Contents
1. Introduction ............................................................................................................................................. 2
2. Services.................................................................................................................................................. 3
   2.1 My Aged Care (The Aged Care Gateway) ....................................................................................... 3
   2.2 Aboriginal Community Controlled Health Organisations ......................................................... 3
   2.3 Aged Care Assessment Services (ACAS) ....................................................................................... 4
   2.4 Aged Persons Mental Health Services (APMHS) ......................................................................... 4
   2.5 Alzheimer’s Australia Vic ............................................................................................................... 4
   2.6 Carer Respite Services - 1800 052 222 ....................................................................................... 5
   2.7 Carer Support Services - 1800 068 978 ....................................................................................... 5
   2.8 Centrelink ....................................................................................................................................... 6
   2.9 Community Health Centres ........................................................................................................... 6
   2.10 Dementia Behaviour Management Advisory Service (DBMAS) ............................................... 7
   2.11 Dementia Access and Support Program ....................................................................................... 7
   2.12 Home and Community Care Services (HACC) ......................................................................... 8
   2.13 Home Care Packages .................................................................................................................. 9
   2.14 Regional Hospitals ....................................................................................................................... 9
   2.15 Medicare Locals ............................................................................................................................ 11
   2.14 Residential Aged Care .................................................................................................................. 13

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1. Introduction

The development of the Regional Dementia Services Pathways (the Pathways) was made possible by funding from the Loddon Mallee Region (LMR) Department of Health. The Pathways were developed by Bendigo Health’s Collaborative Health Education and Research Centre (CHERC), in close collaboration with an Advisory Panel of key dementia services stakeholders and following extensive stakeholder consultation in each of the LMR local government areas.

Regional Pathways have been developed for the three management stages of dementia as identified in the KPMG consultants National Dementia Services Pathways Framework. Initially, it was envisaged that three Pathways would be developed, however it soon became apparent from Advisory panel, service provider workshops and consumer and carer focus groups that each of the three pathways needed to be further refined if they were to meet the needs of both service providers and consumers/carers. The Pathways have been designed to provide one page of content in a practical and user-friendly format. It is acknowledged that there are overlaps between the Pathways and they should be used as a combined resource. The Pathways can be downloaded at www.dementiamanagementstrategy.com

Pathway one: Awareness, Recognition and Referral
Three separate Pathways have been developed to meet the different needs of service providers and consumers/carers.
- Pathway 1 Consumer /General Public
- Pathway 1 Service Providers awareness and recognition
- Pathway 1 Service Providers referral

Pathway two: Initial Assessment, Diagnosis and Post-Diagnosis Support
Pathway two was developed specifically targeted at general practitioners (GPs), practice nurses and primary health care workers. The consensus from stakeholders into the development of the Pathways was that GPs are usually the first point of contact for a person to raise memory concerns and that the GP played a pivotal role in referring people to specialist services such as the Cognitive dementia and memory service (CDAMS), also known as memory clinic, for more comprehensive assessment and diagnosis. The GP was also identified as having an ongoing role in the management of a person with dementia and their carer, and in referring the person on to appropriate services and supports post-diagnosis.

Pathway three: Management, Care, Support and Review
Two Pathways were developed for Pathway three: one specifically for consumers/carers and the other specifically targeted at service providers. Pathway three for consumers/carers includes steps for them to take for initial assessment diagnosis and post diagnosis support, therefore combining Pathways two and three. It also outlines how consumers can access information, support and/or services to best meet their management, care, support and review needs. Pathway three for service providers outlines the services to access for ongoing management, care, support and review.

The end of life pathway, which is stage four of the KPMG Framework, has been excluded from this project as it is being managed through Palliative care services.

Loddon Mallee Regional Dementia Service Pathways Services Guide
The Loddon Mallee Regional Dementia Service Pathways (LMR DSP) Services Guide was developed to provide complementary information to the Pathways, such as descriptions of services and contact details.
2. Services

2.1 My Aged Care (The Aged Care Gateway)
My Aged Care (the Aged Care Gateway) will create an identifiable entry point to the aged care system and enable timely and reliable information to be accessed by older people, their families, and carers. My Aged Care will help people to navigate the aged care system and will provide referrals for assessment and service provision.

My Aged Care has several key elements which will be implemented in an incremental way from July 2013:
- the My Aged Care website and a national contact centre;
- a central client record;
- an assessment capability to identify needs based upon a national assessment framework; and
- a linking service capability, targeting vulnerable people with multiple needs.

