask a staff member to help connect you.

Information is correct as of: May 2024.

City of Canada Bay Council Services

Bus Trips

The City of Canada Bay provides social bus outings for residents over the age of 55 years in Canada Bay. There are two bus groups – Bay Connection and Active Adults. Bay Connection runs fortnightly and caters for people who live at home and are less mobile. If you are more active and over 55, try the Active Adults group. The group meets twice a month. Phone: 9911 6587
Website: canadabay.nsw.gov.au/community/community-services/seniors

Libraries

The libraries provide a variety of services for all ages. Check out the website below for information on how to become a member, how many books you can borrow, and how to access computers and more. The libraries offer Justice of Peace services, social groups, tech support for seniors, author talks and so much more. Website: canadabay.nsw.gov.au/libraries

Five Dock Library

Address: Level 1, 4-12 Garfield Street, Five Dock
Phone: 9911 6310

Concord Library

Address: 60 Flavelle Street, Concord
Phone: 9911 6210

Rhodes – The Learning Space at the Connection

Address: 30 Shoreline Drive, Rhodes
Phone: 9911 6332

Home Library Service

If you are older or have an illness and are unable to come to the library, then you may qualify for Home Library Services. Phone: 9911 6211

Recreation Facilities

The City of Canada Bay is home to a range of fitness, sporting, and recreational facilities. Website: canadabay.nsw.gov.au/community/facilities-and-venues

Concord Oval Recreation Centre

Address: 8 Gipps Street, Concord
Phone: 9121 0244
Website: concordrec.com.au

Five Dock Leisure Centre

Address: Corner of Queens Road and William Street, Five Dock
Phone: 9911 6300
Website: fdlc.com.au

Swimming Centres

Our two outdoor swimming centres operate seasonally and are managed by Belgravia Leisure with programs and water views on offer.

Drummoyne

Address: Henley Marine Drive, Drummoyne
Phone: 9181 1530

Cabarita

Address: Cabarita Park, Cabarita Road, Cabarita
Phone: 8757 3059

Other local councils in the broader Inner West Region

Burwood Council

Website: burwood.nsw.gov.au/For-Residents/Our-Community/Seniors

City of Canterbury and Bankstown Council

Website: cbc-city.nsw.gov.au/community-services/seniors/seniors-in-the-city

Inner West Council

Website: innerwest.nsw.gov.au/live/community-well-being/seniors

Strathfield Council

Website: strathfield.nsw.gov.au/live/seniors-and-disability-services



Clubs

Bowling

Concord Bowlo

Address: 1A Clermont Avenue, Concord
Phone: 8752 5570
Website: canadabayclub.com.au/concordbowlo

The Home Grounds - Five Dock Bowling Club

Address: 20B Barnstaple Road, Five Dock
Phone: 8488 8995

Greenlees Park Bowling Club

Men's, Women's & Veterans' competitions
Address: 14 Ian Parade, Concord
Phone: 9743 1907
Email: bowls@briarsports.com.au

Dragon Sports Association and DSA Dragon Boat Club

Address: Uhrs Point Reserve,
Concord Road, Rhodes
Website: dsadragon.org

Golf

Barnwell Park Golf Club

Address: Corner of Lyons Road West and William Streets, Canada Bay
Phone: 9713 1162
Website: barnwellparkgolfclub.com.au

Concord Golf Club Ltd

Address: Majors Bay Road, Concord
Phone: 9743 6111
Website: concordgolfclub.com.au

Massey Park Golf Club

Address: 1 Ian Parade, Concord
Phone: 9743 1917
Website: masseypark.com.au

RSL Clubs

Club Five Dock

Offers food, music and regular events and classes such as bingo, trivia, and movement classes.
Address: 66 Great North Road, Five Dock
Phone: 9712 2055
Website: clubfivedock.com.au

Yaralla RSL Day Club

Offer activities and more for seniors.
Address: 17-19 Burton Street, Concord (behind St Luke's Church)
Phone: 9736 2840 or 0401 700 509



Rowing/Sailing

Abbotsford Rowing Club

Address: Battersea Street, Abbotsford
Contact: abbotsfordrc.weebly.com/contact.html
Website: abbotsfordrc.weebly.com

Drummoyne Rowing Club

Address: 461 Henley Marine Drive, Drummoyne
Email: contact@drummoynerowingclub.com.au
Website: drummoynerowers.com.au

Drummoyne Sailing Club

Address: 2-4 St Georges Crescent, Drummoyne
Phone: 9719 8199
Website: dsc.org.au

Sydney Rowing Club

Address: 613 Great North Road, Abbotsford
Phone: 9712 1199
Website: sydneyrowingclub.com.au

Sporting

Briars Sports

Home to Briars Hockey, Briars Netball, Briars Rugby Union, and Briars Cricket, offering junior and senior programs across all sports. Social activities and more.
Address: 14 Ian Parade, Concord
Phone: 9743 1907
Email: sports@briarssports.com.au
Website: briarssports.com.au

Other

Canada Bay Club

Canada Bay Club offers a wide range of activities such as bingo, golf, information technology training sessions, indoor bowling, seniors exercise classes, bridge club, mahjong, and tai chi.
Address: 4 William Street, Five Dock
Phone: 9713 4322
Website: canadabayclub.com.au

