

Service and Support Directory

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

for Councils in the

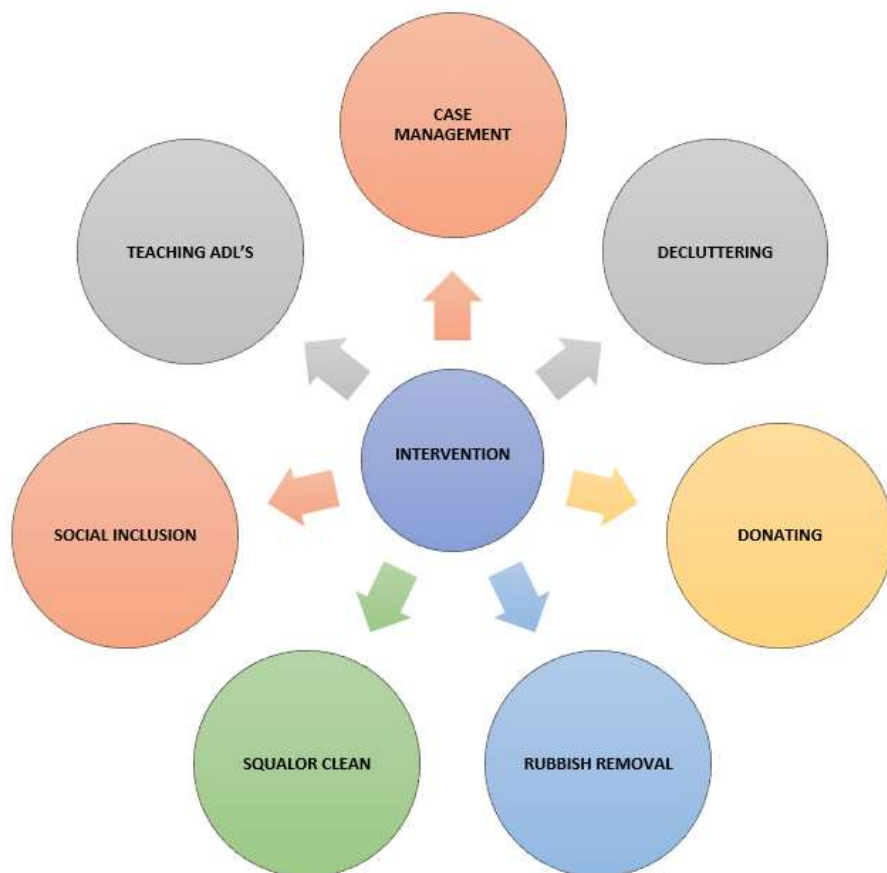
RIVERINA MURRAY REGION



Councils within the Riverina Murray Region

- Wagga Wagga City Council
- Temora Shire Council
- Snowy Valleys Council
- Narrandera Shire Council
- Murrumbidgee Council
- Murray River Council
- Griffith City Council
- Greater Hume Shire Council
- Edward River Council
- Federation Council
- Cootamundra-Gundagai Council
- Junee Shire Council
- Hay Shire Council
- Bland Shire Council
- Albury City Council
- Leeton Shire 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 Home & Community, Tumut, Wagga Wagga, Gundagai, Tumbarumba, Dunedoo, Batlow & Albury LGA	Case management HCP provider CHSP funded	1800 225 474
Intereach, Deniliquin LGA	Case management CHSP funded NDIS service coordination	1300 488 226
Australian Unity Home & Disability Services, Riverina/Murray region	Case management HCP Provider	1300 296 835
Hay Shire Council, LGA	Direct service delivery CHSP funded	6993 3222
Cypress View Lodge & Apartments, Murrumbidgee LGA	Case management HCP provider	6954 4202
Forrest Community Services, Riverina/Murray region	Case management HCP provider	6931 3009
LiveBetter, Murrumbidgee region	Case management HCP provider CHSP funded	1800 580 580
Carrathool Shire Council Multi-Service Outlet (MSO), Carrathool Shire LGA	Case management HCP provider CHSP funded	6961 7600
Bland Shire Council, Bland LGA	Direct service delivery CHSP funded	6972 2266
Pinnacle Community Services, Temora LGA	Case management HCP provider	6942 7786
Just Better Care, Wagga Wagga region	(Case management HCP provider	6931 1020
BaptistCare Care Centre, Wagga Wagga LGA	Case management HCP provider CHSP funded	1300 275 227
Uniting Community Care, Riverina	Case management HCP provider	1800 486 484

Calvary Community Care, Riverina	Case management HCP provider CHSP funded	1300 797 552
Allawah Community Care, Coolamon Shire LGA	Case management HCP provider CHSP funded	6930 1800
Mercy Home & Community Care, Albury LGA	Case management HCP provider	6384 1010
Lutheran Community Services, Albury, Berrigan, Federation, Greater Hume, Lockhart, Murrumbidgee and Wagga Wagga LGA	Case management HCP provider	1300 118 081
United Protestant Association of NSW (UPA), Murray River Shire	6025 1776	1800 200 422
Community Interlink, Albury LGA	Case management HCP provider	5823 6500
Tumbarumba Multi-Service Outlet, Tumbarumba LGA	Case management HCP Provider	1800 580 580

