



Supporting carers and people with dementia  
to use respite in the Illawarra Shoalhaven

[www.rethinkrespite.com](http://www.rethinkrespite.com)



## Illawarra and Shoalhaven Respite Services Directory

Compiled January 2016



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# **ReThink Respite Directory**

## **For the Illawarra Shoalhaven Region, NSW, Australia**

### **Disclaimer**

This directory has been designed as an aid to assist carers of people with dementia to access respite services in the Illawarra Shoalhaven, NSW. The directory has been compiled referencing the My Aged Care and HS Net online service directories, as well as the Illawarra Region Dementia Manual (produced September 2014). The focus of the directory is on respite services funded via the 'Care Relationships and Carer Support' Sub Program of the Commonwealth Home Support Program. Carers may also benefit from other available services within the Commonwealth Home Support Program such as home modifications, transportation, meals services and personal care that are not listed in this directory. Carers are advised to contact MyAged Care with regards to all service access and eligibility.

It is a companion manual to the Rethink Respite website ([www.rethinkrespite.com](http://www.rethinkrespite.com)) and has been produced as a reference for those carers who do not have easy access to the internet to access the online services directories. The directory has been organised by Service Type, then Alpha order of Service Name.

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The ReThink Respite project team would like to thank our Carer Reference Group and Service Provider Reference Group for their advice and support.

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## **Introduction: Why ReThink Respite?**

Caring for a person with dementia can be a positive experience. However, it can also demand a lot of time and energy that could leave you feeling physically, mentally or emotionally tired. Respite not only supports carers in their caring role, it helps the person living with dementia by providing social support and meaningful activities.

### **Benefits of Respite:**

- Gives carers time to look after themselves and their own needs such as going to work, an appointment or a volunteer commitment
- Prevents social isolation by providing carers with opportunities to meet with friends or attend a support group
- Supports the social participation of people with dementia and their ability to pursue activities of interest
- Helps keep the carers healthy and improve the quality of care they provide
- Sustains carers so they can continue their caring role and the person with dementia - can stay at home longer
- Provides carers and people living with dementia with an experience of different care facilities that may be required in the future.

### **Respite should be:**

- Affordable, reliable, flexible and tailored to meet the needs of people living with dementia and their carers
- Incorporated in the early stages of caring and as part of an ongoing plan for support and assistance
- Planned in advance to reduce the likelihood of emergencies due to carer strain.

We hope this directory will assist you in finding services that will meet both your needs as a carer, as well as the needs of the person with dementia for whom you provide support.

This directory was put together to facilitate carers' choice by showing carers what types of services are available in the area, and providing service details. Please note, however, that all referrals must be made through My Aged Care for planned respite and Commonwealth Respite and Carelink Centre.

ReThink Respite is a research project led by Dr Lyn Phillipson (University of Wollongong), which aims to improve carer knowledge of, attitudes towards, and uptake of respite services and strategies in the Illawarra Shoalhaven regions. The project is funded by 2014 Alzheimer's Australia Dementia Foundation Resthaven Inc. Dementia Research Award. For more information visit: [www.rethinkrespite.com](http://www.rethinkrespite.com)

## 1. Key Contacts

### Emergency Respite

For unplanned and emergency respite contact:

#### **Carelink and Carer Respite Centre**

Telephone: 1800 052 222 during business hours (free call except from mobile phones)  
1800 059 059 outside business hours (free call except from mobile phones)

### Planned Respite

For planned use of in-home, centre based, cottage and residential respite contact:

#### **My Aged Care**

Telephone: 1800 200 422 (8am – 8pm Monday to Friday, 10am – 2pm Saturday)

Website: <http://www.myagedcare.gov.au/>

### Carer Support and Advice

For support and advice about carer supports and respite contact:

#### **Carer's Australia Carer Information and Support Service**

Telephone: 1800 242 636

#### **Commonwealth Respite and Carelink Centre**

Telephone: 1800 052 222 during business hours (Freecall except from mobile phones)  
1800 059 059 outside business hours (Freecall except from mobile phones)

#### **National Carer Gateway**

Free call: 1800 422 737

For support and advice, Monday to Friday, 8am to 6pm

<https://www.carergateway.gov.au/dementia>

### Dementia Advice

#### **Dementia Advisory Services (DAS) Illawarra**

Telephone: 4296 6747

#### **Dementia Advisory Services (DAS) Shoalhaven**

Telephone: 4422 9583

#### **Dementia Behaviour Management Advisory Service (DBMAS)**

Telephone: 1800 699 799 call 24 hours

#### **National Dementia Helpline**

Telephone: 1800 100 500

#### **Younger Onset Dementia Key Worker**

Telephone: 8875 4694 or 1800 100 500

### Telephone Interpreter Service (TIS)

If you need language support to contact any of the services above, phone the TIS, tell them the language you require and they will provide in language interpreter support

**Telephone Interpreter Service: 131 450**

## 2. Emergency Respite

Emergency Respite may be needed by carers who have an emergency and require an immediate, time-limited break such as if they:

- become ill and are hospitalised at short notice
- have other health needs that prevent them from being able to provide the person with dementia with their usual care
- have an emergency in the immediate family that requires the carer to be present
- have a death in the immediate family.

