Community services





A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Contact us

Our Community Liaison Managers are available to help arrange community support.

Please contact our Community Liaison Team on phone 07 **3326 3067** or via email <u>community.liaison@svha.org.au</u>

In any emergency dial 000

When to dial 000?

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered YES – dial 000. Calls to 000 are free.

When you dial 000...

- Do you want Police, Fire or Ambulance?
- Stay calm, don't shout, speak slowly and clearly.
- Tell us exactly where to come. Give an address or location.

Stay focused, stay relevant, stay on the line.

Information contained within this booklet was accurate at the time of printing (November 2020). Whilst every effort is made to keep this information up-to-date, it is subject to change.

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My Aged Care

My Aged Care is the first step to accessing community services.

Phone the contact centre: **1800 200 422** (8am–8pm Mon to Fri; 10am–2pm Sat) or visit: <u>www.myagedcare.gov.au</u>

What help can I get?

For most people, growing older means there are times you find it difficult to manage day-to-day living activities. You may need help, or you may be caring for a family member or a friend who needs help, but you just don't know where to start or what help you can get.

There are different types of aged care services to support you, whatever your needs. When you call *My Aged Care*, the contact centre staff will ask you questions to help them understand your needs.

There are many different services that may support you to stay in your own home for longer, including:

- help with housework
- help with personal care such as bathing and dressing
- help with meals and food preparation
- help staying physically active
- social support and activities
- help with transport
- nursing care such as wound care or medication management
- allied health support such as physiotherapy, podiatry or a dietician
- maintenance and modifications to your home
- goods and equipment to help you
- people you can talk with through counselling services.

How can I get help?

- 1. Call the contact centre on **1800 200 422**. The contact centre staff will ask you a range of questions over the phone to form a picture of your needs and care arrangements.
- 2. The contact centre staff may arrange a face-to-face assessment of your needs to be conducted in your own home by a trained assessor.
- Contact centre staff or your assessor may then refer you for aged care services. You can let them know if you have any preferences for particular service providers. Contact centre staff may also give you aged care information and details on non-Commonwealth funded services.
- 4. The Australian Government subsidises a range of aged care services in Australia. If your personal circumstances allow, it is expected that you will contribute to the costs of your care if you can afford to do so.
- 5. The information in this booklet is a basic outline of some of the service providers in the Brisbane North and surrounding areas.

For more information regarding referrals, eligibility, costs, range of services and providers in your local area, please contact:

lf you are over 65 years:	My Aged Care Ph: 1800 200 422 or visit: <u>www.myagedcare.gov.au</u>
lf you are under 65 years:	Community Care Access Point Ph: 1800 600 300

Domiciliary nursing agencies

- Government Funded Home Nursing The Commonwealth Home Support Program (CHSP) provides funding to assist those in need of services to help them maintain independence and remain at home. Clients will usually be required to pay a co-payment of \$6-\$12 per visit.
- Fees and charges may vary and should be verified by the service provider.
- Most domiciliary nursing services charge around \$90 per hour if not covered by CHSP (please check with your service provider as fees may vary).
- A RAS assessment (Regional Assessment Service) will be required to access these services. An ACAT (Aged Care Assessment Team) assessment for approvals for a Home Care package may also be recommended. Please note there are long delays to access Home Care Packages.

CHSP services are limited and only essential services for a patients discharge can be accessed directly from hospital. Patients or Families can register for services directly by contacting *My Aged Care*. Ph: **1800 200 422** or visit: <u>www.myagedcare.gov.au</u>

Nursing services		
Anglicare Nursing Service	www.anglicare.org.au	
Central Referral Agency	Ph: 1300 610 610	Fax: 07 3028 4699
Brisbane Metro North – Stafford	Ph: 1300 610 610	Fax: 07 3552 7900
Caboolture	Ph: 1300 610 610	Fax: 07 5428 2521
Sunshine Coast	Ph: 1300 610 610	Fax: 07 5476 2106
Blue Care Nursing Service	www.bluecare.org.au	
Central Referral Unit	Ph: 1800 030 289	Fax: 1800 170 446
Brisbane Northside	Ph: 07 3855 0400	Fax: 07 3355 5113
Sandgate – South Pine	Ph: 07 3869 7777	Fax: 07 3269 2988
Redcliffe	Ph: 07 3284 2215	Fax: 07 3883 2169
Caboolture	Ph: 07 5428 8190	Fax: 07 5428 8155
Caloundra	Ph: 07 5438 5000	Fax: 07 5438 5049
Ozcare Nursing Service	www.ozcare.org.au	
Brisbane Metropolitan	Ph: 07 3624 0500	Fax: 07 3028 9610
North Lakes (incl. Sunshine Coast)	Ph: 07 3482 1800	Fax: 07 3620 4301

