

Western Region - Low Level Domestic Assistance - Regional Snapshot

A guide for community service providers to support regional collaboration. (not intended for distribution to clients)

Client contributions / fees generally apply, however clients are not refused a services based on inability to pay. Priority of access policies vary between agencies.

Short Term or One Off Services

(ie short term cleaning, spring cleans, yard tidies)

- **Aboriginal Home Care** Up to 3 hrs/wk over 3-6 mths but aim for some flexibility depending on needs Phone: 8346 9155
- **City of Charles Sturt** – up to 12 hours total. 1-off spring cleans. Phone: 8408 1375
- **City of West Torrens** Up to 12 hrs total domestic assistance/annum. Phone: 8416 6251
- **City of Pt Adelaide Enfield** 1½ -2 hrs/fn flexible packages of services – cleaning/laundry/shopping over a 3 month period thru 'no place like home' service. Also 1hr/fn basic short term cleaning available thru home support service. Tel 8405 6700
- **Calvary Silver Circle** (formerly Home Care Services) Up to 4 wk package of care for people in crisis Phone: 8271 7212
- **Metro Home Link** Up to 7 days package of care that can include domestic assistance for people identified by hospital staff as suitable for supported discharge or hospital avoidance. Must be referred by GP or hospital. Tel 1300 550 654.
- **Veterans Home Care** (VHC) Veterans must choose between HACC & VHC services. To access services, eligible veterans and war widows/widowers may contact their VHC Assessment & Coordination Agency directly by phoning 1300 550 450.
<http://www.dva.gov.au/health/homecare/mainvhc.htm>

Ongoing single service

(ie long term domestic assistance – a broad term that can include cleaning, shopping assistance, laundry etc).

- **Aboriginal Home Care** service type flexible depending upon need. Phone: 8346 9155
- ****Alabricare** Over 80's. Can be multiple services. 2 hrs/fn cleaning/laundry etc. Up to 2hrs wk shopping (accompanied). 1hr/fn gardening. Phone: 8338 8900
www.alabricare.com.au
- **City of West Torrens** 60 NESB & 60 English speaking clients Phone: 8416 6333
- **Co-op West Packages Program** 1 hr/wk up to 4 hrs/fn. Targets those on CACP waiting list but no personal care. Can be single service or as package. (Refer adjacent listing ▶▶)
- **Domiciliary Care** has limited basic single service domestic assistance available. Refer also ▶▶
- **** Gleam Team** Frail aged 65+, 1.5hrs/fn, cleaning, laundry, bedmaking, shopping/ billpaying from list only. 8354 3844
www.gleamteam.com.au
- **Veterans Home Care** (VHC) Refer listing opposite◀◀ Also provides ongoing assistance. Provides unaccompanied shopping assistance.

**Referring Agencies Please Note:

When referring to Alabricare or Gleam Team please specify if you are referring for HACC or non-HACC (full fee) services.

Ongoing low level HACC packages*

(* HACC Package is not an official term. For this purpose described as ongoing, multiple low level services. May also be offered as a single service but this is not the intention)

- **Aboriginal Home Care:** Package of services tailored to suit individual needs. Phone: 8346 9155
- **Co-op West Packages. (ACH Group, ECH, City of West Torrens)** Packages can include personal care, domestic assistance, and social support. From 1 hr/wk to 4 hrs /fn. For clients in West Torrens Council area contact phone 8416 6333. Charles Sturt/Port Adelaide Enfield – ACH Group In Home Care: Phone 8350 2200 or Jan at ECH. Phone: 8353 0844.
- **Southern Cross Care** – Southern Cross Home Support (West). New service that anticipates commencing approx early Jan. 1-3 hrs/wk. Packages can include personal care, domestic assistance, social support. Phone 8292 4700.
- **ACH Group Dementia Services:** Dementia specific packages of support, approx 2.5 hours per week Package of services tailored to suit individual needs Ph: Dementia Services Team Coordinator 83502200
- **Veterans Home Care (VHC)** Refer listing opposite◀◀

High Level

High Level Care – Commonwealth funded Community Aged Care Packages (CACP's) and Extended Aged Care at Home (EACH) packages. Clients must require more than one service type and an ACAT assessment. Fact sheets/general info available at www.health.gov.au. ACAT- tel 8193 1203

ETHNO-SPECIFIC SERVICES:

A diverse range of services are in place for people of specific cultural backgrounds. These services are provided on a variety of basis, ie some by volunteers, other by paid workers – and the programs also vary in their capacity to take on new clients.
Contact: Multicultural Aged Care (8245 7157) or Ethnic Link Services (8241 0201) for referral to an appropriate agency.