

How do I get a HACC Service?

Contact your local Carelink Office on
1800 052 222

OR

Call any one of the services listed in this booklet from pages 2 to 9. These providers can assess your needs and advise if you are eligible.



Commonwealth HACC and Community Care Service Directory

V.16

Services that may be available to you...



* Respite services may also be available for carers of clients that are HACC eligible.

Frequently Asked Questions

What are Community Care & HACC Services?

Most people want to live in their own home, but some people can find this difficult without support. Help can be provided by carers (family and friends) and by HACC and Community Care services.

Basic support services are provided so that people can continue to live in their community. These services provide eligible people with help at home.

How do I get HACC /Community Care Services?

Anyone can refer you for services. This includes: your GP, hospital, family, friends or even yourself.

Simply call any of the Service Providers listed in this booklet to determine if you are eligible.

Will I have to pay for Services?

Each Service Provider has its own policy on fees but most services will ask for a small contribution.

Special consideration is given to people with limited finances.

Do I need to be receiving a pension to access services?

No, services are not means tested.

NB: Access to Homecare services through Queensland Health however, currently require you to be receiving a pension.

Commonwealth HACC Services for people over 65 yrs
State Community Care for people under 65 yrs.
For people of Aboriginal or Islander descent the age split is 50 yrs

• ARE YOU ELIGIBLE? •

Questions that help to determine if you may be eligible for HACC Services.

Questions
<p>◆ How do you manage your daily/weekly housework? How do you do your washing and ironing? How long does it take you to recover from this daily/weekly housework routine? Some people struggle for several days following their daily/weekly routine and this is unnecessary.</p>
<p>HACC can help you stay at home longer by providing assistance with cleaning, washing and ironing.</p>
<p>◆ How do you do your shopping? How do you get around? Can you walk to the local shops? How far can you walk on your own, do you use a wheelie walker, walking stick etc? Do you drive, take public transport, travel alone or take taxis?</p>
<p>HACC can help you stay at home longer by providing assistance with various transport options such as shopping, appointments, visiting family/friends. Transport can be provided seven days per week. Social support can also be provided to take you shopping, banking or to appointments or just providing company to chat.</p>
<p>◆ Can you take a bath or shower without help? How do you manage your daily medication? How do you keep track of taking the right dosage at the right time? Do you use a Webster pack, family or partner help?</p>
<p>HACC can help you stay at home longer by providing assistance with daily self care tasks, such as eating, bathing, toileting, dressing, grooming and medication monitoring.</p>
<p>HACC may also be able to assist you with:</p> <ul style="list-style-type: none"> ◆ Allied Health Care ◆ Centre Based Day Care ◆ Respite Care ◆ Home Maintenance and Modification

Directory

USEFUL CONTACTS

Organisation	Phone	Website
QLD Community Care Services Access Point - clients < 65	1800 600 300	www.health.qld.gov.au/hacc/default.asp
Aged Care Assessment Team	1300 130 143	www.health.qld.gov.au/hacc/html/acat.asp
Aged Care Australia	1800 200 422	www.agedcareaustralia.gov.au
Carers QLD Information & Support Line	1800 242 636	www.carersqld.asn.au/services
Community Respite & Carelink Centre	1800 052 222	www.health.gov.au/ccsd/index.cfm
Dept. Health and Ageing (DoHA)	1800 177 099	www.health.gov.au
Dept. Veterans Affairs Gold Coast Office	5630 0203 1300 551 918	www.dva.gov.au/contact_us/Pages/home.aspx
Disability Services QLD	1800 177 120	www.communities.qld.gov.au/disability/disability-and-community-care
Elder Abuse Prevention Unit	1300 651 192	www.eapu.com.au/
Multicultural Advisory Services		
◆ Diversicare	07 3846 1099	www.diversicare.com.au
◆ Blue Care Gold Coast	07 5555 4444	www.bluecare.org.au
◆ Carers Qld	07 5534 2899	www.carersqld.asn.au
National Continence Help Line	1800 330 066	www.continence.org.au/
National Dementia Help Line	1800 100 500	Www.fightdementia.org.au
QLD Aged & Disability Advocacy	1800 818 338	www.qada.org.au/default.htm

HACC Services

• RESPITE SERVICES—CENTRE BASED •

Organisation	Area	Phone
Alzheimer's Australia Gold Coast Inc.	Whole Gold Coast	5594 0270
Anglicare Respite Service	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5532 6639 South: 5534 6177
Coolangatta Senior Citizens	Southern GC	5536 4050
GCHHS: Falls & Balance Intervention Program	Whole of Gold Coast	1300 780 128
Crossroads Day Respite	Whole Gold Coast	5578 9322
FSG Australia	Whole Gold Coast	5564 0655
Gold Coast Rec & Sport Inc.	Whole Gold Coast	5531 3312
Greek Respite	Whole Gold Coast	5574 3920
Italian Australian Access and Support	Whole Gold Coast	5554 6599
Kalwun Day Respite	Whole Gold Coast	5522 9197
Labrador Senior Citizens	Northern GC	5537 1433
Multicultural Communities Council Gold Coast	Whole Gold Coast	5527 8011
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare	Whole Gold Coast	North: 5558 7080 Central: 5500 2465 South: 5507 0870
R.S.L. Care	Whole Gold Coast	1300 796 111
Shepherd Community Services	Whole Gold Coast	5592 2247

