



Resource Guide

Responding to high risk vulnerable 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 client’s priorities
- Establish a relationship of trust
- Maximise continuity and sustainability of supports

Note: The information in this resource has been developed by the Eastern Regional Collaborative Project Vulnerable Older People Working Group. Southern updates have been added by the Southern Services Reform Group, Aged Care Pathways Workgroup. It 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.

For general Aged Care services:

<p>My Aged Care Contact Centre</p> <p>My Aged Care Web Referral</p> <p>This referral process will vary depending on who is completing the online form i.e.: GP, Allied Health Worker, family or friend.</p>	<p>Mon-Fri 8am-8pm; Sat 10am-2pm</p>	<p>1800 200 422</p>
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Key issue	Potential referral pathway	Contact details
Standard Emergency Services	Emergency service Fire, Police & Ambulance	000 or TTY 106
	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.	<u>Emergency+</u>
	Police Non-urgent police assistance or visit website for local police station locations. South Australia Police's App SAPOL's mobile app is a portal for important SAPOL services and information. Free download for Android and iPhones.	131 444 <u>Android</u> <u>Apple</u>
	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.	1800 022 222
	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.	13SICK or 137425
	CFS Website contains timely and accurate advice, watch and act, alert, and warnings messages.	<u>CFS</u>
	SES Primarily responsible for responding to extreme weather (including storms and extreme heat) and flooding events. Call for flood and storm response.	132 500
	Deaf Can: Do 24 hour emergency interpreting service. Call or SMS or use the National Relay Service (NRS).	0417 233 369 (voice or sms) or NRS:13 36 77
Crisis	Dementia Support Australia - 24hr help line for family or service providers for advice in a crisis, and is the gateway to: 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 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.	1800 699 799
	Domestic Violence and Aboriginal Family Violence Crisis Line 24 hours Crisis counselling, support and referral to safe accommodation. Help for men who are troubled by their violence, providing referral for support and counselling. 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.	1800 800 098 For Support 8152 9200 For information



Crisis (con't)	<p><u>Office of the Public Advocate</u> For urgent after hours calls about guardianship, mental health and administration cases that cannot wait until the next business day. Non-emergency enquires Mon-Fri, 9am-4pm</p>	<p>8342 8200 for details of emergency out of hours service 1800 066 969 if you are in Country SA</p>
	<p>Emergency Department Discharge Planning 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) 8384 9222 Noarlunga Hospital (NH)</p>
Complex needs for investigation	<p>Geriatric Evaluation and Management (GEM) Units Flinders Medical Centre (FMC) - Ward 5A Noarlunga Hospital (NH) - GEM 1 – Whittaker Ward Noarlunga Hospital (NH) - GEM 5 – Myles Ward</p>	<p>8204 5107 8384 9393 8384 9372</p>
	<p>Community Geriatric Evaluation Services (CGEM) 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>	<p>8204 7640</p>
	<p><u>My Aged Care</u> Mon-Fri 8am-8pm; Sat 10am-2pm Assessment and investigation services; Urgent ACAT; Urgent RAS for Linkage; or Urgent RAS referral for Urgent Allied Health</p>	<p>1800 200 422</p>
Language & Culture	<p><u>Translating and Interpreting Service (TIS National)</u> TIS National provides access to the following interpreting services: Immediate phone interpreting (available 24/7) ATIS automated voice-prompted immediate phone interpreting Pre-booked phone interpreting On-site interpreting Registration is required prior to using TIS National</p>	<p>131 450 1800 131 450 Booking Form TIS Online TIS Registration</p>
	<p><u>National Relay Service</u> 24 hour service 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 (or through the NRS App)</p>	<p>133 677 TTY/voice calls 1300 555 727 Speak & Listen 0423 677 767 SMS relay</p>
Mental capacity / dementia / possible need for substitute decision maker	<p>Geriatric Evaluation & Management (GEM) Units</p>	<p>See above</p>
	<p><u>Office of the Public Advocate (OPA)</u> 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>8342 8200</p>



Mental capacity / dementia / possible need for substitute decision maker (cont')	<p><u>South Australian Civil and Administrative Tribunal (SACAT)</u> 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>	1800 723 767
Mental health	<p><u>Mental Health Triage Services</u> 24 hour service 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>Inner South Community Mental Health Centre 10 Milham Street, Oaklands Park</p>	8375 6000
	<p>Noarlunga Team: Adaire Clinic Alexander Kelly Drive, Noarlunga Centre</p>	8384 9969
	<p>Southern Intermediate Care Centre</p>	8164 9855
	<p>Older Persons Mental Health Services Mon-Fri, 9am–5pm Southern Team</p>	8374 5800
	<p><u>Primary Mental Health Care Services (PMHCS)</u> Mon-Fri 9am–4pm Centralised referral service receives all referrals from the region and allocates to the most appropriate provider.</p>	<p>1300 898 213 Mental Health Enquiry Line 1300 580 249 Central Referral Fax</p>
	<p><u>Beyond Blue</u> 24 hour service 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>Life Line</u> 24hr crisis line Crisis Support Chat - online 7pm–12am (AEST)</p>	<p>13 11 14 Chat online</p>
<p><u>SANE</u> 10am–10pm (AEST) Crisis Support Helpline Chat - 10am-10pm (AEST) Email Helpline</p>	<p>1800 187 263 Chat online Email</p>	
Health	<p><u>SA Health Metropolitan Referral Unit (MRU)</u> 8am-8pm 7days A single point of contact for referral to a range of service to support hospital avoidance and discharge support.</p>	<p>1300 110 600 1300 546 104 (Fax)</p>
	<p>Geriatric Evaluation and Management (GEM) Units</p>	See above
	<p>Home Medicine Review by General Practitioner</p>	Contact through GP
	<p>Chronic Disease Management Plans by General Practitioner</p>	Contact through GP



