A Guide to Community Care in the Sutherland Shire

INFORMATION FOR CARE PROFESSIONALS
This guide is produced for and about the community care services that support Sutherland Shire residents, where appropriate, to remain in the community and live in their own homes, instead of institutions. These ‘clients’ or ‘service users’ include the following individuals:

- ‘Carer’ - provides regular and sustained care to a family member or friend who is frail, has a disability or chronic illness (i.e. not a paid worker);
- ‘Consumer’, ‘care recipient’ or ‘frail aged person’ - aged 65 years or over (over 50 years if indigenous) requiring assistance with daily living tasks;
- ‘Consumer’, ‘care recipient’ or ‘person with a disability’ – person aged under 65 years (50 years if indigenous) with moderate to severe disability requiring assistance with daily living tasks.

LIST OF CONTENTS

WHAT IS COMMUNITY CARE? 3
Commonwealth Home and Community Care (HACC) Program 4
& NSW Community Care Supports Program (CCSP) 4
Veterans’ Home Care (VHC) 5
Home Care Packages (HCP) 5
National Respite for Carers Program (NRCP) 6
Disability Services Program (DSP) 7
Attendant Care Program (ACP)/Community Supports Program (CSP) 8
Other Related Programs: 8
The Lifetime Care & Support Scheme (LTCS) 8
Community Packages (Com Packs) 8
Healthy At Home 8
Assistance with Care & Housing for the Aged (ACHA) program 8

Community Care Providers in the Sutherland Shire 9

Profile of the Sutherland Shire 39

Local Community Care Systems 40
Key Service Networks 40
Key Local Documents 40

Dictionary of Acronyms 41

Summary Table of Community Care in the Sutherland Shire 42
WHAT IS COMMUNITY CARE?

The Community Care sector is a group of services that have been established as a support system for frail older people, people with disability and the carers of both groups. These services aim to provide ongoing support to allow people to remain in the community and live in their own homes, as an alternative to institutional or residential care. Community care services exist across New South Wales, although they have tended to develop differently to meet the particular needs of each region or community.

Community care encompasses basic service types, with specifications under each funding program:

- **Allied Health Care/Paramedical** - Professional health care services (e.g., podiatry/foot care, occupational therapy, physiotherapy, speech pathology, social work or dietetics).
- **Behaviour/specialist intervention** - Range of services relating to the management of challenging behaviors, including intensive intervention support, training & education in behavior management, & consultancy services.
- **Case Management** - A collaborative & person-focused process for managing support to people with chronic, ongoing or complex conditions or situations.
- **Centre Based Day Care** - Structured group activities to assist with social interaction which are conducted in a centre-based setting; may include bus trips & outings.
- **Counselling/Support, Information, Referral & Advocacy** - Assistance with understanding & managing situations & relationships associated with the client’s need for care &/or their caring responsibilities (e.g. one-on-one advice, information, training, assistance in dealing with other agencies; may include support groups).
- **Domestic Assistance** - Assistance with housework & chores (e.g. cooking, cleaning, dishwashing, clothes washing & ironing, shopping & bill paying).
- **Early Childhood Intervention** - Support services to assist children up to 6 yrs old with a developmental delay to integrate with peers into pre-schools & the wider community.
- **Home Maintenance** - Assistance with home or yard upkeep & repair to ensure it is a safe place to live (e.g. changing light bulbs, carpentry, replacing tap washers & replacing roof guttering).
- **Home Modifications** - Assistance with renovations or alterations to the client’s home to help them move safely around the home (e.g. installation of handrails, ramps, emergency alarms, removal of shower hobs).
- **In-home accommodation support** - Individual in-home living support &/or developmental programming for people with a disability.
- **Meals** - Preparation & delivery of meals to clients which contribute to their daily nutrition requirements & to meet special dietary or cultural needs (e.g. Meals on wheels in their homes, either hot & ready-to-eat or with instructions for heating, or in a Community Restaurant centre-based setting).
- **Nursing Care** - Support in the management of particular health problems by a registered or enrolled nurse; in the home or in a centre (e.g. diabetes or continence management, changing bandages & administering medication).
- **Other Food Services** - Assistance with meal preparation & cooking in a client’s home & provision of advice on nutrition, storage or food preparation.
- **Personal Care** - Assistance with daily self-care tasks (e.g. eating, bathing, toileting, dressing, grooming, getting in/out of bed & moving around the house; may also include monitoring medication).
- **Goods & Equipment** - Loan or purchase of goods & equipment that help the client with his/her mobility, communication, personal care or health care (e.g. wheelchairs, appliances & continence pads).
- **Respite Care** - Support to carers through the provision of flexible & responsive alternatives to the usual care arrangements (e.g. a worker or volunteer going into the recipient’s home or with both carer & recipient on an outing).
- **Social Support** - Assistance in the home or community to meet a person’s need for social contact & to help him/her participate in community life (e.g. visiting & telephone monitoring, letter-writing).
- **Transport** - Assistance with travel to/from essential appointments & social activities, either directly (in a car or bus) or indirectly (through a taxi subsidy or voucher).
- **Packages of more than one of the above**

**Note:**

All providers conduct some form of assessment, which involves collection of information about a client’s needs to determine eligibility for service, the extent of their needs & information required for the delivery of services. Development, monitoring & review of case/service plans for each client are also key components of service delivery.
The Commonwealth Home and Community Care (HACC) Program and NSW Community Care Supports Program (CCSP) is a national service program that aims to provide basic, long-term services for frail older people, younger people with disabilities and the carers of both of these groups, so they can live safely and appropriately in the community and in their own homes, rather than institutions. The HACC/CCSP Program came into existence through the Home and Community Care (HACC) Act, 1985 and is under transition to split responsibilities between Australian and State/Territory governments. HACC/CCSP in NSW is split across two funding/administration bodies:

- Commonwealth HACC Program (HACC) for people aged 65 years and over administered by the Australian Government Department of Social Services (DSS); and
- Community Care Supports Program (CCSP) for people aged under 65 years administered by Ageing, Disability and Home Care in the NSW Department of Family and Community Services (ADHC).

However, the transfer of funding responsibilities does not impact local service delivery. Providers who were funded for both aged groups prior to 1 July 2012 continue to provide to both, even though some now have funding agreements with either or both department/s until 30 June 2015. In 2014, some new services were funded exclusively for frail aged; they are marked in this directory as (HACC) aged only.

The HACC/CCSP Program provides a range of basic maintenance and support services via a range of contracted providers, including local government, community and voluntary organisations, religious and charitable organisations and commercial organisations, as well as State government agencies. HACC/CCSP is administered according to the Commonwealth HACC Program Guidelines 2012-2015, Commonwealth HACC Program Manual and Guidelines for NSW Community Care Supports Program.

The following people are eligible to receive HACC/CCSP services:

- older and frail persons with moderate, severe or profound disabilities;
- younger persons with moderate, severe or profound disabilities;
- such other classes of persons as are agreed upon by the Commonwealth and the State Minister; and
- the carers of these people.

Referrals are accepted from any source in the community, including doctors, social workers, hospitals, the Aged Care Assessment Team (ACAT), other community services, carers, relatives, friends, neighbours or care recipients. HACC/CCSP services use a special referral form, called the Client Information and Referral Record (ClaRR) (see Local Service Policy and Protocols).

HACC/CCSP service providers may be funded for one or more service types:

- Domestic Assistance;
- Social Support;
- Nursing care;
- Allied Health care;
- Personal Care;
- Centre Based Day Care;
- Meals;
- Other Food Services;
- Respite Care;
- Case Management;
- Home Maintenance;
- Home Modification;
- Formal Linen Service;
- Transport; and
- Counselling/support, information and advocacy (for clients and carers).


Information About Aged Care

A new My Aged Care website and phone line is now available to assist people to find clear and reliable information on aged care services. Over time, My Aged Care will be the main entry point into the aged care system. Information can be accessed via the My Aged Care website (www.myagedcare.gov.au) or the My Aged Care contact centre (1800 200 422). The contact centre will operate from 8am - 8pm Monday - Friday and 10am - 2pm on Saturdays.
**VETERANS’ HOME CARE (VHC)**

The Australian Government, through the Department of Veterans’ Affairs (DVA), introduced Veterans’ Home Care (VHC) to enable veterans and war widows/widowers to live independently in the community by maintaining optimal health and well-being. DVA has contracted a Regional Assessment and Coordination Agency in each VHC region and has separate contracts with service provider/s in each region to provide in-home care services.

Access to VHC is not automatic. VHC is a cash-limited program and as such, is very different from other entitlement-based programs funded by DVA. To be eligible for a VHC assessment, a person must be:

- a veteran of the Australian defence forces; or
- a defence or war widow/widower of a veteran of the Australian defence forces or an Australian mariner; and have
- a Repatriation Health Card - for all conditions (Gold Card); or
- a Repatriation Health Card - for specific conditions (White Card).

Veterans’ Home Care home support services include:

- Domestic Assistance;
- Personal Care;
- Home and Garden Maintenance (safety-related);
- Respite Care.

The Veterans’ Home Care Coordinated Veterans’ Care (CVC) Program provides social assistance (formerly known as social support) service for Gold Card holders who are at most risk of being admitted or re-admitted to hospital with chronic conditions. The CVC program focuses on the prevention and improved management of veterans’ chronic diseases, educates and empowers participants to self-manage their conditions, aims to improve the quality of life of participants and results in a healthier veteran community.

HACC/CCSP services, such as Meals on Wheels, are provided through special arrangements with State and Territory Governments. DVA provides community nursing, medical transport, home modifications and other allied health services to eligible members of the veteran community. Veterans can choose whether to use HACC/CCSP or VHC. Veterans are also eligible for HCPs.

To be assessed for Veterans’ Home Care services, veterans and war widows/widowers can be referred to, or they can ring, their Veterans’ Home Care Assessment Agency on 1300 550 450 (but mobile calls cannot be connected). Following an assessment, the agency contacts a relevant DVA contracted service provider/s and authorises delivery of VHC services under contractual arrangements.

**FOR MORE INFORMATION:** [www.dva.gov.au](http://www.dva.gov.au)

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**HOME CARE PACKAGES (HCPs)**

Formerly known as CACPs and EACH, Home Care Packages (HCPs) are among the national programs funded by the Australian Government under the *Aged Care Act*, which also covers residential aged care. HCPs provide an intensive home-based care program, incorporating a co-ordination component and case management. They are administered by the Australian Government Department of Social Services (DSS).

Since 1 August 2013, new HCPs have been funded to introduce more choice and flexibility through Consumer Directed Care (CDC). An ACAT assessment and approval is required before people can access HCPs, which also determines the care level and funding allocated to each individual (Level 1, 2, 3 or 4). Additional Supplements are available to assist people with complex conditions, including dementia. **ACAT for the Sutherland Shire is in Southcare - 9540 7540 or 9540 7175.**

HCPs are available to older people when:

1. The person is eligible to receive community care because s/he:
   - is assessed as having complex care needs; &
   - would be assessed, if the person applied for residential care, as eligible to receive residential care at least at the low level of care; &
   - prefers to remain living at home; &
   - is able to remain living at home with the support of community care.
2. Complex care needs are care needs that can only be met by a co-ordinated care package of care services.

5
HCPs can provide individually planned and coordinated package of community aged care services designed to meet older people’s daily care needs in the community. Service types available may include:

- home help;
- personal care;
- transport to appointments;
- social support;
- meal preparation;
- gardening;
- assistance with oxygen &/or internal feeding;
- registered nursing care;
- care by an allied health professional, such as a physiotherapist or podiatrist;
- nutrition, hydration and meal preparation;
- management of skin integrity;
- continence management;
- support for care recipients with cognitive impairment;
- mobility and dexterity;
- leisure, interests and activities;
- emotional support;
- therapy services;
- on-call access;
- home safety;
- home maintenance; and
- home modification.

FOR MORE INFORMATION: www.health.gov.au

**NATIONAL RESPITE FOR CARERS PROGRAM (NRCP)**

Respite care is residential or community care to assist frail older people and others with care needs to continue living in the community. It also gives carers a break from their usual care arrangements. A carer is defined as a person, such as a family member, friend or neighbour, who provides regular and sustained care and assistance to another person without payment for their caring role other than a pension or benefit. The Australian Government gives respite support through the residential care program under the *Aged Care Act 1997*, through the National Respite for Carers Program, which has several key components:

**Commonwealth Carer Respite Centres (CCRCs)** can help when carers need to take a break from caring by arranging respite. They can provide information, emergency or short term respite and link carers with providers of regular respite. Examples of respite care assistance include:

- in-home respite care, including overnight respite;
- residential respite care; and
- flexible respite in a variety of settings.

The Commonwealth Carer Respite Centres across Australia can be contacted on freecall 1800 052 222 (mobile phones incur charges).

Various community-based agencies receive NRCP Respite Services funding to deliver respite care to carers and the people for whom they care in a variety of settings that best meet their needs, such as:

- day care centres which provide respite for a half or full day; activity programs;
- in-home respite services, including overnight care and personal care services;
- respite for carers of people with dementia and challenging behaviour;
- flexible respite in community settings; and group respite in other settings, such as outings.

Anyone can refer to NRCP services, although Carer Respite Centres provide good access to information for each region.

FOR MORE INFORMATION: www.health.gov.au
DISABILITY SERVICES PROGRAM (DSP)

Formerly funded through the Disability Services Act, and with funding from the Australian Government through the National Disability Agreement (NDA), the Disability Services Program (DSP) is a State service program that aims to support younger people with disabilities and their families. It is now being transitioned into the Living Life My Way Framework and then the National Disability Insurance Scheme (NDIS).

There are a number of key components to the program, which is administered by Ageing, Disability and Home Care in the NSW Department of Family and Community Services (ADHC). Additional services have been funded through the NSW Government’s 10 year Disability Plan, Stronger Together: A new direction for disability services in NSW.

These community care services are provided either directly by ADHC staff or through funded providers:
- Respite;
- Behaviour/specialist intervention and diagnosis;
- Advocacy, Information and referral; and
- In-home accommodation & CALD Accommodation Support Development.

