

# Sensory Services

Case Management

Information and Referral

Needs Assessment and Support Plans

Problem Solving and Advocacy

Support for Families and Carers

Community Development and Education



**Guide Dogs**

SA.NT your eyes and ears



Guide Dogs SA.NT is a premium service provider in the disability sector.

We use our expertise with dogs and in sensory service provision to enhance the quality of lives of individuals living with a disability and their families.

Guide Dog Services

Vision Services

Sensory Services

Hearing Services

The Department for Families and Communities and the Home and Community Care program has contributed funds towards this program.



Government  
of South Australia



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home and community care

## Sensory Services

Sensory Services provides services to people of any age who are;

- Deaf
- Blind
- Hearing Impaired
- Vision Impaired
- deafblind

These complex needs may include:

- An additional disability
- Social isolation
- Difficulty with communication
- Physical and mental health issues
- Difficulty accessing community supports and services

Our team of tertiary qualified professional and experienced staff members assist people to work towards establishing community networks and achieving independence.

"Sensory Services have helped me in so many ways from practical, emotional and financial. They have gone out of their way to help me and I don't know how I would have coped. I was made to feel that I mattered."

Anne Sutherland, Sensory Services Client.

## How Sensory Services can help

- Case management
- Information and referral
- Needs assessments and support plans
- Problem solving
- Advocacy
- Support for families and carers
- Community development and education
- Practical assistance to promote independent living
- Groups – educational/support

### Country Services

Sensory Services is committed to providing quality services to people with a sensory loss in country regions throughout South Australia.

We also aim to develop strong links and partnerships with community agencies in country areas.

### Appointments

Call us today on (08)8203 8333 or toll free 1800 GUIDE DOGS to make an appointment.

A referral from an agency or health professional is not necessary.

**All services are provided FREE to clients.**

## What is Case Management?

Case Management allows the client and case manager to work collaboratively on various aspects of the client's life that influences their wellbeing.

A plan is developed that reflects the client's choices with the goal being to empower the client and ensure they are involved in all aspects of the planning and service arrangement.

### It involves:

- Service coordination
- Goal setting
- Support and information
- Advocacy
- Individualised case planning
- Linking and referring with other services
- Grant sourcing and applying
- Support to remain independent and linked with the community

## What is Advocacy?

Advocacy is the act or process of defending or maintaining a cause or proposal, such as the support and representation of the rights of an individual.

Guide Dogs SA.NT provides an advocacy service for clients who require a representative to act on their behalf to achieve certain outcomes.

An advocate is a person who speaks up for another person and supports them in their cause. An advocate will help another person express themselves and will only pursue issues of concern agreed by the other person.

# Frequently asked questions

## **Do I need a referral?**

Anyone can refer to Sensory Services. However if you are referring on behalf of another person, you need their permission to refer.

## **How do I make a referral?**

Complete the attached referral form and fax or post to Guide Dogs SA.NT or call (08)8203 8333 and ask to make a referral to Sensory Services.

## **Where will I be seen?**

Appointments are available at the Guide Dogs SA.NT office, in your home, or in the community.

## **How much will this cost me?**

All of Sensory Services programs are at no cost to the individual. Sometimes there will be a charge for purchase of equipment.

## **How long will the intervention last?**

Programs can vary from one session to as required, depending on the need of the individual.

## **I live in the country – can I still receive services?**

Sensory Services team members travel to regional areas on a quarterly basis and can provide a service at your home. Country clients are also welcome to make appointments to see staff in the Guide Dogs SA.NT office.

# Referral

## Client Details

Client Name

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Address

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Telephone

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Mobile (SMS)

---

Fax

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Email

---

## Referring Contact

Name

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Contact No

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# Referral

## Services Required;

- Case management
- Information
- Advocacy
- Communication assistance

## Other Services Required;

- Orientation & Mobility
- Occupational Therapy
- Low Vision Services
- Neurological Vision Services
- Education and Support Services

Has the person given consent for this referral?

- No    Yes

Please post, fax or email to:

**Administration Services Team**

Guide Dogs SA.NT

251 Morphett Street

Adelaide SA 5000

Fax: (08) 8203 8332

Email: [clients@guidedogs.org.au](mailto:clients@guidedogs.org.au)



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# Other ways Guide Dogs SA.NT makes a difference

## Guide Dog Services

Guide Dogs provide a safe and effective way for people who are blind or vision impaired to travel independently.

## Vision Services

Vision Services provides programs to people who are blind or vision impaired including mobility and independent living skills programs.

## Hearing Services

Hearing Services provides support to individuals and their families to effectively manage their hearing loss through workshops, support groups and resources.

## Discovery Centre

Guide Dogs Head Office is home to Australia's first interactive vision and hearing education facility. Featuring nine innovative exhibits, this state-of-the-art facility takes visitors through a selection of daily experiences whilst simulating a vision or hearing impairment.

For more information visit:  
[guidedogs.org.au/discovery-centre](http://guidedogs.org.au/discovery-centre)



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Guide Dogs purpose is to use our expertise with dogs and in sensory service provision to enhance the quality of life of people living with a disability.

**South Australia  
Head Office**

251 Morphett Street

Adelaide SA 5000

Tel: (08) 8203 8333

Fax: (08) 8203 8332

TTY: (08) 8203 8391

Toll Free: 1800 GUIDE DOGS

**Northern Territory  
Darwin**

4/5 Keith Lane

Fannie Bay NT 0820

Tel: (08) 8995 2222

Fax: (08) 8995 2223

Email: [clients@guidedogs.org.au](mailto:clients@guidedogs.org.au)



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**guidedogs.org.au**

**1800 GUIDE DOGS**

(1800 484 333)