



Home and Community Care Services

IN THE SHOALHAVEN

*A Service Guide for the frail elderly
and people with disabilities who live
at home and their carers*



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Home and Community Care Services support frail older people or people with disabilities so they can continue living in their own homes and communities. They also provide assistance to those who care for frail older people or people with disabilities at home.

For further information:
Community Development Officer
Ageing and Disability
Shoalhaven City Council
Phone: 4429 3411
www.shoalhaven.nsw.gov.au

Translating and interpreting services can be arranged to assist with information in this brochure by calling the Telephone Interpreter Service (TIS) on 131 450.

This project is supported through funding by the Australian Government, under the HACC program and Shoalhaven City Council.

INDEX

Information.....	4
Multi Service Outlets	5
Aboriginal Services.....	6
Case Management and Brokerage.....	7
Carer Support Groups.....	7
Dementia Support.....	8
Domestic Assistance.....	10
Food Services.....	11
Home Modification.....	11
Personal Care.....	12
Respite Day Centre Services	13
Respite in Home	16
Social Support/Neighbour Aid.....	17
Transport.....	18
Other Support Services.....	18
CACP and EACH Providers.....	20

Information

Shoalhaven City Council

(02) 4429 3411

Community Development Officer Ageing and Disability provides assistance and information on local home and community care, and related services for frail older people and people with disabilities.

Illawarra Commonwealth Respite and Carelink Centre

1800 052 222

Provide information and referral to community care, aged care, disability and other related support services in the region. Assist carers to access and plan respite support, including emergency carer support.

Shoalhaven Information & Advocacy

(02) 4428 900

(The Disability Trust)

The Shoalhaven Information & Advocacy operates a telephone and email information and referral service providing information about everyday issues for people who have a disability, are frail aged or are caring for someone.

IDEAS

Toll free from a landline

1800 029 904

SMS (text) on

0458 296 602

We provide free information to help you get the services you need. Our information officers **listen** and then carefully give you a local answer. We can give the information to you by phone, post e-mail. Real people answer the phones Monday-Friday 8.30 a.m.-5.00p.m. Some of the topics we can help with are transport, help at home, personal care, holidays, respite subsidies and entitlements, accessible tourism, help with your rights, support groups.

Multi Service Outlet

Home Care Service of NSW (ADHC)

Referral and Assessment Centre (RAC)

1300 881144

Main Office

(02) 4421 7611

Programs consist of:

- Home Care Services
- In Home Respite
- Community Aged Care Packages
- Personal Care
- Domestic Assistance

Located in the Shoalhaven, provides service from Berry to North Durras. Assistance for frail older people, younger people with disabilities and their carers, by providing services which aid in enabling users to continue to live independently in their own homes. Upon contact a Home Care representative will assess individual needs, advise how we might help, this may also include providing information and referrals onto other services available in the area.

Southern Cross

1800 989 000

Southern Cross has funding for a Multi Service Outlet in the Shoalhaven area that is a combination of a variety of service types such as:

- Personal care
- Domestic assistance
- Respite services

This program is designed to assist Service Users who are frail aged, younger disabled and their Carers to provide a holistic approach to service delivery to best meet multiple needs. Service Users do not have to access all three services to be eligible. They are able to access these services individually.

No Fee for Service.

CatholicCare

(02) 4424 5600

Assistance provided to people with long term disability that are ageing and / or may be dependent on an ageing carer.

Flexible package of services include personal care, domestic assistance, social support and home maintenance.

Baptist Community Service

(02) 44807500

Service Types:

- Domestic Assistance
- Personal Care
- CACP
- EACHD
- EACH

Baptist Community Services provide opportunity for clients to access HACC funded services.

Baptist Community Services offer clients a consistent, reliable service with regular staff, case management in our packaged programs, and direct access to coordinators.

Aboriginal Services

Illaroo Co-operative Aboriginal Corporation

(02) 4428 9400

Location: Rose Mumbler Village Hostel, 55 Judith Drive, North Nowra.

1 **ATSI Specific Community Options Project (02) 4428 9400**

Provides individual case management service and also offers domestic service, respite, personal care in the clients home and mobility aids.

