

This booklet of Dementia services available in the Mildura Shire was produced as part of the "Improving the Dementia Care Journey" project funded by the Victorian Department of Human Services in 2007.

Information has been updated and is correct at time of printing November 2012.

Much of the service information has been reproduced from www.connectingcare.com.

This booklet will be updated periodically.
For an updated booklet please email:
acrombie@bendigohealth.org.au
Or phone Angela Crombie (03) 5454 6415



City of Mildura, List of Dementia services

November 2012



Access Mildura Inc. - Sunny Catering:
Meal Service

Aged Care Assessment Service (ACAS) -
Sunraysia Community Health Services Inc

Aged Persons Mental Health Service -
Mildura Base Hospital

Alzheimer's Association - Dementia Su-
port Group

annecto - the people network

Carer Support & Commonwealth Carer
Respite Service

Case Management Services—Bendigo
Health

Cognitive Dementia and Memory Service
(CDAMS) - Memory Clinic

Commonwealth Carelink Centre - - Infor-
mation & Referral Service

Loddon Mallee Local Government Consor-
tium

Mallee Track Health & Community Service
(MTH&CS)

Mallee Track Health & Community Service
(MTH&CS) - Patchewollock Centre

Mildura Aboriginal Corporation -
HACC program & Rural Respite Care

Mildura Meals on Wheels Inc. - Meals on
Wheels

Mildura Nursing Centre

**This booklet was produced in 2007 by Angela Crombie, Project man-
ager, Collaborative Health Education & Research Centre, Bendigo
Health, following consultation with local stakeholders and assisted by
an Advisory Committee consisting of the following people:**

- Professor Peter Disler (Chair), Director of Medicine, Bendigo Health
- Mrs Shirley Austin, Carer
- Mrs Pam Paynting, Carer
- Mr Eddie Beer, Carer
- Mr Kevin Bowe, Team Leader—Aged Care, Department of Human Ser-
vices
- Ms Jenni Ham, Operations Manager— Collaborative Health Education
and Research Centre (CHERC)
- Mr Rod Flavell, Manager—Aged & Disability Services, City of Greater
Bendigo
- Ms Yvonne Parsons, Community Care Coordinator—Aged & Disability
Services, City of Greater Bendigo
- Ms Julie Flynn, Manager—Intake & Assessment, Bendigo Health
- Ms Ann Broben, Site Leader—Carer Support Services, Bendigo Health
- Ms Dianne Senior, Manager—Home Nursing & Support Services, Bendigo
Health
- Ms Fay Thomas, Counsellor, Alzheimer's Australia, Victoria
- Ms Lesley Delahunty, Counsellor, Alzheimer's Australia, Victoria
- Mrs Marlene Connaughton, Nursing Director, Residential Services,
Bendigo Health
- Ms RONALDA Cowcher, Unit Manager—Simpkin House, Bendigo Health
- Ms Jane Peterson, Unit Manager—Marjorie Phillips Unit, Bendigo Health
- Mr Frank Christie, Clinical Social Worker, Marjorie Phillips Unit, Bendigo
Health
- Ms Sue Jones, Unit Manager—Inpatient Rehabilitation, Bendigo Health
- Ms Robin Cottrill, Manager—Post Acute Care, Bendigo Health
- Ms Chris Fishley, Program Manager ClinicSMART, Bendigo & District Divi-
sion of General Practice
- Mr Neil Brewer, Manager—Aged Persons Mental Health Service, Bendigo
Health
- Ms Margaret McCreedy, Service Coordinator Project Worker, Bendigo
Loddon Primary Care Partnership
- Ms Cathy Driver/Ms Leanne Muns, Project Manager—Person Centred
Care, Bendigo Health
- Ms Ann Howe, Manager/Pharmacist, White Hills Pharmacy

The booklet was updated in November 2012.

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

www.fightdementia.org.au

Service Location

Commonwealth Carelink office: 48 Queen st, BENDIGO. VIC. 3552.

Tel: 5444 5670

Brief Description

Alzheimer's Australia Victoria offer a wide range of information and support services across the state in various forms including one to one counselling, family counselling, group work and education to community groups. The Dementia Helpline is a state-wide telephone information and support service. The Helpline is staffed by professional counsellors and trained and experienced volunteer advisors. Many of the advisors have personal experience in dementia care.

Eligibility

People concerned about memory issues. People diagnosed with dementia and/or carers of a person with dementia

Indicative waiting time

4 - 6 Weeks

Service coverage

Across Loddon Mallee Region

Fees

This service is Free

Victorian Patient Transport Assistance Scheme (VPTAS)

Department of Human Services - Loddon Mallee Regional Office (main site Bendigo)

Service Contact: 1300 737 073

Website: www.health.vic.gov.au/ruralhealth/vptas

Description

Financial assistance for travel and accommodation expenses relating to specialist medical appointments. Claims take 4 - 6 weeks to be processed.

The Victorian Patient Transport Assistance Scheme (VPTAS) aims to improve accessibility of specialist medical and oral health services for rural Victorian residents by reducing the financial disadvantage of patients living in rural areas who require specialist services.

VPTAS provides partial reimbursement to assist with travel and accommodation costs incurred by rural patients and if appropriate, their escorts, when travelling long distances or staying away from home to receive specialist medical treatment.

It is acknowledged that it is not possible to cover all scenarios under the VPTAS policy. Therefore it is recommended that patients or practitioners who have specific questions regarding VPTAS contact the nearest Rural Regional Office for further information.

VPTAS brochure, application form, and claims diary are available from the DHS website.

Eligibility

Any age group is eligible. Applicants must reside in the Loddon Mallee Departmental Rural Region and travel a distance of at least 100km one way to seek approved specialist medical treatment to apply for the scheme. An application form needs to be completed.

Indicative waiting time

No waiting list for this program.

