

Macedon Ranges Shire, List of Dementia services

May 2014

This booklet of Dementia services available in the Macedon Ranges 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 May 2014.

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

This booklet will be updated periodically.

For an updated booklet please email:

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estanyer@bendigohealth.org.au

Or phone Evan Stanyer (03) 5454 6415

This booklet was originally produced in 2007 by Angela Crombie, Project manager, Collaborative Health Education & Research Centre, Bendigo Health, following consultation with local stakeholders and assisted by an advisory committee. It has been updated to include new services that are currently available as at May 2014.

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Aboriginal Community Controlled Health Organisation (ACCHO)

ACCHOs are controlled by, and accountable to, Aboriginal people in those areas in which they operate. ACCHOs aim to deliver holistic, comprehensive and culturally appropriate health care to the community that controls it.

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: <http://www.bdac.com.au>

Aged Care Assessment Service (ACAS)

Service contact

Phone: 5454 7589 **Fax:** 5454 8278 **Referrals:** 1300 733 581

Brief description:

The ACAS assists people to access a range of services that help them to remain living independently in their own home or to access residential services. ACAS staff conduct comprehensive assessments of older people and facilitate access to available care services appropriate to their needs.

Frail older people may be eligible to receive provision of "Community Aged Care Packages" or "Extended Aged Care in the Home" packages. These are both Commonwealth funded programs which aim to support older people with complex care needs, to remain living in their own homes. They also assist frail older people who may be considering applying to hostel/nursing home for residential respite and/or permanent care.

Service access/entry criteria:

The Aged Care Assessment Program under which ACAS operate is a program designed for frail older people although younger people with disabilities may sometimes require ACAS input. The Aged Care Program particularly recognises the need *to ensure that older persons who belong to the following groups have equitable access to Aged Care Assessment Team services:*

- ☒ *Aboriginal and Torres Strait Islander people*
- ☒ *people of culturally and linguistically diverse backgrounds*
- ☒ *people living in rural and remote areas*
- ☒ *veterans, their spouses, widows and widowers*
- ☒ *people with dementia;*

Reference: *Aged Care Assessment Programme Operational Guidelines*

Referrals:

Referrals to ACAS may be via general practitioner, acute and sub-acute health services or self referral to the service.

Service coverage:

Staff are located throughout the Loddon Mallee Region

Fees:

There is no fee charged for an ACAS assessment.

Waiting list:

Available on request.

Aged Persons Mental Health Service - Community Team

Service Contact Tel: (03) 5454 7604 **Triage:** 1300 363 788 **Fax:** (03) 5454 7620

Service Location: Anne Caudle Campus, Barnard St, Bendigo

Brief Service Description

The Aged Persons Mental Health Service (APMHS) provides specialist assessment and treatment for aged persons with a mental illness. This service is provided to:

- ☑ People aged 65 and older; and
- ☑ Who have, or appear to have, a mental illness; and or
- ☑ Who exhibit behaviour that cannot be managed by other aged care service;

In some cases indicated by clinical assessment, APMHS will provide service to people aged under 65 years who exhibit symptoms of degenerative diseases associated with ageing such as pre-senile dementia or Alzheimer's disease. The APMHS provides specialist assessment and treatment through a multi disciplinary team.

The community service provides home based comprehensive assessments for those in the community experiencing a mental illness. Building on the community based assessment this incorporates residential facilities and Acute and Sub acute service where the team provides specialist Aged Mental health expertise. A case management style of care provision is provided with support from; Consultant Psychiatrist, Psychiatric Registrar, Psychiatric Nurses, Psychologist, Social and Welfare worker.

Eligibility

People are eligible for this service if they meet the above criteria.

Referrals

Referrals can come from any source. Referrals need to have the following details available if possible: reason for referral, presenting features/ behaviours/problems, significant recent and past history, alerts/risks/safety factors, current medication, current support systems.

Entry to this service is via the Aged Person's Mental Health Service - Triage Service:

1300 363 788

Catchments

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

Fees This service is Free.

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

www.fightdementia.org.au

Service Location

Level 1,10-16 Forest St Bendigo VIC 3550

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 counseling, family counseling, 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 counselors 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

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

Fees This service is Free

Australian Home Care Services

Service contact

Tel: 1300 303 770

Fax: 1300 557 532

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 Referrals followed up within 24 hours.

Service Coverage

Loddon Mallee Region.

