

# Service and Support Directory

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

**for Councils in the**

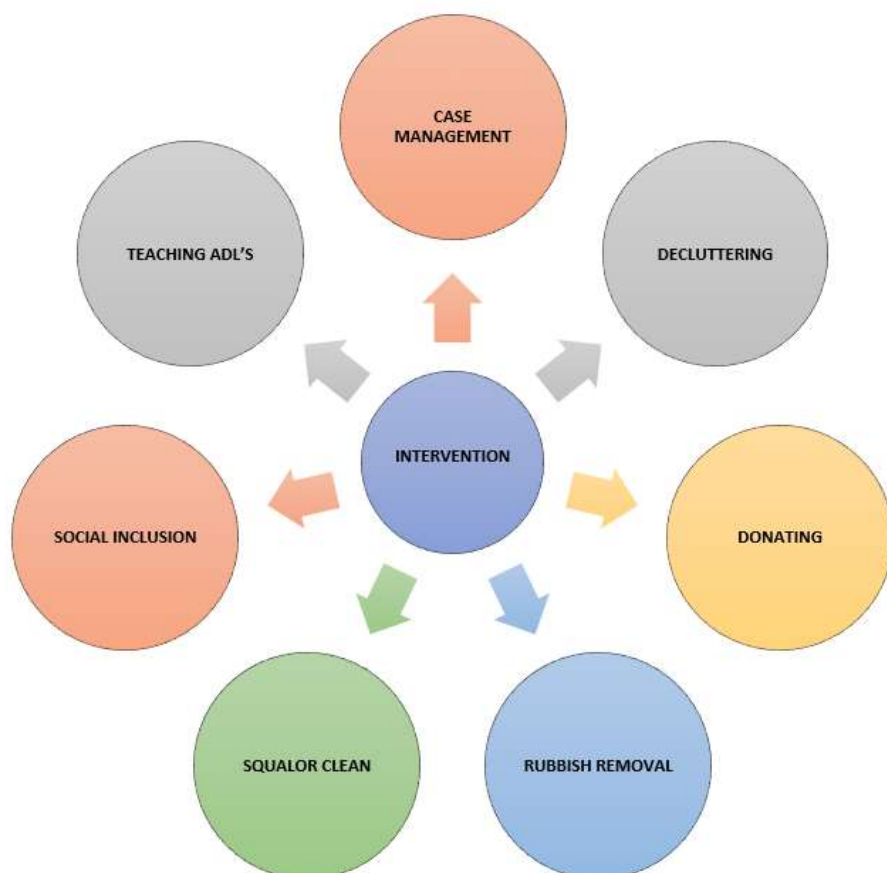
# NEPEAN REGION



## Councils within the Nepean Region

- Richmond Valley Council
- Hawkesbury City Council
- Blue Mountains City 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 6
5. Squalor Clean	page 7
6. Social Inclusion	page 7
7. Activities of Daily Living	page 8
8. Mental Health	page 13

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>• Hoarding and Squalor program</li> <li>• HCP provider</li> <li>• CHSP funded</li> <li>• Private Services</li> </ul>	1800 225 474
Uniting	<ul style="list-style-type: none"> <li>• Case management</li> <li>• Disability support</li> </ul>	1800 864 646
Creating Links, Nepean Blue Mountains	<ul style="list-style-type: none"> <li>• Case management</li> <li>• HCP provider</li> <li>• Private services</li> </ul>	4751 7504
HammondCare, HammondAtHome, Blue Mountains	<ul style="list-style-type: none"> <li>• Case management</li> <li>• HCP provider</li> <li>• Private services</li> </ul>	1800 826 166
Blue Mountains Mental Health Team, Katoomba	<ul style="list-style-type: none"> <li>• Case management support</li> </ul>	1800 011 511
Thrives Services, Katoomba	<ul style="list-style-type: none"> <li>• Case management</li> <li>• Housing support</li> </ul>	4782 1555
Kirinari Community Services, Blue Mountains	<ul style="list-style-type: none"> <li>• Case management</li> <li>• Housing support</li> <li>• HCP provider</li> </ul>	1800 200 422
Anglicare, Nepean	<ul style="list-style-type: none"> <li>• Case management</li> <li>• CHSP funded</li> <li>• HCP provider</li> </ul>	4731 8399
Annecto	<ul style="list-style-type: none"> <li>• Case management</li> <li>• HCP provider</li> </ul>	1800 200 422
Australian Home Care Services	<ul style="list-style-type: none"> <li>• Case management</li> <li>• HCP provider</li> <li>• CHSP funded</li> </ul>	1300 303 770

