



Name of Service	AGED CARE ASSESSMENT TEAM (ACAT)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postal Code	2228
Work Phone	(02) 9540 7540 or (02) 9540 7175
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Sutherland ACAT is a multidisciplinary team of health professionals, who comprehensively assess the care and support needs of frail older people and facilitate access to available care services appropriate to their long term care needs. ACATs role includes determining eligibility for some Commonwealth subsidised aged care services, including Residential Aged Care, Community Aged Care Packages (CACPs) and Flexible Care i.e. Extended Aged Care at Home (EACH) and Transitional Care. The ACAT Social Workers provide consultation and intervention re complex issues such as dementia care, suspected cases of abuse of older persons, guardianship and financial management issues.</p> <p>The Aged Care Information and Liaison Service (ACILS) operates within the Sutherland ACAT. This service maintains a central waiting list of Sutherland Shire residents assessed as needing High level Residential Aged Care, urgent Low Level Care or CACPs and EACH packages of care. ACILS also provides access to up to date information on the Residential Aged Care Facilities to prospective residents, carers and health professionals.</p>
Who to refer?	<ol style="list-style-type: none">1. A frail older person who wants to remain at home with support or who is considering living in a Residential Aged Care Facility.2. A person requiring dementia specific services.3. Younger people with disabilities are eligible for assessment for aged care services in some circumstances
How to refer?	<ol style="list-style-type: none">1. Phone or2. Fax a Southcare referral form
Referral criteria	<ol style="list-style-type: none">1. Residents of the Sutherland Shire (or residing with)2. Frail older persons requiring assistance3. People with dementia requiring assistance4. Younger people with disabilities eligible for ACAT assessment
Is there a waiting list?	Yes
Waiting list details	Urgent referrals are seen within 48 hours. There is a waiting list for non urgent referrals. All referrals are prioritised according to risk / need.
Hours/days of operation	Monday to Friday 8.00am – 4:30pm
Approx costs?	Nil



Name of Service	AGED CARE SERVICES EMERGENCY TEAM (ASET)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	Mob 0434329809 Office 95407963
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>ASET provides a multidisciplinary consult service for patients 70 years and older who present to Emergency Department. ASET work collaboratively with ED Staff to achieve optimal care and management of the elderly patient.</p> <p>ASET assess and identify complex issues, advocate for patients and their carers, refer and facilitate access to other relevant services if medically cleared from the ED. ASET can provide a follow up home visit if required and refer to home support services.</p>
Who to refer?	A patient who is being sent to the Emergency Department, over 70 years of age and has an exacerbation of a chronic heart or lung disease, geriatric syndrome or decreased mobility. This person may be from a residential aged care facility (hostel or self care) or receives community support services to live at home but presents with an acute medical problem. They might be eligible for discharge with an increase in community services.
How to refer?	Phone the Team member 0434329809 and give details of person to be referred to ASET once they have been sent to the Emergency Department at Sutherland Hospital.
Referral criteria	<p>Persons over 70 years of age who present to the Sutherland Hospital Emergency Department with one of the following:</p> <ol style="list-style-type: none">1. Exacerbation of chronic cardiac or respiratory disease2. Geriatric syndrome, fall or fracture, decreased mobility and confusion3. Acute medical problem with a background of geriatric syndrome, or living in an aged care facility or with community support in place
Is there a waiting list?	No
Waiting list details	Not applicable
Hours/days of operation	Monday to Friday 8am - 5.30pm weekends 8-4.30 pm
Approx costs?	Nil

Name of Service **CLINICAL NURSE CONSULTANT, AGED & EXTENDED CARE****Address** Mail Box 10, The Sutherland Hospital, 430 The Kingsway**City** Caringbah**State** NSW**Postcode** 2229**Work Phone** (02) 9540 7898 or (02) 9540 7111 Page 862**Fax Number (Referrals)** (02) 9540 7710**Description of Service** Provision of comprehensive nursing assessment, care planning, behavioural management strategies and referral for older persons with multi-dimensional functional and psychosocial needs.

Assisting in the planning and implementation of aged care related education programs for hospital and community staff.

