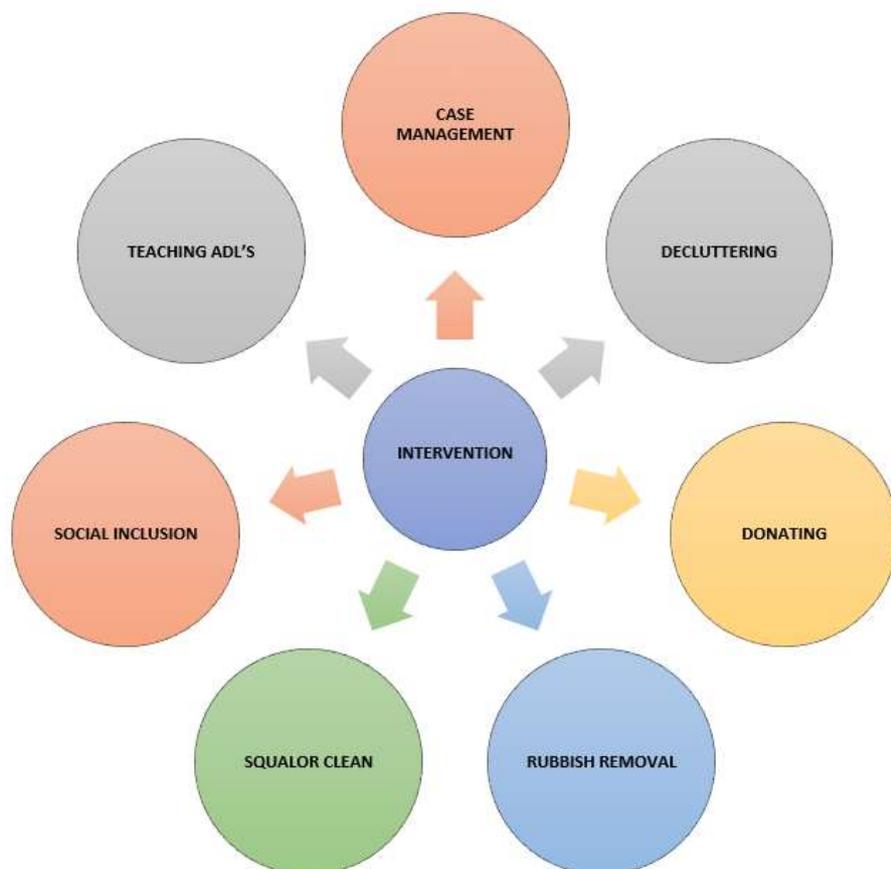


Councils within the Far North Coast Region

- Tweed Shire Council
- Lismore City Council
- Clarence Valley Council
- Byron Shire Council
- Kyogle Council
- Ballina Shire Council

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



Contents:

1. Case Management	page 3
2. Decluttering	page 4
3. Donation Services	page 5
4. Rubbish Removal	page 7
5. Squalor Clean	page 7
6. Social Inclusion	page 8
7. Activities of Daily Living	page 9
8. Mental Health	page 14

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

<u>Provider</u>	<u>Support/ Assistance</u>	<u>Contact Details</u>
Clarence Valley Council, Grafton	<ul style="list-style-type: none"> • Case management • NDIS supported service 	6643 0200
Whiddon, Community Care <ul style="list-style-type: none"> • Grafton • Kygole • Lismore • Casino 	<ul style="list-style-type: none"> • Case management • NDIS supported service • HCP provider • CHSP funded 	1300 738 388)
CRANES Community Support Programs Grafton	<ul style="list-style-type: none"> • Case management • CHSP funded • HCP provider 	6642 7257
St Andrew's Care, Ballina	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	6620 5800
Choice, Passion & Life (CPL) Ballina	<ul style="list-style-type: none"> • Case management • HCP provider 	1800 941 069
Ballina Community Care	<ul style="list-style-type: none"> • Case Management • HCP provider 	1300 738 388
Crowley Community Care, Ballina	<ul style="list-style-type: none"> • Case Management • HCP provider 	1300 139 099
Australian Unity Home & Disability Services Northern Rivers Region	<ul style="list-style-type: none"> • Case management • HCP provider 	1300 294 528
HammondCare, HammondAtHome <ul style="list-style-type: none"> • Kyogle • Surrounds 	<ul style="list-style-type: none"> • Case Management • HCP provider • Private Home Care services 	1800 826 166

