

Service and Support Directory

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

for Councils in the

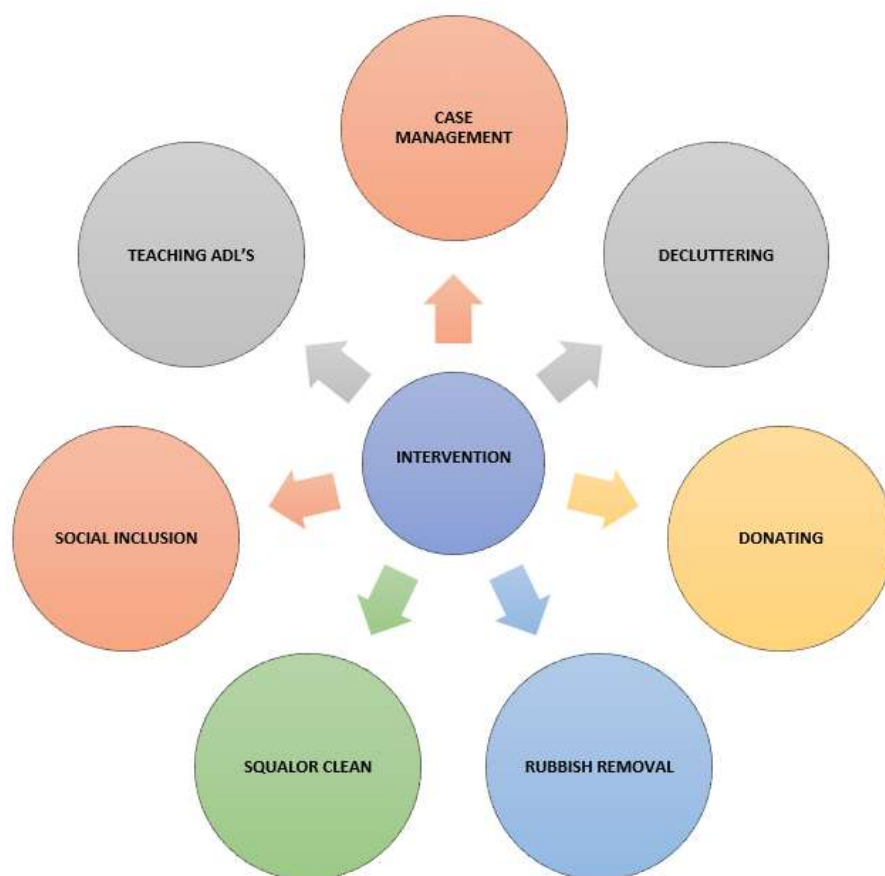
NEW ENGLAND REGION



Councils within the New England Region

- Walcha Council
- Uralla Shire Council
- Tenterfield Shire Council
- Narrabri Shire Council
- Inverell Shire Council
- Gwydir Shire Council
- Gunnedah Shire Council
- Glen Innes Severn Council
- Tamworth Regional Council
- Moree Plains Shire Council
- Armidale Regional 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>
New England Care	<ul style="list-style-type: none"> • Case management • HCP provider • Provider of Department of Veterans Affairs Community Nursing Services • Commonwealth Carelink & Respite Provider • Private Nursing Services 	0429 322 701
The Co-operative Life, New England	<ul style="list-style-type: none"> • Case management • Dementia & Memory Loss Home Support • NDIS Support Coordination 	1300 494 117
Uniting Healthy Living for Seniors New England	<ul style="list-style-type: none"> • Case management • CHSP funded • HCP provider • Private home care services 	1800 864 864
GoCo Gunnedah, Narrabri and surrounds	<ul style="list-style-type: none"> • Case management and Advocacy • Housing assistance • CHSP funded 	02 6740 2240
Home Nursing Group – Taree, Armidale, Tamworth	<ul style="list-style-type: none"> • Case management • HCP provider • CHSP funded 	1300 698 693

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

Provider	Support/Assistance	Contact details
Uniting Healthy Living for Seniors New England	<ul style="list-style-type: none"> • Domestic Assistance for light care around the house • Home care services • CHSP funded • HCP provider • Private home care services 	1800 864 864
PAC (Presbyterian Aged Care) New England Home Care Services	<ul style="list-style-type: none"> • Domestic Assistance • CHSP funded 	1800 722 679
Tenterfield Total Care	<ul style="list-style-type: none"> • Domestic Assistance • HCP provider • NDIS provider 	6736 4947
Declutterbug <ul style="list-style-type: none"> • New England region 		0488 454 344
Regain Organiser <ul style="list-style-type: none"> • Tamworth 		0447 894 200
The Co-operative Life, New England	<ul style="list-style-type: none"> • Domestic Assistance • NDIS supported 	1300 494 117
New England Care	<ul style="list-style-type: none"> • Domestic assistance & Home help • HCP provider • Provider of Department of Veterans Affairs Community Nursing Services • Commonwealth Carelink & Respite Provider 	0429 322 701
GoCo Gunnedah <ul style="list-style-type: none"> • Narrabri and surrounds 	<ul style="list-style-type: none"> • Domestic assistance • CHSP funded 	02 6740 2240
Home Nursing Group <ul style="list-style-type: none"> • Taree • Armidale • Tamworth 	<ul style="list-style-type: none"> • Domestic assistance • HCP provider • CHSP funded 	1300 698 693
KinCare	<ul style="list-style-type: none"> • Domestic Assistance 	1300 971 821

