

# Service and Support Directory

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

**for Councils in the**

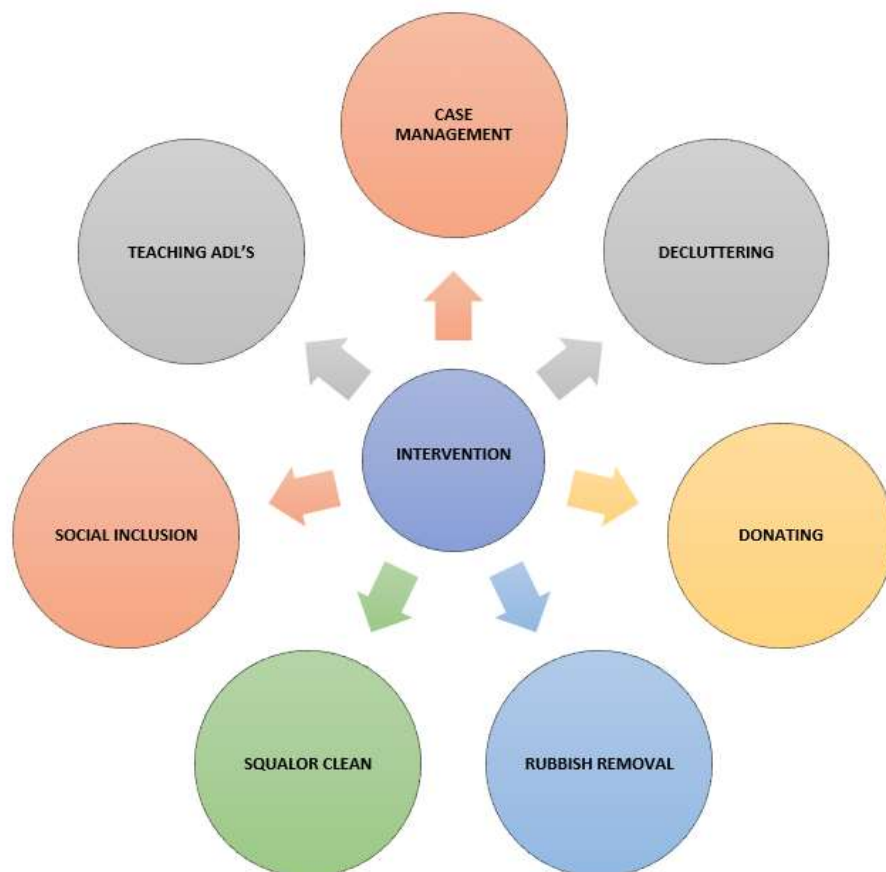
# CENTRAL WEST REGION



## Councils within the Central West Region

- Weddin Shire Council
- Parkes Shire Council
- Orange City Council
- Oberon Council
- Cowra Council
- Cabonne Council
- Blayney Shire Council
- Bathurst Regional Council
- Lithgow City Council
- Forbes Shire Council
- Brewarrina Shire Council
- Lachlan Shire Council
- Bogan Shire Council
- Lockhart 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	Case management Hoarding and Squalor HCP provider CHSP funded	1800 225 474
Currajong Disability Services, Condobolin & Lachlan Shire Council local government area	Case management NDIS supported service	02 6863 4713
Lachlan Shire Council, Local government area	Case management CHSP funded	02 6895 3478
Australian Unity Home & Disability Services, Central West region	Case management HCP provider	1300 160 170
Southern Cross Care, Parkes	Case management HCP provider	1800 632 314
LiveBetter, Central West Region	Case management HCP provider	1800 580 580
Baptist Care Home Services, Central West	Case management HCP provider	5317 5000
Bilyara Hostel, Cowra	Case management HCP provider	6341 1666
Uniting, Orange local government region	Case management HCP provider	1800 864 846
Life Without Barriers, Orange local government area	Case management NDIS support coordination	6393 3200
New Horizons Enterprises, Central West region	Case management NDIS support coordination CHSP funded HCP provider	6338 2345
Glenray, Bathurst Council local government area	Case management NDIS support coordination	6331 2388
UnitingCare, Lithgow local government area	Case management CHSP funded NDIS support coordination	02 6351 4887
Kirinari Community Services, Lithgow local government area	Case management HCP provider	1300 547 462 www.kirinari.com.au

