

# Service and Support Directory

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

**for Councils in the**

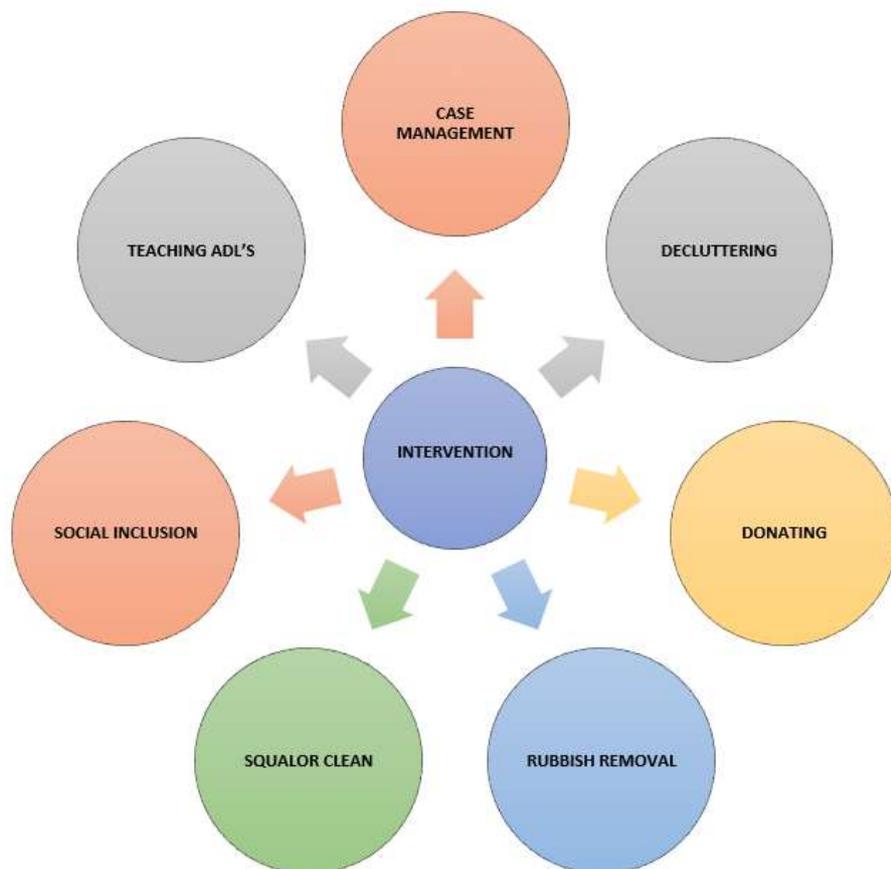
# HUNTER REGION



## Councils within the Hunter Region

- Upper Hunter Shire Council
- Singleton Council
- Port Stephens Council
- Muswellbrook Shire Council
- Maitland City Council
- Dungog 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
Catholic Healthcare, Community Services, Hunter	Case management HCP provider CHSP funded	1800 225 474
Integratedliving Australia, Hunter region	Case management HCP provider	1300 782 896
Ourcare Services, Singleton	Case management HCP provider CHSP funded	6571 2300
Subee Newlake, Thornton	Case management NDIS coordination support	4966 8399
Maitland Community Care Services, Maitland local government area	Case management HCP provider CHSP funded	4932 5755
Hunter Valley Community Mental Health Service, Hunter Valley Region	Case management	1800 011 511
Stride, Maitland City Council & surrounding areas	Case management NDIS coordination support	4831 1700
Australian Unity Home Care Services, Hunter Metro Region	Case management HCP provider CHSP funded	1300 160 170
RFBI Care at Home, Lower Hunter region	Case management HCP provider	1300 848 096
Hunter Community Services, Aged Services, Newcastle, Maitland & Cessnock local government areas	Case management HCP provider CHSP funded	02 4937 4555
Mercy Services, Cameron Park area	Case management HCP provider CHSP funded	02 4962 6680
Southern Cross Care (NSW & ACT), Hunter New England	Case management HCP provider	1800 632 314
ConnectAbility Australia, Senior Solutions, Newcastle, Lake Macquarie & Port	Case management HCP provider CHSP funded	Warabrook- 02 4962 1000

