



home and community care

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

Website: www.centralcoasthacc.com.au

Home And Community Care (HACC) Program Service Providers

**Help For Frail Aged People, Young People With A Disability
And Their Carers. Enabling The Person To Remain as
Independent as Possible In Their Homes**

*The Home And Community Care Program is jointly funded by the
NSW and Commonwealth Governments and administered through
the Department of Ageing, Disability and Home Care.*

What Is Home & Community Care?

The Home & Community Care (HACC) program provides a range of services to help frail older people and people with a disability of all ages to remain as independent as possible in their homes.

Am I Eligible?

Eligibility for home and community care is not automatic, but is allocated to those with the greatest need. The waiting list time varies for different services. Ask how long it would take before you start receiving the service when you speak with the worker.

How Much Does It Cost?

The people who use HACC services are charged a proportion of the cost of services they receive, but no one is denied services if they cannot afford to pay.

Clients Rights & Responsibilities?

A client can gain access to quality services regardless of sex, nationality, ethnicity, culture, language, religion, marital status, disability, sexuality, age, income or social background.

Clients have the right to expect privacy, confidentiality and freedom to access information. Clients have the right to an advocate or representative of their choice to assist them in discussions with Community Care Services. Clients have the right to make complaints about the service they are receiving or the organisation involved by following their complaints procedures. Clients should refer to the individual service's brochure about how to do this. If you wish to complain about a service, you can phone the service provider or the Department of Ageing, Disability and Home Care on 1300 881 144. Clients are responsible for providing accurate and truthful information.

ABORIGINAL SERVICES



Daramulen Home Care - Central Coast –
Shop 2, 61 Howarth Street Wyong Phone: 4352 1153

Daramulen Aboriginal Home Care Branch assists Aboriginal people who are unable to live in their homes without some help. Most of the clients are aged people or people with disabilities. Assist people who care for their relatives at home, families in crisis and people who are getting better after an illness.

Bungree - Mann St Gosford Phone: 4325 2633

Bungree Aboriginal Association Inc, is a Central Coast (Gosford City & Wyong Shire Council Areas) Aboriginal community based organisation, which provides a wide range of services to help Aboriginal and Torres Strait Islander people on the Central Coast.

ASSESSMENT/ ADVOCACY/ INFORMATION/ TRAINING

Aged Care Assessment Team - (part of Caring Networks)
3/451 Pacific Hwy Citigate Nth Gosford -
Phone (02) 4304 0700

Provide a comprehensive assessment. Our aim is to gain maximum benefit from available support services, advising on appropriate aids, equipment and home modifications, providing carer advice and support, assisting you to access respite care in day centres, hostels, nursing homes or in home, liaising with hostels and nursing homes.

Commonwealth Carelink (part of Caring Networks) -

Phone: 1800 052 222

Commonwealth Carelink Centres can offer information in order to access services to elderly, people with disabilities, their carers and families, General Practitioners and other service providers who deliver support services in the local region. The information provided by Centres can assist people with their choice to remain living independently in their own homes.

Home & Community Care Development Worker- Central Coast Phone: 4325 8362

For further information required for frail aged people & young people with disabilities, their carers and families phone the HACC Development Worker. HACC Development Worker is auspiced by Gosford City Council. Clients have the right to make complaints about the service they are receiving by emailing goscity@gosford.nsw.gov.au, fax 4323 2477 or via mail to Gosford City Council, General Manager, PO Box 21 Gosford 2250.

COMMUNITY NURSING & ALLIED HEALTH

Community Nursing - Phone Wyong: 4356 9400

The service employs fully qualified and experienced nurses and Health Service Aids. Their aim is to assist you to remain in the security and comfort of your home during periods of illness or disability by providing high quality nursing care.



Continance Advisor- Gosford:4367 9600 Wyong:4356 9300

Provides assessment and management for clients with bladder and bowel problems. There is a centre based clinic and provision for hospital and community liaison.

Occupational Therapy - Phone: 4320 3473

Occupational Therapists are tertiary trained professionals who aim to assist people achieve their optimal level of independence in daily activities. A person's independence may be affected by physical, intellectual, social or psychological problems. May recommend equipment, grab rails, home modifications etc in the home.



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Podiatry - Phone: 4320 3240

Podiatry services are available to Central Coast residents with a current diagnosis of Diabetes Mellitus (including children), who hold a current Commonwealth Health Care Card and/or Pension Card.

