

Wingecarribee Shire Council SENIORS DIRECTORY 2022



Keeping our community connected

Working with you

WSC.NSW.GOV.AU





Welcome to the 2022 edition of the Council Seniors Directory!

The 2022 Seniors Directory provides useful information about local services, activities and housing available for our older residents. The directory has become a 'must have'.

Within the following pages you will find services that will help you stay active, keep learning, stay connected and age positively. It includes information on support services and groups, education, activity and social groups, health services, advocacy, complaints, financial and legal information and housing.

I encourage all our older residents to take the time to read through the following pages and learn how you can get involved, access information and support and enjoy all that our beautiful Shire has to offer.

Lisa Miscamble
WSC General Manager

Wingecarribee Shire Council

SENIORS DIRECTORY 2022



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COUNCIL & GOVERNMENT



We acknowledge the Traditional Custodians of this land and we pay our respects to Elders both past and present. We would also like to acknowledge our young leaders who are the Elders of today, tomorrow and our future.

Wingecarribee Shire Council Chambers, Moss Vale
Photo Bella Gnechchi Ruscone



COUNCIL

WSC Customer Service



Civic Centre

68 Elizabeth St Moss Vale NSW 2577
08:30 - 16:30

Wingecarribee Shire Council is working to create and nurture a vibrant and diverse community in harmony with the urban, agricultural and natural environments of the region.

Our customer service team are committed to providing prompt, friendly, courteous and efficient customer service.



02 4868 0888

Monday to Friday
08:30 - 16:30



Emergency After Hours
02 4868 0888



wsc.nsw.gov.au



mail@wsc.nsw.gov.au



PO Box 141
Moss Vale NSW 2577

Stay Informed



yoursaywingecarribee.com.au



facebook.com/WingecarribeeShireCouncil



wsc.nsw.gov.au/Council/Connect



wsc.nsw.gov.au/newsletters



twitter.com/WSC_media



media.wsc.nsw.gov.au

Wi-Fi



Free Council Hot Spots

1. Select wireless connection **Wingecarribee Free Wi-Fi**
2. Go to your web browser
3. Accept the Terms and Conditions
4. Start browsing!



Corbett Gardens in Wingecarribee St, Bowral

Available 7am - 8pm.
Best coverage is between the rotunda and public toilets.



Civic Centre in Moss Vale

Available 7am - 8pm (building access limited to Council business hours and special events).



Public Libraries at Bowral, Mittagong and Moss Vale

Available 7am - 8pm (building access limited to library hours).



Welcome Centre in Mittagong

Available 7am - 8pm.



AGED & DISABILITY SUPPORT

Close to a third of residents living in the Wingecarribee Shire are over 60.

Wingecarribee Shire Council encourages active ageing and celebrates the senior population's many benefits and positive contributions to the community. We recognise the value of a meaningful and enjoyable life as we age.

A wide range of services and local groups are available in our area to help people maintain their independence and remain active and connected as they get older.

Aged and Disability Officer

Council's Community Development Team provide information on local services, programs, activities and resources for older people, their families and carers.

Stay up to date with events throughout Seniors Festival each year and other interesting updates by subscribing to the newsletter: wsc.nsw.gov.au/newsletters

Our vision is for older people and adults with disability to feel safe, respected and dignified in their home and community.



02 4868 0888



communitydevelopment@wsc.nsw.gov.au



wsc.nsw.gov.au/seniors



**Abuse Helpline:
1800 628 221**

Mon-Fri 09:00 - 17:00



ageingdisabilitycommission.nsw.gov.au



CEMETERIES

Council maintains and cares for eight fully operational cemeteries across the Shire. These cemeteries provide a range of services and memorialisation options.

Located in a variety of locations from natural bushland to open farmland, all cemeteries offer tranquil settings to commemorate and celebrate the life of your loved ones.

Council also maintains a number of historic or closed cemeteries. These cemeteries are an important source of local history and are of great heritage significance to present and future generations. Contact Council for further information on interment availability, reservations, placement of ashes or memorialisation options.

















4868 0888



wsc.nsw.gov.au/Facilities/Council-Cemeteries

Public cemeteries

-  **Balmoral (historic cemetery)**
Bolans Rd Balmoral
-  **Berrima General Cemetery**
583 Berrima Rd Berrima
-  **Bowral General Cemetery**
109 Kangaloon Rd Bowral
-  **Bundanoon General Cemetery**
Ferndale Rd Bundanoon
-  **Burradoo Wesleyan/Methodist**
(closed, ash placements only)
Burradoo Rd Burradoo
-  **Burrawang Cemetery**
Church St Burrawang
-  **East Kangaloon Cemetery**
(closed, ash placements only)
1973 Kangaloon Rd East Kangaloon
-  **Glenquarry Cemetery**
(closed, ash placements only)
Tourist Rd Glenquarry
-  **Moss Vale General Cemetery**
75 Berrima Rd Moss Vale
-  **Myra Vale Cemetery**
(existing rights, ash placements)
Myra Vale Rd Myra Vale
-  **Penrose General Cemetery**
Victoria St Penrose
-  **Robertson General Cemetery**
151 Missingham Pde Robertson
-  **Rowe's Hill Anglican Cemetery**
(existing rights/ash placements)
869 Old South Rd, Mittagong
-  **Welby General Cemetery**
50 Meranie St Welby



COMMUNITY FACILITIES

Council managed halls

Wingecarribee Shire Council has a number of community halls available for hire throughout the Shire that are suitable for a variety of functions such as family parties, weddings, meetings and seminars.

The majority of halls are managed by volunteer committees of Council who are responsible for the care, control and hire of the facilities.



02 4868 0888
Monday to Friday
8.30am to 4.30pm



[wsc.nsw.gov.au/
community-facilities/halls](https://wsc.nsw.gov.au/community-facilities/halls)

Procedure for hiring Council Facilities

To hire a Council hall, each hirer must complete and sign a Booking Request Form for Council insurances, and complete a comprehensive risk assessment that includes activities and event planning information. Please note that your booking will only be confirmed upon receipt of all relevant documentation and the bond deposit. Booking forms for Council Facilities are available from each individual Booking Officer.

Public toilets and Mlak

The **Master Locksmith Access Key (MLAK)** is an innovative system that enables people with disability to gain 24/7 access to a network of public facilities.

Application forms and keys are available at **Wingecarribee Shire Council's Moss Vale Civic Centre** or at the **Welcome Centre in Mittagong**.

As part of Council's overall strategy to encourage and improve accessibility and inclusiveness for people with a disability, Council will keep a supply of the Master Locksmith Access Key (MLAK) at the Customer Service Center at the Civic Centre to purchase. MLAK key holders will have 24/7 access to MLAK designated accessible public toilets across Australia.

The MLAK key opens all accessible toilets displaying the MLAK symbol and will allow access to over 350 facilities throughout NSW. MLAK sign is attached to those facilities fitted with MLAK.

Please refer to [The National Public Toilet Map](#) for a list of public amenities within our Shire. This website also provides information on the location, opening hours and availability of wheelchair access for more than 14,000 public and private amenities across Australia.

COUNCILLORS

Under the Local Government Act 1993, council elections are held on the second Saturday in September every four years.



Councillor
PO Box 141
Moss Vale NSW 2577



wsc.nsw.gov.au/councillors



ENVIRONMENT

The environment of the Southern Highlands is truly unique, with rich biodiversity, numerous waterways and wetlands and a wide variety of landforms, soils and microclimates, which creates many complex ecosystems.

Home to over 370 native mammal, reptile and bird species, our region is one of the most diverse in Australia. We are also home to the largest koala population in southern NSW.

There are many ways you can get involved in environmental activities such as

- ◆ Bushcare and Rivercare
- ◆ Land for Wildlife
- ◆ Citizen Science opportunities

Receive regular updates from Council's award-winning Environment and Sustainability Team by subscribing to our regular environmental newsletters, the Southern Highlands Nature News and Wingecarribee web.

For more information about Council-run environment and environmental programs visit our website.



wsc.nsw.gov.au/newsletters



wsc.nsw.gov.au/environment

Bushcare, Rivercare and Citizen Science

Council's Bushcare and Citizen Science Programs are designed to encourage the community to get out into nature and restore ecological sites within Council owned or managed Bushland Reserves. Groups work to restore and rehabilitate bushland, waterways and wetlands and make a real and practical difference to the environment. There are many Bushcare Groups to choose from.

The Citizen Science Program is about encouraging the public to get involved in biodiversity monitoring and research. The Southern Highlands Nature Map is the online tool to record all your sightings of biodiversity. Photos and sound recordings can be uploaded to the nature map via the website or the free [NatureMapr](#) app. Anyone can register online, and it is easy to use. You don't have to know anything about the plant, animal, fungi or insect you are recording, as there are expert volunteer moderators who can do that for you.



[wsc.nsw.gov.au/
Environment/Get-Involved/
Citizen-Science-Opportunities](https://wsc.nsw.gov.au/Environment/Get-Involved/Citizen-Science-Opportunities)



LIBRARIES

Come and join your local library! It's for everyone and it's free to all residents living in the Wingecarribee Shire.

Bowral Central Library

 Bendooley Place
16-24 Bendooley St Bowral NSW 2576



Opening hours

library.wsc.nsw.gov.au



1300 266 235

Mittagong Library

 6 Queen St Mittagong NSW 2575



1300 266 235

Moss Vale Library

 Civic Centre
68 Elizabeth St Moss Vale NSW 2577



1300 266 235

Mobile Library



0417 699 641

Library services



library.wsc.nsw.gov.au

- ◆ Many items and formats to borrow including: books (fiction and non-fiction, large print, Junior and Young Adult) audio books, magazines and DVDs
- ◆ eBooks, eAudio and eMagazines are available on the library website library.wsc.nsw.gov.au
- ◆ Free Wi-Fi
- ◆ Free library member access to public internet and word processing computers
- ◆ Preschool and baby story times
- ◆ School Holiday activities
- ◆ Local studies collection and family history resources
- ◆ Find legal answers and drug information collections

Book Club kits

If you are already a Book Club member or are considering starting one, the Library can lend your group a Book Club kit from our Book Club kit collection. Visit our website or contact Bowral Library for more information. Conditions apply.

Bulk loans

Bulk loans of library materials are available for organisations such as schools and retirement villages. To arrange a bulk loan for your organisation contact Bowral Library. Conditions apply.



Friends of Wingecarribee Library (FOWL)

FOWL hold many interesting functions throughout the year, including author talks and book sales. Join FOWL and be part of an active and friendly group of library supporters.

Home Library Service

The Home Library Service is a fortnightly service delivering items specifically chosen for aged or unwell residents who are housebound and cannot access a library. If you would like to find out more about this service please contact Bowral Library. Conditions apply.

Outreach Service

Our Mobile Library visits library patrons living in the outlying towns and villages of the Shire each fortnight on a Tuesday and Thursday. The Mobile Library visits Avoca, Balmoral Village, Bundanoon, Burrawang, Canyonleigh, Colo Vale, Exeter, Hill Top, New Berrima, Penrose, Robertson, Wingello and Yerrinbool.

Visit our website to view the Mobile Library timetable or contact Bowral Library to find out when the Mobile Library will next visit your area.

NEWSLETTERS

Wingecarribee Shire Council Online Newsletters

We currently distribute the following emailed newsletters:

- ◆ **This week at Council**
Council News
(consultations, services, projects etc)
- ◆ **Wingecarribee Web**
(environment & sustainability news)
- ◆ **Southern Highlands Nature News**
- ◆ **The Wingecarribee Word**
Library Newsletter
- ◆ **Your Say Wingecarribee**



Customer Service
02 4868 0888



mail@wsc.nsw.gov.au



[wsc.nsw.gov.au/
newsletters](http://wsc.nsw.gov.au/newsletters)



PETS & COMPANION ANIMALS

Animal shelter

All visitors please report to the shelter office on arrival.



177 Berrima Rd Moss Vale NSW 2577
(Located inside the Resource Recovery Centre)

Animals for adoption

View animals available for adoption on the Council website or Facebook page.



02 4868 1520



[wsc.nsw.gov.au/Facilities/
Animal-Shelter](https://wsc.nsw.gov.au/Facilities/Animal-Shelter)



[facebook.com/
WingecarribeeAnimalShelter/](https://facebook.com/WingecarribeeAnimalShelter/)

Lifetime pet registration

As required under the Companion Animals Act 1998 your dog or cat should be lifetime registered by six months old. If you have an older pet who is unregistered, registration should be completed immediately. The fee for lifetime registration is a one-off fee which is reduced if your pet is de-sexed.

Please inform Council with change of address, or if you sell or give away your pet, if your pet goes missing for more than 3 days, if your pet dies. The National De-sexing Network (NDN) has veterinarians available who offer discount desexing to pet owners in genuine financial need.



National De-sexing Network
(NDN)

1300 368 992



ndn.org.au

Dog friendly parks

Council provides four dog leash-free parks to enable your dog to run freely off the lead. Leash-free parks:



Centennial Park

Centennial Rd Bowral (fenced)



Alexandra Square

Victoria St Mittagong (fenced)



Seymour Park

Spencer St Moss Vale (fenced)



Jordan's Crossing

Bundanoon (un-fenced)

Dogs on leash are permitted in all Council parks and open spaces. Your dog must be under the effective control of a competent person at all times when out in public. This means that it must be on a leash and under the control of someone capable of restraining it. All dogs apart from genuine assistance dogs are not allowed within 10 meters of a children's play area.

Lost animals

If your cat or dog goes missing, contact Council and provide a description of the pet, where and when it was last seen and your contact details. You can improve the possibility of your pet's safe return by ensuring your pet's microchip details are up to date and including an alternative contact.



4868 0888



[wsc.nsw.gov.au/Services/
Animals/Lost-Found-Pets](https://wsc.nsw.gov.au/Services/Animals/Lost-Found-Pets)



RATE REBATES

You may be eligible for a rebate if you have been issued with a **Pensioner Concession Card** from Centrelink, the Department of Veterans Affairs or a Gold Card stamped with either EDA or TPI and you haven't previously claimed.

You must also own and reside at the property for which you are claiming. Should you wish to apply for a pensioner rebate, application forms are available on the Council's website, the Civic Centre, or by contacting our Revenue Team.

Note: Council allows eligible pensioners to pay their rates in full by 31 May (due date of the fourth instalment) without incurring interest.



wsc.nsw.gov.au



02 4868 0888

SWIMMING POOLS

Indoor aquatic centre



Moss Vale War Memorial Aquatic Centre
(Managed by BlueFit on behalf of Council)
8 Kirkham St Moss Vale NSW 2577

- ◆ A year-round aquatic and fitness centre in Moss Vale available for community use.
- ◆ Open 7 days a week with state-of-the-art facilities including gymnasium, cafe, lap pool, program and splash pools.



mossvaleaquatic.com.au



02 4868 1967

Outdoor swimming centres



Bowral Swimming Centre
152 Mittagong Rd Bowral NSW 2576



Bundanoon Swimming Centre
70 Erith St Bundanoon NSW 2578

- ◆ Pools are heated to 24 degrees.
- ◆ For up to date opening hours please contact the pool directly.



[wsc.nsw.gov.au/
swimming-pools](http://wsc.nsw.gov.au/swimming-pools)



02 4861 2598



02 4883 6464




WASTE

Resource Recovery Centre

 177 Berrima Rd Moss Vale NSW 2577

The Resource Recovery Centre is a multi-award winning, modern waste recycling, collection and transfer facility aiming to reduce the volume of waste going to landfill.


 02 4868 0888

 resource@wsc.nsw.gov.au

 wsc.nsw.gov.au/waste-recycling

The Reviva Centre


The Reviva Centre is operated by **Resource Recovery Australia** and sells all sorts of items that have been salvaged from waste or discarded directly. A wide range of items are available including refurbished computers, furniture, sporting equipment, books, magazines, clothing and more. For opening hours, check website or call direct.

 02 4869 1925

 resourcerecovery.org.au

Bulky waste collection

We provide an Annual Free Bulky Waste Collection Service. Visit www.wsc.nsw.gov.au/bulky-waste for more info. We provide an Annual Free Bulky Waste Collection Service. Visit the website for more info.


 02 4868 0888

 www.wsc.nsw.gov.au/bulky-waste

Missed, lost or stolen bins

If your bin has not been collected, is damaged or has been lost or stolen please contact our Customer Service Centre.


Calls received before 12 noon can be collected on the same day, any calls after 12 noon will be collected the following day.

 02 4868 0888

Waste Education Centre

 177 Berrima Rd Moss Vale NSW 2577

Wingecarribee Shire Council recognises the importance of working in partnership with the community to manage, reduce and avoid waste. Identifies, community groups and schools. These sessions are engaging, informative and have the ability to motivate across a wide range of audiences.

