

Special Edition: Attendant Care Providers

This special edition of the E-News includes a summary of the newly appointed panel of attendant care providers.

Attendant care providers have been appointed to provide services to “participant service groupings”; refer to table 1. Each attendant care provider has submitted an introductory summary and these are included in alphabetical order; refer to pages 2-5.

Attendant care providers offer services in geographical areas; in NSW and other states, refer to table 2 on page 5.

Further information is available at the LTCS website: <http://www.lifetimecare.nsw.gov.au/Attendant%20Care.aspx>

New Panel of Approved Attendant Care Providers

The Authority is pleased to announce the new panel of approved attendant care providers. The Authority has appointed 13 providers who re-applied and an additional 10 new providers. The purpose of the panel is to offer choice for LTCS participants, ensure service coverage across NSW, and to ensure that providers have the disability expertise and meet or will meet the quality program established by the Attendant Care Industry Association.

To provide a match between participant need and provider’s skill and experience, the attendant care providers have been appointed to provide services to participants in the following groupings:

- **Physical Assistance:** These providers have experience in delivering attendant care programs for people requiring physical assistance, for example hoisting, assistance with toileting, showering or dressing.
- **High Clinical Needs:** These providers have experience in delivering attendant care programs for people with high clinical needs, for example regular wound dressings, PEG feeding, or complex catheter care.
- **Cognition and Behaviours of Concern:** These providers have experience delivering attendant care programs for people requiring assistance with Cognition and Behaviours of Concern, for example implementing a behavioural management program or providing prompting throughout activities of daily living (ADLs).

Physical Assistance	High Clinical Needs	Cognition and Behaviours of Concern
21 Providers in total	16 providers in total	19 providers in total
<ul style="list-style-type: none"> • All About Caring • Allcare Nursing Services • Alliance Home Care Services • Australian HealthCall Group • Australian Home Care Services* • Care Community • Care1 • CareWest • Community Connections Australia • Complete Care Team • Cram Foundation • Disability Trust • Dolleina • EACH • Hunter Nursing • Lifestyle Solutions Australia • North West Disability Services • ParaQuad NSW • Royal Rehab. Centre Sydney* • Southern Cross* • The Whiddon Group 	<ul style="list-style-type: none"> • Allcare Nursing Services • Alliance Home Care Services • Australian HealthCall Group • Australian Home Care Services* • Care Community • CareWest • Community Connections Australia • Complete Care Team • Cram Foundation • Disability Trust • Dolleina • EACH • Hunter Nursing • ParaQuad NSW • Royal Rehab. Centre Sydney* • Southern Cross* 	<ul style="list-style-type: none"> • Acquired Brain Injury Services NSW • Allcare Nursing Services • Alliance Home Care Services • Australian Home Care Services* • Australian HealthCall Group • Care Community • Care1 • CareWest • Community Connections Australia • Complete Care Team • Disability Trust • Dolleina • EACH • Headstart ABI Service • Lifestyle Solutions Australia • North West Disability Services • Royal Rehabilitation Centre Sydney* • Southern Cross* • The Whiddon Group

Table 1.

* Denotes the attendant care providers who have achieved the Attendant Care Industry Association’s (ACiA’S) certification program (ACIMSS), and have been appointed to the panel for 3 years. All other providers have been appointed for one year as they are working towards achieving this quality certification. Their appointment will be extended for an additional 2 years on the condition they achieve this certification.

Acquired Brain Injury Services NSW

(Cognition and Behaviours of Concern)

Acquired Brain Injury Services NSW is a not for profit specialised support service for people with an acquired brain injury which has been operational since 1986. Our aim is to enhance our client's lifestyle with appropriate and quality service provision to assist people to live independently and participate in their community. Our management team and community support workers bring extensive experience and knowledge of working with people with an acquired brain injury. We provide individually tailored support to our clients, case co-ordination, 24 hour operation with on call facility for crisis management and emergencies and specialist supported accommodation (Bathurst).

All About Caring

(Physical Assistance)

We have delivered attendant care services to Sydney, Central Coast and Hunter Regions for 10 years. Our mission is to "Enhance our Service Users Quality of Life" so they may remain living at home safely with the assistance of high quality attendant care services. We are a professional health care service provider whose attendant care workers are trained and experienced in all aspects of aged and disability care. In consultation with service users and/or their carers, we identify needs and requirements and plan services accordingly. Our corporate services director is the current president of the Attendant Care Industry Association (ACiA).