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
Australian Unity Home & Disability Services, Riverina/Murray region	Domestic assistance HCP Provider	1300 296 835
Forrest Community Services, Riverina/Murray region	Domestic assistance HCP provider	6931 3009
LiveBetter, Murrumbidgee region	Domestic assistance HCP provider CHSP funded	1800 580 580
Carrathool Shire Council Multi-Service Outlet (MSO), Carrathool Shire LGA	Domestic assistance HCP provider CHSP funded	6961 7600

Just Better Care, Wagga Wagga region	Domestic assistance HCP provider	6931 1020
BaptistCare Care Centre, Wagga Wagga LGA	Domestic assistance HCP provider CHSP funded	1300 275 227
Tumbarumba Multi-Service Outlet, Tumbarumba LGA	Domestic assistance HCP Provider	1800 580 580
Allawah Community Care, Coolamon Shire LGA	Domestic assistance HCP provider CHSP funded	6930 1800
Pinnacle Community Services, Temora LGA	Domestic assistance HCP provider	6942 7786
Cypress View Lodge & Apartments, Murrumbidgee LGA	Domestic assistance HCP provider	6954 4202
United Protestant Association of NSW (UPA), Murray River Shire	Domestic assistance HCP provider CHSP funded	1800 200 422
Calvary Community Care, Riverina	Domestic assistance HCP provider CHSP funded	1300 797 552

RUBBISH REMOVAL

Provider	Contact Details
Forensic Cleaning Services, Hoarding clean up	0433 888 122
National Trauma & Crime Scene Cleaning	0488 007 675
Australian Forensic Cleaning	1300 246 429
QuickSkip Wagga	0408 670 732
McMahon's Waste Removal	6953 2016
Wattle Town Skip Bin's, Cootamundra	0419 157 135
North East Bin Hire, Albury	0421 271 960

SQUALOR CLEAN

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675)
Australian Forensic Cleaning	1300 246 429
Forensic Cleaning Services, Hoarding clean up	0433 888 122

DONATIONS

Provider	Support/Assistance	Contact Details
Wiradjury MACS, Community Child Care Centre, Wagga Wagga	Food parcels	6921 2108
St Vincent de Paul Society, Riverina/Murray region Support services	Clothing Food parcels	12 18 12
The Salvation Army, Riverina/Murray region	Food parcels	1300 371 288
Wesley Uniting Church, Wagga Wagga	Food parcels	6921 4275
Griffith Community Centre, Griffith LGA	Blankets Toiletries Meals	0412 373 019
Temora Community Centre, Temora LGA	Utility bill assistance Telstra bill vouchers	6978 0500
Carevan Foundation, Albury	Free meals	info@carevan.com.au
St David's Uniting Church Albury	Food parcels	6021 6847
North Albury Care & Support Centre	Clothing Food parcels	6048 9530
Junee Community Centre, Junee	Food parcels Food vouchers	6924 2666
Anglicare Ashmont Community Resource Centre, Wagga Wagga LGA	Food parcels	6931 3456

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
Intereach, Deniliquin LGA	Community supports CHSP funded NDIS service coordination	1300 488 226
Australian Unity Home & Disability Services, Riverina/Murray region	Social support groups HCP Provider	1300 296 835

Forrest Community Services, Riverina/Murray region	Social support groups HCP provider	6931 3009
Carrathool Shire Council Multi-Service Outlet (MSO), Carrathool Shire LGA	Home visitor service HCP provider CHSP funded	6961 7600
Catholic Healthcare Home & Community, Tumut, Wagga Wagga, Gundagai, Tumbarumba, Dunedoo, Batlow & Albury LGA)	Social support group HCP provider	1800 225 474
CHSP funded Allawah Community Care, Coolamon Shire LGA	Social support program HCP provider CHSP funded	6930 1800
Mercy Home & Community Care, Albury LGA	Community support program HCP provider	6384 1010
Tumbarumba Multi-Service Outlet, Tumbarumba LGA	Social support group HCP Provider	1800 580 580

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> <p>Break big tasks into smaller tasks (bathroom-> 1 drawer)</p>
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	<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
Alpha Omega Psychology, Wagga Wagga	02 6921 8729
Wagga Women's Health Centre, Wagga Wagga	02 6921 3333
Sureway Health Support, Wagga Wagga, Narrandera, Leeton, Gundagai, Junee, Hay	1300 787 392
CentaCare South West, Wagga Wagga	1300 619 379
Narrandera Medical Centre, Riverina GP Super Clinic	02 6958 1000
Leeton Community Health Centre	1800 011 511
Headspace Griffith	02 6962 3277
Ardlethan Community Health Centre	1800 800 944
Amaranth Foundation, Coolamon, Tumut, Cootamundra Outreach	02 6033 1738
Griffith Community Mental Health Drug & Alcohol Services	1800 011 511
Dundas Valley Medical Centre, Telopea	02 9684 1661
St Vincent de Paul Society Conference Centre Blessed Rosalie Rendu House, Tumut	02 6234 7441
Temora Community Mental Health Drug & Alcohol Services	1800 800 944
Tumut Health Service, Community Mental Health D&A Services	1800 011 511
Hay Health Service, Community Health Services	02 6990 8700
West Wyalong Community Health Centre	1800 800 944
Thrive Psychology, Griffith	1300 575 652