My Aged Care will provide information that is easily understood, and is appropriate and sensitive to the language, culture, gender, race, economic circumstances or geographic needs of the individual.

The first stage of implementation of My Aged Care commenced on 1 July 2013 with the roll-out of the My Aged Care website and the national contact centre. From that date, older people, their families, and carers were able to access the My Aged Care website and the national contact centre (1800 200 422) for information about the aged care system and services.

2.2 Aboriginal Community Controlled Health Organisations
Aboriginal Community Controlled Health Organisations are funded and supported to provide integrated comprehensive primary health care to the regions Aboriginal communities.

Within the Loddon Mallee region, there are five Aboriginal communities that operate ACCHOs. They range from large multi-functional services employing several medical practitioners and providing a wide range of services, to small services without medical practitioners, which rely on Aboriginal health workers and/or nurses to provide the bulk of primary care services, often with a preventive, health education focus. The services form a network, but each is autonomous and independent both of one another and of government. The integrated primary health care model adopted by ACCHOs is in keeping with the philosophy of Aboriginal community control and the holistic view of health that this entails.

- **Bendigo & District Aboriginal Cooperative (BDAC)**, Dja Dja Wrung Country, land of the Jarra people. City of Greater Bendigo, Macedon, Central Goldfields, Mt Alexander Shires and part of Loddon and Gannawarra Shires

- **Njernda Aboriginal Corporation (Njernda) (Campaspe)**, Yorta Yorta Country, land of the Yorta Yorta people. Campaspe Shire and parts of Gannawarra, Loddon Shire and parts of NSW
  84 Hare Street, Echuca  54806252  W: [www.njernda.designexperts.com.au](http://www.njernda.designexperts.com.au)

- **Mallee District Aboriginal Services** Latje Latje Country, land of the Latje Latje and Barkindji people. Wemba Wemba Country, land of the Wemba Wemba people.
  Mildura, Swan Hill, Kerang, Balranald  W: [www.mdas.org.au](http://www.mdas.org.au)
  Mildura Office 120 Madden Ave Mildura. Open 9am to 5pm Monday to Thursday and 9am to 4pm Friday. Ph: (03) 5018 4100 Fax: (03) 5023 7852 Email: mahs@mdas.org.au
• Murray Valley Aboriginal Cooperative (MVAC) (Robinvale), Latje Latje Country, land of the Latje Latje people.

  87 Latje Rd, Robinvale 50263353 W: www.mvac.org.au

2.3 Aged Care Assessment Services (ACAS)
The ACAS is a multi-disciplinary team who assist older people and their carers to identify what kind of care will best meet their needs when they are no longer able to manage at home without assistance. ACAS covers the entire region and can be accessed through calling 1300 733 581. The assessment is objective and client focused, with promotion of rights of clients. For an older person to access Australian Government funded Home Care Packages, they must first be assessed as eligible by an ACAS.

2.4 Aged Persons Mental Health Services (APMHS)
Aged persons mental health services are primarily for people with a long-standing mental illness who are now over 65 years of age, or who have developed functional illnesses such as depression and psychosis in later life. They also provide services for people with psychiatric or severe behavioural difficulties associated with organic disorders such as dementia.

Loddon Campaspe Southern Mallee APMHS can be contacted on the triage number 1300 363 788, covering Gannawarra, Buloke, Campaspe, Central Goldfields, Loddon, Greater Bendigo, Mount Alexander, Macedon Ranges and parts of Swan Hill Local Government Areas.

The Northern Mallee services can be contacted on 1300 366 375 which covers the Mildura and parts of the Swan Hill Local Government Areas.

There are a limited range of specialist bed-based services to consumers who cannot be managed in mainstream aged care residential services due to their level of persistent cognitive, emotional or behavioural disturbance. APMH nursing homes and hostels specialise in caring for older persons with a mental illness and provide longer-term accommodation, ongoing assessment, treatment and rehabilitation. These can be accessed through the APMHS.

2.5 Alzheimer’s Australia Vic
Alzheimer’s Australia Vic (AAV) is the peak body representing people with dementia and their families across Victoria. Alzheimer’s Australia Vic has staff in the Loddon Mallee region based at Swan Hill and Bendigo, who provide the following services across the region-

• General information about Alzheimer’s Australia Vic, what dementia is and isn’t and ways to minimise the risk of developing dementia for individuals or community groups
• Information, support and referral options for individuals who are worried about whether they or a family member may be developing dementia
• Service information, general support, dementia specific counselling, referral to other services, programs about living with memory loss for people diagnosed with dementia and their families.
• Specific family carer education sessions on topics relevant to their caring role.
• Specific support and programs for people who may have or have been diagnosed as having younger onset dementia (under 65 years)
• Dementia care education for professional carers.