Adventist Development & Relief Agency (ADRA) Community Care	<ul style="list-style-type: none"> <li>• Case Management</li> </ul>	9622 7188)
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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
Catholic Healthcare	<ul style="list-style-type: none"> <li>• Hoarding and Squalor referral</li> <li>• HCP provider</li> <li>• CHSP funded</li> <li>• Private Services</li> </ul>	1800 225 474
Creating Links, Nepean Blue Mountains	<ul style="list-style-type: none"> <li>• Domestic Support</li> <li>• NDIS supported provider</li> <li>•</li> </ul>	4751 7504)
Just Better Care, Nepean	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• HCP supported provider</li> </ul>	4579 7137)
Baptist Care	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> <li>• NDIS supported provider</li> <li>• HCP supported provider</li> <li>• Private funding options</li> </ul>	1300 275 227
BANC Access, Blue Mountains District	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported</li> </ul>	4787 5684)
Southern Cross Care, Nepean Blue Mountains	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> </ul>	1800 200 422)
Australian Unity Home & Disability Services	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• Frail elderly and those with disability</li> <li>• CHSP funded</li> <li>• HCP provider</li> </ul>	1300 295 817)

Mympower Foundations	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported provider</li> </ul>	0477 755 908)
Live Well Home Care	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> <li>• HCP provider</li> </ul>	0412 247 135)
Wendy's Home Care	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• NDIS supported provider</li> </ul>	4587 5999)
Annecto	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• HCP provider</li> </ul>	1800 200 422)
Our Lady of Consolation Aged Care & Services	<ul style="list-style-type: none"> <li>• Domestic assistance</li> <li>• HCP provider</li> <li>• CHSP funded</li> </ul>	9832 5400)
HammondCare, Hammond at Home	<ul style="list-style-type: none"> <li>• Domestic assistance</li> <li>• HCP provider</li> <li>•</li> </ul>	1800 826 166)
Anglicare	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• CHSP funded</li> <li>• HCP provider</li> <li>•</li> </ul>	1800 200 422)
Australian Home Care Services	<ul style="list-style-type: none"> <li>• Domestic Assistance</li> <li>• HCP provider</li> <li>• CHSP funded</li> <li>•</li> </ul>	1300 303 770)

### DONATION SERVICES

Provider	Support/Assistance	Contact details
The Salvation Army Salvos Connect	<ul style="list-style-type: none"> <li>• Food hampers</li> <li>• Furniture</li> <li>• Clothing</li> <li>• Vouchers</li> <li>• Utility financial assistance</li> </ul>	1300 371 288

St Vincent de Paul Centre	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Clothing vouchers</li> <li>• Electricity and telephone vouchers</li> </ul>	4782 2041
Metro Assist	<ul style="list-style-type: none"> <li>• Clothing for men</li> </ul>	8709 0200
Hawkesbury Helping hands	<ul style="list-style-type: none"> <li>• Clothing</li> <li>• Blankets</li> <li>• Food parcels</li> <li>• Toiletries</li> <li>• Community meals</li> </ul>	4505 1131
Christ Mission Possible	<ul style="list-style-type: none"> <li>• Community meals</li> </ul>	1300 435 728
Penrith Community Kitchen	<ul style="list-style-type: none"> <li>• Community meals</li> </ul> <a href="mailto:info@penrithcommunitykitchen.com.au">info@penrithcommunitykitchen.com.au</a>	
Thread Together	<ul style="list-style-type: none"> <li>• Clothing</li> </ul>	1300 003 789
Bligh Park Community Services	<ul style="list-style-type: none"> <li>• Food vouchers</li> </ul>	4572 5898
Strong Nation Community Services	<ul style="list-style-type: none"> <li>• Food parcels</li> <li>• Vouchers</li> <li>• Utility bill assistance</li> </ul>	4587 8091