### **Unplanned or Emergency Respite**

For short term respite in the case of an emergency call Commonwealth Respite and Carelink Centre:

**1800 052 222** during business hours (Freecall except from mobile phones)

**1800 059 059** outside business hours (Freecall except from mobile phones)

### 3. Planned Respite

Planned respite services are available via My Aged Care (Phone: 1800 200 422, Website: <http://www.myagedcare.gov.au/>) including:

- Centre-Based Respite
- Cottage Respite
- In-Home and Flexible Respite (domestic assistance, personal care, transport services, meal services, companionship and community settings)
- Residential Respite

#### 3.1 Centre Based and/or Community Access Respite

People with dementia can attend centre-based facilities to participate in enjoyable activities and socialise with peers. Some centres cater for a range of individuals (e.g., aged, individuals with disability), while others are exclusively for people with dementia. Some services include transport to and from the facility, while private transport is necessary for other services.

Typical activities at centre-based respite includes:

- Arts and crafts (e.g., painting)
- Gardening
- Story/poetry reading and writing
- Cooking
- Quizzes
- Listening to and playing music
- Singing and dancing
- Physical activity classes and outdoor games
- Movies
- Community access visits or outings (e.g. attending the movies, a restaurant or a picnic in a park).

If you wish to access Centre Based or Community Access respite care, you need to contact **My Aged Care** for an assessment.

Telephone: 1800 200 422 (8am – 8pm Monday to Friday, 10am – 2pm Saturday).

Website: <http://www.myagedcare.gov.au/>

## Local Centre Based and/or Community Access Respite Service Providers

<b>Organisation</b>
<b>ARV Parish Partnership Day Respite Program</b> <b>Ph: (02) 4275 5202</b> Dapto Anglican Church, Moombarra Street DAPTO NSW, 2530
<b>Bluehaven Care</b> <b>Ph: (02) 4232 0475</b> Joyce Wheatley Community Centre, Hindmarsh Park, KIAMA NSW, 2533
<b>BBCR Bay and Basin Community Resources Inc (Bomaderry)</b> <b>Ph: (02) 4422 7422</b> 1 MATTES Way BOMADERRY NSW, 2541
<b>BBCR Bay and Basin Community Resources Inc (Sanctuary Point)</b> <b>Ph: (02) 4443 3434</b> 16 Sanctuary Point Road SANCTUARY POINT NSW, 2540
<b>Carunya Dementia Day Therapy Centre</b> <b>Ph: (02) 4297 1011</b> Building 6b, 10 Belfast Ave WARILLA NSW, 2528
<b>Greek Welfare Centre Community Services</b> <b>Ph: (02) 4228 1609</b> 244 Corrimal Street WOLLONGONG NSW, 2500
<b>Illaroo Cooperative Aboriginal Cooperation, Shoalhaven Aboriginal Multi Service Outlet</b> <b>Ph: (02) 4428 9400</b> 55 Judith Drive NORTH NOWRA NSW, 2541
<b>Illawarra Indochinese Aged Centre Based Care</b> <b>Ph: (02) 4285 7277</b> 17 Princes Highway FAIRY MEADOW NSW 2519
<b>Italian Social Welfare Organisation of Wollongong</b> <b>Ph: (02) 4228 8222</b> 21 Stewart Street WOLLONGONG NSW, 2500
<b>IRT Wellness Program Illawarra</b> <b>Ph: 1800 024 915</b> 4-6 Popes Road WOONONA NSW, 2517
<b>Macedonian Welfare Association - Macedonian Social Support Group</b> <b>Ph: (02) 4275 2266</b> 15 Short Street CORRIMAL NSW, 2518
<b>Magnolia Cottage Day Centre</b> <b>Ph: (02) 4422 4161</b> 2 Halcot Avenue NORTH NOWRA NSW 2541



**Organisation****Multicultural Dementia Centre-Based Care****Ph: (02) 4276 4364**Community Centre, 32-40 Lake Avenue  
CRINGILA NSW 2502**Multicultural Dementia Respite Service Warilla****Ph: (02) 4276 4364**Carunya Dementia Day Therapy Centre  
Building 6b, 10 Belfast Avenue  
WARILLA NSW 2528**Multicultural Respite Illawarra****Ph: (02) 4229 7566**117 Corrimal Street  
WOLLONGONG NSW 2500**Nowra Adult Day Centre****Ph: (02) 4421 0975**39 Holloway Road  
NOWRA NSW 2541**Shellharbour Social Support Dementia Monitoring Services****Ph: (02) 4257 9036**Albion Park Showground Tongarra Road  
ALBION PARK NSW 2527**Towradgi Dementia Day Care (CAPAH Multicultural Association)****Ph: (02) 4297 7546**Community Centre, 79 Towradgi Road  
TOWRADGI NSW 2518**Ulladulla Respite Service****Ph: (02) 4455 5366**Ulladulla Community Health Centre, Corner South St and Princes Hwy  
ULLADULLA NSW 2539**Uniting Healthy Living for Seniors Illawarra/Shoalhaven****Ph: 1800 486 484**Unit 2/105 Shellharbour Road  
WARILLA NSW, 2528**Warrigal Albion Park****Ph: (02) 4257 4257**2 Pine Street  
ALBION PARK RAIL NSW 2527**Warrigal Lake Illawarra****Ph: (02) 4257 4257**1-7 Grove Circuit  
LAKE ILLAWARRA NSW 2528**Wollongong City Council Social Support****Ph: (02) 4227 7888**41 Burelli Street  
WOLLONGONG NSW, 2500

## CHOOSING CENTRE-BASED OR COMMUNITY ACCESS RESPITE CARE

### What should we consider when choosing a centre-based?

Choosing centre-based respite is an important decision. Choosing the most suitable service for both of your needs, will help you feel confident that you or your family member/friend will be in a safe environment where your needs are met, and have the opportunity to participate in enjoyable activities. There are various things to consider when choosing the most appropriate centre for you. The table below highlights some of questions to ask and things to consider.

