



**ACT**  
Government  
Health

# **ACT COMMUNITY ASSISTANCE & SUPPORT PROGRAM (CASP)**

Service Directory

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# What is the Community Assistance & Support Program?

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**The Community Assistance & Support Program (CASP) aims to enhance your health and wellbeing, and facilitate your independence and participation in the community.**

CASP provides you and your carer with support if you are finding daily living activities difficult due to a health issue. This health issue may come and go, or be a condition that is short-term.

CASP will assist you by carrying out daily living activities for you, such as mowing the lawn or providing meals, or by supporting you to perform these activities yourself.

These support services can help you to stay well and, where possible, prevent you from suffering a decline in health or needing to go to hospital. When you do go to hospital, these services will help you to return to your home safely following your stay.

Services available to support you include: domestic assistance; food services; linen service; personal care; community participation and social support; counselling support, information and advocacy; carer support; minor home maintenance; and transport.

## Who can use CASP?

To be eligible for CASP you must live in the ACT, be under 65 years and require home and community support for daily living activities due to a health issue\*.

People who may be eligible for CASP includes, but is not limited to, people with:

- an illness that comes and goes;
- short-term health or mental health conditions;
- a need for post-hospital care and support, or assistance with hospital outpatient visits;
- a disability that is not of a 'major and permanent' nature (as required for National Disability Insurance Scheme (NDIS) eligibility);
- any combination of any number of these characteristics; and
- the unpaid carers and family members of any of the above individuals.

**To receive services under the program, you cannot be receiving identical home and community care support services from another government program.**

**If you are a current NDIS client, you *may* be eligible for CASP if you require additional support arising from a temporary health issue e.g. recovering from surgery.**

**\* Important note:** CASP cannot provide long-term, high level care or specialist mental health services.

## Expected outcomes

CASP focuses on achieving the following outcomes for eligible people:

- Meeting your needs by providing a range of support services to assist your health and wellbeing;
- Providing support services that increase your independence and allow you to be a part of your community; and
- Where possible, services will be provided in the community or your home rather than a medical setting.

## Services Available

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**Please note:**

- There may be waiting times before you can access services or before a service can start.
- Although services are subsidised by the ACT Government, some fees usually apply.

## Care coordination

### Alzheimer's ACT

6255 0722

### Anglicare ACT

6278 8480

### Belconnen Community Services

6278 8101

Support to ensure the services needed to help you reach your recovery goals are in place and that you are being supported to access them.

### CatholicCare

6163 7665

Community based support for you to enhance your health and wellbeing, and facilitate your independence and participation in the community.

### Communities@Work

6293 6500

Provides you with a comprehensive, coordinated and integrated assessment for the coordination of any care supports you may need.

## Community Options Inc.

### **6295 8800**

Provides you with client assessment and care coordination. Your individual needs will be assessed as the first point of contact. Personalised care services will be coordinated and the need for these services will be monitored periodically.

## Community Services #1

### **6126 4700**

Offers you short term case management, advocacy, assessment, carer support, and coordination of services.

## DUO

### **6287 2870**

Comprehensive assessment of your needs to ensure the coordination of relevant services and supports for you.

## KinCare

### **1300 733 510**

Offers you domestic assistance, social support, respite care, personal care, client assessment and care coordination.

## Mercy Health

### **6288 9600**

Provision of assessment and care coordination in relation to services delivered by Mercy Health.

## Northside Community Service

### **6257 2255**

Works one-on-one with you for goal planning and to provide the coordination of services including internal supports (e.g. in-home supports, social inclusion and / or transport) as well as external community supports (e.g. linking with housing services, mental health clinical services, linking with general practitioners) for a period of time. Northside CASP utilises the Outcome Star Model to measure the range of life areas you may require assistance with.

## Woden Community Service

### **6181 2819**

Provides you with assessment and care coordination.

## Carer support

### Canberra Institute of Technology (CIT)

6207 3628

**Skills for carers** – Flexible and responsive training for family carers (unpaid carers in the ACT). The training occurs through short courses, workshops and individual sessions. Training may focus on the health and wellbeing of the carer. Information is provided on services, legal matters and health conditions.

