

**The Arbour Berry**

# **Independent Living Booklet**



**Handy contacts and resources to assist residents with  
independent living**

**Prepared by Kate Davidson-Resident Manager**

## Index

Forward	1
Independent Living Assistance	2
Meal and Grocery Deliveries	3
Transport Services	4
House Cleaning and Gardening	4
Medical and Health Services	5
Hairdressers and Beautician	7
Other Services	7
Emergency and Respite Contacts	8
Emergency Respite Services	9
Respite Services	8
My Aged Care and ACAT Assessments	10
Dementia Support	11
Carer Support	12
Home and Community Care Contacts	13
Domestic Assistance and Home Support	14
Home Modification and Maintenance	14
End of Lease	15
Legal Assistance and Financial Advice	16
Advanced Care Planning	17
Funeral Arrangements	17

---

# Forward

Residents choose to live in this village for many reasons. Improved social interaction, the opportunity to have supportive friends near by, less maintenance and excellent facilities are some of the reasons that people offer. Understandably, most residents want this phase of their life, ie retired independent living, to last as long as possible. Therefore it is management's goal to facilitate this.

This booklet has an index with three broad categories. In the first section, our resident manager has listed some services that complement independent living. In the second section we list some contacts that may assist if you or your partner ever require high care. The third section deals with issues surrounding the end of lease period. Whilst we hope this stage is many years away, it always pays for you and your next of kin to understand the processes involved.

I would like to thank our Resident Manager, Kate Davidson for preparing this booklet. If you find the information useful or wish to add to the information, we would be delighted to hear from you.

**Mike Lans**

**General Manager**

# **Independent Living Assistance**

Here are some contacts that can help you to stay living independently for as long as possible.

## **Meal and Grocery Deliveries**

### **Tender Loving Cuisine Meals (TLC Meals)**

TLC meals offers deliciously, freshly prepared dinners cooked by chefs and home delivered to your door.

The dinners are home-style, and save you time and effort. All you do is heat and serve.

Contact: 1800 801 200    Email: [clientservices@tlc.org.au](mailto:clientservices@tlc.org.au)

Website: [www.tlc.org.au](http://www.tlc.org.au)

### **Flagstaff Frozen Meals**

Delivery of frozen main meals, soups and desserts. Low fat, low cholesterol and gluten free options.

Weekly deliveries

Contact: 4272 0270    Email: [finefoods@flagstaffgroup.com.au](mailto:finefoods@flagstaffgroup.com.au)

Website: [www.flagstaffgroup.com.au](http://www.flagstaffgroup.com.au)

### **Meals on Wheels**

Delivery of nutritious meals by volunteers who will have a chat and check on client's well being.

Contact: 4422 5111    Website: [www.nswmealsonwheels.org.au](http://www.nswmealsonwheels.org.au)

### **IGA Berry**

IGA will deliver groceries to your door.

Call before 10am and they will deliver the same day.

Contact: 4464 1239    Website: [www.berryiga.com.au](http://www.berryiga.com.au)

### **Woolworths Online**

Online shopping and delivery

Go to [www.woolworthsonline.com.au](http://www.woolworthsonline.com.au)

### **Coles Online**

Online shopping and delivery

Go to [www.coles.com.au](http://www.coles.com.au)

## **Transport Services**

### **Shoal Bus**

Operates Monday to Friday between Nowra and Berry.

The bus stops out the front of The Arbour in Victoria Street. There is a seat at this bus stop.

Victoria Street to Nowra- 7.55am, 9.00am

Nowra to Berry- 2.50pm, 2.55pm

Email: [info@shoalbus.com.au](mailto:info@shoalbus.com.au) Website: [www.shoalbus.com.au](http://www.shoalbus.com.au)

### **Shoal Shopper**

The Shoal Shopper will pick you up and drop you off at your home.

Call Shoal Bus on 4423 2122 the day before you need to travel. (Friday if booking for a Monday)

Timetable- Berry to Nowra 9.36am, 1.56pm , 4.00pm

Nowra to Berry 1.00pm, 3.00pm

### **Shoalhaven Community Transport**

Operates Monday to Friday for medical appointments, shopping, banking, hospital or nursing home visits.

