

Service and Support Directory

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

for Councils in the

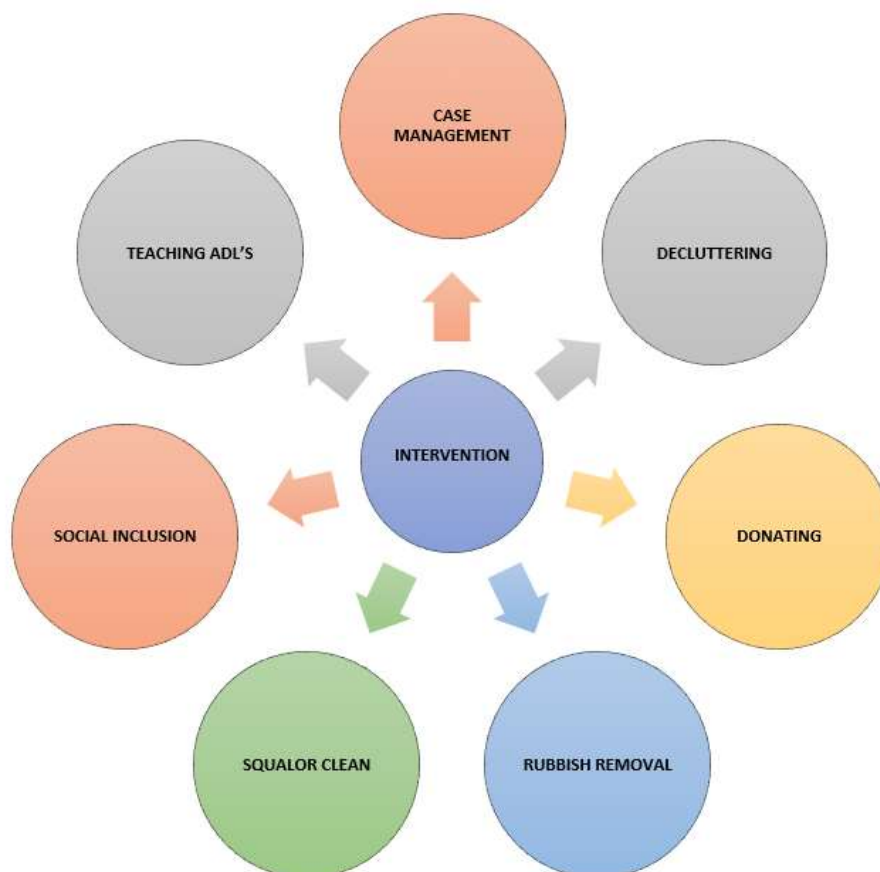
SOUTH WEST SYDNEY REGION



Councils within the South West Sydney Region

- Wingecarribee Shire Council
- Wollondilly Shire Council
- Liverpool Plains Shire Council
- Liverpool City Council
- Hilltops Council
- Fairfield City Council
- Camden Council
- Campbelltown 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	Hoarding & Squalor case management HCP provider CHSP funded	1800 225 474
Carrington Community Care, Camden LGA	Case management HCP provider CHSP funded	1300 590 590
Baptist Care Home Services, South-West Sydney/Narellan	Case management HCP provider CHSP funded	1300 275 227
RFBI Care at Home, South Western Sydney	Case management HCP provider	1300 848 076
Just Better Care, Camden LGA	Case management HCP provider NDIS supported provider	02 4626 1287
EACH Social & Community Health, Campbelltown LGA	Case management HCP provider CHSP funded	0427 721 364
Rubies Nursing Care, Southwest Region	Case management HCP provider	1300 651 649
Australian Unity Home & Disability Services, Southwest Sydney	Case management HCP provider	1300 282 615
Focus Connect, Aged Care Services Team, Campbelltown LGA	Case management HCP provider	02 4627 1188
The Whiddon Group, Glenfield Community Care, Campbelltown, Liverpool, Camden, Bankstown, Fairfield LGA	Case management HCP provider	1300 738 388
Catholic Care, Liverpool LGA	Case management HCP provider	131 819
BareCare Australia, Home Care Services	Case management HCP provider	0466 898 497
First Call Nursing, Bankstown, Camden, Campbelltown, Fairfield & Liverpool LGA	Case management HCP provider	02 9600 6612