Fees

available on request.

Baptcare - Loddon Mallee Community Packages

Service Contact

Tel: (03) 5444 0464 Tel/Fax: (03) 5444 0595

Initial Contact Must be by referral to ACAS

Service Location:

391 Hargreaves Street, BENDIGO. VIC. 3550.

Brief Description

Home Care Packages

Home care packages are planned and coordinated packages of care to help older people with moderate or severe disabilities to remain living in their own homes. They are funded by the Commonwealth Government to provide for the complex care needs of older people. There are now four levels of package available to cater for the complexity of the care required by individuals.

Eligibility Must be referred through ACAS as eligible for low level care.

Catchments Campaspe (S), Central Goldfields (S), Gannawarra (S), Greater Bendigo (C), Loddon (S), Macedon Ranges (S), Mount Alexander (S).

Fees

Available on request

BUPA Kyneton

Service contact

Phone: (03) 5422 2800

Service location: 2 Edgecombe St Kyneton

Brief service description

BUPA Kyneton is a residential aged care facility providing 30 high level care, 30 high level dementia specific care and 30 low care beds. The facility offers both permanent residential and short term respite care accommodation.

Eligibility

Must be assessed by ACAS.

Fees

Available on request

Waiting list

Available on request.

Service coverage

All applicants will be considered from any area.

BUPA Woodend

Service contact

Phone: (03) 5427 9700

Service location: 2 Sullivans Road, Woodend

Brief service description

Woodend is a residential aged care facility providing 30 high level care, 30 high level dementia specific care and 47 low care beds. The facility offers both permanent residential and short term respite care accommodation.

Eligibility

Must be assessed by ACAS.

Fees

Available on request

Waiting list

Available on request.

Service coverage

All applicants will be considered from any area.

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 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.

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,
37 Havlin St East, Bendigo 3550, Vic.

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
- 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 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.

Central Victorian Stroke Support Group Inc

Service Contact

Tel: (03) 5443 6623 (Bev Stephens)

www.strokeassociation.com.au/bendigossg.htm

Service Location

Monthly lunch time meetings are held at Foundry Hotel, High St Bendigo on the last Saturday of the month

Brief Service Description

Our Philosophy is: To help people in the early stages of stroke and stroke recovery to find life, fun and laughter.

Our goals are: Dream, Believe, Achieve.

Members receive a Name Badge.

Survivors and their carers are welcome.

The group also visits survivors in hospital and in their homes if requested.

Eligibility

Survivors of stroke and their carers.

Indicative waiting time

Nil

Area Serviced

Approx 100 km radius of Bendigo. People outside of the area are welcome.

Fees

There is a minimal annual membership though initial visit are at no charge.

Cobaw Community Health Service

Service Contact:

Phone: (03) 5421 1666

Fax: (03) 5422 2161

Service Location:

47 High Street, PO Box 146, KYNETON. VIC. 3444.

1. CENTRELINK

Cobaw Community Health Services provides Centrelink Agency services.

2. COUNSELLING

Counsellors can provide counselling for individual, couple and family groups. Issues worked with include: Grief and loss, Anxiety and depression, Life transition, Stress, Relationship issues, Separation, Family conflict, Personal problems, Couples counselling. These services are provided through either short, term, long term or single session interventions.

Single Session Therapy

New clients are offered a single session a one off structured session with specific follow up. If they agree to use this counselling format at first contact they are provided with a date and appointment time and their counsellors name. They are also given a questionnaire to take home and complete for use in the session. This counselling session is longer than a normal counselling session. At the completion of the session follow up contact is arranged.

3. EXERCISE GROUPS

A variety of exercise programs for people all ages are offered and are a great introduction into healthy lifestyle and activity. Cost is depend-ant on activity and is available on request.

Gentle exercise group

Romsey - St Mary's Hall Wednesday 9.30-10.30 cost \$5. Contact Janet Adams on 5428 1223 for further information.

Woodend Community Centre – Tuesdays 10.30-11.30 cost \$3. Contact Jane Kavanagh for further information 0403 979 063

Strength training

Strength training classes are run by a professional fitness instructor who takes participants through a series of simple exercises using light hand and ankle weights. Strength Training works to strengthen muscles, retain bone density, improve balance and keep your joints more flexible. You start with light weights and gradually increase as your muscle strength improves. The exercises are specially designed to strengthen your muscles so you can more easily do everyday things, like walking, going up and down stairs, shopping, gardening or sport.

