



## **MANLY WARRINGAH PITTWATER COMMUNITY AID SERVICE INC.**

29th July 2010

Caring for Older Australians,  
Productivity Commission  
GPO BOX 1428  
Canberra City ACT 2601

Our organisation has been providing a range of services across the Northern Sydney Metropolitan Region for over 40 years. Funded under the Home and Community Care, HACC, Program, Social Support and Home Maintenance services are provided in the Manly, Warringah and Pittwater LGAs, with the Home Modification Services being provided across 11 LGAs.

Social Support services are primarily provided by a strong volunteer base of local people who provide support to people in our community who need assistance in accessing, medical, hospital and other health related services. Shopping, visiting and friendly phone calls are all provided to assist people to remain living independently in their own homes as valued members of our community.

Volunteers are sourced locally and prefer to work locally. Clients with higher support needs require the one-one assistance that is provided by the volunteers and in most cases would not be able to access community services, particularly health services, without this support. Not having a good public transport system in the Manly, Warringah Pittwater area makes it imperative that aged and people with disabilities are provided with this type of support.

With an increasing ageing population, particularly in our area, there will continue to be an increasing need for Social Support Services. Utilising volunteers is the most cost effective option for delivering these services. It is a well know fact that volunteers prefer to assist people in their own area and be supported by an organisation that is local and understands the needs of their local community. Clients are then provided with support from staff and volunteers that know and

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understand the complexities of their local area and know the best options for delivery of services.

Providing services to aged people can be very complex and must be provided on a personal basis taking into account the needs of each individual client. Therefore it is imperative that Referrals and Assessments are handled by qualified and experienced staff who have a working knowledge of the available local services. A trust is built up between the client and service provider which allows for a smooth method of service delivery. As people age accepting and trusting your service provider to provide your support services is vital for the mental health needs of the client.

In reference to Home Maintenance and Modification (HMM) a similar trust is vital. Elderly people can be a target for some unscrupulous trades people. Knowing that there is a local HMM service that has trades people who have been vetted and will provide service at a reasonable cost and of a professional nature provides peace of mind. Understanding and having links with local services and trades will benefit our aged community in having their needs met in a timely and cost effective manner.

High Level Home Modification services, over \$5,000, are provided across the 11 local government areas of the Northern Sydney Metropolitan area. Occupational Therapists across the region know they have one contact point for all their client referrals or requests for information and support. Local trades are again sourced who know the areas and the level of work required to complete the modification.. Only trades people with local knowledge and experience in modification work are being contracted as their skills and workmanship is known to the Home Modification Service. Again imperative for service delivery and a satisfactory outcome for clients, carers and their families.

All the above points speak of the need for service delivery to be provided through local service providers who have the knowledge, history, experience and expertise to provide quality services to our aged community.

If the Commission would like more information or clarification regarding this submission please contact the writer on 02 9913 1883 or email [zena@mwpccommunityaid.com.au](mailto:zena@mwpccommunityaid.com.au)

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