2 **ATSI Specific Neighbour Aid and Social Support Program**

(02) 4428 9400

Provides social support activities and outings on a weekly basis and have a home visiting service which includes advocacy for Aboriginal elders in their homes.

Shoalhaven Community Transport Service

(02) 4423 6044

Provide service provision to the Aboriginal communities in the Shoalhaven LGA.

Weja Home Care Service of NSW (ADHC) 1800 837 999

Aboriginal Access & Assessment Team **1300 797 606**

Provide Aboriginal Branch Community Options, Home Maintenance, Counselling, Advocacy and Social Support.

Case Management and Brokerage

Community Options Illawarra (Shoalhaven Programs)

Nowra (02) 4421 4234

Milton (02) 4454 1701

Community Options Illawarra provides Case Management and brokerage services to people who are of Frail Age, Younger People with Disabilities and Carers, who have high or complex care needs and/or are at risk of premature residential care.

Comprehensive assessment is provided to determine the client's needs and develop a care plan to address or meet those needs.

Community Options Illawarra also case management programs specific for people with dementia and people from CALD backgrounds.

Illaroo Cooperative Aboriginal Corporation Community Options Project (02) 4428 9400

Provides individual case management service and also offers domestic service, respite, personal care in the clients home and mobility aids.

Carer Support Groups

Nowra Adult Day Centre (02) 4421 0975

Nowra Adult Day Centre holds a monthly support group for people who are caring for someone who is frail aged, has memory loss or has been diagnosed with dementia.

Group meets on the fourth Wednesday of each month at the Centre, 39 Holloway Road in South Nowra 10.30-12.30

Bay and Basin Community Resources Inc.

(02) 4443 7681

The service aims to provide the opportunity to discuss individual situation in a safe, supportive and confidential environment.

Special events are planned which aim at encouraging new and existing carers to attend functions that offer relaxation, well-being, information, resources and referral to other support services.

Carers are assisted by offering strategies to help balance their lives while maintaining their caring role.

A Carer Support Group is available to all carers and operates on the last Thursday of every month. It is facilitated by qualified staff for more information contact our office

Ulladulla Carers Support Group.

(02) 4455 5366

Support group for people caring for someone who is frail aged or has a memory loss. The group meets on the fourth Monday of each month at Ulladulla Community Health Centre.

Dementia Support

Dementia Advisor

(02) 4464 6915

Advisor, educator and Carer support worker for those caring for people with dementia/memory loss. Covers whole Shoalhaven.

Nowra Adult Day Centre

(02) 4421 0975

Provides centre based day respite group for people with memory loss or a diagnosis of dementia living in Nowra and surrounding areas. The group offers support and activities to meet the special needs of participants and eligibility is based on an assessment of individual needs and circumstances.

Groups are held weekly on Thursday from 10am to 2pm, a small contribution is charged for transport, morning tea and lunch.

Bay & Basin Community Resources Inc.

Sanctuary Point office

(02) 4443 3434

Bomaderry Office

(02) 4422 7422

Participation in a group activity provides the opportunity to spend time with people who are of a similar age and who share similar interests.

Carers have the reassurance that the person they care for is in a social and supervised environment.

Groups that can be accessed include:

Centre based and mobile, Dementia specific social, card and games groups.

Transport, morning tea and lunch are provided for a small contribution. Services are offered across the Illawarra region contact the office for days and times

Milton Ulladulla Day Centre

(02) 4454 9113

Magnolia Cottage Day Centre

(02) 4422 4161

The Centre is for adults living with Dementia. The Cottage offers a secure and homely environment and includes great social, therapeutic and wellness activities. Groups meet Monday, Wednesday and Friday, and transport is provided. A balanced meal and snacks are included. The cottage is situated in Nowra and services the northern Shoalhaven region.

Ulladulla Respite Service

(02) 4455 5366

Provide day respite for the frail aged and people with dementia who are living at home with a carer. Groups operate on a Tuesday and a Friday. An after hour group operates on the first and the third Wednesday of each month.

Domestic Assistance

Illawarra in Home Support -Domestic Assistance

(02) 4232 0475

Provide house cleaning, laundry, assistance to go shopping/bill paying. These services are provided for the frail aged, younger people with a disability and their Carers with medium to high care needs.

