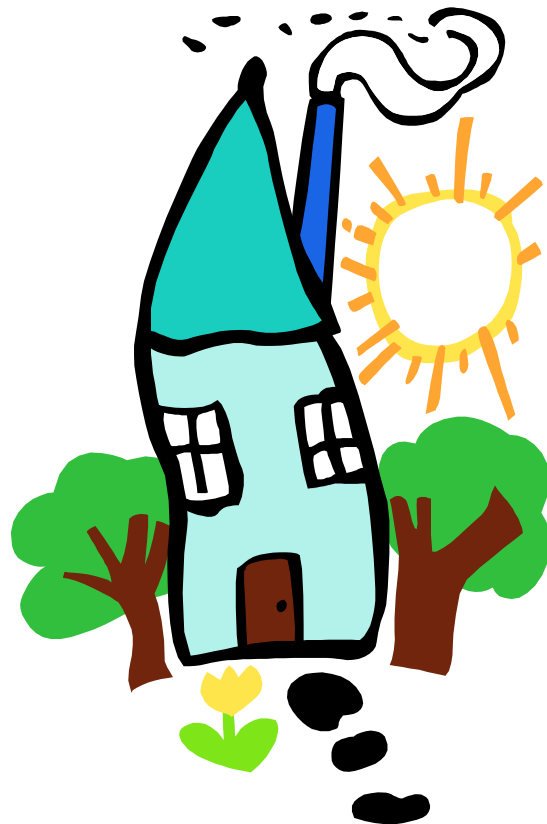




DIRECTORY FOR HOME AND COMMUNITY CARE



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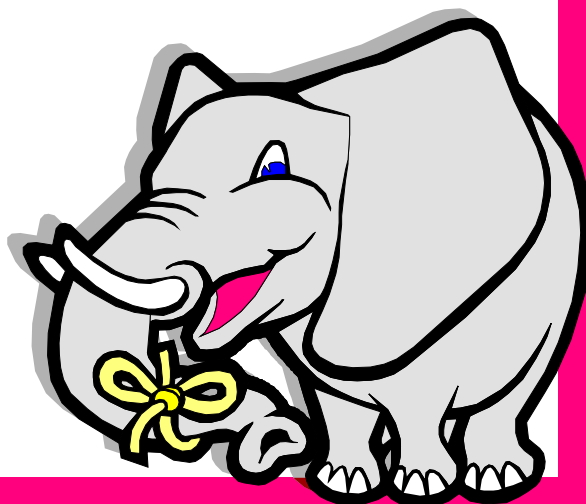
TO UPDATE INFORMATION IN THIS DIRECTORY

For any future changes to information contained in this directory please telephone Alison Kelly on 6648 4832 or email Council at alison.kelly@chcc.nsw.gov.au

THANK YOU

For additional information please contact:

**Council's Cultural and Community Development Branch
on 6648 4832**



DIRECTORY FOR HOME AND COMMUNITY CARE

This is a directory of services available to the aged and people with a disability living at home.

There are a range of support services available at home. Many of these are provided by the Home and Community Care (HACC) Program (explained below) and there are also a range of other government, private and community based providers.

This directory aims to provide basic information and contact details for these services and providers.

THE HOME AND COMMUNITY CARE (HACC) PROGRAM

The HACC Program provides support services for frail older people, people with disabilities and the people who care for them. HACC services are offered to you to help you stay in your home and enjoy independent living.

These services offer support to you and to your carer. This means help with things like shopping, showering, washing and ironing, cooking or even fixing a leaky tap. In fact, many of those things that you need to do in your everyday life.

Without these services, many people would have to move into nursing homes or other forms of residential care. HACC services are designed to help you to live at home for as long as it is practicable to do so.

For any information required that is not found in this directory please contact

Commonwealth Carelink Centre

1800 052 222

OR

Department of Ageing, Disability and Home Care

(02) 6659 1300



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ABORIGINAL WHEELS TO MEALS SERVICE

Phone: 6648 3680

Fax: 6651 7847

**Coffs Harbour Community Village
22 Earl Street, Coffs Harbour, 2450**

Wheels to Meals is an annex of the Coffs Harbour Aboriginal Family Community Care Centre and the office is in the same building. The service is funded for 21 hours each week and they can be contacted on the above telephone number.

This service is aimed at the elderly Aboriginal community and people with disabilities. It is to give their carers a break and to get the clients out for the day to enjoy others company while sharing a meal and an outing together.

***** Referral not required *****

AGED CARE ASSESSMENT TEAM

(ACAT)

Phone: 6656 7688

Fax: 6656 7610

WHAT DOES THE AGED CARE ASSESSMENT TEAM DO ?

- The team liaises with client's regular medical adviser on health matters.
- Assists clients to achieve as full and independent life as possible throughout retirement.
- Works together with other community services to ensure maximum benefit.
- Provides educational and recreational activities to community courses and day centres.
- Gives carer support, assistance and advice.
- Advises on aids, equipment and home modification.
- Organises respite through private services, day centres, nursing homes and hostels.
- Liaises with nursing homes and hostels and provides information, referrals and assessment for entry.
- Provides educational programs for service providers, support groups and clients.
- Provides information and referral on legal and financial issues.

AGED CARE ASSESSMENT TEAM OBJECTIVES

Through the Assessment Team the consumer is assisted to clarify needs and identify the most appropriate care options. The team utilising its specialist skills and access to rehabilitation and hospital services, will provide service access which assists rehabilitation and restoration of function.

