

# Service and Support Directory

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

**for Councils in the**

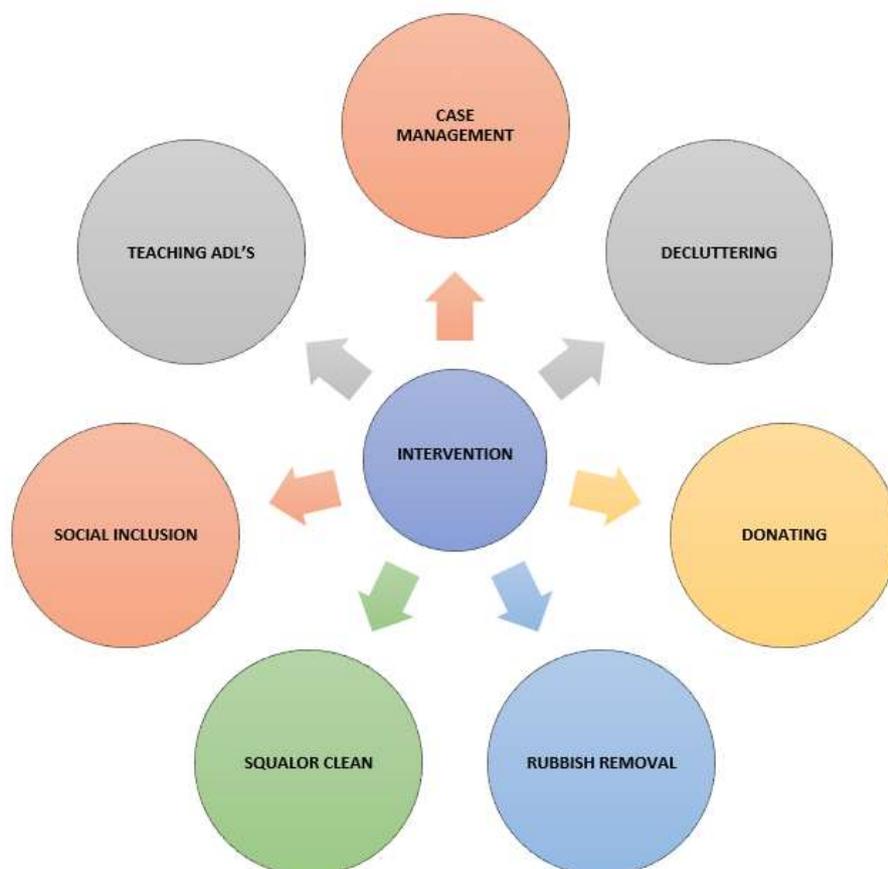
# INNER WEST REGION



## Councils within the Inner West Region

- Strathfield Council
- Inner West Council
- Canterbury-Bankstown Council
- Burwood Council
- City of Canada Bay 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

<u>Provider</u>	<u>Support/ Assistance</u>	<u>Contact Details</u>
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
Stride Lilyfield	<ul style="list-style-type: none"> <li>• NDIS Support Coordination &amp; Case Management</li> </ul>	1300 001 907
Arbias North Strathfield	<ul style="list-style-type: none"> <li>• Case Management &amp; Service Coordination</li> <li>• NDIS service provider</li> </ul>	9736 1821
B Miles Supported Accommodation, Inner City	<ul style="list-style-type: none"> <li>• Women's only Case Management</li> <li>• Women at risk of homelessness &amp; impacted by mental health</li> <li>• Funded under the Specialist Homelessness Services (SHS) Program</li> </ul>	1800 274 984
Uniting, Inner West	<ul style="list-style-type: none"> <li>• Case management and support</li> <li>• CHSP, HCP and private funding options</li> </ul>	1800 864 846

## 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

<u>Provider</u>	<u>Support/Assistance</u>	<u>Contact details</u>
Catholic Healthcare	<ul style="list-style-type: none"> <li>• CHSP funded domestic assistance</li> <li>• Home Care Packages</li> <li>• Private Services</li> </ul>	1800 225 474

Australian Unity Home Care Services, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> <li>• Home Care Packages</li> </ul>	1300 146 523
Erema Home Care Services	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP &amp; NDIS funded</li> </ul>	1300 118 880
Just Better Care, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported provider</li> <li>• Home Care Packages</li> </ul>	9669 1965
Multicultural Care, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported provider</li> <li>• CHSP funded</li> </ul>	9718 6199
Better Connected Community Services, Rockdale	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported provider</li> <li>• CHSP funded</li> </ul>	9024 5511
Focus Cares	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• Home care packages</li> </ul>	9029 9084
Uniting, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP, HCP and private funding options</li> </ul>	1800 864 846
The Benevolent Society, Community Care Services, Hurstville	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> </ul>	1800 236 762
Baptist Care, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP, HCP and Private funding options</li> </ul>	1300 275 227
Anglicare	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP and HCP providers</li> </ul>	1300 111 278
KinCare	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP, HCP, and private funding service options</li> </ul>	1300 971 821

