

Service and Support Directory

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

for Councils in the

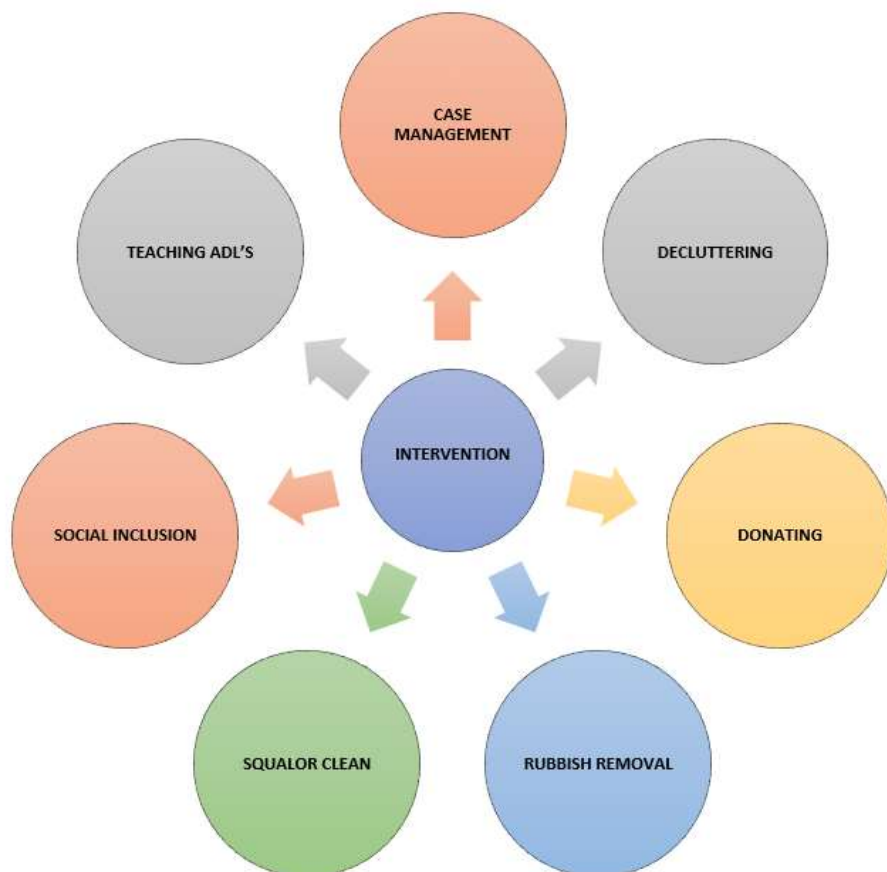
SOUTH EAST SYDNEY REGION



Councils within the South East Sydney Region

- Woollahra Municipal Council
- Waverley Council
- Sutherland Shire Council
- Georges River Council
- City of Sydney Council
- Bayside Council
- Randwick City 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, South East Sydney	Hoarding & Squalor case management HCP provider CHSP funded	1800 225 474
John Paul Village, Heathcote region	Case management HCP provider	8508 3314
Australian Unity Home & Disability Services, Sutherland LGA	Case management HCP provider	1300 159 460
Kurranulla Aboriginal Corporation	Case management HCP provider	9528 0287
St Basil's, Sutherland, Hurstville, Rockdale & Kogarah LGA	Case management HCP provider	8543 2040
HammondCare, HammondAtHome, South East Sydney region	Case management HCP provider	1800 826 166
Gymea Community Aid & Information Service	Case management CHSP funded	9524 9559
Southcare Aged & Extended Care, Sutherland Shire	Case management	9540 8718
Wesley Mission Home & Carer Support Services, South East Sydney region	Case management HCP provider	8522 2200
Kogarah Community Services, Bayside, Georges River & Sutherland LGA	Case management HCP provider	9553 6506
Benevolent Society St George & Sutherland Live at Home Programs	Case management HCP provider ¹	800 236 762
Advance Diversity Services, Bayside, Georges River & Sutherland LGA	Case management HCP provider	9545 6599
Southern Cross Care, Kildare Aged Care	Case management HCP provider	1800 852 672
Sydney Multicultural Community Services, South East Sydney region	Case management HCP provider	9663 3922

Home Care Assistance Sydney City & East	Case management HCP provider	9158 3880
GWC Community Services (Greek Welfare Centre), Newtown	Case management HCP provider	9567 2021
The Salvation Army Sydney Streetlevel Mission, Sydney LGA	Case management	9360 1321
Home Instead Senior Care, Eastern Suburbs & Sutherland LGA	Case management HCP provider	9526 2659
Help at Home by Montefiore, South Eastern Sydney Region	Case management HCP provider	1800 978 711
Holdsworth Community, Bayside, Randwick, Waverly, Woollahra LGA	Case management HCP provider	9302 3688
St John's Community Services, Sydney metro region	Case management	9360 6844
St Luke's Home Care,	Case management HCP provider CHSP funded	8488 7422
Reliant Healthcare,	Case management HCP provider	9362 5500
Calvary Community Care, Sydney metro region	Case management HCP provider	1300 660 022