 02 4868 0888

 waste.education@wsc.nsw.gov.au

 waste.wsc.nsw.gov.au



WHAT'S ON

Council community events

Check out local upcoming Council events.



wsc.nsw.gov.au/events

The Welcome Centre

A comprehensive on-line events calendar aimed at visitors to the Southern Highlands, including an extensive consumer web-site detailing visitor experiences.



visitsouthernhighlands.com.au

Artsfil

Find information, events and profiles across Visual Arts/Artisan, Music, Performing Arts, Literature, Museums + Galleries and Creative Industries. Serving the Southern Highlands and its creative community by joining the many creative dots, engaging with artists of all disciplines, musical groups, theatre companies, producers, publishers and arts organisations.



artsfile.com.au

YOUR SAY WINGECARRIBEE

Your Say Wingecarribee is a website for you to join in, share your thoughts and help shape key projects and services in the Wingecarribee Shire. The hub is regularly updated with project information and about ways to have your say on issues that affect you. Register your details and hear about the latest opportunities to take part in Council's decision making processes.



yoursaywingecarribee.com.au



SUPPORT



Exercise Physiologist Connor Atkins and client
Photo Wes Thomas



ABORIGINAL SUPPORT

Dhungung (Food) Share

Dhungung Share provides Aboriginal people and their families access to quality excess food. Come have a cuppa and a yarn every Thursday between 10.30am and 1.30pm.



Wingecaribee Aboriginal Community Cultural Centre
1a Rainbow Rd Mittagong NSW 2575



0447 384 277



[wsc.nsw.gov.au/community/
aboriginal-community/
whats-on](https://wsc.nsw.gov.au/community/aboriginal-community/whats-on)



[melissa.wiya@
wsc.nsw.gov.au](mailto:melissa.wiya@wsc.nsw.gov.au)

CANCER SUPPORT

CanAssist Southern Highlands

CanAssist Southern Highlands is a registered charity which provides practical and financial support and services to families or individuals, who are undergoing treatment for cancer.



0474 647 506



canassist.com.au

Cancer Council NSW

Southern Regional Office

Supports, guides, connects and engages with communities to prevent, manage and inform people about cancer.



02 4223 0200 or
13 11 20



cancercouncil.com.au

Rare Cancers Australia

A charity whose purpose is to improve the lives and health outcomes of Australians living with rare and less common cancers.



02 4862 2768



rarecancers.org.au

CARER SUPPORT

Carers NSW

Provides information, support and referral on all aspects of caring to informal carers, such as family members, neighbours and friends, who are looking after someone who has a disability, mental illness, chronic condition, who is ageing or less mobile.



Mon-Fri 09:00 - 17:00
1800 422 737



carergateway.gov.au



COUNSELLING & ASSISTANCE

Alcoholics Anonymous

Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Find local meetings or online meetings.



1300 222 222



meetings.aa.org.au

Department of Veterans' Affairs

Counselling line 24 hours a day 7 days a week.



1800 011 046



dva.gov.au

Lifeline Counselling

Provides 24-hour phone crisis support and counselling, plus a face-to-face counselling service for gambling, bereavement and financial crisis (by appointment). The service also coordinates a range of support groups for anxiety, depression, anger management, grief and loss, bereavement, survivors of child abuse and smoking addiction.



13 11 14



lifeline.org.au

Southern Highlands Bereavement Care Service

Providing counselling around ambiguous loss, complex loss, life changes, or transitions which are accompanied by feelings of grief and loss.



Bowral District Hospital
97-103 Bowral St Bowral NSW 2576



02 4862 1701



shbcs.org.au

Vinnies Assist Office (St Vincent de Paul) Moss Vale

Charitable organisation providing food, groceries, clothing, fuel, transport, medical and household expenses, assistance housing and employment applications and emotional support.



502 Argyle St Moss Vale NSW 2577



02 4868 2704



[www.vinnies.org.au/
shops/view/1718](https://www.vinnies.org.au/shops/view/1718)

Wellways Carer Gateway Program

Free carer services for those who register their interest for the national Carer Gateway Program and support for aging carers to access My Aged Care.



1300 111 400



wellways.org



CARE SUPPORT SERVICES AT HOME

Most people want to keep living in their own homes as they age, staying as independent as possible and making their own decisions about things that affect their life, health and wellbeing. Home support services can help you to achieve this by giving you extra assistance to stay safe, comfortable and well at home.

Home Care Options

There are different types of home support available. The option you choose will depend on the level of care you need, how long you need it for, and whether you want to rely on government subsidised services, private services or help from your personal networks.

The main options are:

- ◆ basic or short-term support through the Commonwealth Home Support Program
- ◆ more or longer-term support with a Home Care Package
- ◆ private services
- ◆ personal networks and community Some people use a combination of these options to meet their needs.

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) is good for people who need basic or short-term support, for example, when recovering from illness. CHSP is a government program that supports older people who are still managing well at home but want some extra assistance, such as home help, delivered meals, personal care or home maintenance. The service is subsidised by the government, but you have to pay some fees.

Before you can get CHSP services, you need an assessment. The Regional Assessment Service (RAS) will visit you at home to assess what services you can use.



<https://www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme>



MY AGED CARE

Home Care Packages

The Home Care Packages Program helps older Australians with complex care needs to live independently in their own homes. The Program is part of the Australian Government's continuum of care for older Australians and is positioned between residential aged care and the Commonwealth Home Support Program. Home Care Package recipients are not limited to a basic list of services. Approved providers work with each of their clients to select services that best meet each individual's care needs and goals. Under consumer direction, the people getting the service take the decision on what mix of assistance and support best fits their way of living.

Private Services

Rather than using government subsidised services, you might prefer to use private care services. Many companies offer fee-for-service home care. You do not need an assessment and you can contact the agency directly to find out what they offer. You choose what services you want to purchase and are responsible for paying the costs. Charges, staff expertise and the quality of care vary, so do your research and check service providers' credentials to make sure you get the service you want. You can locate private services through the local newspaper, the Yellow Pages, by searching on-line or by word-of-mouth.

Privately owned care provider details are listed on the **My Aged Care** website.



myagedcare.gov.au

Personal Networks and Community

We all need others in our lives in various ways and at different times. It can be hard to ask for help but family, friends and neighbours are often happy to assist. This might be help with small tasks such as collecting mail, shopping or helping with the bins. Consider linking up with a community or church service who provide a volunteer visitors' program, grocery home delivery, community transport or home library book delivery.



1800 200 422

Mon - Fri 08:00 - 20:00

Sat 10:00 - 14:00



myagedcare.gov.au

Contact My Aged Care (MAC)

The **My Aged Care** website has been established by the Australian Government to help you navigate the aged care system and is designed to give people more choice, more control, and easier access to a full range of aged care services.

My Aged Care consists of a website and a contact centre. Together they can provide you with information on aged care for yourself, a family member, friend or someone for whom you are caring. The My Aged Care representative (also known as RAS) will support you through the assessment process. It is important to discuss with them everything about your situation so that they can accurately identify what support services you may need.



Top Tips - Good questions to ask regarding accessing services.

- ◆ Does the provider have their own care workers or are staff from other agencies? If you want to control your funds you will want to know how many agencies are involved in supporting you.
- ◆ If they employ their own staff, how often do they receive training and how their skills are assessed? You can decide if their staff have quality trained and supported staff.
- ◆ Can they arrange specialised support? You may need access to tailored services (for example, a translator).
- ◆ Do they conduct police and reference checks? Ensuring the provider has adequate recruitment practices and support in place for staff.
- ◆ How do shifts and rosters work? Will you get the same staff each week? Although they cannot guarantee this (due to illness or emergencies), it is nice and comforting to know you will get a continuation of care. Also, ask what happens if a staff member calls in sick. Replacement or re-schedule? This may be important for you, depending on the service being provided.

Top Tips - Good questions to ask regarding quality control

- ◆ Do they conduct spot checks? What random checks do they have in place?
- ◆ How do they ensure the quality of agency staff?
- ◆ How often do they ask for feedback and what do they do with the results?
- ◆ What is their formal quality assurance program? This will ensure the provider has the best systems in place.
- ◆ What training and support do they offer their care workers?
- ◆ Can they assist you in developing an emergency plan?

Top Tips - Good questions to ask regarding availability of service

- ◆ Is there a waiting list for services and what happens if you have to wait?
- ◆ What times are they contactable? Is there someone available 24 hours?



Assessing your needs - Register to be assessed

Call **My Aged Care** and have your Medicare card ready.

With your consent, a client record will be created to register you with My Aged Care. This will contain information about your needs, details and results of any previous assessment and/or service referrals, plus details of any aged care services you are currently receiving.

During a phone interview, you will be asked questions to help work out your care needs and whether you require a formal assessment. Discussion will also include any health concerns you may have, how you are managing with activities around the house, and the safety of your home.

You are welcome to have someone with you during the phone call such as a family member, friend or carer or alternatively you could give your consent for someone to be your representative. If you speak a language other than English, you can ask for an interpreter and My Aged Care will organise one over the phone.

Based on the information you give to My Aged Care, you may be referred for a formal assessment with a My Aged Care Regional Assessment Service to better understand and support your needs.



1800 200 422

Mon - Fri 08:00 - 20:00

Sat 10:00 - 14:00



myagedcare.gov.au

ABORIGINAL SERVICES

Australian Unity – Home Care Services

Southern Aboriginal Branch

Australian Unity's Aboriginal Home Care service provides culturally appropriate home and community services to Aboriginal and Torres Strait Islander people throughout New South Wales.



35 Holloway Rd Nowra NSW 2541



1300 907 436



australianunity.com.au

Macarthur Disability Services

Registered NDIS Provider

The Aboriginal Project and Engagement Officer work with Aboriginal and Torres Strait Islander people aged 50 years and older, assisting them to access Aged Care Services in the Camden, Campbelltown, Wingecarribee and Wollondilly Local Government Authorities. The Aboriginal Project and Engagement Officer also works with mainstream aged care organisations to implement culturally appropriate practices, as well as assisting them to increase the number of Aboriginal and Torres Strait Islander people utilising supports.



Level 8 138 Queens St Campbelltown NSW 2560



02 4621 8400



mdservices.com.au



CARE SERVICES AT HOME

Domestic assistance services include such basic household tasks such as cleaning, cooking, shopping or laundry.

Personal care services include bathing, toileting and dressing. Home nursing Information on both Government funded and private services can be accessed through My Aged Care.



1800 200 422



myagedcare.gov.au

Community Health Services Triple I (Hub) Referral Service

A unit of South Western Sydney Area Health Service.

The Hub offers a contact point for patients, carers and agencies who need referrals to community services, including: Community Health Nursing, Aged Care and Chronic Care Triage, The Connecting Care Program, ComPacks, Specialist Aged Care Services. For more information, speak to your GP.



1800 455 511

Community Health Nursing Services

A unit of South Western Sydney Area Health Service.

Provides community based nursing care to individuals residing in the Wingecarribee Shire. Nursing care needs may include wound care, community acute and post-acute care, continence, chronic and complex and/or palliative care. Referrals are accepted from health professionals, service providers, individuals and family members.



1800 455 511

Australian Unity Home Care Service

We provide in home services for people over 65 or over 50 if of Aboriginal or Torres Strait Islander decent. Either part or fully funded through government assistance.



1300 907 436



australianunity.com.au



customercare@australianunity.com.au

Baptistcare

Providing home care packages and commonwealth home support services for people over 65 years of age.



1800 082 751



baptistcare.org.au

The Benevolent Society

As Australia's first charity, our vision is a just society where everyone lives their best life. We've been supporting people with disability, children, families, older Australians and carers since 1813.



1800 236 762



benevolent.org.au



BCD Better Care Delivered

BCD focus on delivering quality care to help people build their independence, capacity, and happiness. Our vision of locals supporting locals helps our customers, their carers and families to choose the care they want, when and where they need it most.



1800 275 223



bcd.org.au

Carrington Community Care

Carrington is an accredited Home Care Package provider. Carrington provide services funding under the Commonwealth Home Support Program and Home Care Packages for consumers in their own home.



1300 590 590



carringtoncare.com.au

Interchange Australia

Aged Care and Disability Support services. Specialising in NDIS Programs, Home Care Packages, Commonwealth Home Support Program and Private Services.



02 4868 6688



interchangeau.org

ParaMedical Health

ParaMedical Health provide care to the aged and disabled, giving clients the opportunity to remain in their home and community with dignity and pride. Services include Personal Care, Community Access & Domestic Assistance as well as in-home respite.



02 4681 0900



paramedicalhealth.com.au

Southern Highlands Catholic Health Care

Our care team will work with you to understand your individual needs and help you to identify the in-home services that will benefit you the most. We can help explain options and eligibility for funding.



1800 225 474



catholichealthcare.com.au

Southern Highlands Home Care

Premier home health care provider for aged and disability services and community-based social services.



02 4861 1329



southernhighlandshomecare.com.au



CELEBRANTS, END-OF-LIFE SUPPORT & FUNERALS

End of Life Angels

Providing support, guidance, options and education to individuals who wish to create Advance Care Plans and Directives. Also providing support, guidance and options to the dying and those around them to ensure an experience that unfolds in alignment with their wishes.



0416 212 219



endoflifeangels.com.au

Highlands Community Centres Inc.

Highlands Community Centres provide support to all people living in the Southern Highlands who may be experiencing hardship. We can assist with information, referrals, food, paying overdue energy bills, tax help, no interest loans for essential household items, counselling and advocacy.



02 4862 1122



highlandscommunity.org.au



HighlandsCommunityCentres

Mastering Ceremonies

Emcee & Funeral Celebrant



0439 550 976



masteringceremonies.com

Southern Highlands Funerals

We are here to help you, to assist in a very practical way – to be aware of your emotional, spiritual and financial needs. When we meet we can discuss the level of support, guidance and practical help that you require.



02 4869 2888



southernhighlandsfunerals.com.au

DEMENTIA SERVICES

Dementia Advisory Service Wingecarribee Dementia Australia

Supporting people with dementia and their families through information, education and guidance. Monthly Carer Support Groups and Cafe Connects are run across the Wingecarribee.



Suite 1 Queen St Centre
Queen St Moss Vale NSW 2577



02 4869 5651



dementia.org.au



NSW.Wingecarribee@dementia.org.au



Focus Connect

CHSP social support group for Dementia

 22 Lithgow Street Campbelltown



4627 1188



info@focusconnect.org.au




focusconnect.org.au

EQUIPMENT & AIDS

Highlands Home Medical

Locally owned and run business specialising in sales and rental of mobility, recovery and home assistive products, providing a high level of personalised service.

 Shop 10 / 47 Bowral St (cnr. Walker St)
Bowral NSW 2576



1300 641 448



HighlandsHM.com.au

FOOD & SHOPPING

The following food services deliver meals (hot, chilled or frozen). Internet supermarket shopping is an alternative way of having your groceries delivered to your home. Many retailers offer internet shopping services including Coles and Woolworths. Many subsidised and private services may assist clients to do shopping either by taking them to the shops or buying items from a list. We are also lucky to have multiple charitable organisations in the Highlands that offer free or discounted groceries to those in need.

Please contact Council's Community Development team for details.

Meals on Wheels Southern Highlands

Enabling people to remain independent in their own homes through the provision of nutritious, quality and affordable food and individually tailored services in the Wingecarribee Shire.

 Suite 6, Queen St Centre
12 Queen St Moss Vale NSW 2577



02 4869 4032



mealssouthernhighlands.org.au

The Village Grocer & Store

Local supermarket servicing the residents of the southern villages, with home delivery available upon request.

 65 Railway Ave Bundanoon NSW 2578



02 4883 6633



thevillagegrocer.com.au



HOME MAINTENANCE MODIFICATIONS & REMOVALS

All Things Organised

A professional organising service providing assistance with down sizing, decluttering, hoarding and general home organising.



0408 488 388



allthingsorganised.com.au

Daisy Declutter & Downsizing

Friendly decluttering and downsizing service for the Southern Highlands. From a pantry tidy up to a whole house downsize. Service includes removal of unwanted goods. Police checks and Covid safe..



0412 895 213



www.daisydeclutter.com.au

Live Without Clutter

Whether you're overwhelmed by all your stuff, or your closets have become unmanageable, Live Without Clutter can guide you through discarding the excess and help you regain control.



0412 863 268



livewithoutclutter.com

Scope Home Access

Provide services to help you stay in your home. The team can work with you to provide you with quality, cost effective solutions based on what suits your individual circumstances.



1300 765 887



scopehomeaccess.com.au

Southern Removals & Storage Pty. Ltd.

As a family owned and operated business, Southern Removals is large enough to handle any move and small enough to care. We move single items, like your fridge to the garage, to moving your whole home contents from Mittagong to Moss Vale or Bowral to Bundanoon. We welcome our Sydney friends to enjoy the country life of the Southern Highlands with us.



02 4868 1799



southernremovals.com.au

Sylvie Roberts Decorating/ Decluttering

Declutter, tidy up, organise any room or outdoor area.



0417 494 994

Welby Garden Centre

Trained horticultural staff available through out the Southern Highlands to provide dedicated service in plant selection, advice and hands on maintenance of your garden.



02 4872 1244



welbygardencentre.com.au



Cnr Old Hume Hwy & Bendooley St Welby NSW 2575



SOCIAL SUPPORT & HOME VISITS

These programs provide paid workers or trained volunteers to visit seniors at home or in an aged care facility. They offer companionship and will assist with transport and accompanying the person for shopping, appointments and social outings.

Australian Red Cross

Telecross provides a free daily telephone call to people who are isolated and at risk of an accident or illness that may go unnoticed. The program provides reassurance, helps older people maintain their independence and allows people to continue to live with confidence in their own homes.



02 4227 3433 or
1800 621 433



redcross.org.au

Community Visitor Scheme - Red Cross

The Community Visitors Scheme is a free service where a Red Cross volunteer visits you regularly to spend time, sharing friendship and companionship.