HACC Services

• RESPITE SERVICES—IN HOME •

Organisation	Area	Phone
Alzheimer's Australia Gold Coast Inc.	Whole Gold Coast	5594 0270
Anglicare Respite Service	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5552 2222 South: 5534 6177
Churches of Christ Care	Whole Gold Coast	5592 7203
GCHHS: Homecare	Whole Gold Coast	1300 780 128
FSG Australia	Whole Gold Coast	5564 0655
Just Better Care	Whole Gold Coast	5577 3600
Kalwun	Whole Gold Coast	5522 9197
Multicultural Communities Council Gold Coast	North, Central & South	5527 8011
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare	Whole Gold Coast	North: 5519 0300 South: 5569 6200
Shepherd Community Services	Whole Gold Coast	5592 2247

HACC Services

• MEALS ON WHEELS •

Organisation	Area	Phone
Broadbeach Meals on Wheels	Central East	5526 2300
GC and District Meals on Wheels	Central/North	5532 1429
Nerang Meals on Wheels	Central West	5596 1026
Palm Beach Share 'n Care	Southern	5535 6444
Paradise Point Meals on Wheels	Northern	5577 3188
Twin Towns Meals on Wheels	Sthn Border Region	5506 7481

• OTHER FUNDED SERVICES •

Organisation	Area	Phone
GCHHS: Continence Advisory Service (CAS)	Whole Gold Coast	1300 780 128
HACC Dementia Advisory & Support Service	Whole Gold Coast	5569 6200
OzCare—Homeless Project	Whole Gold Coast	5519 0300
OzCare—Resident Support Project	Northern/Central	5519 0300
OzCare—Continence Advisory Unit	Whole Gold Coast	5569 5200
St Vincent de Paul—Home Modifications & Maintenance	Whole Gold Coast	5561 4701
Volunteering Gold Coast	Whole Gold Coast	5526 5288

HACC Services

• SOCIAL SUPPORT •

Organisation	Area	Phone
Alzheimer's Australia Gold Coast Inc.	Southern	5594 0270
Anglicare Respite Service	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5522 222 South: 5534 6177
Churches of Christ Care	Whole Gold Coast	5592 7203
GCHHS: Homecare	Whole Gold Coast	1300 780 128
Gold Coast Recreation & Sport	Whole Gold Coast	5531 3312
Just Better Care	North, Central & South Gold Coast	5577 3600
Kalwun	Whole Gold Coast	5522 9197
Multicultural Communities Council Gold Coast	North, Central & South	5527 8011
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare In Home Respite	Whole Gold Coast	North: 5519 0300 South: 5569 6200
Red Cross Telecross	Whole Gold Coast	1300 885 698
R.S.L. Care	Whole Gold Coast	1300 796 111
Shepherd Community Services	Whole Gold Coast	5592 2247

HACC Services

• DOMICILIARY NURSING SERVICES •

Organisation	Area	Phone
Anglicare Respite & Nursing Service	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5532 0588 South: 5534 6177
Churches of Christ Care	Whole Gold Coast	5592 7203
OzCare	Whole Gold Coast	5569 6200

◆ DOMESTIC ASSISTANCE ◆

Organisation	Area	Phone
Alzheimer's Australia Gold Coast Inc.	Whole Gold Coast	5594 0270
Anglicare	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5552 2222 South: 5534 6177
Churches of Christ Care	Whole Gold Coast	5592 7203
GCHHS: Homecare	Whole Gold Coast	1300 780 128
Just Better Care	North, Central South Gold Coast	5577 3600
Kalwun	Whole Gold Coast	5522 9197
Multicultural Communities Council Gold Coast	North, Central & South	5527 8011
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare in home respite	Whole Gold Coast	North: 5519 0300 South: 5569 6200
Southern Cross Community Services	Whole Gold Coast	5580 8755

HACC Services

• PERSONAL CARE •

Organisation	Area	Phone
Alzheimer's Australia Gold Coast Inc.	Whole Gold Coast	5594 0270
Anglicare Nursing Service	Whole Gold Coast	1300 785 853
Bluecare Nursing Service	Whole Gold Coast	North: 5532 0588 South: 5534 6177
Churches of Christ Care	Whole Gold Coast	5592 7203
GCHHS: Homecare	Whole Gold Coast	1300 780 128
Just Better Care	North, Central, South Gold Coast	5577 3600
Kalwun	Whole Gold Coast	5522 9197
Multicultural Communities Council Gold Coast	North, Central & South	5527 8011
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare Nursing Service	Whole Gold Coast	5569 6200
OzCare In Home Respite	Whole Gold Coast	North: 5519 0300 South: 5569 6200
Southern Cross Community Services	Whole Gold Coast	5580 8755

HACC Services

• TRANSPORT SERVICES •

Organisation	Area	Phone
Gold Coast Community Transport	Whole Gold Coast	5531 3312
OzCare Transport & Shopping	Whole Gold Coast	5569 6200
Transcord	Whole Gold Coast	5539 3733
Volunteering Gold Coast—Transport Services	Whole Gold Coast	5526 5288

• ALLIED HEALTH •

Organisation	Area	Phone
Anglicare Nursing Service	Whole Gold Coast	1300 785 853
Bluecare	Whole Gold Coast	North: 5555 4444 South: 5525 5439
GCHHS: Falls & Balance Intervention Program	Whole Gold Coast	1300 780 128
Churches of Christ Care	Whole Gold Coast	5592 7203
Nerang Community Respite Care	Whole Gold Coast	5578 1668
OzCare	Whole Gold Coast	5569 6200