

How can I get a referral?

Residents in need of the Council's Community Care Services can refer themselves, or may be referred by a family member, Carer, general practitioner or other service providers.

Once a referral is received, a Community Care Assessment Officer from the Council will contact the resident to organise a convenient time to meet and discuss their needs. This initial assessment will take approximately 45 – 60 minutes to complete.

If you or someone you know could benefit from any of the Council's Community Care Services outlined in this brochure, please call the Council on (08) 8366 4611 between 9.00am and 5.00pm, Monday to Friday.

Cost of Services

The initial assessment visit is free. After this, the resident will be charged a small fee for services received. Fees are discussed at the initial assessment.

Further Information

The City of Norwood Payneham & St Peters is always seeking to improve its services and encourages residents and Carers to give feedback about the services it provides.

For more information or to provide your feedback, please contact the Manager, Community Services on (08) 8366 4611.

State and Federal Government funding supports the care and support of citizens across our City.



home and community care



Australian Government
Department of Health and Ageing

Although funding for the Council's Community Care Services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

The Council's Community Care Services Program is also supported by funding from the South Australian Home and Community Care Program.

Αν εσείς, ένας γείτονας ή συγγενής σας δυσκολεύεστε να καταλάβετε αυτές τις πληροφορίες και θα θέλατε να εξυπηρετηθείτε από διερμηνέα, παρακαλήστε να επικοινωνήσετε με το Δήμο του Norwood, Payneham και St Peters, τηλέφωνο 8366 4555.

Se lei, un suo vicino o un suo parente ha difficoltà a capire queste informazioni e desidera i servizi di un interprete, la preghiamo di mettersi in contatto con The City of Norwood, Payneham and St Peters telefonando al 8366 4555.

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Facsimile 8332 6338
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au



City of
Norwood
Payneham
& St Peters

Community Care Services

Supporting our Community



City of
Norwood
Payneham
& St Peters

Economic Prosperity
Social Equity
Cultural Vitality
Environmental Sustainability



The City of Norwood Payneham & St Peters provides a range of support services to frail aged and younger disabled members of our community and their Carers.

The Council's Community Care Services include:

- Domestic Assistance (long and short-term)
- Personal Care (short-term)
- Transport
- Social Programs

Delivered by a dedicated team of professionals, the Council's Community Care Services Program operates to ensure the changing needs of individuals within the community are met.

The Council works in partnership with residents, Carers and other service providers, to deliver high quality outcomes whilst striving to:

- Treat residents and Carers with dignity and respect
- Support residents in maintaining their independence
- Reintegrate individuals back into their local community

Domestic Assistance

Cleaning

The Council's Community Care Services Program offers both short and long-term Domestic Assistance.

Short-term Domestic Assistance offers residents basic cleaning assistance in their homes, for an equivalent of up to nine visits, for an average of 1.5 hours duration per week.

Long-term Domestic Assistance provides residents with basic cleaning assistance for up to 1.5 hours per fortnight, on an ongoing basis.

Cleaning assistance includes:

- Vacuuming
- Sweeping
- Mopping
- Bathroom cleaning

Personal Care

Personal Care offers an equivalent of up to nine visits for an average of 1 to 1.5 hours duration per visit. The nature of the service is determined in consultation with the resident and may include assistance with one or all of the following:

- Dressing
- Showering
- Laundry
- Changing bed linen

Both Domestic Assistance and Personal Care Services are provided by experienced professional external contractors, who are appointed by the Council.

Transport Services

Community Bus

The Council's Community Bus Service provides residents with a 'door to door' transport service to and from local shopping centres and Social Programs. The Community Bus is staffed by a dedicated team of Volunteers from the Council.



Community Car Transport Service

The Council's Community Car Transport Service is available to residents who do not have the physical capacity to use the Community Bus Service.

This service is also 'door to door' and provided in an approved motor vehicle, with the capacity to transport residents to and from their local shopping centre or any of the Council's Community Care Social Programs.

If a resident is unable to do their own shopping, a shopping list service is available, where one of the Council's Community Care Officers, will complete a pre-prepared shopping list for the resident.

Social Programs

The Council offers a number of Social Programs for residents, which provide great opportunities for forming new friendships and being part of a fun and relaxing group activity.

The Council's Social Programs include:

- Lunch at the Pub
- Gentle Exercise and Relaxation
- Excursions
- Donne e Benessere
- Stepping Out

Home Maintenance

Sometimes you may need help with small maintenance jobs around your home. The Council's Home Maintenance Service can provide assistance with any of the following:

- Replacing light globes, smoke alarm batteries, tap washers, taps and shower heads
- Yard tidying
- Installation of security locks and key safes
- Minor repairs
- Gutter cleaning
- Window cleaning
- Home modifications (ramps and rails)