

Roper Gulf Regional Council

Client Handbook



Contents

Roper Gulf Regional Council - Community Services	4
Making sure you get the right care, the right way	6
How to get Aged Care & Disability help	7
Aged Care Programs.....	8
What sort of help can I get from Council?	11
Your Support Network	15
Fees and Charges	16
Care Plans and Care Management.....	19
Client Rights and Responsibilities	24
Family Carers	26
Feedback, Compliments and Complaints	28
Advocacy	29
Contact Information	30

About this Book

This Handbook has been developed for Aged Care Clients and their Carers to provide helpful information about the Roper Gulf Regional Council Aged & Disability Service as well as other services that might be of help.

The handbook has information about:

- How to access services
- Your rights and what you can expect from our service
- Your responsibilities so our staff can provide a safe service
- Funding and fees

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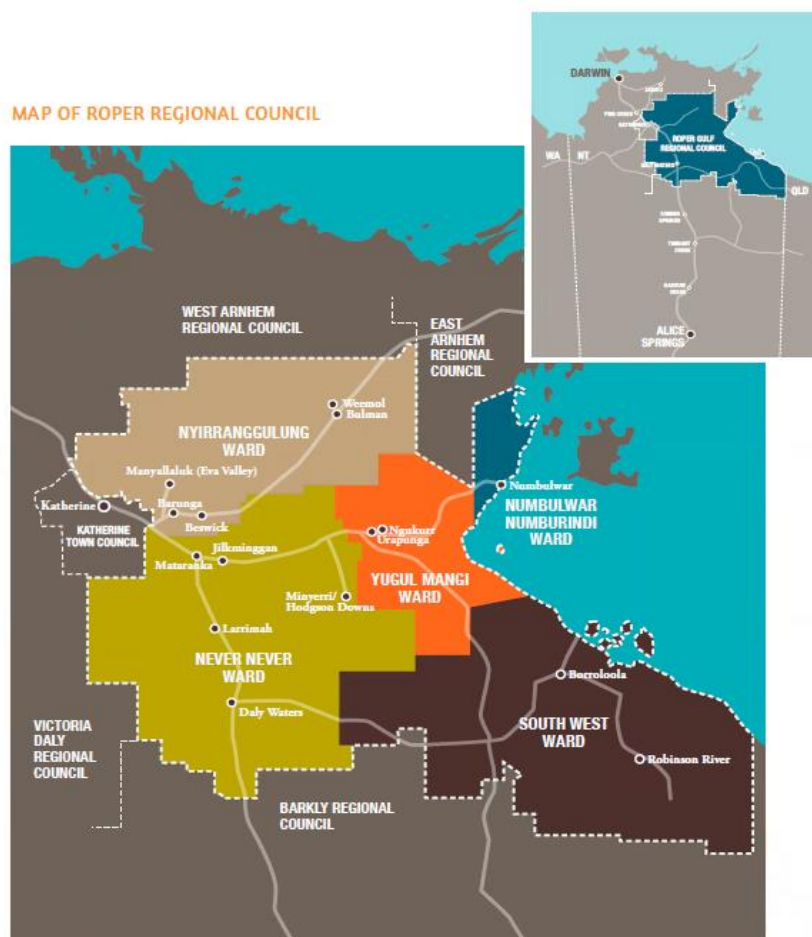
Roper Gulf Regional Council - Community Services

Aged and Disability Care Service Sites

The Roper Gulf Regional Council (The Council) operates Aged and Disability Care services in **8 communities** across the region.

- | | |
|---------------------------|--------------------|
| Manyallaluk (Eva Valley) | Mataranka |
| Bulman (including Weemol) | Jilkminggan |
| Barunga | Beswick (Wugularr) |
| Ngukurr | Numbulwar |

The Regional Office that manages and supports the services is in Katherine.



Our Mission

Roper Gulf Regional Council - Working as one towards a better future through effective use of all resources.

Our Vision

Roper Gulf Regional Council - sustainable, viable, vibrant.

Our Values

Honesty – Equality – Accountability – Respect – Trust.

Our Goals

- Goal One** Strong Leadership through Good Governance, Strong Financial Management, Corporate Planning and Operational Support
- Goal Two** To Protect and Care for our Physical Environment
- Goal Three** Safe, Strong and Vibrant Communities
- Goal Four** Support Employment, Training and Economic Development



Making sure you get the right care, the right way

There are national standards that describe what makes good care for older people.

