

May 2011

Home and Community Care



# 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 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](http://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**

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## **INFORMATION**

- **Shoalhaven City Council**

- **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.

- Phone: 4429 3411

- **Illawarra Commonwealth Respite and Carelink Centre**

- Provides 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.

- Phone ..... 1800 052 222

- **The Disability Trust**

- The Disability Trust 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.

- Phone: ..... 4428 9000

## **Multi Service Outlet**

- **Home Care Service of NSW (ADHC)**

- 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. Assists 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 and advise how we might help, this may also include providing information and referrals onto other services available in the area.

- Referral and Assessment Centre (RAC) ..... 1300 881144

- **Southern Cross**

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.

Phone: ..... 1800 989 000

- **CatholicCare**

Assistance to people with long term disability who are ageing and / or may be dependant on an ageing carer.

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

Phone: ..... 4424 5600

- **Baptist Community Services**

Service Types:

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

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

Information and Referrals ..... 4428 9500

## **Personal Care**

- **Home Care Service of NSW (ADHC)**

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.

Referral and Assessment Centre : ..... 1300 881144

Aboriginal Branch: ..... 1800 837 999

- **Southern Cross**

Personal Care Program includes assistance with daily self-care tasks such as eating, bathing, toileting, dressing, grooming, 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.

Phone: ..... 1800 989 000

- **Baptist Community Services**

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.

Phone: ..... 4428 9500

- **CatholicCare**

Assistance to HACC clients though priority is given to people with a disability who may be dependant on an ageing Carer.

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

Phone: ..... 4424 5600

- **AllCare in home services**

Provides low level personal care, domestic, and in home respite services to the whole of the Shoalhaven.

Phone: ..... 4272 2622

## **Domestic Assistance**

- **KCCS Illawarra Domestic Assistance**

Provides 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.

Phone: ..... 4232 0475

- **Home Care Service of NSW (ADHC)**

Shoalhaven area covering from Berry to North Durras. Assistance 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.

Referral and Assessment Centre:.....1300 881 144

Aboriginal Branch: ..... 1800 837 999

- **Uniting Care**

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

Phone: ..... 4421 6400

- **Southern Cross**

Domestic Assistance Programs include assistance with general house cleaning, dishwashing, clothes washing, ironing, shopping, 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.

Phone: ..... 1800 989 000

- **CatholicCare**

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

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

Phone: ..... 4424 5600

- **Baptist Community Services**

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.

Phone: ..... 4428 9500

- **Warrigal Care Domestic Assistance**

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

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

Phone: ..... 4230 8109 or 4230 8110

- **AllCare in home services**

Provides low level personal care, domestic, and in home respite services to the whole of the Shoalhaven.

Phone: ..... 4272 2622

## **Home Modification / Maintenance**

- **Scope Access Home Modification & Maintenance**

Provides 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.

Phone: ..... 1300 765 887



- **KCCS Home Maintenance**

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.

Phone: ..... 4232 0475

- **CatholicCare**

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

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

Phone: ..... 4424 5600

### **Case Management and Brokerage**

- **Community Options Illawarra (Shoalhaven Programs)**

Community Options Case Managers provide Case Management advocacy and brokerage services to people of Frail Age or Younger People with Disabilities and their Carers, who have high or complex needs or those at risk of premature residential care.

Case Managers provide a comprehensive assessment of the client's needs and then create a care plan with the client/carers to provide for those needs.

There are also specific programs for case management for people with dementia and people from CALD backgrounds.

Nowra: ..... 4421 4234

Milton: ..... 4454 1701

- **Illaroo Cooperative**

#### **Aboriginal Corporation Community Options Project**

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

Phone / Fax: ..... 4428 9400 / 4428 9461

## **Food Services**

- **Food Services, Meals on Wheels**

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

Northern Shoalhaven Meals Cooperative Ltd, Berry to Basin View.

Phone: ..... 4422 5111

Southern Shoalhaven Meals Cooperative Ltd,  
Sussex Inlet to North Durras.

Phone: ..... 4455 2861

## **Transport**

- **Community Transport**

Shoalhaven Community Transport provides door to door transport to medical appointments, hospital , shopping, day respite, library visits, weekend outings and social activities. Priority is given to medical and hospital transport. (Medical to Sydney, Wollongong, Batemans Bay, Canberra).

Taxi Vouchers are available to frail older people and people with Disabilities (who cannot access the Government Taxi Scheme) for after hours transport. Vouchers can be used after 3.30pm Monday to Friday and all through Saturday and Sunday. A Travel Training Service is available which aims to teach people how to use public transport network . This is a free service (to eligible clients) please ring the office to find out more details.