COMMUNITY OPTIONS

Aged & Disability Support Services Inc. (ADSSI) -

Phone: 4334 2633 Fax: 4334 3212

ADSSI Support aged and younger people with disabilities within their own home, family or neighbourhood. Assisting with tasks of daily living such as personal assistance, house cleaning, home maintenance and modification, respite, transport or case management.

Central Coast Case Management Services -

Woy Woy 4343 1888

Gosford Community Options provides individual case management for HACC clientele with complex and multiple care needs. Community Options is appropriate for HACC clients who require a variety of services to be co-ordinated and monitored. Case managers, in collaboration with the client and if appropriate the carer, implement a care plan to meet assessed care needs.



DAY CARE CENTRES

Seniors Social Day Centre -

Phone: 4320 3637 Gosford Hospital

There are 20 sessions a week, which provide a range of activities and occasional outings for the clients, as well as a few hours respite for the families and/or carers. The most recent Seniors Social Day Centre to be established is a multi-cultural group and, at this stage, consists mainly of Russian speaking clients. We do envisage that in the future we will cater for many other cultural groups.



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Corella Care Team - 5 Yakalla St Bateau Bay Phone: 4384 8193

Corella Cottage is at Terrigal, Warnervale and Bateau Bay. All clients will enjoy the home like atmosphere and support offered by Nareen Gardens Dementia Day Centres. Provided with a hot meal and during the day activities are offered to support the daily living skills of the individual. Each Client's strengths are assessed and activities are offered to meet the needs of the individual.

Geoff Wright Cottage - Phone: 4324 4244

This program provides "long day respite" for sufferers of a dementing illness and their carers. Activities are structured to the skills of our clientele. Morning/Afternoon tea and lunch is provided. Whilst having a structured safe environment the cottage remains flexible and responsive to the needs of our clients and their carers.

Wesley Senior's Day Centre -

4/15 Anzac Rd Tuggerah Phone: 4352 3880

Quality of Care Provides Quality of Life. Wesley provide respite for frail older people & those with dementia in a caring supportive environment while enjoying social activities.

DEMENTIA SUPPORT

Dementia Care Team

Long Jetty 4336 7754 Gosford 4320 2281
Woy Woy 4344 8430

Specialised community nurses with experience and training in the nursing management of dementia.

Services available for the carers: Support, education and guidance. Coast-wide Carer Support Groups, management and coping strategies, counselling, assessment of their current situation, future life planning, assistance and referral to appropriate services.

Services available to the client: Assessment including daily living skills, counselling, emotional support particularly when living alone, referral to further supportive services. Admission and support to a day respite centre with client monitoring and ongoing evaluation.



Dementia Specific In Home Respite -

Community Care Services - Phone 4324 4244 Gosford
Aged & Disability Support Services Inc. - Ph 4334 2633 Wyong

This project caters for the respite needs of clients with dementia and their carers, to allow for more flexible, responsive, appropriate respite addressing the specific needs of carers. Also offers dementia emergency respite and dementia in home respite. Care can be provided weekly, fortnightly or monthly on a regular basis. Assistants in nursing, who have had specialist training and experience in managing difficult behaviour, provide the service. Flexible dementia respite service targeting out of hours care for people suffering a dementing illness who have challenging behaviours. Specialised staff provide care to people living alone with a dementing illness. Care is tailored to the needs of the client.

Dementia Social Support - Community Care Services
Phone 4324 4244 Gosford

Specialised staff provide care to people living alone with a dementing illness who reside on the Central Coast.

FOOD SERVICES (MEALS ON WHEELS/CENTRE BASED RESTAURANT)

**Gosford City Food Services.
Incorporating Woy Woy, Terrigal
and Gosford -**

Gosford 4367 4333
Woy Woy 4341 6699



Gosford Terrigal and Woy Woy Meals on Wheels Inc. is a community organisation that provides a home delivered service of chilled and frozen meals to frail aged or younger disabled people and their carers living at home within our boundaries of the Gosford Local Government Area.

Wyong Shire Food Services (MOW) - Phone: 4333 6942

WSFS has a four week cycle menu which changes seasonally and includes over eighty varieties of meals. Special diets and multicultural

meals can be provided. For food safety reasons all meals are delivered frozen. Hot meals will be provided based on assessment. All meals provided are supplied by 'Food Safety' approved contracted food suppliers. A certified nutritionist audits the nutritional standards of supplied meals, ensuring quality assurance programs.