### Carers ACT

1800 242 636

- **Inclusive Carers Linkages** – Provision of support, intervention, referral, problem solving and linkages for marginalised carers, such as people who identify as Aboriginal and Torres Strait Islanders and/or LGBTI.
  - **Money Matters for Carers** – Financial counselling for carers to develop a goal approach to financial stress triggers; development of tailored financial management plans and linkages to other financial services, where appropriate; coordinated guidance, eligibility advice and support to access Commonwealth payments; provision of other information about available concessions for carers and care recipients; information about no or low cost loans; and links to the Companion Card.
  - **Managing carer stress** – Delivery of a range of innovative individual and group counselling and therapy interventions to assist carers to cope with the pressure of their caring role; connects carers with digital stress management resources relevant to carers depending on the type of stressors to maintain wellbeing after counselling or therapy intervention; provides specialist intervention to strengthen family functioning; education and resources to increase carers confidence in their own skills and ability to meet the needs of the care recipient; case coordination and linkages to relevant Carers ACT and other complementary carer specific services, especially respite support that is outside the scope of CASP.
  - **Carer Connections** – Connect carers through activities and engagement to reduce their social isolation. Also provides education and resources to raise carer awareness about looking after themselves; specific activities to reduce social isolation, including culturally appropriate activities that celebrate a carer's culture and their community; and activities to improve health and wellbeing, including yoga and tailored mindfulness for carers.
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## Community participation

### Belconnen Community Service

#### 6278 8101

Support for you to re-engage with your community, including supports to access shopping, social supports, appointments and other activities that will maximise the recovery process and keep you engaged.

### Northside Community Service

#### 6257 2255

**Skills Development and Community Participation** – Assists you to develop living skills and community participation based on goal setting. In-home and skill development supports may include such things as living skills, meal preparation, assistance and independent access of public transport, budgeting and support for you in getting the right training, job seeking and employment options.

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## Counselling support, information and advocacy

### ACT Disability, Aged and Carer Advocacy Service (ADACAS)

#### 6242 5060

Providing individual advocacy on issues where your rights are not being upheld or discrimination is experienced. Issues can include access and quality of service, including from mainstream sectors such as health, education, transport, justice and housing. ADACAS assists you to be heard with matters that impact your overall wellbeing, recognising that resolving these issues can have positive effects on your health and wellbeing and enables independence. When demand for advocacy is high, ADACAS will prioritise cases of greatest need.

### Alzheimer's ACT

#### 6255 0722

Provides you with information, support and counselling for people with Alzheimer's or other major memory loss and their carers.

### CatholicCare

#### 6163 7600

Provides you with a wide range of information and counselling services.

### Community Connections

#### 6296 1133

You will be given assistance and supported referrals to help you understand and navigate the support options available to you. The aim of the service is to improve your health and wellbeing by supporting your engagement with the most effective supports relevant to your needs and circumstances, and to reduce referrals to services that are less relevant to your circumstances.

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## Northside Community Service

### **6257 2255**

CASP Coordinators will work closely with you to develop a plan for you and provide a range of services for you, including services offered by the agency (e.g. in-home supports, social inclusion and / or transport) as well as putting you in touch with other community supports (e.g. linking with housing services, mental health clinical services, linking with general practitioners) for a period of time. Northside CASP utilises the Outcome Star Model to measure the range of life areas you may require assistance with.

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## **Domestic assistance**

Domestic assistance including assistance with house cleaning, washing, ironing and unaccompanied shopping.

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**Anglicare ACT**  
6278 8480

**DUO**  
6287 2870

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**Belconnen Community Service**  
6278 8101

**Kincare**  
1300 733 510

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**CatholicCare**  
6163 7665

**Mercy Health ACT**  
6228 9600

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**Community Services #1**  
6126 4700

**Woden Community Service**  
6181 2819

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**Community Options Inc.**  
6295 8800

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## Flexible multi-service supports

### Belconnen Community Service

**6278 8101**

***In-home assistance*** – Services to support you to recover in your own home. Includes domestic assistance, basic home supports and home maintenance.

### Community Options Inc.

**6296 8800**

***Community assistance and home support*** – Home-based services that are responsive to your needs. Examples may include but are not limited to personal care, domestic assistance and social support.

### Community Service #1

**6126 4700**

Offer a range of services for you including domestic assistance, home and yard maintenance, minor modifications, social support and medical transport.

### DUO

**6287 2870**

Deliver a range of services to you, which promote a wellness model and help enable you to live independently at home and to be a part of your community. Some of the services include social support, domestic assistance, personal care, medical transport, and home/ garden maintenance.

### KinCare

**1300 733 510**

KinCare enhances your health and well-being by offering domestic assistance, social support, respite care, personal care, client assessment and care coordination.

### Mercy Health ACT

**6228 9600**

Delivers flexible, responsive services that can meet your needs, to assist you to live safely, actively and independently in your own home and community. Services include domestic assistance, personal care, social support and transport.

### Northside Community Service

**6257 2255**

Assists you to develop living skills and community participation based on goal setting. There is a strong focus on assisting you to build your capacity and independence. In-home and skill development supports with such things as living skills, meal preparation, assistance and then independent access of public transport, budgeting, support accessing training and employment options.

## Food services

### Australian Red Cross

**6234 7663**

More than just a meal, Red Cross volunteers check on your wellbeing and will have a chat whilst delivering your food. Meals are affordable and nutritious, and we are able to cater for most dietary requirements.