Nursing services (continued)		
Bolton Clarke	www.boltonclarke.com.au	
at Home Support Services	For your nearest branch Ph: 1300 22 11 22	
Karuna Hospice Service	www.karuna.org.au	
(Palliative care at home)	Ph: 07 3632 8300 Fax: 07 3857 8040	
Metro North Community Palliative Care (Palliative care at home)	Ph: 07 3049 1210 Fax: 07 3646 8542	
Private nursing services		
Clinical Care Professionals (DVA approved service providers)	Ph: 1300 364 724 Fax: 1300 435 488	
Home Support Services	Ph: 1800 854 300 Fax: 1800 854 644	
Remedy Healthcare (DVA approved service providers)	Ph: 1300 054 627 Fax: 07 3356 2922	
Right At Home	Ph: 1300 363 802 Fax: 07 3255 0577	
St Vincent Care Services	www.svcs.org.au	
Admissions Contact Centre Brisbane, Gold coast, Sunshine Coast, Toowoomba	Ph: 1800 778 767 Fax: 07 3367 0526	
Personal carers (non-medical)		
Angels in Aprons	Home Instead	
Ph: 07 3356 2563 Mob: 0406 076 885 <u>www.angelsinaprons.com.au</u>	Ph: 07 3720 8400 www.homeinstead.com.au	
Care Givers	Right at Home	
Ph: 1300 732 116	Ph: 1300 362 609	
www.caregivers.com.au	www.rightathome.com.au	
Care Time	Simply Caring	
Ph: 07 3357 8611 <u>www.caretime.com.au</u>	Ph: 1300 669 932 www.simplycaring.com.au	
Co.As.It	St Vincent Care Services	
Ph: 07 3624 6100 Fax: 07 3624 6185 <u>www.coasit.asn.au</u>	Admissions Contact Centre Brisbane, Gold coast, Sunshine Coast, Toowoomba	
	Ph: 1800 778 767 Fax: 07 3367 0526 <u>www.svcs.org.au</u>	

Government subsidised domestic and social support

Please contact the relevant 'age related' service for all enquiries and new referrals.

Waiting lists may apply and clients must meet certain criteria to be deemed CHSP eligible. Post-acute (eg. recovering from surgery) does not qualify for CHSP funding.

Please note: you must contact My Aged Care to register before accessing these services.

Domestic support agencies and community transport options

Under 65 years: Community Access Point	Ph: 1800 600 300
Over 65 years: <i>My Aged Care</i>	Ph: 1800 200 422
All About Living Respite, shopping assistance (Personal care can also be delivered by these service providers)	Ph: 07 3269 1915 Fax: 07 3269 2718
All Aged Care Day respite, domestic, OT, transport, social support (Personal care can also be delivered by these service providers)	Ph: 07 3238 6700
Burnie Brae Community Support Services Home Assist Secure, day respite, transport (Personal care can also be delivered by these service providers)	Ph: 07 3624 2100 Fax: 07 3624 2160
Centacare Community Support Services Home Assist Secure, respite, transport (Personal care can also be delivered by these service providers)	Ph: 1300 236 822
ComLink Transport and social support services North Brisbane	Ph: 1300 761 011
Council Cabs (Brisbane City Council)	Ph: 07 3403 8888
St John Transport Access Project	Ph: 1300 785 646
St Vincent Care Services	www.svcs.org.au
Admissions Contact Centre Brisbane, Gold coast, Sunshine Coast, Toowoomba	Ph: 1800 778 767 Fax: 07 3367 0526