Community Centres

Concord Senior Citizens Centre

The centre runs a regular program of activities (Monday to Friday).
Address: 9–11 Wellbank St, Concord
Phone: 0401 887 192
Email: barryjford@yahoo.com.au

Drummoyne Community Centre (DCC)

A neighbourhood centre for the City of Canada Bay area which runs programs for all ages including children, parents, and older residents.
Address: 10 Cometrowe St, Drummoyne.
Phone: 9719 8102
Website: www.dcc.org.au

Drummoyne Senior Citizens Centre

Drummoyne Seniors Citizens run a variety of activities for older people and are located in Five Dock.
Address: 422 Lyons Road Five Dock
Phone: 0414 512 361

Community Groups and Activities

Australian Sewing Guild

A national not-for-profit organisation for people who regard sewing as a creative and rewarding activity. The guild provides the latest sewing information and a friendly support network for all level of sewers, from beginners to advance.
Website: aussew.org.au

Canada Bay Community Choir

A non-auditioning choir with membership drawn mostly from within and around the City of Canada Bay with regular evening practice sessions. Operates by a written constitution.
Phone: 0418 206 988
Email: info@cbcch.com.au
Website: cbcch.com.au

Chiswick Community Activities Group

Provides activities for local residents and surrounding suburbs such as art classes and salsa dancing.
Address: Corner Blackwell Point Road and Parkview Road, Chiswick
Email: ccag@gmail.com
Phone: 0493 109 961
Website: ccagwebsite.wixsite.com/ccag



City of Canada Bay Heritage Society

The museum collection has been sourced from across the city and includes items from 1915 to the 1970s that uniquely represent the history of the City of Canada Bay.
Address: 1 Bent Street (PO Box 152), Concord
Phone: 9744 8528
Website: canadabayheritage.asn.au

Community Gardens

The City of Canada Bay is home to community gardens at Drummoyne, Concord, Chiswick, and Rhodes. Community gardens are shared spaces where locals can come together to create productive gardens, sharing knowledge and skills, and facilitating a supportive network.
Website: bit.ly/ccbgardens

Concord Garden Club

A gardening club based out of the Concord Community Centre.
Address: 1A Gipps St, Concord
Email: concordgardenclubsydney@gmail.com

Concord Yaralla Toastmasters

Address: Meeting Rooms 1 & 2 at The Connection, 30 Shoreline Drive, Rhodes
Email: concordyarallatoastmasters@gmail.com
Phone: 0420 769 400

Drummoyne Art Society

Address: 57A Wellbank Street, Concord (DAS Gallery 57)
Phone: 0468 419 981
Email: drummoyneart@outlook.com
Website: drummoyneart.com

Embroiderers' Guild of NSW

A not-for-profit membership body for anyone who loves to stitch or would love to learn. You can also volunteer with this group.
Address: 76 Queen Street, Concord West
Phone: 9743 2501
Website: embroiderersguildnsw.org.au

Harry's Shed

A place for men to come together to make something, learn something and socialise.
Address: Concord Community Centre
Lower ground floor, 1 Gipps St, Concord
Phone: 0481 836 015
Email: harryshed@TPG.com.au
Website: mensshed.org/sheds/city-of-canada-bay-mens-shed-inc

My Aged Care

A government portal to assist people over 65 years, or those over 50 years from Aboriginal or Torres Strait Islander communities, to access care. To access services an assessment is required. For social support programs you can view the website and search for providers in your postcode area.
Phone: 1800 200 422
Website: myagedcare.gov.au/find-a-provider

National Seniors Australia

A not-for-profit organisation focused on providing a strong voice for older Australians, working and retired.
Phone: 1300 76 50 50
Website: nationalseniors.com.au

NSW Woodworkers' Association

A fully equipped woodworking workshop in Abbotsford that is made available to members at certain times during the week.
Address: 50A Spring Street, Abbotsford
Email: membership.woodworkersnsw@gmail.com
Website: woodworkersnsw.org.au

Probus Club Inc

Probus Clubs cater to retired and semi-retired people. To access activities, you must contact the club and become a member. You can find a club using the website below. There are several clubs in the area including Russell Lea, Abbotsford, Concord Combined, Cabarita and Breakfast Point and Drummoyne.
Phone: 1300 630 488
Website: probussouthpacific.org/directories/lookup

Rhodes Multicultural Community Association

A multicultural community organisation based in the Rhodes area that provides cultural activities and support for families and older people, such as dance, exercise, information, and basic English classes. Volunteering opportunities available.
Email: RMCA_Secretary@outlook.com or use the contact page on the website below.
Website: rmca.org.au

Rotary Clubs

Rotary clubs bring together people across generations to strengthen their connections through activities. When searching for a club you need to add the suburb and country in the meeting location field. There are several clubs in the area: Five Dock, Concord and Drummoyne.
Phone: 9633 4888
Website: rotarydownunder.com.au/how-to-join-rotary

SHARE

A not-for-profit that provides affordable and targeted fitness programs for people over 50.
Phone: 8580 0628
Email: info@share.org.au

Sydney All Breeds Dog Training Club

A volunteer, not-for-profit dog training club in the inner west with programs that assist in developing obedient and happy dogs.
Email: enquires@sabdtc.com
Website: sabdtc.com

VIEW Clubs

Provides women the opportunity to meet regularly with other women, and supports disadvantaged children.
Email: view@thesmithfamily.com.au
Website: thesmithfamily.com.au/view-clubs