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, South East Sydney	Domestic assistance HCP provider CHSP funded	1800 225 474
Australian Unity Home & Disability Services, Sutherland LGA	Case management HCP provider	1300 159 460
Wesley Mission Home & Carer Support Services, South East Sydney region	Domestic assistance HCP provider	8522 2200
St Luke's Home Care	Domestic assistance HCP provider	8488 7422

	CHSP funded	
Reliant Healthcare,	Domestic assistance HCP provider	9362 5500
Essential Home Care, City of Sydney	Domestic assistance NDIS support coordination	1300 792 743
Annecto, Sydney regions	Domestic assistance CHSP funded	1300 487 017
Claro, Sydney & South Coast	Domestic assistance CHSP funded	1300 303 770
The Co-operative Life, Sydney	Domestic assistance CHSP funded	1300 494 117
Alliance Community, Sydney	Domestic assistance CHSP funded	1300 769 155
Home Caring, Sydney East	Domestic assistance	8003 5099
Accommodation & Care Solutions (ACARES)	Domestic assistance CHSP funded NDIS clients	1300 303 770
Better Connected Community Services, Bayside LGA	Domestic assistance CHSP funded	9024 4400
GyMEA Community Aid & Information Service, Sutherland LGA	Domestic assistance CHSP funded	9524 9559
EreMEA Home Care Services, City of Sydney LGA	Domestic assistance CHSP funded	1300 118 880

RUBBISH REMOVAL

Provider	Contact Details
Crackers Clearout PTY Ltd	0467 648 122
Crime Scene Cleaning Services, Hoarding & Squalor cleans	1800 994 911
Blueys, Hoarding & Squalor Cleans	1800 925 925
Sweep Cleaning, Hoarding & Squalor Clean	0433 174 925
Same-Day Rubbish Removal Sydney	0402 737 046
Paul's Rubbish Removal	0407 125 125
Redooo Waste cleanup	1800 860 512

SQUALOR CLEAN

Provider	Contact Details
Jim's Cleaning Sydney	0417 009 700
Trauma Clean	0413 739 854
Metro Cleaning and Maintenance	0430 714 352

Best in Oz Cleaning Services	8880 6490
Mop Lovers House Cleaning	1300 001 250
Crime Scene Cleaning Services, Hoarding & Squalor cleans	1800 994 911
Blueys, Hoarding & Squalor Cleans	1800 925 925
Sweep Cleaning, Hoarding & Squalor Clean	0433 174 925

DONATIONS

Provider	Support/Assistance	Contact Details
St Vincent De Paul Centre, South East Sydney	Clothing Blankets Food parcels Utility bill assistance	9532 3110
Orana, Sutherland LGA	Food parcels Food vouchers	9521 8280
Crossroads Community Care Centre, Sutherland LGA	Clothing Toiletries Utility bill assistance	9525 3790
Salvation Army Corps, Miranda & surrounding areas	Food parcels EFTPOS vouchers	1300 371 288
The Salvation Army. South East Sydney	Clothing Blankets Food parcels Food vouchers	9380 2882
One Meal, Cronulla	Community dinner	
Mobile Community Pantry, Caringbah	Low-cost groceries	0478 926 125
The Kogarah Storehouse, LGA	Food parcels Utility bill assistance	9587 5761
Georges River Life Care, Georges River LGA	Food vouchers Utility bill assistance	9153 6300
Kooloora Community Centre, Randwick LGA	Utility bill vouchers	9661 9160
Anglicare, Waverly LGA	Food parcels Utility bill assistance Telstra vouchers	8624 8600
Glebe Assistance & Partnership Program, Glebe & Surrounding suburbs	Food parcels Utility bill assistance	9552 4164
Oz Harvest	Low-cost groceries	1800 108 006
St John's Community Services, Sydney metro	Meals Financial assistance	9360 6844
The Wayside Chapel, Bondi Community Services Centre	Clothing	9581 9193
Mission Australia, Inner Metro area	Food vouchers	9357 1144

C3Cares, Sydney LGA	Clothing Blankets Food parcels Toiletries	9326 0119
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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, Sutherland LGA	Social support group HCP provider	1300 159 460
Kurranulla Aboriginal Corporation	CHSP funded program HCP provider	9528 0287
St Basil's, Sutherland, Hurstville, Rockdale & Kogarah LGA	Day centre HCP provider	8543 2040
GyMEA Community Aid & Information Service	Drop-In centre Social groups Day centre CHSP funded	9524 9559
Wesley Mission Home & Carer Support Services, South East Sydney region	Social & Community programs HCP provider	8522 2200
Kogarah Community Services, Bayside, Georges Ricer & Sutherland LGA	Social support group HCP provider	9553 6506
Sydney Multicultural Community Services, South East Sydney region	Social support groups HCP provider	9663 3922
GWC Community Services (Greek Welfare Centre)	Newtown Day programs Community visitor scheme HCP provider	9567 2021
Home Instead Senior Care, Eastern Suburbs & Sutherland LGA	Companionship services HCP provider	9526 2659
St Luke's Home Care,	Social support groups HCP provider CHSP funded	8488 7422

