

section 5.1.1: metropolitan community based resources

resource listing

1. NURSING SUPPORT

Royal District Nursing Services (RDNS)

RDNS staff are skilled in offering symptom monitoring and caregiver support, even when hands-on tasks are not currently required – patients can access home visits and access to a 24-hour phone line for advice. Available nursing care includes:

- designated palliative care Clinical Nurse Consultants and Clinical Nurses to co-ordinate nursing care and focused assessment and assistance with symptom management
- 24 hour community-based nursing service, plus local Nursing Centres
- ADL assistance, including showering
- symptom monitoring
- medication management, including dosettes, subcutaneous needle resiting (an RDNS medication authority is required for this management)
- 24 hour call centre access – phone **1300 364 264**
- caregiver support

Costs are extremely reasonable and can viewed at the RDNS website

- fees may be covered by private health insurance or DVA
- fee waivers may be negotiated.

Privately funded nursing care

Private health insurers offer varied benefits for policyholders. It is essential that the patient, family or ward nursing staff check with the specific insurer to establish what is available to them including:

- home nursing – post discharge
- palliative care nursing in the terminal stage of a life limiting illness.

Private nursing agencies are available – check the Yellow Pages for “Nurses and/or Nursing Services”.

Hospital at Home

Options are available for some short term nursing needs – if longer term home nursing is anticipated (especially taking into account patients’ potential to deteriorate) then a longer-term option should be considered. Access criteria and service capacity at your hospital will require exploration.

Metro Home Link

SA Government service that provides short term support and assistance for people in their homes, including residential care facilities, to avoid unnecessary visits to the emergency department, admission to hospital or to assist patients to leave hospital earlier than otherwise

would have been possible. Information sheets and referral forms are available within public hospitals or phone **1300 550 654**

Commonwealth Department of Veterans Affairs

Gold card holders may have access to in-home nursing or respite care – phone **(08) 8290 0463**. DVA funds a wide range of health services including hospital, pharmaceutical, dental, optical, physiotherapy, nursing, podiatry, palliative care, hearing, convalescence and transport services.

Individual disease specific organisations

Disease specific organisations may be able to provide support (eg Leukaemia Foundation or the Motor Neurone Disease Association). See Section 2.5 – *Palliative care for advanced malignant disease* and Section 2.6 – *Palliative care for non- malignant diseases*) or check with the hospital social worker or discharge planner.

2. PERSONAL CAREGIVERS

Personal caregivers may also be utilised if appropriate – check Yellow Pages for “Aged Care Services” and “Domestic Help Services”.

3. HOME EQUIPMENT

Metropolitan Domiciliary Care - phone **(08) 8193 1234** <http://www.domcare.sa.gov.au/>

MDC offers services for the frail or disabled in their own home including a broad range of equipment for home care and access to allied health services – they also have designated staff who take responsibility for coordinating services for palliative clients.

Equipment available includes:

- shower chairs
- commodes with bed pans
- wheelchairs
- toilet seat raisers
- bed sticks and self help poles
- hospital beds (manual/electric) +/- pressure relieving mattress.

A small fee applies to each piece of equipment but is capped. MDC also offers professional services including social work, physiotherapy, occupational therapy, podiatry, and speech pathology.

Department of Veterans Affairs cardholders

DVA cardholders may be entitled to the provision of aids and appliances for daily living through the Rehabilitation Appliances Program – phone **1300 550 456** or **1800 550 456** (country callers) and access to the Homefront falls prevention program – phone **1800 801 945**.

Privately hired equipment

See the Yellow Pages under “Home Health Equipment Aids” and “Hire - Medical and/or Nursery Equipment”. Check local pharmacies which may carry limited stocks of small equipment items.

Oxygen

Strategies that may be used to manage dyspnoea include pharmacological and non-pharmacological interventions. Provision of oxygen may be one of the options considered.

Oxygen is a drug and therefore must be prescribed by a Medical Officer. A specific prescription form is required, with DVA patients having a designated prescription form.

Assessment for eligibility for domiciliary oxygen should always be explored by referral to a respiratory physician. The following protocol is suggested:

- ask: does the patient qualify for domiciliary provision of O₂?
- is the PO₂ <55 following arterial blood gas analysis?
- does significant desaturation of SaO₂ occur following a 6-minute walk test or other exertion?

There are advantages in patients qualifying for and having domiciliary oxygen provided through the respiratory teams working within the major metropolitan public hospitals which include:

- in addition to an O₂ concentrator, cylinders for short-term use out of the home setting can be supplied
- an allocation of funds to contribute to electrical costs of the running of the concentrator.

