



Local Blue Mountains Resource List

This quick reference guide has been compiled to assist Blue Mountains local service providers to be able to refer to other relevant local services as required, when dealing with situations of elder abuse. For further information on elder abuse resources, contact the NSW Elder Abuse Helpline and Resource Unit. This statewide service provides a resource toolkit on services ranging from financial support to health, social and welfare, legal and justice agencies.

Issue	Service / Resource Name	Local contact details	Comments
KEY RESOURCES			
Elder Abuse – information & referral	NSW Elder Abuse Helpline and Resource Unit	1800 628 221 Elderabusehelpline.com.au	The Elder Abuse Helpline provides information, support and referrals relating to the abuse of older people living in the community across NSW. We place the safety of the older person first. Our service is confidential and callers remain anonymous. We encourage individuals, concerned friends, family members, neighbours and support workers to call if they suspect elder abuse is occurring. Anyone can make the call. If you require an interpreter first call 131450 and tell the operator your preferred language.
Emergency Services	Police	<i>(for non urgent matters)</i> Ph: Springwood police station: 4751 0299 (Lapstone to Wentworth Falls) Ph: Katoomba Police station: 4782 8199 (Wentworth Falls to Mt Vic and Mt Tomah)	Ring 000 for all emergencies
	NSW Ambulance	<i>(for non urgent matters)</i> Ph: 02 4731 2167 (Penrith Sector Office)	Ring 000 for all emergencies
	Blue Mountains Anzac Memorial Hospital	4784 6500	Ring 000 for all emergencies
OTHER RESOURCES			
Assessment Services	Regional Assessment Services <ul style="list-style-type: none"> NSW Health Aged Care Assessment Services 	Ph: 4734 4800 1300 277 377	Initial point of contact should be through My Aged Care Ph: 1800 200 422 Website: www.myagedcare.gov.au Regional Assessment Teams can provide individual face to face assessments, provide information and make referrals to appropriate Commonwealth Home Support Services.
	Blue Mountains/Nepean Aged Care Assessment Team (ACAT)	Ph: Intake 4734 3827 (Penrith) 8:30am to 5:00pm, Monday to Friday	Aged Care Assessment Team can provide individual face to face assessments, provide information and do approvals for Home Care Packages and residential aged care facilities.

Legal Advice and Support	Elizabeth Evatt Community Legal Centre	Legal Advice Line Ph: 4704 0207 Tuesdays: 9:30am – 12:30pm Wednesdays: 1:30pm – 4:30pm Thursdays: 9:30am – 12:30pm	Provides free legal information, advice and representation to residents of the Blue Mountains, Lithgow, Oberon and Bathurst areas. Legal issues covered include fines, consumer rights, family law, credit & debt issues, tenancy, apprehended violence orders, discrimination, employment, tree and fence disputes, minor traffic offences, wills and guardianship matters. Website: www.eeclc.org.au
	Blue Mountains Tenancy Advice and Advocacy Service	Tenancy Advice Line Ph: 4704 0201 Mondays: 9:30am – 12:30pm Tuesdays: 9:30pm – 12:30pm For Blue Mountains Residents only	Provides free tenancy advice. Website: www.eeclc.org.au
	Blue Mountains Women's Domestic Violence Court Advocacy Service	Contact Blue Mountains Women's Health and Resource Centre Ph: 6352 2052 Email: wvcas@bmwhrc.org.au	Provides free legal information, advice and representation re apprehended violence orders.
Emergency Accommodation and Respite Services	Commonwealth Carer Respite	Ph: 1800 052 222 or 1800 059 059 After hours number: 9912 4002	Providing short term emergency, crisis respite for carers. This can be provided either in the home or in a residential aged care facility. Website: www.carersnsw.org.au/advice/services-supports/respite-carer-support
	Link2Home – Statewide Homelessness Phone line (FACS)	Ph: 1800 152 152	Provides a Statewide 24/7 information and referral service. It can provide information about local homelessness services, assess what people need and refer them to appropriate specialist services
	The Right Door	Ph: 1800 760 071	Freecall number to access specialist services in Lithgow, Blue Mountains, Hawkesbury and Penrith Local Government Areas (operating in business hours). Follow the prompts to talk directly to the local service that best meets your need.
	The Benevolent Society – Assistance with Care and Housing for the Aged (ACHA) - Nepean	Ph: 1800 917 139 (for enquiries/intake)	Initial point of contact should be through My Aged Care Ph: 1800 200 422 Website: www.myagedcare.gov.au Service includes Assessment, Referrals, Hoarding and Squalor, Advocacy (Financial, Legal etc.)
	Emergency Care in an Aged Care Facility	For list of facilities contact My Aged Care Ph: 1800 200 422 . Also contact ACAT ph: Intake 4734 3827 (Penrith) 8:30am to 5:00pm, Mon to Fri	An emergency admission to an Aged Care facility may be possible if the person already has a valid approval for care, or in emergency circumstances, prior to approval by an ACAT. An emergency is defined as a situation in which a person's health, safety or life is at significant risk if they do not receive immediate care.
Housing	Wentworth Community Housing	Ph: 4777 8000	Community tenancy scheme providing subsidised, medium-long term housing for low to medium income earners. Other services include housing resource service and tenancy advice. Hours: Mon Tue Thu Fri 8:30am-4:30pm Wed 1-4:30pm.

