

Service and Support Directory

(To assist individuals in situations of Hoarding and/ or Squalor)

for Councils in the

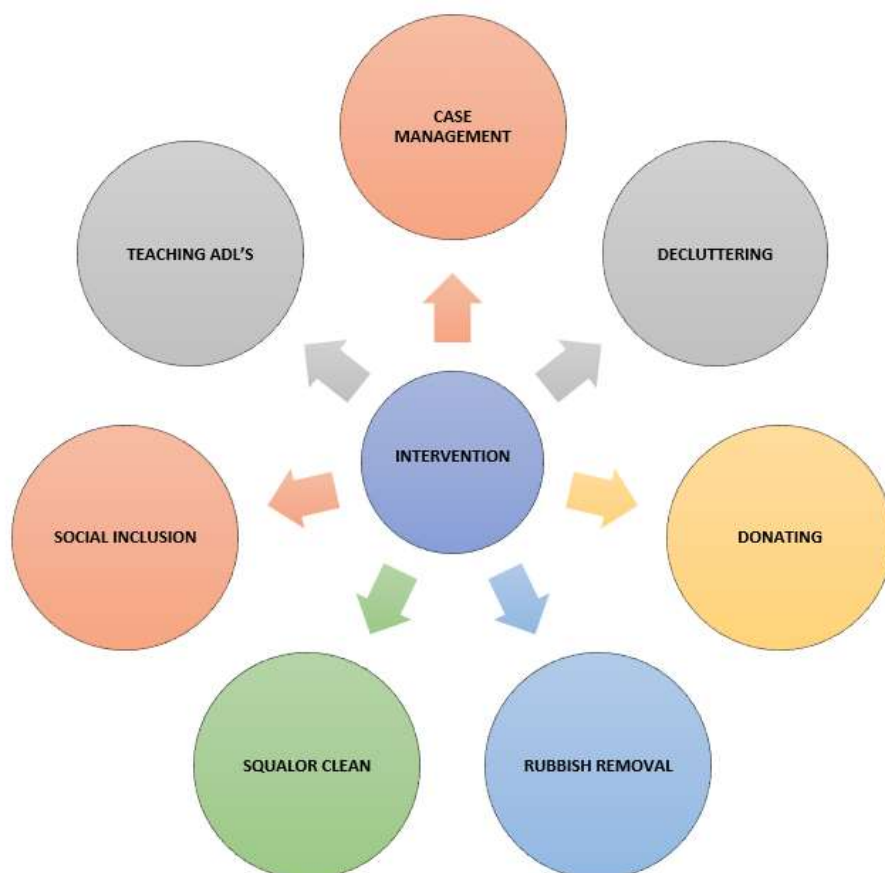
ORANA REGION



Councils within the Orana Region

- Wentworth Shire Council
- Warrumbungle Shire Council
- Warren Shire Council
- Walgett Shire Council
- Central Darling Shire Council
- Coonamble Shire Council
- Cobar Shire Council
- Balranald Shire Council
- Broken Hill City Council
- Bourke Shire Council
- Narromine Shire Council
- Mid-Western Regional Council
- Gilgandra Shire Council
- Dubbo Regional Council
- Carrathool Shire Council

To assist individuals holistically, comprehensively and provide an opportunity to succeed, a variety of supports are required.



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Acronyms

CHSP	Commonwealth Home Support Program
NDIS	National Disability Insurance Scheme
HCP	Home Care Packages
MAC	My Aged Care
ACAT	Aged Care Assessment Team
RAS	Regional Assessment Service
ACH	Assistance with Care and Housing
DA	Domestic Assistance
SS	Social Support
ADL	Activities of Daily Living

CASE MANAGEMENT

- Case management is a collaborative process of assessment, planning, implementation, coordination, facilitation and advocacy for options and services required to meet an individual's holistic (health and human service) needs

Provider	Support/Assistance	Contact Details
HammondCare, HammondAtHome, Far West NSW	<ul style="list-style-type: none"> • Case management • HCP provider 	1800 826 166
Annecto, Orana Far West region	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	1800 200 422
Australian Unity Home Care Services, Orana Far West region	<ul style="list-style-type: none"> • Case management • HCP provider 	1300 282 608
LiveBetter, Far West region	<ul style="list-style-type: none"> • Case management • HCP provider 	8082 9000
Southern Cross Care, Far West region	<ul style="list-style-type: none"> • Case management • HCP provider 	1800 870 426
Community Care Services, Mildura & district	<ul style="list-style-type: none"> • Case management • HCP provider 	5018 7301
The Benevolent Society Disability Services, Orana Far West region	<ul style="list-style-type: none"> • (Case management • NDIS coordination support 	1800 236 762
Mid-Western Regional Council, Mudgee LGA	<ul style="list-style-type: none"> • Case management • CHSP funded 	1300 765 002
Wenonah Community Care Multi-Service Outlet, Mudgee & Gulgong areas	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	6374 2088
RSL LifeCare, ADA Cottage, Mudgee region	<ul style="list-style-type: none"> • Case management • HCP provider 	6379 4709
United Protestant Association of NSW, Western region	<ul style="list-style-type: none"> • Domestic assistance • CHSP funded • HCP provider 	5852 4700