Patient and carer education and/or support, particularly in relation to patients newly diagnosed with a dementing illness or needing residential placement.

Liaison between hospital staff, community services, residential facilities and carers regarding the care needs of older person with complex functional and psychosocial needs.

Who to refer? Patients displaying difficult behaviours e.g. wandering, agitation and aggression that may be related to a dementing illness or a delirium.

Patients admitted with specific health problems with potential risks in their ongoing well being in the inpatient setting e.g. a patient admitted for a surgical procedure who has Parkinson's Disease, a dementing illness and who may be at risk of delirium

Patients admitted from residential facilities or receiving complex care from a community service. CNC can assist in liaising re: care management strategies whilst in hospital and planning for the patient's discharge.

Patients in the inpatient setting, where difficult behaviours displayed by family members may be complicating ongoing care management of the patient, where nursing and allied health staff may require CNC support.

Consultation of older patients who may not be under the care of the Aged Care Team, with the purpose of being able to make an appropriate referral to the Aged Care Teams if required

How to refer? Phone the CNC on 9540 7898 or 9540 7111 Page 862.**Referral criteria** Persons that require complex nursing care, to meet their multi-dimensional, functional and psychosocial needs, being:-

- Persons over the age of 65
- Persons who may be younger than the age of 65, that exhibit signs of Young Onset Dementia and associated behaviours
- Indigenous persons who either over the age of 45, or who exhibit sign of Young Onset Dementia

The CNC is happy to examine other cases as presented, to determine whether their needs can be met by this service, or whether it requires other specialist teams to be involved

Is there a waiting list? No**Waiting list details** Not applicable**Hours/days of operation** Monday to Friday 0830 to 1700hrs**Approx costs?** Nil



Name of Service	COMBINED CARING CENTRES OF SUTHERLAND SHIRE
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9525 6400
Fax Number	(02) 9540 7835
Description of Service	There are 20 Caring Centres in the Sutherland Shire, all run by volunteers, which provide a social outlet, at least one day a week, for people who, because of frailty, age, isolation or disability are unable to participate in other programmes provided by the community. Door to door transport is provided. Programmes vary and can include outings, entertainment, indoor bowls, cards, snooker, gentle exercise, craft etc.
Who to refer?	A resident of the Sutherland Shire who is self caring.
How to refer?	1. Phone 9525-6400 or 2. Fax a Southcare referral form 95407869
Referral criteria	A resident of the Sutherland Shire (or residing with) who is aged, frail, disabled or isolated and requires socialisation. <u>Exclusion criteria:</u> Nursing Home Residents.
Is there a waiting list?	No
Hours/days of operation	Monday to Friday 10am - 2pm
Approx costs?	Cost varies from centre to centre. Approx \$5 and a small cost for transport, if required.



Name of Service	COMMUNITY LIAISON PHARMACIST
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540 Direct No (02) 9540 7178
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Community Liaison Pharmacist provides:</p> <ol style="list-style-type: none">1. Assessment of client's or their carers ability to handle and administer medication2. Education for clients and their carers about medication and the importance of compliance3. Assistance for clients who are taking multiple medications or who have a difficult regime to follow4. Follow-up post discharge from hospital to ensure continuity of medication. This includes: medications, BSL, BP& INR checks.5. Liaison with relevant professionals to ensure continuity of medication6. Liaison with relevant professionals to ensure that the client complies and understands their medication regimen
Who to refer?	Older or younger Shire residents with a disability, who are living at home and having difficulty managing their medication.
How to refer?	<ol style="list-style-type: none">1. Phone 95407540 or <ol style="list-style-type: none">2. Fax a Southcare referral form to 95407869
Referral criteria	<p>A resident of the Sutherland Shire (or residing with) who is:</p> <ol style="list-style-type: none">1. Elderly or younger persons living at home2. Having problems with polypharmacy, compliance issues, complicated directions for medications e.g. reducing doses of steroids, newly commenced on Warfarin3. Hospital admissions due to medication-related episodes e.g. falls4. Drug interactions
Is there a waiting list?	Yes
Waiting list details	All referrals are prioritised and allocated according to need. Urgent referrals are seen within 24 - 48 hours. Non urgent referrals are seen within 10 to 14 days.
Hours/days of operation	Monday to Friday 7.30am to 4.00pm
Approx costs?	Nil



