

Your Local Contact:

**Ipswich Home Assist Secure
Service**

**56 South Street
IPSWICH QLD 4305
Phone: 3818 6662
Fax: 3810 6741**

**Queensland Health Central Intake
Unit & Community Health
Services Information
Phone: 1800 607 030
Fax: 3817 2453**

Prepared by
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Updated 29 August 2011

**HELPING
YOU STAY AT
HOME**

SERVICES IN THE COMMUNITY

for

- ◆ *frail older people*
- ◆ *people of any age with a functional disability*
- ◆ *and their carers*

Ipswich

Who can use these services?

- Home and Community Care (HACC) services aim to help:

- *the frail elderly*
- *younger persons*
- *carers of the above*

with a functional disability such that they require supervision or assistance to perform the tasks of daily living eg personal or home care, etc.

The aim and availability of HACC services

A range of practical, basic support services is provided to assist people maintain themselves or a care recipient in their home and community, and to prevent premature or inappropriate entry to residential care. Service availability may vary and provision may be dependent on the competing relative needs of all clients assisted by the program.

This booklet lists all services funded by the HACC program in the Ipswich city area. You can contact services directly yourself or phone the Community Health Services Centre or Central Intake Unit for further advice.

More Information – One Stop Shops

<p><i>Aged Care Hot Line</i> 1800 500 853</p> <p><i>Commonwealth Respite & Carelink</i> 1800 052 222</p> <p><i>Veterans Home Care Assessment Agency</i> 1300 550 450</p>
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Need more information?

- For further information about Home and Community Care Services:

**Information and Support Line
Freecall Monday to Friday
9:00 am to 4:00 pm
1800 242 636
3281 4611**

- For information on services for people with disabilities funded by the Disabilities Program, Department of Families, Youth and Community Care:

**Disability Information Service
1800 177 120**

- For information, support and respite for carers:

**1800 052 222
(Freecall)**

Queensland Health Service Centres

- Specialist services including nursing, social work, physiotherapy, dietetics, occupational therapy, speech pathology, podiatry and general information are available through these centres.

Ipswich Community Health
Services Centre..... 3817 2444

Goodna Community Health
Services Centre..... 3818 4800
Central Intake Unit & Community
Health Services Information 1800 607 030

Domestic Assistance

- Home care services may provide help with shopping, housework, cleaning, cooking, other household chores and personal care such as assistance with showering and dressing. Not all of the agencies listed provide all of these services.

Blue Care Ipswich.....	3281 8444
Spiritus Care Services.....	1300 785 853
We Care	3816 0311
West Moreton Home Care Service.....	3413 5812
Diversicare (for persons of non English speaking background).....	3208 6401 or 3846 1099
ALARA Association Inc. (Younger people with disabilities)	3817 0600

Disability specific Information and Support Services

Aged Care Qld Inc	3725 5555
Alzheimer's Association.....	3252 4622
Dementia Helpline	1800 639 331
ARAFMI – Association of Relatives & Friends of the Mentally Ill.....	3254 1881
Brain Injury Association of Qld	3367 1049
Freecall.....	1800 673 074
Council on the Ageing Queensland	3221 6822
Elder Abuse Prevention Helpline.....	1300 651 192
Life Tec Queensland	1300 885 886
Information on Disabilities Equipment Access & Services (IDEAS)	1800 029904
Multiple Sclerosis Society of Qld	3840 0888
Helpline Freecall.....	1800 177 591
National Dementia Behaviour Advisory Service	1300 366 448
Parkinson's Queensland.....	3209 1588
Freecall.....	1800 644 189
Royal Blind Foundation of Qld.....	3727 2345
Freecall.....	1800 622 954
.....	1300 847 466
Queensland Aged & Disability Advocacy Inc.....	1800 818 338
Spinal Injuries Association	3391 2044

What will it cost?

Many services charge a fee or ask for a contribution. This money helps to extend the services to more people.

However, being unable to pay should not prevent you from getting help. Please discuss any issues with your service coordinator.



Knowing and exercising your rights

An advocacy service is funded by the HACC Program to assist HACC service users, and potential users.

1800 818 338

Most of the services in this brochure are partly or fully funded by State and Commonwealth Grants from the Home and Community Care (HACC) Program.

Home Nursing & Personal Care

- Care at home (and in clinics) including wound dressings, medication supervision/administration, hygiene, diabetic education, continence care and advice is provided.