You can select from a range of chilled fresh meals and frozen meals. This program is aimed at people requiring support such as transitions from hospital, serious illness, chronic physical/ mental illness that mean that for periods of time people may be unable to cook for themselves.

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## Linen service

### DUO

**6287 2870**

Providing assistance if you require support with continence management. Provides collection and delivery of linen products such as bed sheets, towels, pillow cases and kylie absorbent bed pads.

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## Minor home maintenance

### Belconnen Community Service

**6278 8101**

### CatholicCare

**6163 7600**

Home maintenance tasks that may include minor maintenance jobs and carpentry repairs, window and gutter cleaning for single storey locations, and gardening.

### Community Options Inc

**6295 8800**

Minor home maintenance, including but not limited to the installation of hand rails or small modifications/maintenance that assist in supporting you to maintain safety at home.

### Community Services #1

**6126 4700**

Home maintenance, yard maintenance and minor modifications.

### DUO

**6287 2870**

Home safety and maintenance tasks, including minor modifications and gardening.

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## Personal care

Assistance to help you with bathing, use of bathroom, dressing, grooming, getting in and out of bed and assistance with eating.

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**CatholicCare**  
6163 7665

**Kincare**  
1300 733 510

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**Community Options Inc.**  
6295 8800

**Mercy Health ACT**  
6228 9600

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**DUO**  
6287 2870

**Woden Community Service**  
6181 2819

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## Reablement Groups

### Belconnen Community Service

**6264 0200**

These groups are designed to support you with recovery back to health and are strength and conditioning based groups. Groups such as 'Stay on Your Feet' and 'Backs in Balance' are included in this set of re-ablement groups.

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## Social support

Can include group activities, individual outings, home visits, accompanied shopping, and assistance to access groups (transport to activities may be included).

### Alzheimer's ACT

**6255 0722**

**Dementia Links Program** – For people with dementia under 65 years with no other means of support who acknowledge their diagnosis, are mobile and who want to be with others in a similar position. Transport is provided to the program.

### Anglicare ACT

**6278 8480**

### Belconnen Community Service

**6278 8101**

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## Australian Red Cross

**6234 7663**

**MATES program** – You will be matched with volunteers based on common interests. MATES can then spend time together exploring these common interests and seeking ways to support you back into your community and help improve your social connections. Activities might include taking part in community interest groups or outings to cafes, galleries, the footy or other places of interest, or friendly in-home visits.

**TeleCHAT** – A phone-based social support program to assist you in maintaining social contact and social wellbeing, especially in times of recovery from illness or injury. Volunteer callers will be matched with you based on common interests. The volunteer makes a weekly social phone call and talks with you, at times that are agreed to based on what works for both of you.

**Telecross** – Provides you with a daily telephone call to check on wellbeing and provide peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning. If you don't answer, they will always ensure your wellbeing by arranging one of your nominated contacts to visit you promptly. If they are unavailable, an ambulance service or other appropriate help will be called to assist you.

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**CatholicCare**

6163 7665

**Kincare**

1300 733 510

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**Community Options Inc.**

6295 8800

**Mercy Health ACT**

6228 9600

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**Community Services #1**

6126 4700

**Woden Community Service**

6181 2819

Provision of social groups and bus outings.

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**DUO**

6287 2870

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## Social support for children

### Marymead

**6162 5800**

**Social Support – 'Kids into community'** - Social support and activities to enable community inclusion of children (up to the age of 18 years) who experience social isolation because of the impact of disability within their family.

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## **Transport**

### **Anglicare**

**6278 8480**

Provides transport to medical appointments

### **Belconnen Community Service**

**6278 8124**

Transport support services to assist you in accessing medical appointments and other recovery support appointments.

### **Communities@Work**

**6126 9090**

Medical related transport if you require community transport assistance to access medical and/or health services due to difficulties with activities of daily living arising from a health condition.

### **Community Services #1**

**6126 4700**

Supported transport to and from medical appointments.

### **DUO**

**6287 2870**

Transport to and from medical appointments.

### **Mercy Health ACT**

**6228 9600**

### **Northside Community Service**

**6257 2255**

Transport to and from medical appointments (time limited).

### **Woden Community Service**

**6181 2828**

Provision of transport to medical appointments.

