

Home & Community Care

Shoalhaven



www.shoalhaven.nsw.gov.au

Shoalhaven
City Council

hacc
home and community care



**February
2015**

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

For more detailed contacts please use the electronic community directory <http://shoalhaven.nsw.gov.au/MyCommunity/Communitydirectory.aspx>

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 correct at time of printing, subject to change without notice

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Home and Community Care

(Commonwealth Home Support)

Eligibility:

The target group for the Commonwealth Home Support Programme will be:

- People aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander peoples) who need basic assistance with daily living to remain living independently at home; and
- The carers of the above.

Introducing My Aged Care

My Aged Care is a website and phone line to help you get clear and reliable information on aged care services.

By using My Aged Care, you will be able to find up-to-date information on aged care services in your local area, as well as information on how to be active and healthy.

You can access information on the user-friendly website – www.myagedcare.gov.au – 24 hours a day, seven days a week. Or you can call the My Aged Care phone line on 1800 200 422. This operates from 8am to 8pm, Monday to Friday and from 10am to 2pm on Saturdays, wherever you live in Australia.

When you call the My Aged Care phone line, you will be asked to provide some basic information about yourself, including your contact details. This will help My Aged Care to answer your questions or find the services you need. You may wish to contact a service yourself, or you can ask My Aged Care to refer you to a service.

If your first language is not English and you need assistance, My Aged Care can provide you with access to interpreter services and translated materials.

If you care for someone, My Aged Care will be able to direct you to carer support services in your area.

Home and Community Care Program (Commonwealth Home Support Program)

From 1 July 2015, the Australian Government will launch the Commonwealth Home Support Programme, which is central to the aged care reforms, and will support the development of an end-to-end aged care system.

The existing Commonwealth HACC Program, the National Respite for Carers Program, the Day Therapy Centres Program and potentially the Assistance with Care and Housing for the Aged Program, will be combined under a single streamlined Commonwealth Home Support Programme to provide basic maintenance, care, support and respite services for older people living in the community, and their carers.

Assessment Process

The assessment capability for the Commonwealth Home Support Programme will sit with My Aged Care. Assessment will be independent from service provision and will include the introduction of a screening and face-to-face assessment capability for entry to the Commonwealth Home Support Programme, which will be supported by a standardised national assessment tool and central electronic client record.

New Home Care Package Levels and Supplements

There will be four levels of Home Care Packages, including two new levels

- Home Care Level 1 – a new package to support people with basic care needs
- Home Care Level 2 – equivalent to the previous CACP
- Home Care Level 3 – a new package to support people with intermediate care needs
- Home Care Level 4 – equivalent to the previous EACH package.

Information Services

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.

Carer Information, Support & Advocacy

(02) 4295 5532

1800 052 222

My Aged Care

1800 200 422

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.

Multicultural Disability Advocacy Association of NSW (MDAA)

1800 629 072

MDAA aims to promote, protect and secure the rights and interests' of people from non-English speaking backgrounds with disability and their families and carers in NSW. MDAA Individual Advocates can support you to speak up for your rights when you have an issue. This includes problems with housing, immigration, health services, Centrelink, police, education, work, disability services or police. Referral need to come via IDEAS see above.

Shoalhaven Information & Advocacy (02) 4428 9002
(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. There is access to carer counselling.

Multi Service Outlet

Bay and Basin Community Resources

(02) 44433434 (02) 44227422

Australian Government Funded Home Support Services

Service Types:

- Domestic Assistance
- Respite
- Personal Care
- Home Maintenance
- Social Support
- Centre Based & Mobile Groups
- Carer Support Group
- Home Care Packages
- Short Break Cottage Occasions
- Community Visitors Scheme

BBCR's active ageing programs offer quality care within the comfort of the person's home, in social groups or out in the community. These services aim to meet individual needs and enable choice while maintaining quality standards of care by involving the person and their families/friends in the design and implementation of a personal outcome support plan.

Baptist Community Service

(02) 4480 7500

Service Types:

- Domestic Assistance
- EACHD
- Personal Care
- EACH
- COPS
- 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.

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.

Home Care Service of NSW (ADHC)

Referral and Assessment Centre (RAC)

1300 881144

Main Office

(02) 4422 2400

Programs consist of:

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

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.

KinCare

1300 733 510

Service types

- Domestic Assistance
- Personal Care
- Social Support
- In-home Respite
- Home Care Packages Levels 1 – 4

KinCare also can provide assistance on a fee for service basis

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.

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

Baptist Community Services

(02) 4480 7500

Baptist Community Services offers Case Management and Brokerage Service to clients. 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.

Community Gateway (Shoalhaven Programs)

Nowra

(02) 4428 7300

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.

Northcott Individual and Family Support (Formerly Illawarra Case Management)

(02) 4256 7600

Provides case management to people with a disability (0 – 64years), their families/carers who live in the Shoalhaven, Wollongong, Kiama, and Shellharbour local government areas requiring goal focused support and assistance to temporarily coordinate services and link them with ongoing mainstream and specialist services and supports where required.