Veterans' home care

Department of Veterans' Affairs (DVA) Ph: 13 32 54

Veterans' Home Care

Ph: 1300 550 450

Private services – domestic, social support and transport

Absolute Domestics Ph: 1300 417 413 www.absolutedomestics.com.au

Angels in Aprons

Ph: 07 **3356 2563** Mob: 0406 076 885 <u>www.angelsinaprons.com.au</u>

Care Time Ph: 07 3357 8611 www.caretime.com.au

Home Instead Ph: 07 3720 8400 www.homeinstead.com.au Just Better Care Ph: 1300 587 823 www.justbettercare.com.au

Right at Home

Ph: 1300 362 609 www.rightathome.com.au

Simply Caring Ph: **1300 669 932**

www.simplycaring.com.au

St Vincent Care Services

Admissions Contact Centre Brisbane, Gold coast, Sunshine Coast, Toowoomba

Ph: **1800 778 767** Fax: 07 3367 0526 www.svcs.org.au



Home-delivered meals

Queensland Meals on Wheels

- Costs are approximately \$6-\$10 per meal, paid weekly in advance.
- Meals are delivered hot and usually consisting of soup, main meal, dessert, juice.
- Meals can be adjusted to specific diet restrictions.

For all new referrals and applications contact Queensland Meals on Wheels. Ph: **1300 909 790** or visit: <u>www.qmow.org</u>

Please note: you must contact My Aged Care to register before accessing these services.

Meals on Wheels suburban locations

Ashgrove	Ph: 07 3366 4299
Bribie Island	Ph: 07 3408 1721
Caboolture	Ph: 07 5495 2996
Chermside	Ph: 07 3359 5379
Crosby Park	Ph: 07 3256 0788
Geebung	Ph: 07 3263 6634
Kenmore	Ph: 07 3378 4518
Mitchelton	Ph: 07 3354 3919
Nudgee	Ph: 07 3267 5193
Nundah	Ph: 07 3108 1518
Pine Rivers	Ph: 07 3285 2532
Redcliffe	Ph: 07 3284 3861
Sandgate	Ph: 07 3269 2073
Stafford	Ph: 07 3356 2382
Western suburbs	Ph: 07 3870 1670

Pre-prepared meal alternatives

There are several services that provide prepared and packaged fresh or frozen meals, home-delivered weekly or fortnightly.

Please check phone directory or internet for additional services than these provided below:

Home-style, pre-prepared meal alternatives		
Fresh Meals 2 U	Lite n' Easy	
Ph: 07 5529 8421	Ph: 13 15 12	
www.freshmeals2u.com.au	<u>www.liteneasy.com.au</u>	
Gourmet Meals	Youfoodz	
Ph: 1300 112 112 or 07 5529 0649	Ph: 07 3633 0708	
www.gourmetmeals.com.au	www.youfoodz.com	

Allied health in the home

Installation of grab rails and other home modifications can be arranged after an assessment by an occupational therapist (OT). These assessments can be arranged through private or government-funded groups.

Private occupational therapists/physiotherapists

- Most 'extras' cover on private health funds will cover a proportion of these costs.
- DVA gold cardholders are covered for physiotherapy and OT services (one OT referral per year).
- The benefit to using a private service is the immediate availability.

Alison CowanRemedy Healthcare(OT) (DVA Approved)(OT and Physiotherapy) (DVA Approved)Ph: 0418 738 752Ph: 1300 054 627Fax: 07 3319 6585Fax: 07 3356 2922Able Home TherapyMobile Rehab(OT) (DVA Approved)(OT and Physiotherapy) (DVA Approved)

(*OT*) (*DVA Approved*) Ph: **1300 338 167** Fax: 07 3888 7085 Mobile Rehab (*OT and Physiotherapy*) (*DVA Approved*) Ph: 07 **3856 5428** Fax: 07 3856 5430

Government-funded (CHSP) occupational therapists/physiotherapists

- The cost to clients of these CHSP funded occupational therapists varies between \$10-\$50. However waiting lists can be quite lengthy.
- Some community service providers have have an OT available through their organisations (CHSP funded).

Referrals can be made by yourself, your GP or a carer, through the *My Aged Care* centre. Ph: **1800 200 422** or visit: <u>www.myagedcare.gov.au</u>

My Aged Care will then refer on to an available service.