The Team in cooperation with General Practitioners and community services providers should ensure access to those available services most relevant to those at greatest risk of premature admission to institutional care.

The Team aims to recognise and give due regard to the very significant role played by social factors in application for admission to residential care.

TEAM MEMBERS

- Geriatrician
- Nurse Consultants
- Nurse Specialists
- Psychogeriatric Nurse
- Dementia Counsellor
- Welfare Officer
- Occupational Therapist
- Physiotherapist
- Receptionists

***** REFERRALS *****

Referrals accepted from the individual concerned, family, friends etc.

Professional referrals not necessary.

WHAT AREA DOES THE ACAT COVER ?

The area covered by the ACAT is the North Coast Area Health Service Northern Sector, this area encompasses Red Rock in the north, Scotts Head in the south and to Ebor in the west.

HOW TO CONTACT THE ACAT

To make referrals to the ACAT contact the Intake Officer at Aged Care and Community Nursing on (02) 6656 7646, Monday to Friday between the hours of 8.30 am and 5.00 pm or fax your referrals to the Intake Officer on (02) 6656 7610.

MID NORTH COAST

**CARER RESPITE
CENTRE**

(CRC)

Free Phone: 1800 059 059

Phone: (02) 6568 4271

Fax: (02) 6568 3728

Email: general@carer-respite.org

Suite 2, 9 River Street, Macksville, 2447

The Mid North Coast Carer Respite Centre covers the local government areas of Great Lakes, Greater Taree, Gloucester, Hastings, Kempsey, Nambucca, Bellingen and Coffs Harbour. The Carer Respite Centre (CRC) is available to carers who look after relatives or friends who have a disability, a chronic, terminal or mental illness or who are frail aged.

The CRC can assist carers with information and advice about respite options, help with organising respite and financial assistance for respite when needed.

The aim of the CRC is to work with carers to plan respite, which will suit their needs and the person they care for. The CRC strives to enable carers to have improved access to locally based services and to assist in identifying gaps in service provision for carers.

Carers can contact the CRC from 8.30 am to 4.30 pm Monday to Friday.

Carer Respite Centre (cont'd)

The CRC also has an **Emergency On Call Service** which operates from 4.30 pm to 8.30 am Monday to Friday as well as weekends and public holidays. Carers who are experiencing a crisis such as hospitalisation, illness or need to attend to other urgent family business can contact the CRC on **1800 059 059** for assistance.

For information on residential respite in an Aged Care facility there is a **Residential Respite Booking Service** which can be contacted on **(02) 6568 4271**.

The Carer Respite Centre is a Commonwealth funded initiative and is auspiced by the United Protestant Association of NSW, North Coast Region.



COFFS HARBOUR

**CARERS SUPPORT
GROUP**

**Phone: (02) 6652 2331
(02) 6653 7686**

Support group for carers and liaison assistance with service providers.

Meetings held on the second Thursday of each month at the Coffs Harbour Community Village, Room 2, from 1.45 pm to 2.45 pm.



CATHOLIC COMMUNITY SERVICES MID NORTH COAST

Phone: 6651 9177

Fax: 6651 9277

4/1 Duke Street, Coffs Harbour

www.catholiccommunityservices.com.au

Catholic Community Services provides a range of services designed to allow clients to live in the comfort of their own homes with support. Each client is unique so packages of care are tailored to that person.

Aged Care Packages are funded by government and include:

Community Aged Care Package: For older people requiring a range of support such as personal care, shopping, transport etc.

Extended Age Care in the Home: For people requiring a large range of services plus some nursing care at home.

Extended Aged Care in the Home (Dementia): As with the EACH package but catering to people with Dementia.

Mental Health Respite Program: Designed to give carers of people with mental health issues a break.

Private and Brokered Services: Services which can be purchased by individuals such as domestic assistance, personal care and other activities of daily living.

Case Managers assist to develop a program of service to enable clients with daily living. Referrals to allied health services and social activities are discussed and organised.

COFFS HARBOUR SUPPORT SERVICES

(Disability Support)

FEE FOR SERVICE PROGRAM

Phone: 6650 5302 or 6650 5300
Email: chogan@coffssupport.com
9/6 Elbow Street, Coffs Harbour

The Coffs Harbour Support Services "Fee for Serve" Program provides support to people for either short term or ongoing support. These packages of support are set up and overseen by a Coordinator via a contract agreement with the purchaser of services.

Support is provided to adults and children with a range of disability types including physical, sensory, neurological, intellectual and acquired brain injury. Programs are designed to meet specific skill development, domestic assistance, community access or perhaps holiday support, while others may require 24 hour support for a broader range of needs.

SERVICE FEATURE

" We will develop a package of support to meet your needs. "

- We believe no two individuals are the same. Services and support are therefore developed in response to individual needs, aspirations and values.
- We provide opportunities - People with disabilities are provided with the appropriate resources and support to facilitate and respond to opportunities such as educational courses, coordination or recreation and leisure or accessing the community.
- We plan, coordinate and deliver according to clients needs and aspirations, we provide a flexible approach to the delivery of service. Each person's support may be unique, specific and different from the services provided to other individuals.
- Support is overseen by a consistent person or persons, is individualised and tailored to our client's needs.