Volunteers at St Ambrose (VASA)

VASA maintain contact with the elderly in our community by organising monthly morning tea gatherings, assisting with shopping on a fortnightly basis using the Council's community bus, and providing transport where needed for local appointments.
Phone: 9736 3686 / 8765 1295
Website: stambrose.org.au/social-justice

Western Suburbs Lapidary Club

Western Suburbs Lapidary Club conducts workshops and classes and has facilities for members to learn lapidary, silver jewellery making, enamelling, beading, chain mail, silver casting, wax pattern making and faceting.
Address: Concord Community Centre, 1a Gipps St, Concord
Phone: 9744 9949
Website: gemlapidarycouncilnsw.org.au/clubs

What's On

Visit the website below to find out about local events and activities hosted and supported by Council.
Phone: 9911 6555
Website: canadabay.nsw.gov.au/whats-on

Computer Help

Australian Seniors Computer Clubs

Represents computer and tech groups and clubs for seniors throughout Australia. Use the website below to find a club near you.
Website: ascca.org.au/clubs/our-members

Be Connected Program

Government program offering free courses on everything from how to access the internet, make video calls or set up your device.
Phone: 1300 795 897
Website: beconnected.esafety.gov.au

City of Canada Bay Libraries

Libraries offer tech help programs for seniors throughout the year.
Website: canadabay.nsw.gov.au/libraries and canadabay.nsw.gov.au/whats-on

Tech Savvy Seniors' programs

Funded through a partnership between the NSW Government and Telstra, these are free training courses for seniors covering a range of tech issues.
Website: telstra.com.au/tech-savvy-seniors

Wesley School for Seniors

There is a diverse range of courses available at Wesley School for Seniors, including computer training programs.
Website: bit.ly/wesleyschoolforseniors

Some Community Centres, Probus Clubs and Senior Citizens' Centres also deliver computer programs from time to time. Find out more in the Community Centres and Community Groups and Activities sections in this directory.

Grandparents

Groovy Grandparents Playgroup

A volunteer-led play group for children and their grandparents, run during school term.
Address: Drummoyne Scout Hall, 11 Denning Street, Drummoyne
Email: groovygrandparents@optusnet.com.au
Phone: 0413 624 556
Website: playgroupnsw.org.au/playgroup/drummoyne-groovy-grandparents

Parent Line NSW

Tips and resources for grandparents raising grandchildren.
Website: parentline.org.au/grandparents-raising-grandchildren

Services Australia Grandparent Advisors Line

Advisers who help carers, such as grandparents that provide ongoing care for children.
Phone: 1800 245 965
Website: servicesaustralia.gov.au/grandparent-foster-and-kinship-carer-advisers

Dementia Support

Artful: Art and Dementia Toolkit (Museum of Contemporary Art)

An online resource designed for people living with dementia and their support network.
Website: mca.com.au/learn/art-dementia/artful-online-toolkit

Baptist Care Dementia Advisor

Helps you access professional services and support with the challenges and changes that a dementia diagnosis might bring.
Phone: 1300 275 227
Email: ask@baptistcare.org.au

National Dementia Helpline

A free telephone service that operates 24 hours a day, every day. They provide information, advice and guide you to support and further help.
Phone: 1800 100 500

Social groups

Uniting Dementia Café (Decafé)

An informal get together for people with dementia and their carers in a café on the fourth Tuesday of the month from 10:30am-12pm.
Phone: 1800 486 484 to register
Email: ask@uniting.org

The Living Well with Dementia program

Inner West Neighbour Aid runs this program on the first and third Thursday of the month at the 5 Senses Garden in Concord.
The program brings together people living with dementia and their carers.
Phone: 9799 5099 to register
Email: emel@iwna.com.au

Sydney Local Health District

If you are worried about your memory, contact your GP in the first instance. They may make a referral to an Aged Care Medical Specialist and/or various other supports. Call 8am–8pm, daily.
Phone: 1300 722 276

Dementia Support Carers Group

Runs on the morning of the last Wednesday of each month.
Phone: 9562 5495 to register
Email: SLHD-DementiaSupport@health.nsw.gov.au
Website: slhd.health.nsw.gov.au/aged-health

Male dementia carers group (Men's Group)

First Friday of the month in Concord.
Phone: 9767 5953 to register
Email: anne.tunks@health.nsw.gov.au

Domestic and Family Violence

(including elder abuse)

1800 Respect

Provides 24/7 telephone and online crisis counselling for anyone who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters.
Phone: 1800 737 732
Website: 1800respect.org.au

Ageing and Disability Abuse Helpline

Part of the NSW Ageing and Disability Commission (ADC). The ADC has been established to prevent and better protect older people and adults with disability from abuse, neglect, and exploitation.
Phone: 1800 628 221
Website: ageingdisabilitycommission.nsw.gov.au



Community Action for Better Living Inc. (CABL)

Practical and emotional support for the community, including a wellbeing and support hub for Sydney's Inner West that includes the Burwood Women's Domestic Violence Court Advocacy Services, Inner West Meals on Wheels, and Family Support Services.
Phone: 9739 6243 or 1800 938 227
Email: dvburwood@cabl.org.au
Website: cabl.org.au/wdvcas-2

NSW Domestic Violence Line

Provides telephone counselling, information and referrals for women experiencing domestic violence.
Phone: 1800 656 463
Website: facs.nsw.gov.au/domestic-violence/helpline

Also visit the Legal section in this Directory.