Stephens local government area		
Dungog & District NeighborCare, Dungog local government area	Case management CHSP funded NDIS coordination support	02 4992 3348
TransCare, Hunter Shire Council & Muswellbrook Shire Council	Case management HCP provider	02 6545 3113
HammondCare, HammondAtHome, Upper Hunter, Muswellbrook & Singleton local government areas	Case management HCP provider	1800 826 166
Merton Living, Home care, Denman	Case management HCP provider	02 6547 2684
BaptistCare Community Centre, Hunter region	Case management HCP provider	4032 4810
Anglican Care, Home support Programs, Hunter region	Case management HCP provider	02 4958 0000
Adssi In-Home Support, Wyong area	Case management HCP provider	1300 578 478
Unites Protestant Association of NSW (UPA), Newcastle, Lake Macquarie & Maitland local government areas	Case management HCP provider	4965 2200
The Whiddon Group, Redhead Community Care, Cessnock, Lake Macquarie, Maitland & Newcastle local government areas	Case management HCP provider	1300 738 388
Presbyterian Aged Care NSW/ACT, Hunter Home Care, Hunter region	Case management HCP provider CHSP funded	1800 722 679
Awabakal Aged Care Services, Hunter region	Case management HCP provider	1300 174 908
Care For You at Home, Newcastle & Port Stephens local government area	Case management HCP provider CHSP funded	02 4981 4404

### 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
Ourcare Services, Singleton	Domestic assistance HCP provider CHSP funded	6571 2300
Subee Newlake, Thornton	Domestic assistance NDIS coordination support	4966 8399
Maitland Community Care Services, Maitland local government area	Domestic assistance HCP provider CHSP funded	4932 5755
Australian Unity Home Care Services, Hunter Metro Region	Domestic assistance HCP provider CHSP funded	1300 160 170
Hunter Community Services, Aged Services, Newcastle, Maitland & Cessnock local government areas	Domestic assistance HCP provider CHSP funded	02 4937 4555
Mercy Services, Cameron Park area	HCP provider CHSP funded	02 4962 6680
ConnectAbility Australia, Senior Solutions, Newcastle, Lake Macquarie & Port Stephens local government area	Domestic assistance HCP provider	02 4962 1000
Dungog & District NeighborCare, Dungog local government area	Domestic assistance CHSP funded  NDIS coordination support	02 4992 3348
TransCare, Hunter Shire Council & Muswellbrook Shire Council	Domestic assistance HCP provider	02 6545 3113
Adssi In-Home Support, Wyong area	(HCP provider	1300 578 478
Presbyterian Aged Care NSW/ACT, Hunter Home Care, Hunter region	Domestic assistance HCP provider CHSP funded	1800 722 679
Awabakal Aged Care Services, Hunter region	Domestic assistance HCP provider	1300 174 908

### RUBBISH REMOVAL

Provider	Contact Details
Abate Rubbish Removal, Waste Removal, Hunter Region	0412 510 111
Saving Time, Hoarding and squalor clean & rubbish removal	1300 640 177
Rock on cleaning, Hoarding & Squalor clean, Hunter region	0415 841 194
Newcastle Cleaners, Squalor clean, Rubbish removal, Newcastle region	0475 798 564
Newcastle Rubbish Removal Service	0407 794 796
1800 All Juno Rubbish Removal, Newcastle	1800 255 586
Hunter Valley Rubbish Removals	0402 341 298
Morriset Skip Bins,	0416 150 805
All Terrain Skips, Newcastle region	0434 249 620

### SQUALOR CLEAN

Provider	Contact Details
Stainaway, cleaning services, Hunter region	0414 319 583
Cromwell Cleaning Services, Hunter region	4967 6896
Saving Time, Hoarding and squalor clean & rubbish removal	1300 640 177
Australian Forensic Cleaning, Hunter region	1300 246 429
Rock on cleaning, Hoarding & Squalor clean, Hunter region	0415 841 194
Houseproud Cleaning, Hunter region	1300 880 198
Newcastle Cleaners, Squalor clean, Newcastle region	0475 798 564

### DONATIONS

Scone Neighbourhood Resource Centre, Scone	Food parcels	6545 2562
Upper Hunter Community Services, Muswellbrook region	Food parcels Bill assistance Telstra vouchers	6542 3555
Muswellbrook Neighbourhood Service, Muswellbrook & upper Hunter Shire LGA	Food parcels Bill and utility bill assistance Pharmaceutical expense support	6542 3555