Home Assist Secure

- Home Assist Secure comes under the Department of Housing and Public Works and is a government subsidised service that carries out home maintenance, repairs and modifications for eligible clients (*OT report required for modifications such as grab rails, ramps etc*).
- The service is subsidised, the cost of any purchased goods will be charged to the client.

Local area contacts

Caboolture/Kilcoy	Ph: 07 5490 6820	Stafford/Wavell Heights	aPh: 07 3862 2500
Chermside	Ph: 07 3624 2121	Pine Rivers	Ph: 07 3889 1852
Sandgate	Ph: 07 3869 1000	Western suburbs	Ph: 07 3878 8058

Alternatively to find your nearest Home Assist Secure service contact Department of Housing. Ph: **137 468** (ask for Home Assist).

Hire or purchase of equipment and aids

Many pharmacies now stock personal aids and equipment for home use including shower chairs, over-toilet aids, etc.

Think Mobility	Walk on Wheels	
(DVA RAP Supplier)	(DVA RAP Supplier)	
2037 Sandgate Road, Virginia	260 Leitchs Road, Br	rendale
Ph: 07 3623 9200 or 1300 881 968	Ph: 07 3481 5300	Fax: 07 3205 5467
Moreton Medical Equipment 1/107 Anzac Avenue, Redcliffe	Super Pharmacy-PI (DVA RAP Supplier)	
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ACAT assessment

Residential aged care placement and community care packages

- Aged Care Assessment Team (ACAT) assesses client eligibility for Government funded community aged care packages and residential aged care facilities on a permanent or residential respite basis.
- ACAT referrals can be arranged by the client, their family or carer, GP, service provider or residential facility, via *My Aged Care*.
- If a patient is to be placed directly from hospital into a Residential Aged Care Facility (RACF) the Community Liaison Manager will make the referral on your behalf.

Self-referrals can also be made through the *My Aged Care* centre. Ph: **1800 200 422** or visit: <u>www.myagedcare.gov.au</u>

Commonwealth Carer Respite Centre

If you are a carer, the Commonwealth **Carer Respite Centre** can help with arranging emergency in-home or residential respite care. Contact them to register and to assist in an urgent situation. Ph: **1800 059 059**.

St Vincent's Private Hospital Northside's Community Liaison Managers can provide you with a comprehensive guide to residential aged care facilities and community services.

Consultancy groups, such as Health and Aged Assist (HAAA) or Caring Options can also be employed by the family to assist with the process. This is highly recommended and our Community Liaison Manager can provide contact details.

For all information about aged care visit: <u>www.agedcareguide.com.au</u>, or <u>www.myagedcare.gov.au</u>

It is important to remember that when a patient no longer requires *acute* medical and nursing care, the hospital environment is no longer appropriate for meeting that person's emotional, social and physical needs.

A wide range of residential aged care facilities provide specialised care to meet the needs of such patients.

This type of environment is preferable to the acute ward areas where patients are at risk of falls, cross infection and where, no activities are available and the interactions and relationships between patients and staff have no relative permanency.

Emergency Medical Response Unit/Personal Alarms

Emergency Medical Alarm (Kedron-Wavell RSL Sub Branch) supplied by Tunstall. Ph: **1300 732 423** (you do not need to be an RSL member).

- \$65 to install (personal alert button and a monitor linked to the phone).
- \$35 monthly fee (direct debit).
- \$60 for key safe (this needs to be installed somewhere outside to enable access for emergency service).

Lifelink Telecare (Ferros): Personal alarm systems, fall and inactivity monitoring sensors.	Ph: 1300 851 771
SafeTcare: Medical alert devices and services with automatic fall detection, Australia wide coverage and GPS/Satellite tracking.	Ph: 1300 784 438 <u>www.emsas.com.au</u>
St John Lifelink: Long-range units and sensor units available.	Ph: 1300 360 455
Vital Call: Medical alert devices and services.	Ph: 1300 360 808

Palliative care

The World Health Organization defines palliative care as:

"The active total care of patients at a time when their disease is no longer responsive to curative treatment, and when control of pain and other symptoms, and of psychological, social and spiritual problems is paramount."