0406 527 454



redcross.org.au

Wingecarribee Adult Day Care Centres



3 Hansen St Bowral



Moss Vale Community Centre, 12 Queens St Moss Vale



Colo Vale Memorial Hall, 28 Railway Ave Colo Vale



02 4862 1774



wadcc.org.au



[WADCCSouthernHighlands](https://wadccsouthernhighlands.org.au)

A local, not-for-profit service that provides social opportunities within a group setting for people 65 years and older. At Social Groups they have various activities and transport to and from Social Groups. Their motto is: For Fun and Friendship - in a safe environment with lots of laughter.



SPECIALIST SUPPORT

Multiple Sclerosis Limited

MS is the go-to provider of information, advice and support for people affected by multiple sclerosis. We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.



1800 042 138



ms.org.au

Parkinson's NSW

Parkinson's NSW is a for-purpose organisation striving to make life better for people living with Parkinson's, their carers, families and communities. It is the peak body for the Parkinson's community of NSW. It provides essential services including counselling, Support Groups, an InfoLine staffed by Parkinson's Registered Nurses, community-based Parkinson's Specialist Nurses, education, NDIS advocacy and fundraising for research. Its mission is to enhance the quality of life of people affected by Parkinson's, while working towards a cure.



1800 644 189



parkinsonnsw.org.au

Pop In

Pop In is a family and domestic violence service open to women of any age. If you live in fear of domestic violence, control and abuse, Pop In is a friendly place for women that will support you, but never judge you. Pop In is a safe welcoming drop-in and online service in the Southern Highlands. Pop In to 2 Mona Road in Bowral Monday - Friday between 9am - 4pm or use our online form to make an appointment.



02 4872 1229



www.popin.org.au



2 Mona Rd Bowral NSW 2576

Southern Highlands Vietnam Veterans' Peacekeepers & Peace Makers Association Inc

Supporting Veterans and families whilst commemorating the memory to those who gave their lives in the service of Australia.



0427 854 141 or
02 4869 1772



shvva.com



TRANSPORT & DRIVING

05 Club Hire Cars & Mini Bus

A personalised private hire car and taxi service operating in the Southern Highlands. Their service area is on Moss Vale, Mittagong and Bowral. They provide reliable car, van and bus hire services complete with a driver.



0400 505 113



05club.com.au



bookings@05club.com.au

Berrima Buslines

Providing bus services across the Highlands.



02 4871 3211



buslinesgroup.com.au/berrima



info@berrimabuslines.com.au

Highlands Drive Safe

Murray & Sue Tyler at Highlands Drive Safe are RMS accredited Older Driver Assessors. We work with you to help you maintain your mobility on the road.

Refresher lessons and Older driver assessments are available in all main town areas. Rehabilitation and NDIS specialists. Ilawarra Award winners Aged Friendly 2014.



highlandsdrivesafe.com



0428 844 473

Southern Highlands Community Transport

Fully trained drivers will drive you wherever you're going and happily escort you to the door. Some vehicles include hoists if you're in a wheelchair, with drivers that are trained to ensure you arrive safely.



02 4872 3722



shct.com.au



info@shct.com.au

Southern Highlands Taxis, Limousines and Coaches

Southern Highlands Taxis has the only taxi fleet in the Highlands and have been serving the community for 22 years. Proud record of providing safe, reliable and excellent taxi service 24 hours and 7 days a week. With over 60 fully trained drivers and support staff providing first class and safety as their priority.



02 4872 4800



southernhighlandstaxis.com.au




bookings@southernhighlandstaxis.com.au



VET SERVICES

Bowral Veterinary Hospital

Striving to offer the highest quality veterinary care for our patients and clients. Bowral Veterinary Hospital committed to providing a patient focused service with integrity, teamwork and compassion.

 2 Charlotte St Burradoo NSW 2576




02 4861 1444



bowralvethospital.com.au

Bundanoon Veterinary Hospital

We provide first class, high quality, professional veterinary care with a fully equipped veterinary hospital and a dedicated, compassionate team of Veterinarians and Veterinary Nurses.

 11 Railway Ave Bundanoon NSW 2578




02 4883 6944



bundanoonveterinaryhospital.com.au

Southern Highlands Veterinary Centre

Highly qualified vets and vet nurses have special interests and expertise in eye and skin conditions, dentistry, general surgeries, internal medicine, and more.

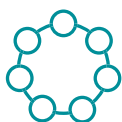
 94 Argyle Rd Moss Vale NSW 2577



02 4868 1400



southernhighlandsvets.com.au



COMMUNITY




Southern Highlands Croquet Club



ABORIGINAL SERVICES & ACTIVITIES

Highlands Community Centres Aboriginal Services

Providing information, advice, guidance, advocacy and support. Contact our Aboriginal Community Worker, Lisa, for a chat.

 Stafford Cottage, 22 Bendooley Street



02 4862 1122 or
0498 075 198
Tue - Fri 08:00 - 16.00



highlandscommunity.org.au



info@highlandscommunity.org.au

Elders Olympics

An annual event sees teams of Aboriginal and Torres Strait Islander Elders (50 years+) from across the South West Sydney region come together for a day of friendly competition and celebration of healthy living.

Teams engage in sporting activities (including Traditional Indigenous Games) which promote healthy lifestyles and wellbeing, provide opportunities for engagement in social activities and develop ongoing networks.



02 4621 8400



[mdservices.com.au/
events/elders-olympics](https://mdservices.com.au/events/elders-olympics)

Yanma Walking Group

Yanma (Go Walk) walking group meet every Tuesday between 10am -2pm. Come for a walk at various locations and enjoy a healthy lunch together.



0418 416 230



[sswahs.nsw.gov.au/
PopulationHealth](https://sswahs.nsw.gov.au/PopulationHealth)



[Wendy.Roberts@
health.nsw.gov.au](mailto:Wendy.Roberts@health.nsw.gov.au)



ARTS AND CULTURE

Wingecarribee Shire Council is home to a diverse, creative and vibrant community, hosting arts and cultural events that people come from all over the world to enjoy.

Arts Bundanoon

Concerts, recitals and other cultural activities. Arts Bundanoon is a sub-committee of the Bundanoon Community Association.



bca.asn.au/arts-bundanoon



arts@bca.asn.au

Bowral & District Art Society Inc - BDAS

We are a not-for-profit community organisation that runs art classes in our studios from Monday through to Friday to all members of the BDAS community. We also have a gallery which has various prizes and other exhibitions throughout the year.



1 Short St Bowral NSW 2576



bdasgallery.com



02 4861 4093



office@bdasgallery.com

Bundanoon History Group Inc (BHG)

The BHG researches and preserves the history of Bundanoon. We have an extensive archive of documents, photo's and oral histories from Bundanoon and the surrounding district. All are welcome, meetings are preceded by morning tea.



bundanoonhistory.org.au



historygroupbundanoon@gmail.com

Bundanoon Sings

Bundanoon Sings! is a community choir who sing for the joy of making music together in an inclusive, supportive and caring way. We are an open door, non-auditioned, no-experience necessary choir. We meet weekly.



bca.asn.au/bundanoon-sings



Bundanoon.Sings@bca.asn.au

Bundanoon Ukesters

A group of people who love playing the ukulele and singing along, based at Bundanoon. Non-auditioned, all welcome. We meet weekly to enjoy our music. We play at the Bundanoon Markets.



bca.asn.au/bundanoon-ukesters



Bundanoon.Ukesters@bca.asn.au



Creative Space Southern Highlands

Creative Space celebrates diversity and values each person's individual gifts, ensuring equal access to the arts. Our Bowral studio is an inclusive, welcoming + safe place for adults. Learn + share new skills + art forms. Access free TAFE training + courses. Build friendships + enjoy studio time. No experience necessary. Materials +Workshops: Gold coin/donation. Supports can be available via NDIS enquiries@vinnies.org.au



Units 6 - 7, 'The Village'
63-69 Kirkham Road Bowral NSW 2576



[CreativeSpace
SouthernHighlands](#)



0417 847 492

Dhungung (Food) Share

Dhungung Share provides Aboriginal people and their families access to quality excess food. Come have a cuppa and a yarn every Thursday between 10.30am and 1.30pm.



Wingecarribee Aboriginal Community Cultural Centre
1a Rainbow Rd Mittagong NSW 2575



0447 384 277



[wsc.nsw.gov.au/community/
aboriginal-community/
whats-on](https://wsc.nsw.gov.au/community/aboriginal-community/whats-on)



[melissa.wiya@
wsc.nsw.gov.au](mailto:melissa.wiya@wsc.nsw.gov.au)

Empire Cinema



327 Bong Bong St Bowral NSW 2576



empirecinema.com.au



02 4861 4676

Fellowship of Australian Writers Inc Southern Highlands

The encouragement and promotion of writing in all genres. Monthly meetings include writing activities, discussions, presentations of work by members as well as guest speakers.



Welby Hall, 14 Currockbilly Street Welby NSW 2575



fawsh.wordpress.com



02 4862 1793

Films in the Southern Highlands

An independent film group administered by volunteers and dedicated to screening "Art House" films which are not usually on general release..



Empire Cinema
327 Bong Bong St Bowral NSW 2576



fish.org.au/



0427 595 453

Grand Stories

A service to capture your life story in your own words and leave this for future generations of your family.



grandstories.com.au



grandstories.aus@gmail.com



Highland FM 107.1 Community Radio

A community radio station in Bowral run totally by volunteers. Have fun, no experience necessary, mix with other likeminded people.

 10/40 Station St Bowral NSW 2576



highlandfm.org.au



02 4811 1557

Highlands Theatre Group

Amateur theatrical company providing and encouraging live entertainment, performance and training opportunities for the Southern Highlands.



htg.org.au



4871 2888

Melting Pot Theatre

Bundanoon's Community theatre group. Crash Test Drama and Annual Variety Show. Melting Pot Theatre is a sub-committee of Bundanoon Community Association. Performers welcomed!



bca.asn.au/melting-pot



Melting.Pot@bca.asn.au

Ngununggula Southern Highlands Regional Gallery

Ngununggula, meaning 'belonging' in the traditional language of the Gundungurra First Nations people, is the first regional art gallery in the Southern Highlands of New South Wales.

Led by a small but growing team and in partnership with the State Government of NSW, Wingecarribee Shire Council, the National Trust, and donors, we have established a state-of-the-art gallery that sustainably repurposes the Dairy and Veterinary Clinic at Retford Park, a property of the National Trust (NSW).

With a focus on visual arts, education, artistic practice, and cultural voice, our program represents the region and beyond through significant exhibitions, artist-led projects, live events, workshops, artist talks, collaboration and cooperation with local schools, and public programs.

At Ngununggula, we have set our sights on becoming the central place for artistic expression, presentation, learning and discovery for generations to come.

 1 Art Gallery Lane Bowral New South Wales 2576



<https://ngununggula.com/>



4861 5348



hello@ngununggula.com



Open 7 days
10:00 – 16:00

Rex Cinema

The Rex Cinema is Bundanoon's 'pop up' cinema that screens six films per year. The film selection covers a mix of genres, including golden oldies, foreign language films, modern classics, and family favourites.



bca.asn.au/rex-cinema



Rex.cinema@bca.asn.au



Southern Highlands Concert Band

Much loved community ensemble providing regular concerts throughout the Year. Playing and performance opportunities for those looking for new challenges or rediscovering old talents.



southernhighlandsconcertband.org.au



bandmaster@southernhighlandsconcertband.org.au

Southern Highlands International Folk Dance

A gentle exercise/dance class for seniors interested in experiencing and learning original dances from countries such as Greece, Italy, Bulgaria, France Israel etc. Enjoy learning a little about the different cultures and moving to the different rhythms of each country.



13A Hutlingham Ave Burradoo NSW 2576



0466 166 866



margaretvconnor@gmail.com

Southern Tablelands Arts

WSC is proud to be a member of Southern Tablelands Arts (STA). STA supports local councils' Arts & Culture initiatives, as well as providing services directly to creative sector professionals and community cultural organisations operating within their boundaries.

They also support via ongoing representation on multiple council arts committees and project reference groups, adding expertise and professional guidance.



southerntablelandsarts.com.au



0427 938 110



ao@southerntablelandsarts.com.au

Sturt Gallery & Studios

Australia's oldest craft centre, gallery and studios offers pottery, jewellery, weaving and fine woodwork workshops with master makers in inspiring Highland's surrounds. Our gallery and shop celebrating outstanding contemporary craft is open every day with garden cafe open Wed-Sunday.



Cnr Waverley Pde and Range Rd Mittagong NSW 2575



sturt.nsw.edu.au/



02 4860 4083



shop@sturt.nsw.edu.au

The Highland Singers

Community 4 part choir holds two concerts annually proceeds of which are donated to charity. Practice weekly at Berrima on Monday afternoons. Conductor John D'Arcy, Accompanist Rhonda Langford.



thehighlandsingers.com



0405 106 593



Ukes in the Mist

A friendly group of ukulele players of all ages and abilities. We meet fortnightly to play uke and receive tuition about the finer points of playing the uke from our talented Musical Director. Our meetings start at 6:45PM and finish at 8:45PM.



Bowral Bowling Club, 40 Shepherd St
Bowral NSW 2576



0437 255 004



mail4lee8@bigpond.com

Women's Yarning Circle

Join our women's yarning circle for safe, respectful and fun support from each other. Held monthly at the Aboriginal Cultural Centre. All welcome.



Stafford Cottage
22 Bendooley St Bowral NSW 2576



highlandscommunitycentres.org.au



02 4862 1122



info@highlandscommunity.org.au

BRIDGE

Bowral Bridge Club

Meets twice a week, Monday afternoons and Thursday mornings for club bridge at Bowral Golf Club. The Club plays to Australian Bridge Federation standards.



bridgewebs.com/bowral-bridge/



0418 201 790



COMMUNITY CLUBS & ASSOCIATIONS

Balmoral Village Association

Balmoral Village is the northernmost village in Wingecarribee Shire. The active Balmoral Village Association runs events and raises money for the community and the Balmoral Village Hall.



balmoralvillageassociation.org.au

Berrima Residents Association

The Association was formed in 1983 to improve communication between residents and to ensure that developments do not degrade the character of Berrima as a historic village. Current and former residents of Berrima are eligible to join. Meetings are held in the Village Hall on the First Thursday of every month except January.



bra.org.au



secretary@bra.org.au

Bundanoon Community Association

The BCA provides activities and events for Bundanoon as well as advocacy for the Village. Winterfest and The Garden Ramble are major annual events. Arts, music, environmental and town beautification are some of the activities. New members always welcome!



Secretary@bca.asn.au



bca.asn.au

Burrawang /Wildes Meadow Community Association

The Burrawang and Wildes Meadow Community Association is a group of elected local residents dedicated to protecting the character, the facilities and sustainability of the village and its surrounds.



burrawangvillage.com



BWMCAssoc@gmail.com

Canyonleigh Community Association

A meet, greet, share, cry, love and laugh place for Canyonleigh Community. Just respect for each other.



facebook.com/groups/185403402795806

Colo Vale Community Association Inc

Community Association that owns the hall and property serving the residents of Colo Vale.



colovalecommunity.org.au



moox1428@bigpond.com



Exeter Village Association

Exeter Village Association Inc, known as EVA is a not-for-profit community organisation whose aim is to support and strengthen the communities and villages of Exeter, Sutton Forest and surrounds and to preserve their unique identities.



exetervillage.org.au



admin@exetervillage.org.au

Hill Top Community Association Inc

The Hill Top Community Association is a group of dedicated, enthusiastic and motivated residents who aim to: 1. Foster community well-being through advocacy and the promotion of Hill Top village and its environment; and 2. Promote social and community cohesion through the hosting and facilitation of community activities and events.



facebook.com/groups/904740882916077



hilltopcommunityassoc@gmail.com

Penrose Community Association

You could be forgiven for thinking "Penrose?" Blink and you'll miss it! But if you take the time to stop and scratch the surface you'll discover a world of professional, talented, passionate people with a wealth of world experience, quietly enjoying the benefits of living in this private pocket of the Southern Highlands



penrose.net.au



penrosec@gmail.com

Wingello Village Association Inc

The WVA is a community organisation that aims to: 1. To serve and represent the interests of Wingello 2. To enhance and beautify the village 3. To foster a community spirit in the village 4. To develop further an environment that supports the wellbeing and contentment of the people of Wingello



facebook.com/Wingello-VillageAssociation-106721527531983/



secretary.wva@gmail.com

Yerrinbool Community Association

This is the local Yerrinbool community page for residents to discuss, share and communicate.



facebook.com/groups/yerrinboolcommunity



COUNTRY WOMENS ASSOCIATION (CWA)

Country Women's Association of NSW has been supporting women, children and their communities in NSW for 100 years.



<https://cwaofnsw.org.au>

CWA Bowral

Bowral Branch of the Country Women's Association, NSW was formed 10 February 1925. The Branch focus is friendship, fun and support. Activities include: Handicraft sessions, Land Cookery, jam making, lunches and community events. Funds raised from Branch events, donations and bequests go to support: local charities, Triple Care Farm, and other needy communities. You are welcome to come to the General Meeting held on the 2nd Tuesday of every month.