COMMUNITY CARE OPTIONS INC

(Mid North Coast Community Care Options Inc)

Phone: 6650 2000

Fax: 6651 4362

Email: admin@cco.net.au

Mid North Coast Community Care Options Inc is a community based not for profit organisation supporting people living in the community.

Community Care Options receives Government funding to provide a range of services under the following programs:

- Community Options Project - High level of support coordination/case management for older people, people with disabilities and carers.
- Community Aged Care Packages - For older people who need a range of different services to live at home independently. Generally around five hours of support per week.
- Extended Aged Care at Home for older people who need a wider range of services including nursing care. Generally around 16 hours per week.
- Dementia Respite - For carers of people with dementia.
- Connect - A short term program linking people with disabilities into the community service system.
- ComPacks - Up to six weeks in home support and referrals for people going home from hospital.

Coordinators will work with individual clients to help them decide how they want to be supported. Coordinators will then arrange direct services as agreed with the client. These can include help with personal care, housekeeping, social support, respite, transport and more. Coordinators can also help by making referrals to health services i.e., physiotherapy or community nursing or organise complementary therapies i.e., massage or counselling. Packages of service are tailored to suit people/s individual needs.

***** Referral not required *****

COMMUNITY HEALTH AND CHRONIC CARE SERVICES

Phone: Intake Officer on 6656 7646
Fax: 6656 7610

CONTINENCE - Assessment and management of people of all ages with bladder and bowel problems. One on one clinics are held weekly, by appointment only. Self referral is accepted.

STOMAL THERAPY - Education, support and ongoing management for people with an ostomy. Consultation by appointment. Self referral is accepted.

COMMUNITY DIETICIAN - Provides dietary advice and information and group education to community groups and organisations. Self referral is accepted.

DIABETES EDUCATION - Education and management of people with all types of Diabetes. Appointment is necessary. Self referral is accepted.

COMMUNITY NURSING - The Community Nursing Service provides direct nursing care, supportive visits, assessment and referral to other appropriate services, including Wound Clinics for wound management. Self referral is accepted.

There is also Specialist Wound Clinics for the assessment and management of chronic and complex wounds. Consultation by appointment.

CHRONIC CARE PULMONARY REHABILITATION PROGRAM

The Pulmonary Rehabilitation Program is an eight week education and exercise program for clients with a chronic respiratory impairment. The program is designed to improve breathing, fitness and mobility. Referral from a Medical Practitioner is necessary.

Community Health and Chronic Care Services (cont'd)

CHRONIC CARE COORDINATION PROGRAM

This program aims to improve the quality of life of people and their carers with chronic and complex conditions. Diagnosis must be supported by GP or other health professional. Self referral is accepted.

CHRONIC CARE HOME BASED CARDIAC REHABILITATION

This program is a flexible, individualised service of cardiac rehabilitation following a cardiac event. Self referral is accepted.

Community Nurses provide a full service 8.30 am to 5.00 pm, Monday to Friday and a service on Saturdays, Sundays and public holidays for people who have been identified as needing daily care.

There may be some transport and/or equipment costs.



COMMUNITY TRANSPORT

Phone: 6651 1137

HACC Community Transport is available to frail aged people and people with disabilities who are unable to use ordinary public transport services.

INDIVIDUAL TRANSPORT

Individual door to door transport is available Monday to Friday for eligible passengers who live anywhere within the Coffs Harbour local government area.

Transport is provided, for example, for:

- Doctors appointments
- Therapy services
- Hospital/nursing home visiting
- Shopping etc

A contribution towards the cost of the service is requested - a minimum of \$6.00 for a return trip within the local town area and for longer trips, examples are: Woolgoolga-Coffs Harbour \$12.00 return and Coffs Harbour-Grafton \$35.00 return.

Bookings **MUST** be made 3-4 working days in advance.

REGULAR BUS SERVICES

In Coffs Harbour, Sawtell, Woolgoolga and “northern beaches” areas Community Transport Access Bus services provide assisted door to door transport on a regular set day (mainly, but not necessarily, for shopping).

Fares on these services are similar to ordinary bus fares.

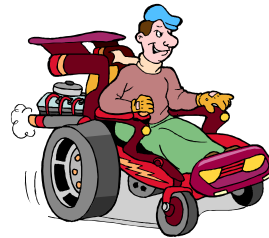
For further information about Community Transport, or to make bookings, please contact the office between 8.30 am and 5.00 pm, Monday to Friday.

EQUIPMENT HIRE

Hales Orthotics 6651 2600
92 Bray Street
COFFS HARBOUR NSW 2450

Healthy Mobility 6652 6001
2/24 Edgar Street
COFFS HARBOUR JETTY NSW 2450
Health care and mobility equipment for hire and sale,
exercise classes for chronic health.

Scooters and Mobility Australia 6651 5333
182 Orlando Street
COFFS HARBOUR NSW 2450



Willaid Pty Ltd 6651 7900
Unit 1/16 Isles Drive
COFFS HARBOUR NSW 2450

BEACH WHEELCHAIRS

Coffs Harbour City Council FREE 6648 4000
For use on any beach within the
Coffs Harbour shire. Council will
transport wheelchair to desired
location if required.

Coffs Harbour Yacht Club FREE 6652 4390

Northcott Society Hire Fee 6651 2366

GROCERY STORES OFFERING DELIVERY SERVICE

While every endeavour has been made to contact all grocery stores, some may have been missed. Please check with your usual store if it is not mentioned here.