Counselling & Medical	Blue Mountains Women's Health and Resource Centre	Ph: 4782 5133 Email: bmwhrc@bmwhrc.org Website: www.bmwhrc.org	Provides physical and emotional support for women's health issues from counsellors, doctors and nurses who staff the Centre.
	Health Direct	Ph: 1800 022 222 Website: www.healthdirect.gov.au	24/7 health information and advice line and online symptom checker and service finder.
	Contact your local doctor or General Practice		Yellow pages directory of Doctors and General Practice surgeries in the Blue Mountains: Website: www.yellowpages.com.au/find/doctors-medical-practitioners/blue-mountains-council-nsw
Mental Health	Mental Health Intake Line	Ph: 1800 011 511	24hr Mental Health telephone access and referral service.
Financial Counselling	Wesley Financial Counselling @ Thrive Services Katoomba	Contact Thrive Services on 02 4782 1555 or info@thriveservices.org.au to make an appointment.	A Financial Counsellor is available at Thrive Katoomba (2 Station Street) on the 3rd Friday of each month from 10.00 am to 3.00 pm).
	Salvos Moneycare	0428 469 942	Available Tuesdays and Wednesdays 9am - 5pm
Emergency Support for Pets	RSPCA Community Programs	02 9782 4408	<u>POOPS</u> (Pets for Older Persons) - pet boarding when in hospital for the over 65's plus monthly home visits. <u>Safe Beds For Pets</u> - emergency assistance for pets of people escaping domestic violence. Living Rough – emergency boarding for people who are homeless.
Dementia Support	Dementia Helpline (Dementia Australia) - formerly 'Alzheimer's Australia'	Ph: 1800 100 500 Email: helpline.nat@dementia.org.au Website: www.dementia.com.au/support	The National Dementia Helpline provides a first point of contact to: - support people with dementia, their families and carers - provide specialist advice to people living with dementia, their families and carers, healthcare professionals and the general public - find out about being referred to other services - access information products.
	Dementia Advisory Service	Ph: 8805 0998	Support, information and education for people living with dementia and their families and carers. Home visits. Carer Support Groups.
	Dementia Support Nurse - Lawson Community Health Centre	Ph: 4759-8700	Registered Nurses providing Dementia support and education. Assistance with referrals for assessment and review. Carer support and assistance to access Aged Care Assessment Teams and My Aged Care systems. Liaison with GP and other Services providers.
	Chronic & Complex Care	Central Intake: 1800 222 608	
	Younger Onset Dementia Keyworker program (Dementia Australia)	Phone: 1800 100 500	Helps support younger people (under 65) living with dementia, their families and carers by providing a primary point of contact to help them find services like social support and community based care.
	Safely Home (Dementia Australia) - formerly 'Alzheimer's Australia'	Phone: 1800 100 500	ID bracelet engraved with a toll free telephone number and personal identification number linked to the NSW Police Missing Person's Unit database.

Neighbourhood Centres	Lower Mountains	Ph: 4739 1164	The Neighbourhood Centres offer a range of services and programs for the people of our community. These range from Information and Referral services, transport services, adult learning classes, social groups, Volunteer Home Visitors, No Interest Loan Scheme (NILS) and more.
	Winmalee	Ph: 4754 4050	
	Springwood	Ph: 4751 3033	
	Mid Mountains	Ph: 4759-2592	
	Katoomba Neighbourhood Centre	Ph: 4782 1117	
	Blackheath	Ph: 4787 7770	
Interpreters	Translating and Interpreter Service	Ph: 13 14 50 Online: www.tisnational.com.au	
Aboriginal and Torres Strait Islander services	Blue Mountains Aboriginal Culture and Resource Centre	Ph: 4782 6569 Email: Elderssupportservice@acrc.org.au	Provides social support and community transport for Aboriginal people in the Blue Mountains.
Access to General Community Care Services	Blue Mountains Community Directory and Blue Mountains Community Care Guide	Contact Prue Hardgrove Ph: 4780 5546 Email: phardgrove@bmcc.nsw.gov.au Website: www.bmcc.nsw.gov.au	Initial point of contact should be through My Aged Care Ph: 1800 200 422 Website: www.myagedcare.gov.au
	Home Delivery Guide c/- Blue Mountains Food Services	Ph: 4759 2811 Email: info@bluemountainmow.org.au	Our delivery guide is a small booklet that we update and print for our clients. It is a guide to home deliveries in the mountains i.e. chemists, groceries etc. If someone would like a copy they can call Blue Mountains Food Services and we will send one out – it is not available online as yet.
Emergency Food Services & Practical Assistance	Thrive Services	Ph: 4782 1555	Each agency provides a range of emergency food services and utility & energy voucher assistance (water, electricity and gas)
	The Salvation Army – Upper Blue Mountains Corps	Ph: 4782 5124	
	St Vincent De Paul Family Assistance Centre	Ph: 4782 2041	