#### Questions / Things to consider

#### Notes

<b>Where is the centre located?</b> (Is this convenient for you?)	
<b>What are the days and hours of operation?</b> (And what days have available positions?)	
<b>What activities are available?</b> (If you have a particular hobby or interest, it may be worthwhile asking if such activities can be catered for)	
<b>Does the centre do ‘outings’ or day trips?</b> (Is this something you are interested in?)	
<b>What experience do the staff have with clients with dementia?</b> (What approach do staff take to managing your specific needs?)	
<b>Does the service provide transport?</b> (and if so, are these suitable services for your needs?)	
<b>Does the service provide meals?</b> (If you have specific dietary needs, ask how these will be catered for).	
<b>What is the cost of services?</b> (If so, how is payment organised?)	
<b>Does the service cater for any specific care arrangements you need?</b> (e.g., medical, cultural, mobility)	

## What should we consider when visiting centre-based or community access respite?

If possible, you may find it helpful to spend some time at the service you are considering so you can get a 'feel' for the people and environment. You may wish to visit several times to see whether your experience varies on different days. During these visits, you may find it helpful to take a 'checklist' of things you want to observe during your visit, such as the one below:

Questions / Things to consider	Notes
<b>How did you and your family member/friend feel upon arrival to the centre?</b>	
<b>Did the staff and clients seem cheerful and comfortable?</b>	
<b>Was the centre easy and safe to navigate?</b>	
<b>Was the centre clean and pleasant?</b>	
<b>Was the furniture suitable?</b> (e.g., sturdy, comfortable, etc)	
<b>Was there a quiet place in the centre for individuals to sit if they need a 'break'?</b>	
<b>Were there various activities for clients to take part in?</b> (Also, were modifications made to the activities to encourage individuals with varying capabilities to participate?)	
<b>Was there a process for clients and carers to provide feedback and plan activities?</b>	
<b>Were staff able to explain the services offered by the centre and answer all of your questions?</b>	

## 3.2 Cottage Respite

Overnight or weekend care can be provided for a person living with dementia in a respite house or cottage-style facility rather than in a residential care facility.

Below is a list of Cottage Respite facilities in the Illawarra Shoalhaven region.

<b>Organisation</b>
<b>Carers ACT</b> <b>Ph: (02) 02 6296 9900</b> <b>Respite Care Program in Sanctuary Point</b>
<b>BBCR Bay and Basin Community Resources Inc (Bomaderry)</b> <b>Ph: (02) 4422 7422</b> <b>1 MATTES Way</b> <b>BOMADERRY NSW, 2541</b>
<b>BBCR Bay and Basin Community Resources Inc (Sanctuary Point)</b> <b>Ph: (02) 4443 3434</b> <b>16 SANCTUARY POINT Road</b> <b>SANCTUARY POINT NSW, 2540</b>
<b>'Healing House' WAMINDA South Coast Women's Health &amp; Welfare Aboriginal Corporation</b> <b>Ph: (02) 4421 7400</b> <b>47 Worrigee Street</b> <b>NOWRA NSW 2541</b>
<b>Wollongong City Council Social Support</b> <b>Ph: (02) 4227 7888</b> <b>41 Burelli Street</b> <b>WOLLONGONG NSW, 2500</b>

### 3.3 In-Home and Flexible Respite

In-home and flexible respite includes services offered to carers and people with dementia within their home. Support for the person with dementia can be provided with or without the carer being present. Services include:

- Social Support including companionship and assistance to pursue an activity of interest (e.g. gardening, woodwork, board games)
- Domestic assistance
- Personal care
- Home modifications.

In-home respite is available during the day or overnight, occasionally or on a regular basis depending on the needs of the carer and individual with dementia. Individuals with dementia who are reluctant to attend centres based services and/or residential centres may feel more comfortable accepting in-home respite services. Some services also can provide access to other types of flexible respite services e.g. Community Access, Host Family (day or overnight), Mobile respite or other planned respite.

To access in-home and flexible respite, you need to contact **My Aged Care** for an assessment. **Telephone: 1800 200 422** (8am – 8pm Monday to Friday, 10am – 2pm Saturday), **Website: <http://www.myagedcare.gov.au/>**

A list of local services that provide In-Home and Flexible respite care is provided below.

