

HALO & WINGS

Edition 3, April 2012

A production of Archangel Gabriel Consultancy Pty Ltd (Archangel)

Welcome to the third edition of *Halo & Wings*. Easter Holy week is a busy time. With many religious ceremonies to attend, resources can be challenged. There may be a time when someone requires support with a health care issue or maybe an advocate in dealing with medical staff, if someone is in hospital. Archangel is available throughout the holy season to assist, as needed. It is as simple as a phone call to Archangel to determine if you require any assistance.



As *Halo & Wings* can cover many topics, if you would like information on any health issues in particular or if you would like to contribute to future editions, please contact Gabrielle Charlesworth; contact details are on page 2.

Community Services – how to get connected

Community services can feel like a maze at times. The challenge is knowing the appropriate service to contact and deciphering the acronyms:

What does each acronym represent?
How can each service help?

In this edition, Archangel discusses various community services available to support a person in their day-to-day activities and/or ageing in place.

Archangel can assist with determining the appropriate service that may be required and organise the introduction of that service.

Archangel understands the confusion that comes from navigating the community services system. This edition offers some tips to make navigation easier.

Archangel is happy to do a complimentary presentation about this information to the Leadership Team and/or the members of your Diocese/Congregation.

Aged Care Assessment Team (ACAT)

www.agedcareaustralia.gov.au

ACAT is provided by the government to provide services for people who require assistance with at least three tasks for their day-to-day living.

Any one who is concerned about a person may make a referral to ACAT. If unsure, contact the person's GP or call Archangel for assistance. An assessment will be attended in the following one to six months. Services are implemented from four to 12 months.

The assessment is fee free, however the services recommended by ACAT carry a nominal fee. The government supplements the cost of services.

Once an assessment has been conducted, there are different packages that are provided for different levels of support required. ACAT also links the person of concern with community services in their area.

Community Aged Care Package (CACP)

A CACP is provided when a person requires support with at least three tasks to assist them to continue living at home as long as possible. The tasks can be: transport; shopping; cooking; personal care; socialising; appointments; medical; and otherwise eg hairdresser.

Extended Aged Care at Home (EACH)

An EACH package is provided when the needs of a person become more complex; this package includes CACP plus medical care. This package is to assist someone, with multiple complex needs, to continue living at home. If more time is required, the government recommends permanent residential care.

Extended Aged Care at Home Dementia (EACHD)

An EACHD package is the same as an EACH package while considering a person with dementia.

Aged Care Facility

The ACAT assessment also allows for the approval of respite and permanent low and high care accommodation. This form is known as a '3020' and without this form a facility is unable to accept the individual applying for a place in a facility.

Home and Community Care Program (HACC)

Any one who is concerned about a person may make a referral to HACC. If unsure, contact the person's GP or call Archangel for assistance.

HACC can be provided where assistance with one task is required. The service can be for housework, transport, food services, personal care, respite or home maintenance.

Application for HACC includes an assessment, which is not as extensive as an ACAT assessment. The assessment can happen quickly. The waiting list is not as long as it is with ACAT. HACC services can be implemented while a person is waiting for an ACAT assessment and/or services from ACAT to commence.

The set-up of some services can occur immediately while other services may be set-up within the month.

Other Community Services

There are many other services available that are government run, government funded, voluntary and rely on donations.

Examples of these are Diabetes Australia, Alzheimer's Australia, Vision Australia, and Hearing Australia.

Most suburbs offer community transport to assist people with appointments, shopping etc. These are usually done by volunteers and hence can offer a service up to twice a week.

The National Respite for Carers Program allows respite for carers. This is a service that offers emergency respite and can be organised quickly if needed.

The National Public Toilet Map, gives the locations of all the public toilets in Australia, and can be found on the Continence Foundation of Australia website.

Links to these sites can be found on the *Health Links* page of Archangel's website at www.archangelgabriel.net.au

Archangel's Special Offer

Is your Diocese/Congregation getting the best support from community services?

Are you concerned about a

Diocesan/Congregational Member's health?

Are there general health issues you would like to discuss?

Is there someone in hospital and you need advice navigating the hospital system, or an advocate?

All that is needed to discuss your Diocese/Congregation's health concerns is a 30 minute conversation, obligation free. Maybe your questions can be answered over the phone.

Archangel will recommend the appropriate services that will best support your health needs.

Please call Gabrielle Charlesworth on 0413 409 585 to answer any queries or see below for contact details.

Archangel wishes you
and
your families



a renewed and holy
Easter.

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