

# Service and Support Directory

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

**for Councils in the**

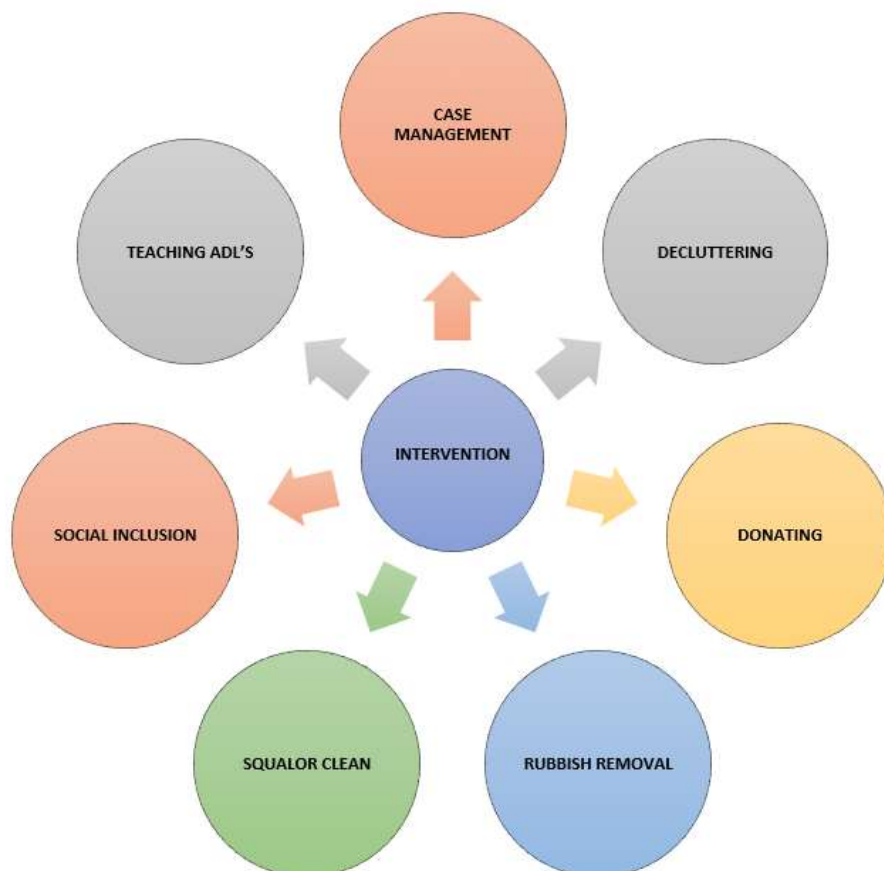
# NORTHERN SYDNEY REGION



## Councils within the Northern Sydney Region

- Willoughby City Council
- Northern Beaches Council
- North Sydney Council
- Ku-ring-gai Council
- Hunter's Hill Council
- Hornsby Shire Council
- Mosman Municipal Council
- Lane Cove Council
- City of Ryde 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
Catholic Healthcare	Case management CHSP funded HCP provider	1800 225 474
Just Better Care, Hornsby, Hills, Ku-Ring-Gai & Blacktown LGA	Case management HCP provider NDIS coordination support CHSP funded	1300 587 823
Home Instead Senior Care, Hornsby & Hills District	Case management HCP provider	9980 2226
HammondCare, Lane Cove LGA	Case management	1800 826 166
Wesley Mission Home Care Support Services, Northern beaches LGA	Case management HCP provider	9263 5166
BaptistCare Northern Sydney region	Case management HCP provider	1300 275 227
Pearl Home Care Northern Shores & Beaches	Case management HCP provider CHSP funded	8497 9169
Benevolent Society Community Care, Northern Sydney District	Case management HCP provider	1800 236 726
RSL LifeCare at Home, Northern Sydney region	Case management HCP provider	1300 853 146
CCNB Community Care & Wellbeing, Northern Sydney Region	Case management HCP provider CHSP funded	1300 002 262
Australian Unity Home & Disability Services, Northern Beaches & surrounding local government areas	Case management HCP provider	1300 293 221
Oxley Home Care, Sydney Metro Area	Case management HCP provider	1300 230 369
KOPWA Archbold House, Roseville	Case management HCP provider	9412 0284

Australian Chinese Community Association, Northern Sydney region	Case management HCP provider	9281 1377
Presbyterian Aged Care, Northern Sydney region	Case management HCP provider	1800 722 679
Uniting, Northern Sydney, Hornsby Ku-Ring-Gai region	Case management HCP provider	1800 864 846
Afea Care Services, Metro Sydney Area	Case management HCP Provider	1300 651 133