There are four types of respite:
- Centre-based is when a person can stay for a day, overnight or longer in a general respite centre, which provides respite services for people with an intellectual disability. Some centre based respite may have a specialised focus or may dedicate periods of time for a specialist focus, such as a particular age group.
- Home-based is respite provided in a client’s home.
- Host Family respite is when a person receives respite from a designated (host) family, who has been matched to the age, interests and background of the individual and their carers.
- Community-based are group respite services, when a group of people is supported to access common activities such as a teenagers group, camps or weekends away (eg. Teen Time).

Respite for Ageing Parent Carers (RACP) incorporates four components:
- Flexible Respite Packages;
- Flexible Day Options;
- Centre Based Respite; and
- Support Co-ordination Program.

ADHC also funds day programs and accommodation in group homes, which are not listed in this directory.

The ADHC Regional Intake Panel is responsible for determining the eligibility status of a person requesting entry and access to a range of disability services provided by ADHC. A potential client must meet the following eligibility criteria in order to receive ADHC disability services:
- be a permanent resident of Australia and reside in New South Wales;
- have an intellectual disability or multiple disabilities where an intellectual disability is also present; and
- if under 6 years, demonstrate features that are consistent with a global developmental delay or demonstrate specific areas of delay in at least two areas of functioning.

Accessing Disability Supports

Starting in the second half of 2014, Locally-based Ability Links NSW Co-ordinators will work with people with disability and the families to help them plan for the future, build skills and capacity and identify opportunities for them to participate in local services and community activities.

St Vincent de Paul Society NSW [central contact for this region]
Tel: 8622 0456 Email: ability.links@vinnies.org.au Web: www.vinnies.org.au

FOR MORE INFORMATION: www.adhc.nsw.gov.au
ATTENDANT CARE PROGRAM (ACP) / COMMUNITY SUPPORTS PROGRAM (CSP)

The Attendant Care Program (ACP) enables people with severe physical disabilities to move out of the restricted institutional setting of nursing homes and to live in their own homes in the community. ACP/CSP is administered by Ageing, Disability and Home Care in the NSW Department of Family and Community Services (ADHC) and is transitioning into the Community Support Program (CSP), which enables people with physical and/or neurological disability to manage their personal care needs and be as independent as possible.

ADHC has a single entry point for high-level in-home personal care services. These services are provided through the ACP or the High Needs Pool, which were merged into CSP on 30 June 2014.

To be eligible for the CSP a person must:
- be aged 16 to 64 years (at the time of application)
- be a resident of NSW and an Australian citizen or have a permanent resident visa or a protected special category visa to live in Australia
- have a permanent physical (often adult on-set) disability such as spinal cord injury, neurological degenerative condition, or acquired brain injury
- have significant personal care support needs which require high level of personal care support in their everyday life.
- are not immediately requiring assistance or are unable to start using the approved CSP individualised funding within six (6) months of the CSP being approved.

Applicants need to complete the CSP application form and return it to ADHC. There is a high demand for this program and access cannot be guaranteed. Eligible applicants are registered on the CSP Service Needs Register and prioritised for access according to need. Once approved for a CSP package, people need to choose a funding management model:
- using a service provider to manage their funds (from the CSP service provider list); or
- receiving and managing their own funds (using the Direct Payment Agreement Handbook).

For further information on applying for the CSP or to check on the progress of an application: csp@facs.nsw.gov.au or CSP Hotline 02 9716 2004.

FOR MORE INFORMATION: www.adhc.nsw.gov.au

OTHER RELATED PROGRAMS

The Lifetime Care and Support Scheme (LTCS) pays for treatment, rehabilitation and care for people who have been severely injured in a motor accident in NSW, regardless of who is at fault in the accident. The people who are eligible for the scheme will have a spinal cord injury; moderate to severe brain injury; multiple amputations; severe burns or will be blind as a result of the accident.
For further information: requests@lifetimecare.nsw.gov.au or 1300 738 586 or www.lifetimecare.nsw.gov.au

Community Packages (ComPacks) is a non clinical coordinated package of community care available for people being discharged from a participating New South Wales Public Hospital who are assessed as requiring support from case management and immediate access to two or more community services to safely return home from hospital and these services cannot be accessed through the usual channels such as HACC/CCSP, DVA etc.
For further information compacks@doh.health.nsw.gov.au

Healthy at Home is a preventative program funded by NSW Health and the Federal Government that aims to avoid a hospital admission by providing in-home services. Referrals can be made by doctors, health workers, NSW Ambulance or other community services.
For further information: www.health.gov.au

Assistance with Care and Housing for the Aged (ACHA) Program aims to help eligible clients, who are at risk of becoming homeless or are homeless, to remain in the community through accessing appropriate, sustainable and affordable housing and linking them where appropriate, to community care. For more information: http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-acha-overview.htm
Community Care Providers in the Sutherland Shire

3Bridges Community (Cars Park) - previously Keystone Community Solutions
> Home Shopping Service (HACC/CCSP)
> Home Care Packages (HCP)
> Training Link (HACC/CCSP)
> Volunteer Link (HACC/CCSP)

3Bridges Community (Menai) – previously Menai Community Services
> Menai District Aged Day Care (HACC/CCSP)
> Menai District Neighbour Aid (HACC/CCSP)
> Menai Shopping Bus (HACC/CCSP)
> Sutherland Shire Aged Daycare Project (HACC/CCSP)
> Sutherland Shire Social Support Service (previously Combined Caring Centres)

3Bridges Community (Penshurst) – previously Pole Depot
> Emergency & Short Term Respite (NRCP)

Abel Tasman Village Association
> Home Care Packages (HCP)

Acquired Brain Injury Services Inc (ABI Services NSW Inc)
> Attendant Care Programs (ACP/CSP)

Aged & Community Services Association NSW/ACT
> Aboriginal Home & Community Care Development Officer (HACC/CCSP)

Alliance Health Services Group Pty Ltd
> Attendant Care Programs (ACP/CSP)
> Domestic Assistance & Personal Care (HACC) aged only

Alliance Inc
> Attendant Care Program (ACP/CSP)

Alzheimer’s Australia NSW
> Dementia Advisory Service South East Sydney (HACC/CCSP)

Anglican Retirement Villages
> Home Care Packages (HCP)
> Domestic Assistance, Respite & Social Support (HACC) aged only

Anglicare: Chesaion Services South East
> Care at Home (Home Care Packages (HCP)
> Careplus (HACC/CCSP)
> Jannali Day Centre – Dementia (HACC/CCSP)
> Social Support - Monitoring (HACC/CCSP) Dementia specific
> Podiatry (HACC/CCSP)
> Respite (HACC/CCSP)

Australian HealthCall Community Solutions
> Attendant Care Program (ACP/CSP + LTCS)

Australian Home Care Services
> Australian Home Care (ACP/CSP + VHC + DSP + LTCS + HCP)

Australian Nursing Home Foundation
> Home Care Packages (HCP)

BaptistCare
> Domestic Assistance (HACC/CCSP)
> Home Care Packages (HCP)
> Personal Care & Respite Options (HACC/CCSP)
> Veterans Home Care (VHC)

Benevolent Society, The: Commonwealth Carer Respite Centre
> Commonwealth Carer Respite Centre (NRCP)

Benevolent Society, The: Revitalise Programs
> Respite (HACC/CCSP + DSP)
> Revitalise – Dementia Respite (NRCP)
> Rosemore Cottage (NRCP)
> Social Support (HACC/CCSP)

Benevolent Society, The: St George & Sutherland Live at Home Programs
> Community Options (HACC/CCSP)
> ComPack / Healthy at Home
> Assistance with Care & Housing for the Aged (ACHA)
> Community Care South Home Care Packages (HCP)
Community Care Providers in the Sutherland Shire

> Calvary Silver Circle  
> Veterans Program (VHC)  
> Home Care Packages (HCP)  
> Domestic Assistance, Personal Care, Social Support & Transport (HACC) aged only  
Care Connect Ltd  
> Community Options (HACC/CCSP) CALD Specific  
Carers NSW  
> Support Co-ordination Program for Older Parent Carers (DSP)  
Caringbah Craft & Activity Centre  
> Caringbah Craft Centre (DSP)  
Caringbah Neighbour Aid  
> Caringbah Neighbour Aid (HACC/CCSP)  
CatholicCare  
> CatholicCare South East Dementia Carers Support & Counselling Services (HACC/CCSP)  
CASS Care Ltd  
> Domestic Assistance, Personal Care & Social Support (HACC) aged only  
> Centre Based Day Services (HACC) aged only  
> Home Care Packages (HCP)  
Civic Lifestyles  
> Civic Lifestyles Services (DSP)  
> Attendant Care Program (ACP/CSP)  
> Respite (DSP)  
> Respite for frail older people and their carers (NRCP)  
Community Connections Australia  
> Attendant Care Program (ACP/CSP)  
> Life Time Care and Support (LTCS)  
Co.As.It Italian Association of Assistance  
> Home Care Packages (HCP)  
> CALD Centre Based Day Care (HACC/CCSP)  
> Italian Bi-lingual Aged Care Project (HACC/CCSP)  
Coptic Orthodox Church  
> St Mark’s Coptic Day Care (HACC/CCSP)  
Cronulla Neighbour Aid  
> Cronulla Neighbour Aid (HACC/CCSP)  
Dept of Family and Community Services Ageing, Disability & Home Care, NSW  
> Personal Care, Domestic Assistance & Respite (HACC/CCSP + VHC + ACP/CSP)  
> Alleena/Warrambucca (Aboriginal Home Care) (ACP/CSP)  
Dolleina Pty Ltd  
> Attendant Care Program (ACP/CSP)  
> Life Time Care & Support (LTCS)  
Drake Medox  
> Attendant Care Program (ACP/CSP)  
Engadine Community Services  
> Engadine District Neighbour Aid (HACC/CCSP)  
Feros Care  
> Telehealth Nursing Service (HACC) aged only  
Gymea Community Aid and Information Service: HACC Projects  
> Gymea Neighbour Aid (HACC/CCSP)  
> Multicultural Day Care (HACC/CCSP)  
> Sutherland Shire Aged Daycare Project (HACC/CCSP)  
HammondCare  
> Home Care Packages (HCP)  
> Hammond Care Social Club – SES (NRCP)  
HenderCare  
> Veterans’ Home Care (VHC)  
House With No Steps: Community Services Department  
> Respite (DSP)  
Illawarra Retirement Trust  
> Illawarra Retirement Trust (HCP + VHC)
## Community Care Providers in the Sutherland Shire

<table>
<thead>
<tr>
<th>Provider</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jannali Neighbourhood Aid (Nightingale)</td>
<td>26</td>
</tr>
<tr>
<td>&gt; Jannali Neighbour Aid (HACC/CCSP)</td>
<td>26</td>
</tr>
<tr>
<td><strong>John Paul Village Community Care</strong></td>
<td>26</td>
</tr>
<tr>
<td>&gt; Home Care Packages (HCP)</td>
<td>26</td>
</tr>
<tr>
<td><strong>Just Better Care</strong></td>
<td>26</td>
</tr>
<tr>
<td>&gt; Attendant Care Program (ACP/CSP)</td>
<td>26</td>
</tr>
<tr>
<td><strong>Karimbla Restaurant</strong></td>
<td>26</td>
</tr>
<tr>
<td>&gt; Karimbla Restaurant (HACC/CCSP)</td>
<td>26</td>
</tr>
<tr>
<td><strong>KinCare Community Services</strong></td>
<td>27</td>
</tr>
<tr>
<td>&gt; KinCare Domestic Assistance/Respite/Personal Care/Food Services (HACC/CCSP)</td>
<td>27</td>
</tr>
<tr>
<td>&gt; KinCare Social Support (HACC) aged only</td>
<td>27</td>
</tr>
<tr>
<td>&gt; KinCare Home Care Packages (HCP)</td>
<td>27</td>
</tr>
<tr>
<td><strong>Kurranulla Aboriginal Corporation: Gnarra Aboriginal HACC Project</strong></td>
<td>27</td>
</tr>
<tr>
<td>&gt; Case Management (HACC/CCSP)</td>
<td>27</td>
</tr>
<tr>
<td>&gt; Centre Based Day Care (HACC/CCSP)</td>
<td>27</td>
</tr>
<tr>
<td>&gt; Social Support (HACC/CCSP)</td>
<td>27</td>
</tr>
<tr>
<td><strong>Learning Links</strong></td>
<td>28</td>
</tr>
<tr>
<td>&gt; Case Management Program/Early Start – Diagnosis Support (DSP)</td>
<td>28</td>
</tr>
<tr>
<td>&gt; Family Counselling and Parenting Support Program (DSP)</td>
<td>28</td>
</tr>
<tr>
<td><strong>Lifestyle Solutions (Aust) Pty Ltd</strong></td>
<td>28</td>
</tr>
<tr>
<td>&gt; Attendant Care Program (ACP/CSP)</td>
<td>28</td>
</tr>
<tr>
<td><strong>Majestic Health Aged Care P/L</strong></td>
<td>28</td>
</tr>
<tr>
<td>&gt; Home Care Packages (HCP)</td>
<td>28</td>
</tr>
<tr>
<td><strong>Miranda District Neighbour Aid</strong></td>
<td>29</td>
</tr>
<tr>
<td>&gt; Miranda Neighbour Aid (HACC/CCSP)</td>
<td>29</td>
</tr>
<tr>
<td><strong>Nextt Health P/L</strong></td>
<td>29</td>
</tr>
<tr>
<td>&gt; Veterans’ Home Care (VHC)</td>
<td>29</td>
</tr>
<tr>
<td>&gt; Home Care Packages (HCP)</td>
<td>29</td>
</tr>
<tr>
<td><strong>Paraquad</strong></td>
<td>29</td>
</tr>
<tr>
<td>&gt; Attendant Care Program (ACP/CSP)</td>
<td>29</td>
</tr>
<tr>
<td><strong>Parent-to-Parent Association</strong></td>
<td>29</td>
</tr>
<tr>
<td>&gt; Parent-to-Parent Association (HACC/CCSP + DSP)</td>
<td>29</td>
</tr>
<tr>
<td><strong>Quality Health Care</strong></td>
<td>29</td>
</tr>
<tr>
<td>&gt; Attendant Care Program (ACP/CSP)</td>
<td>29</td>
</tr>
<tr>
<td><strong>Resourceful Australian Indian Network</strong></td>
<td>30</td>
</tr>
<tr>
<td>&gt; Centre Based Day Services (HACC) aged only</td>
<td>30</td>
</tr>
<tr>
<td><strong>Rockdale Community Services</strong></td>
<td>30</td>
</tr>
<tr>
<td>&gt; Home Care Packages (HCP)</td>
<td>30</td>
</tr>
<tr>
<td><strong>Salvation Army Aged Care Plus</strong></td>
<td>30</td>
</tr>
<tr>
<td>&gt; Domestic Assistance/Personal Care (HACC) aged only</td>
<td>30</td>
</tr>
<tr>
<td><strong>Southcare (South Eastern Sydney &amp; Illawarra Area Health Service)</strong></td>
<td>30</td>
</tr>
<tr>
<td>&gt; Aged Care Assessment Team (Health/HCP)</td>
<td>30</td>
</tr>
<tr>
<td>&gt; Community Nurses (Health/HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; Dementia Home Monitoring (HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; Domiciliary Podiatry (HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; Sutherland Case Management Services (HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; The Cottage (HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; The Retreat (HACC/CCSP)</td>
<td>31</td>
</tr>
<tr>
<td><strong>Southern Cross Care Community Healthcare</strong></td>
<td>31</td>
</tr>
<tr>
<td>&gt; Attendant Care (ACP/CSP)</td>
<td>31</td>
</tr>
<tr>
<td>&gt; Domestic Assistance, Nursing and Personal Care (HACC/CCSP)</td>
<td>32</td>
</tr>
<tr>
<td>&gt; Life Time Care &amp; Support (LTCS)</td>
<td>32</td>
</tr>
<tr>
<td>&gt; Other</td>
<td>32</td>
</tr>
<tr>
<td><strong>St Basil’s Homes Community Programs</strong></td>
<td>32</td>
</tr>
<tr>
<td>&gt; Miranda Day Centre (HACC/CCSP)</td>
<td>32</td>
</tr>
<tr>
<td>&gt; Home Care Packages (HCP)</td>
<td>32</td>
</tr>
</tbody>
</table>
Community Care Providers in the Sutherland Shire