Name of Service	COMMUNITY OPTIONS (SUTHERLAND CASE MANAGEMENT SERVICES)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9525 6133
Fax Number	(02) 9540 7835
Description of Service	Provides case management for complex cases.
Who to refer?	A carer or a resident of the Sutherland Shire with a functional disability who has complex needs and requires a variety of services to remain safely in their own home.
How to refer?	1. Phone 95256133 or 2. Fax a Southcare referral form 95407869
Referral criteria	1. Residents of the Sutherland Shire (or residing with) 2. Has a disability and/or frailty 3. Needs a variety of support services to remain living in their home 4. Unable to obtain the service that is needed 5. Is a carer of a person with a disability 6. Has complex care needs that requires case management
Is there a waiting list?	No
Waiting list details	
Hours/days of operation	Monday to Friday 8:00am to 4.30pm
Approx costs?	The cost is individually negotiated with the Case Manager.



Name of Service	COMPACKS (SUTHERLAND CASE MANAGEMENT SERVICES SERVICES)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9525 6133
Fax Number	(02) 9540 7835
Description of Service	Provides 6 weeks case management and service provision for patients being discharged from hospital.
Who to refer?	Hospital Social Workers, Nursing Unit Managers and Clinical Care Coordinators.
How to refer?	1. Phone (first) to check availability of packages 2. Then Fax the CIARR to 9540 7835
Referral criteria	1. Residents of the Sutherland Shire (or residing with) 2. Needing two or more service types 3. Is a patient in a participating hospital Requires a Compacks to facilitate discharge
Is there a waiting list?	No
Hours/days of operation	Monday to Friday 8:00am to 4:30pm
Approx costs?	Nil.



Name of Service	CONTINENCE SERVICE
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7540 or (02) 9540 7175
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Continence Service is offered to all residents (any age including children) in the Sutherland Shire. The service is divided into 2 areas:</p> <ol style="list-style-type: none">1. Catheter care - includes catheter education, catheter changes, trial of voids and checking of residuals with a bladder scanner.2. Continence - includes assessment and management of a client that has continence issues, education in management and/or the most appropriate products.3. There is the availability of clinics and home visits
Who to refer?	A resident of the Sutherland Shire with a continence or catheter problem.
How to refer?	<ol style="list-style-type: none">1. Phone or <ol style="list-style-type: none">2. Fax a Southcare referral form
Referral criteria	Residents of the Sutherland Shire (or residing with) who have a continence or catheter problem.
Is there a waiting list?	Yes
Waiting list details	Catheter referrals are contacted within 48 hours of a referral being received. Other referrals are categorised and seen on priority waiting list. There is always a waiting list which can be up to 3 months.
Hours/days of operation	Monday to Friday 8.00am to 4:30pm
Approx costs?	Nil



Name of Service	THE COTTAGE – (DEMENTIA DAY CARE) This is a HACC funded program auspiced by Southcare
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 OR (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	The Cottage is a day care centre for people with a diagnosed dementing illness. It provides social activities in a secure group environment and regular respite for the carer/family. Potential clients are assessed by the Coordinator at home to determine if the centre can meet their needs. Transport to and from the centre is available. The centre has the capacity of 15 clients per day. The Cottage staff consist of a Registered Nurse Coordinator, Assistant in Nursing, Diversional Therapist and a Bus Driver/General Assistant. The Cottage is located at the back of the Southcare building on the Sutherland Hospital campus.
Who to refer?	A resident of the Sutherland Shire with a dementing illness who is socially isolated and/or whose carer requires regular day respite.
How to refer?	1. Phone or 2. Fax a Southcare referral form
Referral criteria	Residents of the Sutherland Shire (or residing with) living in their own home (excludes residential care and group homes) with a diagnosed dementing illness who require ongoing support to live at home.
Is there a waiting list?	Yes
Waiting list details	The Coordinator will phone the client/carers to advise.
Hours/days of operation	Monday to Friday 8.30am to 4.30pm
Approx costs?	Donation of \$15 per day (or as per the activities program) which includes transport to and from the centre, morning tea, lunch and centre based activities.

