

A woman wearing a beige hijab and a patterned top is smiling and listening intently to a man. The man is partially visible on the right side of the frame. In the background, there is a whiteboard with some faint writing.

SydWest

Caring & Supporting Communities since 1985

Support that starts with listening

Together, we help reduce barriers, strengthen connection
and support safer, self-determined lives.



SydWest. Vibrant lives. Diverse support.

A guide to wellbeing,
connection, opportunities
and futures.

SydWest is grounded in community.

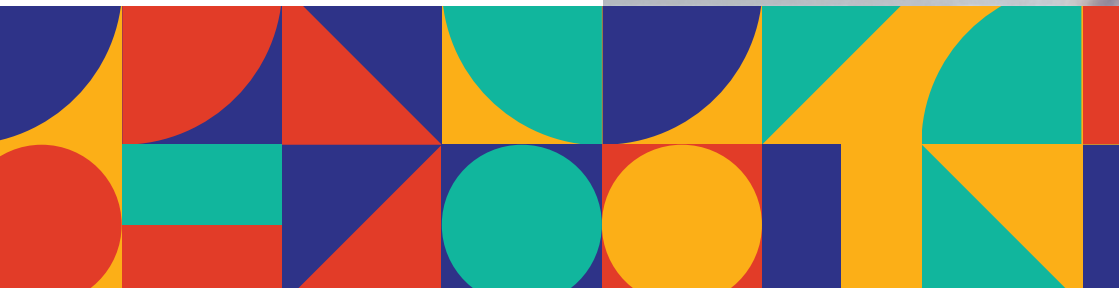
We work with people, families and services across Greater Western Sydney, the Inner West and beyond to help people feel supported, connected and informed.

This brochure introduces some of the ways SydWest can help you, your family or someone you care for.

You do not need to know exactly what support you need before you speak to us.

Just tell us what is happening in your life.

We will listen, understand your situation, and help you find the best place to start.



What goal are you trying to achieve?

Support looks different for every person.

You might want to:



Live at home with safety and dignity

Get support with daily life, routines or care.



Take part in community life

Connect with people, access places and join activities.



Stay well and connected

Build healthy habits, relationships and confidence.



Have your voice heard

Get information and support to help you speak up.



Grow skills and opportunities

Find support for study, work or your future goals.



Tell SydWest what goals you want to achieve.

Multiple pathways. Many opportunities. One place to start.

SydWest can help you
find the right support.



Aged Care

For seniors, spouses,
families and carers.



Disability Support

For participants,
families and carers.



Settlement & Multicultural Services

For migrants, humanitarian
entrants, families and
multicultural communities.



Scan for all SydWest pathways

or call (02) 9621 6633

Why people engage with SydWest

Community connection. Multicultural understanding. Practical, person-centred support.

SydWest has worked with communities for over 40 years.

SydWest brings:

-  cultural knowledge
-  language support
-  local relationships
-  skilled workers
-  lived experience
-  strong community connections



SydWest works alongside people, families and communities to create pathways for a better life.

41
years
of community
connection

94%
client
satisfaction
(as of June 2025)

96%
staff
satisfaction
(as of June 2025)



Trust grows when people feel heard

Read more stories online.

Aged Care

Support to live with dignity at home and in the community.

Ageing can bring new questions.

SydWest works with seniors, families and carers to understand your needs and provide support to help you at home and in the community.

We can support or assist with:

- ✓ live safely at home
- ✓ feel supported day to day
- ✓ understand My Aged Care
- ✓ access clinical support where eligible
- ✓ join social groups
- ✓ stay connected to language, culture and community



Ask SydWest about Aged Care

Call (02) 9621 6633 or Scan QR Code for full details

Disability Support

Supporting you to reach your goals.

Everyone has different goals. SydWest works with participants, families and carers to understand what matters most, and help you achieve your goals.

We can support or assist with:

- ✓ getting the most out of your NDIS plan
- ✓ support coordination
- ✓ daily living skills
- ✓ in-home support
- ✓ community access
- ✓ centre-based support and day options
- ✓ independent living options
- ✓ respite support for children
- ✓ healthy relationships
- ✓ understanding your rights
- ✓ building confidence and skills



Ask SydWest about Disability Support

Call (02) 9621 6633 or Scan QR Code for full details

Settlement & Multicultural Services

Support to build skills, connection and community.

SydWest supports individuals and families to understand systems, build skills and strengthen community connections.

We can support or assist with:

- ✓ settling and integrating into Australia
- ✓ housing and tenancy pathways
- ✓ work or study pathways
- ✓ information sessions
- ✓ youth programs
- ✓ women and family programs
- ✓ domestic and family violence resources
- ✓ family and relationship groups
- ✓ community connection
- ✓ referrals to other services



Ask about Settlement & Multicultural Services

Call (02) 9621 6633 or Scan QR Code for full details

Whole-of-life and whole-of- household support

Different challenges can arise over time.

You may start with one question.
Another question may come up later.

**SydWest offers solutions. We work
with you to identify supports across:**

Home

Daily life, routines and safe living
with dignity.

Health and relationships

Wellbeing, strong relationships and
support networks.

Skills for your future

Education, training, employment
and confidence.

Participation in community

Connection, participation and
belonging.

Voice and access

Information, self-advocacy and
stronger systems.



Talk with SydWest about what matters today

Call (02) 9621 6633 or Scan QR Code for full details



Questions people often ask

You don't need to have all the answers before you contact us. We're here to listen and help you work out where to start.

Where is SydWest located?

SydWest has offices in Blacktown, Mt Druitt, Croydon, North Strathfield, North Parramatta and Penrith.

Can I ask for help in the language I speak?

Yes. Please ask SydWest about language support.

Can I ask for someone else?

Yes. A family member, carer or worker can ask with you, where appropriate.

Can I choose who supports me?

Yes, SydWest will provide a preferred support person where possible.

Is aged care and disability supports only at home?

No. SydWest supports seniors at home, in the community and at our centres.

Will I have to pay out of pocket?

It depends on the support you need, your situation and your funding eligibility.

Can I choose how I am supported?

Yes. SydWest starts with listening. You can tell us about your goals, preferences and choices and we will build your supports based on this information.

Can SydWest help with my NDIS plan?

SydWest can talk with you about disability support and support coordination.

How to start with SydWest

You can talk to us, even if you don't know exactly what you want or need.



1. Contact SydWest

Visit us or call our helpful reception staff on **(02) 9621 6633**.



2. Tell us what is happening

Use your own words.



3. Understand your options

SydWest will talk to you about what services may suit your needs.



4. Take the next step

This may include a form, referral or program pathway.



5. Keep connected

The staff at SydWest will explain what happens next.



Calling with someone?

A family member, carer, support worker or community leader can help you contact us.

Talk to SydWest

Start with a conversation.

You can contact SydWest directly.

You can ask for yourself.

You can ask for someone else.

You can ask where to start.



Call: (02) 9621 6633



Email: info@sydwestms.org.au



Visit: sydwestms.org.au

Locations:

Blacktown
Croydon
North Parramatta
North Strathfield
Mt Druitt
Penrith

SydWest

Caring & Supporting Communities since 1985

Some supports have eligibility or location requirements.

Ask SydWest what may apply to your situation.