Catchment(s)

Buloke (S), Campaspe (S), Central Goldfields (S), Gannawarra (S), Greater Bendigo (C), Loddon (S), Macedon Ranges (S), Mildura (RC), Mount Alexander (S), Swan Hill (RC)

Fees

This service is Free

Veteran's Home Care services

FreeCall: 1300 550 450

Eligibility for veteran's services

An Australian defence force veteran, Australian mariner or war widow / widower holding a gold or white Repatriation card. Approval needs to be given by Canberra prior to service provision.

1. Veterans' home and garden maintenance

Brief service description

The focus of Veterans' Home/Garden Maintenance is on safety or access issues. The service offers a maximum of 15 hours per year for minor repairs and installations of safety and security measures. The service is unable to offer lawn mowing, repairs that require a trades person, or major home modifications.

2. Veterans' Home Care

Brief service description

Assistance with chores including general cleaning, dishwashing, ironing, bed making.

3. Veterans' Personal Care

Brief service description

Assistance with daily-living tasks such as eating, bathing, toileting, grooming, transfers from/to bed and mobilising around the house. These are tasks that the person would normally do themselves but because of lack illness, disability or frailty they require the assistance of another person.

4. Veterans' respite

Brief service description

Respite is designed to provide relief for a carer who has responsibility for a person requiring ongoing care, attention & support. In-home respite can be provided 7 day per week, DVA will pay for up to 196 hours (28 days) of in-home respite, OR the basic daily fee for residential respite, OR a combination of both. Tasks not undertaken as part of in-home respite include- housework and the administration of medication. Home and Community Care clients can receive additional respite through Veterans' Home Care.

Catchment

This service is provided across the Loddon Mallee Region.

Australian Home Care Services

Service contact

Tel: 1300 303 770

Fax: 1300 557 532

www.ahcs.org.au

Brief Description

We assist people to continue living in their homes and provide support to the frail and elderly, people with a disability, our war veterans, people recovering from accident and illness and primary carers in need of a break. All services are available 24 hrs per day, 7 days per week and 365 days per year.

A not-for-profit organisation, Australian Home Care is a subsidiary of the Multiple Sclerosis (MS) Limited and helps fund services and research to assist people with MS. MS Limited works to reduce the impact of multiple sclerosis in our community. Your support of Australian Home Care is also directly supporting MS Limited.

1. Home help

Australian Home Care staff undertake basic household tasks for clients such as cleaning, cooking and shopping. Light duties that would be completed on a regular basis, such as washing and ironing, vacuuming, dusting and polishing.

2. Personal Alarm System

Australian Home Care Safe @ Home is a specialist personal alarm and emergency response service available 24 hours a day, seven days a week and 365 days a year.

Australian Home Care will install an alarm unit in your home that is connected via your normal telephone to the Australian Home Care Safe @ Home monitoring centre. The alarm is triggered simply by pressing a button on a personal waterproof pendant you wear, and the operator is in touch with you. They will stay on the line until help is at your side.

3. Personal Care

Personal Care service involve one-to-one care provided in your home by a trained care worker. We will assist and support you to perform daily living tasks.

4. Respite care

Respite care can be provided:

- In-home;

- Out-of-home / community;
- various times of the day/evening

5. Transport

Transport to medical appointments and other occasions. Will drive your vehicle if required.

Eligibility

We assist people to continue living in their homes and provide support to the frail and elderly, people with a disability, our war veterans, people recovering from accident and illness and primary carers in need of a break. Referrals accepted from any source including TAC, Dept of Veterans Affairs, Post Acute Care, Case Managers.

Indicative waiting time

Available on request

Service Coverage

Loddon Mallee Region.

Fees

available on request.

development.

Caring for a person is rewarding and we can assist you to:

Give you an opportunity to talk confidentially about your issues.

Plan innovative care options to suit your needs.

Support you to access existing parent / carer support groups.

Qualified staff providing a fresh outlook for individuals, families and carers.

Telephone SRS Support Line (03) 5022 1741.

Fees

Fees do apply to some services.

3. Respite Services

SRS Respite is a large, state-of-the-art respite facility that sleeps up to seven clients in the comfort of individual rooms. As well as the individual rooms, there are two spacious living areas, an Outreach room and a self-contained unit. Several outdoor entertainment and play areas are currently under construction.

SRS Respite is fully equipped to provide comfort, safety and a fully supervised home-away-from-home for people with a disability.

As well as traditional forms of facility-based respite, SRS Respite also provides a venue for Outreach activities and emergency accommodation options.

At SRS Respite dignity and privacy are assured. Carers, call us today and see how you too can have some well-earned respite, safe in the knowledge that your loved one is being looked after in an environment that is fun!

Telephone SRS Support Line – (03) 5022 1741.

Eligibility

Anyone with a disability who is over five years of age is eligible to access respite through us and we welcome all enquiries.

Fees

Fees do apply to some services.

Sunraysia Residential Services Inc.

Service Contact:

Phone: (03) 5022 1741

Fax: (03) 5021 3874

Service Location

84 Lemon Avenue, PO Box 1119, MILDURA. VIC. 3500

Sunraysia Residential Services (SRS) provide an environment where all people are treated with dignity, respect and fairness. As well as recognising that each client is unique in their support, development and accommodation needs. Programs for older people include:

1. Club SRS and Outreach Programs

Club SRS is a social group aimed at providing a stimulating day activity for men with early stages of dementia. **Club SRS** operates out of SRS Respite and offers a range of recreational activities and excursions.

Our outreach program services many disabled people in the region. Activities include a tenpin bowling league and various outings throughout the year.

Eligibility

At this stage **Club SRS** is directed at men in the early stages of dementia. Anecdotal evidence of the condition will suffice. Our Outreach activities are open to anyone with a disability.

Indicative waiting time

Some referrals may take up to a month to process, but emergency situations are given special consideration.

Fees

Some fees may apply.

Area Served

Mildura and surrounding region.

2. Dementia and Rural Support Packages

SRS staff aim to offer positive experiences for people with dementia / other DisAbilities and at the same time give their families a break. Sunraysia Residential Services in conjunction with Golden City Support Services are funded to provide a support option to suit you. We provide information, support, respite co-ordination and serviced

Annecto - the people network

Service Contact

Phone: (03) 5021 5456

Fax: (03) 5021 5450

Hours and Days of Operation

9:00am - 5:00pm weekdays, excluding public holidays

An on call system is available for clients, out of hours.