CWA Rooms
40 Wingecarribee St Bowral



02 4861 5425



Mrs Diana Innes



innesdp@gmail.com



Meeting day and time
2nd Tuesday
13:30

Bundanoon CWA

The Bundanoon CWA branch is actively involved in supporting the local community through fundraising, education and recreation. As a small group we are always open to welcoming new members. The CWA is more than tea and scones but we do that very well too!



CWA Rooms
45 Railway Ave Bundanoon



0432 546 788



Ms Monika Kaatzke



kaatzkem@icloud.com



Meeting day and time
2nd Thursday
13:00

Exeter CWA

The Country Womens Association of Exeter is a small branch of dedicated, interesting women of varying ages who are involved in serving their community. We help, fundraise and donate to those in need. Along the way we have Handicraft and Cooking competitions, lots of laughs, and petition local government on causes that are community based.



Exeter Village Hall
Exeter Rd Exeter



0411 167 498



Mrs Marda Skepper



mardajeanne@gmail.com



Meeting day and time
3rd Wednesday
09:30 for 09:45



Mittagong CWA

We meet 4th Wednesday of the month we have craft at 11am lunch 12md and a guest speaker and meeting at 1pm. There is lively conversation and great friendships to be formed , we raise money for local charities scholarships and medical research through stalls and catering.

 CWA Rooms
Winifred West Park Main St Mittagong



0477 015 862



Mrs Donna Fleming




[**donmaree60@gmail.com**](mailto:donmaree60@gmail.com)



Meeting day and time
**4th Wednesday
13:00**

Moss Vale CWA

Offering friendship to all members - our aim is to have fun, learn together while seeking ways to support our local community and others in need. Find us on Facebook.

 CWA Rooms
66 Elizabeth St Moss Vale



0419 498 388



Mrs Khris Stevens



[**mossvalecwa@outlook.com**](mailto:mossvalecwa@outlook.com)



Meeting day and time
**Last Friday
13:00**

Moss Vale Evening CWA

Our approach is to offer the hand of friendship to all members, aim to have fun, learn together, be open and transparent in all of our operations, while seeking ways to help our local community. Search Moss Vale Evening CWA on your browser.

 Community Hall
14 Queen St Moss Vale



0418 600 068



Jennifer Bowe



[**mossvaleeveningcwa@gmail.com**](mailto:mossvaleeveningcwa@gmail.com)



Meeting day and time
Varies

Southern Highlands Evening CWA

Not for Profit Community Group - one of the 7 Branches within the Southern Highlands as Members of Country Women's Association of NSW. The largest Women's Organisation within NSW and approaching their Centenary in 2022. SHE are just 10 years old and cater for those women who cannot get to a Day Branch Meeting. Age range is from mid 30s to late 70s. Fun and Fundraising is our passion.

 CWA Rooms
Winifred West Park Main St Mittagong



02 4854 0058



Mrs Jennifer Woodwell



[**secretary.shecwa@gmail.com**](mailto:secretary.shecwa@gmail.com)



Meeting day and time
**1st Thursday
18:30**



GARDENING & ENVIRONMENT

Bowral Garden Club

We are a group of like minded people who meet once a month to share various topics of interest. We also conduct tours and garden visits.



bowralgardenclub.com



president@bowralgardenclub.com

Highlands Garden Society

Founded in 1976, a group of people who share their love of gardening supporting gardening and horticultural activities in Southern Highlands has long been a key goal of the Highlands Garden Society Bowral.



highlandsgardensociety.org.au



secretary@highlandsgardensociety.org.au

Leaver Park Group

Bundanoon's bush regeneration group, working with Council at Leaver Park, and we assist with other projects around Bundanoon. A great social group to learn the good and the bad of vegetation. All welcome.



bca.asn.au/leaver-park-group



Leaver Park Road Bundanoon NSW 2578

Moss Vale Community Garden Inc

We welcome locals of all ages who would like to get involved with growing food sustainably in the backyard and together at the community garden. We enjoy gardening in a social setting and are open Mondays and Thursday for most of the day. We follow permaculture principles and organic processes.



mossvalecommunitygarden.org.au



0414 454 735



info@mossvalecommunitygarden.org.au



Corlette Park
9-13 Railway St Moss Vale NSW 2577

Robertson Environment Protection Society

This Robertson Environment Protection Society site is divided into three sections; News, Eucryphia, and The Yarrawa Brush pages.



reps.org.au



lyndy.scott@bigpond.com

Robertson Garden Club

Robertson Garden Club meets the first Monday of the month. We have guest speakers, a trading table and organise visits to other gardens either as day trips or for several days away. Visitors are always welcome to our meetings which followed by a sumptuous afternoon tea.



robertsonopengardens.weebly.com/robertson-garden-club.html



Karen
0403 044 828



Southern Highlands Botanic Gardens

Young, community operated botanic garden showcasing seasonal trees and shrubs, mix of exotics and natives using sustainable practices. Retail plant nursery open to the public. Tues & Thurs 9am-3pm. Gardens open every day 9am-5pm. All welcome to join as volunteers. No dogs. No bikes.

 1 Old South Rd Bowral

 shbg.com.au


 0456 752 595

 admin@shbg.com.au

Southern Highlands Bushwalkers Inc

Southern Highlands Bushwalkers Inc is an outdoor activities club which develops friendships through exploring natural wilderness and National Parks.

 [bushwalkingnsw.org.au/
clubsites/southernhighland](http://bushwalkingnsw.org.au/clubsites/southernhighland)

 0490 803 576 or
0426 479 147

The Green Team


Bundanoon's Green Team beautify and maintain some of the plantings (including the massed daffodils at the town entrance) around Bundanoon and in the main street.

 [www.bca.asn.au/
the-green-team](http://www.bca.asn.au/the-green-team)

 Green.Team@bca.asn.au

HALLS


Avoca Hall

 963 Sheepwash Rd Avoca 2577

 Sharon Grennan
0417 407 825

Burrawang School of Arts

Home to the annual Burrawang Ball, movie and trivia nights. Also used as a venue for weddings, concerts, talks, community events and memorial services.


 35 Hoddle St Burrawang NSW 2577

 [burrawangvillage.
com/school-of-arts](http://burrawangvillage.com/school-of-arts)

 burrawangsoa@gmail.com

Balmoral Community Hall

 532 Wilson Drive Balmoral 2575

 Paul Mallia
0427686449

 paulmallia@yahoo.com.au

Bundanoon Soldier's Memorial Hall


 1 Railway Ave Bundanoon 2578

 [bca.asn.au/bundanoon-
soldiers-memorial-hall](http://bca.asn.au/bundanoon-soldiers-memorial-hall)

 HallHire@bca.asn.au



Canyonleigh Community Hall

 2230 Canyonleigh Rd Canyonleigh 2577



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Julie Chamouile
0447 306 689

Colo Vale Community Hall

 28 Railway Ave Colo Vale 2575




[colovalecommunity.org.
au/the-memorial-hall/](https://colovalecommunity.org.au/the-memorial-hall/)



0490 320 179

East Bowral Community Centre

 71 Boardman Rd, Bowral 2576




[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Elena Barry
ebccbookings@gmail.com

Exeter Village Hall

 16 Exeter Rd Exeter 2579



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



02 4883 4558

Glenquarry Peace Memorial Hall

 94 Tourist Rd Glenquarry 2576



Fran Smith
02 4887 1013 or
Janelle Menzies
02 4887 1275

Kangaloon Hall

 1536 Kangaloon Rd Kangaloon 2576



Michael Mahoney
02 4888 2281

Loseby Park Community Hall

 2A Park Rd Bowral 2576



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888

Mittagong Senior Citizens & Community Centre

 10b Albert Lane Mittagong 2575



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888



Moss Vale Senior Citizens & Community Centre

 14 Queen St Moss Vale 2577



Volunteering Wingecarribee
02 4869 4617

New Berrima Community Centre

 29 Sydney St New Berrima 2577



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888

Renwick Community Centre

 55 Renwick Dr Renwick 2575



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888

Robertson School of Arts

 55 Hoddle St Robertson 2577



[robertsonsofa1885@
gmail.com](mailto:robertsonsofa1885@gmail.com)

Sutton Forest Hall

 7414 Illawarra Highway Sutton Forest 2577



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888

Welby Community Centre

 14 Currockbilly St Welby 2575



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Facilities Officer
4868 0888

Wingecarribee Aboriginal Community Centre

 1a Rainbow Rd Mittagong 2575



Aboriginal Community
Development Officer
02 4868 0888



mail@wsc.nsw.gov.au

Wingello Mechanics Institute

 65 Railway Pde Wingello 2579



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Carol Degrassi
02 4884 4392

Yerrinbool Hall

 45 Sunrise Rd Yerrinbool 2575



[wsc.nsw.gov.au/Facilities/
Facilities-Forms/
Halls-Booking-Request](https://wsc.nsw.gov.au/Facilities/Facilities-Forms/Halls-Booking-Request)



Tony Pincham
0412 895 309



HEALTH & WELLBEING

Bundanoon Pilates

Now is the perfect time to get your body stronger! New clients very welcome! Call Tina on 0414 240 715 for details.



Bundanoon Soldiers' Memorial Hall
1 Railway Ave Bundanoon NSW 2578



0414 240 715

Health Promotion Service South Western Sydney Local Health District

The Health Promotion Service offers a range of programs for older adults in SWSLHD, with a focus on healthy lifestyle, physical activity, healthy eating and falls prevention. Contact us to discuss the most suitable program for your needs. Liverpool 2170 - Services cover Wingecarribee



sactiveandhealthy.nsw.gov.au/home/healthy-and-active-for-life-online/



02 8738 5911



SWSLHD-SteppingOn@health.nsw.gov.au

Hearing Coach Pat Fulton RN

Pat uses a hearing aid and cochlear implant to manage her severe to profound hearing loss. Her advocacy role is an independent service to assist clients to manage and use their hearing devices.



0409 907 543



pathearingcoach1@gmail.com

Moss Vale Movers

A lovely and friendly group that will keep you active.



Moss Vale Senior Citizens & Community Centre
14 Queen St Moss Vale NSW 2577



0401 246 558

Quest for Life Foundation

Established in 1989 by Petrea King, the Quest for Life Foundation provides educational self-help programs and community-based workshops that encourage, educate and empower people to improve their resilience and peace of mind during times of illness, depression, grief and trauma. Quest encompasses an holistic approach to physical, mental, emotional and social wellbeing.



13-33 Ellsmore Rd Bundanoon NSW 2578



questforlife.org.au



02 4883 6599



info@questforlife.org.au

Southern Highlands Tai Chi Life

Tai Chi classes are open to women and men.



Mittagong RSL
cnr Hume Hwy & Bessemer St Mittagong NSW 2575



0423 166 113



The Silver Life

The Silver Life is a website designed for those who believe ageing cannot be avoided but that it most certainly can be enjoyed.



thesilverlife.com



info@thesilverlife.com

Wingecaribbee Adult Day Care



3 Hansen St Bowral

Wingecaribbee Adult Day Care Centres provides Social Groups for people who are 65 years and older and live in the community. Activities include music, bingo and interesting talks and more. We provide transport, delicious morning teas and lunches. Supported by Australian Government, eligibility applies.



02 4862 1774



wadcc.org.au



mail@wadcc.org.au

LIONS

Bowral Lions

Be a part of the change at Bowral. We are involved in the Lions SaveSight project and our members collect used spectacles from a number of optometrists in Bowral, Mittagong and Moss Vale. that are sent to aid people in third world countries. Ordinary people doing extraordinary things - supporting people with a disability and fundraising for worthwhile causes. Please feel welcome to come along.



69 Boardman Rd Bowral NSW 2576



bowral.nsw.lions.org.au



0410 621 695



19:00 every 4th
Thursday of the month

Bundanoon Lions

Lions are friends, family and neighbours who share a core belief: community is what we make it. Lions work together to provide help in time of disaster, conduct vision and health screenings, support eye hospitals, build parks, award scholarships, assist youth and much more.

Although we are only a small club we reflect, and contribute to, the strong community feeling that typifies our friendly village.



8 Greasons Road Bundanoon



bundanoon.nsw.lions.org.au



02 4883 6937



bundanoon.nsw@lions.org.au



18:30 every 4th
Tuesday of the month

Moss Vale Lions

To Join a Lions Club is by Invitation, but applications are encouraged from all members of the community. Membership is open to men and women over the age of 18 years and of good moral character and reputation. We meet the needs of our local communities and the world.



Moss Vale Services Club Moss Vale NSW 2577



mossvale.nsw.lions.org.au



02 4868 1714 or
0414 784 421



mossvale.nsw@lions.org.au



MEN'S SHED



mensshed.org

The Australian Men's Shed Association (AMSA) is the peak body supporting almost 1000 Men's Sheds and is recognised as one of Australia's largest male based community development organisations.

Bowral Men's Shed

A community-based organisation that's accessible to all, the primary activity of which is the provision of a safe & friendly environment.
Activities: Wood, Metal, Computers, Electronics



28 Bendooley St Bowral NSW 2576



mensshed.com



bowral.mens.shed@gmail.com



02 4862 5285



Ben Leenders



Tuesday & Thursday
08:00 - 15:00

Bundanoon Men's Shed Incorporated

A community-based organisation that's accessible to all, the primary activity of which is the provision of a safe & friendly environment.



11 Burgess St Bundanoon NSW 2578



bundanoonmensshed.asn.au



bundanoonmensshed2578@gmail.com



02 4883 6574



Milton McCarney



Tue, Wed, Thu
09:00 - 13:00

Colo Vale Village Men's Shed

CVV Men's Shed meets each Tuesday and Thursday mornings from 9.00am to midday. Call in for a cuppa, \$3.00 per morning, all welcome.
Activities: Woodworking equipment including lathe and a metal lathe are available for members to use. Other interests of members are motor vehicle maintenance and modifications, and of course just chatting.



28 Railway Ave Colo Vale NSW 2575
(Behind Community Hall)



colovalecommunity.org.au



stevec664@gmail.com



0414 242 667



Steve Clarke



Tue, Thu
09:00 - 12:00



Mittagong Men's Shed Inc.

Come and join us in Mittagong at our new home
With our membership growing we have exciting
plans underway for a new shed.
Call in for a chat and meet the boys.

 102 Diamond Fields Rd Mittagong NSW 2575



[facebook.com/
Mittagong-Mens-Shed-
Inc-127084704599756](https://facebook.com/Mittagong-Mens-Shed-Inc-127084704599756)



gregpower23@gmail.com



0413 335 311



Greg Power



**Tue, Fri
09:00 - 13:00**

Moss Vale Men's Shed

The Moss Vale Men's Shed aims to provide a welcoming
and inclusive environment in which older, disabled
and disadvantaged men in the community can
congregate to share life experience and volunteer
their woodworking and metalworking skills.

We also aim to alleviate social isolation by enabling members
to establish friendships, support networks and develop
the confidence to interact with the wider community.

 Within the Showgrounds
18 Robertson Rd Moss Vale NSW 2577



mossvalemensshed.org.au



[president@
mossvalemensshed.org.au](mailto:president@mossvalemensshed.org.au)



0418 118 414



Rudi Ross



**Tuesday & Thursday
08:30 - 13:00**

Robertson Men's Shed Inc

The Robertson Men's Shed is a safe and friendly environment
where men and women can work on meaningful projects
either on separate Men's and Women's days or as the
need arises in combination for specific joint projects.

 58-60 Hoddle Street Robertson NSW 2577



robertsonmensshed.org.au



[info@robertsonmensshed.
org.au](mailto:info@robertsonmensshed.org.au)



0455 911 980



John Kennis



**MEN Tuesdays
09:30 - 15:00**



**WOMEN Fridays
09:30 - 15:00**



RELIGION & SPIRITUALITY

Catholic Women's League Bowral Branch



02 4861 1902

Catholic Women's League Australia Incorporated is a national organisation dedicated to building a culture of life; aims to support and educate women; advocating for the respect of human rights; developing fellowship and friendship; promoting dignity, integrity and freedom of the human person. CWL is affiliated with like-minded organisations.

Southern Highlands Jewish Group



0408 492 039

The Southern Highlands Jewish Community group meets monthly to participate in cultural and religious activities for those living in the Southern Highlands.

Shanti Mission



shantimission.org

Shanti Mission prays with those seeking spiritual support and serves people of all faiths from all parts of the world. This service is available to anyone as a reminder that you are never alone, no matter what the circumstance.



prayers@shantimission.org



2792 Canyonleigh Rd Canyonleigh NSW 2578

Sunnataram Forest Monastery



sunnataram.org

Welcome visitors back for Sunday meditation and Dhamma teaching in 2022, by appointment only. Numbers will be restricted, masks will be required, and proof of full vaccination. Bookings only, by email.



sunnata@bigpond.com



225 Teudts Rd Bundanoon NSW 2578

SPORTS CLUBS

Bowral Bowling Club



bowralbowlingclub.com.au

Lawn bowls in the Southern Highlands



02 4861 1320



40 Shepherd St Bowral NSW 2576



enquiries@bowralbowling.com.au

Bundanoon Bowling Club



bundanoonclub.com/bowling-club

The Bundanoon Bowling Club has one bowling green which is well maintained largely by volunteers. New members are always welcome and bowls are supplied along with tuition if needed.



02 4811 1533



70B Erith St Bundanoon NSW 2578




bowlsbundy@gmail.com



Bundanoon Croquet Club


No need to know how to play the game, croquet is easy to learn and can be played by all age groups and levels of fitness. The game is played by mixed groups of men and women.