Allcare Nursing Services

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

For over 25 years ANS has provided services to people (including children) with physical and intellectual disabilities, acquired brain injury and high medical needs. The services provided include developing goal orientated care plans to enhance the client's quality of life, personal care, respite, meal preparation, domestic, shopping, counselling, education, exercises, outings, access to audio books, and also working with other organisations to integrate people with a disability with their community. Where required, ANS offers direct clinical nursing care provided by registered nurses or enrolled nurses as appropriate and coordination of home health care services and monitoring of a client's health status and/or health care plan.

Alliance Home Care Services

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Alliance Home Care Services (Alliance™) provides clients with individual health care in their own home or work environment using personal care assistants, assistants in nursing, enrolled nurses and registered nurses as well as ancillary staff such as cleaners. Alliance™ has staff available to meet individual needs and provide planned care around a philosophy of promoting client independence and participation in decision-making. Alliance™ is 100% Australian owned, based and operated by registered nurses. Our aim is to deliver best practice health care by establishing positive relationships and effective communication between all members of the service and our clients, ensuring that trust and teamwork are created 'working in partnership'.

Australian HealthCall Group

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

The Australian HealthCall Group (AHG) is one of the largest Australian privately owned nursing and support service which has operated over 50 years. AHG is highly regarded for providing professional, understanding, sensitive staff. Our skilled team embrace that doing whatever it takes, is at the core of our business, ensuring you receive the best nursing and support services. Our registered nurses, enrolled nurses, assistant nurses and support workers are trained, qualified and skilled in acquired brain injury, profound disabilities, spinal cord injury, burns management, 24 hour ventilated care, complex medication, wound care, urinary catheter changes, percutaneous endoscopic gastrostomy (PEG) care, severe cognitive impairment/psychological issues, personal care, domestic assistance/meal preparation/shopping and community access/transport.

Australian Home Care Services

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Australian Homecare is a not for profit organisation owed by Multiple Sclerosis and has provided attendant care services (personal, domestic and community nursing) throughout NSW and Victoria since 1986. It is one of the largest attendant care providers with 10 offices in locations across NSW. We have a strong focus in providing a high level of care for people with traumatic brain injury, spinal cord injury and other disabilities. AHC focuses on a highly individualised approach to each client's care planning, rehabilitation and staff training and aims for a collaborative approach between client, family and support networks in the local community.

Care Community

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Care Community, a division of Origin Healthcare, has been delivering services to community clients since 1995. The Care Community team has extensive experience in the disability sector and provides co-ordinated care to meet the needs of all clients requiring in-home care and support. Our aim is to work collaboratively with our clients and all members of the treating team toward the development, implementation and ongoing management of an individually tailored and client-directed independent support plan. Care Community is ISO (International Organization for

Standardization) accredited (2008), and adheres to the Disability Service Standards (NSW Disability Services Act 1993) and embraces the key domains of the International Classification of Functioning, Disability & Health (ICF 2001).

Care1

(Physical Assistance, Cognition and Behaviours of Concern programs)

Care1 is an experienced provider of quality care and support to children and adults with disabilities, families and carers in NSW and the ACT. We are Australian owned and operated and fully compliant with Disability Service Standards and Home and Community Care (HACC) standards, as well as having full ISO 9001 accreditation. We provide a 24 hour service, 7 days a week. We can provide personal care, in-home respite, overnight support, meal preparation, domestic assistance and transport and behaviour support. Enjoy peace of mind knowing that our special team of staff will provide you with a reliable and friendly service that is professional and timely.

CareWest

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

CareWest provides a range of flexible support options to clients requiring support in their own homes and communities. Our highly qualified team leader (registered nurse) and case managers (allied health specialists), work directly with the care recipient and any carers in the development of an individualised care plan to guide every detail of the care and support required by the care recipient. All of our attendant care workers are experienced and possess formal qualifications. We deeply respect the choice and independence of care recipients and believe they are best-placed to direct their own care and support.

Community Connections Australia

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Community Connections Australia is a not for profit organisation, specialising in the delivery of in home and community based support services to people with disabilities (including physical and acquired brain injury) across the Sydney metropolitan area. Concentrating on services that are flexible and individualised, our philosophy is wherever possible people should live in their own households with people of their choice and receive services that assist and increase autonomy and independence. Service delivery is targeted to people's needs, and staff, appropriately trained in each person's needs, are supported and monitored to ensure that the service is reliable, focused and personalised.

Complete Care Team

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Complete Care Team provides attendant care and nursing care for people in the community with high support needs. Complete Care Team was established in 1999. The registered office is at 1/11 Hope Street Blaxland in the lower Blue Mountains. We provide service to the Blue Mountains and Western Sydney areas. The directors of Complete Care Team are Rhonda Barrett (RN) and Michelle Barrett. Complete Care Team provides highly skilled, qualified and experienced personnel including registered nurses, enrolled nurses, assistant nurses-Certificate Level III and attendant care workers. All staff have completed a rigorous recruitment and induction process emphasising high quality service provision.