Many aspects of palliative care are applicable earlier in the course of the illness when particular symptoms need to be controlled as well as later in the disease as death approaches. The timing of palliative care is the choice of the patient and varies from person to person.

Most terminally ill people want to spend as much time as possible in their own home surrounded by those they love. The goal of palliative care is to achieve the best possible quality of life for patients and their families and friends.

Palliative care at home

There are several Palliative Care Programs (PCP) which may provide limited funding, to eligible clients. A referral is required to be completed by the doctor and services are individually assessed and usually limited to three months. The client must have a carer and their GP must be willing to participate in that person's care at home.

Palliative Care Inpatient Units

Inpatient palliative care units offer short term care only.

If assessment shows that inpatient palliative care is no longer required, assistance will be given to return home or find suitable residential nursing care accommodation.

If known to a palliative care unit direct admission can occur during office hours otherwise admission after hours can be arranged via the emergency department.

Further information	
Cancer Council Helpline	FREEcall: 13 11 20
Commonwealth Carer Respite Centre	FREEcall: 1800 059 059
Karuna Hospice Service (Palliative care at home)	www.karuna.org.au Ph: 07 3632 8300 Fax: 07 3857 8040
Palliative Care Information Service	FREEcall: 1800 772 273
Redcliffe Hospital Palliative Care Unit	Ph: 07 3883 7638
St Vincent's Private Hospital Brisbane Palliative Care Service	www.svphb.org.au Ph: 07 3240 1111
The Prince Charles Hospital Palliative Care Unit	Ph: 07 3139 4601

At St Vincent's Private Hospital Brisbane, we focus on optimising quality of life for people with life-limiting illness.

Our aim is to provide seamless and coordinated care to people with life-limiting illnesses at their place of choice – whether that be at home or in hospital.

Visit www.svphb.org.au for more information about palliative care at home and palliative care in hospital.



Other helpful community support services

Aged and Disability Advocacy Australia (ADA Australia) Ph: 07 3637 6000 www.adaaustralia.com.au Elder Abuse Prevention Unit Ph: 1300 651 192 www.eapu.com.au

Caring Options: Judy Robb Ph: 07 3353 3118 www.caringoptions.com.au

Carers QLD Ph: 1800 242 636 www.carersqld.com.au

Centrelink Bereavement Assistance

Ph: 132 300 www.humanservices.gov.au

Centrelink Carer Payment and Carer Allowance

Ph: 13 27 17 www.humanservices.gov.au

Centrelink Multilingual Phone Service Ph: 13 12 02 www.humanservices.gov.au

Department of Communities, Disability Services and Seniors Ph: **13 74 68**

www.communities.qld.gov.au

Diabetes Australia Ph: 1300 136 588 www.diabetesaustralia.com.au Health and Aged Assist Ph: 1300 730 074 www.haaa.com.au

Lifeline Crisis Support Ph: 13 11 14 www.lifeline.org.au

National Continence Helpline Ph: 1800 330 066 www.continence.org.au

National Dementia Helpline Ph: 1800 100 500 www.dementia.org.au

National Disability Insurance Agency Ph: 1800 800 110 www.ndis.gov.au

Public Guardian Ph: 1300 653 187 www.publicguardian.qld.gov.au

Translating and Interpreting Service Ph: 131 450 www.tisnational.gov.au

Exceptional geriatric care

A comprehensive medical approach

At St Vincent's Private Hospital Brisbane, we focus on providing multidisciplinary care in geriatric medicine, specialising in rehabilitation and managing medical conditions that are associated with ageing.

Our Specialist Geriatricians welcome direct private admissions from General Practitioners. Visit **www.svphb.org.au** for a full list of our Specialist Geriatricians or contact our Admissions Manager on 07 **3240 1213**.



411 Main Street Kangaroo Point QLD 4169

St Vincent's Private Hospital Northside

627 Rode Road, Chermside QLD 4032 Phone: 07 **3326 3000** Email: **svphn.enquiries@svha.org.au** Website: **www.svphn.org.au**

f @stvincentsprivatehospitalnorthside

Free WiFi available by connecting to WiFiHotSpot



UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES