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RESOURCE GUIDE

Responding to high risk vulnerable older people

SOUTHERN ADELAIDE REGION



SOUTHERN SERVICES
REFORM GROUP

This resource can be accessed on the [Southern Services Reform Group \(SSRG\) website](#), under the Resources tab.

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Please Note: The information in this resource was originally developed by the Eastern Regional Collaborative Project Vulnerable Older People Working Group.

Southern updates were added by the Southern Services Reform Group, Aged Care Pathways Workgroup and was a past project. Since then, it has been updated to include current and relevant information. This Resource Guide aims to provide a general guide to services which may be able to provide an appropriate and timely response to a high risk vulnerable older person. The information provided is accurate at the date of publication but may vary in the future. Please check individual services for updates. If you find anything that is incorrect, can you please advise.

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Resource Guide

Responding to high risk vulnerable older people

SOUTHERN ADELAIDE REGION

A high risk vulnerable person refers to a person in urgent need of intervention or support to address or avoid a serious negative outcome, such as an acute health or mental health crisis, eviction or homelessness, abuse or criminal act or other serious harm to themselves or others. Risk is increased if the person has no effective and trusted advocate, if they do not have insight into their situation or if they are reluctant to accept assistance and do not understand the consequences of this decision.

A person at risk may be identified at many points in the community, by a member of the public or business, by a community organisation, service provider or the police. Recognised aged care or community service providers may be approached to make the first response to an older person in this kind of urgent situation or crisis.

Initial response aims

- Address the immediate safety of the older person and others
- Engage the older person in planning the next steps
- Undertake an initial risk screen (to understand the context and causes of the risks) in order to plan next steps and/or make referrals

Further aim

- Support the older person at risk to engage with relevant providers and services if needed i.e. health, mental health, homelessness, My Aged Care.

Key issues for engagement

- Recognise the person's priorities
- Establish a relationship of trust
- Maximise continuity and sustainability of supports

Accommodation, Rough sleeping, Eviction risk, Home welfare & safety

Potential Referral Pathway	Contact Details
<p><u>Homelessness Gateway Service (Uniting Communities)</u> Intake, assessment, referral; Access to emergency accommodation (determined by assessment and availability); Referral to Specialist Homelessness Service for longer term support; and Advocacy.</p>	1800 003 308
<p><u>Salvation Army Homelessness Support Services</u> The Salvation Army provide homelessness services. The services are free, voluntary, accredited and delivered by professional and committed staff. The services are for adults and families, including accompanying children. This includes accommodation, case management services, advocacy, limited financial assistance, counselling and meals, as well as connection and referral to other specialist services.</p>	8110 8500
<p><u>Outer Southern Adelaide Homelessness Service (OSGHS) Lutheran Community Care</u> 9am–5pm Mon–Fri Intensive Tenancy Support, support to access emergency and transitional accommodation.</p>	8326 4688
<p><u>Toward Home Alliance</u></p>	1800 809 273
<p><u>Baptist Care SA Homelessness Gateway</u> 24 hour service If you are homeless or at risk of homelessness you can contact the supported residential accommodation service with a comprehensive range of personal support.</p>	1800 003 308
<p><u>Inner Southern Adelaide Homelessness Service (ISHS) Uniting Care Wesley Bowden</u> 9am-5pm Mon-Fri For homeless or those at imminent risk of homelessness. Plus 7days a week after hours on call service for supported clients</p>	8296 6455 730 Marion Rd, Marion Request Call Back
<p><u>Tenants Information and Advisory Service(TIAS) SYC</u> 9am-5pm Mon-Fri Provides free and independent information, advice and advocacy to help people on low incomes to sustain their tenancies in private rental, community housing or public housing.</p>	1800 060 462
<p><u>SA Police Home Assist</u> Home security audit for personal and home safety for people who are CHSP eligible.</p>	7322 3211
<p><u>Assistance with Care and Housing (ACHA)</u> 9am-5pm Mon-Fri AnglicareSA Southern Areas Assist older people to find and be maintained in secure, affordable housing. Through liaising with support services, community groups and health services; advocates on tenancy issues, tenancy advice and financial/legal issues. MAC referral required.</p>	1800 317 009

