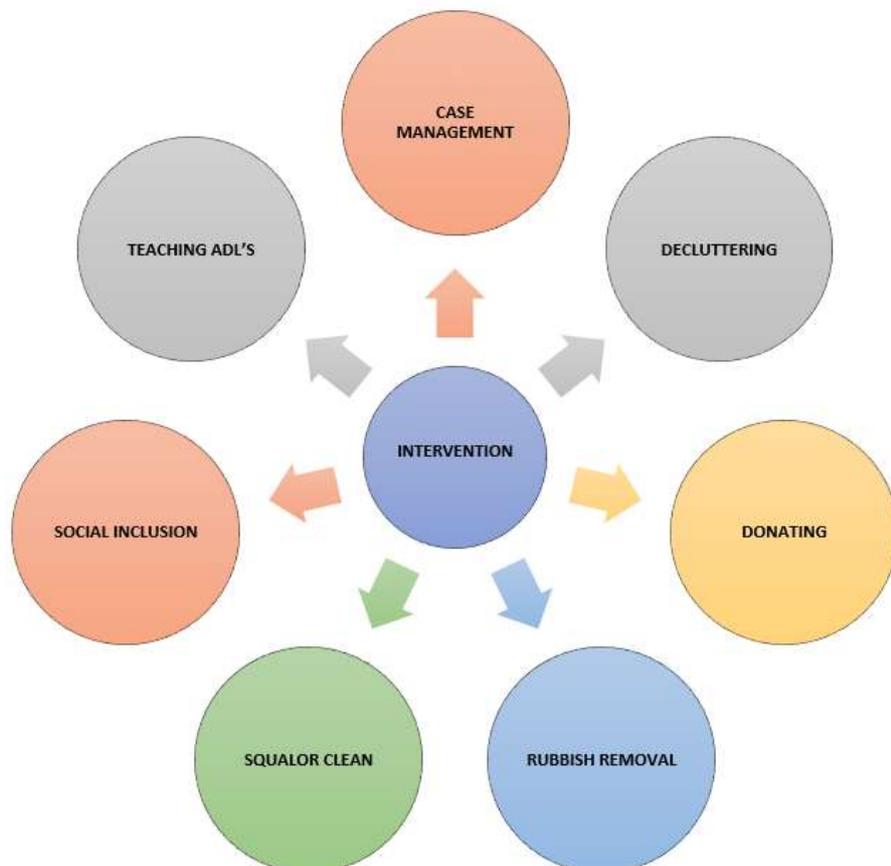




## Councils within the Mid North Coast Region

- Port Macquarie-Hastings Council
- Nambucca Valley Council
- Kempsey Shire Council
- Coffs Harbour 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
Baptist Care, Mid North Coast	Case Management HCP Provider CHSP funded NDIS supported provider	1300 275 227
Manning Support Services	Case management CHSP funded HCP provider	6551 1800
HammondCare, HammondAtHome	Case management HCP provider	1800 826 166
St Agnes Care & Lifestyle	Case management HCP Provider NDIS support coordination	02 5525 3600
Bolton Clarke	Case management HCP Provider	1300 665 444
EACH Social & Community Health	Case management HCP Provider NDIS Support coordination	1300 003 224
Bethany Aged Care Centre, Home & Community Care	Case Management HCP provider	02 6583 7600
Uniting, Home & Community Care	Case management HCP Provider CHSP funding	1800 864 846
Wesley Home Care & Disability Services	Case Management HCP provider CHSP funding	1300 086 906 Grafton/Maclean area- 1800 801 503 (not sure if in this region)
KinCare Health Services, Northern NSW	Case management HCP provider	1300 642 987
Dungog & District NeighborCare	Case management HCP provider CHSP funded NDIS support coordination	02 4992 3348
Wingham	Case management HCP provider	1300 738 388
Stroud Community Lodge	Case management HCP provider	4994 5433

Community Gateway	Case management CHSP funded HCP provider	1300 657 473
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**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
Baptist Care, Mid North Coast	Domestic Assistance HCP Provider CHSP funded NDIS supported provider	1300 275 227
Uniting, Mid North Coast	Domestic Assistance CHSP funded HCP provider	1800 864 846
Manning Support Services	Domestic Assistance CHSP funded HCP provider	6551 1800
Australian Unity	Domestic Assistance CHSP funded	1300 896 015
Bolton Clarke	Domestic Assistance HCP Provider	1300 665 444
KinCare Health Services, Northern NSW	Domestic assistance HCP provider	1300 642 987
Dungog & District NeighborCare	Domestic Assistance HCP provider CHSP funded NDIS support coordination	02 4992 3348
Home Nursing Group, Taree	Domestic Assistance CHSP funded HCP provider	1300 698 693
Calvary Community Care	Domestic Assistance CHSP funded HCP provider	6592 8700
Lifetime Connect, Coffs Harbour	Domestic Assistance CHSP funded HCP provider	02 6652 9563

