

IR 1247707



**LOCAL SERVICES and
COMMONWEALTH HOME SUPPORT PROGRAM
DIRECTORY
(formerly HACC)**

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 Commonwealth Home and Support Program (CHSP) and there is 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 CHSP provides support services for frail older people, people with disabilities and the people who care for them. CHSP 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. CHSP services are designed to help you to live at home for as long as it is practicable to do so.

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Aged Care Assessment Team

My Aged Care

1800 200 422

The Coffs Harbour Aged Care Assessment Team covers the area of the North Coast Area Health Service Northern Sector, encompassing Red Rock in the north, Scotts Head in the south, and Ebor in the west.

- The team liaises with client's regular medical adviser on health matters.
- Assesses and approves applications for commonwealth funded aged care services such respite and home care packages.
- Works together with other community services to ensure maximum benefit.
- Gives carer support, assistance and advice.
- Advises on aids, equipment and home modification.
- Organises respite through private services, day centres, nursing homes and hostels.
- Provides information and referral on legal and financial issues.

Team members include:

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

Referrals are accepted from individuals, family, and friends – professional referrals are not required. To make referrals to the Coffs Harbour Aged Care Assessment Team contact My Aged Care on 1800 200 422 who will refer to the appropriate assessment service.

Australian Unity (formerly Home Care Services of NSW) **6659 1360**
My Aged Care 1800 200 422
(Ageing, Disability and Home Care)
72 Grafton Street, Coffs Harbour, 2450

Australian Unity provides people with practical assistance in order to promote independent living in their own home. Australian Unity mainly assists older people who are frail and younger people who have disabilities, and their carers.

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

The Coffs Harbour Branch of Australian Unity 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.

Australian Unity receives self-referrals, referrals from carers and from health and welfare agencies in the community.

Coffs Harbour Carers Support Group **6650 0512**
2/2 Lyster Street, Coffs Harbour NSW 2450

The Carers Craft Studio is an initiative which provides carers with an opportunity to socialise and enjoy a range of guided arts and crafts activities. Sessions are held on a fortnightly basis alternating on Tuesdays and Thursdays from 9.00 am to 12 noon at the Carers NSW Coffs Harbour Office, 2/2 Lyster Street, Coffs Harbour.

Carexcell Community Care Pty LtdEmail: info@carexcell.com.auwww.carexcell.com.au

Shop 10, 1-3 High-Tech Drive, Toormina NSW 2452

6651 1649

Fax: 6651 3150

Mobile: 0409 042 888

Carexcell Community Care is passionate about enhancing the lives of older Aboriginal people. Each day our staff support people to remain independent, connected to their community and achieve their personal goals.

We provide a large range of services and support including domestic assistance (cooking, cleaning and laundry), personal and clinical care, basic home maintenance and lawn mowing. We work with our clients to build individually tailored care plans and provide ongoing supports via our relationship based care coordination and advocacy services.

Catholic Community Services

Mid North Coast

4/1 Duke Street, Coffs Harbour NSW 2450

www.catholiccommunityservices.com.au**6651 9177**

Fax: 6651 9277

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.

Government funded services include:

- Client-directed Home Care Packages
- Mental Health Respite Program – designed to give carers of people with mental health issues a break

Catholic Community Services also offers:

- 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

6650 5300

(Disability Support)

Email: admin@coffssupport.com

14 Scarba Street, Coffs Harbour NSW 2450

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.

Services and support are developed in response to individual needs, aspirations and values. 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. Services are planned, delivered, coordinated, and delivered through a flexible and responsive approach to clients' needs and aspirations. 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.

Coffs Home Mods

6651 2143

(Home Modification and Maintenance Service)

Email: admin@coffshomemods.com.au

Fax: 6652 9430

Unit 12, Lot 5 Drutt Court, Coffs Harbour, 2450

Coffs Home Mods 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
- 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 David Reid)
Please feel free to contact us directly on 6651 2143.

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.