St George Migrant Resource Centre: Multicultural Community Aged Care Packages 32
> Multicultural Home Care Packages (HCP) 32

St George Migrant Resource Centre: CALD Community Care Program 33
> Bi-linguals (HACC/CCSP) 33
> Multicultural Access Project (HACC/CCSP) 33
> Case Worker - CALD (HACC/CCSP) 33
> South East Sydney Home Support Service (HACC) aged only 33

St Vincent de Paul Society 33
> Margaret House Respite Care Services (DSP/fundraising*) 33

Sunnyfield 33
> Attendant Care Program (ACP/CSP) 33

Sutherland Food Services 34
> Meals on Wheels (HACC/CCSP) 34

Sutherland Shire Community Care Network: Sutherland Shire Carer Support Service 34
> Sutherland Shire Carer Support Services (HACC/CCSP) 34
> Sutherland Shire Carers and Consumers Forum (HACC/CCSP) 34

Sutherland Shire Community Care Network: Southern Community Care Development 34
> Sutherland Shire HACC Development Project (HACC/CCSP) 34

Sutherland Shire Community Transport 35
> Individual, Group and Senior Activity Transport (HACC/CCSP) 35

Sutherland Shire Council 35
> Connected Communities Team (HACC/CCSP & Council) 35

Sutherland Shire Home Modification and Maintenance Service 36
> Home Modification and Maintenance Service (HACC/CCSP) 36
> Lawns and Gardens Low Home Maintenance Service (HACC/CCSP) 36

Sylvanvale Disability Service 36
> Flexible Respite Service (DSP) 36

The Disability Trust; Southern Sydney Trusted Care 37
> Direct Service Program (DSP) 37
> Recreation & Peer Support (HACC/CCSP + DSP) 37
> Respite Options (DSP + Other) 37
> Attendant Care Program (ACP/CSP) 37
> Life Time Care and Support (LTCS) 37

Thomas Holt Village 37
> Home Care Packages (HCP) 37

Tina’s Home Care Services 38
> Attendant Care (ACP/CSP) 38

UnitingCare Supported Living - Case Management 38
> Case Management Service (DSP) 38

Wesley Mission: Disability Services 38
> Wesley Disability Support Services (DSP) 38

Wesley Mission: Community Care 38
> Home Care Packages (HCP) 38
> In Home Respite (HACC/CCSP + NRCP) 38
> Social Support (HACC) aged only 38
> Personal Care (HACC) aged only 38
> Home Shopping Service (HACC/CCSP)
Delivered groceries for clients who can’t go to the shops, using internet shopping through Coles and Woolworths, but clients place their orders over the phone. Payment can be made by eftpos, credit card (no cash). An account will be set up for clients.
**Contact:** Sue Eckart  
Tel: 8558 4015  

> Home Care Packages (HCP) Levels 1-4
45 Home Care Packages – Consumer Directed Care model
Referral required through ACAT.
**Contact:** My Yen Tran  
Tel: 8558 4028  

> Training Link (HACC/CCSP)
Training service to staff from HACC-funded services in the St George/Sutherland region, including:
- Training needs assessment for HACC/CCSP funded services in the area;
- Training development and delivery by experienced employed trainers
- Training brokered to Registered Training Organisations on specific topics
- Development of training tools for self-paced and/or on-line learning
- Customised training delivered onsite
- Training tools that align with competencies from the National Training Framework

> Volunteer Link (HACC/CCSP)
Recruitment, training and referral of volunteers in community services, as well as in-service training for volunteers. Development of education programs for management committees in governance, management, planning, policy, publicity, communication, interpersonal and problem solving skills, employment issues and development.
**Community Development Coordinator:** Andre Naumoski  

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> 3Bridges Community (Menai)

All contacts: Tel: 9541 2022  
Fax: 9543 0037  
All mail: PO Box 185, MENAI, 2234  
General Manager:  

> 3Bridges Community (Menai) (HACC/CCSP)
Social groups for frail aged people every Wednesday and Thursday and Men’s Group every second Tuesday. Activities include craft, games, guest speakers, gentle exercise, monthly bus trips. There is a small fee covering transport and lunch.
**Activities Co-ordinator:** Tracey Mitchell  

> Menai District Neighbour Aid (HACC/CCSP)
Monthly social groups, with outings, for people who are vision impaired, aged over 90 yrs or have dementia.

> Menai Shopping Bus (HACC/CCSP)
A door-to-door service to HACC/CCSP clients who are unable to shop independently. Every Friday for clients living in the Menai District area. Volunteers assist clients at all times, to move on and off the bus, and carry their shopping bags. There is a small fee for the bus and morning tea.

> Sutherland Shire Aged Daycare Project (HACC/CCSP)
Weekly and fortnightly centre-based activities for frail aged people across the Shire who have been assessed as eligible. Activities include craft, games, guest speakers, gentle exercise, monthly bus trips. There is a small fee for the bus and lunch.
**Project Officer:** Tracey Mitchell
> Sutherland Shire Social Support Service (formerly Combined Caring Centres) (HACC/CCSP)
Contact: Joy Redenbach joy.redenbach@3Bridges.org.au
Tel: 9541 2022

3Bridges Community (Penshurst)
All contacts: Tel: 9580 0688 Fax: 9580 4487
All mail: 23 St Georges Road, PENSHURST, 2222

> Emergency & Short Term Respite (NRCP)
Respite for an unplanned issue, for a period of up to six weeks (but this period can be limited by available resources). Respite is generally offered in-home on a one-to-one basis, but can involve a care staff member taking a client out for a drive or other outing. Some meal assistance, personal care or other assistance may be provided if the task is one that would normally be undertaken by the carer during the timeframe of the respite period. Emergencies can be accommodated if the request is received by the office between 9 am and 4.30 pm Monday to Friday. (Outside of these hours, please contact the Carer Respite Centre on 1800 052 222)
Co-ordinator: Amal Madani Amal.Madani@3Bridges.org.au

Abel Tasman Village Association
All contacts: Tel: 9645 3388 Fax: 9644 7002
All mail: 222 Waldron Rd, CHESTER HILL, 2162

> Home Care Packages (HCP)
Provide packages of service for eligible clients from Dutch and French backgrounds. Dutch & French clients are given preference; however, when there are vacancies all eligible clients are accepted.
Co-ordinator: Kiia Kibal kiia@abeltasman.com.au

Acquired Brain Injury Services Inc (ABI Services NSW Inc)
All contacts: Tel: 9649 7299 Fax: 9649 7769
All mail: 2 Kihilla Road, AUBURN, 2144
General email: info@abis.org.au
Website: www.abis.org.au

> Attendant Care Program (ACP/CSP)
Acquired Brain Injury Services’ mission is to provide a specialist support service which maximises the ability of individuals who have an acquired brain injury, to live in their own homes, participate to their fullest extent in their local community and be a respected valuable member of society. As brain injury is very individualised, support is tailored to suit clients’ individual needs on a one to one basis in their own homes and in the community.
Manager: Kerry Stafford kstafford@abis.org.au
Aged & Community Services Association NSW/ACT: Aboriginal HACC Development Officer

All contacts: Tel: 8754 0400 Fax: 9743 4556
All mail: PO Box 3124, RHODES, 2138

> Aboriginal Home & Community Care Development Officer (HACC/CCSP)
The Aboriginal HACC Development Officer supports the coordination and development of HACC/CCSP funded services in local government areas of Hurstville, Kogarah, Rockdale and Sutherland. Services offered include information and resources on HACC and related services, supporting and resourcing of Aboriginal and mainstream HACC networks within the region to build the capacity of the HACC/CCSP service system to better meet the needs of Aboriginal people and communities.

Aboriginal HACC DO: Leanne Trindall leannet@acs.asn.au

Alliance Health Services Group Pty Ltd

All contacts: Tel: 9310 6511 Fax: 9699 0063
All mail: 2/59 Buckingham Street, SURRY HILLS, 2010
Director: Sue Cudmore homecare@alliancehealth.com.au
Website: http://www.alliancehealth.com.au

> Attendant Care Program (ACP/CSP)
Alliance Health Home Care Services caters for the care needs of people and their families within the home environment, utilising staff specifically chosen according to the needs of the client. Client’s needs are individually assessed and planned in conjunction with the client and a care plan is established. Service both Sutherland and St George areas.

> Alliance Health HACC Services - Domestic Assistance and Personal Care (HACC) aged only
Provide Domestic Assistance and Personal Care services under the Commonwealth HACC Program for people 65 years and over. Domestic Assistance includes cleaning, dishwashing, clothes washing and ironing and unaccompanied shopping. Personal Care includes bathing, toileting, dressing, grooming and getting in and out of bed.

All contacts: Tel: 9310 6512 Fax: 9699 0043
Email: hacc@alliancehealth.com.au or make a referral online at www.alliancehealth.com.au

Allowance Inc

All contacts: Tel: 8525 4000 Fax: 8525 4011
All mail: PO Box 3024, BANGOR, 2234
General email: info@allowance.org.au
General Manager: Mark Sheehan mark@allowance.org.au
Website: www.allowance.org.au

> Attendant Care Program (ACP/CSP)
Allowance Incorporated is a collective of people with a severe physical disability who run their own personal care in their own homes. Each participant of Allowance Incorporated has been assessed and allocated an Attendant Care Package (ACP/CSP). Allowance Incorporated has an administration department who support all participants through telephone calls and emails on a regular basis.
Dementia Advisory Service South East Sydney: St George and Sutherland Shire (HACC/CCSP)
Aims to assist medical practitioners, dementia and aged support services, to minimise the challenges faced by people living with dementia. The Dementia Advisor provides access to counselling, training and support programs for people with dementia and their carers, as well as up to date information and research. The service is available to anyone that requires information about Alzheimer's Disease and other dementias.
Dementia Advisor: Ljubinka Brkic ljubinka.brkic@alzheimers.org.au
Tel: 9531 1928 Fax: 9531 2302
29 Sylvania Rd, SYLVANIA NSW 2224

Anglican Retirement Villages
Mail: PO Box 6052, ALEXANDRIA, 2015
Local Manager: Sheryl Plunkett sheryl.plunkett@arv.org.au
All Contacts: Tel: 9421 5560 Fax: 9700 7324

Home Care Packages (HCP) Levels 1 & 2
Packages of service for eligible clients, including people from Hungarian backgrounds.
Co-ordinator Diana Rudas diana.rudas@arv.org.au
Coordinator Clara Kelleher clara.kelleher@arv.org.au

Home Care Packages (HCP) Levels 3 & 4
Packages of personal care for eligible clients, including personal care, domestic assistance and medication management.
Co-ordinator Peta Martini peta.martini@arv.org.au
Co-ordinator Barbara Hemsley barbara.hemsley@arv.org.au

Domestic Assistance, Respite and Social Support (HACC) aged only
Services provided under the Commonwealth HACC Program for people 65 years and over to assist people to remain in their homes.

Anglicare: Chesalon Services South East
All contacts: Tel: 8539 7022 Fax: 9542 6811
All mail: PO Box 651, SUTHERLAND, 1499
Manager: Judith McInally jmcinally@anglicare.org.au
Tel: 8543 7375

Home Care Packages (HCP) Level 2
Planned care package that supports people to remain living independently at home. Services include support for tasks of daily living such as personal care, shopping, light cleaning, meal preparation, and transport to essential appointments, laundry, medication prompting, and domestic assistance.

Home Care Packages (HCP) Level 4
Planned high level care packages that support people with dementia, behavioural issues, and associated psychological symptoms to remain independently at home. Services may include support with behaviour management and management of psychological symptoms, clinical care by a registered nurse, continence assistance, and support with personal care, medication prompting, shopping, meal preparation, light cleaning and transport to essential appointments and also social support with respite.