 70B Erith St Bundanoon NSW 2578

 [facebook.com/
CroquetBundanoon](https://facebook.com/CroquetBundanoon)

 **0455 155 897**

 [croquetbundanoon
@gmail.com](mailto:croquetbundanoon@gmail.com)


 14:00 Thursday and
Sunday afternoons

Southern Highland Croquet Club Inc

Golf Croquet and Association Croquet played at our lovely grass courts in Exeter. The atmosphere is relaxed and all are welcome.

 16 Exeter Rd Exeter NSW 2579

 southernhighlandscroquet.com

 **02 4883 4419**


 shccexeter@hotmail.com

Moss Vale Golf Club

Moss Vale Golf Club is a scenic 18-hole, par 71, championship course offering a challenging and enjoyable experience for all level of players. Visitors to the course can enjoy country hospitality and accommodation at adjoining Dormie House.

 38 Arthur St Moss Vale NSW 2577

 mossvalegolfclub.com.au


 **02 4868 1503**

TECHNOLOGY

CTC Robertson

The CTC provides services including IT help, training in basic IT skills, WiFi access, printing and copying, community café, exhibition space, events and workshops, community meeting space and community newsletters. The CTC is a Be Connected Partner and offers regular free sessions for residents over 50 to build digital skills.

 robertsonctc.org.au


 **02 4885 2665**

 info@robertsonctc.org.au


Southern Highlands Computer Users Group

This friendly group is where people of all ages can come to receive help from volunteer helpers in the use and operation of all computer types, tablets and smart phones. The Group is available for a small annual fee. Repairs may be possible for small commercial fees.

 shcug.org.au

 **02 4862 1584**

 shcugcontact@gmail.com

 Mondays
10:00 - 17:00



VOLUNTEERING

Pop In

Pop In volunteers are crucial to the success of Pop In. We have a variety of opportunities for volunteers with differing levels of commitment. All volunteers receive a comprehensive induction and ongoing training. If you are interested in volunteering with Pop In, please contact us.



<https://www.popin.org.au>



02 4872 1229



admin@popin.org.au

Volunteering Wingecarribee Inc

Placement of volunteers with not-for-profit organisations within the Wingecarribee Shire.



volwing.org.au/



02 4869 4617



info@volwing.org.au

Highland FM 107.1 Community Radio

A community radio station in Bowral run totally by volunteers. Have fun, no experience necessary, mix with other likeminded people.



highlandfm.org.au



02 4811 1557



contact@highlandfm.org.au

Australian Red Cross, Op-Shop

Gain new skills, share your existing ones and meet new friends through volunteering.



286 Bong Bong St Bowral NSW 2576



[redcross.org.au/
support-us/red-cross-shops](http://redcross.org.au/support-us/red-cross-shops)



02 4861 5727

St Vincent de Paul Society

Vinnies Bowral



248 Bong Bong Rd Bowral NSW 2576



vinnies.org.au/shops



02 4861 2852



Mon - Fri 09:00 - 15:30
Sat 09:00 - 13:00

Vinnies Mittagong



22 Bowral Rd Mittagong NSW 2575



02 4871 1922



Mon - Fri 09:00 - 16:00
Sat 09:00 - 14:00

Vinnies Moss Vale



502A Argyle St Moss Vale NSW 2577



02 4861 5727



Mon - Fri 09:00 - 15:00
Sat 09:00 - 12:00



HOUSING & ACCOMMODATION



Liz Lane and grandson, James
Photo Bella Gnechi Ruscone



HOUSING OPTIONS

As you become older and your circumstances change you are likely to face major decisions about your lifestyle and housing needs. Making a decision about your future can be challenging, as you need to take into consideration a range of complex questions.

Firstly, it is recommended that you reflect on your health, social and financial needs in order to plan where and how you wish to live. This directory attempts to identify all the available options, and provide contact points for information. Thorough research is key to making an informed decision. Read relevant websites, visit services and accommodation, question operators and residents and seek legal and financial advice prior to signing any kind of contract.

It is also suggested that you discuss your plans and preferences with people who are significant to you. This means if your circumstances change, these people will be better placed in assisting and supporting you.



ILU
Independent living unit



ALU
Assisted living unit



RAC
Residential Aged Care Beds



AIP
Nursing home on site



NDIS
Caters for people under 65 covered by the National Disability Insurance Scheme



SL
Seniors living

Common issues that arise

- ◆ My home is becoming difficult to maintain but I don't want to move
- ◆ We would like a smaller home that needs less maintenance, so we can lock up to go travelling.
- ◆ My partner has had a stroke, or a debilitating disease and is unable to move up and down the stairs.
- ◆ We now need to move.
- ◆ My partner has died and this house is too big for me on my own.
- ◆ I am no longer driving and I live too far from shops and other services I need.
- ◆ We would like to move into a retirement village, but I am concerned about whether it will suit us.
- ◆ I have strong links in the community and I want to live near my family and friends.
- ◆ We want to downsize but still want room for family and friends to stay with us, and for us to continue our interests.
- ◆ What options are available to us.



Possible housing options for pensioners and non-home owners

- ◆ Negotiate a tenancy agreement with family members or friends. This could include non-monetary contributions to their household.
- ◆ Rental or entry donation basis.
- ◆ Apply for public housing.
- ◆ Share rental accommodation with a flatmate/s to reduce rental costs
- ◆ Move into a granny flat or secondary dwelling in an existing home
- ◆ Seek an arrangement where you could provide a service (e.g. maintenance services, gardening or care for someone) in return for accommodation. Some property owners offer accommodation for on-site caretakers.

Housing options if you have assets and/or own your own home

- ◆ Remain in your own home and locate home support services via My Aged Care (either subsidised or private agencies).
- ◆ Upgrade or modify your home (to suit your physical needs) by investigating the Pension Loans Scheme.
- ◆ Consider renting out a spare room to a friend, family member/s, or boarder, for company and/or to assist with the costs and maintenance.
- ◆ Consider building a granny flat on your property. Live in the dwelling that best meets your needs and rent out the other.
- ◆ Sell or rent out your home and relocate to a low maintenance townhouse or unit in a convenient location with shops and services available.
- ◆ Apply for retirement accommodation provided by a church or a non-profit organisation on an entry-donation basis.
- ◆ Buy a unit or services apartment in a 'resident funded' retirement village.
- ◆ Consider living in a holiday park.



The Pension Loan Scheme


- ◆ The Pension Loan Scheme is a government run reverse mortgage scheme which allows the home-owner to borrow money, using the equity in the house as security. The loan can be taken as a lump sum, a regular income stream, a line of credit or a combination of these options.
- ◆ As many home-owners can be 'asset rich' and 'income poor' they may need accessible funds to support their daily expenses. This Scheme offers a cheaper way of borrowing money, however the same rules apply as any other reverse mortgage scheme. Eligibility needs to be checked first.
- ◆ The ASIC MoneySmart website offers more detail on the pros and cons of such a loan.

PUBLIC HOUSING

Public housing is long-term, affordable rental housing for people in NSW who are unable to pay for rent in the private market. Eligibility requires that you are able to live independently or with support services and do not own any property in which you could live. People aged 80 and over (55 and older for Aboriginal and Torres Strait Islander people) will be given priority.

Argyle Housing (social and affordable housing)

Provides various forms of housing to meet the needs of clients. Products include temporary (for those in crisis), medium, and long-term accommodation and our affordable housing program for those on moderate incomes.

 Level 1, 32-36 Wingecarribee St Bowral NSW 2576



argylehousing.com.au



1300 274 953 or
02 4861 2753



bowral@argylehousing.com.au



RESIDENTIAL AGED CARE

As you grow older, you may find that you need more help with day-to-day tasks or health care. If you are living on your own and not able to get out as easily as you used to, you may want to consider receiving help, support and having company by moving into an aged care facility. Aged care homes can provide a sound option when staying in your own home is no longer realistic. Aged care facilities are owned and managed by both not-for-profit and private organisations who must be approved by the Australian Government.

COTA NSW

The **Council on the Ageing (COTA) NSW** is the peak organisation for people over 50 in our state. We provide an **Aged-Care Navigator** program, which offers speakers who can explain the aged care system and how best to access services if and when you need them. We have three talks:

◆ Understanding Aged Care

This session aims to provide community members with an understanding of the types of subsidised supports available for people as they age, to assist them to live independently at home or moving to an aged care home. It also covers assessment processes and seeking help. (This talk can also be provided in Cantonese and Mandarin.)

◆ Navigating Home Care Packages

This session focusses specifically on Home Care Packages explaining the steps in gaining a package, the costs, tips for finding a service provider, and self-managing your package.

◆ Using the My Aged Care Website

This practical session demonstrates using the My Aged Care website to find information and answers to your questions. It also demonstrates the use of tools including "Find a Provider", "Fee Estimator", "Applying for an online assessment", and how to check for compliance issues.

To book a speaker, call 0438 431 817 or 8268 9601, or email acsn@cotansw.com.au. If the phone is not answered, please leave a message and we will call you back.



cotansw.com.au



1800 449 102



Book a speaker:
cotansw.com.au/programs/aged-care-navigator/speakers



acsn@cotansw.com.au



CONSIDERING AN AGED CARE FACILITY

Deciding to move into an aged care home can often be a time of stress, a longing for the past and uncertainty about the future. It can be a challenging and emotional decision for the person moving and their family, friends and carers.

To assist you through this transition, obtain a free copy of [Five steps to Entry in An Aged Care Home](#) booklet.

 health.gov.au/resources/publications/steps-to-enter-an-aged-care-home

 **1800 200 422**

Aged Care Assessment Teams


To enter an aged care facility, you must be deemed eligible for this accommodation.

The local Aged Care Assessment Teams (ACAT) will organise a comprehensive (free) assessment. The ACAT representative will:

- ◆ give you information about aged care home in your area,
- ◆ assess and approve your eligibility for an aged care home, and
- ◆ help you arrange residential respite care – short stays in aged care homes – if needed.

 myagedcare.gov.au

 **1800 200 422**

 Apply for online assessment
<https://www.myagedcare.gov.au/assessment/apply-online>

If you are not eligible for residential care, an ACAT assessment will suggest other options to receive the services and care you need in your own home. Prior to residency in an aged care facility, you will be provided with a Resident Agreement which will provide details on services, fees, and the rights and responsibilities. You can also ask for additional information such as the home's meal policy, visitor policy and other details about living in the home.

Accommodation Payment

Fees and charges may include a payment for your accommodation in the facility. Some people will need to pay the accommodation price agreed with the aged care home, while others will have their accommodation costs met in full or part by the Australian Government based on their Centrelink assessment.

The Accommodation Payment will be determined by the resident's assessable income and assets (means-tested). The cost will vary from one facility to the next, but the Australian Government has a capped maximum payment amount, and an approved provider can only exceed that amount with approval from the Aged Care Pricing Commissioner. Facilities are now required to advertise their costs on the Government website.



A basic daily fee

This is a charge all residents are required to pay. It covers everyday living costs such as meals, electricity and laundry. For some people, this is the only fee they are required to pay, (85 percent of single Age Pension rate equal plus rate per day.)

A means-tested care fee

This is an additional contribution towards the cost of care that some residents may be required to pay. Centrelink will work out if you are required to pay this fee based on an assessment of your income and assets, and will advise you of the amount.

Remember, you can never be charged more than 85% of the single age pension for your basic daily fee at a government subsidised aged care home.

Fees for additional optional services

Additional fees may apply if you choose higher standards of accommodation or additional personal services. Your aged care provider can provide you with details of these services and the fees that apply.

Payment Options

If you are required to pay an Accommodation Payment, you will pay for your accommodation costs for the first 28 days using the 'daily accommodation payment'. Then you can decide on your ongoing payment method:

- ◆ a lump-sum payment, called a 'refundable accommodation deposit' or
- ◆ a regular rental-type payment, called a 'daily accommodation payment', or
- ◆ a combination of both.

It is not compulsory to have an assets assessment to enter a aged care facility. The assessment is to check your eligibility to receive government assistance. If you decide to not have an assets assessment, you may be required to pay the highest threshold.

If you believe you will face financial hardship in paying aged care costs, Centrelink can grant you financial assistance.

Financial hardship assistance cannot be granted for extra service fees. With financial hardship provisions legally in effect, a person who cannot afford to pay and 'Accommodation Payment' cannot be asked to do so; however that person will still receive the level of care needed.

The My Aged care website has a **Residential Care Fee Estimator**.



<https://www.myagedcare.gov.au/how-much-will-i-pay>



AGEING IN PLACE

From 1 July 2014, the distinction between high and low care in residential aged care was removed for all new and existing residents. The approval for permanent residential aged care will no longer be limited to a care level, but instead be approved on an 'ageing in place' basis.

This means a person with a permanent residential aged care approval may be admitted to any residential aged care place, subject to availability and the provider's agreement. In practice, this means that when care needs increase over time, the resident is not required to move to another facility when their care needs become higher.

RESPIRE CARE

Residential 'respite care' in aged care is a form of support for the carer and the person for whom they are caring. This enables the carer to continue in their valuable role as a carer by providing 'time out' for a short break or a holiday.

The person will be accommodated in an aged care facility for a short time, provided with the care they need and then returns home. An ACAT assessment is required.

PALLIATIVE CARE

Palliative care is care that helps people live their lives as comfortably as possible when living with a terminal illness. People looking at residential aged care options are being encouraged to ask the facility whether they provide a palliative approach to care and have links with specialist palliative care services. This directory lists the availability of residential respite care and palliative care in identified aged care facilities.

HIGH CARE RESPIRE & PERMANENT CARE

Abbey House Aged Care



Set in the superb Southern Highlands' countryside, Abbey House provides private accommodation for residents seeking comfort, assistance and independence.

 300 Range Rd Mittagong NSW 2575



thompsonhealthcare.com.au



02 4871 1085



theabbey@thc.net.au



Locked Bag 1
Mittagong NSW 2575



Anthem Care



Anthem Care is an aged care provider with 123 beds. We provide:

- ◆ Low care
- ◆ High care
- ◆ Dementia care
- ◆ 11 respite beds

📍 19 - 25 Retford Rd Bowral NSW 2576



anthemcare.com.au



02 4862 8500



info@anthemcare.com.au

Bowral House



Enjoy luxury Aged Care within the grounds of Bowral Golf Course, where you can enjoy picturesque views of the fairway from balconies and living areas whilst being close to the heart of the Bowral shopping village. Bowral House is designed over two floors, and offers

- ◆ 70 High Care places for respite
- ◆ 24 hour registered nursing care

📍 87-89 Kangaloon Rd Bowral NSW 2576



thompsonhealthcare.com.au/thompson_houses/bowral-house/



02 4862 8900



bowralhouse@thc.net.au

Harbison



Harbison is a community-owned organisation, dedicated to providing aged care services to the Southern Highlands community for over 60 years. Based a short distance from Bowral, across two locations in Burradoo and Moss Vale we offer a complete range of aged care services including:

- ◆ Independent living
- ◆ Residential aged care
- ◆ Specialised dementia care
- ◆ Respite care

📍 2 Charlotte St Burradoo NSW 2576

📍 36 Yarrawa Rd Moss Vale NSW 2577



harbisoncare.org.au



02 4868 6200



admin@harbisoncare.org.au



PO Box 349
Bowral NSW 2576

Warrigal Community Village



Warrigal Community Village Bundanoon offers all levels of support in the one location. The care home opened in 2008 and is one of our most energy efficient and environmentally friendly homes.

📍 20 Hill St Bundanoon NSW 2578



warrigal.com.au



02 4884 6100



warrigal@warrigal.com.au



RETIREMENT VILLAGES

NSW Fair Trading administers the laws that set out the rights and obligations of retirement village residents and village operators. The Acts governing the laws are the:

- ◆ Retirement Villages Act 1999
- ◆ Retirement Villages Regulation 2009
- ◆ Retirement Villages Regulation 2017 (effective from 1 September 2017 - replacing previous Acts)

What is a retirement village?

A retirement village is a residential complex mainly occupied by retirees aged over 55 years. Residents sign a contract with the operator of the village for services and/or accommodation. Retirement villages are of various types and sizes, with different facilities, costs and legal arrangements. Villages may offer long or shorter term leases, strata ownership, or loan-licence (ongoing contribution to the village). There are fees to enter, live in, and leave a village and rules to follow while you live there. Some villages are run by commercial operators.

Others are run by community organisations such as churches and charities. Some villages offer serviced apartments, living assistance or aged care facilities and services on site. The eligibility to transfer into an aged care facility is based on an assessment under Commonwealth law (Aged Care Assessment). There is no automatic right to transfer because you are a resident of the retirement village.

Prospective resident's checklist questions to ask yourself:

- ◆ Have I fully discussed my decision to move with my family, friends and advisors?
- ◆ Have I thought about whether community living in a village is right for me?
- ◆ Have I looked at a sufficient number of villages to be able to compare the services, facilities and financial arrangements?
- ◆ Have I received a general inquiry document and disclosure statement?
- ◆ How much will it cost me to move and live in a retirement village?
- ◆ Can I afford to live there comfortably even when the recurrent charges rise?
- ◆ Is it more appropriate that I live in self-contained or serviced premises?
- ◆ What type of arrangement does the village offer? Is it a loan/licence, leasehold, strata, rental or company title?