(The) Cram Foundation

(Physical Assistance, High Clinical Needs)

Cram supports children and adults who have a disability and/or medical needs. Services are located in the Illawarra and Southern Sydney regions. Community care staff have qualifications and skill sets to support people who have complex medical and health care needs and care services are monitored by a registered nurse. Cram has a strong and positive reputation for focussing on client priorities and will assist with planning to meet needs. Cram is flexible in the provision of services to assist clients to achieve their goals, and has a 24 hour system in place for emergency support.

(The) Disability Trust

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

The Disability Trust is committed to providing highly professional care and services for people with disabilities and their families. The Disability Trust has been providing attendant care services since 1991 and has highly trained staff providing personal care, domestic assistance, and community access as well as accommodation services to people. The Disability Trust also operates a number of respite homes in Bowral, Bargo, Wollongong, and one at Sanctuary Point. We have staff available across Southern and South West Sydney, Illawarra, Far South Coast to the Victorian border, Southern Highlands, as well as in Goulburn and Queanbeyan.

Dolleina

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Dolleina provides effective tailored in-home care and support to individuals in city and country areas of New South Wales. We specialise in supporting people with high level disabilities including spinal cord injury (including ventilated quadriplegia) and brain injury. Dolleina is strongly committed to providing high quality services designed for each individual based on their needs. Our dedicated team of professionals are unified in their efforts to optimise the physical, emotional and social well-being of our clients. Dolleina believe high quality service stems from recruitment of qualified and experienced employees who are passionate about the field they are working within. "Working alone we are limited! Working together, limitless....."

EACH

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

EACH has over 35 years experience in the successful delivery of a range of holistic and integrated primary healthcare, disability, psycho-social and community support services. This includes considerable experience in the provision of quality care and support for people experiencing acquired-brain-injuries and other injuries or disabilities associated with road trauma. The organisation deploys a highly-skilled workforce on a 24/7 basis to provide in-home personal care, specialist clinical assistance, therapy and rehabilitation support, supported community access, and general domestic assistance. Our services promote independence, self-determination and dignity, and embrace a social model of health rather than a medical or traditional 'disability' approach. More information can be found at www.each.com.au.

Headstart Acquired Brain Injury Service

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Headstart, was established 25 years ago as a specialist support service to meet the complex needs of people with an acquired brain injury and their families. We reconnect people with their community in a manner that supports independence, individuality and confidence. Support is tailored to reduce the impact of the after-effects of brain injury, and enable sustainable involvement in the local community. We provide one to one support for living skills and community access, in-home support to assist the person manage their day to day life, social and recreational activities, case co-ordination, community education and 24 hour emergency contact.

Hunter Nursing

(Physical Assistance, High Clinical Needs)

Hunter Nursing is an experienced provider of community nursing and home care services with over 28 years experience in the industry. The organisation's mission is to provide a caring, professional and supportive nursing and home care service to all clients of Hunter Nursing. Hunter Nursing specialises in providing attendant care to clients with high care and complex needs and currently supports numerous clients with spinal cord injuries and challenging behaviour. A holistic approach is used to care plan development which ensures that the individual's (and their family's) needs, opinions and requirements are also taken into account when providing care.

Lifestyle Solutions

(Physical Assistance, Cognition and Behaviours of Concern programs)

Lifestyle Solutions commenced in 2002 and now operates from 11 regional offices in NSW and 5 State offices across Australia providing housing and support, in-home attendant care, respite and day program services to over 500 adults and children with a disability. Lifestyle Solutions' primary goal is the provision of person centred support that ultimately relates to a community based sustainable quality of life. Additional goals include a focus on strengthening families, strengthening skills, valued roles and social inclusion and building capacity within the service system itself. Lifestyle Solutions have a committed group of staff who are committed to the person and to supporting them to live in the community.

North West Disability

(Physical Assistance, Cognition and Behaviours of Concern programs)

North West Disability Service aims to enhance the life of people with disabilities and their carers in the north western metropolitan area of Sydney, by providing quality attendant care, respite, skills development, information and other services in ways that are flexible to meet individual needs. Staff support the individual in their home and/or community to assist them to achieve their goals. Attendant care services can include staff supervising, assisting or actually doing tasks and making sure the individual is safe. Staff encourage the individual to do as much as they can for themselves whilst building on the skills that the individual already has.

ParaQuad NSW

(Physical Assistance, High Clinical Needs)

ParaQuad NSW aims to support people with a Spinal Cord Injury (SCI) to achieve their choices in life. We provide flexible services tailored to meet the needs of each participant and our personal care staff receive specialised training to work with participants with a SCI. Participants also have access to occupational therapy, nursing and social work services, all with SCI expertise. ParaQuad is an approved provider of attendant care for the NSW government department of Aging, Disability and Home Care. We are a member of the Attendant Care Industry Association (ACiA), and our manager is the current Vice-President.

Royal Rehabilitation Centre Sydney

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

The Royal Rehabilitation Centre Sydney (Royal Rehab.) specialises in providing quality direct care and specialist healthcare services for clients in community settings and centre-based residential accommodation. We are a not-for-profit charitable organisation which offers a range of innovative community-based, specialist rehabilitation and residential services for people with disabilities with continuing care needs. Our service encourages client empowerment and involvement, provides individually tailored supports, and facilitates clients' community participation whilst continuously striving to improve services based on client feedback. Royal Rehab is currently fully accredited with both the Attendant Care Industry Association and the Australian Council for Health Care Standards.

Southern Cross

(Physical Assistance, High Clinical Needs, Cognition and Behaviours of Concern programs)

Southern Cross was established in 1984 and is committed to providing high quality care and services to assist people to live in their community. We provide a 24 hour, 7 day service with support and advice available at all times (1800 free call). We have care assessors (registered nurses) who live within the local community available to assess, monitor and assist participants and attendant care workers who are trained to specifically meet the needs of participants and who are supervised by the local care assessor. We believe participants are the priority and will uphold their rights and dignity with respect.

The Whiddon Group

(Physical Assistance, Cognition and Behaviours of Concern programs)

Operating with the values of dignity, autonomy, growth, integrity and excellence, staff at The Whiddon Group strive to provide the highest quality of care. Ongoing training and education ensures our 1200 plus staff have the necessary qualifications and skills to support clients with a range of disabilities including acquired brain injury and spinal cord injury. Our service model is flexible to meet the needs of our clients. Following the initial contact, one of our coordinators will meet with you to assess your needs and develop a service plan. Services provided will be at a time that suits you and in a way so as to maximise your independence.

Service Coverage of NSW.

The following approved attendant care providers offer services within these regions of NSW. Further information is available on the provider summary page on the LTCS website:

<http://www.lifetimecare.nsw.gov.au/Attendant%20Care.aspx>

<p><u>Central West</u></p> <p>ABI Services; Alliance Health Services Group; Australian Home Care Services; Care Community; CareWest; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross; Whiddon Group</p> <table><tr><td>Bathurst</td><td>Forbes</td><td>Oberon</td></tr><tr><td>Bland</td><td>Lachlan</td><td>Orange</td></tr><tr><td>Blayney</td><td>Lithgow</td><td>Parkes</td></tr><tr><td>Cabonne</td><td>Mid-Western</td><td>Weddin</td></tr><tr><td>Cowra</td><td></td><td></td></tr></table>	Bathurst	Forbes	Oberon	Bland	Lachlan	Orange	Blayney	Lithgow	Parkes	Cabonne	Mid-Western	Weddin	Cowra			<p><u>Far West</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross;</p> <table><tr><td>Broken Hill</td><td>Central Darling</td><td>Unincorporated Far West (SLA)</td></tr></table>	Broken Hill	Central Darling	Unincorporated Far West (SLA)
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<p><u>Hunter</u></p> <p>Allcare Nursing Services; All About Caring; Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Dolleina; EACH; Headstart ABI Service; Hunter Nursing; Lifestyle Solutions; ParaQuad NSW; Royal Rehab Centre Sydney; Southern Cross; Whiddon Group</p> <table><tr><td>Cessnock</td><td>Lake Macquarie</td><td>Port Stephens</td></tr><tr><td>Dungog</td><td>Maitland</td><td>Singleton</td></tr><tr><td>Gloucester</td><td>Muswellbrook</td><td>Upper Hunter</td></tr><tr><td>Great Lakes</td><td>Newcastle</td><td></td></tr></table>	Cessnock	Lake Macquarie	Port Stephens	Dungog	Maitland	Singleton	Gloucester	Muswellbrook	Upper Hunter	Great Lakes	Newcastle		<p><u>Illawarra</u></p> <p>Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Care1; Cram Foundation; Disability Trust; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross.</p> <table><tr><td>Kiama</td><td>Shoalhaven</td><td>Wollongong</td></tr><tr><td>Shellharbour</td><td></td><td></td></tr></table>	Kiama	Shoalhaven	Wollongong	Shellharbour		
Cessnock	Lake Macquarie	Port Stephens																	
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Shellharbour																			
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<p><u>Mid-North Coast</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; Dolleina; EACH; Hunter Nursing; Lifestyle Solutions; ParaQuad NSW; Southern Cross; Whiddon Group</p> <p>Bellingen Clarence Valley Coffs Harbour Greater Taree</p> <p>Port Macquarie- Hastings Kempsey</p> <p>Lord Howe Island (SLA) Nambucca</p>	<p><u>Murray</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross.</p> <p>Albury Balranald Berrigan Conargo Corowa</p> <p>Deniliquin Greater Hume Jerilderie Murray</p> <p>Tumbarumba Urana Wakool Wentworth</p>
<p><u>Murrumbidgee</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross;</p> <p>Carrathool Coolamon Cootamundra Griffith Gundagai</p> <p>Hay Junee Leeton Lockhart</p> <p>Murrumbidgee Narrandera Temora Wagga Wagga</p>	<p><u>Northern</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; Dolleina; EACH; Hunter Nursing; Lifestyle Solutions; Southern Cross; Whiddon Group</p> <p>Armidale Glen Innes Gunnedah Guyra Gwydir</p> <p>Inverell Liverpool Plains Moree Plains Narrabri</p> <p>Tamworth Tenterfield Uralla Walcha</p>
<p><u>North Western</u></p> <p>Alliance Health Services Group; Australian Home Care Services; Care Community; CareWest; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross; Whiddon Group</p> <p>Bogan Bourke Brewarrina Cobar</p> <p>Coonamble Dubbo Gilgandra Narromine</p> <p>Walgett Warren Warrumbungle Wellington</p>	<p><u>Richmond Tweed</u></p> <p>Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Dolleina; EACH; Hunter Nursing; Lifestyle Solutions; ParaQuad NSW; Southern Cross; Whiddon Group</p> <p>Ballina Byron</p> <p>Kyogle Lismore</p> <p>Richmond Tweed</p>
<p><u>South Eastern</u></p> <p>Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Care1; Disability Trust; Dolleina; Hunter Nursing; Lifestyle Solutions; Southern Cross</p> <p>Bega Valley Bombala Boorowa Cooma-Monaro Eurobodalla</p> <p>Goulburn- Mulwaree Harden Palerang Queanbeyan</p> <p>Snowy River Tumut Upper Lachlan Yass Valley Young</p>	<p><u>Sydney Inner</u></p> <p>ABI Services; All About Caring; Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Care1; Community Connections Australia; Disability Trust; Dolleina; Hunter Nursing; Lifestyle Solutions; ParaQuad NSW; Royal Rehab Centre Sydney; Southern Cross</p> <p>Ashfield Botany Burwood Canada Bay Canterbury Hunters Hill Hurstville</p> <p>Kogarah Lane Cove Leichhardt Manly Marrickville Mosman North</p> <p>Rockdale Strathfield Sydney City Waverley Willoughby Woollahra</p>
Table continued on next page	

<u>Sydney Outer</u>			<u>Sydney Surrounds</u>		
ABI Services; All About Caring; Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Care1; Community Connections Australia; Complete Care Team; Cram Foundation; Disability Trust; Dolleina; Hunter Nursing; Lifestyle Solutions; North West Disability Services; ParaQuad NSW; Royal Rehab Centre Sydney; Southern Cross; Whiddon Group			All About Caring; Alliance Health Services Group; Australian HealthCall Group; Australian Home Care Services; Care Community; Care1; Complete Care Team; Disability Trust; Dolleina; Hunter Nursing; Lifestyle Solutions; North West Disability Services; ParaQuad NSW; Royal Rehab Centre Sydney; Southern Cross; Whiddon Group		
Auburn	Fairfield	Penrith	Blue Mountains	Hawkesbury	Wyang
Bankstown	Holroyd	Pittwater	Gosford	Wollondilly	
Baulkham Hills	Hornsby	Ryde			
Blacktown	Ku-ring-gai	Sutherland			
Camden	Liverpool	Warringah			
Campbelltown	Parramatta				

<u>Other States</u>			
ACT	Queensland	Tasmania Northern Territory	Victoria:
Southern Cross; Lifestyle Solutions; Australian Healthcall Group; Care 1	Southern Cross; Australian Home Care services, Lifestyle Solutions; Australian Healthcall Group	Lifestyle Solutions	EACH; Australian Home Care Services; Southern Cross; Lifestyle Solutions

Table 2.

About the E-News

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