DECLUTTERING:

- To remove clutter from a room, an area, etc
- Working through the process of letting go of items, to be able to use spaces of the home (and around the property) for it's intended purpose

Provider	Support/Assistance	Contact Details
Annecto, Orana Far West region	<ul style="list-style-type: none"> • Domestic assistance • HCP provider • CHSP funded 	9314 0988
Australian Unity Home Care Services, Orana Far West region	<ul style="list-style-type: none"> • Domestic assistance • HCP provider 	1300 282 608
LiveBetter, Far West region	<ul style="list-style-type: none"> • Domestic assistance • HCP provider 	8082 9000
Southern Cross Care, Far West region	<ul style="list-style-type: none"> • Domestic assistance • HCP provider 	1800 870 426
Wenonah Community Care Multi-Service Outlet, Mudgee & Gulgong areas	<ul style="list-style-type: none"> • Domestic assistance • HCP provider • CHSP funded 	6374 2088
Trip Support Services	<ul style="list-style-type: none"> • Domestic assistance 	5022 7778
Dubbo Area Nursing Service, Dubbo LGA	<ul style="list-style-type: none"> • Domestic assistance • NDIS supported service 	6885 6407
Mid-Western Regional Council, LGA	<ul style="list-style-type: none"> • Domestic assistance • CHSP funded 	1300 765 002
United Protestant Association of NSW, Western region	<ul style="list-style-type: none"> • Domestic assistance • CHSP funded • HCP provider 	1800 200 422

RUBBISH REMOVAL

Provider	Contact Details
Rubbish Removals, Wentworth	0480 271 533
Jim's Rubbish removal	1300 857 408
JR Richards & Sons, Skip bin	1300 579 278
Mudgee-Gulgong Mini Skips & Services	
Cleanaway Dubbo Solid Waste Services	5304 0350

SQUALOR CLEAN

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675)
Australian Forensic Cleaning	1300 246 429

DONATIONS

Provider	Support/Assistance	Contact Details
St Vincent De Paul Society	<ul style="list-style-type: none"> • Clothing • Support services • Food parcels • Financial assistance 	13 18 12
Emmanuel Care Centre, Dubbo LGA	<ul style="list-style-type: none"> • Utility bill assistance 	6882 6755
The Salvation Army Community Services	<ul style="list-style-type: none"> • Support services • Blankets • Food vouchers 	1300 371 288
Emmanuel Care Centre, Dubbo LGA	<ul style="list-style-type: none"> • Food parcels • Utility bill assistance 	6882 6755
BaptistCare Community Centre, Dubbo LGA	<ul style="list-style-type: none"> • Food parcels 	5804 7352
Centacare	<ul style="list-style-type: none"> • Financial assistance 	6817 9000
Murrawarri Local Aboriginal Land Council, Bourke LGA	<ul style="list-style-type: none"> • (Bushfood produces 	6874 7888
Bishop Fox Memorial Centre, Broken Hill & surrounding government areas	<ul style="list-style-type: none"> • Low-cost community meals 	8088 6860

SOCIAL INCLUSION:

- Social inclusion is the act of making all groups of people within a society feel valued and important.

Provider	Support/Assistance	Contact Details
Annecto, Orana Far West region	<ul style="list-style-type: none"> • Home visitor program • HCP provider • CHSP funded 	9314 0988
Australian Unity Home Care Services, Orana Far West region	<ul style="list-style-type: none"> • Appointment transport assistance • Home visits • Group social outings • HCP provider 	1300 282 608
LiveBetter, Far West region	<ul style="list-style-type: none"> • Day programs • Active participation group • HCP provider 	8082 9000
Southern Cross Care, Far West region	<ul style="list-style-type: none"> • Visiting service • Transport services • HCP provider 	1800 870 426

Wenonah Community Care Multi-Service Outlet, Mudgee & Gulgong areas	<ul style="list-style-type: none"> • Home visitor program • HCP provider • CHSP funded 	6374 2088
Trip Support Services	<ul style="list-style-type: none"> • (Social support groups 	5022 7778
Mid-Western Regional Council, LGA	<ul style="list-style-type: none"> • Recreation services • Community transport • CHSP funded 	1300 765 002
United Protestant Association of NSW, Western region	<ul style="list-style-type: none"> • Centre-based day care • CHSP funded • HCP provider 	5852 4700

ACTIVITIES OF DAILY LIVING (ADL's)

- Activities of daily living (ADLs), as the name implies, are activities necessary for maintaining an independent lifestyle with a high quality of life.