To book contact: 4423 6044 Email: [enquiries@scts.org.au](mailto:enquiries@scts.org.au)

Website: [www.scts.org.au](http://www.scts.org.au)

### **Berry Taxi Service**

To book contact: 0476 246 444

## **House Cleaning and Gardening**

### **Jo-ann Howard House Cleaning**

Mobile: 0434 935 771 Home: 4421 6743

### **Jim's Cleaning West Nowra**

Adam: 0426 154 295 Shirley: 0434 197 746

### **Clean Up Crew 2 You**

Nita Farmer: 04501 31119

### **Berry Ironing Service**

Pick up and deliver 7 days per week. Very reasonable rates

Phone: 4464 1238

### **The Gardening Mum**

Mowing, edging, weeding, planting, pruning, hedging, general garden maintenance

Ollie: 0400 879 800 or 4423 5652

### **The Berry Cottage Gardener**

Garden rejuvenation and maintenance, vegetable and herb gardens, pruning, hedging, weeding , mulching, holiday care.

Sarah: 0447 033 420

### **Gardener/ Pruner**

Michael Suckling 0407 494 042

## **Medical and Health Services**

### **Berry Medical Centre**

Open Monday to Friday.

22 Prince Alfred Street, Berry

Contact: 4464 1577 Website: [berrymedicalcentre.com.au](http://berrymedicalcentre.com.au)

### **Physiotherapists**

Whole Body Physiotherapist– Berry

Phone: 4464 2874

Mobile Physiotherapist. Physiotherapy in your home.

Contact Claire Mitchell on 0412 318 633

### **Chiropractor**

Berry Chiropractic

57 Queen Street Berry Contact: 4464 3414

### **Podiatrist**

Crown Podiatry– contact Elly: 0403 921 883 Home visits and Friday clinic at The Arbour  
[www.crownpodiatry.com.au](http://www.crownpodiatry.com.au).

Shoalhaven Podiatry Contact: 4421 0991

Southern Podiatry Contact: 4421 6030

Vallentine Podiatry– 0423 050 013 Will do home visits

### **Dentists**

Dr Paul Del Solar– 58 Queen Street, Berry 4464 1055

### **Pathology**

South Coast Pathology will come to your home for routine pathology tests  
Contact 4464 3108

### **Berry Pharmacy**

Berry Pharmacy will deliver scripts, assist with dressings, blood pressure and cholesterol checks and assist with medications.

Contact: 4464 3105

### **Australian Hearing**

Hearing specialists. Phone– 131 797

[www.hearing.com.au](http://www.hearing.com.au)

**Continence Foundation of Australia**

Offers a free helpline.

1800 330 066

[www.continence.org.au](http://www.continence.org.au)

**Continence Aids Payment Scheme**

The Continence Aids Payment Scheme is an Australian Government Scheme to financially assist eligible people who have permanent and severe incontinence to meet some of the costs of incontinence management products.

For more information contact CAPS on 1300 788 855

**Specialist Mental Health Service**

Specialist service for people over 65 years who have just received a new mental health diagnosis, have a mental health problem that is made worse by age, have dementia that is becoming a problem with aggression, sadness or anxiety.

Contact: 1800 011 511

41 Junction Street, Nowra 4423 8800

**Grand Pacific Health Centre Nowra**

Grand Pacific Health is home to a range of high quality primary care services that address health needs. They focus on mental health, chronic disease and health promotion.

Phone: 4448 2255

[www.gphnowra.org.au](http://www.gphnowra.org.au)

**Centrelink Nowra**

Centrelink Nowra will assist you with claiming benefits such as the Commonwealth Seniors Health Card, Pensions and travel concessions.

4 Lawrence Avenue, Nowra 4428 8701

**Mobile Eye Clinic**

A mobile vision service which will carry onsite eye assessments and arrange optical aids.

[www.mobile-eye-clinic.com](http://www.mobile-eye-clinic.com) 1300 393 392

## **Hairdressers and Beautician**

### **Mobile Hairdresser**

Ladies, mens, cuts, colours.

Contact Paige on 0477 655 433

### **Peels on Wheels**

Mobile beauty service based in the Illawarra area. Angela provides friendly professional beauty services such as facials, pedicures, waxes, manicures and makeup.