If the patient does not qualify using the above criteria, but remains breathless and receives palliative benefit from access to oxygen, then a private company can supply oxygen requirements (including oxygen concentrator, portable cylinders and attachments) at the patient's own expense. Ensure that the patient is aware of safety procedures with regard to the use of oxygen therapy.

Talk with the respiratory team for contact numbers for oxygen suppliers in metropolitan and rural regions. In some instances oxygen supply may be negotiated with the specialist palliative care team, but access varies across the metropolitan region.

4. EMERGENCY CALL SYSTEMS

Access to emergency call systems can be facilitated by social worker or discharge planner in private hospitals – suppliers are shown in the Yellow Pages under "Alerting Systems".

5. PATIENT SUPPORT

Support is available from:

- Crisis Care – phone 13 16 11 (available after hours)
- Lifeline Centre – phone 13 11 14 (available after hours)
- Mental Health Assessment and Crisis Intervention Service (ACIS) – phone 13 14 65
- Vietnam Veterans Counselling Service – see White Pages for local listings
- The Cancer Council South Australia – phone (08) 8291 4111
- Cancer Council Helpline – phone 13 11 20
- Relationships Australia – phone (08) 8223 4566

6. CAREGIVER SUPPORT and RESPITE

Volunteer input – palliative patients and family may be eligible for limited access to volunteers in the community (usually approximately 2 hours per fortnight) – contact the local palliative care liaison nurse to arrange – access will depend on volunteer availability at the time.

Carers Australia – phone 1800 815 549

Carer Resource Centre – phone 1800 242 636 (assistance with translation is available if required)

Carers' Support and Respite Centres– short term/emergency respite options

Southern metropolitan – phone (08) 8277 0333

Eastern metropolitan – phone (08) 8363 4455

Northern Carers Network – phone (08) 8284 0388

Country callers only – 1800 059 059 or visit www.carersupport.org.au

Commonwealth Carelink Centres – phone 1800 052 222 or visit www.carelinksa.asn.au

The website provides information about care services in South Australia that support and assist people with a disability to live independently in their own homes. Families can be encouraged to search for a wide range of government, community-funded and private care services including personal care, home maintenance, meals, transport.

Department of Veterans Affairs may be able to provide regular in-home respite – phone 1300 550 450.

Red Cross may have respite assistance available – phone (08) 8100 4685.

Respite care in some Residential Aged Care Facilities is available. ACAT assessment is essential. Contact the social worker for options and assistance to arrange this.

7. HOME CARE PACKAGES

Contact the social worker or transitional care staff at your facility who will provide information about agencies who offer packages, following an ACAT assessment.

8. DOMESTIC ASSISTANCE

Meals

Meals on Wheels – phone: (08) 8271 8700

Private agencies which provide and deliver cooked meals across the metropolitan region are available and may also be able to take cultural preferences into account – see Yellow Pages for “Frozen Foods” or speak with the occupational therapist or discharge planner at your hospital.

Private agencies can also arrange for groceries to be ordered on-line and delivered to the person's home – fees apply.

Cleaning

Local councils have limited access to subsidised cleaning for a specific time frame. Contact numbers for individual council can be located in Section 5.1.1 - *Accessing metropolitan community services* or in the White Pages.

Private health insurers – check with individual health insurer about cover for domestic help.

Domiciliary Care may be able to provide domestic assistance but a waiting time may apply.

DVA Gold cardholders have limited access to cleaning assistance – usually 1-2 hours per fortnight:

- Veterans' Home Care – includes in-home and residential respite care, home and garden maintenance, domestic assistance and personal care – phone 1300 550 450

- Home Maintenance Helpline – property maintenance advice and referral – phone 1800 801 945

9. FINANCIAL ASSISTANCE

Contact Centrelink on 13 10 21 or www.centrelink.gov.au for:

- information regarding access to a disability pension
- financial support for those who are providing care for another, eg caregivers benefit, caregivers payment
- concession cards
- assistance with funerals and bereavement payments.

Contact the Department of Veterans Affairs for:

- financial aid for the education of eligible veterans' children
- pensions and benefits – including bereavement, disability, service and war widows/widowers pensions
- home loans schemes, compensation & rehabilitation services.

10. TRANSLATING SERVICES

Telephone Interpreting Service (**TIS**) is available for community use, however each hospital may access a specific service – check with staff – phone 13 14 50.

11. TRANSPORT

Access cabs has access to the subsidised taxi transport via “**Out and About**” (SATSS) – for enquiries and an application form – phone 1300 360 940.