Centre Based Restaurant-Ph: Wyong 4333 6942 Gosf 4367 4333

Community Restaurants provide social support and respite for carers. Community Restaurants offer morning tea, hot lunch, dessert and beverages plus social activities and entertainment. Transport can be arranged.

HOME CARE

Community Care Services - Phone: 4324 4244 Gosford

Provides assistance with meal preparation, access to community transport to appointments, help with shopping, laundry, domestic cleaning.

Home Care Service of NSW

Referral and Assessment Centre - Phone: 1800 350 792

Services provided are domestic assistance, in-home respite and personal care such as showering and dressing.

Sue Mann's Community Care - Phone 4365 3200

Sue Mann's Community Care aim is to provide personalised, compassionate and professional community care. Including HACC funded personal care & domestic assistance, Gosford & Wyong area.

Aged & Disability Support Services Inc - Phone 4334 2633

Formal linen service is provided to assist in the day to day management of a client's incontinence.

HOME MODIFICATIONS / MAINTENANCE & GARDENING

Community Care Services - Phone:4324 4244 Gosford

Provides assistance with lawn mowing, garden maintenance and handyman services.

Gosford Home Maintenance and Modifications-

Phone 4341 9355 Fax:4342 2190

The aim of the project is to assist people to remain in their own home. Emphasis is placed on modifications that provide access in and around the home that address the safety needs of the client, carers and service providers.



Home Modification and Maintenance

(ADSSI) – Wyong Residents Phone: 4334 2633

The aim of this project is to assist people to remain in their own home. Emphasis is placed on modifications that provide access in and around the home that address the safety needs of the client, carers and service providers. Some examples could include: bathroom/kitchen modifications (hand held showers, rails, lever taps, etc), internal/external ramps and rails, widening doorways.

MULTICULTURAL

Central Coast Multicultural Social Support Service - Phone: 4322 1211



Central Coast Multicultural Social Support Service support individuals from culturally and linguistically diverse backgrounds who are frail aged & younger people with a disability and Carer's.

Central Coast Disability Network - Phone 4324 2355

Multicultural Access & Equity Project develops opportunities for people with disabilities to be included in their community.

RESPIRE - NEED A BREAK?

Life Links - Mt Penang Parklands Phone: 4340 8150

LifeLinks Brokerage Respite Central Coast offers short term or emergency in-home respite care designed to assist clients to continue living comfortably in their own home.

Carer Respite Centre - (Part of Caring Networks)

Phone: 1800 059 059

Providing information, advice, counselling, planned and emergency respite and linking carers with services and supports.

Coastlink-7/10 William St Gosford Ph:4321 1022

Provides recreation and leisure activities to young people living with disabilities across the Coast. Offers Peer Support, Vacation Care, Saturday Fun Club and group activities for people who have higher support needs. Mainly operates on weekends and in the evenings.



Centacare Broken Bay - 20 Watt St Gosford Phone: 4324 6403

Provides respite support that meets the needs of the primary carer. The planned support is provided in an individual and flexible way giving time-limited breaks for carers. Aims to provide a positive experience for the frail older person or the person with a disability.

SOCIAL SUPPORT / CARING GROUPS

Aged & Disability Support Services Inc-Ph:4334 2633 Wyong

This is a Social Support project, which provides support for clients who are socially isolated and housebound. Services are provided by volunteers who assist with: the men's discussion group, home visiting service, social outings-individual and group and in some situations facilitate shopping arrangements.

Australian Red Cross-Telecross and Support Phone:4324 3411

Red Cross clients are aged people, people with a disability, Cultural and Linguistically Diverse and Aboriginal & Torres Strait Islander people. Services include friendly visiting, internet service, assist in transport to appointments and shopping, correspondence support. Telecross is a daily phone call for people at-risk.

Community Care Services: Phone: 4324 4244

Social Support & Community Access Service provides assistance with shopping, transport to appointments, meal preparation and medication supervision, also group social outings for people with

disabilities or frail elderly people. Support is provided by trained volunteers and paid staff.

Woy Woy Peninsula Neighbourhood Service Inc

Phone: 4341 8837

Offers assistance in transport, shopping needs, washing, hospital and nursing home visits. There is a minimum cost involved for each of the services provided.

