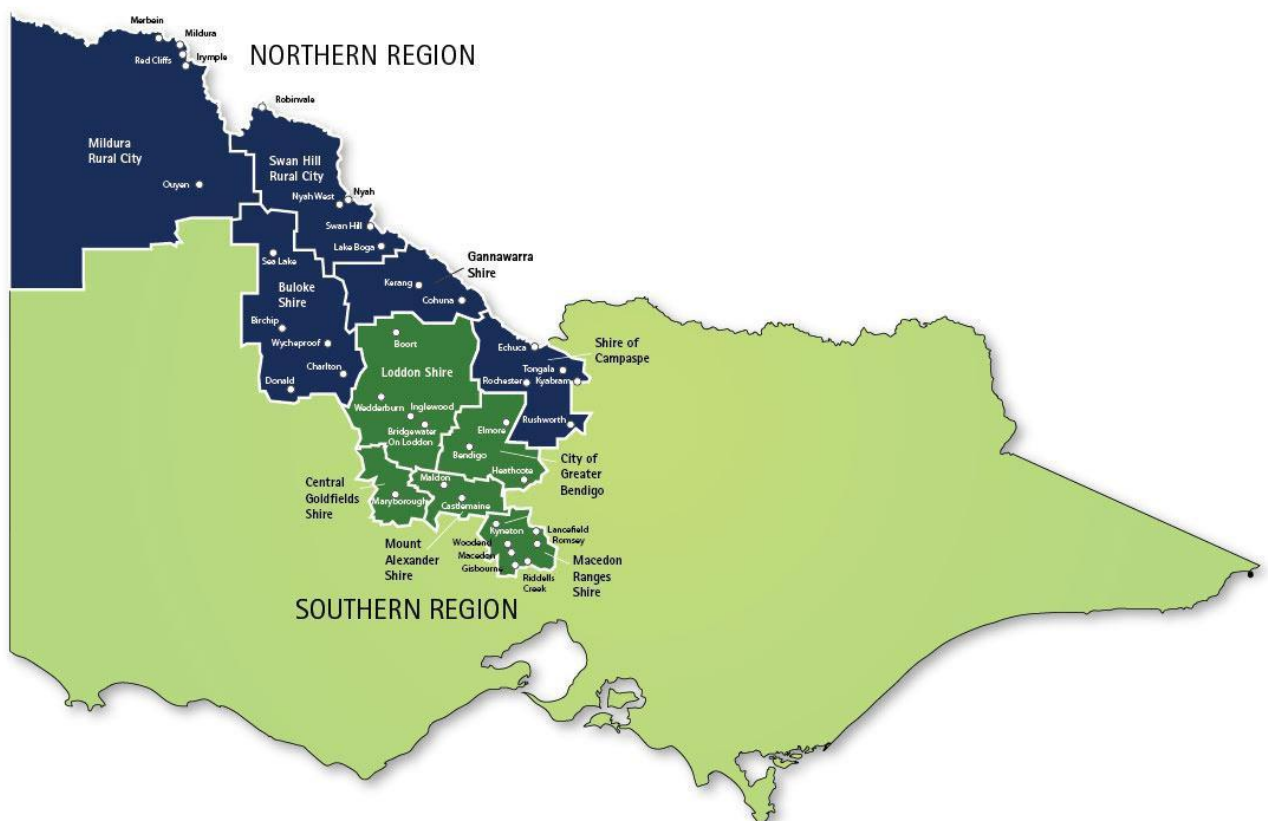


LODDON – MALLEE DEMENTIA SERVICES PATHWAY

Service Guide



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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
13 Forest Street, Bendigo 54424947 W: www.bdac.com.au
- **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
- **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**
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

Swan Hill Office 70 Nyah Road Swan Hill. Ph: (03) 5032 8600 Email: shahs@mdas.org.au

Kerang Office 9 Nolan Street Kerang Ph: (03) 5450 3019 Email: kahs@mdas.org.au

Balranald Office 95 Court Street Balranald Ph: (03) 5020 0330 Email: bmccreception@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.

Bendigo Community Health Services

Central, 171 Hargreaves Street Bendigo	54481600
Kangaroo Flat, 13 Helm Street	54300500
Eaglehawk, 3 Seymoure St	54344300
Elmore, 46 Jeffrey Street	54326001

W: www.bchs.com.au

Castlemaine District Community Health

13 Mostyn St, Castlemaine	5479 1000
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W: www.cdchcastlemaine.com.au

Cobaw Community Health

47-49 High Street, Kyneton	5421 1666
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W: www.cobaw.vic.gov.au

Northern District Community Health Service

24 Fitzroy Street, Kerang	5451 0200
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W: www.ndchs.org.au

Sunraysia Community Health Services

Ramsay Ct, Mildura	5022 5444
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W: www.schs.com.au

Echuca Regional Health

17 Francis St, Echuca	5485 5000
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W: www.erh.org.au

Macedon Ranges Health

5 Neal Street, Gisborne	5428 0300
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W: www.mrh.org.au

Inglewood & District Health Services

3 Hospital Street, Inglewood	5431 7000
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W: www.idhs.vic.gov.au

Kyabram District Health Services

Fenaughty St, Kyabram	5857 0200
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W: www.kyhealth.org.au

Maryborough District Health Service

75/87 Clarendon St, Maryborough	5461 0400
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W: www.mdhs.vic.gov.au

Heathcote Health

39 Hospital St, Heathcote	5431 0900
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W: www.heathcotehealth.org

Swan Hill District Health

48 Splatt Street, Swan Hill	5033 9300
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W: www.shdh.org.au

Robinvale District Health Services

128 Latje Rd Robinvale	5051 8111
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W: www.rdhs.com.au

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

Local Government Area	Web address	Phone number
Buloke Shire:	http://www.buloke.vic.gov.au/	5478 0100
Campaspe Shire:	http://www.campaspe.vic.gov.au/	5481 2200
Central Goldfields Shire:	http://www.centralgoldfields.com.au/	5461 0610
City of Greater Bendigo:	http://www.bendigo.vic.gov.au/	5434 6000
Gannawarra Shire:	http://www.gannawarra.vic.gov.au/	5450 9333
Loddon Shire:	http://www.loddon.vic.gov.au/	5494 1200
Macedon Ranges Shire:	http://www.mrsc.vic.gov.au/	5422 0333
Mount Alexander Shire:	http://www.mountalexander.vic.gov.au/	5471 1700
Rural City of Mildura:	http://www.mildura.vic.gov.au/	5018 8100
Rural City of Swan Hill:	http://www.swanhill.vic.gov.au/	5036 2333

Specialist HACC Services

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

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

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

Local Government Area	Facility Type	Phone number
Buloke Shire:		
Birchip Hospital	Hospital	5477 7100
Birchip Nursing Home	RACF	5477 7103
Charlton Hospital (Sept '14)	Hospital	5477 6800
Donald Hospital	Hospital	5478 6200
Donald, Riverview	RACF	5497 1304
Sea Lake & District Hospital	Hospital	5070 2155
Sea Lake, Carinya Hostel	Hostel	5070 1155
Wycheproof Hospital	Hospital	5478 0700
Wycheproof, Grandview Lodge	RACF	5478 0700
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**.

Acknowledgments

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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 Local 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