<b>Organisation</b>
<b>BBCR Bay and Basin Community Resources Inc (Bomaderry)</b> <b>Ph: (02) 4422 7422</b> <b>1 MATTES Way</b> <b>BOMADERRY NSW, 2541</b>
<b>BBCR Bay and Basin Community Resources Inc (Sanctuary Point)</b> <b>Ph: (02) 4443 3434</b> <b>16 SANCTUARY POINT Road</b> <b>SANCTUARY POINT NSW, 2540</b>
<b>Bluehaven Care</b> <b>Ph: (02) 4232 0475</b> <b>Joyce Wheatley Community Centre, Hindmarsh Park</b> <b>KIAMA NSW 2533</b>
<b>Careways Illawarra</b> <b>Ph: (02) 4262 1918</b> <b>93-109 Princess Highway</b> <b>DAPTO NSW, 2530</b>
<b>CatholicCare Illawarra / Shoalhaven</b> <b>Ph: (02) 4254 9342</b> <b>25-27 Auburn Street</b> <b>Wollongong NSW, 2500</b>
<b>Community Gateway Wollongong/ Shellharbour</b>

<b>Organisation</b>
Ph: 1300 657 473 26 Atchison Street Wollongong NSW, 2500
Community Gateway Shoalhaven Ph: 1300 657 473 69 Berry Street Nowra NSW, 2541
Hammond at Home Ph: 1800 826 166 56-58 Junction Street NOWRA NSW 2541
Home Care Service of NSW Illawarra North Ph: 1300 881 144 168-170 PRINCES Highway DAPTO NSW, 2530
Home Care Service of NSW Illawarra South Ph: 1300 881 144 35 Holloway Road NOWRA NSW 2541
Italian Social Welfare Organisation Corrimal Ph: (02) 4228 8222 1 Russell Street CORRIMAL NSW, 2518
Italian Social Welfare Organisation Ph: (02) 4228 8222 21 STEWART Street WOLLONGONG 2500
KinCare (NSW) Illawarra & South Coast Ph: 1300 733 510 Level 4, 20 LEXINGTON Drive BELLA VISTA NSW, 2153
Multicultural Communities Council of Illawarra Ph: (02) 4229 7566 117 CORRIMAL Street WOLLONGONG NSW, 2500
The Disability Trust Ph: (02) 4255 8000 100-102 JARDINE Street FAIRY MEADOW NSW, 2519
Shellharbour Respite Care Service Ph: (02) 4257 9036 Albion Park Showground Tongarra Road ALBION PARK NSW 2527
WAMINDA Aboriginal Women's Respite "Healing House" Ph: (02) 4421 7400 47 Worrigee Street NOWRA NSW 2541
Warrigal Connect Home Support Wollongong Ph: (02) 4230 8143 2 Pine Street Albion Park Rail NSW, 2527
Weja Aboriginal Services Ph: 1300 797 606 35 Holloway Road

Organisation
<b>NOWRA EAST NSW, 2541</b>
<b>Wesley Mission Home and Carer Support Services Illawarra</b> <b>Ph: (02) 8522 2200</b> <b>10 ENDEAVOUR Road</b> <b>CARINGBAH NSW, 2229</b>
<b>Wollongong City Council Social Support</b> <b>Ph: (02) 4227 7888</b> <b>41 Burelli Street</b> <b>WOLLONGONG NSW, 2500</b>

## CHOOSING IN-HOME or FLEXIBLE RESPITE

### How do I choose an in-home or flexible respite service provider?

There are various things you may find helpful to consider when choosing an in-home service provider. The table below highlights some of questions to ask and things to consider.

Questions / Things to consider	Notes
<b>What services does the organisation provide?</b> (And what services are you interested in?)	
<b>How are services organised?</b> (Is there eligibility criteria)	
<b>Is there a cost involved?</b> (Is this feasible for you?)	
<b>Can the service cater for specific preferences you have?</b> (e.g., time of day, particular care needs)	
<b>What experience do the staff have with clients with dementia?</b> (What approach do staff take to managing your specific needs?)	
<b>Is it important that you have a regular/consistent staff member?</b> (If so, what efforts does the service make to provide this?)	
<b>Do you have any particular preferences of the staff member providing your in-home services</b> (e.g., gender, language other than English spoken, etc.)	

### 3.4 Residential Respite

Residential respite involves the person with dementia staying overnight in a residential centre/aged care home. Residential respite can be arranged on a planned or emergency basis. In emergency/short notice situations, carers use residential respite when they themselves are unwell or unable to provide care for another reason.

Residential respite usually takes place in a residential aged care or can also be offered within a specially designed ‘home’ or ‘cottage’. Most facilities have:

- communal ‘living’ or activity rooms, gardens and/or courtyards
- a staff kitchen
- sleeping areas – single or twin share rooms with suitably modified bathrooms (e.g., handrails and wheelchair access).

Residents can take part in activities similar to those offered at day-centres, such as music, arts and craft, cooking, and games. Some residential respite services organise outings which residents can take part in. Some services include transport to and from the facility, while private transport is necessary for others.

**Planned Respite:** To access planned residential respite services you will need to first arrange for an assessment and approval by an Aged Care Assessment Team. This can be arranged by contacting **My Aged Care** Telephone: 1800 200 422 (8am – 8pm Monday to Friday, 10am – 2pm Saturday), Website: <http://www.myagedcare.gov.au/>

Below is a list of residential aged care providers who provide respite beds within their aged care facilities for frail older people (including those living with dementia). Availability is often limited and it is recommended that you try and plan ahead to book your respite stay.

If you need to access Residential Respite in an emergency you need to contact the **Commonwealth Respite and Carelink Centre** by phoning:

1800 052 222 during business hours (Freecall except from mobile phones)

1800 059 059 outside business hours (Freecall except from mobile phones)

A list of local Residential Care providers with Beds for Planned Respite is provided below.