What are the activities of daily living?

Functional mobility:	To move about freely and safely.
Feeding	To feed oneself
Personal hygiene:	To manage aspects of personal hygiene, such as bathing, grooming, dressing, and brushing teeth.
Home maintenance:	To manage tasks around the home such as taking out the rubbish, cleaning the kitchen, cleaning the bathroom, vacuuming/mopping, making sure food in the fridge and pantry is current, watering plants.
Managing medications:	assistance may be required in getting prescriptions, keeping medications up to date and taking medications on time and in the right dosages.
Managing finances:	managing assistance with bank balances, cheque books and paying bills on time
Communicating with others:	managing the household's phone and mail, making the home hospitable and welcome for visitors.

Companionship and mental support:	this is important as it reflects on the help that may be needed to keep a person in a positive frame of mind.
Safety procedure and emergency responses:	in the event of an emergency, a well-planned emergency procedure should be designed; as well as emergency contacts known in case of any events.

How can the teaching of ADL's be done through regular support services?

Functional mobility:	<p>Identifying if the individual can navigate their hallways free of clutter and get assistive devices such as walkers through doorways; a few changes might be necessary such as doorway modifications and ramps; removing floor runners and rugs helps eliminate potential tripping hazards.</p> <p>Assisting a client to develop and implement a personal organizing plan, including categories for discarded items. Include a list of tasks and a plan for where to keep objects and papers. Preparation includes assembling materials needed for filing and storing items.</p> <p>Take a photo of the area before starting the declutter. Ask yourself questions about each item, such as 'Have I used this in the last year? Is this something to give away or trash?' Refer to your photo and celebrate your victories.</p> <p>Break big tasks into smaller tasks (bathroom-> 1 drawer)</p> <p>Set a calendar to follow and start with small time increments (10-15 minutes); limit any distractions (phone, TV, radio); take a break when your timer goes off and then repeat while increasing the amount of time</p> <p>Know your options by locating a recycling centre, donation locations, donation centres that will pick items up, rubbish removal days</p>
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Feeding:	<p>Meal preparation and clean-up. Services that offer DA can support a person in preparing and enjoying their meals. Whether they have dietary needs, need inspiration with meal plans, or would just like help with their cooking and clean-up. Social support is also provided for those who would like support during grocery shopping, unpacking of groceries, and company while cooking something. This is important for seniors to ensure they are receiving the appropriate nutrients to support their health all wellbeing.</p> <p>Meals on Wheels is an option for those who are unable to prepare their own meals. The organisation specializes in meal delivery for people aged over 65, as well as CHSP clients, HCP clients, NDIS clients and full fee-paying clients.</p> <p>Kindly reminding clients of food safety and cross contamination; and how their health can be affected if cross contamination of certain foods occur.</p>
Personal Hygiene:	<p>Services may include oral care, toileting, grooming, showering, dressing, and undressing, and general mobility. A care worker may be able to assist with personal care needs with complete respect for a person’s privacy and dignity.</p> <p>Assistance can include getting in and out of bed, managing continence and providing assistance using continence aids and appliances.</p> <p>Providing easier clothing/shoes for the individual to wear if you notice it has become increasingly difficult for them to undress. Solutions could include pants/shorts with elastic waistbands, shoes with Velcro fasteners rather than laces.</p> <p>Implementing home strategies for a person to shower without fear of falling or slipping, such as grab bars, non-slip floor mats or a shower chair. If a person still feels uneasy with these installations, then a care worker is able to provide assistance with showering.</p>
Home maintenance:	Support is there for clients who need assistance with anything from putting a load of laundry in the washing

	<p>machine, to folding clothes, making their bed, sweeping the front paths, vacuuming, mopping, wiping kitchen benches, cleaning toilets, and watering their plants. A care worker can work with the client to show them how it can be done, or can help assist with simple tasks such as setting up the vacuum cleaner, how to empty the vacuum cleaner once its full, filling and emptying a mop bucket after each use, washing all the towels/cleaning cloths after use etc.</p> <p>Being able to provide clients with different options on how to pack washing away, by either hanging their clothes with clothes hangers, or folding them away.</p> <p>Working with a client to organize their kitchen cupboards/pantry into categories, such as keeping plates together, cutlery together, cups etc. Cleaning the fridge/freezer and pantry and checking for current dates.</p>
<p>Managing medications:</p>	<p>Transport can be arranged through an organisation to assist with a client to access pharmacies to pick up their medication.</p>
<p>Managing finances:</p>	<p>A case manager can assist the individual to sort through and organize any bills, categorized by paid, unpaid and/or overdue.</p> <p>Suggestions for storing the bills such as in a folder or filing cabinet can be arranged with the individual.</p>
<p>Communicating with others:</p>	<p>Communication is fundamental to human interaction. Care workers can assist individuals in managing their calendar and appointments, and sharing family updates by post, technology or replying to messages</p> <p>Keeping a large calendar with clearly marked dates and appointment times can create a greater sense of control and order.</p> <p>Teaching an individual how to use technology such as zoom and searching internet links and YouTube videos</p>