Commonwealth Respite and Carelink Centre

6568 4164

Mid North Coast

Free Call: 1800 059 059

Email: general@carer-respite.org

Suite 2, 9 River Street, Macksville NSW 2447

The Commonwealth Respite and Carelink Centre covers the local government areas of Great Lakes, Greater Taree, Gloucester, Hastings, Kempsey, Nambucca, Bellingen and Coffs Harbour. The Commonwealth Respite and Carelink Centre 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 Commonwealth Respite and Carelink Centre 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 Commonwealth Respite and Carelink Centre 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 Commonwealth Respite and Carelink Centre from 8.30 am to 4.30 pm Monday to Friday.

The Commonwealth Respite and Carelink Centre 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 Commonwealth Respite and Carelink Centre 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 4164**.

Community Care Options Inc.**6650 2000**

Fax: 6651 4362

Weekends On Call: 0427 514 340

Email: admin@cco.net.au

20 Curacoa Street, Coffs Harbour NSW 2450

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.
- Home Care Packages - For older people who need a range of different services to live at home independently.
- 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 counseling. Packages of service are tailored to suit people/s individual needs.

Referrals are not required.

Community dietician - provides dietary advice and information and group education to community groups and organisations. Self-referral is accepted.

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.

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.

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.

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

Stomal therapy - education, support and ongoing management for people with an ostomy. Consultation by appointment. Self-referral is accepted.

There are also specialist wound clinics for the assessment and management of chronic and complex wounds. Consultation is by appointment.

Chronic care pulmonary rehabilitation program - 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.

Chronic care coordination 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 program - a flexible, individualised service of cardiac rehabilitation following a cardiac event. Self-referral is accepted.

Community Transport

My Aged Care

Email: info@communitytransport.net.au

Shop 8, 13-15 Park Avenue, Coffs Harbour, 2450

6651 1137

1800 200 422

Fax: 6651 9572

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:

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

A contribution towards the cost of the service is requested. Fares on these services are similar to ordinary bus fares.

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

Regular bus services

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

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

Park Beach Surf Club	0408 285 073
Sawtell Surf Club	6653 2164
Coffs Harbour Yacht Club	6652 4390
Northcott Society	6651 2366
Woolgoolga Surf Club	6654 8118

Wheelchairs to be returned free of sand and salt water.

Grocery stores offering delivery services

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

Accepts telephone orders. Home Delivery prices available on enquiry. Do not deliver on Saturdays or Sundays.

Jetty Supermarket

Shop 25, Jetty Village

High Street

COFFS HARBOUR NSW 2450

Phone: 6652 7271

Accepts telephone orders. Free home delivery.

IGA Supermarket

Shop 1, 48 Beach Street

WOOLGOOLGA NSW 2456

Phone: 6654 2711

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

Northside Supermarket

Park Beach Road

COFFS HARBOUR NSW 2450

Phone: 6652 4214

Ritchies Supa IGA

Park Beach Plaza

Pacific Highway

COFFS HARBOUR NSW 2450

Phone: 6651 2311

Accept telephone orders. Free home delivery.

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.

Online ordering with home delivery options are available at:

Coles - <http://shop.coles.com.au/online/national/>

Woolworths - <https://www.woolworths.com.au/>

Please note: delivery charges and delivery area restrictions may apply.

Guide Dogs NSW / ACT

Email: northern@guidedogs.com.au

Website: www.guidedogs.com.au

Suite 3, 62 Moonee Street, Coffs Harbour, 2450

6652 7424

Fax: 6651 4082

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.

The Home Nursing Group

1300 698 693

Email: info@homenursinggroup.com.au

Fax: (02) 6772 0268

www.homenursinggroup.com.au

Suite A, Level 1, 144-148 West High St, Coffs Harbour NSW

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.

Integratedliving Australia Ltd

Email: mail@integratedliving.org.au

www.integratedliving.org.au

108 Park Beach Road, Coffs Harbour NSW 2450

Intake referrals: 1300 782 896

Fax: 1300 778 718

IntegratedLiving is an innovative, non-profit, non-denominational organisation supporting disability and aged care carers, frail older people over 65 years, and aboriginal people over 50 years to achieve and maintain health, wellbeing and independence within their regional and rural communities.

We serve to strengthen Community Care across regional and rural Australia, and create care option for individuals and families by enriching communities, and supporting individuals.