ILU
Independent living unit



ALU
Assisted living unit



RAC
Residential Aged Care Beds



AIP
Nursing home on site



NDIS
Caters for people under 65 covered by the National Disability Insurance Scheme



SL
Seniors living



- ◆ Do I fully understand the contract and all the costs involved?
- ◆ What if I decide to leave the village? Will I be able to re-sell the unit? What are the termination fees and charges?
- ◆ How many vacant units are there in the village?
- ◆ Are the paths designed for easy access?
- ◆ What is the average time for the resale or re-letting of the type of unit I am interested in?
- ◆ Is there adequate parking for visitors?
- ◆ Will I be eligible for rent assistance from the Commonwealth government?
- ◆ Are there local facilities such as doctors, shops, hospital, libraries, churches, clubs and public transport near the village?
- ◆ Are there village rules that may affect my lifestyle? Are pets allowed?
- ◆ Will I be able to make changes to the inside of the premises, or to have someone visit or live with me?
- ◆ Am I able to do my own gardening?
- ◆ Is the village well maintained?
- ◆ Is the village reasonably secure?
- ◆ Is there adequate external lighting?
- ◆ Is there an emergency call system and/ or staff on call?
- ◆ Have I obtained adequate legal and financial advice?
- ◆ Will my premises still be suitable if my needs and abilities change in the future? For example, are there any stairs I will need to manage?
- ◆ Have internal modifications related to reduced mobility, such as bath rails, been made to the premises?
- ◆ Is there a residents committee to liaise between residents and the operator?



Choosing a village

Before you decide to move into a village, you must be given all the relevant information with time to consider it and receive advice.

General inquiry document

When you, or someone acting on your behalf, contacts a retirement village about becoming a resident, the operator must provide a general inquiry document within 14 days. This document contains general information about the village including a basic overview of:

- ◆ The types of dwellings, services and facilities available
- ◆ The costs involved

This information will help you compare different villages and narrow down your search.

Disclosure statement

Once you have found a village unit that you may be interested in securing, the operator must give you a disclosure statement, containing more detailed information, including fees and charges specific to the unit you are looking at.

The operator must give you the disclosure statement at least 14 days before you sign a village contract. You can also request a copy at any time. Keep your disclosure documents in a safe place. The operator must attach a copy of the disclosure statement to your village contract.

Generally, if there is any term in the contract inconsistent with the disclosure statement to your detriment, the information in the disclosure statement will override the inconsistency.

Types of village contracts include:

- ◆ Leasehold arrangements – where the village operator owns the premises and you lease the unit from the operator. If you sign a long-term lease, it is registered on the title deed.
- ◆ Loan and licence arrangements – where you pay an ongoing contribution up front in return for the right to occupy the premises.
- ◆ Strata or community title schemes – where you purchase the unit and become an owner and a member of the owner's corporation.



Other relevant documents

A range of documents must be available at the village or the operator's place of business for you, or a person acting on your behalf, to freely inspect, including:

- ◆ A site plan for the village and plans of available units.
- ◆ The budgets for the current financial year, the last three financial years and the next financial year (if it has been prepared)
- ◆ The annual accounts for the last three years.
- ◆ The most recent quarterly accounts (if any).
- ◆ Examples of all village contracts you may be required to sign.
- ◆ The trust deed for any trust fund into which the money you pay will be deposited .
- ◆ The village rules (if any).
- ◆ The terms of any development consent (if the village is not complete, or if the development consent requires particular services or facilities to be provided as part of the village operating).
- ◆ If the village has a capital works fund, statements showing the balance for the last
- ◆ The operator's waiting list policy (if relevant).
- ◆ The company's constitution and replaceable rules (company title villages only).
- ◆ The management statement, management agreement and minutes of the most recent annual general meeting (community land scheme 100 villages only).
- ◆ The by-laws, management agreement and minutes of the most recent annual general meeting (strata scheme villages only).
- ◆ Court or tribunal decisions from the last five years where the operator and Residents Committee were parties.
- ◆ Certificates of Currency of the insurance for the retirement village.
- ◆ The most recent safety inspection report for the village.
- ◆ A list of all currently available premises in the village, and any other documents listed in section 12 of the disclosure statement.

You can read any of these documents and take notes or ask for copies. You may also contact the operator and ask them to send copies to you. Generally, the operator must send the documents within seven days, free of charge.




Annesley Bowral



Situated in Bowral, famous for its beautiful country gardens, Annesley Bowral is a peaceful and stylish yet vibrant community with beauty all around. Choose from 2 and 3 bedroom homes, featuring modern layouts mixed with old world charm and high quality finishes.

 10 Westwood Dr Bowral NSW 2576

 retirementbylendlease.com.au/annesley-bowral


 02 4861 4366

 annesleybowral@lendlease.com


Anthem Care



Anthem Care is an aged care provider with 123 beds. We provide: low care, high care, Dementia care, and 11 beds that can be booked throughout the year for respite.

 19 - 25 Retford Rd Bowral NSW 2576

 anthemcare.com.au

 02 4862 8500

 info@anthemcare.com.au

Bowral Retirement Village Presbyterian Aged Care



'Park-Linn Haven' retirement complex for over 55s offers secure, quiet and affordable units in a highly sought after location. The complex is situated just across the road from the iconic Bradman Oval, and a short stroll to Bowral hospital, cafes and Bowral Bowling Club in the beautiful Southern Highlands.

 109 Bowral St Bowral NSW 2576

 pacnsw.org.au/locations/bowralpark-linn-haven/

 1800 722 679

Fresh Hope Care Henley Brae Retirement Village



Set amidst acres of gardens, Henley Brae in Mittagong, is tucked away at the foot of Mount Alexandra Reserve. Offering 59 spacious villas with open plan living, private courtyards, and garden views, Henley Brae is a modern and affordable option for those looking to downsize.

 37 Etheridge St Mittagong NSW 2575

 freshhopecare.org.au

 1800 005 484

 hello@freshhopecare.org.au

Gibraltar Park Estate



Begin a new chapter at Gibraltar Park, a beautiful boutique retirement village in Bowral that sets a new standard for luxury seniors living. Our residents experience the best of contemporary accommodation with a vibrant social community and magnificent country surrounds.

 133 Old Bowral Rd Bowral NSW 2576

 gibraltarpark.com.au

 1300 686 133

 live@gibraltarpark.com.au



Harbison



Harbison is a community-owned organisation, dedicated to providing aged care services to the Southern Highlands community for over 60 years. Based a short distance from Bowral, across two locations in Burradoo and Moss Vale we offer a complete range of aged care services including:

- ◆ Independent living
- ◆ Residential aged care
- ◆ Specialised dementia care
- ◆ Respite care

📍 2 Charlotte St Burradoo NSW 2576

📍 36 Yarrawa Rd Moss Vale NSW 2577



harbisoncare.org.au



02 4868 6200



admin@harbisoncare.org.au



PO Box 349
Bowral NSW 2576

Kenilworth Gardens



Kenilworth Gardens is a retirement village situated within 12 picturesque acres of mature English style gardens located in the beautiful country town of Bowral. Our dedicated team have been providing professional care in independent retirement living within the Southern Highlands for over 30 years.

📍 40 Kangaloon Rd Bowral NSW 2576



kenilworthgardens.com.au



02 4861 2108



info@kenilworthgardens.com.au

Mt Eymard Retirement Community



Feel right at home in this welcoming community located in the picturesque Southern Highlands, close to Bowral's town centre. Graced with historic charm and character and set amongst magnificent landscaped gardens, Mt Eymard with its facilities and close by amenities is a popular choice for those with an active lifestyle.

📍 502 Moss Vale Rd Bowral NSW 2576



mt-eynard.com.au



1300 160 170



retirementliving@australianunity.com.au

Oak Tree Retirement Villages



Oak Tree Group specialises in providing affordable and stylish independent living communities for seniors throughout Australia. Their focus is on building small villages that combine residential and recreational facilities in an environment where you can form new friendships, be part of a community and still live independently.

📍 Oak Tree Retirement Village
50 Willow Drive Moss Vale NSW 2577



oaktreegroup.com.au



1300 367 155



vmossvale@oaktreegroup.com.au



Pepperfield Lifestyle Resort



Pepperfield Lifestyle Resort, Bowral offers a rare opportunity to be part of a discerning residential community within a vibrant and stimulating wider community.

8 Wiseman Rd Bowral NSW 2576



pepperfieldbowral.com.au



02 4862 1300



info@pepperfieldbowral.com.au

RFBI Moss Vale Masonic Retirement Village



Independent, active living without home chores or cares.

A move to RFBI Moss Vale Masonic Retirement Village allows you to forget home maintenance, gardening, lawn mowing and the countless tasks that become increasingly burdensome so you can focus on the fun things in life.

52 Elizabeth St Moss Vale NSW 2577



[rfbi.com.au/
retirement-villages/
moss-vale](http://rfbi.com.au/retirement-villages/moss-vale)



02 4869 5433



admin@rfbi.com.au

Warrigal Community Village



Warrigal Community Village Bundanoon offers all levels of support in the one location. The care home opened in 2008 and is one of our most energy efficient and environmentally friendly homes.

20 Hill St Bundanoon NSW 2578



warrigal.com.au



02 4884 6100



warrigal@warrigal.com.au

Waratah Highlands Retirement Village



Situated in picturesque Bargo, Waratah Highlands Retirement Village is surrounded by gardens on 25 acres of natural woodland. The village also has an active, friendly group of residents and a wide range of activities on offer.

25 Tylers Rd Bargo NSW 2574



stockland.com.au



1800 72 71 70

Waterbrook Retirement Lifestyle Resort



We have spent decades reimagining and remastering the art of luxury retirement living, with the most thoughtful of details and personal attention.

2 Centennial Rd Bowral NSW 2576



waterbrook.com.au



1300 511 944



LEGAL & FINANCIAL



Keith Fallick and Eon Waugh
Photo Bella Gnecci Ruscone



ABORIGINAL LEGAL ADVICE

Indigenous Women's Legal Contact Line

Provides free legal information, advice and referrals with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's compensation.



02 8745 6977 or
1800 639 784

Aboriginal Legal Service (NSW/ACT)

Aboriginal Legal Service provides Criminal Law, Family Law, Care and Protection Law and Tenancy Service support for Aboriginal and Torres Strait Islander people in NSW and the ACT.



alsnswact.org.au

Wollongong Office



63A Market St Wollongong NSW 2500



02 4276 7100



als.wollongong@alsnswact.org.au



PO Box 191
Wollongong NSW 2500

Nowra Office



89 Plunkett St Nowra NSW 2541



02 4424 8900



als.nowra@alsnswact.org.au



PO Box 998
Nowra NSW 2541

NSW Trustee & Guardian - Aboriginal Wills Handbook Wollongong Office

The Aboriginal Wills Handbook and its companion booklet **Taking Care of Business**, aim to enable Aboriginal people to make culturally appropriate planning ahead documents.



59 Market St Wollongong NSW 2500



tag.nsw.gov.au/wills-for-aboriginal-people.html



1300 364 103



tagwollongong@tag.nsw.gov.au



ADVOCACY & LEGAL ASSISTANCE

Association of Independent Retirees

The Association of Independent Retirees (A.I.R) is a volunteer organisation that works to advance and protect the interests and independent lifestyle of Australians in or approaching retirement.



independentretirees.com



02 6290 2599

Attorney General's Department NSW Law Access

Free phone service that provides legal information, referrals and in some cases legal advice.



lawaccess.nsw.gov.au



1300 888 529

Community Justice Centres (CJC)

Free mediation to help people solve disagreements (or resolve disputes) without going to court. Disputes can arise in many areas of life, whether it's a misunderstanding with a neighbour over a fence, a disagreement between you and a family member, conflict in your workplace or a dispute over a debt.



cjc.justice.nsw.gov.au



1800 990 777

09:00 - 16:30

Mon - Fri

(excl. public holidays)



cjc@justice.nsw.gov.au

Domestic Violence Line

People experiencing domestic violence should ring for help on this statewide free-call number which is available 24 hours, seven days a week.



1800 656 463



TTY

1800 671 442



domesticviolence.nsw.gov.au

Illawarra Legal Centre Inc

Illawarra Legal Centre is an independent, not for profit, community-based legal centre. It is separate from Legal Aid NSW. The Centre provides free legal services by telephone at the Centre and at several outreach locations. The Centre focuses on helping people living with disadvantage and people with special needs.



illawarralegalcentre.org.au



02 4276 1939

Law Access NSW

Free telephone service that provides legal information, referrals and in some cases advice for people who have a legal problem in NSW.



lawaccess.nsw.gov.au



1300 888 529



1300 889 529



Justices of the Peace



jp.nsw.gov.au

A Justice of the Peace (JP) is legally authorised to witness statutory declarations and affidavits, certify copies of original documents and perform other functions specified under New South Wales legislation.

Council provides a JP service. You may also locate JPs in the local area on the JP Public Register, available online at jp.nsw.gov.au.

JP Services Include:

- ◆ Certifying copies of original documents
- ◆ Witnessing affidavits
- ◆ Witnessing Statutory declarations

JPs do not have any legal training and all documents will be assessed by the JP at the time.

Prohibited Documents

NSW JPs are prohibited from witnessing or certifying certain documents, including:

- ◆ Enduring Powers of Attorney
- ◆ Laminated Citizenship Certificates
- ◆ Queensland Land Title Documents
- ◆ Proof of Life or overseas pension documents (for assistance with these documents, please contact Centrelink)

For further information regarding Justice of the Peace services, visit the NSW Department of Communities & Justice Justices of the Peace webpage at jp.nsw.gov.au.

NSW Justices Association Southern Highlands Branch



nswja.org.au



southernhighlands@nswja.org.au

Justices of the Peace are available to witness documents, Statutory Declarations and Affidavits

NSW Trustee and Guardian



tag.nsw.gov.au



1300 557 439

NSW Trustee and Guardian is a state government agency that supports the people of NSW to plan for their future legal, health and financial matters. The Wollongong branch of NSW Trustee and Guardian primarily provides the service of preparing wills and other estate planning documents for the community.

Macarthur Legal Centre



maclegal.net.au



02 4628 2042

Macarthur Legal Centre is a not-for-profit organisation that provides free legal advice, referrals and assistance to people living in the Macarthur region of New South Wales. We see our clients as individuals and we strive to deliver our services in innovative, collaborative and holistic ways.



Our Lawyers

Legal Services, Wills & Estate Planning, Estate Disputes, Family Law, Retirement Law, Leasing, Sale & Purchase of Property.



ourlawyers.com.au



02 4872 4004

Palmer Legal

Law firm specialising in Wills, Estate Planning and Estate Disputes.



palmerlegal.net.au



02 4869 1392

Seniors Rights Service

Community legal centre that protects the rights of older people. Telephone advice, advocacy, legal advice, and educational services.



seniorsrightsservice.org.au



1800 424 079

Wilkinson, Throsby & Edwards

Legal services for individuals, families and businesses in the Southern Highlands and further afield.



wte.com.au



02 4861 2499

COMPLAINTS

Aged Care Complaints Commissioner

This is a free service subsidised by the Australian Government to resolve complaints made about aged care services, including residential care, home care and Commonwealth Home Support services. These services include nursing care, personal care, respite care, meals, domestic information services. Where possible, complaints should be made to the service provider in the first instance, before contacting the Aged Care Complaints Commissioner.



agedcarecomplaints.gov.au



1800 951 822

Anti-Discrimination Board of NSW

Investigates and conciliates complaints of discrimination in relation to race, sex, gender, age, marital status, disability, in employment related matters only. This includes carer's rights and responsibilities.

Post, email or deliver the complaint form or letter to the Board.



Level 7, 10 Valentine Ave Parramatta NSW 2150



antidiscrimination.nsw.gov.au



1800 670 812



TTY
02 9268 5522



complaintsadb@justice.nsw.gov.au

or
adbcontact@justice.nsw.gov.au





Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) replaces the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO) and the Superannuation Complaints Tribunal (SCT).

We provide consumers and small businesses with fair, free and independent dispute resolution for financial complaints.



afca.org.au



1800 931 678

Australian Human Rights Commission

Government body overseeing the application of federal legislation in the area of human rights, anti-discrimination, social justice and privacy.



humanrights.gov.au



02 9284 9600 or
1300 656 419



TTY
133 677



NRS
[nrschat.nrscall.gov.au/
nrs/internetrelay](https://nrschat.nrscall.gov.au/nrs/internetrelay)

Elder Abuse Helpline

Information advice and referrals for people who experience, witness or suspect the abuse of an older person living in NSW.



elderabusehelpline.com.au



1800 628 221

Health Care Complaints Commission

An independent organisation that will investigate, resolve and prosecute complaints about health care, in order to protect the health and safety of the public.



hccc.nsw.gov.au



02 9219 7444 or
1800 043 159



hccc@hccc.nsw.gov.au

National Disability Abuse & Neglect Hotline

A telephone service for reporting cases of neglect and abuse of people with a disability in the community.



jobaccess.gov.au



1800 880 052



hotline@workfocus.com

NSW Ombudsman

Complaints about a Commonwealth Home Support Service should initially go to the Complaints Officer of the particular service. If the complaint is unresolved it can be taken to the NSW Ombudsman.



ombo.nsw.gov.au



02 9286 1000



nswombo@ombo.nsw.gov.au



Scamwatch

Run by the Australian Competition and Consumer Commission, Scamwatch provides information on how to recognise, avoid and report scams.



scamwatch.gov.au



1300 795 995

FINANCIAL INFORMATION, PENSIONS & BENEFITS

Aboriginal Recovery Fund

Highlands Community Centres Aboriginal Services can assist with unexpected financial expenses. To apply, contact our Aboriginal Community Worker, Lisa on 0498 075 198.