Transport is provided in the whole of the Shoalhaven Local Government area. There are two branches of Community Transport, one in Nowra and one in Ulladulla. NB: We are not Community Transport Aid at Ulladulla.

Nowra: ..... 4423 6044

Ulladulla: ..... 4454 0840

Aboriginal Community Transport Coordinator: ..... 4423 6044

## **Social Support / Neighbour Aid**

- **Neighbour Aid Service / Social Support**

Neighbour Aid /Social Support has 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: ..... Ph: 4443 3434/Fax: 4443 3993

Nowra Neighbour Aid:..... Ph: 4421 5205/Fax: 4421 6872

Southern Shoalhaven: ..... 4455 2861

Social support dementia monitoring by Nowra Neighbour Aid and Central Shoalhaven is to provide monitoring for clients presenting with early stage dementia. This includes monitoring health and wellbeing, review and reassessment, monitoring medication and assistance with planning daily activities.

- **Illaroo Cooperative Aboriginal Corporation  
Neighbour Aid and Social Support Program**

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.

Phone: ..... 4428 9400

- **Interchange Shoalhaven**

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

Phone: .....4423 0255

- **Nowra Adult Day Centre**

Nowra Adult Day Centre has outreach centre based social support groups in Berry/Shoalhaven Heads areas (Fridays) as well as Culburra/Callala areas (Tuesdays). We have a social support group on Wednesdays at Holloway Road in South Nowra.

Phone: ..... 4421 0975

## **Respite Care Services**

Respite Care services give people who care for frail older people and people with disabilities a break or the opportunity to tend to other family responsibilities.

- **Home Care Service of NSW (ADHC)**

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, personal care and in home respite care which allows Carers to have a short break to attend to their own needs and other responsibilities.

Referral and Assessment Centre: ..... 1300 881 144

Aboriginal Branch Phone: ..... 1800 837 999

- **Interchange Shoalhaven**

Provides 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.

Phone: ..... 4423 0255

- **Illawarra Commonwealth Respite and Carelink Centre**

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

Free Call:..... 1800 052 222

- **Weja Aboriginal Home Care**

Weja Aboriginal Home Care - located in Dapto but covering the Shoalhaven and Ulladulla. Provides: 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.

Phone: ..... 1800 837 999

- **Nowra Adult Day Centre**

Outreach programs in Northern and Southern Shoalhaven  
Centre Based Adult Day Respite

Providing centre based day respite support and activities for older people, people with dementia and their Carers. Groups operate throughout the Shoalhaven Monday to Friday. Transport, morning tea and lunch are provided.

Phone: ..... 4421 0975

• **Bay and Basin Community Resources Inc.**

Provide a range of services:

**Centre Based Adult Day Respite** - There are a range of group activities which are held at various locations around the Shoalhaven and Illawarra regions. The groups offer older adults and people with dementia an opportunity to enjoy a day out and participate in a social group. Days of operation are Monday to Friday weekly transport; morning tea and lunch are provided for a small contribution.

**Mobile Services**

- **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.

Phone: ..... 4443 3434 or 4422 7422

**South Coast In-Home Respite** - Provides 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.

Phone: ..... 4443 3434 or 4422 7422

## **Carer Support Groups**

**Bay & Basin Carer Support Group:** is offering Carers some time out from their caring role.

The group is held monthly and provides facilitation by health professionals, held in a relaxed and friendly atmosphere, an opportunity to share and gain information, spend time with others who have shared similar experiences. The Care Support group operates on the last Thursday of every month from 1.00pm-3.00pm (Note: times may vary depending on the activity for the day.).

Phone: ..... 4443 7681 or 4443 3434

- **Milton Ulladulla Day Centre**

Milton: ..... 4454 9113

- **Magnolia Cottage Day Centre  
for 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.

Phone: ..... 4422 4161

- **Residential Respite and Information and Support for Carers**

Illawarra Carer Respite Centre: ..... 1800 052 222

Commonwealth Carelink Centre: ..... 1800 052 222

- **Ulladulla Respite Service**

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.

Phone: ..... 4455 5366

- **Southern Cross**

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.

Phone: ..... 1800 989 000

- **The Disability Trust**

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.

Phone: ..... 4428 9000

- **AllCare in home services**

Provides low level personal care, domestic, and in home respite services to the whole of the Shoalhaven

Phone: ..... 4272 2622

## **Dementia Support**

- **Dementia Advisor**

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

Phone: ..... 4464 6915

- **Nowra Adult Day Centre**

Provides day respite for people living with a memory loss, depending on the level of need. Groups operate Monday to Friday throughout the Shoalhaven. Transport, morning tea, lunch and activities are provided.