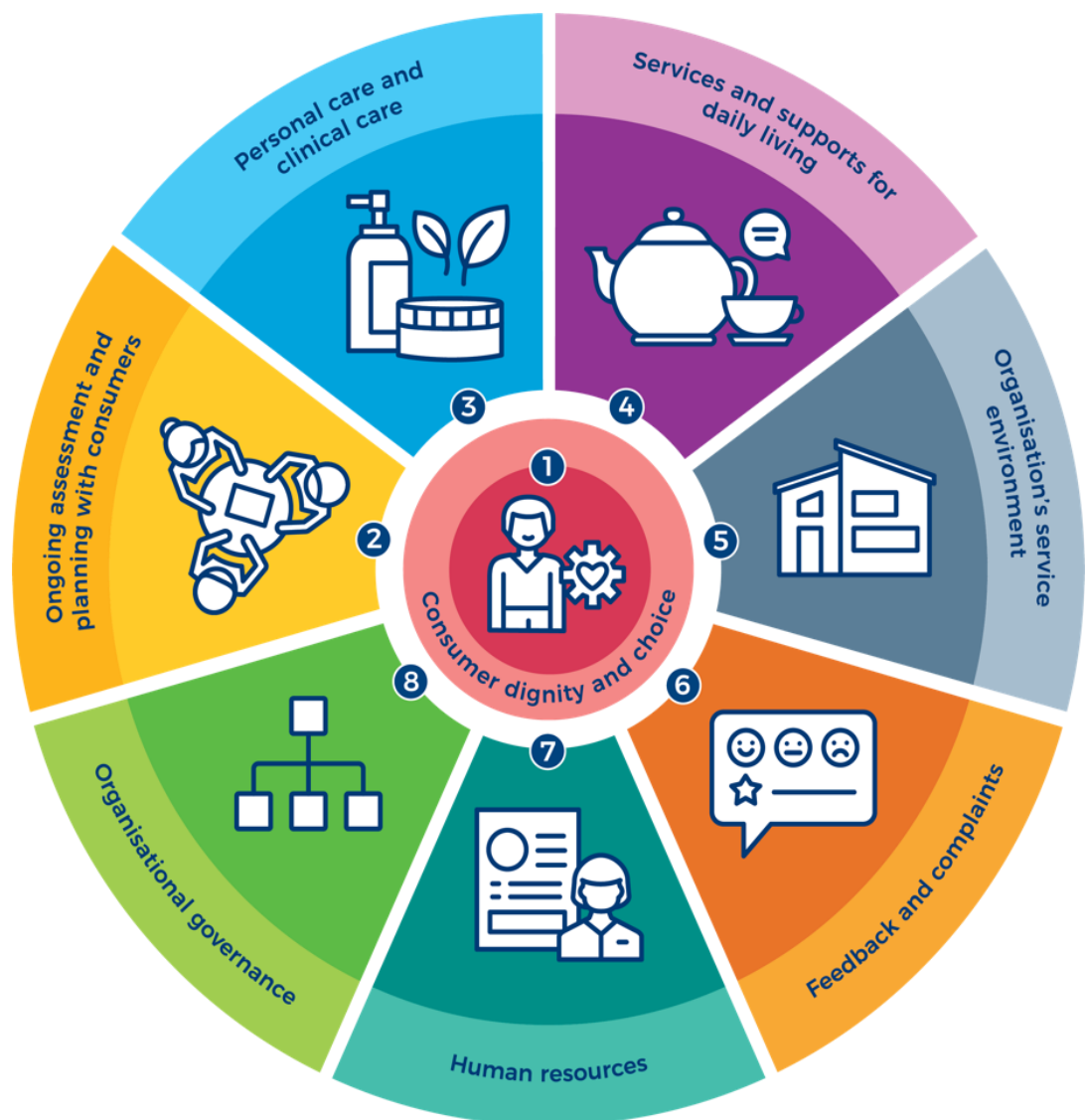
We provide help to you in a way that meets these standards.

The picture below shows the eight standards of care.

If you would like to know more about these standards, please talk to us or visit the *Aged Care Quality and Safety Commission* website.