Carers

Potential Referral Pathway	Contact Details
<p><u>Carer Gateway</u> Carer Gateway is an Australian Government program providing free services and support for carers with support groups, tailored support packages, counselling, access to emergency respite, online skills courses and coaching.</p>	1800 422 737
<p><u>Carers SA</u> Provides recognition, support and advice to make sure that you get the help that you need to fulfill your role to its best potential.</p>	1800 422 737
<p><u>Carer and Community Support</u> Provides respite (emergency, short-term and occasional), events, support groups, and information sessions.</p>	8433 9555

Complex Needs for Investigation

Potential Referral Pathway	Contact Details
<p><u>Geriatric Evaluation and Management (GEM) Units</u> Flinders Medical Centre (FMC) - Ward 5A Noarlunga Hospital (NH) - GEM 1 – Whittaker Ward Noarlunga Hospital (NH) - GEM 5 – Myles Ward</p>	8204 5107 8384 9393 8384 9372
<p><u>Community Geriatric Evaluation Services (CGEM)</u> CGEM service provides: comprehensive multidisciplinary geriatric assessment, short term interventions and case management, to older people with complex health needs living in the community within Southern Adelaide</p>	8204 7640
<p><u>My Aged Care</u> Assessment and investigation services; Urgent ACAT; Urgent RAS for Linkage; or Urgent RAS referral for Urgent Allied Health</p>	Mon-Fri 8am-8pm; Sat 10am-2pm 1800 200 422

Crisis

Potential Referral Pathway	Contact Details
<p><u>Dementia Support Australia</u> - 24hr help line for family or service providers for advice in a crisis, and is the gateway to:</p> <p>Dementia Behavioural Management Advisory Service (DBMAS) - supports staff and carers in community, residential, acute and primary care settings with information, advice, assessment and short-term case management interventions; and</p> <p>Severe Behaviour Response Teams (SBRT) - a mobile workforce available to provide timely expertise and advice to Commonwealth funded approved Residential Aged Care Facilities, Multi-Purpose Services, or Flexibly Funded Services requiring assistance.</p>	<p>1800 699 799</p>
<p><u>Domestic Violence and Aboriginal Family Violence Crisis Line</u></p> <p>24 hours</p> <p>Crisis counselling, support and referral to safe accommodation. Help for men who are troubled by their violence, providing referral for support and counselling.</p> <p>Note: Due to the volume of calls, at times it is necessary to leave a message. All messages will be returned with discretion and return messages will not be left with anyone other than the original caller.</p>	<p>1800 800 098 For Support</p> <p>8152 9200 For information</p>
<p><u>Office of the Public Advocate</u></p> <p>For urgent after hours calls about guardianship, mental health and administration cases that cannot wait until the next business day.</p> <p>Non-emergency enquires Mon-Fri, 9am-5pm</p>	<p>1800 066 969</p>
<p><u>Emergency Department Discharge Planning</u></p> <p>Emergency Department Discharge Liaison Nurses (DLNs) refer patients to My Aged Care MAC to support discharge. DLNs work with allied health team including Social Work.</p>	<p>ED Communication Clerks 8204 6065 Flinders Medical Centre (FMC)</p> <p>8384 9222 Noarlunga Hospital (NH)</p>

Dental Care

Potential Referral Pathway	Contact Details
<p><u>Emergency dental care</u></p> <p>For a dental emergency contact your local clinic during business hours. For after hours, phone Healthdirect.</p>	<p>1800 022 222</p>

Elder Abuse

Potential Referral Pathway	Contact Details
<p><u>Adult Safeguarding Unit</u> 9am-5pm Mon-Fri</p> <p>The ASU responds to concerns of abuse in relation to adults vulnerable to abuse aged 65 years and over, and 50 years and over for Aboriginal or Torres Strait Islander people and adults living with a disability. From October 2022, the ASU will work with all adults who may be vulnerable to abuse.</p>	1800 372 310
<p><u>Aged Rights Advocacy Services Inc. (ARAS)</u></p> <p>ARAS Abuse Prevention advocacy assists community-living older people who are experiencing or at risk of abuse from family or friends. The abuse might be physical, psychological, financial, sexual or neglect.</p> <p>ARAS also provide an Aboriginal Advocacy Program. Please call the ARAS main line to be diverted to the this program.</p>	8232 5377
<p><u>Human Rights Complaints Commissioner</u></p> <p>An independent third party which investigates complaints about discrimination and breaches of human rights.</p>	1300 369 711 Email Make a complaint
<p><u>Aged Care Complaints Commissioner</u></p> <p>A free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services.</p>	1800 951 822 Make a complaint