Jannali Day Centre – Dementia (HACC/CCSP)
Recreational activities and outings for older people with dementia, designed to restore, maintain and support independent living through social interaction in a centre-based environment during the day. Social evenings are another opportunity for clients, carers, family and friends to come together to share an evening of fun and enjoyment with food, music, singing, dancing and laughter in a safe and friendly centre-based environment. Meals and transport provided.
> **Respite** (HACC/CCSP)
In-home flexible respite for carers of older people and older people with dementia living at home. This service provides a substitute carer, enabling the carer to have a break from their caring role to pursue their personal interests.

> **Social Support – Monitoring** (HACC/CCSP) Dementia specific
Monitors the health and well being of people with dementia so that they can continue to live independently in their own home while maintaining social connections

> **Personal Care** (HACC/CCSP)
In-home personal care services providing support with tasks of daily self care including showering, toileting, hair washing, medication and fitting of personal aids.

> **Podiatry** (HACC/CCSP)
Regular, affordable centre-based and in-home foot care.

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### Australian HealthCall Group

All contacts: Tel: 9988 4588  Fax: 9449 7278
All mail: 971 Pacific Hwy, PYMBLE NSW 2073
Team Manager: Bernard McNair  bmcnair@healthcall.com.au
Website:  www.healthcall.com.au

HealthCall at Home support workers focus on the abilities and not the disabilities of people. Offers all aspects of home based support including:
- Attendant Care Packages (ACP/CSP)
- Disability Services (LTCS)  www.lifetimecare.nsw.gov.au

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### Australian Home Care Services

All contacts: Tel: 1300 303 770  Fax: 1300 557 532
All Mail: PO Box 640, NEWTOWN, 2042
Executive General Manager: Cheryl Williams  cwilliams@ahcs.org.au
Website:  www.ahcs.org.au

**> Australian Home Care**

Australian Home Care is a subsidiary of the Multiple Sclerosis Society and supports a wide range of people, such as frail aged, disabled and Attendant Care recipients to live as independently as possible in their own home. Attendant Care (personal care, nursing care, meal preparation, domestic assistance, shopping, socialisation, respite care, childcare, and 24 hour live in care), case management and rehabilitation for clients with complex needs or those anticipating hospital admission. Services are available to clients of all ages, illnesses and disabilities, including those with aged relation conditions, intellectual disabilities, trauma following road and work accidents and those who have recently been discharged form hospital. Australian Home Care Services have considerable experience with high need clients and those with behavioural problems and demonstrate a flexible approach to clients’ needs.

A private not for profit organisation that offers all aspects of home based support including:
- Home Care Packages (HCP)
- Veterans Home Care Services (DVA)
- Disability Services (DSP)
- Attendant Care Packages (ACP/CSP)
- Disability Services (LTCS)  www.lifetimecare.nsw.gov.au

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### Australian Nursing Home Foundation: Home Care Packages

All contacts: Tel: 9211 9838  Fax: 9280 0239
All mail: 528-538 Jones St, ULTIMO, 2007
Home Care Manager  melissaloustau@anhf.org.au

**> Home Care Packages** (HCP) Levels 1-4
Consumer-directed Care Packages of personal care and domestic assistance.
**BaptistCare**

All contacts: Tel: 8536 2900 Fax: 9521 7143
Community Manager: Linda Hamilton lhamilton@baptistcare.org.au

> **Domestic Assistance** (HACC/CCSP)
Help at home for frail aged and people with disabilities and their carers.
Co-ordinator: Louise De Silva ldesilva@baptistcare.org.au

> **Home Care Packages** (HCP) Level 2
Flexible packages of care for eligible older people requiring support to remain at home, including assistance with personal care, medication, housework, transport, meals, shopping, respite and social activities. Services can change as needs change.
Care Facilitators: Barbara Smart bsmart@baptistcare.org.au
Sharyn Hatton shatton@baptistcare.org.au
Louise De Silva ldesilva@baptistcare.org.au

> **Home Care Packages** (HCP) Level 4
Flexible packages of nursing home style care for eligible older people with complex needs requiring support to remain at home, including assistance with personal care, medication, housework, transport, meals, shopping, respite and social activities. Services can change as needs change.
Care Facilitator: Jennifer Saunders jsaunders@baptistcare.org.au

> **Personal Care & Respite** (HACC/CCSP)
Personal care for frail aged and people with disabilities and respite for carers.
Care Facilitators: Sharryn Hatton shatton@baptistcare.org.au
Barbara Smart bsmart@baptistcare.org.au

> **Veterans Home Care** (VHC)
Covers Sutherland Shire and St George areas upon referral from Department of Veteran Affairs
Care Facilitator: Barbara Smart bsmart@baptistcare.org.au

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**Benevolent Society, The: Commonwealth Carer Respite Centre**

All contacts: Toll free: 1800 052 222 for Carelink services
Or: 1800 200 422 for Aged Care Information
Fax: 9585 9037
All mail: Locked Bag 6002, HURSTVILLE BC, 1481
Regional Director: Henrietta Foulds henrietta.foulds@benevolent.org.au

> **Carer Respite Centre** (NRCP)
Carer Respite Centre provides information and referral on all respite options for carers of older people, people with disability, people with mental illness or people with a chronic illness living in South East Sydney and provides assistance with planned short term respite, emergency respite, after hour’s emergency respite and residential respite bookings.
Toll Free: 1800 052 222 Fax: 9585 9037

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**Benevolent Society, The: Revitalise Programs**

All contacts: Tel: 9504 6670 Fax: 9585 8423
For all new referrals to Southern Region: Tel: 1800 917 139 Fax: 9504 6745
All mail: Locked Bag 6002, HURSTVILLE BC, 1481

> **Respite** (HACC/CCSP + DSP)
A range of respite services (including speciality areas of dementia, disability, ageing parent carers) for carers of older people and people with disabilities living in St George and Sutherland areas. The program offers regular, in-home or out-of-home respite, with flexible days, evenings and weekends through a brokerage model.
> Revitalise – Dementia Respite (NRCP)
Respite for carers of people with dementia living in St George and Sutherland who have associated challenging
carers and mental health illness. The program offers regular, flexible in-home or out-of-home respite, days, evenings and weekends
through a brokerage model.

> Rosemore Cottage (NRCP) Short stay respite to allow carers living in the South East Sydney area to take a
break for a few days while the older care recipients stay in a home-like environment in Bexley.

> Social Support (HACC/CCSP)
A range of recreational and community based activities providing opportunities for peer and social connections for
younger people and adults with a disability and or a mental health illness

**The Benevolent Society, The: St George & Sutherland Live at Home Programs**

All contacts: Tel: 9504 6670 Fax: 9585 8423
sslahp@bensoc.org.au

For all new referrals to Southern Region:
Tel: 1800 917 139 Fax: 9504 6745
SSLAHPS mail: Locked Bag 6002, HURSTVILLE BC, 1481

> Community Options (HACC/CCSP)
This Case Management program assists older people, people with disabilities and their cares who, without case
management assistance, would enter residential care or supported accommodation due to complex care needs.
The model is a collaborative process involving screening and comprehensive assessment, care planning,
implementation, monitoring and review and, when appropriate, case closure.

> ComPack / Healthy at Home (NSW Health)
Case management brokerage programs to assist older people when they leave hospital, and to prevent admission
to hospital, respectively. Both are 6 week case management packages.

> Assistance with Care & Housing for the Aged (ACHA)
Case Management program where the goal is to support older people by linking them into secure and affordable
housing, and other relevant community networks.

**Benevolent Society, Community Care South: Home Care Packages**

> Home Care Packages (HCP) Level 2
Care for older people, requiring support to remain at home.
Contact: Joanne Felton joanne.felton@benevolent.org.au
Tel: 9504 6640 or Access Number 1800 917 139

**Calvary Silver Circle**

All contacts: Tel: 9281 5444 Fax: 9281 5570
All mail: PO Box 1925, STRAWBERRY HILLS, 2012
Co-ordinator: Hazel Still hazel stil@calvarycare.org.au

> Veterans Program (VHC)
Care and support services for home care, personal care, respite, companionship, transport, home maintenance
and 24 hour live in-care. Services are tailored to meet individual needs, and allow the elderly and people with
disabilities to reside at home.

> Home Care Packages (HCP) Level 2
Providing low level care to clients wishing to remain in their own homes. Services include personal care, home
care, shopping, accompanying to appointments, and other tasks which fall within the guidelines.
Contact: Judit Nagy hazel.still@calvarycare.org.au
Hazel Still hazel.still@calvarycare.org.au

> Domestic Assistance, Personal Care, Social Support & Transport (HACC) aged only
Services provided under the Commonwealth HACC Program for people 65 years and over, to assist people to
remain in their own homes.
Judy Nicolson judy.nicolson@calvarycare.org.au
> **Community Options – CALD Specific (HACC/CCSP)**
Community Options – CALD specific is a program that provides case management and brokerage services to people who are frail aged, disabled or carers. This program aims to enhance an individual’s quality of life and wellbeing. Priority of access is given to people from culturally and linguistically diverse backgrounds.

**Contact:** Maria Kuritsina
mkuritsina@careconnect.org.au

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**Carers NSW**

> **Support Co-ordination Program for Older Parent Carers (DSP)**
Assistance to older carers (aged 60 yrs+ or 45 yrs+ if Aboriginal) of adult children with disabilities and or chronic illness. The key elements of the service are person-centred planning and case management; facilitated carer support; and access to flexible and meaningful respite opportunities or day programs for adults with a disability through referral to appropriate services. Additionally it is funded to provide flexible and unique responses for each client, such as access to specialist equipment, medical and behavioural assessments, and legal advice and support in planning for the future.

Carers NSW also provide the Carer Line on 1800 242 636. More information is on the Carers NSW website www.carersnsw.asn.au

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**Caringbah Craft & Activity Centre**

> **Caringbah Craft Centre (DSP)**
Creative woodworking activities in a social environment, Monday to Thursday for people with disabilities. Eligibility is assessed by the Rehabilitation Nurse at Southcare. Volunteer helpers are also welcome.

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**Caringbah Neighbour Aid**

> **Caringbah Neighbour Aid (HACC/CCSP)**
Provides assistance to older people, people with disability and their carers to enable them to live safely and independently in their own homes. Services include assisted shopping, home visits, phone contact, and social activities. Services provided by paid staff and volunteers.
CatholicCare Community Services

General contacts: Tel: 8778 4222 Fax: 8778 4200
All mail: Level 2, 45-47 Scott St, LIVERPOOL, 2170
Program Manager: Jasminka Gojkovic jasminka.gojkovic@catholiccare.org

> CatholicCare South East Dementia Carers Support & Counselling Services (HACC/CCSP)
Counselling, support, information and advocacy for carers of people with dementia to assist with understanding and managing situations, behaviours and relationships associated with the person’s need for care and/or the caring role. Includes support to individual clients in accessing and using general community services, one-to-one training, counselling or advice and groups.
Coordinator: Dragana Bozinovski dragana.bozinovski@catholiccare.org
Tel: 8536 0855

CASS Care Ltd

All contacts: Tel: 9789 4587 Fax: 9718 6357
All mail: 44-50 Sixth Ave, CAMPSIE, 2194
Community Care Administration: Kit Chung kit_chung@cass.org.au

> Domestic Assistance, Personal Care and Social Support (HACC) aged only
Services provided under the Commonwealth HACC Program for people 65 years and over to assist them to remain in their own homes. These services target the elderly from East Asian communities. Domestic assistance helps clients with domestic tasks, including cleaning, dishwashing, clothes washing and ironing and unaccompanied shopping. Personal care provides assistance with daily self-care tasks, including eating, bathing, toileting, dressing and grooming, getting in and out of bed, moving about the house.

> Centre Based Day Services (HACC) aged only
Centre based day service provide activities for frail older people. It aims to assist the frail people to maintain social contact and reduce the risk of isolation. This service targets people from the East Asian communities.

> Home Care Packages (HCP) Levels 1 & 2
Service packages to assist older Chinese speaking people who require support in order to remain at home. Services include personal care, housework, and transport to appointments, meal preparation, shopping, light gardening and social activities.

> Home Care Packages (HCP) Levels 3 & 4
Service packages to assist older Chinese speaking people or with dementia who require a high level of care in order to remain at home. Approved recipients can have support of personal care, housework, and transport to appointments, meal preparation, shopping, light gardening and social activities. It also includes nursing care from registered nurses and allied health services.

Civic Lifestyles

All contacts: Tel: 9524 3916 Fax: 9540 4714
All mail: 103 Cawarra Rd, CARINGBAH, 2229
Chief Executive Officer: Steven Herald headoffice@civiclifestyles.com.au
Website: www.civiclifestyles.com.au

> Civic Residential Services (DSP)
- A wide range of accommodation and support service models from high needs to semi-independent living, drop in support
- Specialist programming, behaviour intervention and support and individual planning
Leisure and Lifestyle Programs (DSP)

- Offering a range of individual and group leisure and lifestyle programs
- Flexible respite, day and evening

Attendant Care Program (ACP/CSP)

- Personal care, nursing, domestic assistance and other supports for those approved by ADHC

Contact: Nick Capel  
Tel: 9575 1968    nick.capel@civiclifestyles.com.au

Respite (DSP)

- Centre Based Overnight and Community Respite available
- Flexible respite packages to support ageing parents who are primary carers
- Overnight centre based respite services based in Woolooware and Caringbah

Respite for frail older people and their carers (NRCP)

- Centre Based Overnight Respite in a home-like environment
- Safe and secure to support people with dementia
- Care recipients need to be able to weight bear
- Respite can be offered for as little as 4 hours or for multiple nights

Civic Lifestyles  
Intake Manager: Tel: 9575 1900  
Programs Manager: Michelle Zammit  Tel: 9524 0257  
Michelle.Zammit@civiclifestyles.com.au

Community Connections Australia

All contacts: Tel: 1300 364 688    Fax: 9878 3650  
All mail: Level 5, Macquarie House, 169 Macquarie Street, PARRAMATTA, 2150  
Contact: Melissa Way  
mway@ccoz.org.au  
AivcWebsite: www.ccoz.org.au

Attendant Care Program (ACP/CSP)

Attendant Care provides a range of support services for people with functional impairments and physical disabilities to enable them to live independent lives at home and in the community.