Stafford Cottage
22 Bendooley St Bowral NSW 2575



0498 075 198



[facebook.com/
HighlandsCommunity
Centres/](https://facebook.com/HighlandsCommunityCentres/)



[info@highlandscommunity.
org.au](mailto:info@highlandscommunity.org.au)

Ageing - Services Australia

For information on Age Pension, Carer Payment, Pensioner Concession and Senior Health Care Cards, Bereavement Assistance, Widow B Pension, Wife Pension and Rent Assistance.



servicesaustralia.gov.au/ageing



132 300

Centrelink Financial Information Services (FIS)

FIS Officers provide free information about financial issues concerning seniors including financial investments, buying and selling a home, taxation issues, Centrelink entitlements and retirement planning. Appointments are essential.



servicesaustralia.gov.au



132 300

Combined Pensioner and Superannuants Association - NSW (CPSA)

CPSA serves pensioners of all ages, superannuants and low-income retirees. The aim is to improve the standard of living and well-being of members and constituents. Information on income, cost of living, aged care, health, transport, housing and funerals.



cpsa.org.au



02 9281 3588 or
1800 451 488



cpsa@cpsa.org.au

Department of Veterans' Affairs

This service is responsible for providing a range of programs of care, compensation, income support and commemoration for the veteran and defence force communities, plus their families.



dva.gov.au



133 254 or
regional calls
1800 555 254



[generalenquiries@
dva.gov.au](mailto:generalenquiries@dva.gov.au)



Highlands Community Centres No Interest Loans Scheme (NILS)

Providing individuals and families on low incomes access to safe, fair and affordable credit with no fees, no interest and no charges. Loans for amounts of up to \$1500 are available for essential goods and services. Once your NILS application is approved, repayments are set up at an affordable amount over 12 – 18 months. No credit checks are made as this program is based on mutual trust and respect.



highlandscommunity.org.au



02 4862 1122



info@highlandscommunity.org.au

Seniors Card NSW

NSW permanent residents aged 60 or over, who work no more than 20 hours of paid employment a week on average across a 12-month period, can apply for a NSW Seniors Card. This free card gives discounts and special offers from businesses across NSW. With a valid Medicare Card you can apply for a NSW Seniors Card online.



service.nsw.gov.au



13 77 88

LOCAL COURT

Moss Vale Local Court

Local, Children's and Family Courts. Registry of Birth, Deaths and Marriages including Marriage Celebrant and Civil Claims Registry. Agent for Public Trustee and Office of the Coroner. Local Court registries can give you information about your court matter and court forms.

The Chamber Service does not provide legal advice and cannot represent people in court. The Chamber Service may be available by appointment at your local court, depending on the nature of the inquiry and the availability of the senior registry officer.



356 Argyle St Moss Vale NSW 2577



localcourt.nsw.gov.au



1300 679 272
08:30 - 16:30

TAXATION

From July to October each year, local centres provide volunteers trained by the Australian Taxation Office to assist pension recipients and low-income earners to complete their tax returns. Appointment needed.



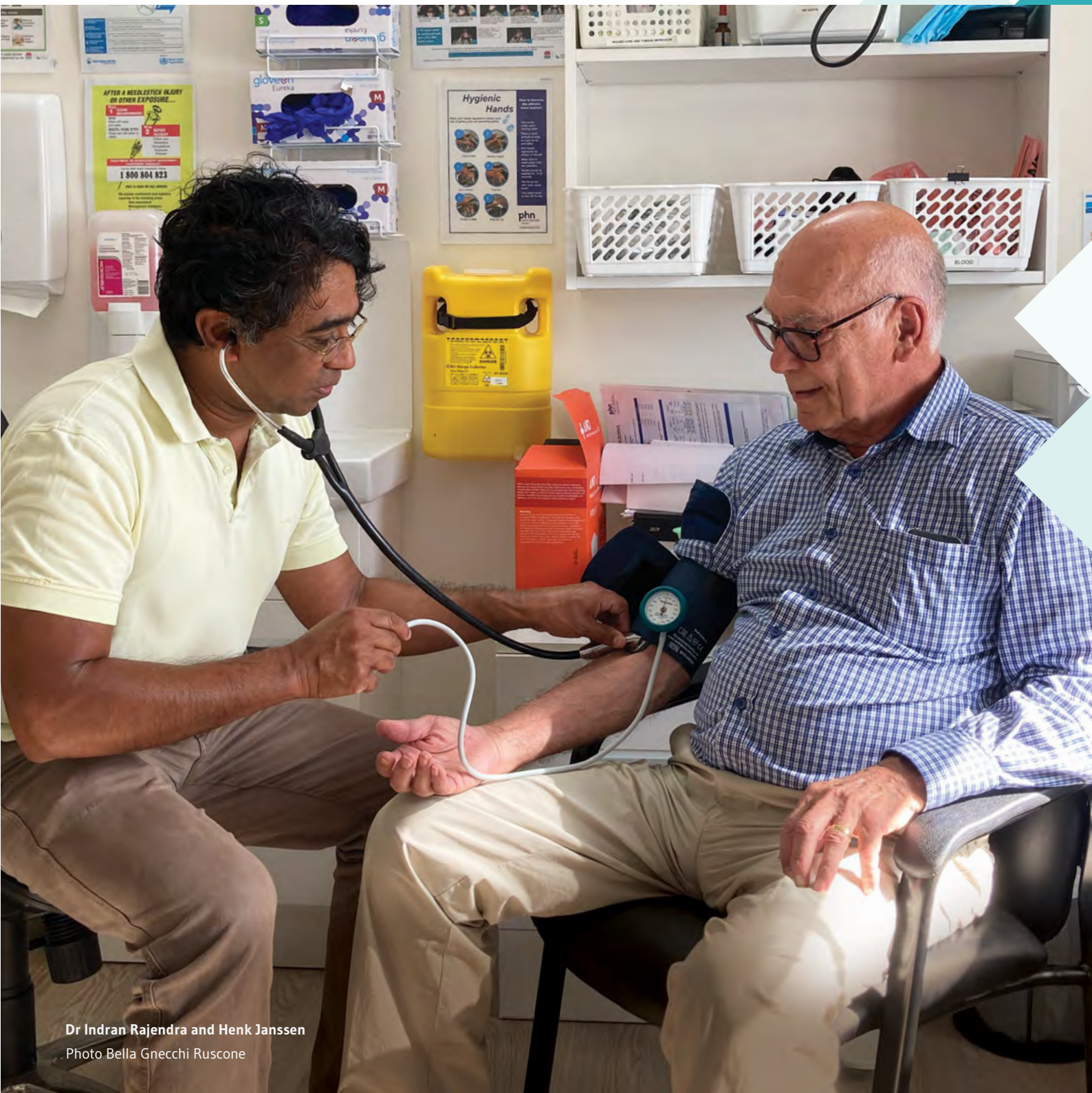
ato.gov.au



13 28 61



MEDICAL & ALLIED HEALTH



Dr Indran Rajendra and Henk Janssen
Photo Bella Gniecchi Ruscone



ABORIGINAL SERVICES

Aboriginal Chronic Care Program

ACCP assist Aboriginal and Torres Strait Islander people who have or are at risk of developing a chronic condition through providing holistic, culturally appropriate health care.

 18 Woodward Cres Miller NSW 2168



aci.health.nsw.gov.au



**02 8781 8020 or
0447 586 638**



**SWSLHD-
CommunityHealthACCP@
health.nsw.gov.au**

CONTINENCE

National Continence Helpline

This free telephone advisory service provides information and advice to callers with incontinence or who are caring for someone with incontinence.



continence.org.au



Mon-Fri
08:00 - 20:00
1800 330 066

Highlands Care Services

Includes comprehensive continence assessment, involving physical examination, bladder ultrasound and uroflow, to formulate and individualised and conservative plan of care for people with incontinence.



[highlandscare services.
com.au](http://highlandscare services.com.au)




0424 232 533

DENTAL

Highlands Dental

The team at Highlands Dental take a comprehensive approach to your oral health and will ensure you receive the dental care best suited to your overall health needs. They are renowned for their caring gentle nature and high level of treatment results.

 Suite 26, High Street Arcade
310-312 Bong Bong St Bowral NSW 2576



highlandsdental.com.au



02 4862 5888

Station St Dental Dr Craig Fisher & Associates

A modern dental practice in the heart of Bowral.
High quality dental care with a traditional, family friendly focus.

 25-29 Station St Bowral NSW 2576



stationstdental.com.au



02 4851 4000



EXERCISE PHYSIOLOGY

Bounce Back 2 Health

Promote the power of exercise, educating clients as to how it can be used to both prevent and manage a number of chronic health conditions and chronic pain.

 10 Westwood Dr Bowral NSW 2576



bounceback2health.com.au



0429 149 847



admin@bounceback2health.com.au

Effect Exercise Physiology

Effect Exercise Physiology is a health management clinic based in the Southern Highlands. We deliver specialised exercise rehabilitation, programming and lifestyle management interventions to individuals looking to manage/treat a wide variety of injuries and/or illnesses.

 242 Argyle St Moss Vale NSW 2577



effectexercisephysiology.com.au



Mon-Fri
07:00 - 17:00
0491 001 559

GENERAL PRACTITIONERS

Healthdirect Australia

Provides easy access to trusted, quality health information and advice online, and over the phone 24 hours a day, seven days a week. Calling Healthdirect will connect you with a registered nurse and based on the symptoms, the caller could be transferred to an after-hours doctor.



healthdirect.gov.au



1800 022 222

Highlands General Practice

Highlands General Practice is a long established practice in the Southern Highlands which offers a comprehensive range of services. We have highly skilled and experienced doctors who are supported by our highly competent and professional nursing and reception teams, to provide quality care to you and your family.

 Suite 1, 70 Bowral St Bowral NSW 2576

Suite 1, 41 Willow Dr Moss Vale



highlandsgp.com.au




02 4861 3183

02 4862 7333




Mittagong Health Care Centre

The Mittagong Healthcare Centre believes there is no better way to help the community than by providing outstanding healthcare for you and your family.


 58 Bowral Rd, Mittagong NSW 2575

 mittagonghealthcarecentre.com.au


 **02 4872 3933**

The Practice Bundanoon

The Practice Bundanoon offers high quality care to our local community, specialising in women's health, child health, skin cancer medicine, sport and work-related injuries. Principal GP, Dr Indran Rajendra has over twenty-five years' experience in general practice and believes that a strong caring relationship with the patient is the foundation of good medical care. The Practice Bundanoon is not a bulk-billing practice though discount rates are available, and some services are bulk billed at our discretion.

 4 Erith St Bundanoon NSW 2578

 thepracticebundanoon.com.au

 **02 4883 7072**

Southern Medical Centre


Southern Medical Centre is fully accredited to the Royal Australian College of General Practitioners (RACGP) standards and is a Group Family Practice featuring state of the art medical equipment.

 61 Elizabeth St Moss Vale NSW 2577

 22 Erith St Bundanoon NSW 2578

 southernmedical.com.au

 Moss Vale
02 4868 1500


 Bundanoon
02 4883 6363

HEARING

ACCAN The Australian Communications Consumer Action Network

Represents all consumers, in particular those who are hearing impaired, on communications issues including telecommunications, broadband, captioned telephony, Skype and internet relay.

 accan.org.au

 **02 9288 4000**

 **02 9288 4000**

SMS **0457 606 600**

 info@accan.org.au



Audika

Dedicated to providing you with professional hearing healthcare and a superior client experience. Personalised hearing care, because every individual is unique.

 2C Alice St Mittagong NSW 2575



audika.com.au



02 4871 3644



mittagong@audika.com.au

Australian Government Hearing Services Program

Produced by the Australian Government Office of Hearing Services, this program provides clients with free access to hearing services. For eligibility criteria, and to receive a hearing services voucher, check the website or contact the program.



hearingservices.gov.au



1800 500 726



1800 500 496

Connect Hearing / Audiologist

A national network of hearing centres across Australia. Passionate about helping people enjoy a better hearing experience so they can stay connected to the world they love.

 2/47 Bowral St Bowral NSW 2576



connecthearing.com.au



02 4861 3754



info@connecthearing.com.au

The Deaf Society NSW

Provide services for people who are deaf and hard of hearing including support, information, advice, interpreting, employment services and workplace support. The Community Education Program includes deafness awareness training and independent living skills.



deafsociety.org.au



02 8833 3600



02 8833 3691

Hearing Coach Pat Fulton RN

Pat uses a hearing aid and cochlear implant to manage her severe to profound hearing loss. Her advocacy role is an independent service to assist clients to manage and use their hearing devices.



0409 907 543



pathearingcoach1@gmail.com

National Relay Service

The National Relay Service (NRS) is an Australia-wide phone service for people who are deaf, have hearing impairment and/or speech impairment and people wanting to communicate with them.

The NRS is an Australian Government initiative..



healthdirect.gov.au/partners/national-relay-service



Mon - Fri 08:00 - 18:00 AEST
1800 555 660



1800 555 630

SMS 0416 001 350




Helpdesk@relayservice.com.au




HOSPITALS & MEDICAL SERVICES

Bowral and District Hospital

Bowral and District Hospital is an acute care public hospital servicing the Southern Highlands. Centrally located and the only hospital operated outside the Sydney metropolitan area by the South Western Sydney Local Health District.

 97-103 Bowral St Bowral NSW 2576

 02 4861 0200

 swslhd.health.nsw.gov.au/bowral

Healthdirect Australia

Healthdirect Australia is a 24-hour telephone health advice line staffed by registered nurses to provide fast and simple expert advice on any health issue and what to do next.

Healthdirect Australia can be used when:

- ◆ someone is sick and you're not sure what to do
- ◆ you want expert advice about a health issue and what to do next
- ◆ you need to know where to find after-hours health services or pharmacies


 1800 022 222

 healthdirect.org.au

Southern Highlands Private Hospital

Southern Highlands Private Hospital is an acute medical and surgical hospital, owned and operated by Ramsay Health Care. A 73 bed private hospital, Southern Highlands Private Hospital provides an extensive range of onsite medical, surgical, rehabilitation, oncology and palliative care services for the community of the Southern Highlands and beyond to the regional and rural areas.

 99 Bowral St Bowral NSW 2576

 02 4862 9400


 southernhighlandsprivate.com.au

 shprcpt@ramsayhealth.com.au

Wingecarribee Community Health Centre

The South Western Sydney Local Health District (SWSLHD) provides health care and assistance to older people and people with a disability in their own homes, in community centres and in hospitals. Aged care services focus on older people with multiple or complex medical problems and care needs, rather than all older people. Rehabilitation services focus on adult rehabilitation only, with particular attention to the needs of people who have had a stroke, have chronic disease, brain injury, spinal cord injury or severe burns.

 20 Bendooley St Bowral NSW 2576

 02 4861 8000

 swslhd.health.nsw.gov.au/CommunityHealth/centres_wingecarribee.html



MENTAL HEALTH

Beyondblue Helpline

Providing information and education about anxiety, depression and suicide prevention. All calls and chats are one-on-one with a trained mental health professional, and completely confidential.



Chat online
15:00 - 24:00 (AEST) 7 days
beyondblue.org.au



24hr 7 Days
1300 224 636



communitylinks.org.au



02 4683 2776



info@communitylinks.org.au

Community Links Wellbeing

Community Links Wellbeing supports all members of the community. Services including Allied Health, NDIS, You In Mind (Mental Health services) and Community Events/programs.



Bowral Walk-In
1/68-70 Station St Bowral NSW 2576

Linda Burgess Highlands Holistic Art Therapy & Counselling

Mental health social worker and art therapist, providing counselling for children and adults with mental health, trauma and developmental diagnosis. Medicare rebates, NDIS, Victims Services, You in Mind and Star4Kids provider.



3/2-4 Bowral Rd Mittagong NSW 2575



highlandsholistic.com.au



0438 400 446



linda@highlandsholistic.com.au

Older People's Mental Health (OPMH) Wingecarribee

Assessment, treatment & care coordination for people aged 65 years and over (50 years & over for Aboriginal people) who have a mental illness and/or moderate to severe behavioural problems associated with Dementia. Information & support can be provided to carers & family members of people under the care of OPMH.

Referrals can be made by calling the Mental Health Line on 1800 011 511.



Mental Health Line
1800 011 511



swslhd.health.nsw.gov.au/MentalHealth/SpecMental.html

Psychology and Counselling for Seniors

Special interest in working with Seniors in resolving issues in relationships, families and personally. Telehealth or in person (Mittagong).



0413 077 752




michelle@thecorpsych.com.au



Quest for Life Foundation

Quest for Life provides interactive group programs to educate, empower, encourage people living with the challenges of cancer, chronic illness, loss, grief, trauma, anxiety, depression.

 13-33 Ellsmore Rd Bundanoon NSW 2578



questforlife.com.au




02 4883 6599



admin@questforlife.com.au

Wingecarribee Health Association for Men (Wham Inc.)

