

# Service and Support Directory

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

**for Councils in the**

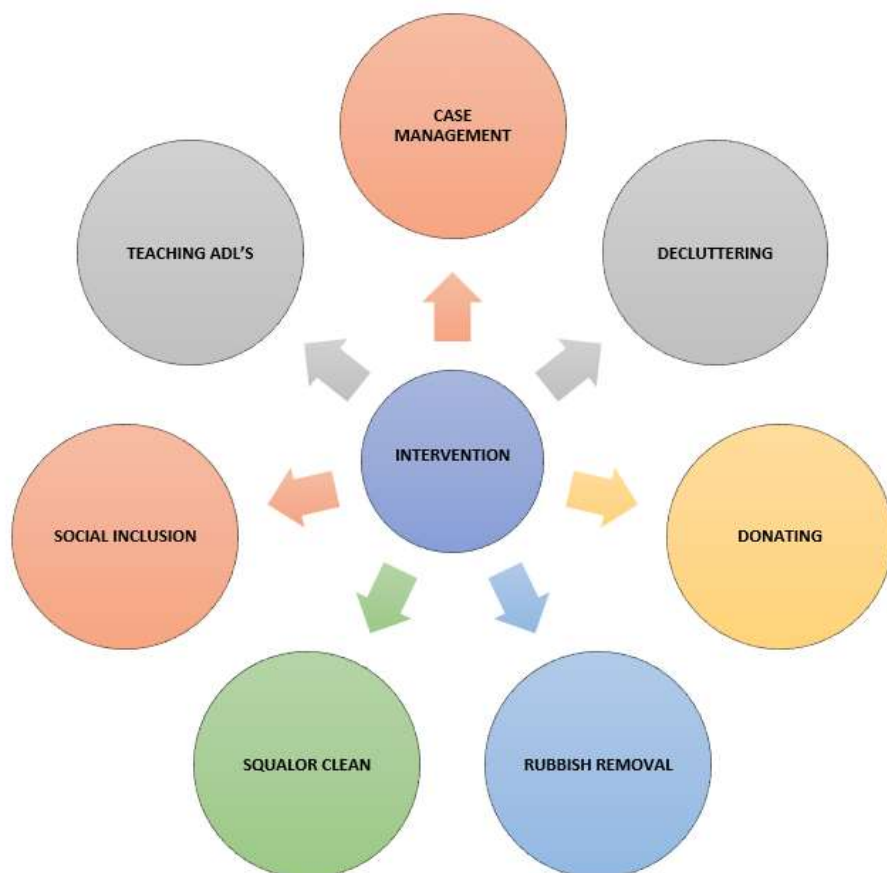
# WESTERN SYDNEY REGION



## Councils within the Western Sydney Region

- The Hills Shire Council
- Penrith City Council
- City of Parramatta Council
- Blacktown City Council
- Cumberland City 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
Adventist Development & Relief Agency (ADRA) Community Centre	Case management	9622 7188
St Hedwig Village, Home care	Case management support HCP provider	02 9831 4744
Wesley Mission, Blacktown	Case management HCP provider NDIS supported provider	02 8887 4800
Sydwest Multicultural Services, Blacktown, Penrith, Rouse Hill	Case management HCP provider NDIS supported provider	02 9621 6633
OSAN Ability Assist	NDIS Support Coordination Case Management NDIS supported provider	1300 799 941
Gilgai Aboriginal Centre	NDIS support Coordination Case Management NDIS supported provider	02 9832 3825
Our Lady of Consolation Aged Care & Services	Case management HCP provider CHSP funded	9832 5400

### 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 its intended purpose

Provider	Support/Assistance	Contact Details
Wesley Mission, Blacktown	Domestic Assistance HCP provider NDIS supported provider	02 8887 4800

Sydney West Multicultural Services, Blacktown	Domestic Assistance HCP provider NDIS supported provider	02 9621 6633
Our Lady of Consolation Aged Care & Services	Home and garden assistance HCP provider CHSP funded	9832 5400
HammondCare At Home Western Sydney	Domestic Assistance Assistance with Care and Housing HCP provider NDIS Supported provider	1800 826 166
Baptist Care Western Sydney/Nepean)	Domestic Assistance HCP Provider CHSP funded	8804 4700
Care Connect, Sydney	Domestic Assistance CHSP funded	1800 116 166
Pearl Home Care Sydney Outer West	Domestic Assistance and house maintenance HCP provider	8004 7137
The Salvation Army	Domestic Assistance HSP Provider CHSP provider NDIS supported provider Self-Funding services	1300 111 227
Anglicare Home Care, Baulkham Hills	Domestic Assistance HCP provider CHSP provider Private services available Short-Term Restorative Care support	0419 640 381
Life Without Barriers, Western Sydney	Domestic Assistance CHSP funded	02 4726 9800
Sydney West Multicultural Services	Domestic Assistance CHSP funded NDIS supported provider	9625 0455
Hills Community Care	Domestic Assistance CHSP funded	02 9761 7600
Bolton Clarke, Parramatta	Domestic Assistance CHSP funded HCP provider	1300 665 444
Southern Cross Community Healthcare	Domestic assistance CHSP funded HCP Provider NDIS supported provider	1800 989 000

