

**Shire of Campaspe,
List of Dementia services**

November 2012

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

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

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

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



This booklet was 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 consisting of the following people:

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Aged Care Assessment Service (ACAS)

Service contact

Phone: 5454 7589 **Fax:** 5454 8278

Referrals: 1300 733 581

Brief Service 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.

Warramunda Village Inc - Kyabram

Aged Hostel

Service Contact

Telephone: (03) 5852 2611

Fax: (03) 5852 3680

Service location

Warramunda Drive, KYABRAM. VIC. 3620.

Brief Service Description

Warramunda Village provides 49 low level care beds for both permanent residential and short term respite accommodation. Warramunda Village includes a 10 bed dementia specific unit and caters for people from culturally and linguistically diverse backgrounds.

Eligibility

Aged, dementia and special needs. Must be assessed as by ACAS as eligible for low level care.

Indicative waiting time

Apply for hostel and independent living unit

Fees

Upon inquiry

Area Served

Shire of Campaspe

Waranga Memorial Hospital & Nursing Home - Rushworth

Waranga Nursing Home

Service Contact

Phone: (03) 5851 8000

Fax: (03) 5856 1916

Service Location

Coyle St, RUSHWORTH. VIC. 3612.

Brief Service Description

Waranga Nursing Home is a 10 bed high level residential care facility.

Fees

A charge applies to this service

Eligibility

Must be assessed by ACAS as eligible for high level residential care.

Indicative waiting time

Available on request

Service coverage

Campaspe (S), Hume (C)

District associated with Toolleen, Murchison, Rushworth, Stanhope, Colbinabbin

Aged Persons Mental Health Service – Community Team

Service Contact

Triage: 1300 363 788

Service Location: 214 Service st, Echuca. 3564. VIC

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 of those in the community experience a mental illness. Building on the community based assessment this incorporates residential facilities and Acute and Subacute service where the team provides specialist Aged Mental health expertise. This is management utilising a case management style of care provision 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 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.**

Service Coverage:

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.

Vision Australia - Community Aged Care Packages

Service Contact

Free call: 1300 847 466

Tel: (03) 5445 5700

Fax: (03) 5445 5777

Website: www.visionaustralia.org

Service Location:

92-100 McIvor Rd, PO Box 5076, BENDIGO. VIC. 3550.

Brief Service Description

Packages of care offered throughout Greater Bendigo to older persons and people with dementia or related disorders.

Initial Contact

ACAS assessment is required

Eligibility

Over 65 years of age, diagnosed chronic illness, eligible for hostel care assessment by ACAS.

Catchment

Campaspe (S), Greater Bendigo (C)

Fees

Available in request

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. VIC. 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

Alzheimer's Australia Victoria

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

Www.fightdementia.org.au

Brief Description

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

Eligibility

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

Indicative waiting time

4 - 6 Weeks

Service Coverage

Loddon Mallee Region

Fees

This service is Free

Victorian Patient Transport Assistance Scheme (VPTAS)

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

Service Contact: 1300 737 073

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

Description

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

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

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

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

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

Eligibility

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

Indicative waiting time

No waiting list for this program.

Service coverage

Across the Loddon Mallee Region

Fees

This service is Free

Veteran's Home Care services

FreeCall: 1300 550 450

Eligibility for veteran's services

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

1. Veterans' home and garden maintenance

Brief service description

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

2. Veterans' Home Care

Brief service description

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

3. Veterans' Personal Care

Brief service description

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

4. Veterans' respite

Brief service description

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

Catchment

This service is provided across the Loddon Mallee Region.

Australian Home Care Services

Service contact

Tel: 1300 303 770

Fax: 1300 557 532

www.ahcs.org.au

Brief Description

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

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

1. Home help

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

2. Personal Alarm System

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

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

3. Personal Care

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

4. Respite care

Respite care can be provided:

- In-home;

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

5. Transport

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

Eligibility

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

Indicative waiting time

Referrals followed up within 24 hours.

Service Coverage

Loddon Mallee Region.

Fees

Available on request.

Veterans Affairs Network

Service contact

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

Location: Bendigo Health, Anne Caudle Campus

Phone: 5454 7300

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 (RC), Gannawarra (S), Campapse (S) Mount Alexander (S), Central Goldfields (S), Macedon Ranges (S) Campase (S).

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.

Indicative waiting time

Available on request.

Fees

Available on request.

3. RM McHale Hostel**Service Contact**

Phone: (03) 5859 0800

Phone/Fax: (03) (03) 5859 0983

Service location: Purdy St, TONGALA. VIC. 3621

Brief Service Description

RM McHale Hostel provides low level residential and respite accommodation in 32 single rooms and a 10 bed dementia specific unit.

Eligibility

Must be assessed by ACAS as eligible for low level care. Priority to Tongala & district residents.

Indicative waiting time

Available on request.

Fees

Available on request.