Financial Issues

Potential Referral Pathway	Contact Details
<p><u>AnglicareSA Financial and Counselling Services</u></p> <p>Financial counsellors provide financial education and support, they can also contact creditors, advocating on the clients' behalf, to establish affordable payment plans for outstanding bills.</p>	1800 759 707
<p><u>Uniting Communities Financial Counselling & Support</u></p> <p>Free, independent and confidential financial counselling, providing information, support and advocacy to people in financial difficulty.</p>	1800 615 677 Request Call Back
<p><u>Salvation Army Phone Assistance Line (PAL)</u> Mon-Fri 9am-4pm</p> <p>Financial assistance to support the person through a crisis. The Salvos PAL Emergency Assistance will listen to the issues the person is facing and provide support options.</p>	8130 6188

Food Security, Nutrition

Potential Referral Pathway	Contact Details
<p><u>Meals on Wheels</u> Assist people who find problems with shopping for food, or cooking with ease.</p>	<p>1800 854 453</p>
<p><u>Food Bank</u> Foodbank is a conduit between the food industry's surplus food and the welfare sector's need.</p>	<p>8351 1136 Online Orders Email</p>
<p><u>The Picket Fence – Anglican Parish of St Mary's</u> 10am-1.30pm Mon, Thurs, Fri Offers emergency relief. Food, including fresh fruit and vegetables, bread and milk is available. Chemist vouchers and clothing vouchers are also available. Fresh Produce Market 10am-2pm</p>	<p>8374 2522 1167 South Rd, St Marys</p>
<p><u>Salvation Army</u> To find support services near you</p>	<p>13 72 58</p>
<p><u>Marion LIFE Community Services Inc.</u> 9am-12pm Offers emergency relief, 2x visits/6 mths Mon, Tues, Wed & Thurs No appointment required. Food and Foodbank vouchers, toiletries/hygiene items, blankets, school shoes, clothing support and some bill assistance.</p>	<p>8277 0304 887 Marion Rd, Mitchell Park</p>
<p><u>The Hutt Street Centre</u> 24 hour service If you are homeless or at risk of homelessness you can contact the appropriate gateway service.</p> <p>7.30am-1pm Mon-Fri & 7-9am Sat 9am-4.30pm Mon-Fri 9am-4.30pm Mon-Fri</p> <p>7.30-8.30am Mon-Fri & 7.30-8.30am Sat & PH 11:30am-12:30pm Mon-Fri & Take-away 7.30-8.30am Sat & PH</p>	<p>8418 2500 258 Hutt Street Adelaide</p> <p>Wellbeing Centre Duty Worker Administration Reception</p> <p>Meals Breakfast Lunch</p>

Health

Potential Referral Pathway	Contact Details
<p>SA Health Metropolitan Referral Unit (MRU) 8am-8pm 7days</p> <p>A single point of contact for referral to a range of service to support hospital avoidance and discharge support.</p>	1300 110 600
<p>Geriatric Evaluation and Management (GEM) Units in SALHN Mon-Fri 7.30am-4pm</p>	<p>0401 146 741 GEM Triage</p> <p>7425 0346 GEM@Home</p>
<p>Advanced Care Directives</p> <p>Getting help to complete an Advanced Care Directive. Lists a range of services that can assist with issue around Advanced Care Directives.</p>	
<p>Health and Community Services Complaints Commission (HCSCC) Mon-Fri 9am-5pm</p> <p>If you are concerned about yourself or someone you know that an Advance Care Directive has been adhered to by health practitioners or health services you can contact the health and community services complaints commissioner to make a complaint. Complaints can be made by completing an online form or contacting the HCSCC directly.</p>	<p>8226 8666 or 1800 232 007 (Toll free from Country SA landline)</p>
<p>Home Medicine Review by General Practitioner</p>	Contact through GP
<p>Chronic Disease Management Plans by General practitioner</p>	Contact through GP