Bray Street Food Store
78 Bray Street
COFFS HARBOUR NSW 2450
Phone: 6652 5785

Accepts telephone orders. Free home delivery Bray Street area.

Farmer's Friends
Sawtell, Bonville, Crossmaglen,
Boambee and Toormina area
Phone: Kristy on
6658 7587 or 0431 342 695

Mobile grocery and convenience store out of a fully-equipped van. Fresh produce delivered daily. Return your DVD's and videos, pick up and deliver prescriptions or anything else you need.

5 Star Food Store
82 Beach Street
WOOLGOOLGA NSW 2456
Phone: 6654 1666

Accept telephone orders. Home delivery \$1.50. Reviewing prices for surrounding areas. Do not deliver on Saturdays or Sundays.

Jetty Supermarket
Shop 25, Jetty Village
High Street
COFFS HARBOUR NSW 2450
Phone: 6652 7271

Accept telephone orders. Free home delivery.

IGA Supermarket
Shop 1, 48 Beach Street
WOOLGOOLGA NSW 2456
Phone: 6654 2711

Accept telephone orders. Free home delivery including Corindi, Red Rock and Emerald Beach.

Grocery Stores Offering Delivery Service (cont'd)

Northside Supermarket
Park Beach Road
COFFS HARBOUR NSW 2450
Phone: 6652 4214

Accept telephone orders. Free home delivery.

Ritchies Supa IGA
Park Beach Plaza
Pacific Highway
COFFS HARBOUR NSW 2450
Phone: 6651 2311

Home delivery \$3.75 for age pensioner.

Woolworths
Park Avenue
COFFS HARBOUR NSW 2450
Phone: 6652 6866

In special circumstances (covered by Doctor's note) will accept telephone orders.

Woolworths
Park Beach Plaza
Pacific Highway
COFFS HARBOUR NSW 2450
Phone: 6652 1855

In special circumstances (covered by Doctor's note) will accept telephone orders.

Woolworths
Toormina Gardens Shopping Centre
TOORMINA NSW 2452
Phone: 6653 2233

Home delivery Tuesday mornings.



GUIDE DOGS NSW / ACT

Phone: 6652 7424

Suite 3, 62 Moonee Street, Coffs Harbour

Facsimile 6651 4082

Email: northern@guidedogs.com.au

Website: www.guidedogs.com.au

Anyone who has a vision loss which is causing them to have difficulty moving around safely and confidently can receive our services.

Most of our services help people with easier ways of getting around. All age groups are catered for, from very young children through to the elderly. People with multiple disabilities are also eligible for our services.

Training is tailored to an individual's needs and services include:

- Mobility Training - May include learning how to cross roads safely and negotiate steps or uneven ground.
- Mobility Aids - Learning how to use a long cane, guide dog, support cane and electronic aids.
- Low Vision Training - Making the most of remaining vision.
- Orientation - Learning a new environment.
- Neurological Vision Loss - Assisting people who have lost vision due to stroke or brain injury.
- Children's Programs - Family based services available in the home, preschools, schools and community.

Anyone is able to refer themselves for an assessment. To refer another person, the recipient must be aware and happy about the referral.

Guide Dogs NSW/ACT also provides free training workshops and talks for professionals and community groups.

All services and equipment are provided free of charge.

HOME CARE SERVICES OF NSW

Phone: 6659 1360

**Coffs Harbour Branch
72 Grafton Street, Coffs Harbour**

The Home Care Services of NSW provides people with practical assistance in order to promote independent living in their own home. Home Care mainly assists older people who are frail and younger people who have disabilities, and their carers.

Home Care provides services including assistance in the home and with normal daily tasks, personal care and respite care.

The Coffs Harbour Branch of Home Care Services provides service to households bounded by Bonville in the south to Red Rock in the north, and Lowanna/Glenreagh in the west.

Where the need exists, service is available seven days a week, and out of normal working hours.

Referrals may be made by telephoning 6659 1360 during office hours – 8.30 am to 4.30 pm, Monday to Friday.

Home Care receives self referrals, referrals from carers and from health and welfare agencies in the community.

A fee is agreed upon at time of assessment. No person is denied service because of inability to pay.

HOME MODIFICATION AND MAINTENANCE SERVICE

(HMMS)

Phone: 6648 3630

Fax: 6652 9430

The HMMS specialises in providing home modifications, maintenance, adjustments and advice on building related matters for the frail aged, people with disabilities and their carers in the Coffs Harbour and surrounding areas (north to and including Red Rock; west to and including Glenreagh and Ulong; south to the Raleigh Bridge).

Examples of work carried out are:

- Bathroom and toilet grab rails
- Handheld showers
- Ramps to suit individual needs
- Exterior rails e.g., front/back steps, patios
- Bathroom modifications/removal of baths and shower hobs to improve access to shower recess
- Lever taps – $\frac{3}{4}$ turn spindles – arthritic applications
- Widening doors for wheelchair access

Home Modification and Maintenance Service (cont'd)

- Access paths
- Adjustments to furniture e.g., beds, chairs
- Kitchen modifications
- Advice and referral
- Maintenance work related to safety and access.