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>
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>
Communicating with others:	<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>
Companionship and mental health support:	<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
Aboriginal Health & Medical Research Council of NSW , Aboriginal Health College, Little Bay	02 9212 4777
Associated Counsellors & Psychologists, Bondi junction	02 8094 1792
Open Arms, Bondi Junction <ul style="list-style-type: none"> • Veterans & Families Counselling 	1800 011 046
Jewish House, Bondi <ul style="list-style-type: none"> • Counselling & support 	02 9386 0770
Headspace, Bondi Junction	02 9366 8800

Bondi Beach Cottage <ul style="list-style-type: none"> Counselling services 	02 9365 1607
Life Supports, Bondi Junction	1300 735 030
Pheonix Holistic Care, Bondi Junction	02 9386 1225
Associated Counsellors & Psychologists, Double Bay, Potts Point	02 8205 0566
iFlow Psychology, Double Bay	02 6061 1144
Gorman Unit, Darlinghurst <ul style="list-style-type: none"> Alcohol & drug outpatient services 	02 9361 8080
The Cabin Sydney, Edgecliff <ul style="list-style-type: none"> Addiction counselling 	02 8046 6462
Life Supports, Paddington	1300 735 030
Centre 360 Youth & Family Service	02 9331 2691
Associated Counsellors & Psychologists, Surry Hills	02 8094 1790
Jewish Care, Mental Health & Wellbeing Program, Woollahra	1300 133 660
Associated Counsellors & Psychologists, Miranda	02 8004 9960
Associated Counsellors & Psychologists, Sutherland	02 8205 0566
Associated Counsellors & Psychologists, Caringbah	02 8094 1799
Headspace, Miranda	02 9575 1500
Hopefield, Kirrawee <ul style="list-style-type: none"> Counselling & psychologist services 	02 9545 0299
Life Supports, Bangor, Engadine	1300 735 030
Lifeline Sydney & Sutherland, Sylvania	131 114
Engadine Community Health Centre <ul style="list-style-type: none"> Parents with infants 0-5 	02 9522 1000
Orana, Central office, Sutherland <ul style="list-style-type: none"> Holistic counselling 	02 9521 8280
Menai Community Health Centre	02 9522 1000

Dr. Monica Moore, Psychologist, Sutherland	0400 553 160
Horizon Church, Sutherland	02 9521 2933
<ul style="list-style-type: none"> • General counselling 	
Associated Counsellors & Psychologists, Kogarah, Hurstville	02 8205 0566
Life Supports, Kogarah, Maroubra	1300 735 030
St George Hospital, Mental Health Inpatient Services	1800 011 511
Sydney Clinical & Forensic Psychology Services, Hurstville	0456 399 673
Concepts Psychology, Ramsgate	02 9583 1069
Vital Health & Wellbeing Centre, Kogarah	1300 648 099
New Vision Psychology, Hurstville	1300 001 778
<ul style="list-style-type: none"> • For Chinese ethnic communities 	
Associated Counsellors & Psychologists, Dulwich Hill	02 8004 9963
Headspace, Hurstville	02 8048 3350
Kathleen Conquest Counselling, Hurlstone Park	0412 438 193
Associated Counsellors & Psychologists, Enmore	02 8897 0809
Learning Links, Peakhurst	02 8525 8222
Learning Links, Maroubra	02 8525 8260
Breakthru, Maroubra	1800 767 212
<ul style="list-style-type: none"> • Counselling 7y/o and over 	
Neami National, Hurstville	02 9570 5933
<ul style="list-style-type: none"> • Suicide prevention after care service 	
The Black Dog Institute, Randwick	02 9382 2991
<ul style="list-style-type: none"> • Psychology clinic 	
Gidget House, Randwick	02 9460 1550
<ul style="list-style-type: none"> • Perinatal counselling 	
Associated Counsellors & Psychologists, Glebe	02 8094 1796
Disability Services Australia, Mascot	1300 372 747

Forward Therapy, Surry Hills	02 8006 1122
Sydney Local Health District Community Mental Health, Redfern Aboriginal Mental Health	02 9395 0444
Life Supports, Ultimo	1300 735 030
Imanadari Counselling, Ultimo	02 8315 7723
BaptistCare Hope Street, Woolloomooloo <ul style="list-style-type: none"> • Provider of a range of community services 	02 9358 2388
WEAVE Youth & Community Services, Woolloomooloo	02 9331 2153
Dementia Advisory Service (DAS), Darlinghurst	1800 200 422