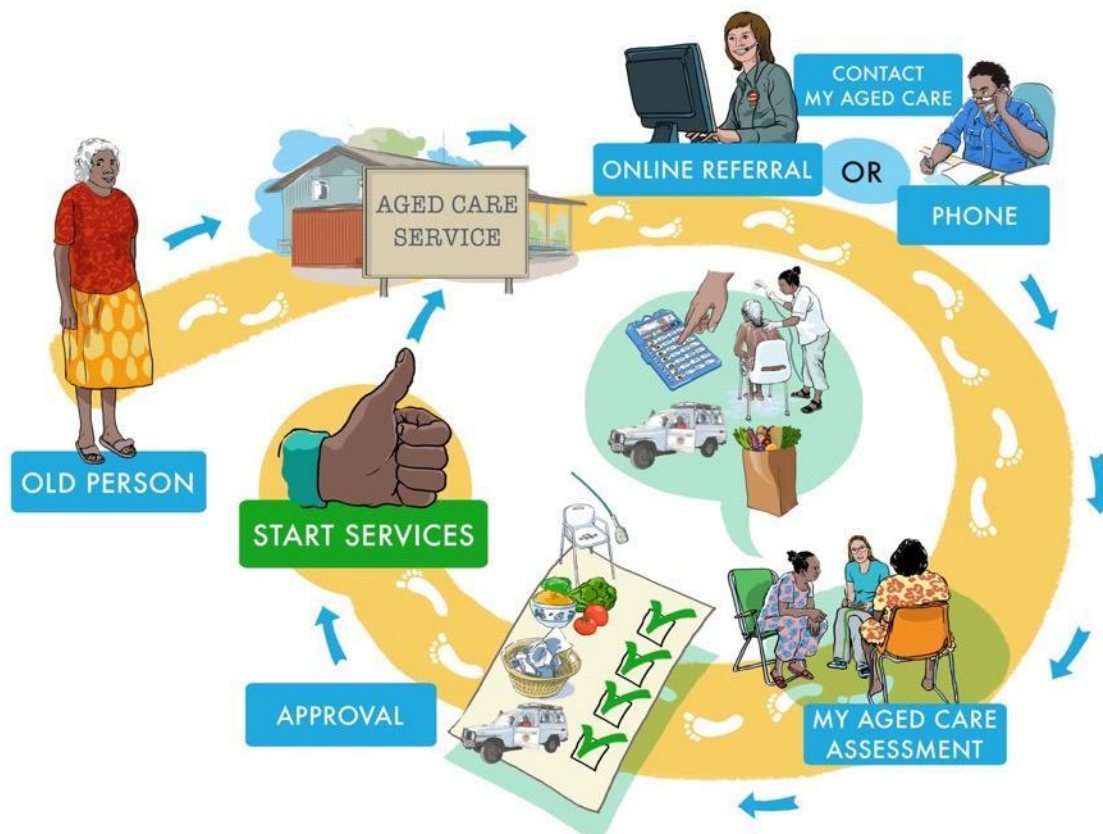
<https://www.agedcarequality.gov.au/providers/standards>

Image



courtesy of the Aged Care Quality and Safety Commission

How to get Aged Care & Disability help



The picture above shows the steps you need to take to get aged care help.

Everyone who wants Government funded Aged Care help must first be assessed and approved through My Aged Care.

You can come to the aged care centre and talk to us about what you need help with. You can also ask the clinic staff to talk to us about what sort of help you need.

We can help you register with 'My Aged Care', or you can ring the call centre and speak to an assessor, their phone number is 1800 200 422.

If you want us to talk to the 'My Aged Care' call centre for you, you'll have to give permission. You can do this by telling the person from the call centre that you want us to talk up for you.

The 'My Aged Care' assessor asks question like, what sort of help you get now and what problems you have looking after yourself, this lets them work out what sort of services you might need.

If My Aged Care want more information or you have complex care needs, you will be referred for a face to face assessment.

National Disability Insurance Scheme (NDIS)

The NDIS has been set up to help people who have a disability that makes things difficult in their everyday life.

To get help through NDIS you need to complete an Access Request Form and be assessed and approved for services or support.

You can call the NDIS on 1800 800 110.

If you are eligible for help through the NDIS, you will have an individual support plan developed with you. It is tailored to your specific needs and might include care support, therapy or equipment that help make your life better.

The Council might be able to help you with some of the activities in your support plan.

Aged Care Programs

The Council provides aged care services through two different programs. These are called the Commonwealth Home Support Programme and Home Care Packages.

You need to be at least 50 years old to get help from these aged care programs.



Commonwealth Home Support Programme (CHSP)?

CHSP is an entry level aged care program that helps you live independently at home. It provides small amounts of help like meals or laundry, things that can help you to stay strong and well.

My Aged Care tells us what sort of help you have been approved for.

The program can also provide help for a short time if you are recovering from an illness or injury, like when someone has a stroke and comes home from hospital and just needs a little bit of help with everyday tasks.

Home Care Package (HCP)?

You might need a Home Care Package if you have lots of different health problems and need more help to live at home safely.

There are four different levels of packages, with a level 1 package being the lowest and level 4 being the highest. The Government provides packages that match the person's assessed needs.

How do I use the package?



The Home Care Package is a bit like a locked suitcase of money, you can hold the suitcase and carry it around, but you can't unlock it.

The aged care provider is the key that can unlock the suitcase and they use the money to pay for your services.

You decide which aged care provider you want to help you manage your package. You can also take your home care package with you if you move to another town or community, it belongs to you.

If you bring your Home Care Package to the Council, we will look at your assessed needs, talk to you about your goals and preferences and about the sort of help you want from us.

We manage the package funds for you, and the cost of providing services and support is paid by your package.

You can't get this money directly; it has to be used to pay for aged care help or equipment.

Consumer Directed Care

Home Care Packages are delivered on a **Consumer Directed Care basis**. This means that you make decisions about your care and support, and every month we tell you how money has been spent looking after you.

We look at the sort of care and support you need, we listen to what you want, and ask you how and when you want that help to be delivered.

The Coordinator will work with you and make sure you get the support, care, equipment or advice that you want or need.