## DONATION SERVICES

Provider	Support/Assistance	Contact details
Sydney Inner West Salvos	<ul style="list-style-type: none"> <li>• Food vouchers</li> </ul>	1300 371 288
The Exodus Foundation, Inner West	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Utility vouchers</li> <li>• Rent assistance</li> <li>• Community Meals</li> </ul>	8752 4600
St Vincent de Paul Society, State Support Office NSW	<ul style="list-style-type: none"> <li>• Clothing donations</li> <li>• Food parcels</li> <li>• Financial support</li> </ul>	13 1812
Anglicare, Inner West	<ul style="list-style-type: none"> <li>• Food parcels</li> </ul>	8624 8600
Mission Australia, Campsie	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Food vouchers</li> <li>• Clothing donations</li> </ul>	9509 7140
Burwood Community Welfare Services	<ul style="list-style-type: none"> <li>• Assistance with electricity, water and Telstra bills</li> </ul>	9744 1866
Glebe Assistance & Partnership Program (GAPP)	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Food vouchers</li> <li>• Financial assistance for household bills</li> </ul>	9552 4164
Addi Road Food Pantry	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Low-cost food items</li> </ul>	9569 7633
Seventh Day Adventist Church, Ashfield	<ul style="list-style-type: none"> <li>• Low-cost food trays</li> </ul>	0432 357 496
Hands & Feet, Campsie Community Church	<ul style="list-style-type: none"> <li>• Food hampers</li> </ul>	0432 744 180

### RUBBISH REMOVAL:

Provider	Contact Details
Giraffe Removal, Inner West	1300 554 552
Cheapest Load of Rubbish Sydney, Inner West	9550 1181
Crackers Clearout Pty Ltd, Inner West	0467 648 122
Trauma Cleaner	1300 246 429
National Trauma & Crime Scene Cleaning	0488 007 675

### SQUALOR CLEAN:

Provider	Contact Details
Simply Maid, Inner West	1300 009 363
Stulos Cleaning, Inner West	0433 465 159
Ready Made, Inner West	1300 714 208
Clean Scene, Inner West	0430 600 972
Trauma Cleaner	1300 246 429
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
Catholic Healthcare	<ul style="list-style-type: none"> <li>• Wellness centre day program</li> <li>• HCP</li> <li>• Individual social support</li> </ul>	1800 225 474
Australian Unity Home Care Services, Inner West	<ul style="list-style-type: none"> <li>• Social Support and social company.</li> <li>• CHSP funded</li> <li>• Home Care Packages</li> </ul>	1300 146 523
Eremea Home Care Services	<ul style="list-style-type: none"> <li>• Social outreach support</li> </ul>	1300 118 880

	<ul style="list-style-type: none"> <li>• CHSP &amp; NDIS funded</li> </ul>	
Uniting, Inner West	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP, HCP and private funding options</li> </ul>	1800 864 846)

### 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.
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*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>
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.</p>

	<p>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:	<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</p>

	<p>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
A2Z Medical Centre, Allied Health Services, Lakemba	02 9758 9848
Auburn Community Health Centre	1800 600 681 or 02 8759 4000
Anglicare Counselling & Relationship Services, Summer Hill	1300 651 728
Associated Counsellors & Psychologists:	Enfield – 02 8004 9963  North Strathfield – 02 8004 9964  Dulwich Hill – 02 8004 9963  Leichhardt – 02 8205 0566  Glebe – 02 8094 1796
Australian Catholic University Mary Aikenhead Clinic, Strathfield	02 9701 4708
Canterbury Drug & Alcohol Services, Campsie	02 9787 0272
Croydon Community Health Centre	02 9378 1100
Concord Repatriation General Hospital Psychology Clinic	02 9767 6550
Counselling Interactive Australia, Campsie	0402 483 677
Focus Care Counselling & Psychology (In-Home)	1300 941 750
Good Shepherd Australia New Zealand (GSANZ) (12-17y/o), Marrickville	02 8571 7800
Headspace Mental Health Clinic, Ashfield (12-25y/o)	9193 8000
Headspace Mental Health Support, Bankstown (12-25y/o)	02 9393 9669
Healing Moments, Counselling & Psychotherapy, Gladesville	02 8000 0047
Hindu Benevolent Fund, Hindu Council of Australia, Homebush	0436 194 499
Julie Grove Psychology, Stanmore	02 8279 6336

Kathleen Conquest Counselling, Hurlstone Park	0412 438 193
Logic Lounge Psychology, Parramatta	0439 554 058
Life Supports (Burwood, Ashfield, Bankstown, Leichhardt)	1300 735 030
Mindwise Psychology Practice, Bankstown	0477 118 184
St John of God Burwood Counselling & Therapy Centre	02) 9715 3643