The service operates between the hours of 9.00 am and 5.00 pm, Monday to Friday. (Service Manager, Shalla Thomas and Community Builder, Peter Hile.) Please feel free to contact us directly on 6648 3630.

You will be asked to pay for the cost of materials and an hourly rate for labour. Fees will be established in consultation with you prior to work proceeding.



MAYO HOME NURSING SERVICE

**(Nursing, Personal Care, Domestic Assistance
and Respite Care)**

Phone: 1800 029 744

or

Phone: (02)6562 78996

Fax: (02) 6562 6263

Email: hn.kempsey@mayo.net.au

Caring for Clients 24 hours a day - 7 days a week

Assisting people to remain in their own homes through home based personal and health care including home care services.

Any member of the community, either with or without private health insurance, war veterans and war widows, and workers compensation or injured persons pre and post settlement are entitled to the service.

STANHOPE HOME NURSING SERVICES

**(Nursing, Personal Care, Domestic Assistance
and Respite Care)**

Phone: 1800 625 887 (Toll Free)

Fax: (02) 6584 6751

Stanhope provides technical and general nursing, personal care services, domestic assistance and respite care to people in their homes in the Mid North Coast Region.

Referrals are accepted on your letterhead or the Stanhope Referral Form.

Please contact our Regional Clinical Manager on (02) 6584 7432 or 0413 187 718 for further information.



THE HOME NURSING GROUP

**Phone: (02) 6651 6779
After Hours: 0411 266 781**

Fax: (02) 6658 7530

8/66 First Avenue, Sawtell NSW 2452

Email: caral.maynard@homenursinggroup.com.au

Visit us at www.homenursinggroup.com.au

Community care and services for the elderly, disabled and anyone else needing a bit of support to improve their quality of life and promote independence in the home.

DVA Nursing Care
Home Nursing Care
Domestic Assistance
Social Support
Disability Support
Home and Garden Maintenance

Veterans Home Care Services
Respite Care
Personal Care
24 hour Live in Care
Transport
Sleepover care

The Home Nursing Group has fully trained and qualified staff covering areas from Woolgoolga to Urunga, Bellingen and Dorrigo.

Services are available 24 hours a day, 7 days a week.

KINCARE

**(Domestic Assistance and
Personal Care Services)**

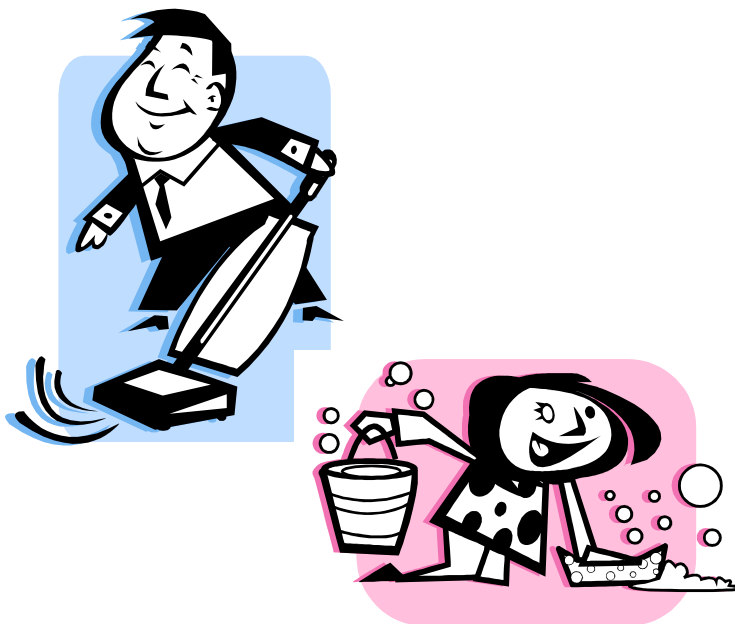
Phone: 1300 733 510

Fax: 1300 733 520

Provision of domestic assistance and personal care services in the Mid North Coast for the frail aged, people with a disability and their carers.

Referrals accepted from all sources and will be prioritised for intake.

Referrals accepted on any form but KinCare has a referral form of its own if you wish to use it. Referrals can be made by fax to 1300 733 520 or by email to referrals@kincare.org



LAUNDRY SERVICES

Northside Coin-Op Laundry
Shop 18, Northside Shopping Centre
Park Beach Road
COFFS HARBOUR NSW 2450

0400 583 359

Service: Free pick up and delivery from Coffs Harbour to Toormina

Toormina Laundromat
Shop 1
6 Minorca Place
TOORMINA NSW 2452

6658 2297

Service: Free pick up and delivery to Toormina, Sawtell and Bayldon.

Woolgoolga Laundry
8 Nightingale Street
WOOLGOOLGA NSW 2456

6654 2839

Service: Free pick up and delivery within the Woolgoolga area.



LIBRARY SERVICE

Phone: 6648 4900

Housebound Library Service

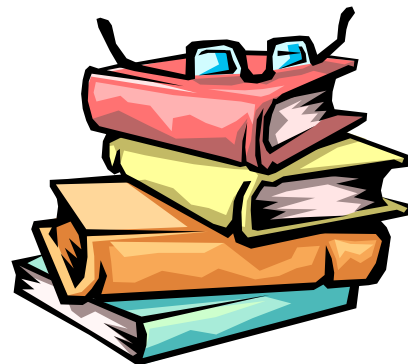
Deliveries are made to east Coffs Harbour, west Coffs Harbour and the Sawtell/Toormina area. This facility is available for people who are housebound.