Phone: ..... 4421 0975

- Bay & Basin Community Resources Inc. Centre Based Adult Day Respite**

Gives older adults and people with dementia an opportunity to enjoy a day out and participate in a social group, days of operation are Tuesday to Friday each week Transport, morning tea and lunch are provided for a small contribution. The service is offered in the Central Shoalhaven.

Phone: ..... 4443 3434
- Milton Ulladulla Day Centre**

Milton: ..... 4454 9113
- Magnolia Cottage Day Centre for People Living with Dementia**

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.

Phone: ..... 4422 4161
- Ulladulla Respite Service**

Provides 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 afterhours group operates on the first and the third Wednesday of each month.

Phone: ..... 4455 5366

**Carer Support Groups**

- Nowra Adult Day Centre**

Nowra Adult Day Centre holds monthly support groups for people who are caring for someone who is frail aged or has a memory loss, these groups meet on the second Wednesday of the month at Culburra and the fourth Wednesday of the month at Holloway Road in South Nowra.

Phone: ..... 4421 0975



- **Bay and Basin Community Resources Inc. Carer Support Group**

Offers an opportunity for carers to share and gain information and a time to receive comfort and support from others who are in similar situations. The group operates on the last Thursday of every month and is facilitated by health professionals in a relaxed and friendly atmosphere. The service is provided in the Central Shoalhaven.

Phone: ..... 4443 3434

- **Ulladulla Carers Support Group.**

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.

Phone: ..... 4455 5366

### **Other Support Services**

- **Telecross Telephone Support- Australian Redcross**

A reassuring free daily telephone call made by volunteers each morning to check on the wellbeing of people who are at risk of an accident or illness.

Nowra: ..... 4423 0053

Ulladulla: ..... 4454 4125

- **Community Nursing and Health Centres**

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

Intake and Referral Centre: ..... 1300 792 755

Community Health Centres are located in:

Lawrence Ave, Nowra: ..... 44246300

Merriton St, St Georges Basin: ..... 4443 7646

Princes Highway, Ulladulla: ..... 4455 5366

Canal St, Culburra Beach: ..... 4447 2055  
Jacobs Dve, Sussex Inlet: ..... 4441 2373

- **“Your Time” Carer Counselling and Support**

“Your Time” provides support and counselling during times of stress. Provides information, support and advocacy to carers, assisting carers to plan ahead and understand the process of obtaining a service.

Carer support groups run from Nowra to Sussex Inlet

Counselling Anglicare: ..... 4423 1018  
Carer Support Worker: ..... 1800 052 222

- **Aged Care Assessment Team**

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.

Referral via Illawarra – Shoalhaven Local Health Network Access and Referral Centre:..... 1300 792 755

- **Occupational Therapist**

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.

Phone:..... 4423 9320

- **The Disability Trust Information & Community Worker**

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.

Phone:..... 4428 9000

**Aboriginal Services**

- **Shoalhaven Community Transport Service**

Service provision to the Aboriginal communities in the Shoalhaven LGA.

Phone:..... 4423 6044

- **Weja Home Care Service of NSW (ADHC) - Aboriginal Branch**

Community Options, Home Maintenance, Counselling, Advocacy and Social Support.

Phone:..... 1800 837 999

- **Illaroo Co-operative Aboriginal Corporation**

Illaroo Co-operative Aboriginal Corporation is located at Rose Mumbler Village Hostel, 55 Judith Drive, North Nowra.

Phone:..... 4428 9400

**ATSI Specific Community Options Project**

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

Phone:..... 4428 9400

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

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.

Phone: ..... 4428 9400

**CAPS and EACH Providers**

All contacts are made through the ACAT Team

Phone ..... 1300 792 755

Anglican Retirement Village Basin View..... CACP

Baptist Community Support Services .....EACH CACP

Bay & Basin Community Resources ..... CACP

Inasmuch ..... CACP

Illawarra Retirement Trust (IRT) Shoalhaven .....CACP, EACHP

Living Care Services for Seniors Clelland Lodge .....EACH CACP

Osborne Community Care.....EACH CACP

Illaroo Cooperative Aboriginal Corporation ..... CACP

Illawarra Retirement Village & Culburra District ..... CACP

Hammond Community Care..... CACP EACH, EACHP

Homecare Illawarra - South ..... CACP

Home Care Service of NSW (ADHC)..... CACP