

Service and Support Directory

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

for Councils in the

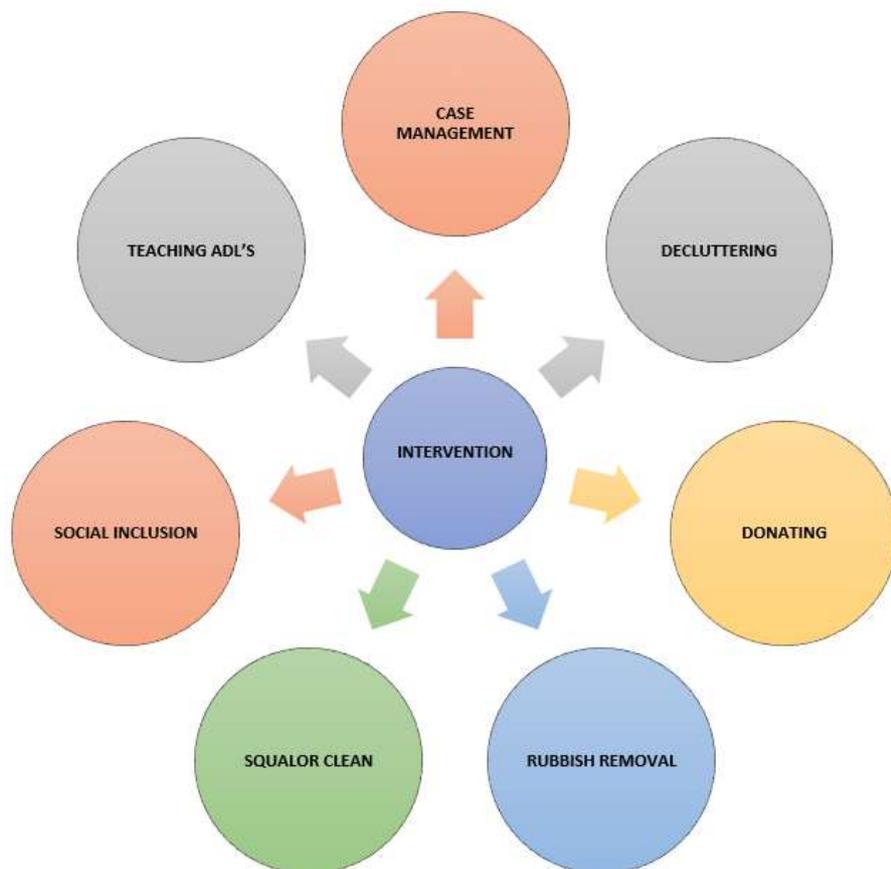
ILLAWARRA REGION



Councils within the Illawarra Region

- Shellharbour City Council
- Kiama Municipal Council
- Wollongong City Council
- Shoalhaven 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
HammondCare, HammondAtHome, Illawarra & Southern Highlands	Case management HCP provider	1800 826 166
Australian Unity Home & Disability Services, Illawarra	Case management HCP provider	1300 160 170
Warrigal, Illawarra region	(Case management CHSP funded HCP provider	1800 927 744
Anglicare, Wollongong	Case management	1300 651 728
Wollongong Emergency Family house, Illawarra Shoalhaven district	Case management Support to stay in home	02 4228 0955
Just Better Care, Illawarra & Southern Highlands	Case management HCP provider NDIS services	02 4298 4666
Southern Cross Care (NSW & ACT), Illawarra Shoalhaven	Case management CHSP funded HCP provider	1800 961 447
Community Gateway, Shoalhaven, Kiama, Shellharbour & Wollongong local government areas	Case management CHSP funded HCP provider NDIS supported	1300 657 473
Aruma, Southern Region, Lake Illawarra Hub	Case management NDIS supported	1300 538 746
Bay & Basin Community Resources (BBCR), Shoalhaven local government area	Case management HCP provider CHSP funded	1300 222 748 02 4443 3434
IRT, Shoalhaven Central Community Services, Shoalhaven Central local government area	Case management HCP provider CHSP funded	1800 024 915
Inasmuch Retirement Village, Shoalhaven local government area	Case management HCP provider	4441 1666
Community Gateway, Nowra & surrounding areas	Case management CHSP funded	1300 657 473

Uniting, Home & Community Care, Shoalhaven	Case management HCP provider	1800 864 846
Simply Helping Illawarra	Case management HCP provider	5381 2076