Assessed Needs and Your Goals

The money is used to meet your assessed care and support needs. These are identified during your **My Aged Care assessment**.

Our support workers will **not** do things, which families already do, or things that you can still do for yourself. Aged care is about keeping you strong and building on what you can do, rather than focusing on what you can't.

Part of **active ageing** is setting goals about what you want to do with your life, your health and your care.

Active Ageing

Sometimes older people sit around and may not do a lot of physical activity. This might be because they have problems with their health, are frail, or family think they shouldn't do too much.

But, the more you can do, like walking around the shops, lifting light things like tins of food or bending and stretching to hang out clothes or blankets, the stronger you stay.

At the Council we promote **Active Ageing** and can help you to keep active.

For example:

You might have a goal to become fitter or stronger – we may be able to help you to follow an exercise program.




If you have a goal of eating a healthier diet, we can help you talk to a nutritionist.

You might like to get out more often and do things in the community, we can help you get to places.







What sort of help can I get from Council?

We try to give you care and support that meets your needs and helps you reach your goals. You might be able to get:

	<p>Meals</p> <p>Delivered meals are available for people who cannot cook or who need a special diet.</p> <p>Breakfast and lunch is available Monday to Friday and can be eaten at the Centre or delivered to your home.</p> <p>Some old people also get extra meals or supplements if the Clinic or Nutritionist says they need them.</p> <p>Hampers are available for the weekend and when the Centre is closed.</p>
	<p>Domestic Assistance</p> <p>We can help you to live in a clean and safe environment by cleaning up your room, bed or around the home if you have no family to help.</p> <p>Our staff can pick up your washing from your home and wash them at the centre. We might ask you or your family to wash light clothes and we will wash your heavy blankets. We do not do your families washing.</p> <p>We might not be able to return clothes and blankets on the same day if the weather is bad or we have a lot of laundry to do.</p>
	<p>Personal Care</p> <p>We can help people with their personal care tasks at the centre or in their home.</p> <p>We can also help people or their carers with continence aids / pull-ups during work hours as part of personal care</p>

	<p>Medication and clinical care</p> <p>The clinic staff will continue to help you with your health care needs like giving out your medication, conducting health checks or other clinical care.</p> <p>We can help you get to appointments at your local clinic.</p>
	<p>Shopping</p> <p>We can help you get to the store so that you are able to do your shopping or, if you prefer, our staff can help you do your shopping if you have no one else to help.</p>
	<p>Transport</p> <p>We want people to walk as much as possible as this helps to keep healthy and fit.</p> <p>We can provide transport to help you to get to appointments, visit friends and family or go shopping if this is written in your care plan.</p>
	<p>Social Support</p> <p>Our staff can help you to get to appointments and are able to stay with you and give you support if necessary.</p> <p>We can take you to businesses to pay bills or help you make a phone call and talk to the agency.</p> <p>We can also help you talk to the right people about your money if you need this sort of help.</p>

	<p>Respite</p> <p>If you have a family carer, we can help them have a rest, you can come to the centre and spend time with other older people and our staff.</p> <p>You can have a rest from your home if necessary.</p>
	<p>Home Safety Checks</p> <p>We can provide a regular check in service for people who live by themselves.</p> <p>We can do this via a phone call, or one of our support workers can drop by.</p>
	<p>Equipment</p> <p>If you need specialised equipment to help you live independently and safely at home, we may be able to help you get these.</p> <p>We might have equipment that you can borrow.</p> <p>If we loan you equipment it must be used the right way and only by the client. If something breaks you need to let us know.</p> <p>When you don't need something anymore it needs to be returned to the aged care centre.</p> <p>There may be an additional cost for equipment.</p>
	<p>Consumables</p> <p>We can buy items like continence aids, or catheter equipment, if you need these.</p> <p>You may also be able to access these through Government funded programs.</p>



Advocacy

Sometimes people are too shamed to talk about what they need, or don't speak English very well, or they might think someone is not listening to what they want. We can help talk up for people.

We can help you by advocating, or speaking up on your behalf, or we can put you in touch with an advocacy service if you need one.



Activity Days

We run activity days throughout the year to support clients to get together and have fun, tell us if you want to come to these days.

We try to have activities that people enjoy, like

- Watching TV or movies.
- Painting and craft work.
- Hunting trips, collecting bush medicine.
- Listening to music.



Mowing and Clean Up Services (Ngukurr only)

Family are expected to help you keep your yard tidy. If you don't have family to help, we may be able to arrange mowing and yard clean-up for you.