Service Location:

161-163 Langtree Ave, MILDURA. VIC. 3502.

Brief service description

Annecto is an independent not for profit organisation committed to enhancing the quality of life for people with a disability, the significantly disadvantaged, and the aged and their families.

Through the delivery of culturally appropriate specialist services, Annecto aims to empower people to live independently in the community and offer support on an individual needs basis.

Referrals

Referrals are only accepted from Aged Care Assessment Service (ACAS).

Fees

Available on request

Service coverage

Buloke (S), Gannawarra (S), Loddon (S), Mildura (RC), Swan Hill (RC)

Indicative waiting time

Available on request

1. Community Aged Care Packages (CACPs)

Community Aged Care Packages are funded by the Commonwealth Department of Health and Aged Care to provide support to people, with complex needs, who need case management and/or direct care services to remain living in their own home as an alternative to residential care.

Through the provision of a brokerage system, a Case Manager will purchase a service or combination of services for a client, based on assessment of needs and their individual care plan. Services include:

- Case management (assessment, referral, care planning, monitoring, counselling, advocacy and review);
- Personal care (showering, dressing, toileting, eating);
- Domestic assistance (dusting, vacuuming, washing, ironing);
- Meal delivery/preparation;
- Home and garden maintenance;
- Transport (banking, shopping, doctor);
- After hours support;
- In-home respite care; and
- Other services specific to individual needs.

2. Extended Aged Care at Home (EACH) & EACH Dementia (D) Packages

Extended Aged Care at Home packages are individually planned and coordinated packages of care, tailored to help frail older Australians to remain living at home. They are funded by the Australian Government to provide for the complex care needs of older people.

EACH packages are very flexible and depend on the complexity of the care needs of the individual. Generally, a person who requires high level care could be eligible for an EACH package. EACH D packages are specifically for people with dementia.

3. National Respite for Carers (NRCP) Mallee Overnight Respite (MOR) For Carers

To provide flexible overnight respite in the home, to enhance quality of life for carers. Support is provided by suitable qualified and trained Support Workers.

- Colignan
Nangiloc

Not Eligible

- New South Wales residents
- Non Victorian residents

Referral Information

Referral is not required for this service

ALTERNATIVE SERVICE PROVIDERS

- Mallee Track Health & Community Service, 28 Britt St, Ouyen - 5092 1111
- Mildura Meals on Wheels - 5021 3090
- Mildura Rural City Council Veteran Affairs - 5021 1283
- Access Employment - Sunny Services -5022 2703
Swan Hill Rural City Council - 5036 2371

New South Wales Service Provider

- Wentworth District Hospital - 5027 2345
Wentworth & Dareton Meals on Wheels Coordinator - 5027 3352

Comprehensive assessment at first scheduled appointment

Eligibility

Frail aged
People with physical, functional, sensory, intellectual or psychiatric disabilities
People with Acquired Brain Injury (ABI)
Older People
Special needs clients
Respite for carers

Priority Criteria

High

Isolated clients
People from culturally and linguistically diverse backgrounds
Aboriginal or Torres Straight Islanders
People with multiple disabilities or complex/high needs
Clients not receiving any other social support
Clients who live alone
Clients who have a carer who is aged or disabled

Low

Clients receiving social support services
Clients who live independently

Fees

A charge applies to this service. Charges for meals, transport and programs are kept to a minimum and will be discussed at the time of assessment.

Referral

Referrals are not required to access these programs.

Indicative waiting time

There is a waiting list – for details phone service contact number.

Catchment

Mildura

ALTERNATIVE PROVIDERS

- Mallee Track Health & Community Service - 5092 1111
- Care & Respite Assoc Inc - 5021 3512

Carer Support Services, Commonwealth Carer Respite Information Centre

Service contact

Mon to Fri – 8.30am to 5.00pm
24 Hour Emergency Respite **Tel AH:** 1800 059 059
Free call: 1800 068 978
Fax: (03) 5454 6065

Service location: 37 Havlin st East, Bendigo 3550, Vic

Brief description:

Carer Support Services was established as part of the Victorian Carer Initiatives and the Commonwealth National Respite for Carers Strategy in the Loddon Mallee region. This team provides a "first contact" information point for carers, to assist and support them in accessing services including respite care.

Service includes:

To coordinate access to respite care services.
To develop & maintain a residential booking service.
To provide counselling, practical and emotional support to carers and recipients.
To provide financial support where necessary via brokerage model.
To establish & maintain 24-hour emergency access.
To develop and coordinate the use of volunteers in the provision of respite.

Service access/entry:

The Carer Centre provides a clearly and readily accessible regional focal point for carers providing information and support about the full range of services and other resources available to those in a caring role in the Loddon Mallee region. The service is provided to carers of people who have a disability, mental illness, are frail, aged, have dementia or a chronic illness.

Referrals:

People may access carer support and respite services via self referral or referrals may be made by health professionals or other service providers.

Service coverage:

Carer Support staff are located throughout the region in Castlemaine, Echuca, Swan Hill, Mildura & Bendigo. Service is provided across the region.

Fees:

There is no fee charged for Carer Support Services. A fee may be applied to respite services.

Waiting list:

The waiting time for carer support is minimal, however there may be a wait for some respite services, particularly residential respite.

- Carer Support Services - 5018 7377 or 1800 052 222
- Mildura Rural City Council - 5018 8271
- Sunraysia Residential Services - 5022 1471

2. Meals on Wheels**Service contact**

Telephone: (03) 5023 7511

Fax: (03) 5023 7518

Brief service description

Meals on Wheels is a Home and Community Care (HACC) service to the community. Meals supplied are strictly monitored to comply with HACC Guidelines. Specific dietary requirements can be catered for.