Organisation	Residential respite – low care	Residential respite – high care	Dementia-specific unit
<b>Allity Coastal Waters Aged Care</b> <b>Ph: (02) 4443 0077</b> <b>100 The Wool Road</b> <b>WORROWING HEIGHTS NSW 2540</b>	X	X	X



<b>Organisation</b>	<b>Residential respite – low care</b>	<b>Residential respite – high care</b>	<b>Dementia- specific unit</b>
<b>Boronia Dementia Specific Unit</b> Ph: (02) 4234 1801 61 Belinda Street Gerringong NSW 2534	X	X	X
<b>Blue Haven Nursing Home</b> Ph: (02) 4232 0475 200 Terralong Street KIAMA NSW 2533	X	X	X
<b>Chesalon Care Woonona</b> Ph: (02) 4284 4129 20 ALICE Street WOONONA NSW, 2517	X	X	X
<b>Chesalon Care South Nowra</b> Ph: (02) 4421 3744 189 Old Southern Road SOUTH NOWRA NSW, 2541	X	X	X
<b>HammondCare Horsley</b> Ph: 1800 776 112 116 SHONE Avenue HORSLEY NSW, 2530	X	X	X
<b>Hillside at Figtree</b> Ph: (02) 4239 5400 190 Princes Highway FIGTREE NSW, 2525	X	X	
<b>Illawarra Diggers</b> Ph: (02) 4283 2533 8 Blundell Parade CORRIMAL NSW, 2518	X	X	X
<b>Illawarra Multi-Cultural Village Hostel</b> Ph: (02) 4276 3212 1 Eyre Place WARRAWONG NSW, 2502	X	X	X
<b>Inasmuch Community Inc</b> Ph: (02) 4441 1666 18 Iverison Road SUSSEX INLET NSW 2540	X	X	X
<b>IRT Culburra Beach</b> Ph: 1800 024 915 976 Culburra Road CULBURRA BEACH NSW, 2540	X	X	X
<b>IRT Diment Towers</b> Ph: 1800 024 915 39-45 Staff Street WOLLONGONG NSW, 2500	X		
<b>IRT Five Islands</b> Ph: 1800 024 915 25 Quarry Street PORT KEMBLA NSW, 2505	X	X	X

<b>Organisation</b>	<b>Residential respite – low care</b>	<b>Residential respite – high care</b>	<b>Dementia- specific unit</b>
<b>IRT Greenwell Gardens</b> Ph: 1800 024 915 4 Brereton Street NOWRA NSW, 2541	X	X	X
<b>IRT Links Seaside</b> Ph: 1800 024 915 171 CORRIMAL Street WOLLONGONG NSW, 2500	X		X
<b>IRT Sarah Claydon</b> Ph: 1800 024 915 130 Princes Highway MILTON NSW, 2538	X	X	X
<b>IRT Tarrawanna</b> Ph: 1800 024 915 74-80 Caldwell Avenue TARRAWANNA NSW, 2518	X	X	X
<b>IRT William Beach Gardens</b> Ph: 1800 024 915 286 Kanahooka Road KANAHOOKA NSW, 2530	X	X	X
<b>IRT Woonona</b> Ph: 1800 024 915 6 POPES Road WOONONA NSW, 2517	X		X
<b>Jonathan Rogers GC House</b> Ph: (02) 4422 4488 124 Wallace Street NOWRA NSW, 2541	X	X	X
<b>Kennett Home Aged Care Facility</b> Ph: (02) 4294 1275 103-107 The Drive STANWELL PARK NSW 2508		X	X
<b>Living Care Clelland Lodge</b> Ph: (02) 4423 6414 201 Illaroo Road NOWRA NORHT NSW 2541	X	X	X
<b>Living Care McCauley Lodge</b> Ph: (02) 4267 2135 10-12 Tasman Parade THIRROUL NSW, 2515	X	X	
<b>Marco Polo Aged Care Facility</b> Ph: (02) 4272 7700 70 Waples Road UNANDERRA NSW, 2526	X	X	X
<b>Opal Aged Care Shoalhaven</b> Ph: (02) 4421 5911 43 Brinawarr Street BOMADERRY NSW, 2541	X	X	X

<b>Organisation</b>	<b>Residential respite – low care</b>	<b>Residential respite – high care</b>	<b>Dementia- specific unit</b>
<b>Osbourne House &amp; Osborne Terraces</b> <b>Ph: (02) 4421 6400</b> 54-60 Osborne Street NOWRA NSW 2541	X	X	X
<b>Presbyterian Aged Care Wollongong</b> <b>Ph: (02) 4229 8817</b> 42 Bourke Street NORTH WOLLONGONG NSW, 2500	X	X	
<b>Ridgeview Christadelphian Aged Care</b> <b>Ph: (02) 4235 7600</b> 95 Daintree Drive ALBION PARK NSW 2527	X	X	X
<b>St Luke's Village</b> <b>Ph: 1300 111 278</b> 56 TIMBERI Avenue DAPTO NSW, 2530	X	X	X
<b>St Mary's Retirement Village</b> <b>Ph: 1800 551 834</b> 211 Northcliffe Drive BERKELEY NSW, 2506	X	X	
<b>Uniting Elanora Shellharbour</b> <b>Ph: (02) 4255 6000</b> 7-23 Wallaroo Drive SHELLHARBOUR CITY CENTRE NSW, 2529	X	X	
<b>Uniting Farmborough Unanderra</b> <b>Ph: (02) 4223 7933</b> 91 WAPLES Road UNANDERRA NSW, 2526	X	X	X
<b>Villa Maria Centre</b> <b>Ph: 1800 551 834</b> 13 BLACKMAN Parade UNANDERRA NSW, 2526	X	X	X
<b>Warrigal Care Albion Park Rail</b> <b>Ph: 1800 626 670</b> 2 Pine Street ALBION PARK RAIL NSW, 2527	X	X	X
<b>Warrigal Care Coniston</b> <b>Ph: 1800 626 670</b> 91 BRIDGE Street CONISTON NSW, 2500	X	X	X
<b>Warrigal Care Mt Warrigal</b> <b>Ph: 1800 626 670</b> 5 Rowland Avenue MOUNT WARRIGAL NSW, 2528	X		X
<b>Warrigal Care Warilla</b> <b>Ph: 1800 626 670</b> 1 Arcadia Street, WARILLA NSW, 2528	X	X	X