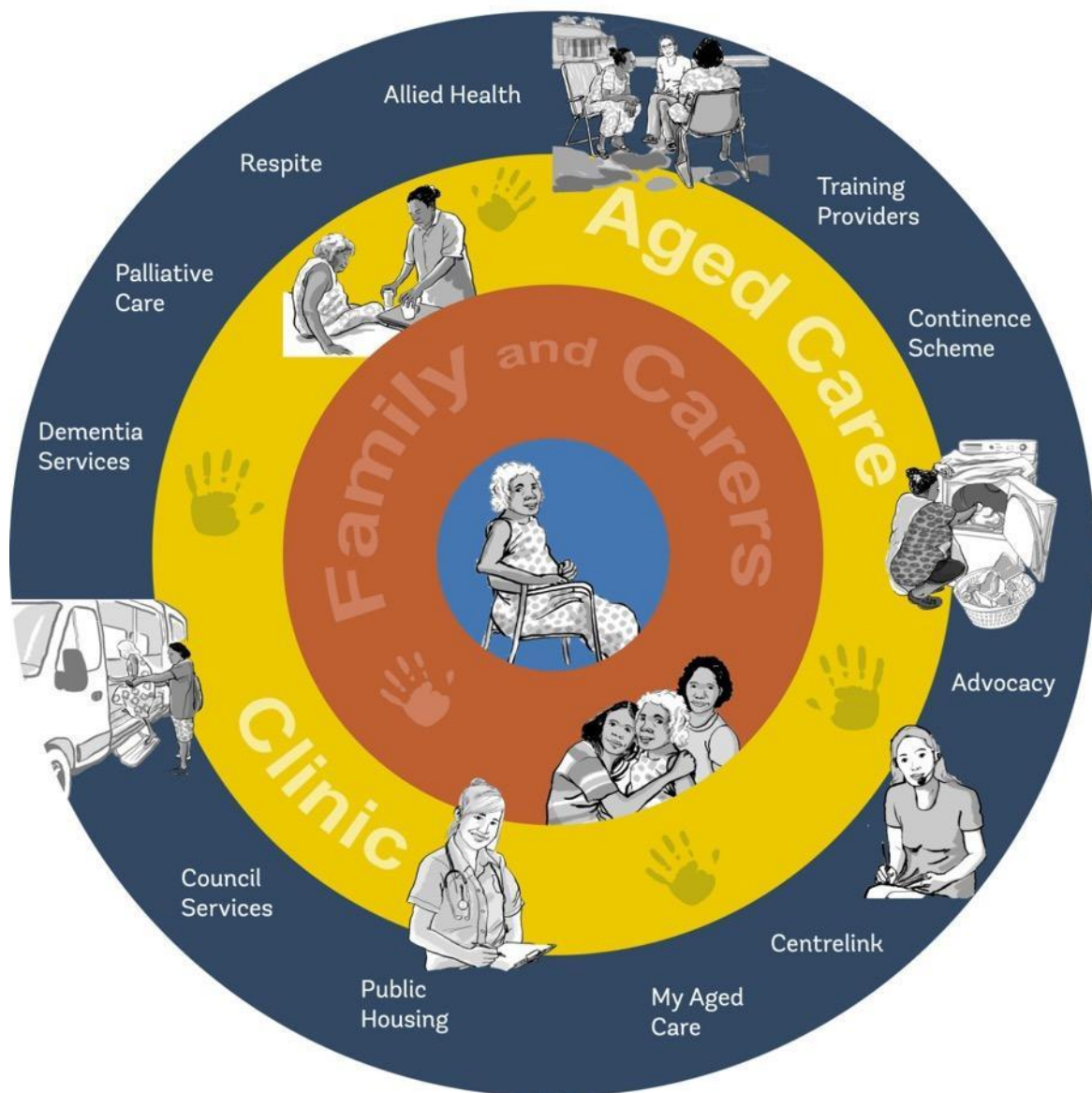
This service is to help make sure your home and grounds are safe for you.



Your Support Network

We work with you, your carer/s and other organisations and people to help you stay living as independently as possible in your home and community.

This doesn't mean we do everything for you. But we can help you work out who else can help you and link you with others in the community and within your family so that you have a strong network to support you.



Fees and Charges

Aged care services are not free; the Government expects people to pay something for their aged care help where they can afford to. You might be asked to pay extra if you need lots of help and we don't get enough money from the Government to care for you.

We are not allowed to use Government money to pay for everyday things an older person would normally pay for out of their pension. Things like groceries, fridges, furniture, clothes and blankets.

The Council currently doesn't charge people a client fee, they only ask people to contribute to the cost of their meals, this is a program requirement.

How are fees paid?

We ask you to pay us straight from your Centrelink payment.

The staff can help you fill out this form.



If you are having problems with paying, talk to the coordinator about this.



If you stop paying your fee, we might have to stop some of the help you get from aged care, like meals and hampers.



Home Care Package Fees

Income tested care fee.

You may be asked to complete an **income and asset form** to work out whether you can contribute to the cost of your care. This is a government assessment.

If the Government assessment says that you need to pay an income-tested fee, they will reduce the amount of your home care package subsidy and you have to pay us the difference.

Other fees and client contributions

If you want **extra services and support** that your current package cannot afford, you can make an extra payment from your pension.

We can help organise this via Centrepay or a bank deduction.