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
Bay & Basin Community Resources (BBCR), Shoalhaven local government area	Domestic assistance HCP provider CHSP funded	1300 222 748
Australian Unity Home & Disability Services, Illawarra	Domestic Assistance HCP provider	1300 160 170
Warrigal, Illawarra region	Domestic assistance CHSP funded HCP provider	1800 927 744
Just Better Care, Illawarra & Southern Highlands	Domestic assistance HCP provider NDIS services	02 4298 4666
Southern Cross Care (NSW & ACT), Illawarra Shoalhaven	Domestic assistance CHSP funded HCP provider	1800 961 447
Community Gateway, Shoalhaven, Kiama, Shellharbour & Wollongong local government areas	Domestic assistance CHSP funded HCP provider NDIS supported	1300 657 473
IRT, Shoalhaven Central Community Services, Shoalhaven Central local government area	Domestic assistance HCP provider CHSP funded	1800 024 915
Community Gateway, Nowra & surrounding areas)	Domestic assistance CHSP funded	1300 657 473

Uniting, Home & Community Care, Shoalhaven	Domestic assistance HCP provider	1800 864 846
Simply Helping Illawarra	Domestic Assistance HCP provider	5381 2076

DONATION SERVICES

The Salvation Army, Illawarra region	Clothing Food parcels	1300 371 288
Anglicare, Wollongong & Shoalhaven local government area	Utility bill assistance Rental arrears Interest-free loans	8624 8600
All Saints Community Care, Nowra & Shoalhaven local government area	Good parcels Utility bill assistance	4423 1099
St Vincent De Paul, Illawarra area	Food vouchers Clothing Electricity vouchers Telephone vouchers Pharmaceutical expense assistance	4421 0390
Can Assist Shoalhaven	Financial assistance	0401 253 259
All Sains Open House, Nowra	Free community lunch	4421 6884
Illawarra Multicultural Services (IMS), Illawarra region	Gas and electricity vouchers	4229 6855
Baptist Care Warilla North Community Centre, Shellharbour local government area	Food parcels	4298 7200

RUBBISH REMOVAL:

Providers	Contact Details
Bin Master, Waste Removal, Illawarra	4256 2008
Elleisha's Property Services, Removal, Illawarra	4284 1918
1300 Rubbish, Wollongong region	1300 78 22 47
Kleenit, Hoarding Rubbish Removal, Wollongong region	1800 255 336

SQUALOR CLEAN:

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675
Absolute Domestics, Cleaning Services Illawarra	1300 36 46 46
Elleisha's Property Services, Cleaning Services Illawarra	4284 1918
Biohazard Trauma & Crime Scene Cleaning, Wollongong region	1300 246 429
Hoarder Cleaning Team	1800 462 733
Kleenit, Hoarding clean, Wollongong region	1800 255 336

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
Southern Cross Care (NSW & ACT), Illawarra Shoalhaven	Social support programs CHSP funded HCP provider	1800 961 447
Community Gateway, Shoalhaven, Kiama, Shellharbour & Wollongong local government areas	Community Activity Programs CHSP funded HCP provider NDIS supported	1300 657 473
Aruma, Southern Region, Lake Illawarra Hub	Day program NDIS supported	1300 538 746
Bay & Basin Community Resources (BBCR), Shoalhaven local government area	Community visitor program HCP provider CHSP funded	1300 222 748
Simply Helping Illawarra	Social Support group outings and home visits HCP provider	5381 2076
Australian Red Cross	Home check in phone calls	1300 885 698
Its Owel, Wollongong	Social support groups Wellbeing activities Group meals Community visitors' scheme HCP Provider	4228 8222

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?

<p>Functional mobility:</p>	<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>
<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</p>

	<p>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>
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</p>

	<p>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
Sureway Health Support, Vincentia	1300 787 392
Uniting Counselling & Mediation, Nowra	02 4423 7782
Aboriginal Medical Services (AMS), Jervis Bay, Wreck Bay Clinic	02 4448 0200
Headspace, Nowra	02 4446 7300
Rural Financial Counselling Service, Southern Region	02 6452 5850
Bushfire Mental Health Recovery, Nowra	02 4424 7888
Lifeline South Coast, Wollongong	131 114
Headspace, Wollongong	02 4220 7660
Dapto Community Health Centre	02 4261 4033
Sureway Health Support, Dapto, Nowra, Kiama	1300 787 392

Mental Health Stepped Care- Integrated Recovery Services, Wollongong	02 4220 7600
CatholicCare, Wollongong	02 4227 1122
South Coast Medical Service Aboriginal Corporation, Jerrinja Health Clinic, Orient Point	02 4448 0200
Shoalhaven Homeless Hub	02 4423 2804
CAPAH Multicultural Association, Community Social Support, Albion Park Rail	1800 200 422