Kyneton and Woodend— . Karyn Aumont 54222239

Walking Groups

Walking groups provide opportunities to walk with others in a friendly, safe and supportive way. Suitable walks are planned in advance. New members are welcome to come along.

Cobaw Ramblers - Gentle walk

When: Wednesday 10am

Where: Kyneton

Cost: 50 cents

Contact: Joan 5422 1494

Cobaw Walkers

When: Thursday 9.30am

Where: meet at Cobaw Activity Centre, 8 Mollison place, Kyneton

Cost: 50 cents

Contact: Margaret Read 5427 3340

4. CHRONIC CONDITION PROGRAMS**Initial contact**

Phone: 5421 1666

Programs such as Chronic condition self management, Heart Smart, Life! Take action against Diabetes, and other health promotion pro-grams are offered.

Fees and Waiting list

Available on request

5. COMMUNITY NUTRITION

Community Nutrition encompasses all aspects related to health and the food we eat; from healthy eating, the food supply, access issues, understanding the media influence, reading labels as well as straight dietetics which provides an individual nutritional assessment and advice.

We communicate and network with other health professionals (particularly dietitians working in other settings such as clinical practice or private practice) regarding our roles and the breadth of our work. As dietitians / nutritionalists we are all aiming to achieve better health outcomes; we might just be working at different points along the spectrum of nutrition work (from individual to population approaches).

At Cobaw, the Community Nutritionist is involved in a variety of pro-grams:

- Diabetes Education
- Healthy Hearts
- Community Garden
- VCAL Nutrition Project "Community Lunches"
- Supermarket Tours
- Talks to community groups, as requested.

As the waiting list is getting longer, having as much information as possible on the referral – especially copies of blood test results - would help to prioritize referrals. When the waiting list becomes too long, single session groups may be offered to provide preliminary information until an individual appointment can be made.

6. OCCUPATIONAL THERAPY

The Occupational Therapy service covers the Northern region of the Macedon Ranges Shire, including; Lancefield, Romsey, Riddells Creek, Clarkefield, Woodend, Kyneton, Malmsbury,

Tylden, and surrounding areas.

The 'OT' aims is to assist persons of any age group to maintain their independence and safety over coming issues which restrict normal daily life, such as personal hygiene, home duties, work, leisure or community pursuits.

Services may include:

Individual; assessment of functional abilities and need, usually at home or on site.
Assessments of safety issues for the individual, their family and carers.
Advices, Information, and recommendations to assist the individual to achieve their goals.
Referral and Recourses to achieve goals
Assistance to obtain appropriate equipments or aids to maximise personal independence and safety.

How to Contact OT

Anyone can make a referral by telephone 54211666
Written referrals can also come from local doctors, Community Nurses, or other agencies.

7. PHYSIOTHERAPY

Cobaw CH provides Physiotherapy in Kyneton, at both High St and Mollison Place and at the Woodend and Lancefield consulting rooms. The physiotherapist will, if necessary, also see clients in their own homes.

Physiotherapy can provide services for clients with conditions involving: - Musculoskeletal: e.g. Back, Neck and Joint problems (acute or long term) - Neurological: e.g. balance problems or other deficits following a Stroke; - Cardiothoracic: e.g. for breathing or lung conditions or post cardiac surgery.

The physiotherapist is a consultant for the "Strength Training Pro-gram" being run at Kyneton Sporting Complex, providing education sessions and assessments for participants requiring individual treatment. The physiotherapist also provides education for the Cardiac and Diabetes Programs.

Do you need an appointment? People can refer themselves or be referred by another agency. You do not need a doctor's referral to see the physiotherapist but it helps to have a clear indication of medical investigations that have already been done.

8. Social support and respite program (Cobaw Club)

Service Contact:

Tel: (03) 5421 1666

Fax: (03) 5422 2161

Service Location:

47 High Street, PO Box 146, KYNETON. VIC. 3444.

Brief Description

Programs are varied recreational and social support group activity programs that operate during the day from Monday to Friday, and some Saturdays. There are some groups based at our Activity Centre at Mollison Place , and some Outings programs. Transport is offered to those who have no other way of attending programs.