Australian Red Cross offers subsidised transport assistance to hospital and hospital appointments, contact the agency for individual and family membership joining fees – phone 1800 246 850.

Local government schemes

Contact local councils for details of community transport available. For rural and remote transport schemes, see conclusion of Section 4.2.4 – *Discharge to rural and remote regions*.

Department of Veterans Affairs patients may be eligible for transport assistance – phone 1300 550 455.

SA Ambulance

Check ambulance cover status – ambulance transport costs incurred in the trip from hospital to home may be large and may not be covered either by the public hospital or a private health insurer – ensure family members/carers are aware and that they can take out a subscription to the SA Ambulance Service.

12. COMMUNITY CENTRES

Local community centres provide a range of medical and allied health services including counselling, dietary advice and relaxation and stress management. Check the Yellow Pages under “Primary Health Care Services”.

13. LOCAL COUNCILS in Adelaide

<p>Adelaide Hills Council 28 Onkaparinga Valley Rd, Woodside ph 8408 0400 www.ahc.sa.gov.au</p>	<p>City of West Torrens Civic Centre, Sir Donald Bradman Dr, Hilton Ph 8416 6333 www.wtcc.sa.gov.au</p>
<p>City of Campbelltown 172 Montacute Rd, Rostrevor ph 8366 9222 www.campbelltown.sa.gov.au</p>	<p>City of Burnside 401 Greenhill Rd, Tasmore ph 8366 4200 www.burnside.sa.gov.au</p>
<p>City of Adelaide 25 Pirie St, Adelaide ph 8203 7203 www.adelaidecitycouncil.com</p>	<p>City of Salisbury 12 James St, Salisbury ph 8406 8222 www.salisbury.sa.gov.au</p>
<p>City of Charles Sturt 72 Woodville Rd, Woodville ph 8408 1111 www.charlessturt.sa.gov.au</p>	<p>City of Holdfast Bay 24 Jetty Rd, Brighton ph 8229 9999 www.holdfast.sa.gov.au</p>
<p>City of Port Adelaide Enfield 163 St Vincent St, Pt Adelaide ph 8405 6600 www.portenf.sa.gov.au</p>	<p>City of Marion 245 Sturt Rd, Sturt ph 8375 6600 www.marion.sa.gov.au</p>
<p>City of Tea Tree Gully 571 Montague Rd, Modbury ph 8397 7444 www.teatreegully.sa.gov.au</p>	<p>City of Unley 181 Unley Rd, Unley ph 8372 5111 www.unley.sa.gov.au</p>
<p>City of Playford 10 Playford Blvd, Elizabeth ph 8256 0333 www.playford.sa.gov.au</p>	<p>City of Mitcham 131 Belair Rd, Mitcham ph 8372 8888 www.mitchamcouncil.sa.gov.au</p>
<p>City of Prospect 128 Prospect Rd, Prospect ph 8269 5355 www.prospect.sa.gov.au</p>	<p>Mount Barker District Council 23 Mann St, Mt Barker ph 8391 7200 www.dcmtbarker.sa.gov.au</p>
<p>City of Onkaparinga Ramsay Place, Noarlunga Centre ph 8384 0666 www.onkaparingacity.com</p>	<p>Walkerville Town Council 66 Walkerville Tce ph 8344 7711 www.walkerville.sa.gov.au</p>
<p>Town of Gawler 89 Murray St, Gawler ph 8522 9211 www.gawler.sa.gov.au</p>	

14. SENIORS INFORMATION SERVICE

Phone (08) 8232 1441 (metro area), 1800 636 368 (rural areas) or visit <http://www.seniors.asn.au/>. The Service provides the following information:

- Community Aged Care Packages fact sheet <http://www.seniors.asn.au/aged/csccp.pdf>
- List of Community Aged Care Package providers in South Australia – see site above
- Aged Rights Advocacy Service – phone (08) 8232 5377
- Behaviour Advisory Service (Aged Care) – phone (08) 8372 2100
- Commonwealth Carelink Centres <http://commcarelink.health.gov.au/>
- Independent Living Centre – phone (08) 8266 5260 or visit <http://www.ilc.asn.au/>
- Mental Health Services for Older People Country Liaison Service – visit <http://www.mhsfopcls.com/>
- Office of the Public Advocate – phone (08) 8269 7575 or visit <http://www.opa.sa.gov.au/>
- Repatriation General Hospital, Daw Park – Department of Psychiatry – phone (08) 8275 1621 or visit <http://www.rgh.sa.gov.au/>
- Commonwealth Department of Health & Ageing: Service Provider Publications – visit <http://www.ageing.health.gov.au/publicat/sppubs.htm>