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## Summary of available services by organisation

Services by organisation		
Organisation Name	Service type / Program	Contact
ACT Disability, Aged and Carer Advocacy Service	Counselling Support, Information and Advocacy	6242 5060 <a href="http://www.adacas.org.au/">http://www.adacas.org.au/</a>
Alzheimer's ACT	Care Coordination	6255 0722 <a href="https://act.fightdementia.org.au/">https://act.fightdementia.org.au/</a>
	Counselling Support, Information and Advocacy	
	Social Support	
Anglicare ACT	Care Coordination	6278 8480 <a href="http://www.anglicare.com.au/">http://www.anglicare.com.au/</a>
	Domestic Assistance	
	Social Support	
	Transport	
Australian Red Cross	Food Services	6234 7663 <a href="http://www.redcross.org.au/">http://www.redcross.org.au/</a>
	Social Support Programs: <ul style="list-style-type: none"> <li>• MATES</li> <li>• Telecross</li> <li>• Telechat</li> </ul>	
Belconnen Community Services	Care Coordination	6264 0200; 6278 8124; or 6278 8101 <a href="http://www.bcsact.com.au/">http://www.bcsact.com.au/</a>
	Community Participation	
	Domestic assistance	
	Flexible Multi-Service Supports	
	Minor home maintenance	
	Re-ablement Groups	
	Transport	
Canberra Institute of Technology (CIT)	Carer Support Program: Skills for Carers	6207 3628 <a href="https://cit.edu.au/">https://cit.edu.au/</a>

Carers ACT	<p>Carer Support Programs:</p> <ul style="list-style-type: none"> <li>• Carer Connections</li> <li>• Inclusive Carers Linkages</li> <li>• Managing carer stress</li> <li>• Money matters for carers</li> </ul>	<p>1800 242 636</p> <p><a href="http://www.carersact.org.au/">http://www.carersact.org.au/</a></p>
CatholicCare	Care Coordination	<p>6163 7600 or 6163 7665</p> <p><a href="http://www.catholiccare.cg.org.au">http://www.catholiccare.cg.org.au</a></p>
	Counselling Support, Information and Advocacy	
	Domestic Assistance	
	Minor Home Maintenance	
	Personal Care	
	Social Support	
Communities@Work	Care Coordination	<p>6293 6500 or 6126 9090</p> <p><a href="https://commsatwork.org/">https://commsatwork.org/</a></p>
	Transport	
Community Connections Inc.	Counselling Support, Information and Advocacy	<p>6296 1133</p> <p><a href="http://www.comcons.org.au/">http://www.comcons.org.au/</a></p>
Community Options Inc.	Care Coordination	<p>6295 8800</p> <p><a href="http://www.communityoptions.com.au">http://www.communityoptions.com.au</a></p>
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Minor Home Maintenance	
	Personal Care	
	Social Support	
Community Services #1	Care Coordination	<p>6126 4700</p> <p><a href="http://communityservices1.org/">http://communityservices1.org/</a></p>
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Minor Home Maintenance	
	Social Support	
	Transport	

DUO Services	Care Coordination	6287 2870 <a href="https://www.duo.org.au/">https://www.duo.org.au/</a>
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Minor Home Maintenance	
	Linen service	
	Personal Care	
	Social Support	
	Transport	
Kincare	Care Coordination	1300 733 510 <a href="http://www.kincare.com.au/">http://www.kincare.com.au/</a>
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Personal Care	
	Social Support	
Marymead	Social Support Program: Kids into community	6162 5800 <a href="http://www.marymead.org.au/">http://www.marymead.org.au/</a>
Mercy Health ACT	Care Coordination	6228 9600 <a href="http://www.mercyhealth.com.au/">http://www.mercyhealth.com.au/</a>
	Domestic Assistance	
	Flexible Multi-Service Supports	
	Personal Care	
	Social Support	
	Transport	
Northside Community Service Inc.	Care Coordination	6257 2255 <a href="http://northside.asn.au/">http://northside.asn.au/</a>
	Community Participation	
	Counselling Support, Information and Advocacy	
	Flexible Multi-Service Supports	
	Transport	
Woden Community Service	Care Coordination	6181 2819 or 6181 2828 <a href="http://www.wcs.org.au/">http://www.wcs.org.au/</a>
	Domestic Assistance	
	Personal Care	
	Social Support	



# Rights and responsibilities

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## **As a user of CASP services, you have the right to:**

- Be treated with respect;
- Be involved in deciding what support will meet your needs;
- Have a written agreement covering everything you and your service provider have agreed to;
- Have your services reviewed;
- Have your personal information treated with privacy and confidentiality;
- Be given information on how to make comments and/or complaints about your care and services; and
- Have your fees determined in a way that is transparent, accessible and fair.

## **As a user of CASP services, you have the responsibility to:**

- Respect the rights of care workers;
- Give enough information to the service provider so they can develop and deliver your care plan;
- Follow the terms and conditions of your written agreement;
- Allow safe and reasonable access for care workers at the times agreed in your care plan; and
- Pay any fees outlined in your written agreement.

## **Acknowledgement**

ACT Health would like to acknowledge the work undertaken by the ACT Council of Social Service (ACTCOSS) in the production of this directory. ACT Health would also like to thank each of the agencies involved in the CASP program for providing their information for this directory.

## **Disclaimer**

All care was taken in ensuring that the information in this directory was current & up to date at the time of printing.

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