Name of Service	DEMENTIA ADVISORY SERVICE
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9531 1928
Fax Number	(02) 9531 2302
Description of Service	The Dementia Advisory Service is a consultative service under the auspice of Alzheimer's Australia NSW with the aim to assist General Practitioners and Services in the Sutherland Shire to minimise the challenges faced by people living with dementia. Increasing community awareness about dementia, informing people of the advantages of early intervention and providing easy access to resources are key elements towards maximising the health and well-being of people living with dementia. The service aims to provide information about Alzheimer's disease and other dementias, access to education and training, counselling, books and videos, and support programs such as Alzheimer's Australia's "Living with Memory Loss Program".
Who to refer?	A carer or a resident of the Sutherland Shire living with dementia.
How to refer?	Phone
Referral criteria	Residents and/or carers of the Sutherland Shire and St George communities (or residing with) that are living with dementia.
Is there a waiting list?	No
Waiting list details	Not applicable
Hours/days of operation	Monday to Friday 9am to 5pm
Approx costs?	Nil



Name of Service	DIETETICS
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7540 or (02) 9540 7175
Fax Number (Referrals)	(02) 9540 7869
Description of Service	The Dietetics service provides a home visiting service for housebound elderly and disabled residents of the Sutherland Shire. Dietitians provide nutritional assessment, education and counselling to clients with nutrition related conditions. This can involve the development and monitoring of nutrition care plans for individuals as well as conducting group education sessions to meet the needs of outpatients.
Who to refer?	Housebound residents of the Sutherland Shire requiring Dietetic services.
How to refer?	<ol style="list-style-type: none">1. Phone OR <ol style="list-style-type: none">2. Fax an Access and Referral Intake Form
Referral criteria	<ol style="list-style-type: none">1. Client must be housebound or unable to access other Dietetics services due to physical or mental health reasons2. Client is able to understand and actively participate in a self management program (or has a carer who is able to do so)3. Client is aware of the referral and agreeable to Dietetic intervention4. Clients with a swallowing problem should be seen by a Speech Pathologist before being referred to the Dietitian
Is there a waiting list?	Yes
Waiting list details	Referral priorities exist and all referrals will be prioritised according to clinical need.
Hours/days of operation	Monday – Friday 8.00am – 4.30pm
Approx costs?	Nil



Name of Service	EQUIPMENT LENDING POOL
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7909
Fax Number	(02) 9540 7912
Description of Service	<p>The Equipment Lending Pool hires equipment to residents of the Sutherland Shire who have been hospital in-patients or clients of a community health service, especially Sutherland Hospital and Community Health Service. This is to enable the client to return and remain at home, as independently and safely as possible.</p> <p>The Equipment Lending Pool was established to complement the services of health care professionals. The role of the Equipment Lending Pool is to provide the necessary mobility, self care and rehabilitation equipment to eligible people. The requirement for the equipment to be hired is based on assessment by health professionals.</p>
Who to refer?	A resident of the Sutherland Shire who has been a hospital in-patient or a client of a community health service that has been assessed by an Occupational Therapist, Physiotherapist or Nurse as requiring equipment.
How to refer?	Phone the Equipment Officer. A Hire Agreement form will need to be completed to establish eligibility for the service.
Referral criteria	<ol style="list-style-type: none">1. Residents of the Sutherland Shire2. Assessed by an Occupational Therapist, Physiotherapist or Nurse for the prescription and instruction in the correct use of the equipment. <p><u>Exclusion criteria:</u></p> <ol style="list-style-type: none">1. Clients eligible for the prescription of Aids for disabled People (PADP).2. Insurance or WorkCover clients3. People who are being discharged to or who are residing in high level residential care facilities (Nursing Homes)4. People who are being discharged to or who reside outside the Sutherland Shire.
Is there a waiting list?	No
Waiting list details	There may be a delay on some expensive items such as electric hoists, or on equipment that is in high demand, like walking frames or orthopaedic chairs.
Hours/days of operation	Monday to Friday 8.30am to 10.30am and 2pm to 4pm
Approx costs?	Standard equipment for a pensioner is \$30 and \$50 for a non-pensioner. Special equipment, like hoists, orthopaedic chairs, Roho products, Alpha excel mattress overlays, water chairs and electric wheel chairs or scooters are an extra \$30 for pensioners and \$50 for non-pensioners per month.