Blue Care Ipswich.....	3281 8444
Spiritus Care Services	1300 785 853
Alzheimer’s Association Multi Service Centre	
.....	3812 2253
ALARA Association Inc.....	3817 0600
(Younger people with disabilities)	
Diversicare (for persons of non English speaking background)	3208 6401 or 3846 1099

Continence Services

- The Continence Service offers advice & practical help to assist in the prevention or reduction of involuntary leakage of the bladder or bowel, a condition common across all age groups.

Blue Care Ipswich.....	3281 8444
National Continence Helpline	1800 330 066
Spiritus Care Service.....	1300 785 853

Respite Care (a break for the carer)

- This service allows a carer to take a break while providing a substitute carer for the person. Weekend care and short holiday care are available from some day centres.

ALARA Association Inc. 3817 0600
(Younger people with disabilities)

Alzheimer's Association Multi Service Centre
..... 3812 2253

Blue Care Ipswich..... 3281 8444

RSL Home Care Services 3281 3966

Spiritus Care Services 1300 785 853

West Moreton Home Care Service..... 3413 5812

Diversicare (for persons of non English speaking
background)..... 3208 6401 or 3846 1099

Nursing Home, Hostel Care and Packages of Care

- Provides assessment for eligibility for permanent residential care, residential respite and Community Age Care Packages (CACPs) and Extended Age Care at Home packages (EACH).

Aged Care Assessment Team..... 3413 5850

Veterans Services

Veterans Affairs Department 13 3254

Veterans Home Care Assessment Agency
.....1300 550 450

Carers' Support

Carers Queensland 1800 242 636

Commonwealth Respite & Carelink .. 1800 052 222

Counselling, information & support for Carers in
West Moreton - The Salvation Army Aged Care Plus
.....07 3282 1000

Allied Health

- Physiotherapy, podiatry, occupational therapy, social work, dietetic services and speech pathology, where available at home or at a centre.

Blue Care Ipswich.....	3281 8444
West Moreton Allied Health Team.....	3413 5818
Ozcare	3432 6030
Spiritus Care Services	1300 785 853

Home Modifications

- Major alterations required to assist a person to live in existing dwelling. Co-payments are (generally) required.

Ipswich Home Assist Secure	3810 6662
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Home Maintenance

- Help with small repairs, basic maintenance, eg fixing taps and replacing light bulbs; building modification; and information to improve independence and make your home safe.

Ipswich Home Assist Secure	3810 6662
We Care	3816 0311
Alzheimer's Association Multi Service Centre	3812 2253
Ipswich Dementia Day Respite Centre...	3812 2253

Centre Based Day Care in a Respite Centre or Activities Group

- This service supports socialisation and/or independent living capacity and may also provide a break for carers.

ALARA Association Inc..... (Younger people with disabilities)	3817 0600
Alzheimer's Association Multi Service Centre	3812 2253
Blue Care Ipswich Respite Care Centre.....	3812 1499
Blue Care Redbank Respite Care Centre.....	3818 1618
Cabanda Care Inc	5464 2642
Lyndhurst Club	3812 7861
Secondo	3281 0871
We Care	3816 0311
Diversicare (for persons of non English speaking <i>background</i>)	3208 6401 or 3846 1099

Transport

- The Taxi Subsidy scheme provides assistance with the cost of taxis for eligible people. Talk to your GP.

Coordinating Organisation for the Disabled In Ipswich	3282 7877
RSL Home Care Services	1300 796 111
Cabanda Care	5464 2642

Social Support

- Companion support for people who are socially isolated due to their disability or frailty, this may include contact in the home or access to community facilities.

ALARA Association Inc. 3817 0600
(Younger people with disabilities)

Alzheimer's Association Multi Service Centre
..... 3812 2253

Blue Care Ipswich..... 3281 8444

Ipswich Community Aid Inc
(Including Emergency Alarms)..... 3812 3437

Ozcare 3432 6030

RSL Home Care Services 1300 796 111

Spiritus Care Services 1300 785 853

Silver Cord Telephone Reassurance

Service.....4151 0419

We Care 3816 0311

West Moreton Home Care Service.... 1800 607 030

Diversicare (for persons of non English speaking
background)..... 3208 6401 or 3846 1099

Aids & Appliances

Life Tec Queensland
Information service only..... 1300 885 886

Technical aid for the Disabled
(special aids) 3216 1733

Mobility Aids

- This service provides mobility aids at a nominal hire cost.

Ipswich Community Aid Inc
(Including Emergency Alarms) 3812 3437

Food Services

Ipswich Meals on Wheels 3281 4465

Rosewood Meals on Wheels 5464 2932

Woogaroo Meals on Wheels 3288 4961