Contact Angela on 0425 830 490

## **Other Services**

### **Snake Catcher**

Shoalhaven Snake Catcher

Contact: 0481 811 855

[www.shoalhavensnakecatchers.com.au](http://www.shoalhavensnakecatchers.com.au)

### **Berry Newsagent**

Will deliver newspapers and magazines

Contact: 4464 1025

### **Shoalhaven Mobile Library**

Contact: 4429 3705 Email: [library@shoalhaven.nsw.gov.au](mailto:library@shoalhaven.nsw.gov.au)

### **Mobile Car Wash**

Car washing and polishing. Interior cleaning, tyre shine

Contact Phil on 4464 1095

### **Computer and I.T Support**

### **Rob's Onsite Computer Repair**

Contact\_ 0411 158 146

### **Rubra Tec– Claire Short**

Contact: 1300 784 407

Shop 1, 68 North Street Nowra.

### **Computer Troubleshooters**

Contact: 0422 227 456

[www.comptroub.com.au](http://www.comptroub.com.au)

# **Emergency and Respite Contacts**

Sometimes your circumstances can change quickly. Here are some emergency contacts that can provide help.

## **Emergency Respite Services**

### **Illawarra and Carelink Service**

This service is an emergency service provided if a carer is unwell and has to go to hospital. They will arrange care for the resident left at home. It is emergency care only for a couple of days until alternative arrangements are made.

This service will also research what residential respite is available for the resident left at home.

Contact: 1800 052 222 Email: [general@scqcommunity.org.au](mailto:general@scqcommunity.org.au)

### **Shoalhaven Hospital– Emergency Social Worker**

You can contact this service if one of the spouses has gone to Shoalhaven Hospital and the other resident is at home and requires assistance.

Contact: 4421 3111 4423 9219

### **Access and Referral Centre**

The Access and Referral Centre for southern hospitals will be able to advise and direct you to what services are needed.

Contact: 1300 792 755

## **Respite Services**

### **Anglican Retirement Villages (ARV) Bomaderry Day Respite Program**

Provides a day off for carers and an enjoyable day out for the person with memory loss or dementia in a safe, caring and secure environment.

Operates on Wednesdays from 9.00 am to 3.30pm offering a range of activities, morning tea and lunch.

Contact: 4443 6914 Website: [www.arv.org.au](http://www.arv.org.au)

### **South Coast In-Home Respite**

In home respite support for carers

Contact: 4443 3434

### **Your Time Program**

Counselling, support and advocacy for carers

Contact: 4423 1018

### **Pets of Older Persons**

Helps people 65 years or over with pets in times of crisis. Will provide temporary foster or emergency boarding.

Contact: 02 9770 7555

Website: [www.rspcansw.org.au](http://www.rspcansw.org.au)

## My Aged Care

My Aged Care helps you find the information you need about aged care services.

This can be as simple as calling the My Aged Care contact centre on 1800 200 422 or going to the website which is [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

My Aged Care provides you with information about:

- \* Different types of aged care services
- \* Eligibility for services
- \* Understanding your aged care needs and help with finding local services to meet these needs.
- \* Cost of aged care services including fee estimators.

To help find the right services, the contact centre will ask for your consent to create a personalized client record. A client record holds up to date information on your needs and any services you receive. The client record will reduce the need for you to retell your story to the contact centre, assessors and service providers.

The types of care the My Aged Care will assist you with include:

- \* In Home Care
- \* Care in an aged care home
- \* After Hospital Care
- \* Respite Care



 **1800 200 422**

## Aged Care Assessment Team (ACAT Assessments)

An ACAT Assessment is a free assessment with a member of an Aged Care Assessment Team (ACAT). An ACAT professional will talk to you about your current situation and work out if you are eligible to receive government –subsidised aged care services.

If you can receive aged care services an ACAT assessment will help you access the right services for your needs and the level of care you require. This might be low-level or high-level care.

For more information on ACAT Assessments contact the Illawarra/Shoalhaven ACAT Assessment Team on 1300 792 755 or go to [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **Dementia Support**

### **National Dementia Helpline**

Offers support, information, education and counseling.

Contact: 1800 100 500

Website: [fightdementia.org.au](http://fightdementia.org.au)

### **Dementia Behaviour Management Advisory Service**

Will provide support for people caring for someone with dementia who is demonstrating behavioural and psychological symptoms of dementia which are impacting on their care.