The National Dementia Helpline- 1800 100 500 will respond to any queries and refer on to local staff when necessary.
2.6 Carer Respite Services - 1800 052 222

Carer Respite services are delivered across the region. Details are in the dementia service booklets for each local government area, however not all types of respite are available in all local government areas. The types of carer respite are listed below as well as a brief definition of the type.

- Centre based day respite – provides structured group activities to develop, maintain or support independent living and social interaction conducted in a community setting.
- In home day respite – provides a daytime support service for carers of care recipients needing assisted support in the carer’s or care recipient’s home.
- In home overnight respite – provides overnight support service for carers of care recipients needing assisted support in the carer’s or care recipient’s home.
- Community access – individual – provides one-on-one structured activities to give care recipients a social experience to develop, maintain or support independent living and social interaction and offer respite to their carer.
- Community access – group – provide small group day outings to give care recipients a social experience and offer respite to their carer.
- Overnight Community respite - overnight care received by a care recipient in community settings other than in the home of the carer’s, care recipient or a host family.
- Residential Day respite – provides day respite in a residential facility.
- Other – innovative types of service delivery to clients which the Department has approved.

Source: NRCP Respite Service Providers’ Program Manual

2.7 Carer Support Services - 1800 068 978

Carer Support Services provides a first contact information point for carers to assist and support them in accessing services including respite care. The service:

- Co-ordinates access to respite care services
- Develops and maintains a residential respite booking service
- Provides information, practical and emotional support to carers and recipients
- Has 24-hour emergency access
- Encourages and co-ordinates the use of volunteers in the provision of respite.

The service is available to carers of people who have a chronic illness, disability, mental illness, are frail aged, have dementia and or challenging behaviour, or are receiving palliative care.

Carer Support Services operate throughout the Loddon Mallee region.

- Buloke Shire – 5454 7719
- Campaspe Shire - 5482 0808
- Central Goldfields Shire – 5471 1017
- City of Greater Bendigo – 5454 7719
- Gannawarra Shire - 5036 1900
- Loddon Shire - 5454 7719
- Macedon Ranges Shire – 5471 1017
- Mount Alexander Shire - 5471 1017
- Rural City of Mildura - 5018 7301
- Rural City of Swan Hill - 5036 1900
### 2.8 Centrelink

Centrelink is delivered by the Australian Government Department of Human Services and supports people with payments and services at times of major change. Centrelink can help you arrange carer allowance, carer pension and other supplements. Contact Centrelink on **132 300**