Borrowings include books, magazines, videos, talking books and music CDs.

For more information please contact:

Coffs Harbour City Library and Information Service
Rigby House
Cnr Coff and Duke Streets
COFFS HARBOUR NSW 2450

Phone: 6648 4900



MEALS ON WHEELS

**Coffs Harbour – Phone: 6648 3600
Coffs Harbour Community Village,
22 Earl Street, Coffs Harbour, 2450
Monday to Friday – 8.30 am to 3.00 pm**

**Sawtell – Phone: 6653 3298
25 Elizabeth Street, Sawtell, 2452
Monday to Friday – 8.30 am to 2.30 pm**

**Woolgoolga – Phone: 6654 2870
PO Box 89, Woolgoolga, 2456
Boundary Street, Woolgoolga, 2456
Monday to Friday – 10.00 am to 1.00 pm**

Meals on Wheels is an organisation whose aim is to help people live independently in their own home in the community.

We provide support to people, who through age, sickness, frailty or disability cannot reasonably get a meal for themselves.

Eligibility is based on need and you can receive meals on a long term basis or for shorter periods if illness or accident occurs or after leaving hospital.

Referrals to the service can come from a doctor, a hospital, any of the other health or welfare agencies, the family or from yourself.

Meals on Wheels (cont'd)

Meals on Wheels provide a hot midday meal five days a week delivered to your door between 11.00 am and 1.00 pm. Alternatives to hot meals are also available and diabetic and other special dietary needs are catered for. We also provide a frozen meal service for those people who need meals on weekends as well as those living in outlying areas who cannot access meals.

For those people who can cook their own meals but need assistance with shopping or food preparation Food Services may also be able to provide assistance with these tasks.



MENTAL HEALTH

North Coast Area Health Service

Access Line

1300 369 968

24 hours - 7 days

**Your call will be answered by a
Mental Health Professional**

**If you already have contact with Mental Health
Services please telephone direct:**

Coffs Harbour- 6656 7900

MOONEE COMMUNITY CARE

Phone: 6656 2410 Fax: 6656 2513

Mobile: 0409 042 888

Email: info@carexcell.com.au

Website: www.carexcell.com.au

1579 Pacific Highway, Moonee Beach, 2450

Community Aged Care Packages (CACPs)

Community Aged Care Packages (CACPs) are funded by the Federal Government to give older Aboriginal people the choice to remain living at home, rather than moving into residential care.

What is a Community Aged Care Package (CACP) ?

A CACP is a "package of services" that help you manage your day to day tasks. Our coordinator will help you plan the type of support that best suit your own individual needs and preferences. Our coordinator will prepare a 'Care Plan' after you both agree on what services you will receive. He or she will also visit you regularly to check with you how things are going and if you want to change the support you are getting.

The coordinator will also help you with information and if you wish refer you to other community or health services. This is what we call 'support coordination'.

What services are part of a CACP ?

- Support coordination
- Monitoring
- Planning your care
- Consultation with clients and carers
- Referrals to other services
- Provision of a support plan

Other services from which you can select:

These could include help with:

- Personal care like with showing or dressing
- Housework
- Laundry
- Cooking
- Transport
- Shopping
- Making appointments
- Doctors visits

We can also provide:

- Supporting you when you need to talk to other services or authorities - advocacy.
- Referrals to other services, like physiotherapy, occupational therapy, hydrotherapy, counselling.
- Information and education.
- Supervision of medicines.

What do I need to do to get a CACP ?

You need to be assessed by your local Aged Care Assessment Team as qualifying for the program. The Aged Care Assessment Team for the Mid North Coast area can be reached on (02) 6656 7646.

- A member of the team will come to your home and assess if you qualify for the service.
- If you qualify you need to ask the Aged Care Assessment Team (ACAT) to make a referral to us for a Community Aged Are Package (CACP).
- *If you do not qualify the ACAT member can tell you what other services you can apply for.*

Moonee Community Care is a partnership in care between Carexcell Pty Ltd and Yarrowarra Aged Care Ltd.

Our Care Coordinator and Care Team are available to meet with you (and family members) to explain how a CACP program could assist you to remain in your own home and receive the benefits of a Community Care Package.

COFFS HARBOUR

NEIGHBOUR AID

Coffs Harbour 6648 3650
Northern Beaches 6654 7221 or 6654 0509

What is Neighbour Aid ?

Coffs Harbour Neighbour Aid is a community based organisation funded under the Home and Community Care (HACC) program to provide assistance and support to frail older people and younger people with disabilities and their carers living in the Coffs Harbour local government area, to enable them to live more independently in their own homes.

What type of assistance support is provided ?

Individuals needing assistance are linked with a volunteer on a one-to-one basis to provide services which best meet their needs. We can offer:

Companionship: A volunteer will regularly visit you in your home for a friendly chat or take you on an outing.

Practical Support: Regular assistance with tasks such as shopping, paying bills, getting to and from medical and other appointments, reading, some respite and other general errands.

Social Group Activities: Neighbour Aid organises regular group outings/activities for those who would like to socialise and meet new friends. Accessible transport is provided.

Information/Referrals: Neighbour Aid works closely with other services in the local area. We can provide information about services available and provide referrals on request.

Neighbour Aid (cont'd)

How do I receive assistance ?