Language & Culture

Potential Referral Pathway	Contact Details
<p>Translating and Interpreting Service (TIS National)</p> <p>TIS National provides access to the following interpreting services:</p> <ul style="list-style-type: none"> Immediate phone interpreting (available 24/7) ATIS automated voice-prompted immediate phone interpreting Pre-booked phone interpreting On-site interpreting <p>Registration is required prior to using TIS National</p>	<p>131 450 1800 131 450 Booking Form TIS Online TIS Registration</p>
<p>National Relay Service 24 hour service</p> <p>An Australia-wide phone service for people who are deaf or have a hearing or speech impairment or anyone wanting to call a person with a hearing or speech impairment. List of All NRS Relay Call Numbers; Video Relay (Mon-Fri 7am-6pm AEST), and Internet Relay (currently known as NRS Chat or through the NRS App)</p>	<p>133 677 TTY/voice calls 1300 555 727 Speak & Listen 0423 677 767 SMS relay</p>

Legal & Advocacy

Potential Referral Pathway	Contact Details
<p>Legal Services Commission of South Australia 9am-4:30pm Mon-Fri</p> <p>Free legal advice for any person for most legal matters. Appointments, Online Chat and Telephone Services.</p>	<p>1300 366 424</p> <p>Online LegalChat</p>
<p>24Legal (Legal Services Commission of SA)</p> <p>Free reliable legal information that's written in plain-English and is available 24 hours a day, 7 days a week.</p>	<p>24Legal</p>
<p>South Australian Civil & Administration Tribunal Guardianship Board (SACAT) 9am-5pm Mon-Fri</p> <p>Helps to resolve issues within specific areas of law, such as landlord / tenant relationships, guardianship and administration, mental health and consent to treatment; administrative law disputes or issues, such as requests for reviews of certain Government decisions such as certain public or community housing decisions, or land valuation decisions.</p>	<p>1800 723 767</p> <p>Email Register for Online Services</p>
<p>Older Persons Advocacy Network (OPAN) 8am-8pm Mon-Fri 10am-4pm Sat</p> <p>OPAN help older people understand and exercise their aged care rights, seek aged care services that suit their individual needs and find solutions to issues they may be experiencing with their aged care provide. The older person can be connected to a local advocate.</p>	<p>1800 700 600</p>
<p>Tenants Information and Advisory Service (TIAS) SYC 9am-5pm Mon-Fri</p> <p>TIAS are now available at SACAT every Monday and Thursday to offer advice and assistance to people attending hearings.</p>	<p>1800 060 462</p>

Mental Capacity, Dementia, Possible need for substitute decision maker

Potential Referral Pathway	Contact Details
<p>Geriatric Evaluation & Management (GEM) Units</p>	<p>See above</p>
<p>Office of the Public Advocate (OPA)</p> <p>The South Australian Public Advocate and its office, focuses on the rights and needs of mentally incapacitated persons, by providing information and education to the public and systemic advocacy, investigatory services and staff act as delegated guardians of last resort.</p>	<p>1800 066 969</p>
<p>South Australian Civil and Administrative Tribunal (SACAT)</p> <p>Helps resolve issues within specific areas of law, such as: civil law disputes or applications (landlord / tenant relationships, guardianship) and administration, mental health and consent to treatment); administrative law disputes or issues (requests for reviews of certain Government decisions such as certain public or community housing decisions, or land valuation decisions).</p>	<p>1800 723 767</p>

Mental Health

Potential Referral Pathway	Contact Details
<p><u>Mental Health Triage Services</u> 24 hour service</p> <p>A main point of access into mental health services; that can provide advice and information in a mental health emergency or crisis situation. Staffed by mental health clinicians, that will assess and refer to acute response teams where appropriate.</p>	13 14 65
<p><u>Inner South Community Mental Health Centre</u> 10 Milham Street, Oaklands Park</p>	<p>7425 8500 or</p> <p>7425 8505 for Booked Assessment Clinic</p>
<p><u>Noarlunga Team: Adaire Clinic</u> Alexander Kelly Drive, Noarlunga Centre</p>	8384 9599
<p><u>Southern Intermediate Care Centre</u></p>	8164 9855
<p><u>Older Persons Mental Health Services</u> Mon-Fri, 9am–5pm</p> <p>Southern Team</p>	7117 5037
<p><u>Primary Mental Health Care Services (PMHCS)</u> Mon-Fri 9am–4pm</p> <p>Centralised referral service receives all referrals from the region and allocates to the most appropriate provider.</p>	<p>13 14 65 Mental Health Triage (SA Health)</p> <p>1300 659 467 Suicide Call Back Service</p> <p>1800 859 585 All Hours Suicide Support Service</p>
<p><u>Beyond Blue</u> 24 hour service</p> <p>Crisis Support 3pm–12am / 7days a week (AEST) Email response within 24 hours Suicide Call back service</p>	<p>1300 22 4636 Online Chat Email Help 1300 659 467</p>
<p><u>Lifeline</u> 24hr crisis line</p> <p>Crisis Support Chat - online 7pm–12am (AEST)</p>	<p>13 11 14 Chat online</p>
<p><u>SANE</u> 10am–10pm (AEST)</p> <p>Crisis Support Helpline Chat - 10am-10pm (AEST) Email Helpline</p> <p>SANE offers connection and community to people with complex mental health issues including trauma. We also support the family and friends who care about them. Services include, counselling, community forums, peer support and groups, information and resources. Backed by the lived experience of people like you, these support services help you to self-manage your mental health and find an understanding community. Services are provided for anyone 18 and over.</p>	<p>1800 187 263 Chat online Email</p>