Name of Service	GENERALIST COMMUNITY NURSES
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Generalist Community Nursing Team consists of Registered and Enrolled Nurses who provide the following nursing care to people living and working in the Sutherland Shire.</p> <p>The Generalist Community Nurses provides:</p> <ol style="list-style-type: none">1. General Home Assessments - this often results in the introduction of support services and referral to other health care professionals. The service has a multidisciplinary approach, which ensures holistic care.2. Administration of medication and injections - this includes the administration of IV antibiotics.3. Wound management - acute and chronic wounds are monitored using digital imaging and Medical Officers are informed of the client's progress.4. Palliative care in conjunction with the Calvary Community team - this is dependent on individual wishes.5. Personal care - this is provided to those with an unstable health status. Clients who have a stable health status and require ongoing assistance will be referred to another agency.6. Education and support to clients and carers.
Who to refer?	A resident of the Sutherland Shire needing community nursing services.
How to refer?	<ol style="list-style-type: none">1. Phoneor2. Fax a Southcare referral form
Referral criteria	Residents of the Sutherland Shire (or residing with).
Is there a waiting list?	No
Waiting list details	Not applicable
Hours/days of operation	Monday to Sunday 8am to 8pm
Approx costs?	Nil



Name of Service	GERIATRICIAN
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7109
Fax Number	(02) 9540 7870
Description of Service	The Geriatrician service provides: <ol style="list-style-type: none">1. Medical consultation and management2. Psychogeriatric consultation and management
Who to refer?	Referred by a medical officer.
How to refer?	<ol style="list-style-type: none">1. Phone or <ol style="list-style-type: none">2. Fax a letter of referral (must indicate if urgent)
Referral criteria	<p>A person with aged care issues requiring a medical or Psychogeriatric consult.</p> <p>A referral letter from a medical officer must accompany the person and include the following:</p> <ol style="list-style-type: none">1. Nominate the specific geriatrician2. Name, address, date of birth of patient, Medicare and/or DVA number, country of birth and if an interpreter is required3. Reason for referral4. Relevant medical history5. Current medications6. Recent pathology or x-ray results <p><u>Exclusion criteria:</u> People requiring social or functional assessment without the need for a medical Psychogeriatric or general aged care assessment should be referred to Southcare indicating service/s required.</p>
Is there a waiting list?	Yes
Waiting list details	1-3 month waiting list however urgent or semi-urgent patients will be seen earlier.
Hours/days of operation	Monday to Friday 8.30am to 5pm
Approx costs?	Medicare bulk bill. Report is bulk bill.



Name of Service	HYDROTHERAPY
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	Hydrotherapy is used as a physiotherapy treatment technique. The aim of the Hydrotherapy is to improve the functioning of people who are recovering from surgery, an acute illness or who have a disability. It is also used to maintain an optimal level of function for those with a chronic and/or deteriorating condition.
Who to refer?	A resident of the Sutherland Shire who has been referred by a medical officer.
How to refer?	1. Phone (02) 9540 7956 or 2. Fax a Southcare referral form
Referral criteria	A person who: 1. Is a resident of the Sutherland Shire (or residing with) 2. Is a pension card holder (Aged / Disability) 3. Has a medical referral 4. Is able to manage steps 5. Is independent in activities of daily living or have the assistance of a carer. <u>Exclusion criteria:</u> 1. People living in a nursing home 2. Third party or insurance clients
Is there a waiting list?	Yes
Waiting list details	As there is a large demand for Hydrotherapy, clients are prioritised on need. Those clients requiring hydrotherapy on an ongoing basis to maintain their level of function will be placed on a six weekly rotating roster. This involves attending hydrotherapy for five weeks and then having five weeks break before returning for five weeks.
Hours/days of operation	Monday, Wednesday and Thursday -1 group
Approx costs?	Pool entry - \$3.50. Bus transport \$4 if needed