Breakfast - Merbein, Mildura, Red Cliffs & Irymple

Delivered once per week with required food items for the weeks breakfast meals.

Lunch - Merbein, Red Cliffs & Irymple

- Delivered 5 days per week only
- but will

Cater for 7 days per week, upon request

Chilled Meals - Millewa, Nangiloc & Colignan

Chilled meals are available for these areas upon request

Eligibility

Home delivered meals are available to those people in the community who have been assessed as nutritionally at risk. This could include, but is not limited to: recovery from:

- Illness
- Surgery
- Ageing
- Disability

Eligible

- Victorian Residents - limited areas as follows:
- Merbein
- Red Cliffs
- Mildura- outlying areas only
- Irymple
- Millewa

Koori Elders Group

Group program aimed at meeting the specific **cultural** needs of clients who are **aged** and from a **Koori** background. The group meets 1 day per week to access the community for a lunchtime meal. Participants are responsible for the purchase of their lunchtime meal at the chosen venue.

Road to Wellness

Group program is run jointly by SCHS and Mildura Base Hospital. It is designed to meet the needs of people who are **65+** years of age who have a **mood** disorder. **Male** and **female** groups are conducted and meet 1 day per week, there is a cost which includes a lunchtime meal. Topics covered may include:

Self esteem building
Relaxtion
Medication Issues
Exercise
Healthy eating and diet
Grief and Loss
Coping with change
Building networks

Social Support

Nangiloc
Colignan
Millewa

Program is specific to the needs of clients who are **socially isolated**, frail, older people and people with disabilities living at home. Its aim is to provide:

companionship and friendship
Encourage social integration

Transport

- Centre's have **minimal** transport facilities
 - We encourage clients to arrange own transport, where possible - via:
 - Sunassist Volunteer Services - 5023 1906
 - Taxi Services
- Family members

Assessment

Initial phone assessment at enquiry stage

Case Management Services

Service Contact:

Phone 5454 7833

Fax 5454 7846

Hours: Monday to Friday 9.00 am to 5.00 pm

Service Location:

Bendigo Health, Anne Caudle campus

100 Barnard Street, BENDIGO. VIC. 3550.

Brief Service Description

Support is provided for clients with a disability, chronic illness or age related frailty who:

Have complex needs affecting their independence and safety and,
Want to remain living at home in their local community for as long as possible or,
Have a carer who needs support in order to maintain their caring role.

What is Case Management?

Case Management is a direct service, referring to the management of services, not people.

- A person centred approach to care ensures that individual's right to be involved in decisions relating to their needs, wants and aspirations.
- Individualised support is based on identification of needs, setting of goals with regular review and service coordination.
- Provides a single contact point for clients, their carers and service providers.
- Primarily focussed on maintaining and or gaining independence and encouraging positive involvement within the community.
- Undertakes an advocacy role where needed to ensure the persons rights are protected.
- Co-ordinates support systems and services and clarifies what is to be achieved by everybody involved.

Services include:

[Acquired Brain Injury Services](#)

[Chronic Illness Relief Program](#)

[Community Aged Care Packages](#)

[Extended Aged Care At The Home \(EACH\)](#)

[Flexible Care packages](#)

[Linkages](#)

Service access/entry criteria:

Priority is given where:

- Services are culturally inappropriate.
- The person is geographically isolated.
- Appropriate services do not exist.

Anyone who is referred to Bendigo Health Case Management Services should:

- Have a desire and commitment to remain living at home or in their local community.
- Require case management support to help overcome those factors that place them in a vulnerable or at risk situation.

Referrals:

To make a referral send the Department of Human Services Service Coordination (Consumer Information, Consumer Consent and Summary and Referral Information) forms to a Team Leader. These forms are available at www.connectingcare.com or by calling our office.

Service coverage:

Staff are located throughout the region in Bendigo, Echuca, Kyabram, Swan Hill, Mildura, Ouyen, Castlemaine, Kyneton, Kerang, and Wedderburn.

Fees:

As per Government Policy, available on request.

Waiting list:

People are accepted onto the program on the basis of their relative need. There are waiting lists for packages of care such as CACPs and EACH packages.

Sunraysia Community Health Services Inc

Service Contacts

Phone: (03) 5022 5444

Fax: (03) 5022 5445

Service Location

Head Office -Ramsay Crt, Mildura (197 Tenth St)

Sunraysia Community Health Services Inc. (SCHS) is a non-profit, community based organisation. We provide a variety of health and support services to the Sunraysia community. Services for older people include:

1. Adult Daily Activity Programs**Venue locations**

Merbein 36 Box Street, Merbein

Mildura H&L Hecht Adult Day Activity Centre, 5 Johns Street, Mildura
The Mildura venue can cater for special needs clients, with such installations as the "specialist assist toilet", where no manual lifting is required.

Brief Description

The Adult Day Activity Centre's are located at Mildura and Merbein and provide specialist programs that cater for a specific target groups. Operating hours of programs vary from 1 day per week up to 6 days a week. Attending Adult Day Activity Centre's assist preventing inappropriate/premature admission into residential care. The centres also provide much needed respite for carers.

Activities

All activities and programs are developed to meet the assessed need of the group or individual. Activities are varied throughout the week and include:

- reminiscing activities
- intellectual and physical stimulation
- community access programs
- performances from community groups
- craft
- personal grooming

Eligibility/Target Group (HACC)

People who are frail aged, or people with a disability and their carers, who are without family or social support.

Indicative waiting time

Available on request

Fees

This is a FREE service.

Area Serviced

Services are provided within a 55km radius in the irrigation district of Mildura Rural City Council and out into the Millewa.

Cognitive, Dementia and Memory Service (CDAMS): memory clinic**Service contact**

Tel: 5454 8500

Location: John Lindell Rehabilitation Unit, Anne Caudle Centre

Brief description:

The multi-disciplinary team offers specialist assessment of memory and associated deficits. The team provides assessment, diagnosis, treatment, management plans and strategies to improve or cope with memory problems. All people referred to the clinic will have:

- Expert clinical diagnosis
- Information on appropriate treatments
- Education, support and information
- Direction in planning for the future
- Information on dealing with day to day issues

The team works closely with other community support services such as Alzheimer's Australia Victoria, Carer Support Services and the general practitioner.

