

## HACC National Service Standards

All HACC service providers are required to meet the following quality standards:

1. Access to Services
2. Information & Consultation
3. Efficient & Effective Management
4. Co-ordinated, Planned & Reliable Service Delivery
5. Privacy, Confidentiality & Access to Personal Information
6. Complaints & Disputes
7. Access to an Advocate

If you are having problems with any HACC service in the Sutherland Shire or believe your rights are being infringed, you should talk to the service concerned or call the funding body:

**NSW Department of Ageing,  
Disability & Home Care  
(Metro South Region)**

Phone 9334 3700

For more information about HACC, including copies of this brochure (correct at July 09):

**Sutherland Shire HACC Development Project**  
tel: **9542 6244**

### INFORMATION, SUPPORT & ADVOCACY

Sutherland Shire HACC Development Officer

CatholicCare Dementia Carer Support

Dementia Advisory Service St George and Sutherland

Gnarra Aboriginal Development Project (for indigenous people)

Parent to Parent Association

St George Migrant Resource Centre Community Care Programs, incorporating CALD Carer Support,

Multicultural Access Project & HACC bilinguals

St George Migrant Resource Centre Client hotline (10 am - 3 pm) Mon: Italian, Tues: Arabic,

Wed: Macedonian & languages of fmr Yugoslavia, Thurs: Chinese, Fri: Greek, Wed/Fri: Indian sub-continent 9505 7601

Sutherland Shire Carer Support Service (includes CALD carers)

& Sutherland Shire Carers & Consumers Forum

Sutherland Shire Council Older People & Disability Services Team

9542 6244

8778 4222 or 9545 1544

9531 1928

9528 0287

9522 8016

9597 5455

9505 7601

9542 6292

& 9542 3635

9710 0422, 9710 0425 & 9710 0596

8558 4000

Volunteer Link (volunteer recruitment & training; training for paid workers)

## SUTHERLAND SHIRE SERVICES TO HELP YOU LIVE AT HOME

The Home and Community Care (HACC) Program is jointly funded by the Australian and NSW governments to support people with a disability, frail older people and their carers to live safely in their homes.

You do not need a referral to HACC services.

You can contact any service and ask for more information or an assessment.



*home and community care*

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

More information: [www.sscsi.org.au](http://www.sscsi.org.au)

## CASE MANAGEMENT

Assistance in organising care services for clients with complex needs.

Live-At-Home Programs 9504 6670  
Sutherland Case Management Services\* 9525 6133  
Gnarra Aboriginal Case Management 9528 0287

## COMMUNITY NURSING

In-home medical care, including bandages & administering medication.

Southcare Nurses\* 9540 7175  
Southern Cross Community Healthcare 1800 989 000

## CENTRE BASED DAY CARE

Recreation for clients & respite for carers.

Sutherland Aged Day Care 9541 2022  
The Retreat\* (high needs) 9540 7915  
GyMEA Multicultural Day Care 9524 9559  
Co.As.It Multicultural Day Care 9564 0744  
St Mark's Coptic Day Care 9556 1849  
Menai Aged Day Care 9541 2022  
Gnarra Aboriginal Day Care 9528 0287

## DEMENTIA CARE

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

Benevolent Society Flexible Respite 1800 059 059  
Chesalon Sutherland Social Centre 8539 7022  
Chesalon Social Support Monitoring 8539 7022  
Chesalon Respite 8539 7022  
Dementia Home Monitoring\* 9525 6388  
The Cottage\* (Day Care) 9540 7348  
St Basil's Miranda Day Centre 8543 2060

## DOMESTIC ASSISTANCE

Housework & cleaning, shopping & meal preparation.

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

## FOOD SERVICES

Nutritional meals for people who have difficulty cooking.

Karimbla Restaurant 9526 2077  
Sutherland Food Services (Meals on Wheels) 9540 7365  
Home Shopping 8558 4000  
KinCare (nutrition project) 1300 733 510

## MODIFICATIONS & MAINTENANCE

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

Suth. Shire Home Modification & Maintenance Service 9524 1100  
(low level maintenance: Cronulla, Jannali & Miranda Neighbour Aids)

## PERSONAL CARE

Assistance with bathing, dressing & grooming.

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

## PODIATRY

Assistance with nail & footcare.

Chesalon Podiatry 8539 7022  
Southcare Podiatry\* 9540 7175

## RESPIRE

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

Baptist Community Services 9521 3751  
Chesalon Afterhours Respite 8539 7022  
Home Care Service of NSW 1800 350 792  
KinCare 1300 733 510  
Live-At-Home Programs 9504 6670  
Southern Sydney Therapy Centre 9540 3011  
Wesley In-Home Respite 9525 1677

## SOCIAL SUPPORT/NEIGHBOUR AID

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

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

## SOCIAL SUPPORT/FRIENDSHIP GROUPS

Age appropriate recreation in a group setting.

Combined Caring Centres\* (older people) 9525 6400  
Live-At-Home Programs (under 65 years) 9504 6670

## TRANSPORT

For medical appointments & social activities.

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

## Other (non-HACC) services

Commonwealth Carer Respite Centre (emergency respite) 1800 059 059  
Veteran's Assessment Agency 1300 550 450  
South East Sydney Commonwealth Carelink Centre (information) 1800 052 222

\*provided by Southcare Aged & Extended Care