They can provide support if you have concerns or need advice about the behavioural symptoms of a resident with dementia.

24 Hour Helpline: 1800 699 799

## **Vision Support**

Vision Australia

Blindness and Low Vision Services– 1300 847 466

## **Carer Support**

### **Carers Australia**

Provides specialist services including counseling, advice and information for carers of a family member with any condition.

Contact: 1800 242 636 Website: [www.carersaustralia.com.au](http://www.carersaustralia.com.au)

### **Commonwealth Respite and Carelink Centres**

Help carers access information and training courses including Dementia Education and Training for Carers Program.

Contact: 1800 052 222 Website: [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

## **Parkinsons Support**

Shoalhaven Neurological Nurse– Nina Cheyene 044 888 1669

Parkinson's Australia-support for people with Parkinson's and their families and carers

[www.parkinsons.org.au](http://www.parkinsons.org.au) 1800 644 189

## **Stroke Support**

National Stroke Foundation

Strokeline: 1800 787 653 [www.strokefoundation.com.au](http://www.strokefoundation.com.au)

## Home and Community Care Contacts

### Shoalhaven City Council

The Community Development Officer Ageing and Disability provides assistance and information on local home and community care, and related services for frail older people and people with disabilities.

Contact 4429 3411

### Shoalhaven Information & Advocacy (The Disability Trust)

The Shoalhaven Information and Advocacy operates a telephone and email information and referral service providing information about everyday issues for people who have a disability, are frail and aged, or caring for someone. Access to care counselling.

Contact: 4428 9000 Website: [www.thedisabilitytrust.org.au](http://www.thedisabilitytrust.org.au)

### Illawarra Commonwealth Respite and Carelink Centre

Provides information and referral to community care, aged care, disability and other related support services in the region. Assist carers to access and plan respite support, including emergency care support.

Contact: 1800 052 222 Website: [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

### Home and Community Care

If you require some help with daily tasks or you require basic care, the HACC Program may be able to help.

The HACC is a basic home help program funded by the Australian Government.

It is for older people who are mostly – but not completely – able to live and cope on their own, and don't yet need higher levels of care at home.

To get care at home, you only need a simple, straightforward assessment of your situation to work out what's best for you.

Services may include:

Domestic Assistance – household jobs like cleaning, clothes washing and ironing

Personal Care – help with showering and dressing

Home Modification – installing safety aids such as ramps and rails

Nursing Care – a qualified nurse will come to your home

Food Services – help with food shopping, preparing and storing food, and delivering meals to your home

Health Support Services – for people having particular health problems, services can include physiotherapy, podiatry, occupational therapy and advice from a dietician.

A simple basic assessment is carried out to find out exactly what help you will need at home. A HACC representative will talk to you, and look at your ability to cope with various activities in your daily living. Together, you will be able to work out what sort of help and how much you need and what it might cost.

Local HACC service providers:

ARV Shoalhaven – 1300 768 566

Baptist Community Services – 4480 7500

For more information go to [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call 180 200 422

## **Domestic Assistance and Home Support**

### **Southern Cross Home Care Service**

Provide cleaning, washing, shopping, bill paying and meal preparation.

This service is government funded and there is a waiting list. The client will need to have an ACAT Assessment.

Contact 1800 989 000 ext 451 Website: [www.southerncrosscare.org.au](http://www.southerncrosscare.org.au)

### **Home Care Service of NSW**

Home care services, personal care, in home respite, domestic assistance, and community aged care packages. Located in the Shoalhaven.

Contact 1300 881 144 Email: [RACentre@facs.nsw.gov.au](mailto:RACentre@facs.nsw.gov.au)

### **Hammond Care**

Offer assistance in personal care, transport and shopping. The client will need to have an ACAT Assessment.

Contact 1300 879 112 or go to [berry@hammond.com.au](mailto:berry@hammond.com.au)

### **Dial an Angel**

Provide housekeeping, cooking, nurses, personal care attendants, driving and chauffeuring, cleaning, transportation and hospital visits.

Contact: 1300 721 111 Website: [www.dialanangel.com](http://www.dialanangel.com)

### **Uniting Care**

Provide cleaning, meal preparation, washing, ironing, shopping and paying bills.

There is a waiting list for this service.