### 2.9 Community Health Centres

Community health centres offer a range of community health services to local residents, with a focus on health promotion and disease prevention and management. Fees are charged for services according to the client’s ability to pay. Community health centres, also referred to as community health services (CHSs), operate across the state and aim to provide a broad range of services and health promotion activities to local populations, particularly those who have or are at risk of the poorest health and have the greatest economic and social needs.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bendigo Community Health Services</strong></td>
<td>Central, 171 Hargreaves Street Bendigo</td>
<td>54481600</td>
<td><a href="http://www.bchs.com.au">www.bchs.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Kangaroo Flat, 13 Helm Street</td>
<td>54300500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Eaglehawk, 3 Seymoure St</td>
<td>54344300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Elmore, 46 Jeffrey Street</td>
<td>54326001</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Castlemaine District Community Health</strong></td>
<td>13 Mostyn St, Castlemaine</td>
<td>5479 1000</td>
</tr>
<tr>
<td><strong>Northern District Community Health Service</strong></td>
<td>24 Fitzroy Street, Kerang</td>
<td>5451 0200</td>
<td><a href="http://www.ndchs.org.au">www.ndchs.org.au</a></td>
</tr>
<tr>
<td><strong>Echuca Regional Health</strong></td>
<td>17 Francis St, Echuca</td>
<td>5485 5000</td>
<td><a href="http://www.erh.org.au">www.erh.org.au</a></td>
</tr>
<tr>
<td><strong>Macedon Ranges Health</strong></td>
<td>5 Neal Street, Gisborne</td>
<td>5428 0300</td>
<td><a href="http://www.mrh.org.au">www.mrh.org.au</a></td>
</tr>
<tr>
<td><strong>Inglewood &amp; District Health Services</strong></td>
<td>3 Hospital Street, Inglewood</td>
<td>5431 7000</td>
<td><a href="http://www.idhs.vic.gov.au">www.idhs.vic.gov.au</a></td>
</tr>
<tr>
<td><strong>Kyabram District Health Services</strong></td>
<td>Fenaughty St, Kyabram</td>
<td>5857 0200</td>
<td><a href="http://www.kyhealth.org.au">www.kyhealth.org.au</a></td>
</tr>
<tr>
<td><strong>Maryborough District Health Service</strong></td>
<td>75/87 Clarendon St, Maryborough</td>
<td>5461 0400</td>
<td><a href="http://www.mdhs.vic.gov.au">www.mdhs.vic.gov.au</a></td>
</tr>
<tr>
<td><strong>Heathcote Health</strong></td>
<td>39 Hospital St, Heathcote</td>
<td>5431 0900</td>
<td><a href="http://www.heathcotehealth.org">www.heathcotehealth.org</a></td>
</tr>
<tr>
<td><strong>Swan Hill District Health</strong></td>
<td>48 Splatt Street, Swan Hill</td>
<td>5033 9300</td>
<td><a href="http://www.shdh.org.au">www.shdh.org.au</a></td>
</tr>
</tbody>
</table>
2.10 Dementia Behaviour Management Advisory Service (DBMAS)
The Victorian Dementia Behaviour Management Advisory Service (DBMAS Vic) operates under the auspices of St Vincent’s Health, Melbourne Aged Psychiatry Services. DBMAS Vic aims to improve the quality of life for people with dementia whose behaviour is having an impact on their care by improving the capacity of care workers, family carers and service providers to meet their specific needs. They predominantly provide services to care workers, aged care service providers and carers of people with dementia who receive support through Australian Government funded aged care services.

DBMAS services are focused on the management of behavioural and psychological symptoms of dementia (BPSD) and include:

- Assessment of the person with dementia and their carer/support network
- Clinical support, information and advice (face to face and via telephone or email);
- Care planning, case conferences, referrals and short term case management;
- Mentoring for care providers and clinical supervision
- Education and training on BPSD for care providers.
- Help to link to current research, literature and evidence based practice guidelines relevant to dementia and BPSD

DBMAS Victoria can be contacted on 1800 699 799

2.11 Dementia Access and Support Program
Dementia can affect people in varying ways and can often present barriers that can hinder the effective delivery of services. This can happen when the person:

- is suspicious of agencies or people who are providing support.
- is unsure of what services available to them or unsure of how to use those services confidently.
- lacks insight into their condition.
- has cultural beliefs or background that increase the challenge in engaging with service providers.

The Access and Support program provides workers with time to develop a trusting relationship with a person with dementia or other special needs / diversity issues. They support the person through the intake and assessment processes and negotiate with service providers to enable appropriate person centred service provision. The Dementia Access and Support Program can be accessed through contacting the entities below

HACC Access and Support Officer,
Mount Alexander Shire Council
Civic Centre, Corner Lyttleton and Lloyd Streets, Castlemaine, Victoria, 3450
03 5471 1880

HACC Access and Support Officer
Regional Information and Advocacy Centre (RIAC)
3/40 Bridge St, Bendigo 3550
03 5443 0550
Freecall 1800 224 799
2.12 Home and Community Care Services (HACC)

The Home and Community Care (HACC) Program provides funding for services which support frail older people, younger people with disabilities and their carers. These services provide basic support and maintenance to people living at home and whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long-term residential care. Your local council may be able to provide home and community care services to older people to assist them to live independently in the community. These services can help with cleaning, washing and shopping, personal care (such as help with bathing, dressing, grooming and eating), social support, home maintenance and modifications, assistance with food preparation in the home, delivery of meals, transport, assessment, client care coordination and case management, counselling, information and advocacy services and centre-based day care support for carers including respite services. A large number of private companies also offer home and community care services.