Organisation	Residential respite – low care	Residential respite – high care	Dementia-specific unit
Wollongong Nursing Home Ph: (02) 4271 6855 190 Princes Highway FIGTREE NSW, 2525	X	X	

## CHOOSING RESIDENTIAL RESPITE

### What should we consider when choosing a residential respite service?

When choosing a residential service provider, there are various things to consider. The following points highlight other important factors to consider:

#### Questions / Things to consider

#### Notes

<b>Where is the facility located?</b> (And is this convenient to you?)	
<b>Are there dementia specific services?</b> (If so, what are they and when are they offered?)	
<b>How are services organised?</b> (Is there eligibility criteria)	
<b>What experience do the staff have with clients with dementia?</b> (What approach do staff take to managing your specific needs?)	
<b>Does the service provide transport?</b> (and if so, are these suitable services for your needs?)	
<b>What activities are available, including outings?</b>	
<b>Is there a cost involved?</b> (Is this feasible for you?)	
<b>If you require particular care arrangements how will these needs be met?</b> (e.g., medical, diet, cultural, etc.)	

## What should we consider when visiting a residential respite service?

If possible, you may find it helpful to spend some time at the service you are considering so you can get a 'feel' for the people and environment. During these visits, you may find it helpful to take a 'checklist' of things you want to observe during your visit. An example checklist is below:

### Questions / Things to consider

### Notes

<b>How did you feel upon arrival to the centre?</b>	
<b>Did the staff and clients seem cheerful and comfortable?</b>	
<b>Was the centre easy and safe to navigate?</b>	
<b>Was the centre clean and pleasant?</b>	
<b>Was the furniture suitable?</b> (e.g., sturdy, comfortable, etc)	
<b>Was there a quiet place in the centre for individuals to sit if they need a 'break'?</b>	
<b>Were there various activities for residents to take part in?</b> (Also, were modifications made to the activities to encourage individuals with carrying capabilities to participate?)	
<b>Were the sleeping facilities/bedrooms suitable?</b>	
<b>What type of food do they provide and does this suit your preferences?</b>	
<b>Was there a process for you to provide feedback and plan activities?</b>	
<b>Were staff able to explain the services offered by the centre and answer all of your questions?</b>	

## 4. Home Care Packages

Home Care Packages can be provided for people who have complex needs that can only be met by a coordinated package of care, rather than individual services. Within these packages of care, people with dementia can nominate respite services to support their carer as one of their service needs. There are four levels of care within Home Care Packages (HCP):

1. Home Care Level 1: Supports people with basic care needs
2. Home Care Level 2: Supports people with low level care needs
3. Home Care Level 3: Supports people with intermediate care needs
4. Home Care Level 4: Supports people with high care needs

To access a Home Care Package you will need to first arrange for an assessment and approval by an **Aged Care Assessment Team**. This can be arranged by contacting **My Aged Care** Telephone: 1800 200 422 (8am – 8pm Monday to Friday, 10am – 2pm Saturday)  
Website: <http://www.myagedcare.gov.au/>

The table below contains information regarding providers of Home Care Packages in the Illawarra Shoalhaven region.

<b>Organisation</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>ADHC Home Care Management</b> (02) 4262 9700 168 Princess Highway Dapto NSW 2530	X	X	X	X
<b>Anglicare Sydney Illawarra</b> Ph: (02) 4226 3872 29A McGrath Street MOUNT OUSLEY NSW, 2519	X	X	X	X
<b>ARV HomeCare Shoalhaven</b> Ph: 1300 111 278 Shop 2/5 Tallyan Point Road BASIN VIEW NSW, 2540	X	X		
<b>BaptistCare Illawarra Shoalhaven</b> Ph: (02) 9346 1230 Unit 1/9 Geary Place NORTH NOWRA NSW, 2541	X	X	X	X
<b>Bay &amp; Basin Aged Care Packages</b> (02) 4443 3434 18 Sanctuary Point Road SANCTUARY POINT NSW 2540	X	X	X	X
<b>Blue Haven Care</b> Ph: (02) 4232 0475 200 Terralong Street KIAMA NSW, 2533	X	X		
<b>Catholiccare Community Care Package</b> Ph: (02) 4227 1122 25-27 Auburn Street WOLLONGONG	X	X	X	X