Food Security Nutrition	<p><u>Meals on Wheels</u> Assist people who find problems with shopping for food, or cooking with ease.</p>	<p>1800 854 453 or 82718700</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 <u>Online Orders</u> <u>Email</u></p>
	<p><u>The Picket Fence (Anglicare)</u> 10am-12pm Mon-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 7am-1pm available 8:30am-5pm 7:45am-8:30am Mon-Fri & 7am-9am Sat, Sun & PH 11:45am-12:45pm Mon-Fri & Take-away 8:45am Sat, Sun & PH</p>	<p>8418 2500 258 Hutt Street Adelaide Day Centre Duty Worker Meals Breakfast Lunch</p>
Accommodation Rough sleeping Eviction risk Home welfare & safety	<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>	<p>1800 003 308</p>
	<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>	<p>8326 4688</p>
	<p><u>Baptist Care SA 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>	<p>8177 4900 5-7 Stephen St, Melrose Park</p>
	<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>	<p>8296 6455 730 Marion Rd, Marion <u>Request Call Back</u></p>



Accommodation Rough sleeping Eviction risk Home welfare & safety (con't)	<p>Southern Junction Community Service Inc 9am-5pm Mon-Fri Junction Housing Intensive Tenancy Support, Community Housing Association, Junction Housing.</p>	<p>8392 3000 General 8275 8700 Housing</p>
	<p>Street to Home (Neami National) Supporting people sleeping rough in the Adelaide CBD to find and maintain sustainable housing. Street to Home operates a central Hub in the Adelaide CBD through a partnership with Housing Choices SA as a local point of contact for people sleeping rough. Outreach Team 7 days 6am–9.30am and 5pm-9pm The Hub / Common Ground 6am - 9pm 7 days per week (Housing Choices SA) 73-79 Light Square, Adelaide</p>	<p>8714 9000 1800 811 180 (Intake) Email Send an online message</p>
	<p>Tenants Information and Advisory Service (TIAS) SYC 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>	<p>1800 060 462</p>
	<p>SA Police Home Assist Home security audit for personal and home safety for people who are CHSP eligible.</p>	<p>7322 3211</p>
	<p>Assistance with Care and Housing (ACHA) 9am-5pm Mon-Fri Anglicare SA 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>	<p>8186 8900 1800 317 009</p>
Financial issues	<p>AnglicareSA Financial and Counselling Services 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>	<p>1800 759 707</p>
	<p>Uniting Communities Financial Counselling & Support Free, independent and confidential financial counselling, providing information, support and advocacy to people in financial difficulty.</p>	<p>1800 615 677 Request Call Back</p>
Legal & Advocacy	<p>Legal Services Commission of South Australia 9am-4:30pm Mon-Fri Free legal advice for any person for most legal matters. Appointments, Online Chat and Telephone Services. 9am-4:30pm Mon-Fri</p>	<p>1300 366 424 Online LegalChat</p>
	<p>24Legal (Legal Services Commission of SA) 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>



Legal & Advocacy (con't)	<p><u>South Australian Civil & Administration Tribunal Guardianship Board (SACAT)</u> 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 <u>Email</u> <u>Register for Online Services</u></p>
	<p><u>Tenants Information and Advisory Service (TIAS) SYC</u> 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>
	<p><u>Homeless Person's Legal Service</u> 9am-1pm Mon Hutt Street Centre</p> <p>Provides free legal advice for individuals who are homeless or at risk of homelessness.</p>	<p>8418 2500</p>
Elder Abuse	<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>8232 5377</p>
	<p><u>Human Rights Complaints Commissioner</u></p> <p>An independent third party which investigates complaints about discrimination and breaches of human rights.</p>	<p>1300 656 419 <u>Email</u> <u>Make a complaint</u></p>
	<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>	<p>1800 550 552 <u>Make a complaint</u></p>
Carers	<p><u>Carer Support</u></p> <p>Provides respite (emergency, short-term and occasional), events, support groups, and information sessions.</p>	<p>1800 052 222</p>
	<p><u>Carers SA</u></p> <p>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>	<p>1800 242 636</p>
Dental Care	<p>Emergency dental care</p> <p>For a dental emergency contact your local clinic during business hours. For after hours, phone Healthdirect.</p>	<p>1800 022 222</p>
Pet Care	<p><u>AWL</u></p> <p>Offers emergency boarding service for pets.</p>	<p>8348 1300</p>
	<p><i>Add Your Own</i></p>	