Emergencies

In an emergency

Dial 000 (24-hour service).
The operator will ask what service you require (Fire, Police, Ambulance) then the location of the emergency and the nearest cross street.

For non-emergency situations

Call the Police Assistance Line
Phone: 131 444

COVID-19 Advice for Seniors

Website: nsw.gov.au/covid-19/protecting-yourself/higher-risk-groups/seniors

Energy Australia

Phone: 13 34 66

NSW Government

For more information about emergency and safety services such as NSW Police Force, Ambulance Service of NSW, Fire and Rescue NSW, NSW Maritime Authority, NSW State Emergency Service, National Security Hotline and NSW Rural Fire Service visit the website below.
Website: emergency.nsw.gov.au

NSW Public Dental Service

Phone: 9293 3333

Poisons Information Centre

Phone: 131 11 26

Police Area Commands

Ashfield Police Station

Phone: 9797 4099 (24 hours)

Burwood Police Station

Phone: 9745 8499 (24 hours)

Five Dock Police Station

Phone: 8753 3599 (7am–5pm)

RSPCA

Phone: 9770 7555 or 1300 094 737 (wildlife emergencies) or 9782 4408 (RSPCA Community Aged Care Program helpline, including emergency pet boarding).
Website: rspcansw.org.au/contact-us

State Emergency Service

Emergency help in floods and storms.
Phone: 132 500 or 9763 2144 (Strathfield)
Website: ses.nsw.gov.au

Sydney Water Emergencies

Phone: 13 20 90
Website: sydneywater.com.au

Falls Prevention

NSW Health

Provides information and links to public health services and access to health professionals such as community nurses, dentists, dieticians, doctors, occupational therapists, optometrists, pharmacists, physiotherapists, podiatrists, and psychologists.
Phone: 9391 9000
Website: health.nsw.gov.au

Staying active and on your feet

Information to help keep you active, healthy and on your feet, plus how to make your home environment safe, what to do if you have a fall, and lifestyle checklists to help you reduce your risk.
Website: activeandhealthy.nsw.gov.au/assets/pdf/stayactive_Website_final.pdf

Stepping On program

Stepping On is a free 7-week fall prevention program for adults aged 65 years and over and Aboriginal adults aged 45 years and over.
Phone: 9515 9055
Email: SLHD-Heal@health.nsw.gov.au
Register: halo.activeandhealthy.nsw.gov.au/stepping-on
Website: activeandhealthy.nsw.gov.au/home/stepping-on

Food Services

Addi Road Food Pantry

Located in Marrickville and Camperdown, shopping at the food pantry can help people on a low income stretch their household budget.
Website: addiroad.org.au/food-pantry

All Saints Anglican Church Petersham

Hosts community barbecues and meals, including providing frozen meals to take away.
Address: 325 Stanmore Road, Petersham
Website: allsaintspetersham.org.au/hub-of-hope

Anglicare

Anglicare's Mobile Community Pantry provides very low-cost grocery items to help stretch the budget. Anyone is welcome to come and fill a bag with essential, non-perishable grocery items for a small cost. Located at St Alban's in Five Dock, every second Wednesday from 10:30–11:30am. Every other fortnight the mobile pantry stops at St Bede's in Drummoyne. Check the website for details.
Website: cciw.church/events/mobile-community-pantry

St Alban's

Address: 171 Great North Road, Five Dock

St Bede's

Address: 14 College Street, Drummoyne

Ask Izzy

A free and anonymous way to find national and local support services such as housing, meals, healthcare, counselling, legal advice and much more.
Website: askizzy.org.au

Camperdown Food Pantry

Opens Monday to Friday, 12–4pm.
Address: 31 Pymont Bridge Road, Camperdown
Phone: 9569 7633

Foodbank NSW and ACT

Distributes food to where it's needed.
Phone: 9756 3099
Website: foodbank.org.au

My Aged Care

A government portal to assist people over 65 years, or those over 50 years from Aboriginal or Torres Strait Islander communities, to access care. To access services an assessment is required. For social support programs you can view the website and search for providers in your postcode area.
Phone: 1800 200 422
Website: myagedcare.gov.au/find-a-provider

Newtown Mission – Jordan Café

Address: 280A King Street, Newtown
Website: newtownmission.org.au

Oz Harvest

Australia's leading food rescue organisation. If you need food relief, find out more on their website.
Phone: 9516 3877
Website: ozharvest.org

Second Bite

Use their food finder webpage below to locate food relief services near you.
Phone: 1800 263 283
Website: secondbite.org/food-finder

The Rev Bill Crews Foundation – Loaves and Fishes restaurant

Offers a range of services including free meals for the homeless at several sites including Ashfield.
Address: 180 Liverpool Road, Ashfield
Phone: 8752 4600
Website: billcrews.org/free-meals-sydney

Together 2

Based out of Rozelle Neighbourhood Centre, local volunteers helping those in need with odd jobs, groceries and phone calls.
Address: 754 Darling Street, Rozelle
Phone: 9556 9550
Website: together2.org.au

The Staples Bag

A social enterprise started by Settlement Services (SSI) providing access to low cost and high-quality food staples for people on low incomes, operating an affordable supermarket in Campsie.
Phone: 9787 6832
Address: 449 Canterbury Road, Campsie