<p>Neami National Psychosocial Support Measure</p> <p>Neami National is the head agency, working in conjunction with Life Without Barriers, Mind Australia, Mission Australia, Skylight, Uniting Care Wesley Bowden and Uniting SA to deliver this service.</p> <p>The National Psychosocial Support Measure provides one-to-one coaching and group activities that support recovery for people with severe mental health issues.</p> <p>Anyone can make a referral to the National Psychosocial Support Measure including: • You • Your GP • A family member or friend • Other mental health or health services.</p> <p>Service are provided for people 18-64.</p>	<p>1300 358 220</p> <p><u>Email</u></p> <p>Visit <u>website</u> to download a referral form or to get one mailed to you.</p>
<p>Uniting SA</p> <p>Uniting SA provide mental health services for people living mental illness and have a mental health concern.</p>	<p>Mon-Fri 9am-5pm</p> <p>8392 0200</p> <p>111 Beach Road, Christies Beach</p>
<p>Life without Barriers</p> <p>National Psychosocial Support Measure (NPSM)</p> <p>NPSM services are for people who are living with severe mental health conditions, experience an associated reduction in their functional capacity and are unable to access supports through the NDIS.</p> <p>The service aims to improve access to psychosocial support services, mental health outcomes and equity in service availability, reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.</p> <p>Intensive Home-Based Support Services (IHBSS)</p> <p>Tailored short term support to manage a crisis, prevent relapse, promote recovery and enable you to return to your usual living and work arrangements.</p>	<p>8307 2800</p>

Pet Care

Potential Referral Pathway	Contact Details
<p>AWL</p> <p>Offers emergency boarding service for pets.</p>	<p>8348 1300</p>
<p>RSPCA</p> <p>Responds to reports of animal cruelty, cat desexing program, animal rescue and pet surrender.</p>	

Standard Emergency Services

Potential Referral Pathway	Contact Details
<p>Emergency service Fire, Police & Ambulance</p>	<p>000 or TTY 106</p>
<p>Emergency+ - The Triple Zero (000) app The app uses GPS functionality built into smart phones to help a Triple Zero (000) callers provide critical location details required to mobilise emergency services.</p>	<p><u>Emergency+</u></p>
<p>Police Non-urgent police assistance or visit website for local police station locations.</p> <p>South Australia Police's App SAPOL's mobile app is a portal for important SAPOL services and information. Free download for Android and iPhones.</p>	<p>131 444</p> <p><u>Android</u> <u>Apple</u></p>
<p>Health Direct Contact Health Direct if unsure as to whether you need to attend hospital, where you will be able to speak with a Registered Nurse.</p>	<p>1800 022 222</p>
<p>13SICK - National Home Doctor Service - Bulk billed. Phone to book an appointment. Lines open Mon-Fri from 4pm; Sat from 10am; Sunday & public holidays, all day.</p>	<p>13SICK or 137425</p>
<p>CFS Website contains timely and accurate advice, watch and act, alert, and warnings messages.</p>	<p><u>CFS</u></p>
<p>SES Primarily responsible for responding to extreme weather (including storms and extreme heat) and flooding events. Call for flood and storm response.</p>	<p>132 500</p>
<p>Deaf Can: Do 24-hour emergency interpreting service. Call or SMS or use the National Relay Service (NRS).</p>	<p>0417 233 369 (voice or sms) or NRS:13 36 77</p>

Other Referral Pathways (insert your own)

Potential Referral Pathway	Contact Details