Area Serviced

Shire of Campaspe

Baptcare - Loddon Mallee Community Packages

Service Contact

Tel: (03) 5444 0464

Tel/Fax: (03) 5444 0595

Initial Contact

Must be by referral to ACAS (pg 3)

Service Location:

391 Hargreaves Street, BENDIGO. VIC. 3550.

Brief Description**1. Community Aged Care Packages**

Community aged 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. Baptcare has also been allocated dementia specific packages for the Loddon Mallee Region

Eligibility

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

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

Extended Aged Care at Home (EACH) packages are flexible and may include services such as nursing, domestic assistance, in-home respite, personal care, transport and social support.

Eligibility

To be eligible for a EACH package a person must have been assessed by the Aged Care Assessment Service as requiring high-level residential care and also eligible for flexible care. To be eligible for an EACH D package the person must also be assessed by ACAS as having dementia.

Catchments

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

Fees

Available on request

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

Brief description:

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

Service includes:

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

Tongala and District Memorial Aged Care Service Inc

1. Independent Living Units - Deakin Village

Service Contact

Phone: (03) 5859 0800
Phone/Fax: (03) (03) 5859 0983

Brief service description

Independent living units for people aged 60 years & over. Provide low rental accommodation for aged persons. Telephone contact is available during business hours and after hours.

Eligibility

Persons over 60 years of age.

Fees

Available on request.

Indicative waiting time

Available on request.

Catchment(s)

Campaspe (S)

2. Koraleigh Nursing Home-Tongala

Service Contact

Phone: (03) 5859 0800
Fax: (03) 5859 098
Service location: Purdy St, TONGALA. VIC. 3621.

Brief Service Description

Koraleigh Nursing Home provides high level respite and residential aged care. It offers people with disabilities, dementia or related disorders accommodation in 18 single rooms and 16, 2 bedroom with ensuites. There are 3 specific Care Units including an 8 Place Secure dementia unit, 6 Place General Nursing Home, and 7 Place unit for physically frail.

Eligibility

Must be assessed by ACAS as eligible for high level residential and/or respite care. Not physically aggressive persons. Priority to Tongala & district residents.

6. Respite care

Brief Service Description

Planned regular respite, emergency respite, occasional respite, overnight respite to support the caring relationship by providing carers of frail older people and people with disabilities with a break from their caring role.

7. Transport – Community Transport

Brief Service Description

To provide transport to eligible consumers, to access medical appointments and important events outside of local area.

Indicative waiting time

Availability of volunteer and vehicles

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

Service Location:

Bendigo Health, Anne Caudle campus
100 Barnard Street, BENDIGO. VIC. 3550.

Brief Service Description

Bendigo Health Case Management Services provide support 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;
Has a carer who needs support in order to maintain their caring role.

What is Case Management?

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

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

Services include:

[Acquired Brain Injury Services](#)

[Chronic Illness Relief Program](#)

[Community Aged Care Packages](#)

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

[Flexible Care packages](#)

[Linkages](#)

The Shire of Campaspe also provides the following Home and Community Care (HACC) services across the Campaspe Shire. Initial contact to access these services is via the Assessment Team on 1300 666 535.

HACC eligibility and fees

The frail aged and disabled are eligible to receive HACC services. Fees are means tested and agreed at the time of assessment. Waiting lists apply and are based on priority needs.

1. Home Care

Brief Service Description

A support service focusing on the health, safety and security of the client. Assistance may be provided on a short or long term basis relative to client need. To maintain a safe secure and healthy home environment to enable frail older people and people with disabilities to live independently at home and in the community.

2. Meals on Wheels

Brief Service Description

Delivered meals. To provide fresh, locally prepared meals to those assessed as being nutritionally "at risk".

3. Personal Care

Brief Service Description

Assistance or supervision with services directly relating to hygiene, mobility, feeding, grooming. To enable eligible clients to remain living independently at home through the provision of assistance with personal care tasks.

4. Planned Activity Service

Brief Service Description

Centre based and Community programs to provide social support and independent living skills.

Fees

Available on request.

5. Property maintenance

Brief Service Description

Provision of maintenance tasks necessary to maintain safety and security of clients homes.

Shire of Campaspe

The Shire of Campaspe offers the following services to people who are frail, aged or disabled and their carers.

Service Contact

Phone: 1300 666 535

Fax: (03) 54807829

1. Assessment - Aged & Disability Services

Service Location: Rochester Service Centre

Brief Service Description

To promote independence of individuals by the identification of appropriate support services developing a care plan and monitoring the care plan for effectiveness. In home comprehensive or service specific assessment to assist individuals to remain living independently at home in the community.

Indicative waiting time

No waiting list for Assessment service

Fees

This service is Free

2. Community Aged Care Packages

Service Location: Rochester Service Centre

Brief Service Description

Case Management, service planning and coordinated service delivery.