Co.As.It Italian Association of Assistance

All mail: PO Box 342, LEICHHARDT, NSW 2040

Home Care Packages (HCP) Levels 1 & 2

Flexible packages of care for older Italian people requiring support to remain at home, including assistance with personal care, housework, transport, meals, shopping and socialisation.

Home Care Package  
Co-ordinator: Mark Rusconi  mark.rusconi@coasit.org.au  
Tel: 9564 0744    Fax: 9569 6648

CALD Centre Based Day Care (HACC/CCSP)

Twice-weekly (Weds and Thurs) multicultural centre based day care for older clients. Priority of access to Greek, Italian, French and Spanish speakers. however, others are welcome.

Team Leader: Laura Angelone  laura.angelone@coasit.org.au  
Tel: 9564 0744    Fax: 9569 6648

Italian Bi-lingual Aged Care Project (HACC/CCSP)

Provides counselling, support, advice, information and assessment and referral for HACC Services, to assist elderly Italians and their carers to manage situations associated with frailty and the caring role.

Aged Project Officer Vincenzo Cositore  vincenzo.cositore@coasit.org.au  
Tel: 9564 0744    Fax: 9569 6648
**Coptic Orthodox Church**

All mail: 72 Wollongong Rd, ARNCLIFFE, 2205

> **St Mark’s Coptic Day Care** (HACC/CCSP)
Culturally-appropriate social group on Thursdays for older Coptic people, including transport and lunch.

Co-ordinator: Suzie Shenouda  suzie_shenouda@hotmail.com
Tel: 9597 1413

**Cronulla Neighbour Aid**

All contacts: Tel: 9544 0104  Fax: 9544 0312

Mail: PO Box 623, CRONULLA, 2230

Co-ordinator: Helen Ivory

> **Cronulla Neighbour Aid** (HACC/CCSP)
Provides assistance to older people, people with disability and their carers to enable them to live safely and independently in their own homes. Services include assisted shopping, home visits, phone contact, and social activities. Services provided by paid staff and volunteers.

**Department of Family and Community Services Ageing, Disability and Home Care, NSW: Home Care Service of NSW**

All Branch contacts: Tel: 8536 8800  Fax: 8536 8850
All mail: MacFarlane House, 37-41 Belmont St, SUTHERLAND, 2232
Branch Manager: Mary Turcsanyi  mary.turcsanyi@facs.nsw.gov.au
Service Coordinator Judith Fowler  judith.fowler@facs.nsw.gov.au

Referrals for assessment must be made through the Assessment and Referral Centre.
Referrals (RAC): Tel: 1800 350 792 Fax: 9891 6148
RACentre@facs.nsw.gov.au

> **Personal Care, Domestic Assistance & Respite** (HACC/CCSP + VHC + ACP/CSP)
Support services provided by Cronulla-Sutherland Home Care Branch include:
- domestic assistance (house cleaning and vacuuming, washing, unaccompanied shopping)
- personal care (assistance to get in and out of bed, bathing, dressing and personal grooming, toileting)
- in-home respite including overnight and short term live-in housekeeping service
- handyperson service and lawn mowing as an added service for existing clients

**Department of Family and Community Services Ageing, Disability and Home Care, NSW: Home Care Service of NSW Alleena/Warrambucca (Aboriginal Home Care)**

ATSI Referrals (RAC): Tel: 1300 797 606 Fax: 1300 881 960

> **Personal Care, Domestic Assistance & Respite** (HACC/CCSP + VHC + ACP/CSP)
Support services provided by Cronulla-Sutherland Home Care Branch include:
- domestic assistance (house cleaning and vacuuming, washing, unaccompanied shopping)
- personal care (assistance to get in and out of bed, bathing, dressing and personal grooming, toileting)
- in-home respite including overnight and short term live-in housekeeping service
- handyperson service and lawn mowing as an added service for existing clients

Allena/Warrambucca (Aboriginal Home Care) (ACP/CSP)
All Contacts: Referrals 1300 797 606 Fax: 8344 2811
All mail: 12A Dadley Street, ALEXANDRIA 2015
Branch Manager: Judith Murray  judith.murray@facs.nsw.gov.au
Dolleina Pty Ltd

> Attendant Care Program (ACP/CSP)
Attendant care is a tailored service delivery option that assists an individual with flexible and independent living arrangements. Attendant care services may be required on an interim basis to aid recovery; or a more permanent basis in the event of injury or illness. Attendant care packages are individualised with providing: personal care and domestic assistance, community access, social outings and support, gardening and home maintenance and respite.

> Life Time Care & Support (LTCS)
Dolleina are an approved service provider of attendant care services under the Lifetime Care & Support Scheme.

Drake Medox

> Attendant Care Packages (ACP/CSP)
Services are provided 24 hours per day, 7 days per week. Each client is assigned a team leader to manage their services in consultation with them and their families.

Engadine Community Services

> Engadine District Neighbour Aid (HACC/CCSP)
Provides assistance to older people, people with disability and their carers to enable them to live safely and independently in their own homes. Services provided by paid staff and volunteers. Services include shopping assistance, home visiting, shopping bus trips, social bus trips, and social groups.

Feros Care

> Telehealth Nursing Service (HACC) aged only
Telehealth Nursing is provided with the financial assistance of the Commonwealth Government via HACC, however there is a small patient contribution of $10 per week. It allows clients to monitor their health and wellness at home using simple technology and keep in regular contact with their health team using a computer with a video camera. The whole system has been especially designed for people with no previous computer experience. It is similar to using a bank’s touch-screen on an automatic teller machine. Feros Care will set up an internet connection and show clients how to operate the system; on-going support is available. Results are transmitted securely to a specially trained Telehealth Registered Nurse for review and discussed with the client via a videoconference or telephone call on any weekday.
Gymea Community Aid and Information Service: HACC Projects

All contacts: Tel: 9524 9559 Fax: 9524 1179
All mail: 39 Gymea Bay Rd, GYMEA, 2227
Manager: Janet Brown

> Multicultural Centre Based Activity Services (HACC/CCSP)
Bilingual workers and volunteers assist in the facilitation of the fortnightly group activities (either Tuesday or Thursday) for frail older persons from Chinese, Greek and Italian and Indian Subcontinent speaking communities, as well as a mixed group. A meal and low level personal care is provided.

> Sutherland Shire Centre Based Activity Services (HACC/CCSP)
Provide bus trips, gentle exercise, and the opportunity to make new friends. Includes transport to and from the venue, morning tea, lunch, social companionship and a day of interesting and enjoyable activities. Learn new skills, enjoy craft or listen to a guest speaker. Groups are for both ladies and men.
• Mondays at Miranda Community Centre
• 2nd and 4th Wednesdays at Miranda Community Centre

> Gymea Neighbour Aid (HACC/CCSP)
Providing assistance to older people, people with disability and their carers who experience some difficulty with the normal tasks of daily living. Services include: Accompanied shopping, home visiting, combined social groups and bus trips for men and women. A group for high needs clients and visually impaired clients. Also have a Senior Men’s group and a higher needs group for people from a Chinese speaking background.

HammondCare

General contacts: Tel: 1300 594 606 Fax: 9522 0376
General mail: Level 1, 19 Kiama Street, Miranda 2228
Manager: Cheryl Johnson cjohnson@hammond.com.au

> Home Care Packages (HCP) Levels 1-4
Provide levels 2 and 4 home care packages and levels 1-4 Consumer Directed Care Package. Care is tailored to meet individual needs for nursing home level care in the clients’ homes.
Contact: Yvonne Ward yward@hammond.com.au
Tel: 1300 884 024 Fax: 9522 0376

> HammondCare Social Club – SES (NRCP)
Outings & activities for 10 clients per day on Monday, Tuesday, Wednesday, Thursday, Friday, Saturday & Sunday - 9.30am – 2.30pm. The cost of $10/day (Monday to Friday) includes morning tea and lunch, with an additional $2 each way for bus transport. Cost on the weekends is $15/day. The aim of the Social Club is to provide respite for carers of frail older people and/or people with dementia.
Social Club Manager: Marina Whitehead
Tel: 0438 781 488

HenderCare

All contacts: Tel: 1300 764 433 Fax: 1300 304 340
mail@hendercare.com.au

> Veterans’ Home Care (VHC)
Packages of personal care, domestic assistance and home maintenance for eligible veterans.
Co-ordinator: Sallie Hollis

House With No Steps: Community Services Department

All contacts: Tel: 9451 1511 Fax: 9452 5932
All mail: PO Box 93, FRENCHS FOREST, 1640
Regional Manager: Daniel Culhane dculhane@hwns.com.au

> Respite (DSP)
Flexible respite for parents who care for an adult child aged 18 to 64 years with disabilities.
**Illawarra Retirement Trust**

All contacts: Tel: 9408 8044  Fax: 9584 1399
sescommcare@irt.org.au
All mail: 24 Turpentine Ave, PEAKHURST, 2210

> **Illawarra Retirement Trust (HCP + VHC)**

Provide Home Care Packages for St George area, VHC work and private services.

Co-ordinator: Jody Macklin/Zeffy Delhas

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**Jannali Neighbourhood Aid (Nightingale)**

All contacts: Tel: 9528 6299  Fax: 9589 0515
jna2226@bigpond.net.au
All mail: PO Box 57, JANNALI, 2226

Co-ordinator: Dianne Townsend

> **Jannali Neighbour Aid (HACC/CCSP)**

Provides assistance to older people, people with disability and their carers to enable them to live safely and independently in their own homes. Services include assisted shopping, home visits, phone contact, and social activities. Services provided by paid staff and volunteers

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**John Paul Village Community Care**

All contacts: Tel: 8508 3300  Fax: 9520 5252
All mail: 15 The Avenue, HEATHCOTE, 2233
General email: cacps@johnpaulvillage.com.au

> **Home Care Packages (HCP/CCSP) Levels 1 & 2**

Packages of care for older people, requiring support to remain at home, include assistance with personal care, housework, transport, meal preparation, shopping and social activities.

Co-ordinator: Vicki Megaloudis  vickim@johnpaulvillage.com.au

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**Just Better Care**

All contacts: Tel: 9934 9934  Fax: 9934 9900
All mail: Level 3, 43-45 East Esplanade, MANLY, 2095
Manager: Jane Hauser  jane.hauser@justbettercare.com.au
Website: www.justbettercare.com.au

> **Attendant Care Packages (ACP/CSP)**

Services support to people with a wide range of physical, social and intellectual abilities in ways that exercise clients’ preferences and maintain independence.

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**Karimbla Restaurant**

All contacts: Tel: 9526 2077  Fax: 9540 3180
manager@karimblarestaurant.com.au
All mail: 93 Karimbla Rd, MIRANDA, 2228
Website: www.karimblarestaurant.com.au

> **Karimbla Restaurant (HACC/CCSP)**

Provides an affordable, good quality, two course menu (main meal and dessert) at Karimbla Road, Miranda. Open Tuesday to Friday 11.15am – 1.30pm for lunch for individuals or groups. Bookings preferred. Karimbla also regularly provides free internet and computer classes to all HACC eligible patrons. If clients have lunch on the day of their class, the lesson is free.
KinCare Community Services

All contacts: Tel: 1300 733 510 Fax: 1300 733 520
All mail: PO Box 7607, BAULKHAM HILLS BC, 2153
General email: nsw@kincare.com.au
HACC Coordinator: Leanne Sheffield leanne.sheffield@kincare.com.au

> KinCare Domestic Assistance (HACC/CCSP)
Assistance to people in the HACC/CCSP target group with the following activities:
- cleaning, vacuuming, bathrooms
- laundry and ironing
- shopping, bill-paying and meal preparation, where the latter are not the primary purposes of the service

> KinCare Personal Care (HACC/CCSP)
Provide individuals the support required to maintain their independence at home through assistance with personal care and hygiene. eg. showering and grooming

> KinCare Respite (HACC/CCSP)
Provision of planned respite services, which strengthen and maintain the primary care relationships between a frail or older person or a younger person with a disability and their carer through the provision of flexible and responsive alternatives to the usual care arrangements. They are provided in the home of the client or on a one-to-one individual basis.

> KinCare Food Services (HACC/CCSP)
Assisting clients to understand their nutritional needs, access good food, store food appropriately and prepare and eat nutritious meals. After assessment clients are enrolled in a four week education program, to ensure clients have the tools they need to be as independent as possible at home.

> KinCare Social Support Services (HACC) aged only
Provide assistance in meeting the needs of individuals for social contact and accompaniment living in the community. Social support services may include: accompanied shopping, bill paying and banking, transport to social activities, home visits, face to face group activities.

> KinCare Home Care Packages (HCP) Levels 1 & 2
Packages of care for older people requiring support to remain at home.
Contact: Manie Hung manie.hung@kincare.com.au

Kurranulla Aboriginal Corporation: Gnarra Aboriginal HACC Project

All contacts: Tel: 9528 0287 Fax: 9528 0828
All mail: PO Box 516, JANNALI, 2226
Manager/Case Worker: Tracie McNally manager@kurranulla.org.au

Assistance to Aboriginal and Torres Strait Islander people to access mainstream HACC services; also direct service to clients:

> Case Management (HACC/CCSP)
Case Management and brokerage funds are used to provide culturally appropriate services to clients if existing services cannot meet that specific need.

> Centre Based Day Care (HACC/CCSP)
Centre-based day care, with transport to and from home; also social support and cultural training.

> Social Support (HACC/CCSP)
One-on-one social support, including home visiting and assisting clients to stay active in their community.
Learning Links

All contacts: Tel: 8525 8222 Fax: 9584 2054
peakhurst@learninglinks.org.au
All mail: 12-14 Pindari Rd, Peakhurst, 2210
Manager: Julie Watkins jwatkins@learninglinks.org.au

> Case Management Program (DSP)
Case management for children ages 0-18 years with mild to moderate disabilities, providing short to medium term service co-ordination, assistance with accessing appropriate services, family support and advocacy. Facilitation of support groups such as Parents as Case Coordinators, Stepping Stones, Triple P and Care for Caring Parents.