<b>Organisation</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>Community Gateway Wollongong</b> Ph: 1300 657 473 26 Atchison Street WOLLONGONG NSW, 2500	X	X		
<b>Greek Welfare Centre Illawarra</b> Ph: (02) 4228 1609 224 Corrimal Street WOLLONGONG NSW, 2500	X	X	X	X
<b>HammondCare Upper Illawarra</b> Ph: 1800 826 166 116 Shone Avenue HORSLEY NSW, 2530	X	X	X	X
<b>HammondCare Home Care Packages</b> Ph: 1800 826 166 56-58 Junction Street NOWRA NSW 2541	X	X	X	X
<b>Home Instead Home Care Packages</b> Ph: (02) 4295 6829 Level 1, 6 George St WARILLA NSW 2528	X	X	X	X
<b>Illawarra Aboriginal Corporation</b> Ph: (02) 4228 1585 22 Kenny Street WOLLONGONG NSW, 2500	X	X		
<b>Inasmuch Community Home Care Package</b> Ph: (02) 4441 1666 18 Iverson Road SUSSEX INLET NSW 2540	X	X		
<b>Integrated Living Nowra</b> Ph: 1300 782 896 Unit 3/98 Worrigea Street NOWRA NSW, 2541	X	X	X	X
<b>IRT Illawarra Central</b> Ph: 1800 024 915 1 Ross Street WOLLONGONG NSW, 2500	X	X	X	X
<b>IRT Illawarra South</b> Ph: 1800 024 915 286 Kanahooka Road KANAHOOKA NSW, 2530	X	X	X	X
<b>IRT Shoalhaven South</b> Ph: 1800 024 915 130 Princes Highway MILTON NSW, 2538			X	X
<b>Living Care Home Care Services Shoalhaven</b> Ph: (02) 4424 5267 201 Illaroo Road NOWRA NORTH North NSW 2541	X	X	X	X

<b>Organisation</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>Marco Polo Home Care Services</b> <b>Ph: (02) 4272 7700</b> <b>70 Waples Road</b> <b>UNANDERRA NSW, 2526</b>	X	X		
<b>RDNS Illawarra &amp; surrounds</b> <b>Ph: 1300 665 444</b> <b>Suite 1/38 Swan Street</b> <b>WOLLONGONG NSW, 2500</b>	X	X	X	X
<b>Shoalhaven Aboriginal Multi Service Outlet</b> <b>Ph: (02) 4428 9400</b> <b>53-55 Judith Drive</b> <b>NORTH NOWRA NSW, 2541</b>	X	X		
<b>The Abbey</b> <b>Ph: (02) 4236 0154</b> <b>695 Jamberoo Mountain Road</b> <b>JAMBEROO NSW, 2533</b>	X	X		
<b>Uniting Home Care Illawarra / Shoalhaven</b> <b>Ph: 1800 486 484</b> <b>105 Shellharbour Road</b> <b>WARILLA NSW, 2528</b>	X	X	X	X
<b>UPA Kennet Community Home Care Service</b> <b>Ph: (02) 4294 1275</b> <b>103-107 The Drive</b> <b>STANWELL PARK NSW, 2508</b>	X	X	X	X
<b>Warrigal</b> <b>Ph: (02) 4257 4257</b> <b>2 Pine Street</b> <b>ALBION PARK RAIL NSW 2527</b>	X	X	X	X



## 5. Carer Counselling and Support Groups

Carers of people with dementia can also benefit from:

- Attending a carer support group
- Talking with a counsellor

### CARER SUPPORT AND COUNSELLING

Counselling involves discussing important issues with a counsellor (such as a psychologist or clinical psychologist). A counsellor can help you to explore any challenging issues or emotions and work towards positive change. A session usually runs for an hour. The number of sessions will vary, depending on your goal and the counselling approach.

#### How can counselling be helpful?

Counselling helps you to express and better understand your thoughts and feelings in a non-judgemental environment. Common emotions experienced by carers of people with dementia include:

- Sadness and grief associated with changes in the person with dementia and your relationship with them
- Loss associated with plans for the future that may no longer be possible
- Frustration, annoyance, and/or anger associated with managing daily interactions
- Resentment towards other family and friends due to feeling unsupported
- Guilt about not being able to meet all of the person with dementia's needs
- Guilt about experiencing 'negative' emotions towards the person with dementia.

If you need support or counselling, you can contact the following services:

#### **Alzheimer's Australia Carer Counselling (Wollongong)**

Telephone: 1800 100 500

#### **Carers NSW Carer Line**

Telephone: 1800 242 636

#### **CAPAH Multicultural Services (Spanish Carers Groups)**

Telephone: 4297 7546

#### **Carer Counsellor/Social Worker – Illawarra (ISLHD)**

Telephone: 4232 0153 or 1300 792 755

#### **CatholicCare's CALD Counselling, Support and Advocacy program**

Telephone: 4227 1122

#### **Centrelink Carer Payment and Carer Allowance**

Telephone: 132 717

**Counselling/Support/Advocacy – Wollongong (CatholicCare)**  
Telephone: 4254 9330 or 4227 1122

**Counselling/Support/Advocacy – Nowra (Anglicare)**  
Telephone: 4254 9330 or 4227 1122

**Dementia Advisory Service – Illawarra (ISLHD)**  
Telephone: 4296 6747

**Dementia Advisory Service – Shoalhaven (ISLHD)**  
Telephone: 4422 9583

**Information/Support/Advocacy – Shellharbour (SCG Community Care Programs)**  
Telephone: 4295 5532

**Multicultural Health Carer Support Groups provided with an interpreter – Illawarra (ISLHD)**  
Telephone: 4221 6770

**Multicultural Dementia Carer Support Group and Care Worker (Cringila)**  
Telephone: 4276 4364

**Telephone Interpreter Service (TIS)**  
Telephone: 131 450

**Younger Onset Dementia Key Worker**  
Telephone: 8875 4694 or 1800 100 500

## CARER SUPPORT GROUPS

### Support groups can assist you to:

- Meet other people in similar situations who might share their positive and challenging experiences
- Learn practical strategies and techniques to manage different situations
- Learn about local dementia respite and other services
- Talk about the different emotions associated with caregiving, such as loss and frustration.