The Cobaw Club offers: – making new friends. dependence. Eligibility/Referral

Frail older people, people with disabilities over 16 years of age, and the carers of these people. Interested people can be referred via any other local service agency, or by self referral. Please contact the Co-ordinator: Lauren O'Neill on **54222833** (BH), leave a message or fax at 54221049, or email laureno@cobaw.vic.gov.au You will be contacted as soon as possible.

Waiting Time:

Available on request.

Program Fees:

Available on request.

Meal Costs:

Available on request.

Outings groups members purchase own meals
Members are welcome to bring their own meal if they wish.
Day activities – centre based and outings – Monday to Friday
Maximum 2 sessions per week.

Costs negotiated for CACPS and EACH package recipients with case manager
Limited options for Weekend Respite - No ACCR status required, but at this stage can only accept people who are still independently mobile or with some assistance due to venue used.
Cost - \$20.00 per day all inclusive

9. SINGING

Feel like belting out a tune? Cobaw has an all-welcome community singing group which meets every Wednesday night at their High St office from 7.30 till 9.30pm. Anyone can join: you don't need any previous singing experience; there are no auditions, you don't need to read music, you can be of any age.... shower-only singers especially welcome! Feel free to come and try it out, you don't have to commit to attending weekly, just come along and see. For further information contact Angela Fooks at Cobaw on 5421 1618

10. THE MEN'S SHED

The Men's Shed is open to men of all ages. The Shed provides a friendly and supportive environment for men to do woodworking and to socialise.

Why men come to the shed:

- To develop woodwork skills
- For company
- To chat
- To get out of the house
- To change routine
- To work on a woodwork project

The shed is open Wednesday to Friday from 9am to 5pm. It has woodworking equipment and machinery. Men need to provide their own wood. The shed is situated at 8 Mollison

Place , Kyneton and there is no cost to attend.

FOR MORE INFORMATION: Contact Men's Shed Coordinator, on 54211677 or call into the shed and check it out for yourself

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

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**

Golden City Support Services (GCSS)

Service contact

Tel: (03) 5434 2777: (03) 5434 2799

Hours Mon-Fri 9.00am-5.00pm

Service location: 48 Mundy St, Box 297, Bendigo 3552

Brief service description:

If you care for a person with an intellectual, physical or sensory disability, someone who experiences dementia or psychiatric episodes, or someone with a terminal illness, GCSS Carer Services is able to offer a respite option to you.

We provide staff with the training and expertise to ensure a positive respite experience for you and your family. We match skills of our staff to your particular needs.

Eligibility Carers & Families of those with a disability, dementia, frail aged or terminally ill.

Indicative waiting time available on request

Fees available on request

Area Serviced Disabilities - Bendigo and surrounds Dementia - Loddon Mallee Region

Haven (formerly Loddon Mallee Housing Services)

Service Contact Tel: (03) 5444 9000

Fax: (03) 5444 9091

Service Location

10-16 Forest St, PO Box 212, BENDIGO. VIC. 3552.

Brief service description

Housing Support For The Aged assist older people who are confronting housing difficulties and who may require on-going case management support to access services specific to their needs. The Housing Support Worker aims to assist clients to live and remain independently in their own homes.

Eligibility Consumer must be 50 years of age or over and must be experiencing difficulties in the following areas: Currently living in unsafe or low cost housing and/or at risk of homelessness and/or facing a wide range of serious health and social difficulties which requires ongoing support

Indicative waiting time Available on request

Fees This service is free

Service coverage:

Offices are located in Bendigo, Echuca, Kyabram, Swan Hill, Robinvale and Mildura. Services are provided across the Loddon Mallee Region.

Referrals:

On approval by ACAS as requiring high-level residential care.

Lancefield Karinya

Service contact

Phone: (03) 5429 1512

Service location: 96 Main Road, Lancefield 3435

Brief service description

Karinya is a SRS private care facility providing 32 low care beds. The facility offers both permanent residential and short term respite care accommodation.

Eligibility

Referral process, please contact facility.

Fees

Available on request

Waiting list

Available on request.

Service coverage

All applicants will be considered from any area.

Macedon Ranges Shire Council - Woodend Service Centre

The Council has established three Service Centres (Kyneton, Woodend and Romsey) and an Information Centre at Gisborne. The Kyneton Administration Centre is located in Macedon Ranges Shire Council's main Administration Office.