Contact details for local government are as follows

<table>
<thead>
<tr>
<th>Local Government Area</th>
<th>Web address</th>
<th>Phone number</th>
</tr>
</thead>
</table>

**Specialist HACC Services**

Specialist HACC services have been provided for groups that are identified as having unique needs

<table>
<thead>
<tr>
<th>City of Greater Bendigo</th>
<th>Aboriginal &amp; CALD &amp; CALD – dementia &amp; financial disadvantage</th>
<th>AMICUS Group Inc Regional Information and Advocacy Council</th>
<th>5441 2666</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>AMICUS Group Inc Regional Information and Advocacy Council</td>
<td>5443 0550</td>
</tr>
<tr>
<td>City of Mildura</td>
<td>Aboriginal &amp; CALD &amp; CALD – dementia &amp; financial disadvantage</td>
<td>Regional Information and Advocacy Council</td>
<td>5021 0265</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sunraysia Mallee Ethnic Communities Council</td>
<td>5022 1006</td>
</tr>
<tr>
<td>Mount Alexander Shire</td>
<td>Dementia, financial disadvantage</td>
<td>Mount Alexander Shire Council</td>
<td>5471 1700</td>
</tr>
<tr>
<td>Rural City of Swan Hill</td>
<td>CALD &amp; Aboriginal CALD</td>
<td>Robinvale District Health Sunraysia Mallee Ethnic Communities Council</td>
<td>5051 8160</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sunraysia Mallee Ethnic Communities Council</td>
<td>5022 1006</td>
</tr>
</tbody>
</table>

The My Aged Care national contact centre, 1800 200 422, may be able to provide additional information about Home and Community Care Services.
2.13 Home Care Packages

A new Home Care Packages Program has replaced the former community and flexible packaged care programs - Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) packages, and Extended Aged Care and Home Dementia (EACHD) packages.

A Home Care Package is a coordinated package of services tailored to meet the consumer’s specific care needs. The package is coordinated by a home care provider, with funding provided by the Australian Government. There are four levels of Home Care Packages:

- Home Care Level 1 – to support people with basic care needs.
- Home Care Level 2 – to support people with low level care needs.
- Home Care Level 3 – to support people with intermediate care needs.
- Home Care Level 4 – to support people with high care needs.

Home Care Packages are accessed through the Aged Care Assessment Service and can be contacted through calling 1300 733 581

2.14 Regional Hospitals

<table>
<thead>
<tr>
<th>Local Government Area</th>
<th>Facility Type</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buloke Shire:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Birchip Hospital</td>
<td>Hospital</td>
<td>5477 7100</td>
</tr>
<tr>
<td>Birchip Nursing Home</td>
<td>RACF</td>
<td>5477 7103</td>
</tr>
<tr>
<td>Charlton Hospital (Sept ‘14)</td>
<td>Hospital</td>
<td>5477 6800</td>
</tr>
<tr>
<td>Donald Hospital</td>
<td>Hospital</td>
<td>5478 6200</td>
</tr>
<tr>
<td>Donald, Riverview</td>
<td>RACF</td>
<td>5497 1304</td>
</tr>
<tr>
<td>Sea Lake &amp; District Hospital</td>
<td>Hospital</td>
<td>5070 2155</td>
</tr>
<tr>
<td>Sea Lake, Carinya Hostel</td>
<td>Hostel</td>
<td>5070 1155</td>
</tr>
<tr>
<td>Wycheproof Hospital</td>
<td>Hospital</td>
<td>5478 0700</td>
</tr>
<tr>
<td>Wycheproof, Grandview Lodge</td>
<td>RACF</td>
<td>5478 0700</td>
</tr>
</tbody>
</table>

| Campaspe Shire:       |               |              |
| Echuca Regional Health| Hospital      | 5485 5000    |
| Echuca, Glanville Village | RACF | 5485 5465 |
| BUPA Echuca           | RACF          | 5480 5300    |
| Kyabram Health Service| Hospital      | 5857 0200    |
| Kyabram, Sheridan     | RACF          | 5857 0209    |
| Rochester & Elmore District | Hospital | 5484 4400 |
| Rochester & Elmore District | RACF | 5484 4461 |
| Tongala & District ACS| RACF          | 5859 0800    |
| Waranga Aged Care Hostel | RACF | 5851 8050 |
| Waranga Nursing Home  | RACF          | 5851 8000    |
| Warramunda Village Hostel | RACF | 5852 2611 |
| Wharparilla Lodge     | RACF          | 5480 5000    |
### Central Goldfields Shire:
- **Maryborough District Health Hospital** 5461 0333
- **Maryborough Nursing Home RACF** 5461 0341
- **Dunolly Nursing Home RACF** 5468 2900
- **Havilah Hostel RACF** 5461 7300
- **Havilah on Palmerston RACF** 5461 7300
- **Raglan House RACF** 5459 0100
- **Princess Park Lodge SRS** 5460 5071