St Vincent de Paul Centre, Hunter region	Food vouchers Clothing Vouchers Furniture	6543 2659
St Albans Ministry Centre, Muswellbrook region	Food parcels	6543 3592
The Salvation Army, Hunter region	Clothing Food parcels Food vouchers	13 72 58
Singleton Neighbourhood Centre	Clothing Food parcels, Telstra vouchers Utility bill assistance	6571 2499
Samaritans Foundation, Toronto region	Clothing Food Parcels Food vouchers	4959 7857
Wesley Mission Hub Newcastle	Food vouchers Petrol vouchers Utility bill vouchers Pharmaceutical bill assistance	4915 3600
Soul Café, Newcastle	Breakfast and Lunch community meals	4926 1758
Newcastle Elderly Citizens Centre, Newcastle local government area	Low coast lunch	4926 2324
Brown Sisters, Newcastle & surrounding areas	Food vouchers	4963 1193
Tomaree Neighbourhood Centre Port Stephens local region	Food parcels Food vouchers Utility bill assistance	4984 6220

#### 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
Integratedliving Australia, Hunter region	Social support program HCP provider	1300 782 896
Ourcare Services, Singleton	Men's social group Better Living Program Individual social support HCP provider CHSP funded	6571 2300

Maitland Community Care Services, Maitland local government area	Social outings Home visits Assisted shopping HCP provider CHSP funded	4932 5755
Australian Unity Home Care Services, Hunter Metro Region	Visitors program Assisted shopping HCP provider CHSP funded	1300 160 170
Hunter Community Services, Aged Services, Newcastle, Maitland & Cessnock local government areas	Social outings Recreational activities HCP provider CHSP funded	02 4937 4555
Mercy Services, Cameron Park area	Home visitor program Group outings HCP provider CHSP funded	02 4962 6680
ConnectAbility Australia, Senior Solutions, Newcastle, Lake Macquarie & Port Stephens local government area	Visitor program Group social supports HCP provider	02 4962 1000
Dungog & District NeighborCare, Dungog local government area	Peer support group CHSP funded NDIS coordination support	02 4992 3348
TransCare, Hunter Shire Council & Muswellbrook Shire Council	Social activities Social companionship HCP provider	02 6545 3113
BaptistCare Community Centre, Hunter region	Art groups Community drop in space HCP provider	4032 4810
Whiddon, Kelso Community Care, Bathurst, Dubbo & Orange local government area	Community visitor program HCP provider NDIS coordination support	1300 738 388
Presbyterian Aged Care NSW/ACT, Hunter Home Care, Hunter region	Social outings Shopping assistance HCP provider CHSP funded	1800 722 679

### **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
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	<p>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>
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</p>

	<p>together, cutlery together, cups etc. Cleaning the fridge/freezer and pantry and checking for current dates.</p>
Managing medications:	<p>Transport can be arranged through an organisation to assist with a client to access pharmacies to pick up their medication.</p>
Managing finances:	<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>
Communicating with others:	<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>
Companionship and mental health support:	<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
Awabakal Medical Centre, Raymond Terrace	1300 174 908
Raymond Terrace Community Health Centre, Hunter Valley Mental Health Service	1800 011 511
Tilligerry Medical Practice, Tanilba Bay	02 4982 4988
Nelson Plaza Clinic, Nelson Bay	02 4981 2555
Uniting Counselling & Mediation Service, Newcastle	02 4925 6000
Oasis Solutions, Newcastle West	0488 120 745
ProCare, Waratah	02 4960 1523
Headspace, Newcastle	02 4929 4201
Open Arms, Newcastle <ul style="list-style-type: none"> <li>• Counselling for war veterans</li> </ul>	1800 011 046
Heal for Life Foundation, Broadmeadow	1300 760 580
Wiyiliin Ta Aboriginal Child & Youth Counselling Service, (3-18y/o), Newcastle	02 4964 7110
Defence Community Organisation, Hunter	1800 624 608
Headspace, Maitland	02 4931 1000

Headspace, Cessnock	02 4993 3450
Dungog Shire Community Centre	02 4992 1133
Catholic Care Social Services, Maitland	02 4015 2800
Lifeline Hunter & Central Coast, Singleton	131 114
Mission Australia Gambling Counselling & Support Services Upper Hunter	02 6575 5314
Singleton District Health Service, Community Health Services	02 4931 2003
Upper Hunter Community Services, Muswellbrook	02 6542 3555
Drug & Alcohol Health Services, Muswellbrook	02 6543 2677