<p>Companionship and mental health support:</p>	<p>Communication impairment can alienate people from their regular activities, and relationships can lead to withdrawal, isolation, and depression.</p> <p>Care plans can be created with individuals to support their social interaction and communication. It is important to understand why a person is experiencing difficulty in communicating and try and lessen the effects.</p> <p>This could include finding out what a person's interests are and linking them to social groups within the community.</p> <p>Suggesting ways for a person to express their feelings, such as drawing or keeping journal entries, or meditating as a form of stress relief.</p>
<p>Safety procedure and emergency responses:</p>	<p>Fitting medical alert systems in case of emergency when there is a communication barrier</p> <p>Hearing impaired phones and hearing aids can help a person remain independent while ensuring their safety is protected.</p> <p>Going through a fire escape route with an individual so they become familiar of it in case of emergency. If an individual has a lot of items in the home, working with the individual to ensure their safety is the top priority is extremely important. Devising a plan with the individual to create clear pathways so there is a clutter free entry and exit in the home would be recommended.</p>

Mental Health Care Plan

What is it?

A mental health care plan is a support plan for someone who is going through mental health issues. If a doctor agrees that you need additional support, you and the doctor will make the plan together.

A mental health care plan might include:

- A referral to an expert, like a psychologist
- The types of mental health care that can support you
- Other strategies to improve and maintain your mental health

If you have a mental health care plan, the Government will pay some or all of the cost of up to ten sessions with a mental health expert in a year. You can get that through the Medicare rebate.

Who do I contact for a Mental Health Care Plan?

This needs to be done by your GP (general practitioner). When you book an appointment with your doctor tell them you want to talk about a mental health care plan.

Then, at the appointment, talk to your doctor about what’s been going on. It helps to be as open and honest as possible. Your doctor might ask you to fill out a questionnaire about how you’ve been feeling to work out the best support for you. Your doctor will then refer you to a psychologist that they know of, or you can find your own.

Types of support you may be able to get include:

- One on one sessions with a psychologist
- Group psychologist sessions
- Sessions with a social worker or another allied health practitioner

Extra support can empower you to make big changes to how you feel and cope. Speaking to someone can give you the opportunity to find strategies to work through your concerns and manage them better (Headspace, 2018).

Mental Health Support

Provider	Contact Details
Dareton Primary & Community Health Service	03 5021 7200
Rural Financial Counselling Service, Buronga	1800 319 458
Sunraysia Residential Services, Mildura <ul style="list-style-type: none"> • Child, youth & family programs 	03 5022 1741
Balranald Community Health Centre	03 5021 7200

Sureway Health Support, Balranald, Tooleybuc, Coonamble, Nyngan, Walgett, Narromine	1300 787 392
Headspace, Broken Hill	02 9393 9699
Maari Ma Health Aboriginal Corporation, Broken Hill	08 8082 9777
Tooleybuc Community Health Centre	1800 800 944
Broken Hill Base Hospital & Health Service	1800 011 511
Barham Multi-Purpose Service	03 5451 1000
Maari Ma Health Aboriginal Corporation, Wilcannia	08 8091 5122
Broken Hill Juvenile Justice Community Services (under 18y/o)	08 8080 2800
Dubbo Community Mental Health Services, Coonamble, Trangie Outreach	02 6881 4000
Pilliga Community Health Centre	02 6795 0400
Interrelate Family Centre, Walgett	1300 473 528
Gidget House, Dubbo <ul style="list-style-type: none"> • Perinatal counselling 	1300 851 758
Thiyama-li Family Violence Service, Walgett <ul style="list-style-type: none"> • Counselling 	02 6828 3143
Brewarrina Aboriginal Medical Service (AMS)	02 6839 3333
Dubbo Regional Aboriginal Health Services	02 6884 7502
Dubbo Primary & Community Health Centre	02 5853 2500
Marathon Health, Dubbo	02 6826 5200
Lives Lived Well, Dubbo	1300 596 366
Gidget House, Queanbeyan <ul style="list-style-type: none"> • Perinatal counselling 	02 9460 1550