

## Services for Cantonese & Mandarin Speaking People.

- Bilingual Community Worker
- Carers Group
- Social Group
- Telephone Linkage

## What are the Home and Community Care Programs (HACC)?

The HACC programs are an initiative of Ageing, Disability and Home Care (ADHC).

HACC programs are funded by the Commonwealth and State Governments.

The aim of HACC programs is to prevent inappropriate institutionalisation and to assist people remain in their homes for as long as possible.



## Who can receive these services?

Anyone who lives in their own home in the area and is:

- 65 years and over
- a carer
- a younger person with a disability

You can request the services yourself, or alternatively referrals can be made by family members, friends, neighbours, doctors, or social workers. You are welcome to use the services for as long as it meets your needs

### MISSION STATEMENT

Christian Community Aid strengthens the life of the people in the communities it serves through effective and relevant programs based on its Christian heritage of reaching out to all who are in need.

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CHRISTIAN COMMUNITY AID

*Serving the Community*

## Aged Care Services



**EASTWOOD, RYDE & EPPING  
AREAS**

## About Our Services

Aged Care Services come under the Home and Community Care Programs (HACC). Aged Care Services at CCA are holistic, individual, professional, sensitive and timely, so that needs are met and people are assisted to stay in their own homes for as long as possible.

## Information, Assessment and Referral

Clients are visited in their home where they receive an assessment of their needs, information to make informed decisions and appropriate referrals to other services.

## Grief & Loss Counselling

Grief & Loss Counselling is provided in a safe and supportive environment. Grief is a normal response to change. It is a process of "meaning reconstruction". Staff are available to those who are dealing with change, loss and grief. They try to help understand it and find some meaning and sense in it.

## Support and Monitoring

Caseworkers monitor the physical health, emotional wellbeing and family life of clients and offer support services as appropriate.

## Information for Carers

Support, resources, options and information are available for people who are caring for others at home, including strategies for coping, appropriate referrals and assistance.

## Advocacy

Advocacy means acting on someone's behalf. An advocate "stands beside" a client. A client may wish to have a caseworker act as their advocate when negotiating with another agency or service.

**The services listed above are free.**

## Medical Transport

Door to door transport is available for medical and other appointments. Bookings are essential and wherever possible, appointments need to be made with local doctors (cost involved).

## Special Needs Transport

We can also provide transport for other purposes such as visiting loved ones in nursing homes or attending appointments (cost involved).

## SOCIAL SUPPORT – One to One

Assistance provided by a companion (paid worker or volunteer) either within the home environment or while accessing community services. This assistance is primarily directed towards meeting the need for social contact and/or supporting participation in community life. Social Support includes friendly visiting. This may encompass keeping the person company, helping them with paperwork, taking them shopping, banking or accompanying to appointments.

## TELEPHONE LINKAGE

Provides a supportive service to older people living in their own homes through regular phone call. Phone calls to people who live alone and are disabled, isolated, frail or medically at risk are organized by the coordinator. The calls are made at times/days that are mutually agreed and provide a reassuring link to the wider community.

## OUTINGS

A variety of outings and social groups are available to members of the community. Additionally, there are specific outings for the Indian and Chinese communities (cost involved).

## JACARANDA ROOM

A monthly event where clients participate in a variety of recreational activities and social interaction. Morning tea and lunch are available (cost involved).