	<ul style="list-style-type: none"> • CHSP funded • HCP provider • Private funding service options 	
The Co-operative Life, New England	<ul style="list-style-type: none"> • Domestic Assistance • NDIS Support Coordination • Personal Care Services 	1300 494 117

DONATION SERVICES

Provider	Support/Assistance	Contact details
St Vincent De Paul <ul style="list-style-type: none"> • Moree • Walcha • Armidale • Uralla • Tamworth • Glen Innes • Gunnedah • Guyra • Inverell • Narrabri • Tenterfield 	<ul style="list-style-type: none"> • Emergency relief • Food vouchers • Clothing • Utility assistance • Pantry food vouchers • Bed and linen donations • Clothing 	131812
Salvation Army New England Region	<ul style="list-style-type: none"> • Aid vouchers 	13 72 58
Moree Family Store	<ul style="list-style-type: none"> • 	6752 7351
Cancer Support Services <ul style="list-style-type: none"> • Uralla • Armidale 	<ul style="list-style-type: none"> • Financial Support Services 	
Legacy Support <ul style="list-style-type: none"> • Armidale 	<ul style="list-style-type: none"> • Financial assistance 	1800 534 229
Uniting Church <ul style="list-style-type: none"> • Armidale 	<ul style="list-style-type: none"> • Non-perishable food parcels 	6772 3233

RUBBISH REMOVAL:

Provider	Contact Details
Jim's Mowing Moree Gunnedah Tamworth region	1300 857 408
Moree East Rubbish Removal (Moree region, Tamworth region)	0480 271 533
Moree Skip Bins	6751 1114
Sapphire City Trade Waste (Inverell region)	6722 1939
Naomi WasteCorp (Narrabri)	6792 4766
Rogers Waste Services (Tamworth Region)	0412 296 517
Cleanaway Tamworth	13 13 39
P.M.H Removals (Tamworth Region)	6762 2342
Cleanaway Armidale	6765 3177
Glen Innes Waste	0429 323 696

SQUALOR CLEAN:

Provider	Contact Details
Biohazard Trauma & Crime Scene Cleaning (Tamworth region)	1300 246 429
Australian Forensic Cleaning	1300 246 429

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
Uniting Healthy Living for Seniors New England	<ul style="list-style-type: none"> • Social Support • In person or Telephone/Web Contact • Physical exercise groups • Crafts • Entertainment • Outings • Home visits • Assistance with groceries, bills, appointments 	1800 864 864

<p>Australian Unity Home Care Service – Aboriginal Home Care</p> <ul style="list-style-type: none"> • Moree 	<ul style="list-style-type: none"> • Social support • Visiting • Accompanied activities • In person or telephone/Web contact available 	<p>1300 160 170</p>
<p>Armidale Care for Seniors (Social Program)</p>	<ul style="list-style-type: none"> • Daily social groups • Day and away trips. • Special event function • Accompanied activities • CHSP funded 	<p>6772 7087</p>
<p>Bingara Social Support Service</p>	<ul style="list-style-type: none"> • CHSP Social Day • Regular morning tea/activity groups 	<p>6724 1948</p>
<p>The Co-operative Life, New England</p>	<ul style="list-style-type: none"> • Social Support Services 	<p>1300 494 117</p>
<p>Guyra Home Support Services</p>	<ul style="list-style-type: none"> • Weekly group social support activity group • Regular morning teas • Driving trips with door-to-door pickup. • CHSP funded 	
<p>GoCo</p> <ul style="list-style-type: none"> • Tamworth • Gunnedah • Barraba • Kootingal • Nundle 	<ul style="list-style-type: none"> • CHSP funded • Exercise classes • Meals with friends • Day centres • Social outings • Men’s groups 	<p>02 6740 2240</p>
<p>Tenterfield Total Care</p>	<ul style="list-style-type: none"> • Day Centre • Group activities • Outings • Cultural day celebrations 	<p>6736 4947</p>
<p>Moree Care (Moree & Mungindi)</p>	<ul style="list-style-type: none"> • NDIS provider • Group and individual social outings and special events 	<p>1300 593 113</p>
<p>Legacy Support Armidale</p>	<ul style="list-style-type: none"> • Social Activities 	<p>1800 534 229</p>

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>
<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</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
Anglicare: Mental Health: National Psychosocial Support Service (NPSS) (18-65y/o)	02 6701 8200
Bundarra Community Health centre	02 6723 7191
Centacare New England Northwest	02 6738 7200 or 1800 372 826
Child & Adolescent Mental Health Services (CAMHS) (0-18y/o)	02 6776 9600
Community Mental Health Consumer Consultant	02 6776 9628
Headspace National Youth Mental Health foundation (12-25y/o)	1800 650 890
HealthWISE Mental Health Clinic	02 6771 1146
Mental Health Access Line -	1800 011 511

Remedy Healthcare: Mindstep Mental Health Program	1800 322 278
Specialist Mental Health Services for Older People (SMHSOP)	02) 6776 9600
University of New England Psychology Clinic	(02) 6773 2545
Youth Mental Health Counselling & Support (12-25y/o)	02) 6738 7272