Financial Support and Literacy

Australian Energy Regulator

Assists vulnerable customers experiencing payment difficulties.
Phone: 1300 585 165 (call costs may apply), Monday to Friday, 10am–4 pm.
Website: aer.gov.au

Australian Taxation Office

The ATO is the Government's principal revenue collection agency. The role is to manage and shape the tax, excise and superannuation systems that fund services for Australians.
Phone: 13 28 65
Website: ato.gov.au

Dept of Climate Change, Energy, the Environment and Water

Guide to savings, rebates, and other resources for seniors.
Website: bit.ly/energyadviceforseniors

Energy and Water Ombudsman

Complaints and help to pay your energy and water bills.
Phone: 1800 246 545
Website: ewon.com.au

National Debt Helpline

Free and confidential services from professional financial counsellors.
Phone: 1800 007 007
Website and Live Chat: ndh.org.au

No Interest Loans Scheme

Low or no interest loans for people on low incomes to pay for essential goods and services such as fridges, washing machines or car repairs.
Phone: 13 64 57
Website: goodshep.org.au/nils-provider-finder

Seniors Card

An annual program that supports seniors with discount cards and published an annual directory.
Phone: 13 77 88
Website: seniorscard.nsw.gov.au

Services Australia

Support for older Australians. You can book in to see a Financial Information Services Officer or Aged Care Specialist. Plus, access free webinars on the website about retirement, aged care and more.
Phone: 1800 227 475 (Aged Care Line)
Website: servicesaustralia.gov.au/ageing

Services NSW

Offers a range of NSW Government rebates and savings. Book an appointment with a savings finder specialist.
Phone: 13 77 88
Website: service.nsw.gov.au/services/concessions-rebates-and-assistance or service.nsw.gov.au/campaign/savings-finder

Health and Wellbeing

(including mental health)

Aged Care and Disability Gateway points – help at home and in the community

My Aged Care

A government portal to access support services for people over 65 years, or those over 50 years from Aboriginal and Torres Strait Islander communities, to live at home and in the community independently. To access services an assessment is required – call the number below to enquire. The types of services are listed below:

- Domestic help such as cleaning
- Allied health such as nursing, podiatry, physiotherapy and more
- Garden care and home maintenance and modifications
- Housing and accommodation
- Meals and food preparation
- Equipment aids
- Personal care
- Social support
- Respite services and more
- Transport

Phone: 1800 200 422
Website: myagedcare.gov.au/find-a-provider



National Disability

Insurance Scheme (NDIS)

The NDIS provides funding to eligible people with disability under 65 years of age to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life by connecting them with services, groups, clubs, allied health, and provision of information.
Phone: 1800 800 110
Website: ndis.gov.au

Sydney Local Health District Aged Health and Rehabilitation Services

Enquire about Aged Health Services, such as acute care, Hospital in the Home, community nursing services, medical clinics and outpatient therapy services.
Phone: 1300 722 276 (8am–8pm)
Email: SLHD-ACTCallCentre@health.nsw.gov.au
Website: slhd.health.nsw.gov.au/aged-health

Care Finder Services

Support for vulnerable older people to access Australia's Aged Care system when they do not have anyone to help them navigate the system. Some Care Finder service providers specialise in people who are homeless, at risk of homelessness, form a culturally and linguistically diverse community or who are care leavers.
Phone: 1800 346 337
Website: bit.ly/carefinderinfo

Carer Gateway

Australian Government program providing free services and support for carers.
Phone: 1800 422 737

Veterans' Home Care

Low-level home care services for eligible veterans, war widows and widowers.
Phone: 1300 550 450
Website: dva.gov.au

13SICK, National Home Doctor

After hours, bulk billed, at-home doctor visits on weeknights or weekends, for when the GP is closed.
Phone: 13 74 25

ACON

For older LGBTQ communities, including people living with HIV, to lead healthy, active and more social lives.
Email: loveproject@acon.org.au
Phone: 9206 2017

Beyondblue

A national, independent, not-for-profit organisation working to address issues associated with depression and anxiety.
Website: beyondblue.org.au
Phone: 1300 224 636

Catholic Health Care

A range of services to help you at home and that specialise in decluttering or hoarding.
Phone: 1300 931 638
Website: catholichealthcare.com.au/hoarding-squalor-support-services

Concord Repatriation Hospital

A teaching hospital in Sydney, part of Sydney Local Health District.
Many services may need a GP referral.
Address: Hospital Road, Concord
Phone: 9767 5000
Website: slhd.health.nsw.gov.au/concord

Concord Community Nursing

Nursing service within the Concord Repatriation Hospital precinct.
Phone: 1300 722 276

Friend Line Telephone

A free and anonymous telephone service for senior Australians to chat with a volunteer.
Phone: 1800 424 287 / 7226 1708

Health Direct

To speak to a registered nurse and check your symptoms over the phone.
Phone: 1800 022 222

Healthy Ageing Hub

For enquiries and practical advice on healthy ageing.
Phone: 9564 7333
Address: 11-13 Darley Street, Newtown.
Website: newtowncentre.org.au

Hearing Services Program

Subsidised hearing aids.
Phone: 1800 500 726
Web: hearingservices.gov.au

Lifeline

Crisis support service available 24/7.
Phone: 13 11 14

Mental Health Line

A free all-hours phone service which links people with NSW Health mental health services.
Phone: 1800 011 511