People requiring assistance can be referred by individuals, their carers, by other organisations or can contact the Neighbour Aid Coordinator directly. The Coordinator will visit you in your home to discuss the range of options available.

Where is Neighbour Aid located ?

Neighbour Aid is based at the Community Village in Earl Street, Coffs Harbour.

Contact Details:

Coffs Harbour

Coffs Harbour Neighbour Aid
Coffs Harbour Community Village
Earl Street
COFFS HARBOUR NSW 2450
Telephone: 6648 3650
Between 9.00 am and 5.00 pm week days

Fax: 6648 3652

Northern Beaches

Northern Beach Neighbour Aid
Woolgoolga Village Hall
Boundary Street
(PO Box 579)
WOOLGOOLGA NSW 2456
Telephone: 6654 7221 or 6654 0509
Between 8.30 am and 4.30 pm week days

Fax: 6654 7756



NURSING SERVICES

COFFS COAST HEALTH AND COMMUNITY CARE

(Nursing, Personal Care, Domestic Assistance, Respite Care, Home and Garden Maintenance and Community Aged Care Packages)

Phone: 6652 9155

Fax: 6652 9166

Email: reception@coffscoasthealth.com.au

Suite 4, 52 Minorie Drive, Toormina 2452

PO Box 8030, Coffs Harbour 2450

Coffs Harbour Nursing Service is a privately owned, locally based and managed service that has been operating on the Mid North Coast since 1991.

We employ qualified and experienced nursing, personal care and domestic staff assistance staff who provide services to clients in their own home. CHNS achieves excellence in care by tailoring the care to suit each client's individual needs, improving quality of life and supporting independence at home.

We provide services to:

- War Veterans and their dependents. Community Nursing (DVA) and Veterans Home Care Services (VHC).
- People who have been assessed by the Aged Care Assessment Team for a Community Aged Care Package.
- Private Clients (self funded)
- People with a disability
- Carers who need respite
- Accident/Insurance, Compensation Funds
- Community Brokerage Service

Operating Hours - Flexible Service Delivery - 24 hours a day 7 days a week

PHARMACIES OFFERING DELIVERY SERVICE

While every endeavour has been made to contact all pharmacies, some may have been missed. Please check with your usual store if it is not mentioned here.

Bailey Centre Pharmacy
150 Pacific Highway
COFFS HARBOUR NSW 2450
Phone: 6651 1800

Collect from patient and deliver.
No charge.

Blooms the Chemist
Shop N52, Centro Toormina
Toormina Road
TOORMINA NSW 2452
Phone: 6653 1444

Collect from patient and deliver.
No charge within the local area.

City Centre Pharmacy
10 City Centre Mall
High Street
COFFS HARBOUR NSW 2450
Phone: 6652 3658

Collect from patient and deliver.
No charge within the local area.

Jetty Village Pharmacy
Shop 4
Jetty Village Shopping Centre
High Street
COFFS HARBOUR NSW 2450
Phone: 6652 3087

Collect from patient and deliver.
No charge.

McDermids Pharmacy
37 First Avenue
SAWTELL NSW 2452
Phone: 6653 1227

Collect from patient and deliver.
No charge within the local area.

Pharmacies Offering Delivery Service (cont'd)

| | |
|---|--|
| Northside Wholelife Pharmacy Shop 16 Northside Shopping Centre Park Beach Road COFFS HARBOUR NSW 2450 Phone: 6651 1044 | Fee \$2.00. Once a day between 1.00 pm and 3.00 pm. After 7.30 pm only in an extreme emergency. |
| Palms Centre Pharmacy Shop 3, The Palms Centre Vernon Street COFFS HARBOUR NSW 2450 Phone: 6652 3950 | Collect from patient and deliver. No charge. |
| Terry White Chemist Shop 51, Park Beach Plaza Pacific Highway COFFS HARBOUR NSW 2450 Phone: 6652 4186 | Collect from patient and deliver. No charge within the local area. |
| Total Care Pharmacy 48 City Centre Mall High Street COFFS HARBOUR NSW 2450 Phone: 6652 3111 | Collect from patient and deliver. No charge within the local area. |
| Woolgoolga Amcal Pharmacy Woolgoolga Plaza Cnr Nightingale and Beach Streets WOOLGOOLGA NSW 2456 Phone: 6654 1893 | Collect from patient and deliver. No charge within the local area. |



RESPITE AND RECREATION INC

Phone: 6648 3640 or 6648 3642

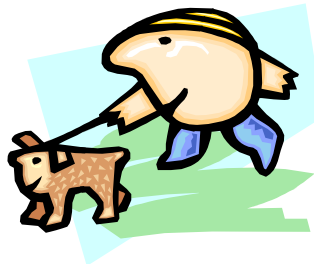
Respite and Recreation Inc is funded through the State/Commonwealth Disability Agreement to provide respite (a break) to the primary carers of people with disabilities who live in the Coffs Harbour local government area.

At Respite and Recreation we provide this break from the work involved in responding to the disability related needs of the primary carer's daughter, son, sister, brother or partner by organising planned, regular, age-appropriate community based recreational activities for the person with the disability.

The service is available to people living in the Coffs Harbour local government area who care for a person with a disability who is aged between birth and 65 years and has medium to high support needs.

Office hours are between 8.30 am and 5.00 pm Monday to Friday. The time of day and day of the week for direct service provision is negotiated with each family individually.