### RUBBISH REMOVAL:

Provider	Contact Details
Polyform PTY LTD	0404 360 835
Crackers Clearout PTY LTD	046748122
Jims Rubbish Removal	131 546
Rob's Rubbish Removal – Skip Bins	0400 351 610
Metro Skips – Skip Bins	9833 2330
Camel's Bins – Skip Bins	9670 2776
Away Today Rubbish Removal	0491 181 130
Blue Mountains Rubbish Removals	0451 874 101
ABC rubbish Removal	1300 264 935

**SQUALOR CLEAN:**

Provider	Contact Details
Polyform PTY LTD	0404360835
Forensic Cleaning	0416 225 229
Metro Cleaning and Maintenance	0432 568 189
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
Anglicare	<ul style="list-style-type: none"> <li>• Social and Wellness Centre</li> <li>• Social outings and events</li> <li>• Day programs</li> </ul>	1300 111 278
Little Bay Coast Centre for Seniors	<ul style="list-style-type: none"> <li>• Seniors Centre</li> <li>• Leisure, health and learning activities</li> <li>• Walking groups</li> </ul>	9311 4886
Our Lady of Consolation Aged Care & Services	<ul style="list-style-type: none"> <li>• Recreational groups</li> <li>• Home visits</li> <li>• Social outings</li> <li>• HCP providers</li> <li>• CHSP funded</li> </ul>	1800 200 422
Uniting	<ul style="list-style-type: none"> <li>• Healthy Living for seniors' program</li> <li>• Social group activities</li> <li>• Exercise programs</li> </ul>	1800 864 846
Belong Blue Mountains, Katoomba Neighbourhood Centre	<ul style="list-style-type: none"> <li>• Social and recreational programs for those recovering from a mental health issue</li> </ul>	4787 5684



Belong Blue Mountains	<ul style="list-style-type: none"> <li>• Home visiting service</li> <li>• CHSP funded</li> </ul>	4782 1117
Belong Blue Mountains, Community Café	<ul style="list-style-type: none"> <li>• Weekly group morning tea</li> <li>• CHSP funded</li> </ul>	4759 2592
Springwood Neighbourhood Centre Co-operative	<ul style="list-style-type: none"> <li>• Support groups</li> <li>• Art programs</li> <li>• Regular morning tea's</li> </ul>	4751 3033
Blue Mountains Aboriginal Culture & Resource Centre (ACRC)	<ul style="list-style-type: none"> <li>• Social support groups</li> <li>• Home visits</li> <li>• Cultural programs and activities</li> <li>• Group outings</li> <li>• Elders lunches</li> </ul>	4782 6569

### 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>
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	<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>
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</p>

	<p>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 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>

<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
Nepean Blue Mountains Local Health District, Child & Youth Mental Health Service:  <ul style="list-style-type: none"> <li>• Counselling &amp; Support</li> </ul>	02 9833 6800
Nepean Blue Mountains Local Health District, Child & Youth Mental Health Service:  <ul style="list-style-type: none"> <li>• School Link Community Mental Health Program</li> </ul>	02 4725 9800
Nepean Blue Mountains Local Health District, Child & Youth Mental Health Service:  <ul style="list-style-type: none"> <li>• Early psychosis Intervention Service</li> </ul>	02 4725 9800
Nepean Hospital, Kingswood	02 4734 2140
Catholic Care Western Sydney & The Blue Mountains, Penrith Family Support:	02 8843 2580
Nepean Blue mountains (Seek Out Support)	02 4708 8100
Nepean Hospital, Drug & Alcohol services	1300 661 050
Life Supports, Blaxland, Windsor	1300 735 030
Aboriginal Counselling Services (ACS)	0410 539 905
Lemongrove Community Health Centre	02 4734 4800
Associated Counsellors & Psychologists, Mulgoa	02 8004 9960
Sureway Health Support, (18-65y/o), Lithgow	1300 787 392
Lithgow Information & Neighbourhood Centre	02 6354 5912
Blue Mountains Mental Health Team	1800 222 608
Hawkesbury District Health Service, Community Health	02 4560 5714
Axcess Disability, Grose Vale	0488 551 331