> Early Links – Diagnosis Support (DSP)
Short term support for families with children 0-6 who are newly diagnosed with a disability or in the process of being diagnosed. The Program provides opportunities for families to be connected at the initial time of crisis and offers personalised support, strategies and opportunities for families to make informed decisions by linking families to existing support in their local community and specific supports for their child’s particular disability.

> Family Counselling and Parenting Support Program (DSP)
Support for families with children aged from birth to 18 yrs who have or may have a mild to moderate developmental disability; or under five yrs if suspected of having a mild to moderate developmental disability or at risk of not reaching developmental milestones without intervention. The program helps them deal with stressful issues, including support with behaviour, and relationships within their families and helps all family members build their resilience and coping skills.

Other services included MyTime which operates at Oatley Cottage. This group provides support for families caring for a young child under school age with a disability or chronic medical condition. Contact Helen Zorcitt on 0424 170 987

Lifestyle Solutions (Aust) Ltd

All Contacts: Tel: 8801 3200 Fax: 8801 3232
All Mail: Suite 302, 62 Norwest Boulevard, BAULKHAM HILLS, NSW 2153
Email: Sydney@lifestylesolutions.org.au
Acting Manager: Kathryn Bannister Kathryn.Bannister@lifestylesolutions.org.au
Website: www.lifestylesolutions.org.au

> Attendant Care Program (ACP/CSP)
Personalised support for people living with disability that optimise their independence.

Majestic Health Aged Care P/L

All contacts: Tel: 8566 9004 Fax: 9587 1748
All mail: 18-20 Garden St, KOGARAH, 2217
Manager: Bobby Obradovic bobby@majestichealthcare.com.au

> Home Care Packages (HCP) Levels 1 & 2
Flexible packages of care for older people in St George and Sutherland Shire, including Greek people, who require support to remain at home, including assistance with personal care, housework, transport, meals, shopping, light gardening and social activities.
Contact: Jackie Rossiter jackie@majestichealthcare.com.au
Tel: 8566 9004
Contact: Sophia Avgenakis sophia@majestichealthcare.com.au
Tel: 8566 9002
Miranda District Neighbour Aid

All contacts: Tel: 9540 2633 Fax: 9540 2644 linda@mdna@iinet.net.au
All mail: 95a Karimbla Rd, MIRANDA, 2228
Co-ordinator: Linda Frames

> Miranda Neighbour Aid (HACC/CCSP)
Provides assistance to older people, people with disability and their carers to enable them to live safely and independently in their own homes. Services include assisted shopping, home visits, phone contact, and social activities. Services provided by paid staff and volunteers.

Nextt Health P/L

All contacts: Tel: 02 8736 7200 Fax: 02 8736 7222.
All mail: 4 Darley Street, DARLINGHURST, 2210
Program Manager:

> Veterans' Home Care (VHC)
Packages of care to eligible veterans.
Co-ordinator: DVA Team
Tel: 1300 859 199

> Home Care Packages (HCP) Levels 2 & 3
Package Coordinator: Jennie Tsewang hcp@nextt.com.au
Tel: 8736 7201

Paraquad

All contacts: Tel: 8741 5626 Fax: 9735 0080
All mail: PO Box 6347, SILVERWATER, 1811

> Attendant Care Program (ACP/CSP)
Provision of personal care workers to support people with disabilities, including bathing, toileting, dressing, transfers in and out of bed, meal preparation, eating and light household tasks. Also respite for carers.
Manager: Dragan Vlaski dragan.vlaski@paraquad.org.au

Parent-to-Parent Association

All contacts: Tel: 9522 8016 Fax: 9522 8046 info@parenttoparent.com.au
All mail: PO Box 348, SUTHERLAND, 1499
Co-ordinator: Helen Panigiris

> Parent-to-Parent Association (HACC/CCSP + DSP)
Information, support and recreation for people with disabilities and their families by providing people with disabilities opportunities to socialise and experience independence from their families and regular carers. Activities include holidays; disco & karaoke; gym program; scrapbooking workshops; group outings; and social club for people with a disability over 18 yrs.

Quality Health Care

All contacts: Tel: 9505 7400 Fax: 9505 7444
All mail: 25 Albyn Street, BEXLEY, 2207
General Email: office@qualityhealthcare.com.au
Director: Danny Collins danny@qualityhealthcare.com.au
Website: www.qualityhealthcare.com.au

> Attendant Care Program (ACP/CSP)
Quality Health Care is a full-service home health care agency and provides attendant care programs for the Sutherland Shire. Provide home nursing and community support services for people with traumatic brain injury, intellectual disabilities, and spinal cord injury.
**Resourceful Australian Indian Network (RAIN)**

All Contact: Tel: 8068 0877  
All Mail: 501 Forest Road, PENShurst 2222

> Centre Based Day Services (HACC) aged only  
Centre based day services and transport for pick up and drop off. Specific to people from Indian Sub Continent communities.  
Contact: Sudha Natarajan  
eager2rain@yahoo.com.au

**Rockdale Community Services – Home Care Packages**

All contacts: Tel: 9024 5500  
Fax: 9024 5511  
All mail: 429 Princes Highway, ROCKDALE, 2216

< Home Care Packages (HCP) Levels 1 & 2  
Packages of care for older people, requiring support to remain at home including meal preparation, showering, dressing and personal grooming, light domestic assistance e.g. laundry, cleaning and dusting. Also shopping, medical appointments, transport and social support to attend community activities.  
Contact: Lynette Overton  
info@rockdalecommunity.com.au

**Salvation Army Aged Care Plus**

All contacts: Tel: 9556 6900  
All Mail: 14 Trebartha Street, BASS HILL, 2197

> Domestic Assistance and Personal Care (HACC) aged only  
Services under the Commonwealth HACC Program for people 65 years and over to assist them to remain in their homes.  
Contact: Toni Pepper  
toni-marie.pepper@aue.salvationarmy.org

**Southcare (South Eastern Sydney Local Health District)**

Southcare (Aged & Extended Care) is a division of the Sutherland Hospital and Community Health Service. Southcare is an integrated health care centre offering a range of services predominantly for frail older people and those with disabilities living in our community. The following services are co–located in the Southcare building, in the grounds of Sutherland Hospital (access from Kareena Road):

- The Aged Care Assessment Team (ACAT)
- Aged care Services Emergency Team (ASET)
- Generalist Community Nurses
- Geriatricians (Aged Care Specialist Doctors)
- Continence Nurse Advisors
- Community Allied Health (Liaison Pharmacist, Occupational Therapists, Physiotherapists, Podiatrists and Social Workers)
- Sutherland Heart & Lung Health Team
- Equipment Lending Pool

A range of HACC funded services auspiced by Southcare  

**General contacts**: Tel: 9540 7540 or 9540 7175  
Fax: 9540 7869 (referrals) or 9540 7855 (general)  
All mail: 126 Kareena Rd, MIRANDA, 2228

>Aged Care Assessment Team (ACAT) (HCP + Health)  
The Sutherland ACAT is comprised of Registered Nurses and Social Workers. The team assists frail older people to gain access to the types of services most appropriate to meet their care needs. This includes determining eligibility for Commonwealth subsidised residential aged care (high and low level), Home Care Packages (HCP) and Transitional Care.
> **Community Nurses** (HACC/CCSP + Health)
Extensive healthcare in the client’s home by Registered and Enrolled Nurses. Service is provided seven day and includes:
> Holistic general assessments encompassing health problems and activities of daily living, information and referral to other services
> Nursing interventions eg. Injections, intravenous therapy and catheters
> Wound management
> Supervision of medications
> Personal care
> Health education eg. continence, falls prevention
Manager: Leonie Sheather leonie.sheather@sesiahs.health.nsw.gov.au

> **Dementia Home Monitoring** (HACC/CCSP)
Practical in-home support, seven days, for people with a dementing illness and their carers, including meal and medication supervision, assistance with personal care, shopping and transport to appointments, supervised outings and carer support to complement existing services.
Co-ordinator: Janine Packman janine.packman@sesiahs.health.nsw.gov.au

> **Domiciliary Podiatry** (HACC/CCSP)
Foot care services to housebound people with disabilities, aged people and carers, who meet the medical criteria for high risk feet, in order to maintain their independence and mobility. Clinics provide a similar service for more mobile people, and the podiatrists also conduct educational programs for individuals and groups.
Podiatrist: Peta Workman

> **Sutherland Case Management Services** (HACC/CCSP), incorporating Community Options & ComPack
For people at the greatest risk of inappropriate placement in residential care and unable to get the help they require through existing services. Individual service packages are designed in consultation with each service user, with a focus on flexibility and responding to complex and changing needs. This may include a package of existing HACC services, direct services or other services and case management if needed.
Manager: Mary MacFarlane
Tel: 9540 8718
Fax: 95407835

> **The Cottage** (HACC/CCSP)
A secure day care centre offering social activities for people with a dementing illness, while also providing respite and support for their carers. The Cottage operates Monday to Friday with care provided by a multidisciplinary team co-ordinated by a Registered Nurse, with assistance from a Divisional Therapist, Assistant in Nursing and a bus driver. Transport, morning tea and lunch are provided.
Co-ordinator/s: Lyn Webb
Tel: 9540 7348

> **The Retreat** (HACC/CCSP)
A day care centre offering social activities for people who require more professional assistance than is obtainable from volunteer groups, and respite for their carers. The Retreat operates Monday to Friday with care provided by a multidisciplinary team coordinated by a Registered Nurse, with assistance from a Divisional Therapist, Assistant in Nursing and a bus driver. Morning tea, lunch and transport is provided.
Co-ordinator: Jeannie Stokes & Barbara Grocott
Tel: 9540 7915

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**Southern Cross Care Community Healthcare**

All contacts: Tel: 1800 989 000 Fax: 1800 989 001 enquiries@scch.com.au
All mail: Level 1, 50 O’Connell Street, PARRAMATTA, 2150
Manager,
Care Services: Debby Dubos
Local Co-ordinator: Danielle McMahon dmcmahon@scch.com.au

> **Attendant Care** (ACP/CSP)
All attendant care duties as requested by the service user and approved by ADHC.
> **Domestic Assistance, Nursing and Personal Care** (HACC/CCSP)
Personal care to frail aged, people with disabilities and their carers, targeting the financially disadvantaged. Personal Care services assist with showering, dressing and grooming. Nursing services include:
- Simple and complex wound dressings
- Urinary catheterisation and care
- Administering and monitoring medications
- Monitoring oxygen therapy
- Attending to service users with complex needs

> **Life Time Care and Support** (LTCS)
The LifeTime Care and Support Scheme is a specific scheme providing attendant care support for people with functional impairments and physical disabilities caused through motor vehicle accidents in NSW and enabling them to live independently in their home and in the community.

Other services include Veterans Nursing funded by Department of Veterans Affairs.

### St Basil’s Homes: Community Programs

<table>
<thead>
<tr>
<th>General contacts:</th>
<th>Tel: 8543 2060</th>
<th>Fax: 9525 8944</th>
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<tbody>
<tr>
<td>All mail:</td>
<td>130 Croydon St, LAKEEMBA, 2195</td>
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<tr>
<td>General Manager/s:</td>
<td>Dimi Vourliotis <a href="mailto:dvourliotis@stbasils.org.au">dvourliotis@stbasils.org.au</a></td>
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<tr>
<td></td>
<td>Markella Xerri <a href="mailto:mxerri@stbasils.org.au">mxerri@stbasils.org.au</a></td>
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<td></td>
<td>Tel: 9784 3250</td>
<td>Fax: 9750 8713</td>
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> **Miranda Day Centre** (HACC/CCSP) – dementia specific
Social group for people with low to moderate dementia. Saturday only, providing beautiful sunny atmosphere, companionship, meaningful and culturally-aware activities plus meal and monthly outings. Transport provided for clients living in the Sutherland Shire.

**Co-ordinator:**
- Dimi Vourliotis dvourliotis@stbasils.org.au
- Telephone Direct: 8543 2060
- 29H Wandella Rd, MIRANDA, 2220

> **Home Care Packages** (HCP) Levels 1-4
Home Care Packages for mainstream clients (Levels 1 & 2) and home care packages (Level 3 & 4) for Greek people.

**Co-ordinator:**
- Vicki Perdis vperdis@stbasils.org.au
- Tel: 8543 2040 (Miranda)

### St George Migrant Resource Centre: Multicultural Aged Care Packages

<table>
<thead>
<tr>
<th>All contacts:</th>
<th>Tel: 9597 5455</th>
<th>Fax: 9567 3326</th>
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<tbody>
<tr>
<td>Street address:</td>
<td>552 Princes Highway, ROCKDALE</td>
<td></td>
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<tr>
<td>All mail:</td>
<td>PO Box 381, ROCKDALE 2216</td>
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<tr>
<td>Executive Officer:</td>
<td>Antoinette Chow <a href="mailto:manager@sgmrc.org.au">manager@sgmrc.org.au</a></td>
<td></td>
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<tr>
<td>Package Co-ordinator:</td>
<td>Long Vu <a href="mailto:cacpcoord@sgmrc.org.au">cacpcoord@sgmrc.org.au</a></td>
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> **Multicultural Home Care Packages** (HCP) Levels 1 & 2
Packages of support for aged people from cultural backgrounds assessed and referred by the Aged Care Assessment Team as Home Care Package eligible.
St George Migrant Resource Centre: CALD Community Care Program

All contacts: Tel: 9597 5455 Fax: 9567 3326
or via Multilingual Hotline for clients: 9505 7601
All mail: PO Box 381, ROCKDALE 2216
Executive Officer: Antoinette Chow manager@sgmrc.org.au
CCC Manager: Penny Antonopoulos cccpcoord@sgmrc.org.au

> Bi-lingual Case Workers (HACC/CCSP)
A pool of bi-lingual workers assist clients from Culturally and Linguistically Diverse (CALD) backgrounds to access mainstream HACC services. The service offers information, referral, advocacy and client care coordination. Also facilitate regular carer support groups in the 5 main local languages (Greek, Macedonian, Arabic, Italian, Chinese), and regular Mandarin, Cantonese & Balkan Social Groups. Includes a multilingual phone line: speakers of Italian (Monday), Arabic (Tuesday), Macedonian and languages of the former Yugoslavia (Wednesday), Chinese (Thursday), Greek (Friday). The Program covers all other languages, and if there is a language barrier, the Telephone Interpreter Service is always used.

