

## Service and Support Directory

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

for Councils in the

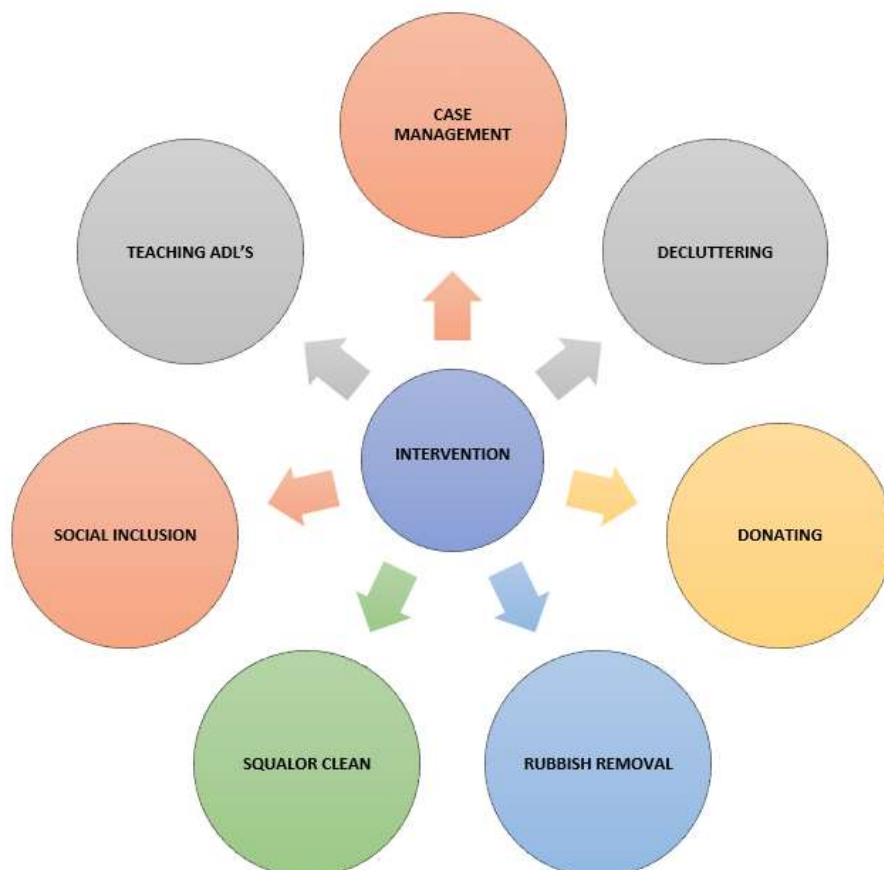
# SOUTHERN HIGHLANDS REGION



## Councils within the Southern Highlands Region

- Yass Valley Council
- Upper Lachlan Shire Council
- Snowy Monaro Regional Council
- Goulburn Mulwaree Council
- Eurobodalla Shire Council
- Bega Valley Shire Council
- Queanbeyan-Palerang Regional Council
- Coolamon 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 Services	Hoarding & Squalor case management HCP provider CHSP funded	1800 225 474
Mercy Health Home & Community Services	Case management HCP provider	03 8416 7777
Australian Unity Home & Disability Services, Young LGA	Case management HCP provider	1300 298 159
Valmar Support Services, Yass Valley LGA	Case management HCP provider CHSP funded	6118 6999
Yass Valley Aged Care, Yass LGA	Case management HCP provider	6226 3090
Ngunnawal Aboriginal Corporation (NACORP), Yass, Young, Goulburn, Queanbeyan LGA	Case management HCP provider CHSP funded	02 6226 3799
BaptistCare Home Services, Goulburn LGA	Case management HCP provider	9345 1230
Just Better Care Canberra & South Coast, Goulburn LGA	Case management HCP provider	6280 4070
Warrigal, Goulburn Home Care Services, Southern Highlands region	Case management HCP provider CHSP funded	1800 927 744
Braidwood Multi-Purpose Health Service, Queanbeyan-Palerang LGA	(Case management HCP provider	4842 9000
IRT, Eurobodalla Community Services, Batemans Bay LGA	Case management HCP provider	13 44 78
HammondCare, HammondAtHome, Southern Highlands region	Case management HCP provider	1800 826 166
Integratedliving Australia, Queanbeyan region	Case management HCP provider	1300 782 896