Service access/entry criteria:

The service aims to assist people with memory loss or changes to their thinking, and those who support them.

Service coverage:

The service is provided to people living in the Loddon Mallee region. Clinics are based in Bendigo, Castlemaine and Mildura.

Referrals:

Referrals can be made through general practitioners, community agencies, or by self referral direct to the clinic.

Fees:

There is no client fee for this service.

Waiting list:

Available on request

Commonwealth Carelink Centre – Information and Referral Service

Service Contact:

Hours of operation: Monday to Friday 9:00AM - 5:00PM.

Free Call: 1800 200 422

Aged care Free call: 1800 052 222

Fax: (03) 5444 5439

[Www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au)

[Www.commcarelink.health.org.au](http://www.commcarelink.health.org.au)

[Www.connectingcare.com.au](http://www.connectingcare.com.au)

Service Location

67 Pine Ave, Mildura

Brief Description:

Commonwealth Carelink Centres offer a single entry point for information about and referral to health and community services provided. Specifically, Commonwealth Carelink Centres target their services towards clients, carers, GP's, health professionals, service providers and the general public. The single source of information provided by Commonwealth Carelink Centres links you to a range of services and makes the time consuming and sometimes complex task of finding care and support easier. Commonwealth Carelink Centres promote and encourage independent living and flexibility to make choices about support needed to remain at home.

Carelink Centres have local knowledge about:

- The range of services available and how to contact them;
- Who is eligible to receive the services;
- Whether there are any costs associated with receiving the services;
- Aged care assessment services for access to Community Aged Care Packages or entry into aged care homes;
- A range of allied health care (e.g. podiatry, physiotherapy etc) and support groups

Who can use this service?

The Commonwealth Carelink Centre information service is available to everyone

Fees

This service is free

Area Serviced

Services are within a 55km radius of Mildura within the irrigation district and part of Mildura rural city and the Millewa.

2. Friendly Visiting

Brief service description

Is a service for people who are living at risk and have become isolated in their own home; We try to match volunteers with people who may have similar interests or are aware of an individuals cultural sensitivities and needs.

Visits may just be a support in:

Communication,
Craft, knitting etc,
Reading poetry, newspaper or mail,
Playing cards,
Short walks, sitting in the garden.

Volunteers report any changes that may occur to the Executive Officer who may then follow with a review of service needs.

Eligibility

Those in the community who live alone and are at risk, community with no extended family or social network to offer assistance or support or carer requires support.

Indicative waiting time

Available on request

Fees

This is a FREE service.

Area Serviced

Services are within 55km radius of Mildura within the irrigation district and part of Mildura rural city .

3. Phone Assist (Social Support)

Brief service description

Phone-Assist is a service for people that are becoming isolated in their homes and have little daily social contact.

A volunteer with similar interests is matched and phone calls occur at mutually convenient times on weekdays between 8am and 5pm for a chat.

Sunassist Volunteer Helpers Inc.

Service Contact:

Phone: (03) 5023 1906

Fax: (03) 5021 2565

Service Location:

339 Deakin Ave, MILDURA. VIC. 3500.

Brief service description

Sunassist is a volunteer non-profit social support service for frail aged, people with disabilities and their carers, providing assistance to maintain independence and quality of life throughout our community.

1. Community Transport (Assisted and Escorted)

This is a service for people unable to use private or public transport to meet their basic needs, who require extra assistance, or may be wheelchair bound. Drivers are volunteers registered and trained who have a sincere interest in the welfare of people. Transport can be used for shopping, medical appointments or social outings.

Transport Service Times

The Sunassist transport service is available Monday to Friday from 8:15am to 5:00pm. **Bookings: 48 hours notice is required.**

Eligibility

A personal must be frail aged or have a disability or be the carer of a consumer. To be eligible for the use of a Sunassist service a person must first be registered with the service. It is important to ensure that priority is directed to persons within the target group most in need of a service. The purpose of assessment is to understand and be aware of a persons strengths and needs.

Indicative waiting time

Available on request

Fees

A donation is requested to support the sustainability of the service.

Dementia Behaviour Management Advisory Service (DBMAS)

Service contact

Tel: 1800 699 799

Website: dbmas.org.au

Brief description

The DBMAS is a national telephone advisor service for families, carers and care workers who are concerned about the behaviours of people with dementia.

The service includes:

- Assessment of the person with dementia;
- Clinical support information and advice;
- Care planning, case conferences and short term case management;
- Mentoring for care providers; and
- Education and training for care providers.

Eligibility:

Care workers, family carers, volunteers or service providers for people with dementia who may have behaviours of concern.

Fees:

There is no fee for this service

Service coverage:

Across Loddon Mallee Region

Jacaranda Village

Service Contact

Phone: 5024 3334

Fax: 5024 3990

Service location: 220C-222A Calotis street, RED CLIFFS. VIC. 3496.

Brief service description

The facility includes a 30 bed nursing home and a 45 bed Hostel located within Red Cliffs, Victoria. Jacaranda Village provides accommodation for aged residents of our district in a homely, safe, supportive and caring environment, respectful of individual rights, whilst encouraging personal independence.

The Nursing Home provides shared accommodation in single and double bed rooms. The Nursing Home facility provides high level care and includes 1 respite bed. The Hostel provides low level care, single rooms with an ensuite and includes 2 respite beds. Assistance with showering, dressing, grooming, medication, mobility, meals and special diets is provided according to the individual needs.

At the Nursing Home, care is delivered 24 hours a day by Registered Division 1 and Division 2 nurses. The Hostel offers a Supervisor, Monday – Sunday and Personal Care Workers attend to residents personal and lifestyle needs 24 hours a day.

Jacaranda Village also provides Speech Therapy, Physiotherapy, Podiatry, Optometry, Dietitian and Alternative Therapies.