Name of Service	MOBILITY CLINIC
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	The Mobility Clinic aims to encourage and provide the opportunity for clients, who have experienced a recent decline in their mobility and have the potential to improve, by having their gait analysed and being taught skills to help them with their mobility e.g. exercises for strength, flexibility and balance; practice getting up from the floor and visits to shopping centres for retraining and confidence in mobility in the community i.e. stairs, lifts and escalators.
Who to refer?	A resident of the Sutherland Shire who has been referred by a medical officer. People who meet the following criteria CANNOT be referred: <ol style="list-style-type: none">1. Profoundly deaf2. Blind3. Severe chronic illness e.g. COPD4. Severe or unmanaged incontinence
How to refer?	<ol style="list-style-type: none">1. Phone (02) 9540 7956 or <ol style="list-style-type: none">2. Fax a Southcare referral form
Referral criteria	A person that: <ol style="list-style-type: none">1. Is a resident of the Sutherland Shire (or residing with)2. Has a medical referral3. Has the potential to mobilise4. Has the ability to follow instructions5. Has the potential for muscular-skeletal improvement6. Is motivated to continue an exercise regime at home7. Has a goal of participating in outside activity e.g. Bowls <p><u>Exclusion criteria:</u></p> <ol style="list-style-type: none">1. Profoundly deaf2. Blind
Is there a waiting list?	Yes
Waiting list details	Priority is given to clients with a recent history of falls.
Hours/days of operation	Thursday - 1 group and Friday - 2 groups
Approx costs?	Bus transport \$4 if needed



Name of Service	OCCUPATIONAL THERAPY
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 95407540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	Occupational Therapists provide services for the aged and younger disabled population in the Sutherland Shire with the aim of optimising function and maintaining the client in their home. This involves the assessment of the client in the home, prescription of equipment and home modifications and referral to community and other Southcare services.
Who to refer?	A resident of the Sutherland Shire needing occupational therapy services.
How to refer?	1. Phone or 2. Fax a Southcare referral form
Referral criteria	A resident of the Sutherland Shire (or residing with). Inclusion Criteria: <ol style="list-style-type: none">1. Clients who are 18 years of age and over who have a physical disability and who have the potential to remain in their own home. Exclusion Criteria: <ol style="list-style-type: none">1. People living in a Nursing Home2. Third party insurance clients Referrals need to include information on how the client's day to day function is affected by their disability e.g. falls (frequency and history), safety issues, ability of the carer to cope and difficulty with activities of daily living.
Is there a waiting list?	Yes
Waiting list details	All referrals are prioritised and allocated according to their functional need. Urgent referrals are usually seen within 2 weeks.
Hours/days of operation	Monday to Friday 8.00am to 4.30pm



Name of Service	PHYSIOTHERAPY
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Physiotherapy Service provides a home visiting service for housebound elderly and disabled residents of the Sutherland Shire. Physiotherapy treatment is provided for:</p> <ol style="list-style-type: none">1. Chest therapy2. Rehabilitation after a recent hip, knee or shoulder operation3. Recent injury/pain4. Mobility problems and assess for walking aids5. Assess for TENS6. Assess for exercise program7. Exacerbation of existing condition8. Hydrotherapy and Mobility groups
Who to refer?	A resident of the Sutherland Shire needing physiotherapy services.
How to refer?	<ol style="list-style-type: none">1. Phone or <ol style="list-style-type: none">2. Fax a Southcare referral form
Referral criteria	<p>A person that is a resident of the Sutherland Shire (or residing with) who:</p> <ol style="list-style-type: none">1. Is a pension card holder (Aged / Disability)2. Is housebound to receive home visits3. Has a medical referral <p><u>Exclusion criteria:</u></p> <ol style="list-style-type: none">1. People living in a nursing home2. Third party or insurance clients
Is there a waiting list?	Yes
Waiting list details	All referrals are prioritised and allocated according to need.
Hours/days of operation	Monday to Friday 8.30am to 5pm
Approx costs?	Hydrotherapy \$3.50 pool entry. Bus transport \$4 if needed