Unity Healthy Living for Seniors, Queanbeyan region	Case management HCP provider	02 6297 9046
Snowy Monaro Regional Council, Community Support Program, Snowy Monaro LGA	Case management HCP provider CHSP funded	1300 345 345
Sapphire Coast Home Services, Bega Valley LGA	Case management HCP provider	02 6492 7777
RSL LifeCare, Bimbimie Park & Albert Moore Gardens, Merimbula region	Case management HCP provider	6495 1421
Twofold Aboriginal Corporation, Bega Valley LGA	Case management HCP provider CHSP funded	02 6495 6343
Eurobodalla Community Health Services, Narooma LGA	Case management	1800 011 511
Eurobodalla Shire Council Community Care Services, Eurobodalla Shire Council LGA	Case management HCP provider	4474 1003

#### 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 Home & Community Services (Home care assistance)	HCP provider CHSP funded	1800 225 474
All Things Organised, Southern Highlands	Decluttering service	0408 488 388
Mercy Health Home & Community Services	Home care services HCP provider	03 8416 7777
Australian Unity Home & Disability Services, Young LGA	Domestic assistance HCP provider	1300 298 159
Valmar Support Services, Yass Valley LGA	Domestic assistance HCP provider CHSP funded	6118 6999
Ngunnawal Aboriginal Corporation (NACORP),	Domestic assistance HCP provider	02 6226 3799

Yass, Young, Goulburn, Queanbeyan LGA	CHSP funded	
BaptistCare Home Services, Goulburn LGA	(Domestic assistance HCP provider	9345 1230
Warrigal, Goulburn Home Care Services, Southern Highlands region	Domestic assistance HCP provider CHSP funded	1800 927 744
Snowy Monaro Regional Council, Community Support Program, Snowy Monaro LGA	Domestic assistance Home maintenance HCP provider CHSP funded	1300 345 345
Twofold Aboriginal Corporation, Bega Valley LGA (Domestic assistance	HCP provider CHSP funded	02 6495 6343
IRT, Eurobodalla Community Services, Batemans Bay & Eurobodalla LGA	Domestic assistance HCP provider CHSP funded	13 44 78
Just Better Care Canberra & South Coast, Goulburn LGA	Domestic assistance HCP provider CHSP funded	6280 4070
Cooma Challenge, Cooma-Monaro LGA	Domestic assistance CHSP funded	6452 2156
Gunning Community Care, Toney Foley Memorial Centre, Aged & Disability Services, Queanbeyan, Goulburn & Yass LGA	Domestic assistance NDIS supported provider	4845 1166

## **RUBBISH REMOVAL**

<b>Provider</b>	<b>Contact Details</b>
Trash Busters	0412 504 155
Anderson Waste Services	4869 4260
Jim's Cleaning & Rubbish removal, Southern Highlands	13 15 46
National Trauma & Crime Scene Cleaning	0488 007 675
Australian Forensic Cleaning	1300 246 429
Forensic Cleaning Services, Hoarding clean up	0433 888 122

## **SQUALOR CLEAN**

<b>Provider</b>	<b>Contact Details</b>
A to Z Total Care, Cleaning services	1800 728 844
Axe Cleaning, Cleaning services	0406 995 228
Barry's Carpet Cleaning Service	0412 429 122

Fair Repairs PTY LTD	4423 3283
Queanbeyan Cleaning Services PTY LTD	0412 633 031
Handy Belles, Hoarding & Squalor clean	0416 191 620
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
St Vincent De Paul Society, Southern Highlands	Food parcels Clothing	4828 5971
The Salvation Army Community Services Centre, Southern Highlands	Low-cost groceries Food parcels Clothing Furniture	0448 022 526
Anglicare NSW South, NSW West	Clothing Food parcels	6232 9272
Pivot Point Community Centre, Batemans Bay & surrounding areas	Food parcels	4472 6098
Southern Care Community Aid, Eurobodalla Shire LGA	Weekly grocery support	4474 0984
Monaro Community Access Services (MCAS), Snowy Monaro LGA	Food parcels Financial assistance Utility bill vouchers Petrol vouchers	6452 6174
Monty's Place Narooma, Eurobodalla LGA	Weekly community lunch	0448 464 468
Bega Valley Meals on Wheels, Bega Valley LGA	Community lunch	6492 4146
Sapphire Community Projects, Bega Valley LGA	Low-cost groceries	0490 843 518