Medical Care

Residents are free to choose their own Medical Officer ensuring that this doctor is available to travel to Red Cliffs to visit when required. In the case of sudden illness and the resident's doctor not being available, staff will refer the resident to the Mildura Base Hospital by ambulance.

Palliative Care

Residents and their families are consulted on admission, and during their stay, regarding their wishes during the terminal stages of the resident's life. Consultation with the Sunraysia Community Health Palliative Care Services is available for residents and their families, which includes the service of palliative care volunteers.

2.1 Robinvale Campus

A 14 bed high level care facility is offered at Robinvale campus.

2.2 Manangatang Campus

Service Contact

Tel: (03) 5035 1500

Service location:

Pioneer Street, PO Box 02, MANANGATANG. VIC. 3546.

Brief Service Description

High Level Aged Care is provided at the Manangatang Campus Nursing Home with 10 bed capacity. A variety of allied health support is available in a visiting basis. The service also participates in the Skills-net in Aged care Program which is an information technology program, internet/email training for aged care residents. The Dynamic Activities Program for Residents in Aged Care is also in place at this health service.

2.3 Riverside Hostel

Service Contact

Tel: (03) 5026 1701

Service Location:

39 Latje rd, Robinvale

Brief Service Description

RDHS provides high quality, residential support care for elderly, frail and disabled members of the community who have been classified as requiring a Low or High level of care. Low care and respite care is provided in our 30 bed Hostel.

Residents in hostel care have access to allied health services, personal care staff and local general practitioners. They are encouraged to remain active in the community and enjoy a variety of activities organised by the Health Service Leisure Activities Team and volunteers.

Robinvale District Health Service

Service Contact

Tel: (03) 5051 8111

Fax: (03) 5051 8100

Service Location: Latje Road, PO Box 376, ROBINVALE. VIC. 3549.

1. Adult Day Activity and Support Service

Robinvale District Health Services offer activities for seniors, running a program in-house and for the community. Activities aim to enhance the quality of life of clients and provide respite for carers.

Eligibility

Older people

Indicative waiting time

There is no waiting list for this service.

Fees

Available on request.

Area Served

All of the 3549 and 3546 postcode area.

2. Aged Residential Care Beds

RDHS provides high quality, residential support care for elderly, frail and disabled members of the community who have been classified as requiring a Low or High level of care. Visiting Medical Practitioners, professional allied health staff and specialist nursing staff provide care to residents requiring a high level of care.

Eligibility

Must be assessed as eligible by an Aged Care Assessment Service.

Indicative waiting time

Available on request

Fees

Available on request.

Activities

Jacaranda Village provides a range of activities within its activities program. Activities provided aim to take into account individual interests, preferences and capabilities.

Fees

Available on request.

Area Served

Sunraysia.

Mallee Track Health & Community Service (MTH&CS)

Service contact

Phone: (03) 5092 1111

Fax: (03) 5092 1177

Service location: 28 Britt Street, PO Box 130, OUYEN. VIC. 3490.

Wherever possible, services are offered in the centres and local communities in locations that are easily accessible and that provide a friendly, supportive environment.

Services include:

1. Carer Support

For carers who are caring for family member (or significant other) who is frail/aged or who has a physical or intellectual disability, has a mental illness, or has a chronic illness.

Groups meet:

- Ouyen, on the 2nd Monday of the month between 12:00pm and 2:00pm, and

- Murrayville on the 3rd Tuesday of the month between 12:00pm and 2:00pm.

Fees

This service is free.

Indicative waiting list

Available on request

2. Meals on Wheels

Meals on Wheels is a Home and Community Care (HACC) service to the community. Meals supplied are strictly monitored to comply with HACC Guidelines. Specific dietary requirements can be catered for.

Eligibility

Assessed as disabled or frail aged.

Indicative waiting time

There is no waiting list for this service.

Fees

Available on request

Service Coverage

Provided to Ouyen, Patchewollock, Underbool, Murrayville, Walpeup, Temy, & Speed areas.

3. Residential and Respite accommodation

Mallee Track Health and Community Services provides:

Acute & high care residential accommodation, 30 Flexi beds.

Residential - Low care, 20 hostel beds.

Respite care - Available within Flexi and low care bed base.

Dementia unit - Provision within Flexi unit for special care (10 beds).

4. Social Support and Community-based Transport

- Planned Activity Group is program that offers social contact and activities for frail older people and people with disabilities.
- Social Support Activities are arranged to suit peoples' needs,
- Neighbourhood House, situated at Murrayville & Ouyen, provides community resource information and learning opportunities.
- Transport may be available on request to enable attendance at activity programs.

Fees

Available on request

Eligibility

Regis Sunraysia – Residential Care

Service contact

Phone: (03) 5023 5977

Fax: (03) 5021 1377

Email: sunraysia@regis.com.au

Service location: 253 Tenth Street, Mildura, Victoria, 3500

Brief service description

This modern residence provides Mildura with an aged care option of the highest quality including specialist services to residents with dementia and palliative care needs. Regis Sunraysia provides 81 high level care beds including permanent residential and short term respite accommodation. 25 secure dementia specific beds are also provided.

A comprehensive range of services is available to meet the needs of the residents, together with:

- Choice of doctor
- Diversional therapy
- Podiatry
- Library
- Physiotherapy
- Music & Crafts
- Companion pet
- Full laundry service
- Regular outings

Our catering staff provide a quality menu, with special dietary needs and residents' personal preferences catered for. Meals are prepared every fresh in the residence's own kitchen.

Eligibility

Must be assessed as eligible by an Aged Care Assessment Service.

Indicative waiting time

Available on request

Fees

Available on request

Area Served

Mildura

Regis Ontario

Service contact

Phone: (03) 5021 5482

Fax: (03) 5021 5548

Service location: 382-420 Ontario Avenue, Mildura VIC 3500

Brief service description

We take pride in the provision of quality care delivering 24 hour nursing and personal care in hotel style accommodation. Our focus is on our residents. Their health, social and support needs are comprehensively identified and assessed on an ongoing basis in consultation with family members and general practitioners. The facility features higher standards of accommodation, meals and services and cater for residents who are in a position to meet additional charges for higher level of service.