NSW Death and Bereavement Service

Information on what to do when losing someone close to you.
Phone: 13 77 88
Web: service.nsw.gov.au/guide/death-and-bereavement

Relationships Australia

Provides counsellors and mediators to help older people and their families address age-related issues and disagreements, as well as make decisions that protect the rights and safety of everyone involved. Includes the Let's Talk: Elder Support and Mediation service.
Phone: 1300 364 277
Website: relationshipsnsw.org.au/support/services/lets-talk-elder-mediation

Suicide Call Back Service

A service offering 24/7 counselling for anyone thinking about suicide.
Phone: 1300 659 467

Social workers – Services Australia

Phone: 132 850
Web: servicesaustralia.gov.au/social-work-services

Sydney Inner West Stroke Recovery Club - Five Dock

A place for stroke survivors and their networks to connect, socialise and gain information. For further details, contact the Stroke Recovery Association NSW.
Phone: 1300 650 594

Sydney Health Care Interpreter Service

For patients, their families or carers who need an interpreter, please ask your health care provider to organise one for you by calling the number below – 7 days' notice required.
Phone: 1800 477 233

Telecross – Australian Red Cross

Volunteers make a morning phone call to elderly people living alone in their own home.
Phone: 1800 733 276
Website: redcross.org.au/services/telecross

Touched by Olivia

Touched by Olivia works with people to help them identify a Community Circle and live a more connected life. Can support older people who may have a care package that does not cover all their support needs.
Phone: 0414 207 495
Email: justine@touchedbyolivia.com.au
Address: 64 Roseby Street, Drummoyne
Website: touchedbyolivia.com.au/community-circles

Vinnies Assist

Central assistance hotline for anyone who is experiencing any type of hardship and needing food, clothing, and emergency vouchers.
Phone: 13 18 12 (option 3)

Vision Australia

The NSW Spectacles Program provides government funded glasses and vision aids to eligible recipients.
Phone: 1300 847 466
Web: visionaustralia.org/services/funding/other-funding/nsw-spectacles

Wesley Services

A range of assistance to vulnerable Australians including the Wesley School for Seniors, housing and accommodation, and mental health.
Phone: 1300 259 789
Website: wesleymission.org.au/find-a-service

Housing

Aboriginal Corporation for Homeless & Rehabilitation Community Services

Telephone help-line service, offering support and referrals for Aboriginal people who are homeless or facing homelessness.
Phone: 9799 8446
Website: achrcs.org.au

Care Finder Services

Care finders can provide a free support for vulnerable older people to access Australia's aged care system when they do not have anyone to help them navigate the My Aged Care System. Some services specialise in people who are homeless or at risk of homelessness. The general phone line can assist you find a service provider, or you can use the website and those services are also listed.
Phone: 1800 346 337
Website: cesphn.org.au/general-practice/help-my-patients-with/aged-care/care-finder

Homes NSW – Housing Contact Centre

Housing and homelessness services, providing a range of social housing solutions to meet the needs of the community.
Phone: 1800 422 322
Website: nsw.gov.au/departments-and-agencies/homes-nsw and facs.nsw.gov.au/housing/help/applying-assistance

Link2Home

Information about local services, assessment of needs, referrals to specialist homelessness and support services, temporary accommodation and other services.
Phone: 1800 152 152 (Homelessness) or Veterans 1800 326 989
Website: nsw.gov.au/departments-and-agencies/homes-nsw

My Aged Care

This portal gives you access to a range of aged care homes (sometimes known as nursing homes or residential care facilities) for older people who can no longer live at home and need ongoing help with everyday tasks or health care. The portal can also be used to find support if someone is homeless or for squalor and hoarding services.
Phone: 1800 200 422
Website: myagedcare.gov.au/aged-care-homes
myagedcare.gov.au/support-people-facing-homelessness
myagedcare.gov.au/find-a-provider

The DPS Aged Care Guide

This resource provides information about home care, retirement villages and residential care.
Website: agedcareguide.com.au/

Newtown Neighbourhood Centre

Boarding house services and assistance for those who are homeless.

Phone: 9509 1800 (Boarding House Outreach Service)
Website: newtowncentre.org/outreach-service.html

The Rev. Bill Crews Foundation (previously Exodus Foundation)

Provides help and support services such as social workers, chaplaincy, counselling, food parcel assistance and welfare assistance.

Address: 180 Liverpool Road, Ashfield.
Phone: 8752 4600
Website: billcrews.org

Wesley Mission Homeless Services

Phone: 1300 259 789
Email: homelesservices@wesleymission.org.au
Website: wesleymission.org.au/find-a-service/housing-and-accommodation/

Legal Rights, Advocacy and Information

Aboriginal Legal Service (NSW/ACT)

The Aboriginal Legal Service is an Aboriginal community organisation that provides information, referrals, legal advice, and court representation to Aboriginal and Torres Strait Islander people in criminal and family law and children's care and protection matters.