### 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
Home Instead Senior Care, Hornsby & Hills District	(Domestic assistance HCP provider	9980 2226
Just Better Care, Hornsby, Hills, Ku-Ring-Gai & Blacktown LGA	Domestic assistance HCP provider NDIS coordination support CHSP funded	1300 587 823
Wesley Mission Home Care Support Services, Northern beaches LGA	Domestic assistance HCP provider	9263 5166
BaptistCare Northern Sydney region	Domestic assistance HCP provider	1300 275 227
Pearl Home Care Northern Shores & Beaches	Domestic assistance HCP provider CHSP funded	8497 9169
Benevolent Society Community Care, Northern Sydney District	Domestic assistance HCP provider	1800 236 726
RSL LifeCare at Home, Northern Sydney region	Domestic assistance HCP provider	1300 853 146
CCNB Community Care & Wellbeing, Northern Sydney Region	Domestic assistance HCP provider CHSP funded	1300 002 262
Australian Unity Home & Disability Services, Northern Beaches &	Domestic assistance HCP provider	1300 293 221

surrounding local government areas		
Wellways, Northern Sydney region	Domestic assistance NDIS supported	9988 4588
North Ryde Community Aid & Information Centre, Ryde & Hunters Hill LGA	Domestic assistance CHSP funded	9334 0111
Northside Community Forum, Northern Sydney region	(Domestic assistance CHSP funded	1300 134 332
HammondCare, HammondAtHome, Northern Sydney Region	Domestic assistance CHSP funded HCP provider	1800 826 166
Sydney Community Services, Lane Cove LGA	(Domestic assistance CHSP funded	9911 3555
Annecto, Sydney regions	Domestic assistance CHSP funded HCP provider	1800 266 328
Claro, Sydney region	Domestic assistance CHSP funded HCP provider	1300 303 770

### DONATIONS

Provider	Support/Assistance	Contact Details
The Salvation Army, Northern Sydney region	Electricity and bill vouchers Clothing Food parcels	137 258
St Vincent de Paul Centre, Northern Sydney region	Clothing Food parcels	9477 5022
Christian Community Aid Service, Hornsby, North Sydney, Parramatta & Ryde local government areas	Food parcels	9858 3222
Community Migrant Resource Centre, Hills Shire council	Utility bill vouchers	9687 9901
Galston Community Health Centre	Community lunch Companionship for community members	9653 2235
C3Cares, Hornsby/Waitara, Manly regions	Clothing Food parcels Community meals	9972 8688

Lifeline Harbour to Hawkesbury, Northern Sydney region	Clothing Food parcels Utility bill assistance	9498 8805
Hands & Feet, St Ives Community Church	Food hampers	0435 035 916
Fusion Australia, Sydney North	Community dinner	9477 1110
Sydney Community Services, Hunters Hill & Ryde LGA	Food parcels Utility bill assistance	9817 0101
Catholic Care, Northern Sydney region	Food parcels Food vouchers Utility bill assistance	8425 8700
North Ryde Community Aid & Information Centre, Ryde & Hunters Hill LGA	Food parcels	9888 3380
Community Northern Beaches, Northern Beaches LGA	Clothing Food parcels Toiletries Pharmacy prescription assistance	9977 1066
The Community Pantry, St Faith's Church Narrabeen, Northern beaches LGA	Free home-cooked meal	0414 421 059
Grace City Care, Community Foodcare, Dee Why region	Low-cost groceries Fruit and veggies	9971 0222
Seventh Day Adventist Church, Ryde & Surrounding areas	Food trays	0415 400 798
Reach Community Initiatives	Food parcels	9807 2500
Christian Community Aid Service, Hornsby, North Sydney, & Ryde LGA (	Food parcels Utility bill vouchers	9858 3222

### RUBBISH REMOVAL

Provider	Contact Details
Crackers Clearout Pty Ltd, Upper North Shore	0467648122
1300 Rubbish, Lower North Shore	1300 78 22 47
Jack's Rubbish Removals, Lower North Shore	0403 385 312
Any Rubbish, Lower North Shore	0419 635 238

Husband and Wife Cleaning team, Hoarding and Squalor cleaning	0418 641 021
Hoarder Cleaning team, Sydney	1800 HOARDERCLEAN
Sydney Hoarder Cleaning	1300 361 398
Same Day Rubbish Removal, Hoarding & Squalor rubbish removal	0402 737 046
Any Rubbish, Rubbish removal Northern Beaches	0419 635 238
Dependable Rubbish Removal	0401 152 599