The Regis Ontario provides 70 Beds for residents with high level care needs. Experienced nursing staff have clinical expertise administering medication, wound care, pain management, palliative care, continence and many other services. In addition, residents have access to an extensive variety of allied health services including physiotherapy, occupational therapy, recreational therapy, aromatherapy and podiatry. We offer the benefits of in house catering facilities to guarantee a high quality service. On site laundries are also available.

We provide expert care for sufferers of Alzheimer's Disease and other disorders that cause dementia. This includes individualised activities and Care Coordination to involve residents in programs that will increase their sense of wellbeing while minimising their anxiety behaviours. Our facility offers innovative behavioural management methods including specialised diversional therapy programs and validation therapy and techniques. All of these programs are based on a solid methodological foundation.

Eligibility

Must be assessed as eligible by an Aged Care Assessment Service.

Indicative waiting time

Available on request.

Fees

Available on request.

Disabled or frail/aged.

Indicative waiting time

There are no waiting lists for these programs.

Mallee Track Health & Community Service Patchewollock Centre

Service Contact

Phone: (03) 5092 2133

9.00 am - 12 noon, Mon - Fri, for inquiries. Answering machine if unavailable.

A freecall number is also available: **1800 065 358**

Service location: Algerian St, Post Office, PATCHEWOLLOCK. VIC. 3491.

Community Link Services

A range of services is available to support people so they are able to live as independently as possible within their community.

Services include :

1. Carer Support

Support and information are provided for people who are carers of someone who is aged, ill or has a disability. A Carer Support Group also operates at Ouyen campus and is also available to people from Patchewollock. It may be possible to arrange respite care to enable the carer to attend the group. Contact the Social Support Coordinator

2. Friendly Visiting

Volunteers will visit on a regular basis to provide social interaction and support to people who are socially isolated due to age, illness, or disability. Visits are arranged to suit the clients needs.

3. Meals on Wheels

Nourishing frozen meals are delivered from Ouyen weekly to assist those who are unable to cook for themselves.

4. Pet Links

Provides support for people who are aged, ill or have a disability and enjoy the company of a pet but are unable to look after certain aspects of their care. A volunteer is linked to the client and pet and will walk dogs or attend to grooming needs.

5. Volunteer Transport

Transport is available to assist people to access social outings, shopping or medical appointments.

Eligibility

Clients who are eligible under Home & Community Care Programs.

Indicative waiting time

Available on request

Fees

Available on request

Area Serviced

A large area is serviced including Ouyen, Sea lake, Murrayville and all towns in between.

Princes Court Homes - Residential Care

Service Contact

Phone: (03) 5022 1022

Fax: (03) 5021 3376

Service Location: 27-29 Princes Street, MILDURA. VIC. 3500.

Brief Description

Princes Court is a community-owned not-for profit aged care facility. Princes Court provides a high standard of residential care for 100 residents with two places for respite care. Within the facility is an 18 bed Special Care area for residents suffering dementia.

Princes Court provides a continuum of care with "Ageing in Place" - the term used to describe the ability of the facility to maintain the care needs of residents from the point of entry until they pass on.

Care is provided under the guidance of the Care Manager and a dedicated team of Registered Nurses and carers. Princes Court also has a Physiotherapist and lifestyle officers to provide rehabilitation and stimulation.

All residents have their own spacious rooms with private ensuites. Facilities include a well appointed kitchen offering an extensive range of home-cooked meals including special diet requirements, a chapel for spiritual needs, hair dressing salon, public telephone (or residents own private telephone), and personal laundry service.

Eligibility

An assessment is required by an Aged Care Assessment Service to enable entry.

Indicative waiting time

Available on request

Fees

Available on request.

Catchment

Mildura (RC)

Oasis Aged Care Residential Facility - Oasis Aged Care Inc.

Service Contact

Phone: (03) 5024 7474

Fax: (03) 5024 7473

Service location: 1541-1545 Karadoc Ave, IRYMPLE. VIC. 3498.

Brief service description

Oasis Aged Care provides a high standard of 'low level' residential care to elderly clients from all cultural backgrounds. There are 40 permanent rooms and 1 respite room. Clients should book respite care well in advance. Four additional beds are also available that are not subsidized by the government.

All residents have their own spacious rooms with a private ensuite. Nursing and Personal care staff provide a high standard of care. All staff are trained and skilled in their work areas. Oasis Aged Care has access to many specialised services that residents may require. These include Physiotherapy, Occupational therapy and Podiatry. The In-House Lifestyle Coordinator offers a range of stimulating activities tailored to meet individual requirements.

Facilities at the Oasis Aged Care hostel, include a modern state-of-the-art kitchen offering 'home-style' cooked meals to the residents as well as 'Meals on Wheels' to elderly Irymple clients. Special dietary requirements and culturally appropriate meals are catered for. A hairdressing salon is located on site with visiting hairdressers available for appointments. Residents may choose to have their own private telephone connected. Resident's personal laundry is washed and ironed on site.

Tours of the facility are strictly by appointment only.

Eligibility

All potential elderly clients require an assessment that is completed by an Aged Care Assessment Service. Clients may be referred from anywhere in Australia.

Indicative waiting time

Available on request.

Fees

Available on request.

Mildura Aboriginal Corporation - Home and Community Care (HACC) Program

Service contact

Phone: (03) 5022 1852

Fax: (03) 5023 7852

Brief service description

A part time Home and Community Care worker coordinates assessments (for Aged Care and Homes First packages), home visits and referrals, and arranges for direct service provision. A respite service is also offered.

Eligibility

Koori Elderly or disabled.

Referrals

Referrals for HACC services can be made by contacting the Corporation

Indicative waiting time

Available on request

Catchment(s)

Mildura (RC)

Area Serviced

Sunraysia district.

Mildura Meals on Wheels Inc.