Service contact

FreeCall: 1300 656 577

Tel: (03) 5427 8294 Fax: (03) 5427 8266

129 Mollison St, Kyneton. (PO Box 151, KYNETON. 3444)

The following aged care services are available:

1. Community Aged Care Packages

Brief service description

Coordinated packages of community care services are available which assist frail older people and people with disabilities, who have complex care needs and who wish to remain living in their own homes.

Eligibility People with complex care needs. Client needs to be referred to and assessed by regional Aged Care Assessment Service (ACAS) for eligibility to this program. Must be eligible for low level care.

Fees Available on request.

2. Delivered Meals

Brief service description

Delivery of a nutritional meal to your home or a community centre. Three Course Meal plus a fruit juice and delivered chilled between 11.30am - 1.30pm

3. Home Care

Brief service description

General Home Care is available for frail, aged and people with disabilities and their carers require assistance with tasks such as housecleaning , shopping, paying bills assistance with daily living and transport.

4. Personal Care

Brief service description

Assistance with activities of more of a personal nature, including showering, bathing, dressing, grooming, toileting, eating, drinking, meal preparation and general grooming.

5. Property Maintenance

Brief service description

Assistance with minor indoor and outdoor repairs and household maintenance tasks, such as lawn mowing and garden maintenance, spout cleaning and the installation of independent living aides, such as ramps and rails. To ensure people's home are safe and secure.

6. Respite Care

Brief service description

Respite Care is available for carers of dependent frail aged people or a child or adult with a

disability. A trained Respite Care Worker will care for the dependent person while the main carer is participating in social or recreational activities, appointments or resting. During this time the worker may assist with personal care difficulties of daily living or leisure activities.

7. Social Support

Brief service description

Volunteers provide a caring , supportive and confidential service which helps to meet the needs of frail aged persons and people with disabilities.

Eligibility for the above services Frail Aged, Younger Disabled and their Carers, who have been assessed as in need of support. Services are to benefit those individuals with little or no other able bodied support. The carers of a de-pendant child or adult with disability are also eligible.

8. Social Support Senior Citizens

Service Description Senior Citizens Clubs provide opportunities for older people to meet socially and to make use of services at a convenient community location. Clubs look forward to new and old members attending. A meal is available

Senior Citizens meet at the following locations:

- Gisborne: Gisborne Mechanics Institute
- Kyneton: St Mary's Church Hall, Hutton Street
- Macedon: Tony Clarke Community Centre
- Malmsbury: Malmsbury Hall
- Riddell's Creek: Senior Citizen Centre, Main Road
- Romsey: Romsey Mechanics Institute
- Woodend: Woodend Community Centre

Macedon Ranges Health Services

1. Independent Living Units – Bradley Court

Service contact

Phone: (03) 5428 0300

Service location:

5 Neal Street, PO Box 588, GISBORNE. VIC. 3437.

Brief service description

Bradley Court consists of 8 single and 2 double bedroom Independent Living Units situated adjacent to The Elms hostel and provides accommodation for mature residents with limited assets. The units which were funded under the Social Housing Innovations Project (SHIP) from the Victorian State Government were officially opened in 2003.

Eligibility

Applicants must have a current ACAS

Indicative waiting time

Available on request

Fees

Available on request

Service coverage

Macedon Ranges

2. Lifestyle Enhancement Program

Service contact

Enquiries: (03) 5428 0300

Brief service description

The service has been established to provide a welcoming and supportive environment for older people and people with disabilities. The program provides socialisation for the client and respite for carers and a continuum of care.

The Lifestyle Enhancement Program continues to develop and foster friend-ships through the interactive philosophy of the program. This interaction between residents from The Oaks, The Elms and members of the community has created a diverse range of recreation and leisure programs that focus on individual interests and preferences.

The Lifestyle Enhancement Program (Planned Activity Groups) aims to:

- Promote well being in clients through an organised program of recreation and socialisation;
- Promote quality of life and the continued independence of clients;
- Provide respite for carers;
- Observe and report, as appropriate, the general health of clients;
- Liaise with doctors and other support services to provide a continuum of care.

