

National Service Standards

All HACC service providers are required to meet the Community Care Common Standards, which are reflected in their organisational Policy & Procedures:

- 1: Effective Management
- 2: Appropriate Access & Service Delivery
- 3: Service User Rights & Responsibilities

SERVICE USER RIGHTS & RESPONSIBILITIES

INFORMATION PROVISION: Each service user, or prospective service user, is provided with information (initially & on an ongoing basis) in a format appropriate to their needs to assist them to make service choices & gain an understanding of the services available to them & their rights & responsibilities.

PRIVACY & CONFIDENTIALITY: Each service user's right to privacy, dignity & confidentiality is respected including the collection, use & disclosure of personal information.

COMPLAINTS & SERVICE USER FEEDBACK: Complaints & service user feedback are dealt with fairly, promptly, confidentially & without retribution.

ADVOCACY: Each service user's (&/or their representative's) choice of advocate is respected by the service provider & the service provider will, if required, assist the service user (&/or their representatives) to access an advocate.

INDEPENDENCE: The independence of service users is supported, fostered & encouraged

If you are having problems with any HACC service in the Sutherland Shire or believe your rights are being infringed, you should first talk to the service provider concerned.

**For enquiries & this brochure (Jan 2012)
Sutherland Shire HACC Development
tel: 9520 3000**

INFORMATION, SUPPORT & ADVOCACY

Sutherland Shire HACC Development Officer	9548 6000
Carers NSW (Carer Line 1800 242 636) Older Parent Carer Program	9280 4744
CatholicCare South East Dementia Carers Support & Counselling Services	8778 4222 or 8536 0855
Co.As.It. Italian Bilingual Aged Project Officer	9564 0744
Dementia Advisory Service St George and Sutherland	9531 1928
Parent to Parent Association	9522 8016
St George Migrant Resource Centre CALD Community Care Program	9597 5455
St George Migrant Resource Centre Multilingual Hotline (10 am - 3 pm) Mon: Italian, Tues: Arabic, Wed: Macedonian & languages of fmr Yugoslavia, Thurs: Chinese, Fri: Greek	9505 7601
Sutherland Shire Carer Support Service (includes CALD carers) & Sutherland Shire Carers & Consumers Forum	9542 6292 & 9542 3635
Sutherland Shire Council Connected Communities Team	9710 0333
Training Link (training for paid workers)	8558 4000 & 8558 4038
Volunteer Link (volunteer recruitment & training)	8558 4000 & 8558 4024

SUTHERLAND SHIRE SERVICES TO HELP YOU LIVE AT HOME

The Home & Community Care (HACC) Program provides basic supports to assist eligible people with a disability, frail older people & their carers who need help with daily living tasks.

You do not need a medical referral to HACC services, but assessments apply & services may differ between individuals. You can contact any service directly & ask for more information or an assessment. Sometimes waiting lists exist.



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

**More information: 9520 3000
www.sscci.org.au**

CASE MANAGEMENT

Assistance in organising care services for complex needs.

Care Connect Ltd (culturally & linguistically diverse clients) 9690 3100
St George & Sutherland Live At Home Programs 9504 6670
Sutherland Case Management Services*9525 6133
Gnarra Aboriginal HACC Project 9528 0827

COMMUNITY NURSING

In-home medical care, including bandages & medication.

Southcare Nurses* 9540 7175
Southern Cross 1800 989 000

CENTRE BASED DAY CARE

Recreation for clients & respite for carers.

Chesalon Jannali Social Centre 8539 7022
Co.As.It. Multicultural Aged Day Care 9564 0744
Gnarra Aboriginal HACC Project 9528 0287
Gymea Multicultural Day Care 9524 9559
Menai Aged Day Care 9541 2022
St Mark's Coptic Day Care 9556 1849
Sutherland Aged Day Care 9541 2022
The Retreat* (high needs) 9540 7915

DEMENTIA CARE

Specialist services for people with dementia & their carers (including centre-based day care).

Benevolent Society Dementia Respite 9504 6670
Chesalon Jannali Social Centre 8539 7022
Chesalon Social Support Monitoring 8539 7022
Chesalon Respite 8539 7022
Dementia Home Monitoring* 9525 6388
The Cottage* (Day Care) 9540 7348
St Basil's Miranda Day Centre 8543 2060

DOMESTIC ASSISTANCE

Help with housework, cleaning & meal preparation.

Baptist Community Services 9521 3751
Home Care Services of NSW 1800 350 792
KinCare 1300 733 510
Southern Cross 1800 989 000

FOOD SERVICES

Nutritional meals for people who have difficulty cooking.

Karimba Restaurant 9526 2077
Sutherland Food Services (Meals on Wheels) 9540 7365
KinCare (nutrition project) 1300 733 510

MODIFICATIONS & MAINTENANCE

Alterations & repairs, lawns & low maintenance gardens essential for safety & independent living.

Suth. Shire Home Modification & Maintenance Service 9524 1100
St George Community Services High Level Home Modification (OT referral needed & assessment via Sutherland service for all Shire modifications)

(for LOW LEVEL MAINTENANCE, see Cronulla, Jannali & Miranda Neighbour Aids)

PERSONAL CARE

Assistance with bathing, dressing & grooming.

Baptist Community Services 9521 3751
Chesalon Careplus 8539 7022
Home Care Service of NSW 1800 350 792
Southern Cross 1800 989 000

PODIATRY

Assistance with nail & footcare.

Chesalon Podiatry 8539 7022
Southcare Podiatry* 9540 7175

RESPIRE

A break for carers to help them in their caring role.

Baptist Community Services 9521 3751
Benevolent Society 9504 6670
Chesalon Respite 8539 7022
Home Care Service of NSW 1800 350 792
KinCare 1300 733 510
Southern Sydney Trusted Care 9540 3011
Wesley In-Home Respite 9523 0577

SHOPPING SERVICES

St George Community Services

Home Shopping (delivered to your home) 8558 4000

INDIVIDUAL ASSISTED SHOPPING see Neighbour Aid

GROUP SHOPPING see Transport & Neighbour Aid

SOCIAL SUPPORT (NEIGHBOUR AID)

A range of social & support services, including home visits, small groups & assisted shopping.

Caringbah Neighbour Aid 9525 6806
Cronulla Neighbour Aid 9544 0104
Engadine Community Services 9520 7022
Gymea Neighbour Aid 9524 9559
Jannali Neighbourhood Aid 9528 6299
Menai Community Services 9541 2022
Miranda Neighbour Aid 9540 2633

SOCIAL SUPPORT (OTHER)

Individual support, including age appropriate recreation.

Benevolent Society 9504 6670
Chesalon Social Support Monitoring 8539 7022
Combined Caring Centres* 9525 6400
Gnarra Aboriginal HACC Project 9528 0287

TRANSPORT

For medical appointments & social activities.

Sutherland Community Transport 9548 0122
Individual Cars (medical & social activities)
Sutherland Community Transport
Shopping Buses & Group Outings 9548 0133

Other (non-HACC) services

Commonwealth Respite & Carelink Centre (respite & information) 1800 052 222
National Aged Care Info Hotline 1800 200 422
Veterans' Assessment Agency (Veterans' Home Care etc) 1300 550 450
Aged Care Assessment Team 9540 7540 / 7175

NOTE: Service descriptions in this brochure are for general information only; specifics for each client, including fees, are determined by individual needs assessments, & services delivered may differ between providers.

*provided by Southcare Aged & Extended Care