TRANSPORT

Coastwide Community Transport Inc.(CCTI)- Phone: 4323 4028

CCTI is a non-profit community organisation, whose aims are to help the transport disadvantaged of the Gosford Local Government Area. CCTI is an accredited operator with the Ministry of Transport. CCTI are part of a wider home and community care programme that includes Meals on Wheels, Home Care, Home Maintenance, Respite and Community Nursing with an aim of having people remain living in their own homes.



Wyong Community Transport - Phone: 4392 5633

Transport for people who are unable to use main stream public transport. Group Transport for Shopping, Day Care, Outings, Community Access and Support Groups including brokerage arrangements with other HACC services. Individual Transport for appointments of all kinds and visiting in hospitals and residential facilities. Taxi voucher scheme for out of hours needs.

VETERANS HOME CARE - Phone: 1300 550 450

The Veterans' Home Care program provides a wide range of low level home care services designed to for veterans and war widows/widowers.

Gosford Services

Aboriginal Services:Daramulen - 4352 1153 Bungree - 4397 7700

Assessment/Advocacy/ Information/ Training

Aged Care Assessment Team - 4304 0700

Commonwealth Carelink - 1800 052 222

Home & Community Care Development Worker - 4325 8362

Community Nursing & Allied Health

Community Nurses - 4356 9400, Continence Advisor - 4367 9600

Occupational Therapy - 4320 3473, Podiatry - 4320 3240

Central Coast Case Management Services - 4343 1888

Day Care Centre- Seniors Social Day Centre - 4320 3637,

Corella Cottages - 4384 8193, Geoff Wright Cottages - 4324 4244

Dementia Support -Dementia Support Carers-4320 2281,

Dementia Care Team - 4344 8430,

Dementia Specific Home Respite / Social Support CCS - 4324 4244

Food Services (Meals on Wheels etc)

Meals on Wheels - Gosford/Terrigal 4367 4333,

Woy Woy 4341 6699 Community Restaurant - 4367 4333

Home Care

Referral & Assessment Centre 1800 350 792, Community Care Services 4324 4244, Sue Mann's Community Care - 4365 3200

Home Maintenance & Modification

Gosford Home Maintenance & Modifications 4341 9355,

Community Care Services 4324 4244.

Multicultural Services

Central Coast Disability Network - 4324 2355

Central Coast Multicultural Social Support Service - 4322 1211

Respite - Need a Break?

Life Links - 4340 8150, Carer Respite Centre- 1800 059 059

Coastlink - 4321 1022, Centacare Broken Bay 4324 6403

Social Support/Caring Groups

Gosford Community Care Services - 4324 4244

Australian Red Cross - Telecross & Support - 4324 3411

Woy Woy Peninsula Neighbourhood Services - 4341 8837

Coast Wide Transport - 4323 4028

Veterans Home Care -1300 550 450



Wyong Services

Aboriginal Services: Daramulen - 4352 1153, Bungree - 4397 7700

Assessment/Advocacy/ Information/ Training

Aged Care Assessment Team - 4304 0700

Commonwealth Carelink - 1800 052 222

Home & Community Care Development Worker - 4325 8362

Community Nursing & Allied Health

Community Nurses - 4356 9400, Continence Advisor - 4356 9300

Occupational Therapy - 4320 3473, Podiatry - 4320 3240

Community Options - ADSSI - 4334 2633

Day Care Centre

Seniors Social Day Centre -4320 3637, Corella Cottages-4384 8193

Wesley Senior's Day Centre - 4352 3880

Dementia Support

Dementia Support Carers- 4320 2281

Dementia Care Team - 4336 7754

Dementia Specific Respite ADSSI - 4334 2633

Food Services-Meals on Wheels & Community Restaurant

Wyong - 4333 6942

Home Care

Referral & Assessment Centre 1800 350 792, Sue Mann's

Community Care - 4365 3200

Home Maintenance & Modification - ADSSI - 4334 2633

Multicultural Services

Central Coast Disability Network - 4324 2355

Central Coast Multicultural Social Support Service - 4322 1211

Respite - Need a Break?

Life Links - 4340 8150, Carer Respite Centre- 1800 059 059

Coastlink - 4321 1022, Centacare Broken Bay 4324 6403

Social Support/Caring Groups

Community Support Program 4334 2633

Australian Red Cross - Telecross & Support - 4324 3411

Woy Woy Peninsula Neighbourhood Services - 4341 8837

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