For criminal law:
Phone: 1800 765 767
For family law, care, and protection:
Phone: 1800 733 233
Website: alsnswact.org.au

Anti-Discrimination Board of NSW

For people who have been discriminated against due to their gender, pregnancy, race, age, sexual preference, marital or domestic status, disability, or personal associations.
Phone: 1800 670 812
Website: antidiscrimination.nsw.gov.au

Australian Human Rights Commission

Independent body which investigates and resolves complaints about sex, race, disability, and age discrimination.
Phone: 1300 656 419 or 9284 9888
Website: humanrights.gov.au/complaints

Capacity Australia

A portal with resources for people with a decision-making disability and for service providers.
Website: capacityaustralia.org.au/about-capacity-australia

Commonwealth Ombudsman

Complaints about Australian Government Departments.
Phone: 1300 362 072
Website: ombudsman.gov.au/

Community Justice Centres

A free government service that helps people resolve disputes through mediation.
Phone: 1800 990 777
Website: cjc.justice.nsw.gov.au/

Community Legal Centres

Community Legal Centres (CLCs) are independent, not for profit community organisations that provide legal information, advice, referrals, and casework. CLCs work for the public interest and focus on disadvantaged people in their communities. To find a CLC near you call Law Access NSW.
Phone: 1300 888 529
Website: clcnsw.org.au

Complaints via My Aged Care

If you have concerns about any aspect of your aged care experience (or a loved one's), the website provides many ways to complain depending on the situation.
Phone: 1800 200 422
Website: myagedcare.gov.au/contact-us/complaints

Council of the Ageing (COTA)

A peak organisation for people over 50 years of age. Consumer based and non-government, who advocate to make sure views of older people are heard.
Phone: 9286 3860 / 1800 449 102
Website: cotansw.com.au

Combined Pensioners and Superannuants

Advocating for people on low incomes in areas of consumer rights, housing, aged services, cost of living and income.
Phone: 1800 451 488 or 8836 2100
Website: cpsa.org.au

'Do Not Call' Register

A free service where consumers can securely register their home, mobile or fax numbers to reduce unsolicited telemarketing calls.
Phone: 1300 792 958

Energy and Water Ombudsman NSW

For problems with electricity, gas, or water supply.
Phone: 1800 246 545
Website: ewon.com.au

Financial Rights Legal Service

Services include consumer credit, banking, debt recovery and insurance. Telephone assistance and financial counselling with legal advice and representation.
Phone: 1800 007 007 (National Debt Helpline)
Phone: 1800 844 949 (Legal Advice Line)
Website: financialrights.org.au/about-us

Health Care Complaints Commission

Complaints can be made about any health service provide in NSW including doctors, nurses, dentists, pharmacists, psychologists, chiropractors, podiatrists, and others.
Phone: 1800 043 159 / 9219 7444
Phone: 9219 7555 (or via NRS 133 677)
Website: hccc.nsw.gov.au

Justice Connect

A legal charity helping people across a wide range of areas of law and at all stages of legal issues including elder abuse.
Phone: 8599 2100
Website: justiceconnect.org.au

LawAccess NSW

Free legal information and referral service.
Phone: 1300 888 529
Website: lawaccess.nsw.gov.au

Legal Aid

Provides free legal advice, and in some cases representation, to disadvantaged people. Factsheets and resources to help with legal problems in several community languages. Includes access to the Women's Court Advocacy Service.
Phone: 1300 888 529
Website: legalaid.nsw.gov.au
Burwood Legal Aid
Phone: 9747 6155

National Seniors Australia

Advocates for better outcomes for all older Australians.
Phone: 1300 76 50 50
Website: nationalseniors.com.au

NSW Civil and Administrative Tribunal (NCAT)

Reviews decisions made by State Government agencies in the Community Services sector, including tenancy issues and building works, guardianship and more.
Phone: 1300 006 228
Website: ncat.nsw.gov.au

NSW Fair Trading

Promotes a fair marketplace for consumers and traders via compliance and safeguarding the community.
Phone: 13 32 20
Website: fairtrading.nsw.gov.au/about-fair-trading

NCAT Guardianship Division

Makes decisions about people who have a decision-making disability. Protecting the rights and independence of older people with a disability and/or chronic illness
Phone: 1300 006 228 (press 2 for Guardianship Division matters)
Website: ncat.nsw.gov.au

NSW Ombudsman

Independent and impartial government agency and watchdog for community services and government authorities in NSW.
Phone: 1800 451 524
Website: ombo.nsw.gov.au

NSW Trustee and Guardian

NSW Trustee and Guardian's role is to act as an independent and impartial Executor, Administrator, Attorney and Trustee for the people of NSW. It also provides direct financial management services and authorisation and direction to private financial managers.
Phone: 1300 109 290
Website: tag.nsw.gov.au

Office of the NSW Legal Services Commissioner

The NSW Legal Services Commissioner receives all complaints about solicitors and barristers in New South Wales.
Phone: 1800 242 958
Website: olsc.nsw.gov.au

OPAN: The Older Persons Advocacy Network

Free support services for older people and their representatives to address issues related to Commonwealth funded aged care services.
Phone: 1800 700 600 (Available 8am–8pm Monday to Friday, 10am–4pm Saturdays)
Website: opan.com.au

People with Disabilities Australia

Rights-related information, advice, and referral services for people with disability and their associates. Also offers individual and group advocacy.
Phone: 9370 3100
Web: pwd.org.au

Redfern Legal Centre

Provides free legal advice and casework, delivers community legal education, and engages in law reform.
Phone: 9698 7277
Website: rlc.org.au