### City of Greater Bendigo:
- **Bendigo Hospital Hospital** 5454 6000
- **Advent Care RACF** 5443 7999
- **Elm Flora Hill RACF** 5443 8222
- **Benetas Eaglehawk RACF** 5446 9699
- **Benetas Kangaroo Flat RACF** 5447 0477
- **Bentleys Aged Care RACF** 5444 4050
- **Bupa Bendigo RACF** 5445 9000
- **Carshalton House RACF** 5438 1401
- **Gibson Street Complex RACF** 5434 7500
- **Golden Oaks RACF** 5438 1413
- **Heathcote Health Hospital** 5431 0900
- **Heathcote Health Aged Care RACF** 5431 0900
- **Lilley Lodge RACF** 5449 2400
- **Mercy Health Bethlehem RACF** 5440 8200
- **Mirridong RACF** 5442 4011
- **Simpkin House RACF** 5434 7595
- **St John of God Hospital** 5434 3434
- **Strathaven RACF** 5434 3000
- **Victoria Heights RACF** 5443 2731

### Gannawarra Shire:
- **Cohuna District Hospital Hospital** 5456 5300
- **Cohuna Community Nursing Home RACF** 5456 5300
- **Cohuna Retirement Village RACF** 5456 2338
- **Kerang District Hospital Hospital** 5450 9200
- **Baptcare Northaven RACF** 5450 8500
- **Glenarm Nursing Home RACF** 5450 9278

### Loddon Shire:
- **Boort District Hospital Hospital** 5451 5200
- **Boort AH Thrum Nursing home RACF** 5451 5200
- **Boort Hostel RACF** 5451 5200
- **Inglewood District Health Hospital** 5431 7000
- **Alcheringa Pyramid Hill RACF** 5455 7112

### Macedon Ranges Shire:
- **BUPA Kyneton RACF** 5422 2800
- **BUPA Woodend RACF** 5427 9700
- **Lancefield Karinya RACF** 5429 2558
Gisborne Oaks          RACF          5428 0340
RM Begg Kyneton Aged Care RACF          5421 3600

Mount Alexander Shire:

- Castlemaine Health          Hospital          5471 1555
- Ellery House              RACF          5471 1651
- Penhall                  RACF          5470 6453
- Thompson House           RACF          5471 1589
- Spencely Hostel          RACF          5471 1586
- Maldon Hospital          Hospital          5475 2000
- Maldon Aged Care         RACF          5475 2000

Rural City of Mildura:

- Mildura Ramsay Health          Hospital,          5022 3333
- Ouyen Hospital            Hospital,          5092 1111
- Robinvale District Health       Hospital,          5051 8111
- BUPA Mildura               RACF,          5024 4400
- Chaffey Aged Care          RACF          5025 1200
- Regis Ontario             RACF          1300 998 100
- Regis Sunraysia           RACF          1300 998 100
- Jacaranda                RACF          5024 1104
- Mallee Track Ouyen Nursing Home RACF          5092 1111
- Mallee Track Ouyen Pattinson House RACF          5092 1111
- Oasis Aged Care           RACF          5024 7473
- Princes Court Homes       RACF          5022 1022

Rural City of Swan Hill:

- Swan Hill Hospital          Hospital          5033 9300
- Jacaranda Lodge           RACF          5033 9400
- Alcheringa Swan Hill      RACF          5032 9169
- Robinvale District Manangatang RACF          5051 8111
- Robinvale District Riverside Hostel RACF          5026 1071
- Robinvale District Campus RACF          5051 8111
- Swan Hill Nursing Home    RACF          5033 9246

2.15 Medicare Locals

Medicare Locals were established across Australia by the Federal Government to improve the delivery of primary health care. They work closely with local communities to keep people healthy and out of the hospital system by providing better planning, co-ordination, co-operation and communication between the many organisations and individuals that deliver primary health care services.