Uniting Care

(02) 4421 6400

Domestic assistance service provides essential cleaning of house areas, regular meal preparation, washing, ironing, shopping and paying bills.

Southern Cross

1800 989 000

Domestic Assistance Programs include assistance with general house cleaning, dishwashing, clothes washing, ironing, shopping, and bill paying and meal preparation.

These services are available to the frail aged, younger people with disabilities and their Carers. There is no charge for this service.

Home Care Service of NSW (ADHC)

Referral and Assessment Centre	1300 881 144
Weja Aboriginal Home Care Service	1800 837 999
Aboriginal Access & Assessment Team	1300 797 606
Main Office	(02) 4422 2400

Coverage: Shoalhaven area from Berry to North Durras. Assistance provided to frail aged people, younger people with disabilities and their Carers. Services provided are personal care, in home respite care and domestic assistance such as home cleaning and laundry needs.

CatholicCare

(02) 4424 5600

Assistance provided to people with long term disability who are ageing and / or may be dependent on an ageing Carer.

Flexible package of service include personal care, domestic assistance, social support and home maintenance.

Baptist Community Services (02) 4480 7500

Baptist Community Services offers Domestic Assistance to clients in their homes. BCS Coordinators assess all clients both on initial entry and then with ongoing reviews. BCS offer clients a consistent, reliable service, with regular staff, and direct access to Coordinators.

Warrigal Care Domestic Assistance (02) 4230 8109 or (02) 4230 8110

The range of services will be domestic chores, washing, ironing, shopping, and meal preparation.

This service will be on a needs basis and designed to prevent progression of higher level of service.

Food Services

**Food Services, Meals on Wheels
Northern Shoalhaven Meals Cooperative Ltd,**
Berry to Basin View. **(02) 4422 5111**

Southern Shoalhaven Zone Meals On Wheels Ltd,
Sussex Inlet to North Durras. **(02) 4455 2861**

Nutritional meals delivered to the home through various outlets across the Shoalhaven. Contact the Coordinator for the nearest local service.

Home Modification / Maintenance

Scope Access Home Modification & Maintenance
1300 765 887

Provide modifications & maintenance work to your home. This includes internal & external work such as installing support rails and safety ramps. Major emphasis is on safety, access and independence.

Illawarra in Home Support - Home Maintenance

(02) 4232 0475

Provides assistance with regular lawn mowing 'once off' minor maintenance and repair to homes, assistance with removal of rubbish or yard clean up cover Shoalhaven.

CatholicCare

(02) 4424 5600

Assistance provided to people with long term disability who are ageing and / or may be dependent on an ageing Carer.

Flexible package of service include personal care, domestic assistance, social support and home maintenance.

Personal Care

Home Care Service of NSW (ADHC)

Referral and Assessment Centre 1300 881 144

Weja Aboriginal Home Care 1800 831 999

Aboriginal Access & Assessment Team 1300 797 606

Main Office (02) 4422 2400

Provide service to the Shoalhaven area covering from Berry to North Durras, assistance to frail aged people, younger people with disabilities and their carers. Services provided are domestic assistance, in home respite care and personal care service which assists with self care tasks such as showering, dressing, grooming and getting in and out of bed.

Southern Cross

1800 989 000

Personal Care Program includes assistance with daily self-care tasks such as eating, bathing, toileting, dressing, grooming, and getting in and out of bed, moving around the house and in some cases, medication monitoring and administration. These services are available to the frail aged, younger people with disabilities and their Carers. There is no charge for this service.

Baptist Community Services (02) 4480 7500

Baptist Community Services offers Personal Care Assistance to clients in their homes. BCS Coordinators assess all clients both on initial entry and then with ongoing reviews. BCS offer clients a consistent, reliable service, with regular staff, and direct access to Coordinators.

CatholicCare (02) 4424 5600

Assistance to HACC clients though priority is given to people with a disability who may be dependent on an ageing Carer. Flexible package of service includes personal care, domestic assistance, social support and home maintenance.

Respite Day Centre Services

Home Care Service of NSW (ADHC)

Referral and Assessment Centre	1300 881 144
Weja Aboriginal Home Care	1800 837 999
Aboriginal Access & Assessment Team	1300 797 606
Main Office	(02) 4422 2400

Coverage of the Shoalhaven area: Berry to North Durras.