***** Referral not required *****



COFFS HARBOUR

TELECROSS

Phone: 6651 3363

Telecross provides a daily reassuring telephone call to the elderly, ill, disabled, homebound or isolated (physical or social) person who is living alone and is at risk of becoming ill suddenly or falling within the home or otherwise becoming unexpectedly incapacitated.

Recommendations for a Telecross call can come from many sources, eg. community nurse, Meals on Wheels, home care, Doctor, friends, relatives, self-referred etc. However, all referrals to the service must be confirmed by the recipient's own Doctor.

A rostered Red Cross volunteer caller telephones the recipient daily between 8.00am and 10.00am to ensure that the recipient is safe and well. If no answer is received, a further telephone call is made some ten minutes later.

If this second call is not answered, the volunteer caller contacts the Telecross staff and an emergency check procedure is put into operation.

If there is any doubt, an authorised person will visit the recipient and, later in the day, the volunteer caller will be informed by the staff of the situation.

Telecross operates seven days per week. Staff members are on duty to deal with any other calls relating to the service during the day. Calls are coordinated by a weekend/public holiday duty officer to ensure continuity of service outside of normal working hours.

The voluntary caller can also direct the recipient to the Telecross staff for information about other Red Cross and community services.

VISION AUSTRALIA

Blindness and low vision services

Referrals 1300 847 466

Phone: 6651 1863

Fax: 6651 4105

Website: www.visionaustralia.org.au

126 West High Street, Coffs Harbour

1. **Low Vision Clinics** are suitable for people with some remaining vision but where glasses alone can no longer help. Clinics held in Coffs Harbour - for bookings telephone 1300 847 466. Specialist staff offer individual assessment, advice and training to assist people to make the most of their remaining vision using lighting, contrast and magnification to help with everyday tasks like reading, writing and daily living skills.
2. **Independent Living Services** suitable for people with very little or no vision. Home visits to assist with daily living skills.
3. **Technology and Training Services** - Assessment and advice on technology requirements in a client's home. Training in keyboard skills, adaptive technology and Braille.
4. **Equipment** - Sales and advice on equipment to help people manage their daily activities independently.
5. **Information and Library Services** - Reading in accessible formats including Braille, audio and electronic. Audio-described videos also available. Telephone and mail service only. Transcription service available.
6. **Local Talking Newspaper** - Volunteer run Vision Australia Service. 90 minute weekly cassette of local news posted to people with a print disability. Talking newspapers are available.
7. **Visitor Information Line** - A new Australia-wide free service available for anyone with questions about vision impairment, blindness and related issues. Includes advice about services for people who are blind or vision impaired, pensions and government concessions and recreational activities.

Mid North Coast

WARATAH RESPITE CENTRE INC

Phone: 6648 3610

**Coffs Harbour Community Village
22 Earl Street, Coffs Harbour, 2450**

The Waratah Respite Centre is designed to assist people who are frail aged and adults with a disability. It is a place where people are able to enjoy social contact and recreational activities so that they are able to maintain skills and remain independent.

It offers carers an option to having some free time to themselves whilst they can be assured that the person that they care for is well looked after in a caring, sharing atmosphere.

Day Sessions

Held Monday to Friday from 9.00 am to 2.00 pm.

Evening Sessions

Held Wednesday and Friday evenings from 3.00 pm to 9.00 pm

Waratah Respite Centre Inc (cont'd)

Cost - \$10 per session

This includes:

- Transport to and from the Centre
- Full meal
- Morning and/or afternoon tea
- Activities

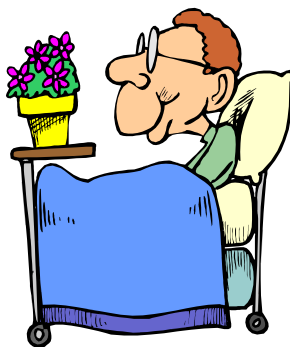
*** * * Referral not required for day or evening sessions * * ***

Overnight Respite

The Maureen Guthrie Cottage is an extension of service, which provides overnight respite for people who are frail aged and with disabilities. The cottage building is attached to the Waratah Respite Centre and overnight clients, if they wish, may participate in day and/or evening activities. It is hostel level care accommodation. To access this service, clients must be assessed by the Aged Care Assessment Team. Once assessment has been attended then the client may have up to 63 days of overnight respite per year.

The Department of Health and Aged Care sets cost for this service. Staff will happily inform you of this cost on inquiry.

***“Excellence in respite care for adults
who are frail aged or who have a disability.”***



EMERGENCY SERVICES TELEPHONE NUMBERS

| | |
|---|-----------------|
| Fire, Police, Ambulance - Day or Night 24 hour service | Dial 000 |
| Text Call Emergency | Dial 106 |

Ambulance - Coffs Harbour 131 233

Fire Stations - Coffs Harbour 6651 6891
- Sawtell 6653 1422
- Woolgoolga 6654 1070

Hospitals - Baringa Private Hospital 6659 4444
- Coffs Harbour Health Campus 6656 7000
(Public Hospital)

Lifeline 24 hour service 131 114

Police - Coffs Harbour 6652 0299
- Coramba 6654 4244
- Sawtell 6653 1205
- Woolgoolga 6654 1244

State Emergency Service (SES) - Emergency 132 500



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