Activities which can be enjoyed by clients include:-

- Music & Social Groups
- Gentle exercise & Discussion Groups, Reading/Book exchange & Interactive Games
- Art, Cooking & Gardening
- Outings & Barbeques, Painting
- Woodwork Men's Shed & Entertainment
- Theme Days & Special Guest Speakers

- Pottery, Mosaic, Beauty Shop, Aromatherapy
- Holidays

Other programs include:

- Day respite
- In home respite
- Teenagers with Disabilities School Holiday Program
- Recreation program for people with an Acquired Brain Injury
- A range of respite and social programs for carers and care recipients

3. Stronger Bones / Longer Living: Strength Training

Service contact

Telephone: (03) 5428 0300

Service Description Strength Training is a "health tonic". It improves balance and flexibility, halts bone loss and even restores bones, helps prevent bone fractures from osteoporosis, trims and tightens, helps control weight, revitalises.

Group Time Thursdays 1pm - 2.15pm

Eligibility GP referral required and an initial assessment with the exercise therapist.

Fees This is a 10 week introduction program, fees are available on re-quest.

Macedon Ranges Health Services -

The Elms (hostel)

Service contact

(03) 5428 0344

Service location: Robertson St, GISBORNE, VIC 3437

Brief service description The Elms has 28 bed hostel beds with 2 respite beds and is an ageing in place facility. In addition there is a 15 dementia specific area. The Elms offers individual rooms with ensuites, divided into 4 areas—Acacia Court. 11 beds, Banksia Court, Wattle Court. and Grevillia The Elms provides respite care that offers the person a ‘holiday’ and the carer a much needed break. The Elms also provides a flexible day respite program for people who have dementia, or are physically frail and their carers.

Volunteers play an integral part of our aged care community with entertainment, group activities and one to one interaction provided by them. Our staff consists of a team of professionals which includes personal carers, physiotherapist, occupational therapist, dietitian, diabetes educator, speech pathologist, podiatrist and psychologist, with registered nurses available 24 hours a day via a service agreement with Royal District Nursing Service. Residents can have a local doctor of their choice with specialist consultations when necessary.

The respite room is available for short periods of time (one or two weeks) to give carers some time for themselves. Banksia Suite provides an option for emergency respite care.

Eligibility

Preference is given to persons from the local district who have lived in the area or have relatives residing here. Must have been assessed by ACAS as eligible for low level care.

Waiting list

Available on request.

Service coverage

Macedon Ranges

Fees

Available on request.

Macedon Ranges Health Services -

The Oaks

Service Contact Tel: (03) 5428 0344

Service location: 5 Neal Street, (PO Box 588), GISBORNE. VIC. 3437.

Brief service description

The Oaks provides high level care to 30 residents accommodated in a mix of single & double rooms with ensuites. Staff provide specialised care as well as support and personal attention to meet the needs and wishes of individual residents. An emphasis on lifestyle and independence is evident through the provision of activities, therapeutic sessions and outings and maintaining contact with family and friends.

Staff consists of a team of professionals which includes Registered Nurses, Personal Carers, Physiotherapist, Occupational Therapist, Dietitian, Speech Pathologist, Podiatrist and Psychologist, according to needs. A hairdressing service is available on a weekly basis, by appointment at a cost to the resident.

Relatives and friends are encouraged to become an integral part of the facility and work alongside the residents' committee to create a happy and secure environment.

Residents choose a local doctor of their choice with specialist consultations as necessary.

Eligibility

Preference is given to persons from the local district who have lived in the area or have relatives residing here. Must have been assessed by ACAS as eligible for high level care.

Waiting list

Contact facility.

Service coverage

Macedon Ranges

Fees

Available on request

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, www.myagedcare.gov.au, and the national contact centre (**1800 200 422**) for information about the aged care system and services.

R M Begg Kyneton aged care

Service contact

Telephone: (03) 5421 3600

Fax: (03) 5422 2506

Service location: Epping Street, Kyneton

1. Independent Living Units

Brief service description

20 Independent Living Units.

2. Low Level Care Residential Facility

Brief service description

58 Permanent Low Level Aged Care Beds, with Aging in Place until 24 care and transfer to Nursing Home is required. 11 Dementia beds available as part of permanent beds. Physiotherapy service provided, monthly Podiatrist service, 2 hairdressers available twice weekly (or for special occasions), annual holiday for residents, bus outings, craft friendship/sing-a-longs/exercises/friendship groups/happy hour, one-to-one therapy, hydrotherapy

3. Residential Respite

Brief service description

3 Respite Beds (includes 1 dementia bed)

Eligibility for the above services

Low Level Care Needs (referral via Aged Care Assessment Service)

Fees A charge applies to this **service**

Area Serviced Macedon Ranges

Senior Citizens' Accommodation

Independent Living Units

Service contact

Phone: (03) 5428 3971 (Volunteer)

For more information contact:

Macedon Ranges Health service 5428 0300

Brief service description

24 unfurnished units are located around Gisborne, 22 have single bedrooms and 2 have 2 bedrooms. The units are currently managed by local volunteers.