Upper Lachlan Community Care, Lachlan local government area	Case management CHSP funded HCP provider	4832 2399
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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
New Horizons Enterprises, Central West region	Domestic assistance NDIS support coordination CHSP funded HCP provider	6338 2345
Australian Unity Home & Disability Services, Central West region	Domestic assistance HCP provider	1300 160 170
LiveBetter, Central West Region	Domestic assistance HCP provider	1800 580 580
Uniting, Orange local government region	Domestic assistance HCP provider	1800 864 846
Central West Home Modification Service, Central West Region	Home maintenance MAC referral	1800 580 580
BaptistCare Home Services, Central West	Domestic assistance HCP provider	5317 5000
Whiddon, Kelso Community Care, Bathurst, Dubbo & Orange local government area	Domestic Assistance HCP provider NDIS coordination support	1300 738 388
Annecto, Dubbo local government area	Domestic Assistance CHSP funded HCP provider	18000 266 328
Southern Cross Care, Central West Region	Domestic Assistance Home & garden Maintenance CHSP funded HCP provider	1800 870 426
Dubbo Area Nursing Service, Dubbo local government area	Domestic assistance HCP provider	6885 6407

Upper Lachlan Community Care, Lachlan local government area	Domestic assistance CHSP funded HCP provider	4832 2399
Just Better Care, Central West	Domestic Assistance NDIS coordination support HCP provider	4626 1287
Tottenham Community Health Centre, Home & Community Care Service, Lachlan Shire Council local government area	Domestic assistance CHSP funded	02 6891 6200

### DONATION SERVICES

Provider	Support/ Assistance	Contact Details
St Vincent de Paul Society, Central West Region	Clothing Food parcels Vouchers Energy bill assistance Furniture No-interest loans	13 18 12
Can Assist Condobolin	Financial assistance	6895 2877
The Salvation Army, Central West Region	Food vouchers Food parcels Financial Assistance Furniture Christmas hampers Telstra vouchers Energy Accounts payment assistance vouchers	1300 371 288
Cowra NILS	Interest-free loans for essential household needs	6340 1100
Cowra Food Hall	Food parcels	6341 4011
Grenfell food hall	Food parcels	6343 1235
Canowindra	Food Basket Food parcels Household supplies	0409 867 002
Bathurst Legacy, Bathurst Regional Council local government area	Financial assistance	6333 2913
Bathurst Local Aboriginal Land Council	Low-cost food	6332 6835
C3Cares, Bathurst	Food parcels Community meals	6332 5771
LiveBetter Community Transport, Greater Lithgow area	Taxi vouchers	1800 200 422

### RUBBISH REMOVAL:

Provider	Contact Details
Lachlan Waste Services, Rubbish removal & skip bin, Condobolin	6895 2590
Crime Scene Clean Ups, Central West region	1300 246 429
Rubbish Removal Bathurst, Orange, & dubbo areas	0480 271 533
Jim's Rubbish Removal, Cowra region	1300 993 534
JR Richards & Sons, Rubbish collection Orange	6362 6353
Anywhere Skips Orange	0447 966 838
JT's Skip Bins Hire, Forbes	0429 995 599
Bathurst Lithgow Mini Bins, Skip Bin Hire and removal	0411 139 063
Central West Rubbish Removals	0420 279 865

### SQUALOR CLEAN:

Provider	Contact Details
National Trauma & Crime Scene Cleaning	0488 007 675
Crime Scene Clean Ups, Central West region	1300 246 429
Dr Detail, Cleaning Services Central West	0419 661 170
Australian Forensic Cleaning (Central west)	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, Orange	Social support programs HCP provider CHSP funded	1800 864 846
Life Without Barriers, Orange local government area	Day program NDIS support coordination	6393 3200
New Horizons Enterprises, Central West region	Social support programs NDIS support coordination CHSP funded HCP provider	6338 2345
Glenray, Bathurst Council local government area	(Day programs Active ageing program NDIS support coordination	6331 2388
UnitingCare, Lithgow local government area	Recreational programs Community day program Active ageing program	02 6351 4887