### DONATION SERVICES

Provider	Support/Assistance	Contact Details
Adventist Development & Relief Agency (ADRA) Community Centre, Blacktown	Food parcels	9622 7188
St Vincent De Paul Society, Western Sydney	Food parcels Energy Account Payment Assistance (EAPA) vouchers Telstra Vouchers Interest-free loans Material support	1800 606 724
Mission Australia	Food Parcels Food vouchers	1800 669 064
One meal, Blacktown	Community meals	info@onemeal.org.au
Adventist Development & Relief Agency Community Centre	Food parcels	9622 7188
Karabi Community & Development Services	Food vouchers Petrol vouchers Utility and Telstra bill assistance Medication payment assistance	9631 7055
C3Cares	Community dinners Food hampers	9631 0144

### RUBBISH REMOVAL:

Provider	Contact Details
Paul's Rubbish Removal, Western Sydney	0407 125 125
Leading Edge Maintenance and Service Waste Removal, Western Sydney	1800 230992
Polyform PTY LTD, Western Sydney	0404 360 835
Crackers Clearout PTY LTD, Western Sydney	0467 648 122
1300 Rubbish Removal	1300 782 247
ABC Rubbish Removal Western Sydney	1300 264 935
Extra Cheap Rubbish Removal	0411 015 282
Solutions Junk & Rubbish Removal Sydney	1800 531 720
All Gone Rubbish Removal	0477 656 666
Rob's Rubbish Removal	0451 874 101
Attack Rubbish Removal	0419 227 477

### SQUALOR CLEAN:

Provider	Contact Details
Sweep Cleaning, Western Sydney	0433 174 925
BM Spick and Span PTY LTD, Western Sydney	0478 042 107
Crime Scene Cleaning Services, Western Sydney	1800 994 911
Fast Sale Detailing, Western Sydney	8294 5633
Clean All Group, Western Sydney	1300 736 756
Stulos Cleaning Services, Western Sydney	0433 465 159
Polyform PTY LTD, Western Sydney	0404 360 835
1300Rubbish, Western Sydney	1300 782 247
Kamakan Forensic Cleaning Services, Western Sydney	1800 994 911
National Trauma & Crime Scene Cleaning	0488 007 675

### 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
Sydney West Multicultural Services, Blacktown	Social support groups HCP provider NDIS supported provider	02 9621 6633
Our Lady of Consolation Aged Care & Services	Day wellness programs Social outings Luncheons HCP provider CHSP funded	9832 5400
Blacktown City Council	Seniors events and activities in surrounding areas Seniors clubs and contacts	02 9839 6000 blacktown.nsw.gov.au
Permaculture Group, Sydney West	Monthly film showings Library and living skill workshops	9890 1975

High Street Library Community Hub	Social and recreational craft, exercise and educational groups	9642 1596
Canterbury Bankstown Library & Knowledge Centres	Monthly book club Knitting groups	9707 9737
Anglicare	Day outings Exercise Interest groups	1300 111 27

### 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-&gt; 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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<p>Feeding:</p>	<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>
<p>Personal Hygiene:</p>	<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>

<p>Home maintenance:</p>	<p>Support is there for clients who need assistance with anything from putting a load of laundry in the washing 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
Associated Counsellors & Psychologists, Bella Vista, Baulkham Hills	02 8820 0717
Australian Childhood Foundation, Baulkham Hills <ul style="list-style-type: none"> <li>• Counselling clinic</li> </ul>	1300 381 581
Bridges Counselling, Oatlands <ul style="list-style-type: none"> <li>• Family and relationship counselling</li> </ul>	02 9683 1444
Harman Foundation, Stanhope Gardens	0430 158 911
Headspace, Castle Hill	02 9393 9800
Hillsong Health Centre, Norwest	02 8846 4663
Interrelate Family Centre, Bella Vista	02 8882 7850
Learning Links, Bella Vista	02 8525 8260
Life Supports, Rouse Hill, Bella Vista	1300 735 030
Odyssey House NSW, Western Sydney Community Services, Baulkham Hills	1800 397 739
Salvation Army Headfirst, (12-25y/o), Castle Hill	02 8820 9995
The Hills Community Health Centre, Castle Hill	1800 200 422
Trauma Counselling, Baulkham Hills	1300 381 581
Blacktown Community Health Centre	1800 600 681
Blacktown Community Health Centre: Complex, Aged & Chronic Care Psychosocial Service (CHSP)	1800 200 422
Blacktown & Mount Druitt Hospital, Blacktown Campus	02 9881 8000
Blacktown Women's & Girl's Health centre	02 9831 2070
Connections Western Sydney Helpline	1300 096 273
Greater Western Aboriginal Health Service, Mount Druitt	02 9836 7300
Marrin Weejali Aboriginal Corporation	02 9628 3031
Odyssey House NSW, Blacktown	1800 397 739
Salvation Army Headfirst, (12-25y/o), Mount Druitt	02 8881 2500
Western Sydney Drug & Alcohol Services Blacktown	02 8670 0200
Western Sydney Clinical Psychology Services, Cumberland	02 9840 3000
Arab Council Australia, Fairfield East	02 9709 4333
Baptist Care Counselling & Family Services, Penrith	1300 275 227

Breakthru, Penrith	1800 767 212
Headspace, Penrith	1800 477 626
Life Supports, Penrith	1300 735 030
Lemongrove Community Health Centre, Penrith	02 4732 4800
MyHealth Penrith	02 9188 0751
Penrith Community Health Centre	02 4732 9400
Uniting Counselling & Mediation, Penrith	02 4325 9666