> Multicultural Access Project (MAP) (HACC/CCSP)
The St George/Sutherland Shire MAP Officer is funded to improve access and equity issues within the HACC/CCSP program. Some of the key roles of the MAP Officer are to:

- Work with HACC/CCSP service providers to enhance access and cultural responsiveness of services to the needs of Culturally and Linguistically Diverse (CALD) Communities
- Provide information/education to CALD Communities on the HACC/CCSP Program in order to facilitate access of CALD consumers to HACC/CCSP
- Identify unmet needs of CALD consumers and to feed into the HACC/CCSP planning process to address these needs.

> Case Worker - CALD (HACC/CCSP)
The aim of this position is to facilitate the access of potential Home and Community Care (HACC/CCSP) clients of Culturally and Linguistically Diverse (CALD) background to HACC/CCSP services and to facilitate the Multicultural Carer Support group.

St Vincent de Paul Society – Margaret House Respite Care Services

All contacts: Tel: 9540 1762/0408 403 388 Fax: 9540 5258
All mail: 78 Coonong Rd, GYMEA, 2227
Manager: Thomas Due
margarethouse@sydneyvinnies.org

> Margaret House Respite Care Services (DSP + fundraising)
Provides a range of respite services to children and young people with a disability in a residential setting, including:

- weekend respite for children aged 7-18 years
- mid-week respite for children aged 7-18 years
- mid-week overnight respite for children aged 7-18 years
- mid-week day activity respite for adults
- mid-week day activity respite for adults

Sunnyfield

All contacts: Tel: 8977 8848 Fax: 9975 5833
All mail: 185 Allambie Rd, ALLAMBIE HEIGHTS, 2100
Contact: Judy Wallace j.wallace@sunnyfield.org.au
Website: www.sunnyfield.org.au

> Attendant Care Program (ACP/CSP)
Support services to people with a wide range of physical, social and intellectual abilities.
Sutherland Food Services – Meals on Wheels

All contacts: Tel: 9540 7365 Fax: 9526 6121
All mail: PO Box 2497, TAREN POINT, 2229
Co ordinator: Carol Dreyer manager@sfsmow.com.au
Website: www.mealsonwheelssutherland.com.au

> Meals on Wheels (HACC/CCSP)
Provides a wide variety of meal options, including breakfast packs, sandwiches and snack packs, mini meals and three-course main meals. Available to eligible persons residing in the Sutherland Shire on a short and long term, or one-off basis. Meals are nutritionally-balanced, conveniently delivered and affordable.

Sutherland Shire Community Care Network: Sutherland Shire Carer Support Service (SSCSS)

General contact: Tel: 9542 6292/9542 3635 Fax: 9542 6291
All mail: Office 1, Stapleton Ave Community Centre, 3a Stapleton Ave, SUTHERLAND 2232
Manager: Tracy Sami tracy@sscss.org.au

> Sutherland Shire Carer Support Service (HACC/CCSP)
The Carer Support Service provides information and support to relatives and friends who care for someone at home who, because of disability, frailty or chronic illness would be unable to remain living independently in the community without such care. Services include support groups, a regular newsletter, information about other services/supports, referrals, courses, advocacy, promoting the interests of carers and creating a profile for carer issues and facilitating a working party for Sutherland Shire Carers’ Week celebrations/events.
Co-ordinator: Leonie Puckeridge leonie@sscss.org.au
Senior Project Worker: Katie Matthias katie@sscss.org.au
Chinese Carers: Nora Mak nora@sscss.org.au
(Bilingual Mandarin & Cantonese speaking)
Greek Carers: Mary Antoniou maryantoniou@sscss.org.au
(Bilingual Greek speaking)

> Sutherland Shire Carers and Consumers Forum (HACC/CCSP)
The Forum Co-ordinator organises and resources meetings (usually February, May, August and November) for people with disabilities, frail older people and carers to meet to discuss common experiences and concerns and to learn how to exercise their rights and responsibilities when using services. S/he follows up issues between meetings and also reports relevant issues to the services via Sutherland Shire Community Care Forum.
Forum Co-ordinator: Leonie Puckeridge leonie@sscss.org.au

Sutherland Shire Community Care Network: Southern Community Care Development (SCCD)

General contact: Tel: 9520 3000 All mail: info@sccd.org.au
All mail: 1034-1036 Old Princes Hwy ENGADINE, 2233

> Sutherland Shire HACC Development Project (HACC/CCSP + other)
The HACC Development Officer (HACC DO) supports HACC/CCSP-funded organisations individually and as a group with issues relating to planning, funding and promotion. She also works with the broader network of community care services, provides orientations for new workers, weekly e-Snippets and maintains the Southern Sydney Community Care Information website (www.sscci.org.au), as well producing HACC/CCSP brochures and this Guide. From time-to-time, SCCD staff work on other community development projects.
HACC DO: Melinda Paterson (9548 6000) melinda@sccd.org.au
Project Assistant: Karen Wheatley (9520 3000) karen@sccd.org.au
Sutherland Shire Community Transport

All contacts: Tel: 9548 6776 Fax: 9548 0926
All mail: PO Box 303, ENGADINE, 2233
Manager: Roslyn Morton manager@sutherland.org.au
Tel: 9520 7986
Transport Development Trish Deen transport@sutherland.org.au
Co-ordinator: Tel: 9520 5238

> Medical Appointments, Shopping & Social Activities Transport (HACC/CCSP)

Sutherland Shire Community Transport provides transport to appointments and/or engagements, for frail aged and people with a disability, who live in the Sutherland Shire, who can no longer drive, cannot arrange alternative transport and/or who are unable to use public transport. A small client contribution is requested.

Trips include:
- Individual medical appointments, including out-of-business hours
- Individual non-medical activities, including after hours
- Group shopping trips, outings and other HACC/CCSP services.
- Bus hire available for groups
- A door-to-door shopping service to major shopping centres (including Engadine, Miranda Westfield and Southgate) operates from various areas on set days of the week, with volunteer bus assistants to assist with shopping and any other personal business.

For further information and confirmation of eligibility please contact us on the following numbers or visit our website at www.sutherland.org.au

Individual Cars: Tel: 9548 0122 individualtransport@sutherland.org.au

Medical & Social activities
Shopping Buses &
Group Outings Tel: 9548 0133 grouptransport@sutherland.org.au

Sutherland Shire Council

All contacts: Tel: 9710 0333 Fax: 9710 0594
All mail: PO Box 17, SUTHERLAND, 1499

> Connected Communities Team (Council + HACC/CCSP)

Sutherland Shire Council employs a team of Community Development Officers who provide information and advocate for all Sutherland Shire residents and services. Council's community services staff work with residents, community services, government departments and other departments of Council to achieve a greater sense of community through the provision of the following services:
- research and planning, community consultation and responding to and developing social policy
- information and assistance with funding applications
- establishing new community support services and facilities
- annual community grants and other resources and programs for community groups
- training and assistance with management skills to form and administer committees, funding and service delivery
- working with other levels of government on funding and planning of services and programs
- information and referral for residents and community organisations
- facilitating community networks and providing opportunities for coordination of community services

Community Development Workers crs@ssc.nsw.gov.au
Tel: 9710 0333
Sutherland Shire Home Modification and Maintenance Service

All contacts: Tel: 9524 1100 Fax: 9524 1360 admin@shirehomemods.com.au
All mail: Unit 32/65-75 Captain Cook Drive, CARINGBAH, 2229 Managers: Irene Henderson & Jill Rasmussen

Modifications and maintenance to private homes and advice to assist people to live safely and independently in their own homes.

> Home Modification and Maintenance Service (HACC/CCSP)
All clients must be assessed as having moderate, severe or profound disabilities and reside in their own home. Services provided include:
- minor repairs to gutters, windows, doors etc
- bathroom modifications and hob removal
- subsidy for essential, approved plumbing and electrical work
- installation of ramps and hand rails
- installation of lever taps, hand-held showers and grab rails
- adjustments to curtain rails, securing rugs and carpets
- furniture modification, raising or lowering chairs/beds
- resource list of local tradespeople eg. plumbers, electricians

All modifications are assessed by an occupational therapist, who will discuss requirements for the client’s safety. Services are provided at a subsidised cost.

> Lawns and Gardens Low Home Maintenance Service (HACC/CCSP)
All clients must be assessed as having moderate, severe or profound disabilities and reside in their own home. Services provided include:
- lawn mowing/low maintenance gardens/gutters clears/yard clears

All jobs will be quoted, with the client to pay the agreed subsidised cost.

Co-ordinator: Karen Young

Sylvanvale Disability Service

All contacts: Tel: 8536 0100 Fax: 9521 3610 enquiries@sylvanvale.com.au
All mail: PO Box 29, SUTHERLAND, 1499 General Manager Bronwyn Howlett
Operations: enquiries@sylvanvale.com.au
Website: www.sylvanvale.com.au

> Flexible Respite Service (DSP)
School holiday respite and Saturday respite for 5 - 17 year olds. Centre-based program and activities run from 9 am to 3.30 pm, parents/carers provide transport to and from. Aims to assist as many families as possible, subject to three month reviews.
Contact: Michael Mitchell mmitchell@sylvanvale.com.au

> Centre Based Adult Respite (DSP)
Centre based respite located at Loftus. Caters for people above the age of 18 years of age. Bookings are required.
Contact: enquiries@sylvanvale.com.au
Staff have skills and experience in providing support for people with high support needs. Service users pay a contribution towards the cost of care in addition to any activity fee or charge.

> **Direct Service Program** (DSP)

Individual care arrangements for 5-64 year olds with moderate to high support needs. Service users and their carers determine when and how they use their annual allocation of care, whether on a weekly, monthly or block basis to cater for one-off holidays or to alleviate a family crisis. A respite package is designed in consultation with the family.

> **Recreation & Peer Support** (DSP + Other)

Recreation and leisure activities for people with a disability aged 5-12 years, 12-18 years and over 18 years old. Outings and centre based activities take place during the week, after school, on weekends and throughout school holidays. A range of activities are offered in an effort to enable young people with a disability to have a break away from their home & family, broaden their options for use of their leisure time and educate the community (through inclusion) about the abilities of people with disabilities.

> **Respite Options** (HACC/CCSP + DSP)

Flexible and appropriate respite for carers of people aged 5-64 years with high support needs due to a disability. Carers and service users determine when and how they use their annual allocation of care, whether on a weekly, monthly or block basis to cater for one-off holidays or to alleviate a family crisis. A respite package is designed in consultation with the family.

> **Attendant Care Program** (ACP/CSP)

Provide personal care and support to people living independently in the community. Clients receive individual funding to meet their appropriate physical support needs.

> **Life Time Care and Support** (LTCS)

The Lifetime Care & Support Scheme provides treatment for people severely injured in a motor vehicle accident on NSW roads.

TDT/SSTC is also an approved provider for the following individualised funding [see www.adhc.nsw.gov.au]:

- Supported Living Fund
- Individual Accommodation Support Packages
- Drop in Support
- Life Choices-Community Based
- Individual Community Based Options
- Self Managed Model

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**Thomas Holt Villages**

> **Home Care Packages** (HCP) Level 2

Packages of care for older people requiring support to remain at home, including assistance with personal care, housework, transport, meals, shopping, light gardening and social activities within Thomas Holt Villages.

Contact: Rachael Ellender  rellender@thomasholt.org.au
**Tina’s Home Care Services**

All contacts: Tel: 9572 8211  
contact@tinashomecare.com.au  
All mail:  
PO Box 183, SUMMER HILL, 2130

> Attendant Care (ACP/CSP)
Provision of specialised nursing care, personal care and other assistance as required.

Service Co-ordinator: Maria Tsiotsioras  
maria@tinashomecare.com.au

**UnitingCare Disability Supported Living – Case Management**

All contacts: Tel: 8752 3777  
Fax: 9798 7855  
All mail:  
PO Box 456, CROYDON PARK, 2133

> Case Management Service (DSP)
Provides case management to assist people with disabilities 18 to 65 years who are experiencing difficulties with their current support arrangements or have none in place. Services include conducting an assessment and developing a care plan, expert intervention and advice, linking families with services and monitoring their effectiveness.

Team Leader: Deidre Moore  
dmoore@unitingcarenswact.org.au

**Wesley Mission: Disability Services**

All contacts: Tel: 9857 2500  
Fax: 98047233  
All mail:  
3 Dalmar Place, CARLINGFORD, NSW, 2118

> Wesley Disability Services (DSP)
Provides a range of services to help people with a disability to develop skills and maintain an active role in the community, including:

- Breakaway Respite Services to support the relationship between someone with a disability and their family through the provision of regular and emergency away-from-home respite
  
  Contact: Sharon Duffin  
  sharon.duffin@wesleymission.org.au

- Community Living Program provides drop-in supports for people to live independently in the community in their own homes (up to 15 hrs per week)
  
  Contact: Amanda Lawson  
  amanda.lawson@wesleymission.org.au

**Wesley Mission: Wesley Home and Carer Support Services**

All contacts:  
Level 1, Office 2, 29-31 Croydon St, CRONULLA, 2220
Manager: Fern Raynham  
fern.raynham@wesleymission.org.au  
Tel: 9523 7811  
Fax: 9523 0810

> Home Care Packages (HCP) Levels 2-4
Flexible packages of care for older people requiring support to remain at home, including assistance with personal care, housework, transport, meals, shopping, light gardening and social activities.

HCP Lifestyle Advisors: Miriam Laming  
miriam.laming@wesleymission.org.au  
Pamela McDonagh  
pamela.mcdonagh@wesleymission.org.au

> Wesley Home and Carer Support Services In Home Respite (HACC/CCSP + NRCP)
Respite for carers of a person with a disability or frail older person, including people with dementia. Wesley In Home Respite is available to the carers of frail older people and/or people with a disability living in the Sutherland and St George areas. This service gives the carer time away from their caring role.

> Wesley Social Support (HACC) aged only
To encourage clients to make new connections that supports an ongoing sense of community.