Name of Service	PODIATRY
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02)
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Podiatry Service provides assessment and education. Treatment may be given while foot problems are active.</p> <p>The Podiatry Service is provided in a clinic or by home visits for frail elderly or disabled people who are housebound.</p>
Who to refer?	A resident of the Sutherland Shire needing podiatry services.
How to refer?	<ol style="list-style-type: none">1. Complete a Southcare Podiatry referral form - this must be completed by the client and their GP2. Fax or post the Podiatry referral form back to Southcare <p>The podiatrist will ring the client to advise them if they are eligible and if so when their first appointment will be.</p>
Referral criteria	<p>A resident of the Sutherland Shire (or residing with) who is:</p> <ol style="list-style-type: none">1. Receiving the aged pension, disability support or veteran Affairs pension without podiatry entitlement2. At high risk of foot complications that meet the following medical criteria:<ul style="list-style-type: none">* Peripheral vascular disease (PVD) or peripheral neuropathy (PN) with active problems such as infection, ischaemia, fissures or interdigital maceration* Previous foot ulcers* Previous amputation* PVD without active foot problem* PN without active foot problem* High risk of serious problems, such as ulcers, for other reasons <p>Clients who are diabetic, not housebound and have foot ulcers should be referred to the Diabetes Education Centre High Risk Foot Clinic.</p> <p><u>Exclusion criteria:</u> People living in residential aged care facilities are not eligible for home visits</p>
Is there a waiting list?	Yes
Waiting list details	People at risk of developing serious foot problems are given priority according to the Podiatrists assessment criteria.
Hours/days of operation	Monday to Friday 8.30am to 5pm
Approx costs?	Nil



Name of Service	THE RETREAT - (FRAIL AGED DAY CARE) This is a HACC funded program auspiced by Southcare
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7540
Fax Number (Referrals)	(02) 9540 7869
Description of Service	The Retreat is a day care centre for frail or disabled aged people requiring more assistance than can be provided by volunteer run Caring Centres. The centre provides social activities in a group environment and regular respite for the carer. Potential clients are assessed by the Coordinator at home to determine if the centre can meet their needs. Transport (bus has wheelchair hoist) to and from the centre is available. The centre has the capacity of 12 clients per day. The Retreat staff consist of a Registered Nurse Coordinator, Assistant in Nursing, Diversional Therapist and a Bus Driver/General Assistant. The Retreat is located at the back of the Southcare building on the Sutherland Hospital campus.
Who to refer?	A resident of the Sutherland Shire who is elderly and frail or disabled with high care needs, who would benefit from group socialisation.
How to refer?	1. Phone or 2. Fax a Southcare referral form
Referral criteria	Residents of the Sutherland Shire (or residing with) living in their own home (excludes residential care and group homes) who are frail or disabled and require ongoing support to live at home.
Is there a waiting list?	Yes
Waiting list details	The Coordinator will phone the client/carers to advise.
Hours/days of operation	Monday to Friday 8.30am to 4.30pm
Approx costs?	Donation of \$15 per day (or as per the activities program) which includes transport to and from the centre, morning tea, lunch and centre based activities.