Care Connect, Far North Coast Region	<ul style="list-style-type: none"> • Case management • HCP provider 	3867 2200
United Protestant Association of NSW (UPA), Home care Services, North Coast	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	6628 5559
Uniting, Home & Community Care, Yamba, Grafton & Clarence areas	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	1800 864 846
Home Care Assistance North Coast	<ul style="list-style-type: none"> • Case management • HCP provider 	6646 3527
Wesley Mission, Clarence Valley & surrounding areas	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	1800 021 821

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, Clarence Valley & surrounding areas	<ul style="list-style-type: none"> • Domestic assistance • Lawn & garden maintenance • HCP provider • CHSP funded 	1800 021 821
PAC (Presbyterian Aged Care) New England Home Care Services	<ul style="list-style-type: none"> • Domestic Assistance • CHSP funded 	1800 722 679
Tenterfield Total Care	<ul style="list-style-type: none"> • Domestic Assistance • HCP provider • NDIS provider 	6736 4947
Declutterbug <ul style="list-style-type: none"> • New England region 		0488 454 344
Regain Organiser		0447 894 200

<ul style="list-style-type: none"> • Tamworth 		
The Co-operative Life, New England	<ul style="list-style-type: none"> • Domestic Assistance • NDIS supported 	1300 494 117
New England Care	<ul style="list-style-type: none"> • Domestic assistance & Home help • HCP provider • Provider of Department of Veterans Affairs Community Nursing Services • Commonwealth Carelink & Respite Provider 	0429 322 701
GoCo Gunnedah <ul style="list-style-type: none"> • Narrabri and surrounds 	<ul style="list-style-type: none"> • Domestic assistance • CHSP funded 	02 6740 2240
Home Nursing Group <ul style="list-style-type: none"> • Taree • Armidale • Tamworth 	<ul style="list-style-type: none"> • Domestic assistance • HCP provider • CHSP funded 	1300 698 693
KinCare	<ul style="list-style-type: none"> • Domestic Assistance • CHSP funded • HCP provider • Private funding service options 	1300 971 821
The Co-operative Life, New England	<ul style="list-style-type: none"> • Domestic Assistance • NDIS Support Coordination • Personal Care Services 	1300 494 117

DONATION SERVICES

Provider	Support/Assistance	Contact details
Riverside Care, Grafton and surrounding	<ul style="list-style-type: none"> • Food parcels • Vouchers • Clothing • Furniture • Pharmaceutical bill assistance 	6643 3361
Yamba Presbyterian Church	<ul style="list-style-type: none"> • Food donations • Clothing 	6646 9960

St Vincent De Paul, Far North Coast region	<ul style="list-style-type: none"> • Food parcels • Food vouchers • Clothing • Household goods • Financial assistance for bills 	6645 2752
Pottsville Beach Neighbourhood Centre	<ul style="list-style-type: none"> • Clothing • Furniture 	6676 4555
LifeHouse Care, Crisis Care	<ul style="list-style-type: none"> • Vouchers • Clothing • Household goods 	6652 3116
Lismore Seventh Day Adventist Church	<ul style="list-style-type: none"> • Food • Clothing 	6624 1248
Salving Army Community Services, Far North Coast Region	<ul style="list-style-type: none"> • Clothing • Blankets • Food vouchers • Food parcels • Petrol vouchers • Furniture • Financial assistance for household bills 	1300 371 288
LIFECare 24, Ballina and surrounding area's	<ul style="list-style-type: none"> • Clothing • Food vouchers • Fuel vouchers • Pharmaceutical prescriptions • Must hold Health Care Card or Pensioner Concession Card 	6681 6122
Liberation Larder, Byron bay & Surrounding areas	<ul style="list-style-type: none"> • Food parcels • Emergency meals 	0435 879 778
<ul style="list-style-type: none"> • Agape Outreach 	<ul style="list-style-type: none"> • Clothing • Blankets • Toiletries 	0414 693 670