### SQUALOR CLEAN

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675
Crime Scene Clean Ups, Northern Sydney region	1300 246 429
Australian Forensic Cleaning (Northern Sydney region)	1300 246 429
Rock On Cleaning, Lower North Shore	0415 841 194
Bio Cleanse, Lower North Shore	0427 411 789
Husband and Wife Cleaning team, Hoarding and Squalor cleaning	0418 641 021
Hoarder Cleaning team, Sydney	1800 HOARDERCLEAN
Sydney Hoarder Cleaning	1300 361 398

### 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
Home Instead Senior Care, Hornsby & Hills District	Social outings Recreational programs Group meals HCP provider	9980 2226
Just Better Care, Hornsby, Hills, Ku-Ring-Gai & Blacktown LGA	Shopping assistance Home visits Social outings HCP provider NDIS coordination support CHSP funded	1300 587 823
Wesley Mission Home Care Support Services, Northern beaches LGA	Social support groups HCP provider	9263 5166
RSL LifeCare at Home, Northern Sydney region	Day out Café HCP provider	1300 853 14



CCNB Community Care & Wellbeing, Northern Sydney Region	Shopping assistance Social outings Community connections HCP provider CHSP funded	1300 002 262
Australian Unity Home & Disability Services, Northern Beaches & surrounding local government areas	Visiting service Companionship program Shopping and transport assistance HCP provider	1300 293 221
Australian Chinese Community Association, Northern Sydney region	Home visiting HCP provider	9281 1377
North Ryde Community Aid & Information Centre, Ryde & Hunters Hill LGA	Visiting service CHSP funded	9888 3380
Northside Community Forum, Northern Sydney region	Group and individual community groups Social support program CHSP funded	1300 134 332
Sydney Community Services, Lane Cove LGA	Shopping assistance Community visitor program Social and recreational activities program Community bus access CHSP funded	9911 3555
Fusion Australia, Sydney North	Community dinner	9477 1110

### 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</p>
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	<p>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. 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 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>

<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>
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## 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
Life Supports, North Sydney, Cremorne, Crows Nest	1300 735 030
Associated Counsellors & Psychologists, Cremorne	02 8205 0566
Logic Lounge Psychology, North Sydney	0416 254 189
Stephanie Thompson, Psychologist, Crows Nest	0421 580 177
Kirribilli Neighbourhood Centre	02 9922 4428
Bereaved by Suicide Centre for Intense Grief	0414 721 653
Blue Knot Foundation, National Centre of Excellence for Complex Trauma, North Sydney	02 6146 1468
Blue Knot Foundation Helpline	1300 657 380
Pheonix House Youth Services (12-24y/o), Crows Nest	02 9437 0077
Associated Counsellors & Psychologists, Chatswood	02 8005 4151
Associated Counsellors & Psychologists, Northbridge	02 8094 1793
Amicus Counselling, St Leonards	0413 233 963
Associated Counsellors & Psychologists, Lane Cove	02 8002 1201
Raise Foundation, In-School Mentoring Opportunity, Willoughby, Mosman	0426 972 473
Sydney Counselling Centre, Chatswood	02 9415 2223
Headspace, Chatswood	02 8021 3668
Royal North Shore Hospital, (up to 18y/o), St Leonards	02 9462 9222

<ul style="list-style-type: none"> <li>• Child youth mental health service</li> </ul>	
Adventist Counselling Centre, Waitara	1300 723 070
Naomi Illiffe, Psychologist, Hornsby	0415 727 733
Life Supports, Hornsby, North Wahroonga, Pymble, Mosman	1300 735 030
Hornsby Ku-ring-gai Hospital, Social Work Preadmission Clinic	02 9477 9558
Hornsby Ku-ring-gai Hospital, Drug, Alcohol & gambling service	02 9477 9567
Associated Counsellors & Psychologists, Wahroonga, North Sydney, Sydney CBD, Potts Point	02 8205 0566
Sharon Rasco, Psychologist	02 9144 6859
Primary & Community Care Services, Thornleigh	02 9477 8700
Lifeline Harbour to Hawkesbury, Gordon	02 9498 8805
Gidget House, North Sydney Head office	02 9460 1550
<ul style="list-style-type: none"> <li>• Perinatal counselling</li> </ul>	
Reconnect Inner City, Mission Australia (12-18y/o), Rushcutters Bay	02 9357 1144
Reconnect Wellbeing Program, Relationships Australia, Sydney (people over 65, or 55 and over for Aboriginal & Torres Strait Islander)	1300 364 277
Associated Counsellors & Psychologists, Lane Cove	02 8002 1201