Bankstown City Aged Care, South Western Sydney	Case management HCP provider	8717 0180
Abel Tasman, Chester Hill LGA	Case management HCP provider	9645 3388
HammondCare, HammondAtHome, South West Sydney	Case management HCP provider	1800 826 166
Pearl Home Care Sydney Outer West, South West Sydney region	Case management HCP provider CHSP funded	8004 7137
Southern Highlands Home Care, Wingecarribee LGA	Case management HCP provider	4861 1329
Interchange Australia, Wingecarribee LGA	Case management HCP provider CHSP funded	02 4868 6688
Presbyterian Aged Care NSW/ACT, South West Sydney Community Centre	Case management HCP provider CHSP funded	1800 864 846

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
Carrington Community Care, Camden LGA	Domestic assistance HCP provider CHSP funded	1300 590 590
BaptistCare Home Services, South-West Sydney	(Domestic assistance HCP provider CHSP funded	1300 275 227
Just Better Care, Camden LGA	Domestic assistance HCP provider NDIS supported provider	02 4626 1287
Rubies Nursing Care, South West Region	Domestic assistance HCP provider	1300 651 649
Australian Unity Home & Disability Services, South West Sydney	Case management HCP provider	1300 282 615
First Call Nursing, Bankstown, Camden, Campbelltown, Fairfield & Liverpool LGA	Domestic assistance HCP provider	02 9600 6612

Pearl Home Care Sydney Outer West, South West Sydney region	Domestic assistance HCP provider CHSP funded	8004 7137
Interchange Australia, Wingecarribee LGA	Domestic assistance HCP provider CHSP funded	02 4868 6688
Presbyterian Aged Care NSW/ACT, South West Sydney Community Centre	Domestic assistance HCP provider CHSP funded	1800 864 846
CORE Community Services (CORE), Aged & Disability Care Services. Bankstown, Fairfield & Liverpool LGA	Domestic Assistance	8717 1500
Multicultural Care, South West Sydney	Domestic assistance CHSP funded NDIS supported provider	9718 6199
Campbelltown-Warrambucca Aboriginal Home Care Services, South Western Sydney district	Domestic assistance CHSP funded	1300 160 170
BCD Community Care, South Western Sydney region	Domestic assistance	1800 275 223
Bolton Clarke, Sydney	Domestic assistance CHSP funded	1300 221 122
EACH Social & Community Health, Campbelltown LGA	Domestic assistance HCP provider CHSP funded	0427 721 364

RUBBISH REMOVAL

Provider	Contact Details
Crackers Clearout PTY LTD, Waste Removal	0467 648 122
Kurt's Rubbish Removal, South West Sydney	0428 255 438
Nationwide Rubbish Removal, Hoarding removal	413 739 854
A1 Rapido Rubbish Removal plus civil PTY LTD	1800 678 399
Rubbish Removal Blairmount	9160 1464
Bee's Rubbish Removal	0403 346 165

SQUALOR CLEAN

Provider	Contact Details
Universal group Australia, Cleaning services	0450 083 500
Stulos Cleaning Services, Hoarding & Squalor clean	0433 465 159
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, South West Region	Clothing Food vouchers	4677 2493
C3 Community Services, Campbelltown LGA	Utility bill assistance Telstra vouchers Community lunch	4620 7400
Nagle Centre Care & Support, Campbelltown LGA	Clothing Food parcels Food vouchers Utility bill assistance Pharmacy vouchers	4628 2928
Community Links Wellbeing, Wollondilly, Wingecarribee & Camden LGA	Utility bill assistance	4683 2776
Focus Connect, Camden, Campbelltown & Wollondilly LGA	Food Utility bill assistance Pharmacy bill assistance Telstra vouchers	4627 1188
Anglicare Campbelltown, Campbelltown & surrounding LGA	Clothing Blankets Food & grocery vouchers Utility bill assistance	8624 8600
Hands & Feet, Faith Living Church, Claymore LGA	Food parcels	0452 567 653
The Salvation Army Community Services	Food parcels Vouchers Financial assistance	9601 2813
CORE Community Services, Fairfield LGA	Food parcels Coles vouchers	8582 4170
Community First Step, Fairfield LGA	Food parcels Utility bill assistance	9727 4333
Padstow Community Care, Padstow LGA	Food vouchers	9772 2299
Mobile Community Pantry, Bankstown LGA	Low-cost groceries	9790 1883
Chester Hill Neighbourhood Centre, Bankstown and Canterbury LGA	Utility bill assistance	9645 3700
Macquarie Fields Salvation Army Connect Centre	Food vouchers Fuel vouchers	1300 371 288