## 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
Australian Unity Home & Disability Services, Young LGA	Social support services HCP provider	1300 298 159

Valmar Support Services, Yass Valley LGA	Social support services HCP provider CHSP funded	6118 6999
BaptistCare Home Services, Goulburn LGA	Social support groups HCP provider	9345 1230
Unity Healthy Living for Seniors, Queanbeyan region	Social support groups Group activities HCP provider	02 6297 9046
Snowy Monaro Regional Council, Community Support Program, Snowy Monaro LGA	Social support groups HCP provider CHSP funded	1300 345 345
Eurobodalla Shire Council Community Care Services, Eurobodalla Shire Council LGA	Social support group HCP provider	4474 1003
Gunning Community Care, Toney Foley Memorial Centre, Aged & Disability Services, Queanbeyan, Goulburn Yass LGA	Social support groups NDIS supported provider	4845 1166
Wingecarribee Shire Council, LGA (Seniors' community participation programs)	Positive ageing program	4868 0888
Wrap With Love, Yass	Knitting group	02 8399 3000 <a href="mailto:Kreidy@ozemail.com.au">Kreidy@ozemail.com.au</a>
Heart Foundation, Southern Highlands	Walking group	13 11 12
Active and Healthy, Southern Highlands	Walking groups Gentle exercise Stepping on Program	<a href="mailto:ActiveAgeing@health.nsw.gov.au">ActiveAgeing@health.nsw.gov.au</a>

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

	<p>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
Yass Integrated Health, Community Health Service <ul style="list-style-type: none"> <li>• Generalist counselling</li> </ul>	02 6220 2111
June Staunton, Bruce	02 6180 8500
Sureway Health Support, Yass, Tumbarumba	1300 787 392
Crookwell Integrated Health Service <ul style="list-style-type: none"> <li>• Generalist counselling</li> </ul>	02 4837 5000
Rural Financial Counselling, Crookwell	1800 319 458
Cooma Community Mental Health Drug & Alcohol Services, Jindabyne, Bombala, Cooma	02 6455 3307
Jindabyne HealthOne (up to 18y/o) <ul style="list-style-type: none"> <li>• Family counselling</li> </ul>	02 6457 1221
Cooma Health Service, Community Health Centre	1800 999 880
Directions Health Services, Cooma	02 6453 4433
Rural Financial Counselling Service, Cooma	02 6434 4980
Cooma Health Service, Community Health Centre	132 111
Katungul Aboriginal Corporation, Community & Medical Services, Bega	02 6492 0532
Tumbarumba Medical Practice	02 6948 2052

<ul style="list-style-type: none"> <li>• Counselling services</li> </ul>	
Grand Pacific Health, Bega, Eden, Moruya <ul style="list-style-type: none"> <li>• Suicide prevention mental health counselling</li> </ul>	1800 006 841
Headspace, Bega	1800 959 844
Bega Valley Mental Health Drug & Alcohol Service	02 6491 9300
Headspace, Queanbeyan	02 5131 1500
Grand Pacific Health, Bega	02 6494 8800
SANE Australia, Life After Bushfires, Bega	1800 187 263
Katungul Aboriginal Corporation, Community & Medical Services, Narooma	02 4476 2155
Queanbeyan GP Super Clinic	02 6297 3311
Grand Pacific Health, Queanbeyan <ul style="list-style-type: none"> <li>• Aboriginal &amp; Torres Strait Islander mental health counselling</li> </ul>	02 6298 2900
Corinna Chambers Psychologists, Queanbeyan	02 6260 3366
Lakeside Counselling, Akolele	0411 346 563
Eurobodalla Community Health Centre, Moruya	1800 999 880
Headspace, Albury Wodonga	02 6055 9555