Independent Living Units Goode St - 11 units

Service location: 12 Goode St, GISBORNE, VIC 3437

Independent Living Units Brantome St - 5 Units

Service location: Brantome St, GISBORNE, VIC 3437

Independent Living Units Hamilton St - 8 units

Service location: 94 Hamilton St, GISBORNE, VIC 3437

Rural Health Team – Bendigo Health

Service Contact

Phone: (03) 5454 7102

Fax: (03) 5454 7107

Service Location: 37 Havlin St east, Bendigo

Brief service description

The Rural Health Team is a Home and Community Care (HACC) Allied Health program that supports people who are frail aged, people with a disability and their carers to continue to live at home safely and independently, and remain active members of their community. The Rural Health Team provides multi-disciplinary home based services to eligible clients within the Local Government Areas of Buloke, Campaspe, Gannawarra, Loddon and the City of Greater Bendigo.

The HACC allied health services that are available through the Rural Health Team include:

DIETETICS - The Dietitian helps you choose healthy foods

OCCUPATIONAL THERAPY — The Occupational Therapist helps with safety and independence in your home.

PHYSIOTHERAPY — The Physiotherapist helps with movement and strength problems.

PODIATRY- The Podiatrist helps with foot problems.

SPEECH PATHOLOGIST -The Speech Pathologist helps with communication and swallowing problems.

Rural Health Team at all times aims to support and liaise with the person receiving the service, carers, family and community based programs to ensure that services are delivered in a way that suits the individual needs of the person.

Eligibility Rural Health Team assists the frail aged, people with disabilities who are vulnerable and at risk and their carers.

Referral Referrals to Rural Health Team are welcome from any source, including self referral. Referrals for allied health services sometimes require prioritising. People whose disability places them in a vulnerable situation or who are at risk are our highest priority.

Area serviced

Services are provided to people who live in rural towns and communities of the Local Government Authorities of Campaspe, Gannawarra, Buloke, Loddon and Greater City of Bendigo in the Loddon Mallee Region.

Fees A \$20.00 registration fee applies to people receiving allied health treatment from the team. The Podiatrist charges a nominal fee for subsequent appointments.

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.

Service coverage

This service is provided across the Loddon Mallee Region.

Veterans Affairs Network

Service contact

Hours of Operation: 10am-1pm Monday and Tuesday, and appointments can be made for other times.

Location: From 31st July 2014 the Veterans Affairs Network will be known as the Veterans Access Network and will no longer have a Bendigo office. The network can be contacted by calling a central number

1800 555 254

Brief description:

The aim of the Veterans Affairs network is to promote independence and quality of life of the veteran community through facilitating access to both Department of Veterans Affairs and community services. A full-time Community Adviser and a part-time Veteran's Adviser staff the office. The Community Adviser primarily works with the organisations and groups such as service providers and ex-service organisations (ESO's). The role of the Veterans Adviser focuses more on one-to-one contact with veterans and their families to facilitate an understanding of, and access to, both DVA entitlements and to other services available in the community.

Service access/entry criteria:

The service is offered to people who hold a Veterans White or Gold card. Veterans, Widows of Veterans or Spouse/Family member or carer of a veteran.

Service coverage:

The service is provided to Veterans living in the Loddon Mallee region, excluding Mildura. Outreach visits are held on a regular basis across the region at Swan Hill, Kerang, Echuca, Charlton, Kyabram, Castlemaine and Maryborough.

Referrals:

Referrals are received from any source.

Fees:

There is no client fee for this service.

Waiting list:

There is no waiting list for this service.

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.

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.

Service coverage

Across Loddon Mallee Region

Fees This service is Free

Villa Maria- Loddon Mallee Region

Service Contact

Tel: (03) 5442 1966

Fax: (03) 5442 1644

Website: www.villamaria.com.au

Service Location

Shop 7,269 High St, Golden Square 3555

Service Description Community Aged Care Packages Case Management- Aged and Disabled

Eligibility Must be ACAS assessed

Indicative waiting time Available on request

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

Fees Available on request