Assist frail aged people, younger people with disabilities and their Carers. Services provided are domestic assistance, personal care and in home respite care which allows Carers to have a short break to attend to their own needs and other responsibilities.

Weja Aboriginal Home Care 1800 837 999

Aboriginal Access & Assessment Team **1300 797 606**

Located in Dapto but covering the Shoalhaven and Ulladulla.

Provide: Counselling, Advocacy, Domestic Assistance, Home Maintenance, Respite and Personal Care in the client's home. For Indigenous people that are frail aged, younger with disability and their Carers.

Nowra Adult Day Centre

(02) 4421 0975

Provides centre based day respite offering support and activities for older people who are socially isolated and people with memory loss or a diagnosis of dementia.

Groups are held from 10am to 2pm and include:

Monday & Wednesday (Nowra area), Tuesday (Culburra/Callala area) and Friday (Shoalhaven Heads/Berry area) for older people who are socially isolated and Thursday (Nowra Area) for older people who have memory loss or a diagnosis of dementia.

A small contribution is charged for transport, morning tea and lunch.

Interchange Shoalhaven

(02) 4423 0255

Provide a range of home-based and community-based services to give respite to Carers of younger people with disabilities (0-65 years) throughout the Shoalhaven.

Bay and Basin Community Resources Inc (02) 44433434

Provide a range of services:

1 Centre Based Adult Day Respite –

Participation in a group activity provides the opportunity to spend time with people who are of a similar age and who share similar interests.

Carers have the reassurance that the person they care for is in a social and supervised environment.

Groups that can be accessed include:

Centre based and mobile, Dementia specific social, card and games groups.

Transport, morning tea and lunch are provided for a small contribution. Services are offered across the Illawarra region contact the office for days and times

2 Mobile Services

(02) 4443 3434 or 4422 7422

Mobile Dementia Specific Tours: Offers people with dementia a weekly outing to assist carers providing respite or “Time Out” from their caring role.

Mobile Tours General: Social outing for people who are socially isolated one day a week. The bus pick up from homes to enjoy a scenic drive and luncheon/or morning, afternoon

tea. Cost: A small contribution is required for Mobile services to cover the cost of morning/afternoon tea or lunch and transport.

3 South Coast In-Home Respite (02) 4443 3434 or 4422 7422

Provide innovative time-limited in-home respite support for Carers/families that are caring for a frail older person, a person with dementia and people with a disability.

Cost: A small contribution for the service is required.

Service area: Operates across Northern, Central and Southern Shoalhaven and the Illawarra region.

4 Carer Support Groups (02) 4443 7681

The service aims to provide the opportunity to discuss individual situation in a safe, supportive and confidential environment.

Special events are planned which aim at encouraging new and existing carers to attend functions that offer relaxation, well-being, information, resources and referral to other support services.

Carers are assisted by offering strategies to help balance their lives while maintaining their caring role.

A Carer Support Group is available to all carers and operates on the last Thursday of every month. It is facilitated by qualified staff for more information contact our office.

Milton Ulladulla Day Centre (02) 4454 9113

Magnolia Cottage Day Centre (02) 4422 4161

Adults Living with Memory Loss.

The Cottage offers great social, therapeutic and exercise activities. Groups meet Monday, Wednesday and Friday, and transport is provided. A balanced meal and snacks are provided, and the Cottage has a secure and healthy environment.

Ulladulla Respite Service **(02) 4455 5366**

Respite for the Carer by providing groups for the frail aged and people with dementia to attend.

Groups operate on a Tuesday and a Friday and also on the first and the third Wednesday afternoon of each month.

Illawarra Commonwealth Respite and Carelink Centre
1800 052 222

Support primary Carers to access respite and other services in the region including residential respite. Assist with support for primary carers short term emergency situations.

Respite Service in Home

Illawarra Carer Respite Centre **1800 052 222**

Commonwealth Carelink Centre **1800 052 222**

Southern Cross **1800 989 000**

Respite is to provide an opportunity for the Carer to have a break while Southern Cross provides the care/service to the service user and include the tasks and duties that would normally be provided by the Carer in that time frame.

There is no charge for this service.