IntegratedLiving currently offers two flexible service programs in Coffs Harbour wider area to enable you to continue to live independently, in your own home, or a residential retirement village:

1. 'Staying Healthy – Eating Well' Meal Service – (Open Monday to Friday – 9am – 1pm / or by apt). Provides a range of frozen meal types to meet individual consumer nutritional needs – delivered to even remote areas of the Coffs Coast in our refrigerated van. This service offers consumers a regularly changing menu range and provides social contact and monitoring of consumers wellbeing as well as referral to other services, as required.
2. Staying Strong with Telehealth service offers remote monitoring of a person's vital health signs and symptoms in their own home through effective use of technology supplied.

Referrals to these services can be made directly to our Intake service (1300 782 896) from a Doctor, Hospital, Welfare or Health Agencies, family, or friends. Direct contact can also be made in person at our premises situated at 108 Park Beach Road, Coffs Harbour.

KinCare**1300 733 510**

Domestic Assistance and Personal Care Services

Email: referrals@kincare.org

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.

Laundry Services**Northside Coin-Op Laundry****0400 583 359**

Shop 18, Northside Shopping Centre
Park Beach Road
COFFS HARBOUR NSW 2450

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

Toormina Laundromat**6658 2297**

Shop 1
6 Minorca Place
TOORMINA NSW 2452

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

Woolgoolga Laundry**6654 2839**

8 Nightingale Street
WOOLGOOLGA NSW 2456

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

Library Services

6648 4900

Housebound Library Service

Email: home.library.service@chcc.nsw.gov.au

<http://libraries.coffsharbour.nsw.gov.au>

Rigby House, Cnr Coff and Duke Streets, Coffs Harbour NSW 2450

Residents of the Coffs Harbour local government area who cannot visit the library due to ill-health or disability are eligible for this free service. Full time carers of housebound members are also eligible for the service.

Items are delivered and collected every four weeks on a specific day, based on the member's personal profile.

Members of the Home Library Service have full access to the library's range of resources, including:

- Fiction and non-fiction items
- Large print books
- Audio books
- Magazines
- Music CDs
- DVDs - documentaries, movies, TV series

Lifetime Connect

6652 9563

Email: chservices@lifetimeconnect@org.au

Fax: 6652 9691

2B / 30 Orlando Street, Coffs Harbour NSW 2450

Lifetime Connect offers support to older people in the community who choose to stay at home by way of Home Care Packages and the Commonwealth Home Support Program.

Linked to Life

Email: admin@linkedtolife.org.au

Coffs Harbour: 6648 3650

Woolgoolga: 6654 7221

Coffs Harbour Linked to Life (formerly Neighbour Aid and Right at Home) is a community based organisation Commonwealth funded 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.

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

Coffs Harbour

Coffs Harbour Linked to Life
Coffs Harbour Community Village
Earl Street, Coffs Harbour NSW 2450
Between 9.00 am and 5.00 pm week days

6648 3650
Fax: 6648 3652

Northern Beaches

Northern Beach Linked to Life
Woolgoolga Village Hall
Boundary Street, Woolgoolga NSW 2456
Between 8.30 am and 4.30 pm week days

6654 7221 or 6654 0509
Fax: 6654 7756

Living Care Home Care Services

Email: lchcs.coffs@livingcare.org.au

www.livingcare.org.au

18 Sand Street, Coffs Harbour NSW 2450

6650 1107

Fax: 6650 1199

Living Care understand the value that independence brings to wellbeing and living an enjoyable life. Having the ability to stay in your own home for longer is important for independence and we are able to provide the support required to make that happen.

With the help of Living Care Home Care Services Coffs Harbour, you don't just live in your home for longer, but also stay connected to family, friends and the local community.

Living Care Home Care Services Coffs Harbour offers a comprehensive range of personal support and clinical services provided in Home Care Packages, from Level 2 with low level needs to Level 4 with high level needs, on a Consumer Directed Care basis providing choice and control for consumers.