Catholic Healthcare, Mid North Coast	Domestic Assistance CHSP funded HCP provider	1800 225 474
NSW Home Support Services	Domestic Assistance HCP provider CHSP funded	1300 770 118
Community Gateway	Domestic Assistance CHSP funded HCP provider	1300 657 473
Omnicare Day care	Leisure activities and outings CHSP funded NDIS supported service	1300 336 488
Open Door at SNC, Singleton	Free community meals Bingo Music programs Arts programs	6571 2499

### DONATION SERVICES

Provider	Support/assistance	Contact Details
Omnicare Group	Meals CHSP funded NDIS supported service	1300 336 488
Salvation Army Community Services Centre Community	Lunch Clothing donations Food parcels Food vouchers	6554 6101
St Vincent De Paul Society, Mid North Coast	Food parcels Clothing vouchers	6583 5960
Samaritans Foundation	Food parcels Food vouchers Utility bill assistance	0437 595 001
Open Door at SNC, Singleton	Clothing donations	6571 2499
Wesley Mission	Food vouchers Clothing vouchers Purchase of essential household items Financial assistance for household bills	9263 5555
LifeHouse Care	Clothing Household goods Vouchers	6652 3116
Lifeline	Clothing	5626 5001
Riverside Care	Food parcels Vouchers Clothing	6643 3361

	Furniture Financial assistance with pharmaceuticals	
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#### RUBBISH REMOVAL:

Port Macquarie-Hastings Domestic & Family Violence Specialist Service Waste Removal	6584 9102
The Junk Removers	0415 540 055
Handybin	6691 8700
Ozzie Skip Hire	0487 360 094
Coffs Harbour SkipBins	0413 492 452
Coffs Harbour Community Recycling Centre	6648 4000
Cleanaway South Kempsey Waste	6529 0501
Red Rocket Rubbish Removal, Port Macquarie region	0455 833 797
Rouges Rubbish Removal, Forster	0438 654 525
Gloucester Landfill Facility Waste Management	6538 5203

#### SQUALOR CLEAN:

National Trauma & Crime Scene Cleaning	0488 007 675
Forensic Cleaning, Mid North Coast	1300 246 429
BioHaz	1300 BIO HAZ
Beeall Cleaning Services	6655 13552
Devine Construction Cleaning	0457 650 589
Jim's Cleaning Coffs Harbour	0401 888 955
OZK Commercial Cleaning, Port Macquarie	1300 090 966
Azmill Clean-up Specialists, Taree & Surrounds Hoarding and squalor clean	0467 223 523

#### 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
NSW Home Support Services	Companion visiting HCP provider CHSP funded	1300 770 118
Calvary Community Care	Visiting outreach program CHSP funded HCP provider	6592 8700

Home Nursing Group, Taree	Social outings Individual home visits CHSP funded HCP provider	1300 698 693
Dungog & District NeighborCare	Peer and group support programs HCP provider CHSP funded NDIS support coordination	02 4992 3348
Uniting, Mid North Coast	Day outings CHSP funded HCP provider	1800 864 846
ABCARE	Social support Group outings Support groups	0256 158 300
Manning Support Services	Individual and group outings Exercise groups Men's outings Home visits CHSP funded HCP provider	6551 1800
Australian Red Cross, Mid North Coast	Social connection program Home visits Social outings Peer support Social phone calls	1800 733 276
Australian Unity	CHSP funded Indigenous cultural social events and outings	1300 896 015
KinCare	Visiting program and outings CHSP, HCP, and private funding service options	1300 971 821
Uniting, Home & Community Care	Recreation and exercise programs HCP Provider CHSP funding	1800 864 846
Wesley Home Care & Disability Services	Home visiting outreach program HCP provider CHSP funding	1300 086 906 Grafton/Maclean area- 1800 801 503 (not sure if in this region)

### 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-&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>
<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
Bulahdelah/Forster Community Health, Mental Health service	1800 011 511
Bulahdelah Health Campus	02 6592 9315
Clinical Psychology Solutions, Taree	02 6552 4180
Catholic Care Social Services Hunter-Manning, Taree	02 6539 5900
Wingham Community Hospital	02 6557 3400
Psychologist- Dr John Slotted, Taree	02 6557 8505
Samaritans Foundation Taree Hub	0456 816 829
Headspace, Port Macquarie	02 6588 7300
Ken Blacker Counselling, Port Macquarie	02 6582 6455
Aboriginal Mental Health Team, Taree	02 6591 3000
Lifeline Mid Coast, Port Macquarie	131 114

Kempsey Community Health Centre	02 6561 2790
<ul style="list-style-type: none"><li>• Adolescent &amp; Family Counselling</li></ul>	
Kempsey Community Mental Health Services	02 6562 0256
Kempsey Drug & Alcohol Services	1300 662 263