RUBBISH REMOVAL:

Provider	Contact Details
All Aces Cleaning and Restoration, Far North Coast - Hoarding and squalor specific	1800 001 010
Jim's Rubbish removal	1300 993 534
Grafton Waste Transfer and Recycling Facility	6643 4069
Grafton Skip Hire	0418 660 408
JR Richards & Sons	6441 0700
David Stone Rubbish Removal, Lennox head and surrounding	0401 338 551
Cleanaway Lismore	13 13 39
Rubbish Removal Byron Bay	0411 113 300
Scottys skips	0412 198 287

SQUALOR CLEAN:

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675
A Hoarder's Nightmare, Far North Coast	0401 906 337
The Domestic Genie, Far North Coast	0429 300 478
All Aces Cleaning and Restoration, Far North Coast - Hoarding and squalor specific services	1800 001 010
Biohazard Trauma & Crime Scene Cleaning, Far North Coast region	1300 246 429
Australian Forensic Cleaning, Far North Coast region	1300 246 429
The Bio Cleaning Co, Far North Coast Region - Hoarding and squalor specific services	0414 480 558

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
Australian Unity Home & Disability Services, Northern Rivers Region	<ul style="list-style-type: none"> • Social support • Home visits • One-on-one outings • HCP provider 	1300 294 528
CRANES Community Support Programs, Grafton	<ul style="list-style-type: none"> • Aboriginal Elders community groups • CHSP funded • HCP provider 	6642 7257
Choice, Passion & Life (CPL), Ballina	<ul style="list-style-type: none"> • Creative Arts Program • Getting out into the community' program • HCP provider 	1800 941 069
Uniting, Home & Community Care, Yamba, Grafton & Clarence areas	<ul style="list-style-type: none"> • Centre-based activity programs • Recreation and exercise programs • HCP provider • CHSP funded 	1800 864 846
Wesley Mission, Clarence Valley & surrounding areas	<ul style="list-style-type: none"> • Social Support program • HCP provider • CHSP funded 	1800 021 821
The New School of Arts Neighbourhood House, Grafton	<ul style="list-style-type: none"> • Free community lunch 	6640 3800
Whiddon, Far North Coast region	<ul style="list-style-type: none"> • Creative Clubs • Social groups • CHSP funded • HCP provider • NDIS supported provider 	1300 738 388

Feros Care, Far North Coast Region	<ul style="list-style-type: none"> • Group Exercise program • In person and virtual • Funded by Department of Health 	1300 763 583
Cuppa Connections, Ballina	<ul style="list-style-type: none"> • 	0409 840 677
Aged Connectors Support group, Lismore	<ul style="list-style-type: none"> • CHSP funded 	6622 0309

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
Headspace, Tweed Heads	07 5589 8700
Tweed Heads Community Health Centre	07 5506 7540
Life Supports, South Tweed Heads	1300 735 030
Bugalwena Aboriginal Health Service, Tweed Heads	07 5506 7540
Headspace, Grafton	02 6642 1520
Maclean Community Health Centre	02 6640 0123
Grafton Community Health Aruma (child & family counselling)	02 6641 8702
The Grafton Wellbeing Centre	02 6643 3466
Kyogle Multi-Purpose Service Community Health Service	02 6630 0400
McKid Medical, Kyogle	02 6632 1253
Open Arms – Veterans & Families Counselling, Lismore	1800 011 046
Headspace, Lismore	02 6625 0200
Bulgarr Ngaru Medical Aboriginal Corporation, Casino Clinic	02 6662 3514
Ballina Community Health Centre	02 6620 6200
Bullinah Aboriginal Health Service, Mental Health Clinic	02 6681 5644