Name of Service	SOCIAL WORK
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7175 or (02) 9540 7956
Fax Number (Referrals)	(02) 9540 7869
Description of Service	<p>The Social Work Service provides assessment and intervention for aged clients and disabled clients, who are residents of the Sutherland Shire. The Social Workers provide experienced consultation and intervention in relation to the following client and carer issues:</p> <ol style="list-style-type: none">1. Complex issues in dementia care2. Suspected cases of abuse of older persons3. Guardianship and financial management issues4. Counselling and/or further referral about personal issues concerning older persons or younger people with chronic illness and their carers5. Complex care planning and advocacy6. Intervention as appropriate for complex residential placement and accommodation needs
Who to refer?	A resident of the Sutherland Shire needing social work services.
How to refer?	<ol style="list-style-type: none">1. Phone or <ol style="list-style-type: none">2. Fax a Southcare referral form
Referral criteria	<p>A resident of the Sutherland Shire (or residing with) who are aged or disabled (younger clients accepted with a severe or chronic disability) who have/require:</p> <ol style="list-style-type: none">1. Complex issues in dementia care2. Suspected cases of abuse of older persons3. Guardianship and financial management issues4. Counselling and/or further referral about personal issues concerning older persons or younger people with chronic illness and their carers5. Complex care planning and advocacy6. Intervention as appropriate for complex residential placement and accommodation needs <p><u>Exclusion criteria:</u> People whose primary concern relates to mental health issues, alcohol and other drugs issues and developmental disability.</p>
Is there a waiting list?	Yes
Waiting list details	All referrals are prioritised and allocated according to need.
Hours/days of operation	Monday to Friday 8.30am to 5pm
Approx costs?	Nil



Name of Service	SUTHERLAND HEART AND LUNG TEAM (SHALT)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7047
Fax Number(Referrals)	(02) 9540 7869
Description of Service	<p>The Sutherland Heart and Lung team is a community based team to coordinate care for people with congestive cardiac failure or chronic heart disease and/or chronic respiratory disease who live in the Sutherland Shire. A specialist nurse assesses the person and then a multidisciplinary management plan is created. Home monitoring and education for self management of their problem is provided. Monitoring during (trial) of Medication – such as Beta blockers, ACE inhibitors and diuretics, can be negotiated. Assessment can also be given for a supervised exercise program that can take place in their home or the hospital gym.</p>
Who to refer?	<p>A person who has a chronic heart or lung condition who is at risk of presentation to hospital and:</p> <ol style="list-style-type: none">1. Is a resident of the Sutherland Shire (or residing with)2. Does not live in a nursing home
How to refer?	Fax a Southcare referral form
Referral criteria	<p>A person who has a chronic heart or lung condition who is a risk of presentation to hospital and:</p> <ol style="list-style-type: none">1. Is a resident of the Sutherland Shire (or residing with)2. Does NOT live in a nursing home
Is there a waiting list?	Yes
Waiting list details	Urgent referrals are seen within 48 - 72 hours. Non urgent referrals are seen within 2 to 3 weeks. Priority is given to people referred by the hospital or who are at risk of admission of hospital.
Hours/days of operation	Monday to Friday 8am to 5pm
Approx costs?	No charge for home monitoring. Bus transport to the gym has a suggested donation of \$4 per trip.



Name of Service	TRANSITIONAL AGED CARE TEAM SOUTHCARE (TACTS)
Address	126 Kareena Road
City	MIRANDA
State	NSW
Postcode	2228
Work Phone	(02) 9540 7540
Fax Number(Referrals)	(02) 9540 7869
Description of Service	<p>The Transitional Aged Care Team provides short-term intervention (up to 12 weeks) for older persons requiring slow stream therapy and / or another service following discharge from a hospital stay.</p> <p>The program is designed to reduce the need for Long-Term Residential Care or hospital for frail, older people with a chronic condition and to enable participants to appropriately enter Residential Care.</p> <p>Transitional Care will provide greater opportunities and resources for the older person to improve their physical functioning and mobility and to regain and maintain their daily living skills.</p>
Who to refer?	Hospital In-patients who are returning to their home and require the opportunity to improve physical functioning and mobility in order to regain daily living skills.
How to refer?	Social Worker or CCC on Ward faxes referral to Southcare.
Referral criteria	A person who is in hospital at the time of referral, but is medically stable and is ready to be discharged, with an ACAT referral for an ACCR for Transitional Care approval.
Is there a waiting list?	No
Waiting list details	N/A
Hours/days of operation	8.30 am to 4.30 pm – Monday to Friday.
Approx costs?	\$35.00 per week.