Carer Support Groups

Bay and Basin Community Resources Inc.

(02) 4443 3434

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

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

Shoalhaven Self Advocacy Group

1800 029 904

Supports people to increase their skills, knowledge and confidence so they can speak up for themselves. The group meets on the 1st Saturday of each month free lunch provided. Guest speakers, share information, social outings and activities.

Sussex Inlet Carer Drop In

1800 052 222

Open to carers in any situation meet for information, support and a chat. 1st Friday of the month, 10am – 12 noon, Neighbourhood Centre, 161 Jacobs Drive Sussex Inlet.

Shoalhaven Carers of People with Renal Disease

Counsellor

1300 792 755

The Carer Program has a confidential, 'mobile' counselling service which aims to 'care for the carer'.

Referral: Self

Fee: Nil

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) 4422 9583

Advisor, Educator and Carer Support worker for those caring for people with dementia/memory loss. Covers the whole Shoalhaven.

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.

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, Tuesday, 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.

Milton Ulladulla Day Centre (02) 4454 9113

Multicultural Communities Council of Illawarra Inc
(02) 4229 7566

Provide culturally appropriate dementia care for culturally and linguistically diverse people diagnosed with mild to moderate dementia in the Shoalhaven. Referrals are accepted from anyone in the community including health professionals and health care workers. Transport to and from the centre if required, morning tea and a culturally appropriate meal, respite for carers. Person centered care, social activities and games, gentle exercises, outings. Held at Magnolia Cottage in North Nowra on Thursdays.

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.

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.

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

Baptist Community Services (02) 4480 7500

Baptist Community Services offers domestic assistance to clients in their homes. Coordinators assess for all clients both on initial entry and then with ongoing reviews. The service offers clients a consistent, reliable service with regular staff and direct access to Coordinators.

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.

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.

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.

KinCare

1300 733 510

KinCare's domestic assistance services are designed to provide individuals with help with light house work assistance to avoid injury through completing household tasks that are physically difficult or unsafe to complete themselves.

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.

The Disability Trust

(02) 4428 9000

A specialist care service for people with disabilities. We provide individually tailored service delivery on a casual or permanent basis. Respite and in home care services include, In Home Respite, Flexible Respite, Community Access, Personal Care, and Domestic Assistance.

Uniting Care Community Care Direct **1800 486 484**

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

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.

Exercise/Falls Prevention

Forever Young **1300 085 181**

A community based, gentle exercise program. Specially designed for over 65's, the exercise program makes it easy to get moving at a pace that's just right for you. Designed by qualified physiotherapists, each class begins with a gentle tai chi warm-up followed by a range of enjoyable exercises all set to music you will love. You can work at your own pace and rest any time you want. Over the 10 weeks of the program, you'll develop your fitness, strength, flexibility and balance. Forever Young is delivered by Feros Care with Commonwealth Government support (HACC).

Strong Foundations Falls Prevention **1300 085 181**

Keep moving, stay strong and reduce your risk of falls. Strong Foundations has been specially designed to help reduce the risk of falls, giving you more confidence to get on with everyday life.

Delivered by Feros Care with Commonwealth Government HACC support, Strong Foundations focuses on teaching you strategies to keep you strong and active. This helps prevent falls so you can keep living the way you want. We begin by doing a full assessment at your home and listening to your lifestyle needs. A fully qualified physiotherapist and occupational therapist will then tailor a program specifically for you.

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,

Sussex Inlet to North Durras

(02) 4455 2861

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

Home Modification / Maintenance

BBCR Home Maintenance Program

(02) 44437 681

The service provides assistance to over 65's living in the Bay & Basin area (incl surrounding villages), offering a friendly helping hand with a range of small maintenance tasks and garden clean ups around the home. Assistance can be offered on an ongoing basis or for a one-off job only (small service fee applies).

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.

Illawarra in Home Support - Home Maintenance

(02) 4232 0475

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

Scope Access Home Modification and OT 1300 765 887 Yard and Home Maintenance

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.

Personal Care

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.

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.

KinCare

1300 733 510

KinCare's personal care services are designed to provide individuals with the support required to maintain their independence at home through assistance with personal care and hygiene.

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.

The Disability Trust

(02) 4428 9000

A specialist care service for people with disabilities. We provide individually tailored service delivery on a casual or permanent basis. Respite and in home care services include: In Home Respite, Flexible Respite, community Access, Personal Care, Domestic Assistance.

Respite Day Centre Services

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 includes social outings for people who are socially isolated one day a week. The bus picks up from homes to enjoy a scenic drive and luncheon/or morning, afternoon tea. Cost is a small contribution that 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 is a small contribution for the service that 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.

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.