A selection of services available include:

- Personal care including showering and dressing
- Light housework and laundry assistance
- Meals – preparation and assistance
- Shopping
- Transport
- Pastoral care
- Medication support
- Social support

Living Care Home Care Services Coffs Harbour also works with the local community to access quality services so that individual needs can be met with professionalism, integrity and efficiency.

Home Care Services are available to eligible people from Red Rock to Nambucca Heads and west to Nana Glen.

Meals on Wheels

Coffs Harbour

6648 3600

Coffs Harbour Community Village,
22 Earl Street, Coffs Harbour, 2450
Monday to Friday – 8.30 am to 3.00 pm

Sawtell

6653 3298

25 Elizabeth Street, Sawtell, 2452
Monday to Friday – 8.30 am to 2.30 pm

Woolgoolga

6654 2870

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 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**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****NSW Home Support Services****1300 770 118**Email: info@nswhsss.com.au

Fax: 6652 9166

Unit 4, 84/90 Industrial Drive, Coffs Harbour NSW 2450

PO Box 8030, Coffs Harbour NSW 2450

Providing nursing, personal care, domestic assistance, respite care, home and garden maintenance, and home care packages NSW HSS 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 Home 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

My Aged Care is your one-stop-shop for aged care services and information in Australia. It provides you with information:

- on the different types of aged care services
- about your eligibility for services and how we can help you find local services
- on assessments and referrals to the providers who can meet your needs
- about the cost of your aged care services, including fee estimators

The My Aged Care contact centre operates:

Monday – Friday 8am to 8pm

Saturday – 10am to 2pm

(The contact centre is closed on public holidays.)

NSW Home Support Services**1300 770 118**Email: info@nswhsss.com.au

Fax: 6652 9166

Unit 4, 84/90 Industrial Drive, Coffs Harbour NSW 2450

PO Box 8030, Coffs Harbour NSW 2450

Providing nursing, personal care, domestic assistance, respite care, home and garden maintenance, and home care packages NSW HSS is a privately owned, locally based and managed service that has been operating on the Mid North Coast since 1991.

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- People who have been assessed by the Aged Care Assessment Team for a Home 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 Services

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.
Mon-Thurs. Prescription only.

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.

Coffs Discount Chemist
10 Harbour Drive
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.

CHC Pharmacy
Specialist medical Centre
343 Pacific Highway
COFFS HARBOUR NSW 2450

Collect from patient and delivery
No charge
Monday - Friday

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.

R & R Disability

5622 8400

(Respite and Recreation Inc)

Coffs Harbour Community Village,
22 Earl Street, Coffs Harbour NSW 2450.

R&R Disability 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 R&R Disability 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.

Telecross

Regional Office

152 Belgrave street, Kempsey NSW 2440

1800 150 058

6561 4000

Coffs Harbour 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

www.visionaustralia.org.au

126 West High Street, Coffs Harbour NSW 2450

P.O Box 1401, Coffs Harbour NSW 2450

Referrals: 1300 847 466

Phone: 6659 9200

Fax: 6651 4105

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.

Independent Living Services suitable for people with very little or no vision. Home visits to assist with daily living skills.

Technology and Training Services - assessment and advice on technology requirements in a client's home. Training in keyboard skills, adaptive technology and Braille.

Equipment - sales and advice on equipment to help people manage their daily activities independently.

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.

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.

Visitor Information Line - 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.

Waratah Respite Centre Inc.

6648 3610

Email: admin@waratahrespite.com.au

Coffs Harbour Community Village

22 Earl Street, Coffs Harbour NSW 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 - Monday to Friday from 8.30 am to 4.00 pm.

Evening Sessions - For young adults and persons with disabilities - Tuesday and Friday evenings from 4.00 pm to 9.00 pm

Cost - \$15 per session

Seagulls Respite, 21 Beach Street, Woolgoolga

Wednesday and Fridays from 9.30 am to 3.30 pm

Cost: \$15 per session

Referral not required for day or evening sessions.

Overnight Respite (Waratah Respite Centre)

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

Emergency 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 (Public Hospital)	6656 7000
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

Updated November 2016

For additional information or any future changes to information contained in this directory please email coffsconnect@chcc.nsw.gov.au

Thank You



ABN 79 126 214 487

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