Contact: 4421 6400

### **Royal District Nursing Services Home Care (RDNS)**

Services include carer support, domestic assistance, home nursing, personal care, respite care, services management, social support, transport.

Contact: 1300 665 444 or go to [www.rdnshomecare.com.au](http://www.rdnshomecare.com.au)

## **Home Modification/ Maintenance**

### **Total Mobility**

Specialises in access and mobility solutions

Contact: 9520 1866 Email: [info@totalmobility.com.au](mailto:info@totalmobility.com.au)

Website: [www.totalmobility.com.au](http://www.totalmobility.com.au)

### **Tyrex Solutions**

Specialise in door, step and wheelchair ramps.

Contact : 4956 6860 or go to [www.tyrex.com.au](http://www.tyrex.com.au)

### **Able Aged Building Services**

Grab rail installer

Contact: Grant Chisholm on 0424285968

### **Scope Access Home Modification/ Maintenance**

Installing support rails, safety ramps for access and independence.

Contact: 1300 765 887

# **End of Lease**

It is beneficial to be informed and aware of all the procedures and processes involved at the time of ending your lease.

## **Legal Assistance and Financial Advice**

### **The Aged-care Rights Service (TARS ) Advocacy and Legal Advice**

Provides a range of legal and non legal services.

Consumer rights, Human rights/ elder abuse, financial exploitation, planning for later life.

Contact: 02 9281 3600 or 1800 424 079 Email: tars@tars.com.au

Website: www.tars.com.au

### **Legal Aid**

Offers free, 30 minute face to face legal advice sessions regarding family law on Monday and Wednesday. Call for an appointment.

Contact: 4422 9529 or 1800 229 529

### **Shoalcoast Community Legal Centre**

Free legal advice, information and referrals for non – commercial matters. Phone advice on Tuesdays and Thursdays. 10am – 12noon

Contact 4422 9529 or 1800 229 529 Email: info@shoalcoast.org.au

Website: www.shoalcoast.org.au

### **NSW Trustee and Guardian**

Will making, estate management, attorney services, and trusts.

59 Market Street Wollongong

Contact 1300 364 103 Website: www.planningaheadtools.com.au

### **Centrelink Advice**

Stephen Page Financial Information Service

4 Lawrence Avenue Nowra.

Phone: 4429 4281 Email: Stephen.page2@humanservices.gov.au

### **Centrelink Social Workers**

If you need advice and financial assistance in the immediate period after the death of someone you cared for. Centrelink social workers can provide advice about any entitlements you may have during this period.

Contact: Commonwealth Respite and Carelink Centre on 1800 052 222

### **Department of Human Services**

Provides information about financial assistance, benefits and services if you provide care to someone who has a disability, illness or is frail aged.

Contact 132 717 or go to www.humanservices.gov.au

## **South Coast Law and Mediation**

Wills and Estate planning, Enduring Guardians and Power of Attorney.  
2/68 Albert Street, Berry NSW 2535  
0435 397 480  
02 9057 4189  
[liz@southcoastlaw.com.au](mailto:liz@southcoastlaw.com.au)

## **Advanced Care Planning**

Provides assistance and advice in planning for future medical care.  
Contact: 1300 887 529 or go to [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au)  
[planningaheadtools.com.au](http://planningaheadtools.com.au)

## **Funeral Arrangements**

### **Coroners Office**

Deaths that are unnatural, unexpected, sudden or suspicious have to be reported to the Coroner.  
Website: [www.coroners.justice.nsw.gov.au](http://www.coroners.justice.nsw.gov.au)

### **Sacred Funerals**

Funeral Directors, personalised celebrations of life that are meaningful, memorable and professional. 24 hour service, seven days per week.  
Contact: 4421 6009 Mobile: 0410 664 799  
45 Worrigee Street, Nowra  
Website: [www.sacredfuneralsnowra.com.au](http://www.sacredfuneralsnowra.com.au)

### **Wray Owen Funerals**

Funerals, burials and cremation.  
Ladies funerals  
52 North Street, Nowra  
Contact: 4423 2333 Website: [www.wrayowen.com.au](http://www.wrayowen.com.au)

### **Murphy Family Funerals Nowra**

4423 0722 Website: [www.murphyfamilyfunerals.com.au](http://www.murphyfamilyfunerals.com.au)