Medicare Locals do this by:
- Improving the patient journey through integrated and co-ordinated services
- Providing support to service providers to improve patient care
- Identifying the health needs of local areas and developing focused and responsive services
- Implementing successful primary health care initiatives and programs
- Being efficient and accountable with strong leadership and effective management

The size of Medicare Locals and their funding has been planned to take into account factors such as their population, workforce, projected population growth, where people go for special care from within the region and location of other services such as hospitals.
There are four Medicare locals in the Loddon Mallee region of Victoria including:

**Grampians Medicare Local**

105 Webster Street Ballarat Victoria PO Box 36W
BALLARAT VIC 3350
Ph 03 5331 6303
www.grampiansml.com.au

**Lower Murray Medicare Local**

Mildura Private Hospital,

220-228 13th Street Mildura
Victoria PO Box 3210 MILDURA
VIC 3502
Ph 03 5023 8633
www.lowermurrayml.com.au

**Loddon Mallee Murray Medicare Local**

37 Rowan Street BENDIGO VIC 3550
PO Box 2220 BENDIGO VIC 3554
Ph 03 5441 7806
www.lmmml.org.au

**Macedon Ranges and North Western Melbourne Medicare Local**

1st Floor, Building 1, Central West Business Park,
9 Ashley Street WEST FOOTSCRAY VIC 3012
Ph 03 9689 4566
www.mrnwm-ml.org.au
The map below shows that the Medicare locals transcend not only boundaries of local government areas but in the case of both Lower Murray Medicare Local and Loddon- Mallee-Murray Medicare Local those of state boundaries also.

2.14 Residential Aged Care
Care may need to be provided by a residential aged care facility. These are located throughout the Loddon Mallee region, and entry to residential aged care services is through the Aged Care Assessment Service. As well as providing accommodation, residential care facilities provide:

- meals
- cleaning and laundry
- assistance with showering and dressing
- nursing care including medication management
- social activities

Facilities can vary in style, size and age. Some give priority to certain groups, such as war veterans, Aboriginal people or people from non-English speaking backgrounds. Some facilities provide a secure area and/or a special program for people suffering from dementia.

Low-level residential care
Low-level residential care provides a supported environment to live in. If people are still able to move about but need extra help with everyday tasks like cleaning, laundry and meals, they might benefit from living in an aged care home instead of remaining in their own home.

Alternatively, people can move into low-level residential care for a short stay (called ‘residential respite care’) if they or their carer need a break from the usual care arrangements.

High-level residential care
High-level residential care provides you with assistance for most day-to-day living activities, as well as care from either registered nurses, or from carers under their supervision, 24 hours a day.

Residential Aged Care services are accessed through the Aged Care Assessment Service and they can be contacted through calling 1300 733 581.
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Ange Crombie Operations Manager, CHERC
Patricia Deering Loddon Mallee Region Department of Health
Pamela Oakley Loddon Mallee Region Department of Health
Evan Stanyer Project Officer, CHERC
Prof Peter Disler Geriatrician, Bendigo Health (Chair)
Beth Collier Aged Care Assessment Service (ACAS) Manager
Dorothy Carey Aged Care Assessment Service (ACAS) Manager
Marlene Connaughton Aged Care Network Convenor
Marie Wycisk Cognitive Dementia and Memory Service (CDAMS)
Lynne Horsfall Alzheimer’s Australia Victoria, local representative
John Price Alzheimer’s Australia Victoria, Service Access Liaison Officer Aboriginal Learning & Development
Shirley Austin Consumer Representative
Rose Miles Carer Support Services, Manager
Chris Fishley Loddon Mallee Murray Medicare Local representative
Christine Borg Macedon Ranges and North Western Melbourne Medicare
Kirsten James/Libby Wade Dementia Behaviour Management Advisory Service (DBMAS) Mandy Hutchinson Community Services Officers consortium representative
Catherine Fuller Primary Care Partnerships, representative – Central Victorian Health Alliance
Neil Brewer Aged Persons Mental Health Service (APMHS)

Disclaimer
The information contained in this Loddon Mallee Regional Dementia Service Pathways (LMR DSP) Services Guide, in the Pathways and on the Regional Dementia Management Strategy (RDMS) Website is current at November 2013. It is acknowledged that this is not an exhaustive list of services available and the Pathways, Guide and RDMS website should be used in conjunction with other relevant websites and service guides.

Contact
For more information regarding the Loddon Mallee Regional Dementia Service Pathways (LMR DSP) Services Guide, the Pathways or the Regional Dementia Management Strategy (RDMS) Website please contact: Mr Evan Stanyer, Project Officer, Collaborative Health Education and Research Centre (CHERC), Bendigo Health on (03) 5454 7825 or email estanyer@bendigohealth.org.au