### Finding a carers group

Different groups can be helpful at different stages. For example, when you start caring, a structured support group with an educational component can be helpful, whereas the social components of a group may become more important at a later stage.

Support groups in the Illawarra Shoalhaven are listed below. Contact the group coordinator and discuss whether you think the group will suit you and your needs.

#### **Bay and Basin Carers Group**

Where: Bay and Basin Community Centre

When: 1pm – 3pm Last Thursday of the month

Telephone: 4443 3434

#### **Carer's Café Kiama**

Where: Joyce Wheatley Community Centre, Hindmarsh Park

When: 1-3pm Second Friday of the month

Telephone: 4232 0475

#### **Corrimal Dementia Carers Support Group**

Where: Bottlebrush Room, Corrimal Community Centre, Short Street, Corrimal

When: 10.30am-1pm Second Wednesdays of the month

Telephone: 4229 5926

#### **Greek Carers Support Group**

Where: Cringila Community Health Centre - Cringila Multi-Purpose Centre,  
Lake Avenue, Cringila

When: 10-12pm Third Wednesday of the month

Telephone: 4221 6790

#### **Italian Dementia Carers Support Group**

Where: Illawarra Builders Club, 61 Church St, Wollongong

When: 10-12pm Fourth Wednesday of the month

Telephone: 4221 6789

**Kiama Open Carer Support Group**

Where: IRT Harbourside Common Room, 30 Terralong St, Kiama

When: 10am-12noon Third Thursday of the month

Telephone: 4232 0475

**Macedonian Carer Support Group**

Where: Port Kembla Senior Citizens Centre, Allan Street Port Kembla

When: 10am-12pm Second Wednesday of the month

Phone: 4275 2266 (Head Office)

**Multicultural Dementia Carer Support Group**

Where: Location changes monthly, please call to confirm.

When: 10-12pm Second Wednesday of the month

Telephone: 4276 4364

**Multicultural Memory Loss Carer Support Group**

Where: Illawarra Yacht Club, 1 Northcliffe Dr, Warrawong NSW 2502, Australia

When: 10-12 Third Tuesday of the month

Telephone: 4276 4364

**Nowra Carers Support Group**

Where: 39 Holloway Road, Nowra

When: 10.30-12.30 Fourth Wednesday of the month

Telephone: 4421 0975

**Open Carer Café Peer Support Group**

Where: Hideaway Café, Church Street, Wollongong

When: 10.30am Second Tuesday of the month

Telephone: 4254 9339

**Portuguese Carer Support Group**

Where: South Coast Portuguese Association 129 Flagstaff Rd Warrawong

When: 11-1pm First Tuesday of the month

Telephone: 4274 3664

**Serbian Carer Support Group**

Where: Church Hall, 82 Kenny Street Wollongong (please ring to check prior to attending)

When: 10am-12pm First Monday of the month

Telephone: 4275 2266 (Macedonian Welfare Association of NSW Inc.)

**Ulladulla Carers Support Group**

Where: Typically held at Ulladulla Community Health Centre Princes Highway, however call to confirm as group is also held in alternate locations

When: 12.30pm-3pm Third Monday of the month

Telephone: 4455 5366

**Warilla Dementia Carers Support Group**

Where: Warilla Bowling & Recreation Club, Jason Ave, Barrack Heights.

When: 10am-12pm First Tuesday of the month

Telephone: Call Carunya on 4297 1011

**Warilla Dementia Carer Support Group**

Where: Carunya Dementia Day Therapy Centre, Conference Room, Blg 6/14 Belfast Ave, Warilla

When: 10am, every Tuesday

Telephone: 4297 1011

**Wollongong Dementia Carers Support Group**

Where: Illawarra Master Builders Club, Church St, Wollongong

When: 10.30-12pm Fourth Tuesday of the month

Telephone: call Carunya on 4297 1011

**Younger Onset Dementia Carers Support Group**

Where: Community Gateway Hub, Wollongong or Carunya, Warilla

When: 10-12pm, First Thursday every month

Telephone: RSVP to Kate Troy on 1300 657 473

**Younger Onset Dementia Support Group Shoalhaven**

Where: Coastal Indulgence Café, 107-109 Princes Hwy Milton

When: 10-12pm Third Wednesday of the month

Telephone: 8875 4694

This directory was accurate at the time of compilation. If you find any errors, please contact [danika@uow.edu.au](mailto:danika@uow.edu.au). We will endeavour to keep this directory up to date for the duration of the project (January-December 2016).



Supporting carers and people with dementia  
to use respite in the Illawarra Shoalhaven

[www.rethinkrespite.com](http://www.rethinkrespite.com)