	Prescription vouchers Telstra vouchers	
South Western Sydney Early Intervention & Tenancy Support Service, Liverpool & Fairfield LGA	Clothing Food parcels	8784 5400

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
BaptistCare Home Services, South-West Sydney	Senior Social Club Social support HCP provider CHSP funded	1300 275 227
Just Better Care, Camden LGA	Social support services HCP provider NDIS supported provider	02 4626 1287
EACH Social & Community Health, Campbelltown LGA	Day program HCP provider CHSP funded	0427 721 364
Rubies Nursing Care, South West Region	Social support services HCP provider	1300 651 649
Australian Unity Home & Disability Services, South West Sydney	Social support program HCP provider	1300 282 615
Focus Connect, Aged Care Services Team, Campbelltown LGA	Day program CHSP funded HCP provider	02 4627 1188
Interchange Australia, Wingecarribee LGA	Social support program HCP provider CHSP funded	02 4868 6688
Presbyterian Aged Care NSW/ACT, South West Sydney Community Centre	Social support program HCP provider CHSP funded	1800 864 846
Little Bay Coast Centre for Seniors	Leisure & Health activities	9311 4886
Canterbury Bankstown Library & Knowledge Centre, Chester Hill	Knitting group Book club	9707 9740
Canterbury Earlwood Caring Association, Multicultural Adult Day Centre	Social & Recreational activities CHSP funded	02 9559 4013

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:	Transport can be arranged through an organisation to assist with a client to access pharmacies to pick up their medication.
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
Liverpool Women’s Health Centre	02 9601 3555
Life Supports, Liverpool	1300 735 030
Headspace, Liverpool	02 8785 3200
Gambling Help Service, South West Sydney Mental health	02 9616 4060
Gandangara Health Services, Liverpool	02 9601 0700
Learning Links, Liverpool	02 8525 8280
Salvation Army headfirst, Liverpool	02 8785 3200
The ORS Group, Liverpool	1800 000 677

<ul style="list-style-type: none"> • Employment assistance program, counselling) 	
South Western Sydney Drug Health Services, Liverpool	02 9616 8586
Wollondilly Community Health Centre	02 4683 6000
Uniting Counselling & Mediation, Campbelltown	02 4629 7000
Life Supports, Camden	1300 735 030
Narellan Community Health Centre	02 8788 4200
Lifeline, MacArthur	131 114
Sureway Health Support, Tahmoor	1300 787 392
Campbelltown Drug Health Services	02 4634 4177
Disability Services Australia, Enhance Health Services, Campbelltown	1300 372 747
Arab Council Australia, Fairfield East	02 9709 4333
<ul style="list-style-type: none"> • Problem gambling service 	
Odyssey House NSW, Fairfield	1800 397 739
<ul style="list-style-type: none"> • Counselling services 	
Wesley Counselling Services, Fairfield	02 8717 0904
Service for Treatment & Rehab of Torture & Trauma Survivors, Fairfield	02 9646 6555
WISE Employment, Fairfield Job active	02 8718 4060
South Western Sydney LHD, Fairfield Liverpool Youth Health team	02 8717 1717
<ul style="list-style-type: none"> • Youth counselling 	
The ORS Group, Villawood	1800 000 677
Fairfield Community health centre	02 9794 1700