Seniors Rights Service

A community legal centre that supplies telephone advice, advocacy, legal advice, and education to older people in NSW on a range of topic areas: elder abuse, rights of people living in nursing homes, hostels and retirement villages, strata issues and other legal issues for seniors.
Phone: 1800 424 079 / 9281 3600
Website: seniorsrightsservice.org.au

Silver Rainbow

Designed to improve the experiences of LGBTIQ+ people as they age and enter the Australian Aged Care system.
Phone: 7209 6301
Address: Suite 2101, Level 21, 233 Castlereagh Street, Sydney
Website: lgbtiqhealth.org.au/silver_rainbow

Tenancy information, advice, and online resources

Advice line available Mondays 10am–1pm, Thursdays 2–5pm, or call 8117 3700 for referrals to local services.
Phone: 1800 251 101
Website: tenants.org.au

The Australian Financial Complaints Authority (AFCA)

Complaints about banking, superannuation, and financial planning.
Phone: 1800 931 678
Website: afca.org.au/make-a-complaint

Wirringa Baiya Aboriginal Women's Legal Centre NSW

A free legal service for Aboriginal women that can help with care and protection and family law.
Website: wirringabaiya.org.au
Phone: 9569 3847 / 1800 686 587

Women's Legal Services NSW

Legal information, advice, and referrals for women.
Phone: 1800 801 501
Domestic Violence Legal Advice Line: 1800 810 784
Women's Legal Advice Line: 1800 801 501
First Nations Women's Legal Program: 1800 639 784
Website: wlsnsw.org.au

Scams and Cyber Safety

Australian Competition and Consumer Commission

Scam watch is run by the Australian Competition and Consumer Commission (ACCC). It provides information to consumers and small businesses about how to recognise, avoid and report scams. Provides information, tools, and resources.
Website: scamwatch.gov.au/about-scamwatch

Australian Financial Complaints Authority

Dispute resolution for consumers and financial services providers.
Phone: 1800 931 678
Website: afca.org.au

Australian Tax Office – Scam Alerts

Phone: 1800 008 540
Website: bit.ly/atoscamalerts

Fair Trading

Phone: 13 32 20
Web: fairtrading.nsw.gov.au/buying-products-and-services/scams

Online Safety

eSafety information for seniors.
Website: esafety.gov.au/seniors

Police Assistance Line (PAL) – nonemergency

For non-urgent police assistance, reporting minor crime and all general enquiries.
Phone: 131 444

Services Australia – Scams and Identity Theft

Phone: 1800 941 126 (Helpdesk available Monday to Friday, 8am–5pm)
Website: servicesaustralia.gov.au/scams-and-identity-theft

The Little Black Book of Scams

A print and digital publication from the Australian Competition and Consumer Commission.
Phone: 1300 302 502
Website: acc.gov.au/publications/the-little-black-book-of-scams

Transport

Access Sydney Community Transport

This not-for-profit community organisation offers services to people located within Canada Bay including transport options for people who are elderly, frail, have an illness or disability that makes ordinary transport difficult. This service also offers group outings.
Phone: 8241 8000
Website: accesssydney.org.au

Drummoyne Community Centre – Bay Rider program

Provides individual transport to residents who have mobility difficulties to access community activities and social meetings, as well as bus hire to community groups. The Centre also coordinates groups and activities for seniors, children, and families.
Phone: 9719 8102
Website: dcc.org.au

Opal cards

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries, and light rail. The Opal network includes train, bus, ferry and light rail services in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra, and Southern Highlands.
Website: opal.com.au

Pick Me Up Service – Sir Roden and Lady Cutler Foundation

Free service driving the seriously ill, elderly, needy and disabled to and from medical appointments.
Phone: 1300 747 763
Website: sirroden.org.au

Public Transport

Information about rail, light rail, buses, ferries and more.
Phone: 131 500
Website: transportnsw.info

Taxi Transport Subsidy Scheme

Phone: 1800 623 724
(Services NSW) or 131 500
Website: transport.nsw.gov.au/projects/programs/point-to-point-transport/transport-disability-incentives-and-subsidies

Volunteers at St Ambrose (VASA)

Provides transport where needed for local appointments.
Phone: 9736 3686 or 8765 1295
Website: stambrose.org.au/social-justice



Volunteering

Australian Red Cross

Information about Aged Care Volunteers Visitors Scheme.
Phone: 1300 440 813
Website: redcross.org.au/services/companionship-and-social-support/

City of Canada Bay opportunities

Council has a range of volunteering opportunities available including bus assistant, bush care and sustainability projects and more. Volunteering is a great way to become involved in the local area, learn new skills and make friends.
Website: canadabay.nsw.gov.au/community/get-involved/volunteering

Go Volunteer

A non-profit initiative to make volunteering easier.
Website: govolunteer.com.au

NSW Volunteering

Resources and advice about volunteering. Learn how to find volunteer roles, as well as how to recruit and manage volunteers.
Website: nsw.gov.au/community-services/volunteering

The Centre for Volunteering

Resource and referral centre for those wishing to volunteer.
Phone: 9261 3600
Website: volunteering.com.au

1a Marlborough Street
Drummoyne NSW 2047

Tel: 9911 6555

Email: council@canadabay.nsw.gov.au

Web: canadabay.nsw.gov.au



To contact a member of the Community Development Team please
email CCBCommunityServices@canadabay.nsw.gov.au or call 9911 6555.
For more information, visit bit.ly/ccbseniors.