All amounts added to the home care package will be included in your monthly statement that forms part of your Home Care Agreement.

What can your package funds pay for?

Your package funds must be used to support your care needs, It is **not** extra pension money or income.

The money **can only** be used to pay for services or equipment that help fix the things that frailty or health conditions have made difficult for you to do and that the My Aged Care assessment says you need; the money helps you live a healthy and active life.

Excluded Items

Home Care Package funds **cannot** be used on things that are considered consumer items such as (but not limited to):

- Day-to-day bills
- Food, clothes and blankets
- Furniture, unless it is specialised
- Vehicles / Cars
- Rent.

The government has developed a list of things that package funds **cannot** be used for, these include:

- General income for the client (your package cannot be cashed out)
- Food, except as part of enteral feeding requirements
- Payment of rent or power bills
- Home care fees
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government, like respite charges.
- Home modifications or capital items like fridges and televisions, that are not related to the person's care needs
- Travel and accommodation for holidays
- Cost of entertainment activities, such as club memberships and tickets or
- Gambling
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

What if I want something that is not an identified assessed need?

We can't pay for something from your Home Care Package that is an excluded item or where the item or service means that we wouldn't be able to meet your essential care needs.

However, we might be able to help you find other options.

Exit Fees

There are no exit fees charged to your home care package.

Review of Fees

Our fees are available for you to look at, at any time, you will find them on the Council website, on My Aged Care or ask the staff.

We review our fees on an annual basis and may need to increase our fees where there has been an increase in costs.

We will tell you at least four weeks before we make any changes to the fees, discuss any concerns you have about these. We will also update your signed agreement with us if your fees change.

Brokered Services

If you go to another community or town, perhaps you are visiting family or attending ceremonies, we may be able to talk to the aged care provider in that area and arrange for them to provide services to you while you are staying there. These are called brokered services.

We contact the organisation on your behalf, talk to them about what you need (perhaps you want to get meals and laundry services while you are there). We pay for the cost of the service out of your package.

Sometimes the rate we need to pay may be higher than Roper Gulf Regional Council's prices, this might affect your package budget, we'll let you know if it does.

Tell us as soon as you know you are travelling if you want to get brokered services, this gives us time to make arrangements for you.

Care Plans and Care Management

We use the information from your My Aged Care referral to help with planning your services. We may also need to ask you questions about:

- your health
- family support and
- what you want for your life



We also find out things such as what time you prefer to receive services and how you like things done.

This assessment lets us know that the help we give is right for you.

Home Safety Assessment

We will need to carry out a safety assessment on your home and any equipment our support workers will use.

This is because we have to make sure that the work environment is safe for our staff.

We might talk to you about areas in your home that need to be fixed before we can start to provide services to you.



Developing Your Care Plan

A care plan helps our staff and others know what they have to do for you. Some questions you may want to think about when we are talking about your care plan:

- What is important to me?
- What do I most enjoy doing?
- What makes my life meaningful and enjoyable?
- What's good now and what do I need some help with?
- What sort of things might help improve my life?
- Where and when do I want support to be available?
- How do I want support to be provided and by whom?

If you want to see anything we have written down about you, just ask us, we will show you your file and the information in it. You can also keep a copy of your care plan.

What happens if something changes?

If you go into hospital, get sick, or your needs change significantly your care plan will be checked and may change. We understand that things can change for you like:

- Your health might get worse or better,
- You might move to a different house or
- There may be a change in your family carer.

Your care plan will be checked every year because we want to make sure we are giving you the right sort of support and to see if you need any other help.

We will review your care plan more regularly if it is required. You can also ask us to check your care plan if you would like us to make some changes.



Your Budget

If you have a Home Care Package we will also write up a budget showing how much your support costs.

Every month we will let you know how much has been spent on providing care and the balance in your budget.

Client Agreement

We will ask you to sign a client agreement. This agreement tells you about the help you will receive from us.

We need to update your agreement when there are changes to the services we give you, especially if this changes the amount of fees we need to charge you.

The information in this handbook and your care plan forms part of this agreement.

Care Management

The aged care coordinator makes sure that everyone knows what needs to happen and helps arrange when it should happen on your behalf.

The coordinator is the person who helps you develop your care plan and budget. They will also keep a record of the services you receive and notes about your care and support.

Contact the coordinator on your community if you have any questions about on the services you are receiving or you need to make changes to the type of help you need or the time or day of your service delivery.

Exit Planning

If you decide that you no longer want aged care services, you move to another community or town, or you move into a residential aged care facility, we will work with you and your family to make this as easy as possible for you.

Scope of Support

Can other people get meals and help as well?

The help we provide is only for the old people, or people with a disability, who have been assessed as needing help.

Services are provided for the benefit of the individual client as assessed and approved by My Aged Care. Services may be provided that support family carers where this is an identified need.