	CHSP funded NDIS support coordination	
Kirinari Community Services, Lithgow local government area	Lifestyle program HCP provider	1300 547 462
Australian Unity Home & Disability Services, Central West region	Social support group HCP provider	1300 160 170
BaptistCare Home Services, Central West	Social support groups HCP provider	5317 5000
Whiddon, Kelso Community Care, Bathurst, Dubbo & Orange local government area	Community visitor support HCP provider NDIS coordination support	1300 738 388
Annecto, Dubbo local government area	Visitor program CHSP funded HCP provider	18000 266 328
Southern Cross Care, Central West Region	Visitor program CHSP funded HCP provider	1800 870 426
Upper Lachlan Community Care, Lachlan local government area	Visitor program CHSP funded HCP provider	4832 2399
Just Better Care, Central West	Social activity programs Assistance with outings NDIS coordination support HCP provider	4626 1287
Tottenham Community Health Centre, Home & Community Care Service, Lachlan Shire Council local government area	Craft group CHSP funded	02 6891 6200
LiveBetter Community Transport, Greater Lithgow area	Social outings CHSP funded	02 6352 2146

### 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.</p>
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	<p>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-&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
Headspace, Orange	02 6369 9300
Margaret Johnson Psychological Service	02 6362 3511
Lives Lived Well, Orange Outreach Services	1300 727 957
Sureway Health Support, Orange	1300 787 392
Interrelate Family Centre, Orange	02 6363 3650
LikeMind, Orange	02 6311 1700
LifeLine Central West, Orange	1300 798 258
Orange Multi-Purpose Health Service, Community Health	02 6369 3300
Orange Aboriginal Medical Service	02 6393 9000
The Rock Community Visiting Outreach Community Health Services	1800 011 511
Alpha Omega Psychology, Wagga Wagga	02 6921 8729
Wagga Wagga Community Health Service	02 5943 2300
Culcairn Multi-Purpose Service (MPS) Community Health Services	02 6058 1750
Headspace, Wagga Wagga	02 6937 9000
Amaranth Foundation, Wagga Wagga	02 6033 1738
Grand Pacific Health, Wagga Wagga	02 6453 4440
Wagga Wagga Community Mental Health Drug & Alcohol Services	1800 800 944
Headspace, Albury/Wodonga	02 6055 9555
Headspace, Bathurst	02 6338 1100
Lifeline Central West, Bathurst	131 114
Marathon Health, Bathurst	02 6333 2800
Sureway Health Support, Bathurst, Cowra, Goulburn, Lithgow, Forbes	1300 787 392
Rural Financial Counselling Service, Bathurst	1800 940 404

Cowra Community Mental Health, Drug & Alcohol Service	02 5338 5700
Cowra Community Health Services	02 6340 9000
Headspace, Cowra	02 6341 5800
VERTO, Cowra <ul style="list-style-type: none"> <li>Financial counselling</li> </ul>	1300 483 786
Grand Pacific Health, Goulburn <ul style="list-style-type: none"> <li>Suicide prevention</li> </ul>	1800 006 841
Headspace, Goulburn	02 4824 4944
Crookwell Integrated Health Service, Community Health Services	02 4837 5000
Gunning Community Care	02 4845 1166
Goulburn Community Health Service	02 4827 3913
Headspace, Lithgow	02 6352 7600
Lithgow Integrated Health Service, Community Health Centre	1800 222 608
Lithgow Information & Neighbourhood Centre	02 6354 5912
Brewarrina Aboriginal Medical service	02 6839 3333
Brewarrina Multi-Purpose Health Service (MPS)	02 6830 5000
NSW Outback Division of General Practice, Lightning Ridge	02 6829 1800
Forbes Community Health Service	02 6850 7300
Eugowra Multi-Purpose Health Service, Community Health	132 111