Milton Ulladulla Day Centre**(02) 4454 9113****Multicultural Communities Council of Illawarra Inc****(02) 4229 7566**

Provide culturally appropriate dementia care for culturally and linguistically diverse people diagnosed with mild to moderate dementia in the Shoalhaven. Referrals are accepted from anyone in the community including health professionals and health care workers. Transport to and from the centre if required, morning tea and a culturally appropriate meal, respite for carers. Person centered care, social activities and games, gentle exercises, outings. Held at Magnolia Cottage in North Nowra on Thursdays.

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 Monday to Friday 10am to 2pm 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.

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 of each month.

Respite Service in Home

Illawarra Commonwealth Carer 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.

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.

KinCare

1300 733 510

KinCare's respite care services are designed to provide families with time to manage their other responsibilities while ensuring their loved one receives the care they deserve.

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.

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 care recipient. Respite services include the tasks and duties that would normally be provided by the carer in that time frame. There is no charge for this service.

The Disability Trust

(02) 4428 9000

A specialist care service for people with disabilities. We provide individually tailored service delivery on a casual or permanent basis. Respite and in home care services include: In home respite, flexible respite, community access, personal care, domestic assistance.

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 Central 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. Social support affiliated with Southern Shoalhaven Meals on Wheels encompasses 3 fortnightly social groups, 3 special interest groups which meet monthly, home visits and accompanied outings. These services are provided for eligible frail aged people, younger people with a disability and their carers.

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.

KinCare's social support services provide assistance in meeting the needs of individuals for social contact and accompaniment through, one on one contact, small tailored group outings, and technology.

Telehealth

Telehealth Integratedliving Staying Strong 1300 782 896

Offer remote monitoring of a person's vital health signs and symptoms in their own home through the use of technology. Monitoring plans are developed in consultation with your General Practitioner and other health professionals depending on your health needs/diagnosis. Available to individuals living at home who have history of falls, obesity or underweight, chronic disease management, ability to use Telehealth equipment or carer support and strong internet connections.

Transport

Shoalhaven Community Transport Services

Nowra (02) 4423 6044

Ulladulla (02) 4454 0840

Aboriginal Community Transport Coordinator (02) 4423 6044

Shoalhaven Community Transport Service provides door to door transport to people living independently within the Shoalhaven area who are frail aged or have a disability, their carers, and people who are transport-disadvantaged.

Transport is delivered by trained, caring volunteers to medical appointments, hospitals, shopping trips, day respite, library visits, weekend outings and social activities, in modern, well maintained vehicles. Priority is given to medical and hospital transport.

Transport is also provided to other areas including Sydney, Wollongong, Batemans Bay and Canberra. Contribution fees apply.

Taxi Vouchers offer another form of subsidised transport for eligible clients.

A Travel Training Service is available, free to eligible clients, which aims to help people use the public transport network.

For further information, please contact the office nearest you.

Other Support Services

Aged Care Assessment Team

1300 792 755

Referral is 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 an aged care facility. Also provides approvals for permanent and respite residential care, and home care packages.

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.

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.

Illawarra Shoalhaven Local Health District Carer

Program Counselling

1300 792 755

The ISLHD Carer Program provides support, information; referral, advocacy and associated services to assist carers who may be family members or friends of a person eligible for HACC funded services. The program has a confidential, 'mobile' counselling service which aims to 'care for the carer' and which covers the Illawarra and Shoalhaven.

Referral: Self

Fee: Free

Shoalhaven Carers of People with Renal Disease

Counsellor

1300 792 755

The ISLHD Carer Program provides support, information; referral, advocacy and associated services to assist carers who may be family members or friends of a person eligible for HACC funded services. The program has a confidential, 'mobile' counselling service which aims to 'care for the carer' and which covers the Illawarra and Shoalhaven.

Referral: Self

Fee: Free

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.

Telecross Telephone Support- Australian Red Cross

Nowra (02) 4428 4900

1800 621 433

A reassuring free daily telephone call each morning to check on the wellbeing of people who live alone, have a disability, or are frail or medically at risk. This service offers support every day of the year to maintain independence and security within their home environment. Calls are available between 8.00am and 9.00am each morning, or as required by the person, 7 days per week.

'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

Providers of Home Care Packages

Name	Home Care level 1	Home Care level 2	Home Care level 3	Home Care level 4	
Anglican Retirement Village Basin		x			(02) 4443 6914
Baptist Community Services		x		x	(02) 4480 7500
Bay & Basin Community Resources		x			(02) 4443 3434
Hammond Community Care		x		x	1300 879 112
Home Care Service		x			(02) 4422 2400
Inasmuch		x			(02) 4441 1666
Illawarra Retirement Trust IRT Shoalhaven		x		x	(02) 4475 3355
Illawarra Retirement Trust Culburra & District		x		x	(02) 4447 2588
Rose Mumbler Illaroo Cooperative Aboriginal Corporation		x			(02) 4428 9400
Living Care Home Care Services Clelland Lodge		x		x	(02) 4424 5267
Uniting Care Osborne Community Care		x		x	(02) 4421 6400

