



# NWRH



## Community Services, In-Home Support and Aged Care

Your guide to accessing community services, in-home support, and aged care services with NWRH

NDIS Organisation ID: 4050002432





This information brochure has been designed as a guide to Community Services programs available through **North and West Remote Health (NWRH)** to assist people with receiving support and care in their communities.

#### **Your Guide to Accessing:**

- Commonwealth Home Support Programme
- Home Care Package
- Queensland Community Support Scheme
- Community Transport Program

NWRH is a vibrant, not-for-profit company employing multidisciplinary teams to provide allied health, home and community supports, mental health and wellbeing, headspace and disability services across regional, rural and remote Australia.

#### **NWRH is an approved aged care provider for:**

- Commonwealth Home Support Programme
- Home Care Packages

#### **NWRH also supports people to access care through:**

- Queensland Community Support Scheme
- Community Transport Program

**Leaders in the delivery of community based and outreach services since 1993 at NWRH we employ the following health care professionals:**

- Case Workers
- Community Care Coordinators
- Community Care Drivers
- Community Nurses
- Community Support Workers
- Continence Advisors
- Dementia Advisors
- Diabetes Educators
- Dietitians
- Exercise Physiologists
- Family Support Workers
- Groups Coordinators
- Mental Health Professionals
- Occupational Therapists
- Physiotherapists
- Podiatrists
- Psychologists
- Social Workers
- Speech Pathologists
- Wellbeing Clinicians
- Wellbeing Officers
- Youth Wellbeing Officers

*Disclaimer – It is important for Service Users to recognise that once approved by My Aged Care to receive services through the Commonwealth Home Support Programme or Home Care Package, NWRH may not automatically be approved as your service provider unless you specifically request NWRH. A service provider will be assigned dependent on your needs.*



# COMMONWEALTH HOME SUPPORT PROGRAMME

If you are an older person aged 65 years or over (or 50 years and over for Aboriginal and Torres Strait Islander people) who requires entry-level support services to continue living independently and safely at home; you may be eligible for this support.

Commonwealth Home Support Programme (CHSP) works with you to help maintain your independence rather than doing things for you. CHSP can also support your carer and arrange someone to help you with everyday tasks.

## What services are offered under the Commonwealth Home Support Programme?



## How can I access services under the Commonwealth Home Support Programme?

1. Contact **MY AGED CARE**
2. Phone **1800 200 422**
3. Or follow the steps online at [www.myagedcare.gov.au/help-at-home](http://www.myagedcare.gov.au/help-at-home)
4. Get assessed for services





## HOME CARE PACKAGES

Home Care Packages are for those with greater or more complex care needs.

Home care Packages support people who need a higher level of care and support services on an ongoing basis. Support provided goes beyond what the Commonwealth Home Support Programme can provide.

## WHAT IS A HOME CARE PACKAGE?

Home Care Packages can be an option if you need a coordinated approach to the delivery of your help at home. Upon assessment, you may be assigned a Home Care Package which has four levels of support assisting you with the care, services and supports you need to meet your goals and keep you living independently at home.

### What types of services are provided through Home Care Packages?







## QUEENSLAND COMMUNITY SUPPORT SCHEME

The Queensland Community Support Scheme (QCSS) provides low intensity supports to assist you to live independently, increase connections and participate in your local community.

### Eligible people:

- Under 65 years old (or under 50 years old for Aboriginal and Torres Strait Islander people)
- Those not eligible for NDIS

### Community Services can support you by:

- Improving your capacity to self-manage and live more independently in your home
- Reduce social isolation through opportunities to connect with others and participate in your community
- Connect you with other programs, supports and services to best meet your needs



## COMMUNITY TRANSPORT PROGRAM

The Community Transport Program supports people who have trouble accessing transport options to get around their local community.

### You may have trouble accessing transport because of:

- Where you live
- Your financial situation
- Disability, mental health or chronic health conditions

### Community Services provide support with:

- Wheelchair accessible bus
- Transport services available Monday - Friday

### Eligible people:

- Under 65 years old (or under 50 years old for Aboriginal and Torres Strait Islander people)
- Those not eligible for NDIS
- Are an unpaid carer
- Have limited or no access to other transport options





# NWRH

## CONTACT US

**NWRH can assist service users with registering for the Commonwealth Home Support Programme, Community Transport Program, Home Care Packages and Queensland Community Support Scheme.**

For assistance simply contact any of our friendly staff in the locations below.

### **NORTH WEST (MOUNT ISA)**

53 Enid Street  
PO Box 1127  
Mount Isa QLD 4825  
**Free call:** 1800 221 131  
**Tel:** 07 4744 7600  
**Fax:** 07 4744 7688

### **CENTRAL WEST (LONGREACH)**

19 Duck Street  
PO Box 256  
Longreach QLD 4730  
**Free call:** 1800 789 310  
**Tel:** 07 4652 7100  
**Fax:** 07 4658 3630

### **LOWER GULF (NORMANTON)**

38 Dutton Street  
PO Box 185  
Normanton QLD 4890  
**Tel:** 07 4747 8800  
**Fax:** 07 4747 8811

### **EAST COAST & CORPORATE**

261-263 Ross River Road  
Aitkenvale QLD 4814  
PO Box 8056,  
Garbutt BC QLD 4814  
**Free call:** 1800 799 244  
**Tel:** 07 4781 9300  
**Fax:** 07 4781 9355

**Contact our friendly team today to see what services we offer in your community!**

*NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health Services.*



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