Service Contact

Phone: (03) 5022 3348

Fax: (03) 5021 3418

Brief service description

A three course meal provided to all recipients, based on a two week cycle menu. Available 5 days a week. The meal consists of:

- cold soup
- hot main meal and a cold sweet

Pure orange juice is included twice per week for Vitamin C supplement.

Special Diets

Meals are obtained from the Mildura Base Hospital kitchen. Special diets are available upon request.

Eligibility

Meals are supplied to frail aged, people with disabilities and their carers living in the community.

Indicative waiting time

Occasionally there is a waiting list for this service.

Referral Requirements

People **must** be referred by a doctor or health professional. The signed referral form should be delivered to the front desk of Mildura Base Hospital, Ontario Avenue, Mildura or Faxed to 5022 3317.

Fees

Available on request

Area Serviced

Meals are delivered to those living within the old Mildura City area. This is bounded by Cowra Ave, 15th St & Riverside Ave.

For those living outside this area, please see the Sunraysia Community Health Services Meals on Wheels service Tel: 50225444

Murray Valley Aboriginal Cooperative - Home and Community Care (HACC) Program

Service Contact:

Tel: (03) 5026 3353

Service Location:

87 Latje Road, PO Box 680, ROBINVALE. VIC. 3549.

Brief service description

The HACC program provides assistance and support services to frail aged and other people with disabilities.

Services available include:

Domestic assistance,
Support to ensure culturally appropriate assessments,
Planned activity groups,
Property maintenance,
Volunteer services.

Eligibility

Services are provided on the basis of eligibility and assessed need.

Fees

This service is Free

Indicative waiting time

Available on request

Area Serviced

Robinvale.

Eligibility

People eligible to receive a subsidised service are: Frail, older people, people with physical, functional, sensory, intellectual or psychiatric disabilities, people with acquired brain injury, carers and families living at home or in the community. Services are provided on the basis of eligibility and assessed need.

Activity Costs

Costs vary depending on activity. Whilst there is the standard fee based on eligibility of subsidy and assessed need, additional costs may be necessary for entry fees, lunch outing etc.

Mildura Rural City Council Aged & Disability Services

Service Contact

Phone: (03) 5018 8234

Fax: (03) 5021 1283

Service Location:

76-84 Deakin Avenue, PO Box 105, MILDURA. VIC. 3500.

Service Description

Aged & Disability Services provides services to support frail, older people, people with disabilities and their carers who are assessed as in need of support to retain their independence and quality of life and who reside in the municipality of Mildura Rural City Council. A subsidised fee will be charged for those assessed as Home & Community Care eligible. Services are also available on a fee for services basis.

People eligible to receive a subsidised service are: Frail, older people, people with physical, functional, sensory, intellectual or psychiatric disabilities, people with acquired brain injury, carers and families living at home or in the community. Services are provided on the basis of eligibility and assessed need. Services include:

1. Home Care

The service is aimed at promoting independence and enhancing quality of life by providing support in maintaining a person in their own home. The service assists those who are 'at risk' of inappropriate or premature admission to residential care facilities.

General Home Care

This service predominantly provides the regular housekeeping tasks that are unable to be performed by the client.

Tasks may include: Vacuuming, Mopping, Making Beds, Washing, Ironing, Shopping, Bill Paying, Cleaning of Bathroom.

Fees

Available on request

2. Personal Care Service

This service is available to assist with tasks, which a person would normally do for him/herself but because of illness, disability or frailty they are unable to perform without the assistance of another person. Some examples of personal care services are assistance with: Bath-

ing, Dressing, Grooming, Sanitation, , eating, mobility, coping with incontinence problems.

Fees

Available on request

3. Property Maintenance Service

The Property Maintenance Service is available to frail, older people, people with disabilities and carers who are unable to attend to minor repairs or maintenance work to ensure security and safety in the home.

This service does not cover work requiring the skills of a qualified trades-person.

Materials required for tasks to be carried out are provided/purchased by the client.

Priority will be given to urgent repairs to maintain safety and security – the following are some of the tasks that may be undertaken:

- Cleaning windows
- Installation of ramps
- Installation of grab/shower rails
- Installation of emergency/smoke alarms
- Other services may be determined necessary after assessment

Fees:

Available on request

4. Respite

Respite services are provided to the carers of frail, older people, people with dementia and people with disabilities of any age (children and adults.) This service allows for 'time out' for the carer and can be utilised for such things as shopping, attending appointments, social outings etc. Respite may be provided in the form of planned regular respite, emergency respite, crisis respite, occasional respite and overnight respite. Respite can be provided in a client's home or in the community.

Fees

Available on request.

5. Seniors' Activities

Brief service description

There are a number of additional activities provided through Aged and Disability Services to support frail, older people, people with disabilities and their carers.

These include:

- SunniNews (Quarterly Newsletter)
- Seniors Week
- Seniors Calendar
- Community Bus (providing own registered driver)

Seniors Festival

6. Senior Citizen Clubs

A number of Senior Citizens Clubs operate throughout the Mildura Rural City. **For details phone the service contact on 5018 8234.**

- Irymple Multicultural Senior Citizens Centre (Circolo Pensionati Italiani, Irymple Senior Citizens Club and Medimurski)
 - Merbein Multipurpose Centre (Merbein Senior Citizens Club)
 - Mildura Multipurpose Senior Citizens Centre (Mildura Senior Citizens Club Greek Elderly Citizens Club)
 - Turkish Club
 - Ouyen Senior Citizens Club
 - Red Cliffs Senior Citizens Club
 - Underbool Senior Citizens Club
- Murrayville Senior Citizens Club

7. Social Support

Social Support can be provided for accompanied group outings and activities to those in the community that are socially isolated and/or have limited supports.

Other social and recreational activities provided are:

- Gentle Exercises - (Chair/strength training) (Living Longer Living Stronger Program)
 - Tuesday and Thursday bus outing
 - Fun in Water - (Gentle Exercise)
 - Carpet Bowls
- Woodwork