Our aim is to initiate and support health promoting projects in our local community that improve the health and well being of men and boys.

 Henrietta Rose Room (opposite Bowral Library)
Bendooley St Bowral NSW 2576



[wingecarribeehealth
associationformen.org](http://wingecarribeehealthassociationformen.org)



0418 223 696

NUTRITION

NSW Health Get Healthy Information and Coaching

Free confidential telephone-based service available to help seniors make lifestyle changes regarding healthy eating, being physically active, achieving and maintaining a healthy weight.



Mon - Fri 08:00 - 20:00
1300 806 258



gethealthynsw.com.au



[contact@gethealthynsw.
com.au](mailto:contact@gethealthynsw.com.au)

PAIN MANAGEMENT

Australian Pain Management Association (APMA) Pain Link Helpline

APMA's volunteer staff are available to take calls from 7am to 7pm, Monday to Friday. Outside of these hours callers reach a voice-mail service and can leave a message, which will be returned within 24 hours.



painmanagement.org.au



Mon-Fri
07:00 - 19:00
1300 340 357

PHARMACIES & CHEMISTS

Amcal Bowral

Local Pharmacy services include click & collect, blood pressure services, diabetes management, health advice, home healthcare aids, local home delivery, medication packing and NDSS.

 Springettes Arcade Shop 1/306
Bong Bong St Bowral NSW 2576



02 4861 1875



[amcal.com.au/
store-locator/
amcal-pharmacy-bowral](http://amcal.com.au/store-locator/amcal-pharmacy-bowral)



Amcal + Express Bowral

 4/10 Funston St Bowral NSW 2576



02 4861 6041

amcal.com.au/store-locator/amcal-plus-express-pharmacy-bowral

Bundanoon Pharmacy TerryWhite Chemmart

Bundanoon Pharmacy is a rural village pharmacy that is dedicated to serving its local community with warm old fashioned service and great health advice. Pharmacists Archie and Trung

 Shop 2/5-9 Church St Bundanoon NSW 2578



(02) 4883 6220

bundanoon-pharmacy.business.site



facebook.com/BundanoonPharmacy



bundanoon@twcmgroup.com

Capital Chemist Bowral

Award-winning stores are dedicated to providing quality pharmaceutical and health care services to their clients. Pharmacists Catherine Yee and Dickson Yan

 Gundungurra Country
300 Bong Bong St Bowral NSW 2576



02 4861 2212

capitalchemist.com.au/bowral

TXT
script

0474 369 966



bowral@capitalchemist.com.au

Capital Chemist Mittagong

Pharmacists Khoa Trinh and Khuong Trinh

 Gundungurra Country
2 Bowral Rd Mittagong NSW 2575



02 4871 1480

capitalchemist.com.au/ Mittagong

TXT
script

0404 971 146



mittagong@capitalchemist.com.au

Claytons Pharmacy

Local Pharmacy specializing in aged care, Clayton's Pharmacy has been taking care of the health and wellness of the Bowral & surrounding communities for over 87 years.

 270 Bong Bong St Bowral NSW 2576



claytonsparmacy.com.au



02 4861 1075



claytonsparmacy@acenet.com.au

Moss Vale Community Pharmacy

Provides full range of pharmacy services with a highly trained team to take care of your needs.

 412 Argyle St Moss Vale NSW 2577



02 4868 1293

mvcp.com.au

Moss Vale Village Pharmacy

Qualified staff offer professional and friendly advice to the community with in-store services designed to help you and your family stay at your best health all year round.

 12 Clarence St Moss Vale NSW 2577




02 4869 4800

mvvp.com.au



Nick Knowles Pharmacist Advice

Services include medication advice, health checks, equipment hire, medicine and health information, flu vaccinations, wound management, scriptson file and script reminders.


 Shop 3 Woodville House
Clarence St Moss Vale NSW 2577

 02 4868 1005
 nkpa.business.site

Robertson Village Pharmacy

Community Pharmacy

 2/101-103 Hoddle Ln Robertson NSW 2577

 02 4885 2936

PHYSIO & REHABILITATION

Allymac Massage Therapy




Providing massage for remedial, relaxation, oncology and lymphatic drainage.

 allymacmassagetherapy.com
 0408 202 918
 allymacmassagetherapy@gmail.com

Mittagong Physiotherapy

A Physiotherapy Practice focused on you.
The knowledge to get results quickly.
The experience to get you back to your best.



 Shop 2/94 Main St Mittagong NSW 2575




 mittagongphysio.com
 02 4871 3064
 admin@mittagongphysio.com

The Physio Space

An innovative and unique clinic created by Matt and Rebecca Snowden in 2014, the Physio Space provides a trusted, high-quality, modern approach to Physiotherapy management in the Southern Highlands.

Our Physiotherapists are dedicated to focusing their training, skills and knowledge in a particular field to bring you a physio experience tailored to your needs.

 Suite 9/68-70 Station St Bowral NSW 2576
 Suite 2/41 Willow Dr Moss Vale NSW 2577

 thephysiospace.com.au
 Bowral
02 4861 1223
 Moss Vale
02 4868 3994




Ramsay Health Southern Highlands Private Hospital

Our team of physiotherapists are experienced in providing high quality, individual care for a wide range of health conditions, working closely with you to trust your pain, improve your ability to move and function effectively. Our programs aim to restore and improve your level of health, function and fitness after surgery, illness or injury.

 99 Bowral St Bowral NSW 2576

 ramsayhealthplus.com.au

 02 4861 2447


 rhp.shp@ramsayhealth.com.au

Southern Highlands Physiotherapy and Hydrotherapy

Leading Physiotherapy team with specialists to ensure a complete recovery.
Ground floor of Southern Highlands Private Hospital

 93 - 95 Bowral St Bowral NSW 2576

 southernhighlandsphysio.com.au

 02 4861 2447


PODIATRY

Bowral Foot Clinic

Bowral Foot clinic provides senior clients with sensitive and professional foot care.

 3/2-4 Boolwey St Bowral NSW 2576

 bowralfootclinic.com

 02 4861 3123

 bowralfootclinic@gmail.com

Highlands Podiatry

Podiatry services - general foot and nail care, orthotic prescription and footwear advice, diabetic assessment and care. Easy parking and access for walkers or wheelchairs. Additional disabled car space on site as well. DVA and EPC referrals welcome

 2/9 Clarence Street Moss Vale NSW 2577

 highlandspodiatry.com.au


 4869 5877

SoHi Podiatry Clinic

At SoHi Podiatry we love treating all types of feet. Come and visit us to see how we can get you one step closer to happy feet.

 The Cottage, 10 Mona Rd Bowral NSW 2576

 sohipodiatry.com.au

 02 4861 6113


 info@sohipodiatry.com.au



VISION

Darryl Flegg Optometrist

Committed to providing excellent patient care and quality affordable eyewear. An extensive range of eyecare services including Ocular Therapeutics is available.

 2/36 Wingecarribee St Bowral NSW 2576




darrylfleggoptometrist.com.au



02 4862 2027

Dr Peter Macken & Associates Eye Physicians & Surgeons

A modern ophthalmologic practice offering comprehensive eye treatment for most eye diseases.

 Suite 8/70 Bowral St Bowral NSW 2576



www.drpetermacken.com



02 4861 4955

Eyecare Plus Moss Vale

Offers comprehensive eye examinations, prescription sunglasses, spectacle frames, contact lenses and eye health care for the whole family.

 Shop 4/Calaroga Centre
1 Kirkham Street Moss Vale NSW 2577



eyecareplus.com.au/mossvale



02 4868 2233



[mossvale@
eyecareplus.com.au](mailto:mossvale@eyecareplus.com.au)

Specsavers Optometrists

Local optometrist. Unless your vision has changed, you may not give your eyes much thought when it comes to health. Come in for a test today.

 Shop 18/Highlands Marketplace
197 Old Hume Hwy Mittagong NSW 2575



specsavers.com.au



02 4871 3844

Vision Australia NSW Government Spectacle Program

Under the Program, spectacles may be provided free of charge once every two years to financially disadvantaged Australian residents in NSW. Applicants must meet all criteria.



visionaustralia.org



1300 847 466



info@visionaustralia.org

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IMPORTANT PHONE NUMBERS

EMERGENCY SERVICES

If your emergency is life threatening **CALL 000** (triple zero).

Tell the Operator what you need:
Police, Fire, Ambulance



**FOR ALL EMERGENCIES
DIAL 000**

LOCAL EMERGENCY SERVICES

FIRE



Bowral Fire Station (234)
16 Merrigang St Bowral NSW 2576



Bundanoon Fire Station (242)
15 Anzac Pde Bundanoon NSW 2578



Mittagong Fire Station (378)
10 Bowral Rd Mittaagong NSW 2575



Moss Vale Fire Station (385)
64 Elizabeth St Moss Vale NSW 2577



**FOR ALL EMERGENCIES
DIAL 000**



02 4862 1446



02 4883 6333



02 4871 1002



02 4868 1288

POLICE



Southern Highlands Police Centre
67 Elizabeth St Moss Vale NSW 2577



Bundanoon Police Station
NOT open 24 hours
Anzac Parade Bundanoon NSW 2578



Robertson Police Station
NOT open 24 hours
Hoddle St Roberston NSW 2577



02 4869 7899



02 4862 6200



02 4862 6260

STATE EMERGENCY SERVICES - SES



Cnr Priestley & Etheridge Sts
Mittagong NSW 2575



**FOR ALL EMERGENCIES
DIAL 000**



02 4251 6111



POLICE

Crime Stoppers

Crime Stoppers operates 24hrs a day, 7 days a week and allows members of the community to anonymously report criminal or suspicious behaviour or activity. Your information may be the vital missing piece the Police need to solve a crime.

Police Assistance Line (PAL)

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the Police Assistance Line. 7 days a week, 24 hours a day.

Reporting a crime over the phone to a customer service representative, your information is immediately available to your local police. Types of crime you can report to Police Assistance Line (131 444) include:

- ◆ Break and enter
- ◆ Motor vehicle/vessel theft
- ◆ Stealing
- ◆ Malicious damage, including graffiti
- ◆ Minor traffic crashes - where no one was injured, all parties exchanged details, no one was under the influence of alcohol or drugs

Police Force Community Portal

Registered community members can now create online reports where no emergency exists for lost property, intentional damage, graffiti or theft.

You need to create a MyService NSW account with Service NSW then link with NSW Police Force.



**FOR ALL EMERGENCIES
DIAL 000**



1800 333 000



[crimestoppers.com.au](https://www.crimestoppers.com.au)



131 444



[police.nsw.gov.au/
community_portal](https://police.nsw.gov.au/community_portal)

SES

State Emergency Services

The New South Wales State Emergency Service is an emergency and rescue service dedicated to assisting the community in times of natural and man-made disasters.



**FOR ALL EMERGENCIES
DIAL 000**



**Flood, storm and
Tsunami damage
132 500**



FIRE



**FOR ALL EMERGENCIES
DIAL 000**

Fire and Rescue NSW

Fire and Rescue NSW is the State Government agency responsible for the provision of fire, rescue and hazmat services in cities and towns across New South Wales.



HQ and general enquiries
02 9265 2999



fire.nsw.gov.au

NSW Rural Fire Service

The NSW Rural Fire Service (NSW RFS) is a volunteer fire service. Our members provide fire and emergency services for a range of incidents and activities in rural areas. The NSW Rural Fire Service quick links are available on the website and include:

- ◆ Bush fire survival plans
- ◆ Current incidents - see app
- ◆ Fire safety fact sheets



1800 679 737



rfs.nsw.gov.au



Fires Near Me

AIDER

(Assist Infirm, Disabled and Elderly Residents)

The AIDER program is a free, one-off service which supports some of our most at-risk community members.

The AIDER program is designed for people who have limited domestic support available from family, relatives, friends or other services. This could include older people, people living with a disability, and people who are already receiving community assistance and services. Their property must also be on bush fire prone land (land that can support a bush fire or be subject to bush fire attack).

AIDER services can include:

- ◆ Clearing gutters
- ◆ Thinning vegetation around the home
- ◆ Removing leaf and tree debris
- ◆ Trimming branches from close to the home
- ◆ Mowing or slashing long grass.



02 8741 4955



aider@rfs.nsw.gov.au



AMBULANCE

NSW Ambulance

Patient Transport Service

Patient Transport Service (formerly known as NEPT or Non-Emergency Patient Transport) is a NSW Health service for patients who require transport to, or from, a health facility such as a hospital or rehabilitation unit but do not need a time-critical emergency ambulance.

Patients must be assessed by a medical practitioner or registered nurse as medically unsuitable for community, public or private transport before being eligible for PTS.



**FOR ALL EMERGENCIES
DIAL 000**



ambulance.nsw.gov.au



State HQ
02 9320 7777



health.nsw.gov.au/pts



1300 233 500

NSW POISONS INFORMATION

Poison Information Hotline

The NSW Poisons Information Centre provides the latest poisons information to the public, and toxicology advice to health professionals on the management of poisoned and envenomed patients. Telephone advice is available 24/7 from anywhere in Australia.



13 11 26



poisonsinfo.nsw.gov.au

HEARING/SPEECH IMPAIRED

National Relay Service (NRS)

The National Relay Service (NRS) is a government initiative that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. There are a number of relay call options (connections) that can be accessed by phone, web or teletypewriter (TTY). There may be more than one relay call option that suits you, depending on your needs and situation.

In a life threatening or time critical emergency, you can contact the police, fire or ambulance services by calling the NRS and requesting Triple Zero (000) or dialling the dedicated text-based TTY service on 106. Calls to emergency services are generally prioritised by the NRS.

The NRS is available 24 hours a day, every day and relays more than a million calls each year throughout Australia.



Voice relay number
1300 555 727



TTY
133 677



SMS
0423 677 767



HELPFUL INFORMATION

Free Call and Local Call Numbers

1800 numbers are also known as Freecall or Toll Free numbers and they are free from any fixed line phone anywhere in Australia. If you are using a mobile phone you will pay a rate that is determined by your mobile service provider.

1300 numbers are not toll free numbers. Charges apply depending on whether the call is made from a landline or a mobile.

WIRES

Wildlife Rescue

If you have found a sick, injured or orphaned native animal in NSW please phone WIRES Wildlife Rescue Line or fill in the **report a rescue form** on the website.

Local activities, workshops and events, are listed on the local website.



1300 094 737



wires.org.au



wires.org.au/branch/Wingecarribee



IMPORTANT PHONE NUMBERS AT A GLANCE

EMERGENCIES

Ambulance, Fire or Police	000
Crime Stoppers	1800 333 000
Southern Highlands Police Station	02 4869 7899
Domestic Violence Line	1800 656 463
NSW Poisons Information Centre	13 11 26
SES EMERGENCY (help during storms or floods)	13 25 00
Rural Fire Service - Bush Fire Information Line	1800 679 737
WIRES (NSW Wildlife Information, Rescue Service and Education)	1300 094 737

GOVERNMENT SERVICES

Australian Government Translating & Interpreting Service	13 14 50
Australian Tax Office (individuals)	13 28 61
Centrelink Older Australians	13 23 00
Department of Veterans Affairs	13 32 54
Elder Abuse Helpline and Resource Unit	1800 628 221
E (Electronic) Health Record	1800 723 471
Environmental Protection Authority	13 15 55
HealthDirect	1800 022 222
My Aged Care	1800 200 422
MyGov help desk	13 23 07
National Relay Service (TTY for hearing impaired)	13 36 77
Police Assistance Line (non-emergencies)	13 14 44
RMS Older Drivers	13 22 13
Service NSW	13 77 88

HOSPITALS

Bowral and District Hospital Emergency (open 24 hours)	02 4861 0200
Southern Highlands Private Hospital	02 4862 9400



IMPORTANT PHONE NUMBERS AT A GLANCE

HEALTH ORGANISATIONS & HELPLINES

Arthritis & Osteoporosis NSW	1800 011 041
Asthma Australia	1800 278 462
Beyond Blue	1300 22 4636
Better Hearing Australia	02 9744 0167
Cancer Council NSW	13 11 20
Carers Helpline	1800 242 636
Continence Foundation	1800 330 066
Diabetes NSW & ACT	1300 342 238
National Dementia Helpline (Dementia Aust).....	1800 100 500
Healthdirect Australia	1800 022 222
Heart Foundation	1300 362 787
Lifeline	131 114
Multiple Sclerosis (MS) Australia	1800 042 138
Pain Management Network	02 9464 4666
Palliative Care Helpline	1800 870 155
Parkinson's NSW.....	1800 644 189
Stroke Foundation.....	1800 787 653
Care About - Help to find aged care at home or a facility	1300 721 855

UTILITIES

Jemena Gas Networks Emergency Response Team.....	131 909
Endeavour - Emergency 24hr line	131 003
Endeavour - General Enquiries	133 718
Water and Sewer – Leaks, Billing or General Enquiries.....	02 4868 0888
Dial Before You Dig	1100

Copies of the Directory are available from Council customer service, local libraries, health services and community organisations. Alternatively, you can view the Directory online at wsc.nsw.gov.au/seniors.

While every effort is made to ensure the accuracy of the information contained in these pages, it is important that community groups and organisations advise Council of any changes to their content. Contact the Community Development team on 4868 0888 or community.development@wsc.nsw.gov.au

Working with you

WSC.NSW.GOV.AU