> Wesley Personal Care (HACC) aged only
Assistance with daily self-care tasks such as showering, grooming and meal preparation.

HACC Lifestyle Advisor: Karen Boles  
karen.boles@wesleymission.org.au  
NRCP Co-ordinator: Louise Goodwin  
louise.goodwin@wesleymission.org.au
PROFILE OF THE SUTHERLAND SHIRE

Geography
Sutherland Shire Local Government Area (LGA) is located at the southern coastal end of metropolitan Sydney and covers a total area of 370 square kilometres, including 170 square kilometres of development land, in:

- CARINGBAH: Caringbah, Dolans Bay, Lilli Pilli, Port Hacking
- COMO: Bonnet Bay, Caravan Head, Como, Jannali, Kareela, Oyster Bay
- EAST COAST: Burraneer, Bundeena, Cronulla, Kurnell, Maianbar, Gundamaian, Woolooware
- ENGADINE: Engadine, North Engadine, Heathcote
- MENAI: Alfords Pt, Bangor, Illawong, Barden Ridge, Menai, Sandy Point, Woronora
- MIRANDA: Gymea, Gymea Bay, Miranda, Yowie Bay
- SUTHERLAND: Kirrawee, Loftus, Sutherland, Woronora Heights
- SYLVANIA: Sylvania, Sylvania Waters, Taren Point

General Population
The most recent Australian Bureau of Statistics (ABS) Census 2011 indicated 210,861 residents live in the Sutherland Shire. 51.1% are female and 48.9% were male. The median age of people in the Sutherland Shire was 39 years of age. Aboriginal & Torres Strait Island people made up 0.8% of the population. From the period of Census 2006 to Census 2011 the Sutherland Shire population increased by 5,440 people (2.6%).

Culturally and Linguistically Diverse (CALD) Community
- 10% of people in Sutherland Shire come from countries where English is not the first language.
- 36,557 people (17.3%) of the population living in the Sutherland Shire were born overseas. 12% arrived in Australia within the last five years. 20,333 people (9.6%) were from non-English speaking backgrounds compared to 34.2% and 26.3% respectively from Greater Sydney. The majority of people were from the United Kingdom, New Zealand and China. The largest non English speaking country of birth in Sutherland Shire is China where (1,797 people or 0.9%) of the population were born.
- Ancestry responses of the population in Sutherland Shire shows the top five ancestries nominated were: Australian (81,280 people or 38.5%); English (78,872 people or 37.4%); Irish (25,265 people or 12.0%); Scottish (18,678 people or 8.9%); Italian (8,334 people or 4.0%).
- Of those born overseas (179,675 or 85.2%) speak English only. 21,938 (10.4% speak another language and English well or very well. 2,531 (1.2%) speak another language and English not well or not at all. Overall 85.2% of persons spoke English only and 1.2% spoke another language and English not well or not at all. The top three languages spoken at home are: Greek (4,085 people 1.9%); Arabic (1,994 people 0.9%) and Cantonese 1,991 people (0.9%). Overall 85.2% of the population spoke English only and 11.5% spoke a non English language compared to 62.2% and 32.5% respectively for Greater Sydney.

Aboriginal and Torres Strait Islander (ATSI) Community
- From the 2011 census results 1,739 were Aboriginal and Torres Strait Islander people. 910 were male (52.3%) and 829 were female (47.7%). The median aged is 25 years.
- 29.4% accounted for children from 0-14 years of age. 7.1% were people aged 65 years and over.

Aged Community
From the 2011 Census results for the Sutherland Shire; Age bracket 65-69 years amounted to 9,421 people (4.5%), 70-74 years of age 6,731 people (3.2%); 75-79 years 5,548 people (2.6%) and 80-84 was 5117 people (2.4%). The age bracket 85 years and over amounted to 4,607 people (2.2%). Overall 19.1% of the population was aged between 0 and 15 and 14.9% were aged 65 years and over compared with 19.2% and 12.8% respectively for Greater Sydney.

People with Disabilities
‘Disability’ is defined by the ABS as restrictions to self-care, communication or mobility; people with ‘profound core activity limitation’ always need help or supervision and people with ‘severe core activity limitation’ sometimes need help. The 2011 Census found 3.5% of Shire residents (7,287 people) need assistance with core activities (and therefore potentially need community care). This includes 368 people (3.9%) of the population in the age bracket 65-69 years; 441 people (6.5%) in the 70-74 age bracket; 639 people (11.5%) in the 75-79 age bracket; 1,021 people (19.9%) in the age bracket 80-84 age bracket; and for the age bracket 85 years and over 1,988 people (43.2%).

Carers
In Sutherland Shire there are 20,534 carers providing unpaid assistance to a person with disability, long term illness or old age. Overall 12.0% of the population provided unpaid care, and between 2006 and 2011 there was an increase of 2,708 people who provided unpaid assistance.

Key Service Networks

Southern Sydney Community Care Information (SSCCI) – www.sscci.org.au
SSCCI is an online tool for communication between community care providers and users in Sutherland Shire and St George. It includes:
- a public website containing a service directory and resources for carers and consumers, as well as a noticeboard for advertising service and upcoming events, including interagency meetings
- a closed section for members only (password protected) including documents for service providers, such as key protocols, minutes etc

Sutherland Shire Aged Care Interagency
Membership of the Forum is comprised of providers and supporters of community care services to frail older people and carers. The Forum meets on the 4th Wednesday of every second month (starting January), 10 am to 12 noon at Engadine Community Centre Meeting Room. The Forum goals are: to network and share information; to educate service providers and consumers on a variety of issues; to undertake advocacy in order to address service gaps and development needs; and to provide a critical analysis and feedback from a community perspective to government departments and peak bodies. The HACC Development Officer resources meetings and members take minutes and chair (Contact: Melinda Paterson, Tel: 9548 6000, email: melinda@sccd.org.au).


Key Local Documents

Southern Sydney Centre Based Day Care Project
Funded through the Home and Community Care (HACC) Program, this project was undertaken from April to December 2011 under the auspices of Southern Sydney Community Care Development. Project Worker Diane Brooks worked with, and for, the 18 community based organisations who provide 163 daily social groups funded under the HACC CBDC service type in St George and Sutherland Shire and produced recommendations for promoting their continuation and further development. [at www.sscci.org.au/resources/cbdc)

Who Cares? Report
Sutherland Shire Working Party for Permanent Accommodation, under the auspices of Sutherland Shire Carer Support Project, conducted an extensive research project amongst families with disabled young adults in 1999. [at www.sscci.org.au/resources/discussion/carers)

Building Bridges Project
Sutherland Shire HACC Forum conducted one of eight localised Community Care Demonstration Projects in NSW funded by NSW Ageing and Disability Department (now ADHC) and NSW Health between 1994 and 1998 to trial innovative ways of organising and delivering an integrated system of community support services.

Sutherland Shire ClaRR Referral Protocol
The Client Information and Referral Record (CIARR) is a form used by all HACC services to collect client information and to make referrals to other agencies. The Sutherland Shire CIARR Referral Protocol (or CIARR Protocol) specifies the agreed way that CIARR is used by HACC services to make and take referrals, with their clients’ permission, using the Client Information and Referral Record (ClaRR). A summary, Client Referral System in the Sutherland Shire, is available from the HACC DO. There are five elements or tools in the Protocol:
- The ClaRR (Part A) – 4 page form, available in pads printed in duplicate or from HACC MDS software. The original stays with the service provider (for their files and referrals) and a copy with the client.
- ClaRR Addendum – 2 page form, include information about the carer.
- Service Specific Information (Part B) - forms developed by individual services to collect specific client information needed by that service to make decisions on service provision.
- Your Information and Services Record (The Yellow Book) - plastic book in which the duplicate copy of the CIARR is inserted, kept in the client's home (except Aboriginal clients, one-offs or risk situations).
ACRONYMS USED IN COMMUNITY CARE

ABS  Australian Bureau of Statistics  
ACCR  Aged Care Client Record  
ACAT  Aged Care Assessment Team  
ACON  AIDS Council of NSW  
ACOSS  Australian Council of Social Services  
ACSA  Aged and Community Services Association  
ADHC  Ageing, Disability and Home Care in NSW Dept of Family and Community Services (FACS)  
ADL  Activities of Daily Living  
AIHW  Australian Institute of Health and Welfare  
AGM  Annual General Meeting  
ATSI  Aboriginal and Torres Strait Islander  
CALD(B)  Culturally and Linguistically Diverse (Background)  
CCSP  Community Care Supports Program  
CIARR  Client Information and Referral Record  
COAG  Council of Australian Governments  
COPs  Community Options Projects  
COTA  Council on the Ageing  
CPI  Consumer Price Index  
CRS  Commonwealth Rehabilitation Service  
CSGP  Community Services Grants Program  
CSP  Community Support Program  
CTO  Community Transport Organisation  
DA  Development Application  
DSS  Department of Social Services (Australian Government) [formerly Health and Ageing]  
DSP  Disability Services Program  
DVA  Dept of Veterans Affairs (Australian Government)  
ECC  Ethnic Communities Council of NSW  
EOI  Expression of Interest  
FOI  Freedom of Information  
GP  General Practitioner  
HACC  Home and Community Care (Program)  
HACC DO  HACC Development Officer  
HCP  Home Care Packages (Levels 1-4)  
HCS  Home Care Service (of NSW)  
HREOC  Human Rights and Equal Opportunity Commission  
ITAB  Industry Training Advisory Board  
LCSA  Local Community Services Association  
LGA  Local Government Area  
LGSA  Local Government and Shires Association  
LGBTI  Lesbian, Gay, Bisexual, Transgender & Intersex  
MDS  Minimum Data Set  
MOW  Meals on Wheels  
MRC  Migrant Resource Centre  
MSO  Multi Service Outlet  
NA  Neighbour Aid  
NASSA  NSW Neighbour Aid & Social Support Assoc.  
NCOSS  NSW Council of Social Services  
NDA  National Disability Agreement  
NDS  National Disability Service  
NGO  Non Government Organisation  
NPP  National Privacy Principal  
NRCP  National Respite for Carers Program  
PLWHA  Person Living With HIV/AIDS  
PO  Project Officer (ADHC staff)  
SCHADS  Social Community Home Care & Disability Services Industry Award  
SDS  Service Description Schedule  
VHC  Veterans’ Home Care (Program)  
WH&S  Work Health & Safety (Act)  
(Y)PWD  (Younger) Person with a Disability
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<tr>
<th>SERVICE TYPE (primary service aim)</th>
<th>PROVIDER ORGANISATION</th>
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<tbody>
<tr>
<td>Allied Health Care/Paramedical</td>
<td>Anglicare, Southcare</td>
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<td>Assessment (specialist)</td>
<td>Southcare</td>
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<tr>
<td>Case Management (HACC generalist)</td>
<td>Benevolent Society, Kurranulla, Learning Links, Southcare, UnitingCare &amp; Carers NSW, Care Connect</td>
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<td>Support Co-ordination</td>
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<td>Centre-Based Day Care (incl Multicultural)</td>
<td>CASS Care Ltd, Chesalon, Co.As.It, Kurranulla, Gymea Community Aid, Menai Aged Day Care, Resourceful Australian Indian Network, St Mark's Coptic Church, Southcare, St Basil's</td>
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<td>Counselling/Support, Information, Referral and Advocacy (&amp; Community Development)</td>
<td>Alzheimer's Australia, Benevolent Society, Carers NSW, CatholicCare, Carers NSW, Co.As.It, Kurranulla, Learning Links, Parent-to-Parent, (3Bridges), St George MRC, Suth. Shire Community Care Network, (&amp; Aged &amp; Community Care, Suth. Shire Community Care Network, Sutherland Shire Council)</td>
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<td>Domestic Assistance</td>
<td>Anglican Retirement Villages, Alliance Health, BaptistCare Calvary Silver Circle, CASS Care Ltd, Dept of Family &amp; Community Services, Kincare, Southern Cross, St George MRC, Salvation Army</td>
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<td>Early Childhood Intervention</td>
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<td>Home Maintenance</td>
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<td>Meals &amp; Other Food Services</td>
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<td>Nursing Care</td>
<td>Southcare, Southern Cross, Feros Care</td>
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<td>Benevolent Society, Southcare</td>
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<td>Respite Care</td>
<td>Anglican Retirement Villages, BaptistCare, Benevolent Society, Chesalon Respite, Dept of Family &amp; Community Services, Kincare, Southern Sydney Trusted Care, St George MRC, Sylvanvale, Wesley</td>
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<tr>
<td>(Dementia Monitoring) &amp; (Peer support &amp; recreation)</td>
<td></td>
</tr>
<tr>
<td>Transport (incl shopping)</td>
<td>Sutherland Shire Community Transport</td>
</tr>
<tr>
<td>Packages of more than one of the above (ACP/CSP)</td>
<td>ABI Services NSW, Alliance Health, Allowance Inc, Australian Health Call Group, Australian Home Care, Civic Lifestyle Solutions, Community Connections Australia, Dept of Family &amp; Community Services, Dolleina, Drake Australia Home Care Service, Just Better Care, Lifestyle Solutions, Paraquad, Quality Health Care, Southern Cross, Sunnyfield, The Disability Trust, Tina's Home Care Services</td>
</tr>
<tr>
<td>Packages of more than one of the above (HCP)</td>
<td>Abel Tasman, Anglican Retirement Villages, Anglicare, Australian Home Care Services, Australian Nursing Home Foundation, BaptistCare, Benevolent Society, Calvary Silver Circle, CASS Care Ltd, Co.As.It, HammondCare, Illawarra Retirement Trust, John Paul Village, 3Bridges, Kincare, Majestic Health, Nextt, Rockdale Community Services, St Basil's, St George MRC, Thomas Holt, Wesley</td>
</tr>
<tr>
<td>Packages of more than one of the above HC)</td>
<td>Australian Home Care, Australian Nursing Home Foundation, BaptistCare, Calvary Silver Circle, Dept of Family &amp; Community Services, HenderCare, Illawarra Retirement Trust, Kincare, Mercy Health, Nextt,</td>
</tr>
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