Shoalhaven Information & Advocacy (The Disability Trust) **(02) 4428 9000**

The Disability Trust provides a variety of respite and in home care services for people with a disability in the Wollongong, Shellharbour, Kiama and Shoalhaven local government areas.

Multicultural Communities Council of Illawarra
(02) 4229 7566

Provide In home Respite for frail older people (65 and over) and people with a disability from Multicultural background.

Social Support / Neighbour Aid

Neighbour Aid /Social Support have developed creative and flexible community based support services, primarily via the coordination of volunteers. To help frail aged and people with disabilities and their carers to live independently in their home and community with low level tasks and social support needs.

Central Shoalhaven (02) 4443 3434

Nowra Neighbour Aid (02) 4421 5205

Southern Shoalhaven (02) 4455 2861

Social Support monitoring by Nowra Neighbour Aid and Shoalhaven Neighbour Aid monitor the health and well-being of people who have first stage dementia, who are recovering from hospitalisation or are at risk of injury.

Illaroo Cooperative Aboriginal Corporation Neighbour Aid and Social Support Program (02) 4428 9400

Provides social support activities and outings on a weekly basis and have a home visiting service which includes advocacy for Aboriginal elders in their homes.

Interchange Shoalhaven (02) 4423 0255

Provide a range of individual and group social support activities for younger people with disabilities (0-65 years) throughout the Shoalhaven.

Nowra Adult Day Centre (02) 4421 0975

Nowra Adult Day Centre has the following centre based social support groups for older people living in the following northern Shoalhaven areas:

Monday & Wednesday (Nowra & surrounding areas)

Tuesday (Culburra/Callala area) and Friday (Shoalhaven Heads/Berry area)

Community Nursing and Health Centres

Intake and Referral Centre

1300 792 755

Community Health Centres are located in:

Lawrence Ave, Nowra	(02) 4424 6300
Merriton St, St Georges Basin	(02) 4443 7646
Princes Highway, Ulladulla	(02) 4455 5366
Canal St, Culburra Beach	(02) 4447 2055
Jacobs Dve, Sussex Inlet	(02) 4441 2373

Shoalhaven Community Health provides nursing, counselling services and health education that promotes quality of life in the home.

'Your Time' Program

(02) 4423 1018

Carer Counselling, Support & Advocacy

Being a carer can be a rewarding experience though it does present its own challenges and difficulties

We can -

- provide ongoing counselling and support as needed
- assist with connecting with helpful services and carer networks
- provide relevant information and support through advocacy
- help you to care for yourself
- assist you to plan for the future
- support you in a confidential and safe environment

Aged Care Assessment Team

1300 792 755

Referral via Shoalhaven Local Health Network Access and Referral Centre

Provide advice and assistance to older people wanting to remain in their own homes or need to move into a hostel or a nursing home. Also provides approvals for residential care, and community aged care packages (CACP's). Extended aged care packages (EACH) are available.

Occupational Therapist

(02) 4423 9320

An Occupational Therapist can provide advice to assist people living in their homes more independent and safe. This can include education, prescription of equipment, home modifications and retraining in activities of daily living. A referral from a doctor is required.

Shoalhaven Information & Advocacy Information &

Community Worker (The Disability Trust) (02) 4428 9000

A phone line and drop in service offering information for people with a disability, their families and the community about everyday issues. These include Individual Advocacy, available programs and services, gaining access to services, aids and equipment, funding to access Counselling, forums and workshops on disability related topics.

CAPS and Each Provider

Anglican Retirement Village Basin View	CACP			(02) 4443 6914
Baptist Community Support Services	CACP	EACH		(02) 44807500
Bay & Basin Community Resources	CACP			(02) 4443 3434
Inasmuch	CACP			(02) 4441 1666
Illawarra Retirement Trust (IRT) Shoalhaven	CACP		EACHP	(02) 4475 3355
Living Care Services for Seniors Cleland lodge	CACP	EACH		(02) 4424 5267
Osborne Community Care	CACP	EACH		(02) 4421 6400
Illaroo Cooperative Aboriginal Corporation	CACP			(02) 4428 940
Hammond Community Care	CACP	EACH	EACHP	1300 879 112
Illawarra Retirement Village & Culburra District	CACP			(02) 4447 2588
Home Care Service of NSW (ADHC)	CACP			1300 881 144