- We do not provide meals or food for other members of your family.
- We cannot transport the family of an old person (including children) in aged care vehicles, unless the person is a carer and there is a reason for doing so.
- We do not pay for carers to go away for a break.
- We do not sort out family problems that don't involve the care of the old person.
- We do not clean rooms used by family members who are not on the program.
- We do not support children in the care of a client, including cleaning up after them.
- We do not provide a child-minding service.

We might be able to help old people who visit from other communities, but we must get permission from their service provider, or the old person can pay us for any help we give while they stay in the community.

Allied Health Support

We can work with the clinic staff to help you find allied health professionals who can assist you to remain strong or get your health back.

Some of the Allied Health professionals you may need to see could include:

		
<p>Speech Therapist</p>	<p>Podiatrist – Foot Doctor</p>	<p>Physiotherapist</p>
		
<p>Optometrist – Eye Doctor</p>	<p>Audiologist – Ear Doctor</p>	<p>Dentist</p>
		
<p>Nutritionist</p>	<p>Occupational Therapist</p>	<p>Social Worker</p>

If you need specialised equipment like shower chairs or ramps into your house, we will speak with by an Allied Health professional like the Physiotherapist or Occupational Therapist to make sure that we get the right type of equipment for you.

Support Times and Days

What happens if you are not home when staff call?

If you are going away or will be out at the time our staff come to provide care or drop your meal off, please let us know at least one day before.

If you are not at home at the time of the visit, and you have **not** let us know in advance that you will be away, any meals will be returned to the centre and thrown out. We are unable to give you a refund on this meal as we have already spent money on the ingredients for that meal.

If you are away at the time that a care staff member calls in to provide personal care, domestic assistance or any other individual service, and you have **not** let us know in advance that you will be away **and** you are on a **Home Care Package**, your package will be charged a fee to cover the cost of staff wages.



Safety Checks

If you are not at home at the time of a visit and you live alone, the aged care service staff may need to call your family or the police to check that you are ok.

What happens on public holidays?

All Council services close for weekends, public holidays, culture days and over the Christmas break.

A **Hamper** (food pack) will be given out to clients who normally get meals on wheels, the day before a public holiday, or on the Friday before the public holiday if it falls on a Monday. A hamper will also be provided on culture days where we get advanced warning.

No other services are provided during this time. Special arrangements will be made to provide wet bed wipes where personal care is scheduled to support hygiene.



Client Rights and Responsibilities

Charter of Rights Aged Care

As a person who gets help from Aged Care, you have rights. This is what you can expect from us:

- Safe and high-quality care and services
- To be treated with dignity and respect
- To have your identity, culture and diversity valued and supported
- To live without abuse and neglect
- To get information about your care and services in a way you understand
- To access all information about yourself, including information about your rights, care and services
- Have control over, and make choices about, your care, personal and social life, including where choices involve personal risk
- Have control over, and to make decisions about, the personal aspects of your daily life, financial affairs and possessions
- We recognise your independence
- We listen to you and make sure we understand what you are saying
- You can have a person of your choice, including an aged care advocate, support you or speak on your behalf
- You can make a complaint free from reprisal, and we will deal with your complaint fairly and promptly
- We will respect your personal privacy and protect your personal information
- You can exercise your rights without it adversely affecting the way you are treated.

Your Responsibilities

As a person who uses our services we ask that you:



Safety and Respect of Care Staff

Make sure your home or living area is safe for Aged Care staff.

Treat the aged care workers the right way and remember they have to follow your written care plan.



Care and Services

Tell us if we need to do something a different way or you need more help than your agreed care plan says.

Make sure you tell us all the things we need to know so that we can work out the best care plan for you.



Comments and Feedback

We can't fix things we don't know about, tell us about problems you see with aged care so we can fix them.

If you see that we could do something a better way, tell us.



Changes to your Delivery Schedule

If you are going away or need to do something else at the time we are delivering a meal or coming to help you need to let us know what your plans are.

If you need to make changes to your care plan talk to us.



Freedom of Choice and Dignity of Risk

If you want to do something or go somewhere that might not be good for you that is your choice, but if something bad happens to you, or you get hurt - your family can't blame Aged Care staff.



Fees

Aged Care is not a free service, the help you get might be subsidised, but you need to pay the amount will be written in your client agreement. Tell us if you are having problems paying your fees, we will try to help you fix the problem.

Family Carers

We know that family carers are some of the most important people helping care for the old person or younger person with a disability.

They take on most of the day-to-day care.

Family carers know lots about the old person and are important in letting us know the best sort of help to give them.



Carers Rights

- To be respected and listened to
- To be recognised as having their own needs apart from being a carer
- To be told about their rights when getting help from the Aged Care Service
- To be included when their family member/ friend is being assessed for a service, and have a chance to contribute to the planning, delivery and review of services that affect them and what they do for their family/ friend
- To be able to complain about the help given and to be treated fairly
- Services and people should be working together - to make sure that the help people get is the right sort of help and provided the right way.

