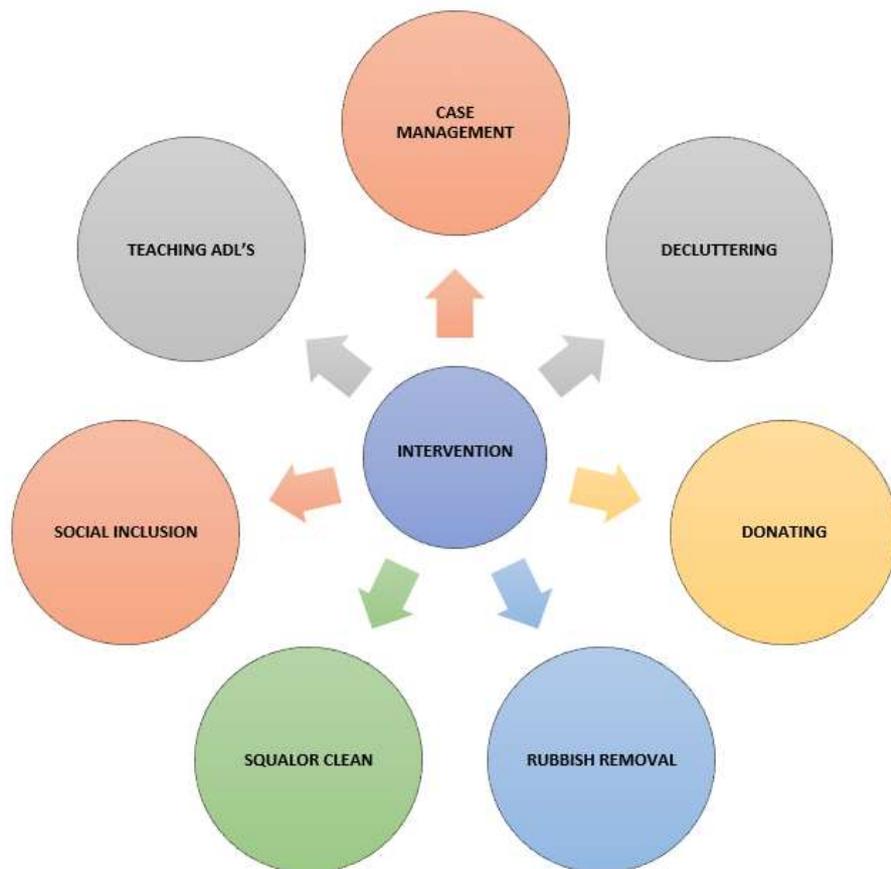




## Councils within the Central Coast Region

- Lake Macquarie City Council
- Central Coast 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
Catholic Healthcare	<ul style="list-style-type: none"> <li>• Case Management</li> <li>• CHSP funded</li> <li>• Home Care Packages</li> <li>• Private Services</li> </ul>	1800 225 474
Sue Mann's Nursing and Community Care, Erina	Case management CHSP funded NDIS supported service	4365 3200
Living Made Easy, Central Coast	Case management HCP provider	02 4346 4080
Just Better Care Central Coast	Case management HCP provider	02 4331 0200
Australian Unity Home Care Services, Central Coast	Case management HCP provider CHSP funded	1300 160 170
Hammond Care, HammondAtHome, Central Coast	Case management HCP provider	1800 826 166
Relative Care Home Support Services, Central Coast	Case management HCP provider	4339 7446
Adssi In-home Support, Wyong area	Case management HCP provider	1300 578 478
Coast Community Connections, Ageing & disability Services, Community Options, Gosford area	Case management HCP provider	4343 1888
Home Instead Senior Care, Central Coast	Case management HCP provider	4342 3477
Wesley Mission Community Support Services, Tuggerah & Surrounding areas	Case management HCP provider	4352 3880
Uniting, Central Coast Home & Community Care, Central Coast local government area	Case management HCP provider CHSP funded	1800 864 846
The Benevolent Society Disability Services, Gosford	Case management NDIS coordination support	1800 236 762

### 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
Living Made Easy, Central Coast Private	Domestic Assistance HCP provider	02 4346 4080
Australian Unity Home Care Services, Central Coast	Domestic Assistance HCP provider CHSP funded	1300 160 170
Adssi In-home Support, Wyong area	Domestic Assistance HCP provider	1300 578 478
Home Instead Senior Care, Central Coast	Domestic Assistance HCP provider	4342 3477
Uniting, Central Coast Home & Community Care, Central Coast local government area	Domestic assistance HCP provider CHSP funded	1800 864 846
New Horizons Enterprises, Central Coast Branch	Domestic assistance NDIS coordination support	4311 1444
Sue Mann's Nursing and Community Care, Erina	Domestic assistance CHSP funded NDIS supported service	4365 3200
Woy Woy Peninsula Neighbourhood Service	Domestic Assistance Volunteer funded	4341 8837
Southern Cross Care, Central Coast	Domestic Assistance HCP provider CHSP funded	1800 870 427
Integrated living Australia, Woy Woy	Domestic assistance CHSP funded	1300 782 896

### DONATION SERVICES

Provider	Support/Assistance	Contact Details
Salvation Army Community Services Centre, Central Coast	Clothing Food parcels Eftpos vouchers Clothing Furniture	1300 371 288
Coast Shelter Community Centre, Central Coast	Free restaurant meal	4325 3540
Samaritans Foundation,	Emergency Relief Clothing Food parcels	0437 585 001

	Food vouchers Bill assistance	
Bateau Bay Neighbourhood Centre, Bateau Bay & surrounding areas	Low-cost food items Clothing	4332 7450
Toukley Neighbourhood Centre, Central Coast Council area	Clothing Food parcels Laundry services	4396 1555
The Father's Table, Central Coast Council area	Lunch Dinner Clothing Food parcels	0406 947 767

### RUBBISH REMOVAL:

Provider	Contact Details
Hoarder Clean up, Central Coast	0416 898 507
ACE clearout services, Hoarding and Squalor Clean, Central Coast	0416 206 429
Central Coast Skips	4342 4729
Kerbside Collection, Central Coast Council	1300 126 278
Central Coast Rubbish Removal	0428 026 877
Tip Fast Rubbish Removal, Skip Bin Hire, Gosford	4339 1752

### SQUALOR CLEAN:

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675
Cleansleep, Central Coast	1800 557 868
ACE clear out services, Hoarding and Squalor Clean, Central Coast	0416 206 429
Biohazard, Central Coast	1300 246 429

### 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
Catholic Healthcare		
Australian Unity Home Care Services, Central Coast	Social support Social company Shopping & transport services HCP provider	1300 160 170

	CHSP funded	
Adssi In-home Support, Wyong area	Community social support HCP provider	1300 578 478
Home Instead Senior Care, Central Coast	Social support companionship services HCP provider	4342 3477
Wesley Mission Community Support Services, Tuggerah & Surrounding areas	Outreach visiting support service HCP provider	4352 3880
Uniting, Central Coast Home & Community Care, Central Coast local government area	Health Living for Seniors social program HCP provider CHSP funded	1800 864 846
New Horizons Enterprises, Central Coast Branch	Social and community support programs NDIS coordination support	4311 1444
Southern Cross Care, Central Coast	Social and community support HCP provider CHSP funded	1800 870 427
Central Coast Local Health District, Health Promotion Unit	Active lifestyle support	4320 9700
Little Bay Coast Centre for Seniors	Creative activities and programs Fitness groups Walking groups	9311 4886
Just Better Care Central Coast	Social and Lifestyle Services HCP provider NDIS supported	02 4331 0200
Coastlink, Central Coast	Day programs Community and social supports CHSP funded NDIS supported	4321 1022

### 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:	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.
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	<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>
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>

<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>
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### 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
Psychological Health & Wellbeing Services, Belmont	02 4037 5811
Nikinpa Aboriginal Child & Family Centre, Toronto	02 4979 2400
Gateway Care, Pelican	0408 951 155
Northlakes Youth Counselling Service, Edgeworth	02 4965 8198
Walkabout Barber, Warners Bay	02 4956 5192
Awabakal Medical Centre, Cardiff	1300 174 908
Woodrising Neighbourhood Centre	02 4950 5108
Thrive Psychology, Newcastle	1300 575 652
Headspace, Cessnock	02 4993 3450
Samaritans Information & Neighbourhood Centre, Cessnock	02 4993 3455
Cessnock District Health Service	02 4991 0555
Headspace, Maitland	02 4931 1000
Recovery Station, Maitland	1300 588 851
Associated Counsellors & Psychologists, Erina	02 8004 5170
Woy Woy Family Practice	02 4343 9600
CoastCare Counselling, Kincumber, the Peninsula & Bateau Bay	0416 736 467
Child & Family Health, Gosford	02 4328 7900
Central Coast Community Women's Health Centre, Woy Woy	02 4342 5905
Life Supports, Avalon Beach	1300 735 030