Carer Responsibilities

Family carers who are on a Centrelink carer allowance or carer payment get this money to let them help look after their family member. **They might help by:**

- Making sure the old person has good food to eat and drink
- Cooking and shopping for them
- Stopping people from taking the person's food if it makes them hungry and the old person's blankets if it makes them cold
- Cleaning the house they live in
- Helping the old or disabled person shower and keeping clean.



How the Aged Care Service works together with carers and family

The aged care service will work together with carers and family by:

- Including your family in client assessment and care planning
- Making sure carers get the help they need to allow them to look after you
- Making sure the staff don't take away things that your carer enjoys doing with and for you
- Thinking about what your carer needs along with your own care needs
- Making sure that any complaints made by your carer are looked at
- Letting family and carers go to training with our staff where possible
- Looking for special training for your carer if they need this help.



Carer Respite Support

Family carers play an important part in looking after old people.

People who are looking after family who are sick or very old can get tired and then get sick themselves.

Respite helps family carers to have a rest.

We can help your carer find somewhere for you to go for a short time to give your carer a rest.



Respite may be available at Rocky Ridge Aged Care, Kalano Aged Care, Regis Tiwi or via Carers NT.

The number for respite services in your local area is **1800 052 222**.

After hours number: **1800 059 059**



Feedback, Compliments and Complaints

Talk to Us

We want to provide quality care and support to the people we look after.

We like to know:

- If there is a problem
- What we are doing right ; and
- What we can do better

You can let us know this at any time.

You can tell the support workers or Coordinator yourself, or have family speak up for you.

You can also write a letter or ask for a feedback form to complete.



Client Survey

Every year we will talk to you and ask questions about the help you are getting. This is to help us know if we are working well and what we can do to make Aged Care better.

What if you are not happy with Aged Care?

If you or your carer or family are unhappy about the help we give you come and talk to us, so we can try to fix things.

If you make a complaint about Aged Care or one of our staff members, we will not make it hard for you or act badly towards you. We will only talk to the people we need to about your complaint.

This is the best way to make a complaint:

- If you are unhappy with the way someone is helping you, talk to them about it.
- If they don't listen, or can't fix the problem, talk to the Coordinator.
- If you are still not happy about the help we are giving you, or the way we are treating you, call the Aged Care Manager at head office, you'll find the phone number at the end of this handbook.

If you don't think we have done a good job of listening to your problem or trying to fix the problem, there are other people or organisations who you can talk to.

Aged Care Quality and Safety Commission – Complaints	1800 951 822
Older Person’s Advocacy Network - OPAN	1800 700 600
Health and Community Services Complaints Commissioner - NT	1800 004 474
NDIS Quality and Safe Guards commission	1800 035 544

Advocacy

Sometimes people feel shy or reluctant to speak up for themselves.

We understand this and are happy for you to use someone else to speak on your behalf; this person is called your advocate.

We will recognise this person and listen to what they have to say on your behalf. This person can be a family member, friend or someone else you trust.

Your advocate can also be someone from the Commonwealth Government funded Advocacy service such as:

National Aged Care Advocacy Line: **1800 700 600** or your advocate can also be someone from a local service in Alice Springs, like Centre care. Free call: **1800 354 550**



Interpreters

If you need some help understanding what we are saying to you, or you think we don’t understand what you are saying, please let us know.

We can help to get an interpreter to help us all understand better.



Contact Information

Roper Gulf Regional Council Office	0889729043
Aged & Disability Services Regional Manager (Spandana Mikkilineni)	0459442100
Aged Care Centres (08:00am to 4:36pm)	
Beswick Aged Care	0889772200
Mataranka Aged Care	0889772304
Ngukurr Aged Care	0889754208
Numbulwar Aged Care	0889786482
Other local phone numbers	
Local Council Office	
Barunga.....	0889773200
Beswick	0889772200
Bulman	0889754189
Borrooloola	0889757700
Jilkminggan	0882780050
Manyallaluk	0889754091
Mataranka	089772300
Ngukurr and Urapunga	0889774601
Numbulwar	0889772101
Clinic	
Barunga	0889754501
Beswick	0889754527
Bulman	0889754712
Borrooloola	0889758757
Jilkminggan	0889754741

Manyallaluk	0889754055
Mataranka	0889754547
Ngukurr and Urapunga	0889754688
Numbulwar	0889754670
Other helpful numbers	
Aged & Disability Advocacy Service (OPAN)	1800 700 600
Centrelink Carers and Disability line (Services Australia)	132 717
Centrelink Indigenous phone line	1800 136 380
Older Person's Abuse Information Line	1800 037 072
Aboriginal Legal Aid	1800 636 079
National Continence Helpline	1800 330 066
Carer Gateway	1800 422 737
Life Threatening Emergencies	000
Somerville Community Services - Counselling (Katherine) ...	08 8972 5100
My Aged Care	1800 200 422
NDIS	1800800110