Eligibility

Eligibility Package is determined by the Aged Care Assessment Team. Eligible customers are placed on a central waiting list and contacted by the Community Aged Care Packages Case Manager when a package vacancy arises.

Indicative waiting time

Available on request.

Fees

A charge applies to this service

Service access/entry criteria:

Bendigo Health Case Management Services gives priority where:

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

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

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

Referrals:

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

Service coverage:

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

Fees:

Available on request

Waiting list:

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

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.

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.

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.

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 peoples memory and associated deficits. The team provides assessment, diagnosis and treatment and management plans for people with memory problems and provides advice on 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 work closely with other community support services such as Alzheimer's Australia Victoria, Carer Support Services and the general practitioner.

Service access/entry criteria:

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

Service coverage:

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

Referrals:

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

Fees:

There is no client fee for this service.

Waiting list:

Available on request.

Commonwealth Carelink Centre – Information and Referral Service

Service Contact:

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

Free Call: 1800 200 422

Aged care Free call: 1800 052 222

Fax: (03) 5444 5439

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

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

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

Service Location:

227 Service Street, Echuca, 3564

Brief Description:

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

Carelink Centres have local knowledge about:

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

Who can use this service?

The Commonwealth Carelink Centre information service is available to everyone.

Fees

This service is Free

Brief Service Description

The role of the Day Activity Centre is to promote and maintain independence, enhance quality of life, provide respite and support to carers, provide socialisation, provide a close and supportive environment to share the day with others, and provide activities to promote independence and enjoyment. Abilities are emphasised, not disabilities and the centre is open to both men and women. The Centre is open 10.00 am-3.30 pm Monday, Wednesday, Friday. Assistance with transport is available if required. (A bus with a wheelchair lift is available).

Eligibility

Older persons

Indicative waiting time

Nil

Service coverage

Campaspe (S)

Elmore & District

Fees

Available on request. There is a daily charge.

nity of residents and encourage participation and choice in decisions affecting their wellbeing. To provide an atmosphere in which all residents feel comfortable and are happy and proud to call home.

Eligibility

Must be assessed by ACAS as eligible for high level care.

Catchment (s)

Shire of Campaspe

Fees

Available on request.

Rochester & Elmore District Health Service also provides the following services.

3. Adult Day Centre – Rochester Campus

Service Contact

Tel: (03) 5484 4465

Fax: (03) 5484 2291

Brief description

The day program provides social and recreational activities for the frail aged and those with disabilities. Activities provide centre based respite for families or carers. Hours - Monday, Wednesday, Friday 9.00 - 4.00.

Eligibility

Frail aged and/or those suffering from a disability.

Indicative waiting time

Nil

Catchment(s)

Campaspe (S)

Fees

Available on request. There is a daily charge.

4. Adult Day Centre – Elmore Campus

Service Contact

Phone: (03) 5432 6402

Fax: (03) 5432 6422

Dementia Behaviour Management Advisory Service (DBMAS)

Service contact

Tel: 1800 699 799

Website: dbmas.org.au

Brief description

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

The service includes:

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

Eligibility:

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

Fees:

There is no fee for this service

Service coverage:

Loddon Mallee Region

Echuca Community for the Aged

Service Contact:

Phone: (03) 5480 5000

Fax: (03) 5480 9133

Echuca Community for the Aged (ECA) provides independent living for elderly members of the Echuca community and broader Campaspe and Murray Shires, allowing them to continue leading dignified and independent lives close to their families and friends.

Founded in 1878 as the Echuca Benevolent Society in the river boat town of Echuca in Victoria, the ECA is a community based not for profit organisation and takes a genuine local approach to its provision of services. It is owned by the community of Echuca, run by an effective volunteer Board of Management, and fuelled by the tireless efforts of its local volunteers and staff.

The ECA has fully accredited facilities, which comply with all outcomes set by the Aged Care Standards Agency.

1. Brolga Apartments

Brief Service Description

14 Units offering secure environment, daily meals and a linen service. (Assisted living).

Meals – three meals a day are supplied in the communal hall, breakfast may be enjoyed in your own unit.

Linen/laundry service –bed linen and towels are provided on a regular basis and a resident laundry is provided for personal laundry, which includes washing machines and dryers. Each unit has its own clothes line

Eligibility

Older people

Fees

Available on request.

Rochester & Elmore District Health Service

1. Aged Hostel

Service Contact

Phone: (03) 5484 4400

After Hours: 5484 1400

Fax: (03) 5484 4491

Service Location: Village Drive, Rochester

Brief service description

Hostel accommodation offering single rooms for the frail aged requiring nursing and personal care services. The Hostel includes a dementia specific unit. The Hostel provides low level care for both short term respite and permanent residential accommodation.

Eligibility

Elderly people and/or those suffering from disability and/or dementia. Local residents are given priority. Frail aged or disabled people assessed by Aged Care Assessment Service as requiring residential aged care (low care or dementia specific low care classification) or respite care.

Indicative waiting time

Available in request

Fees

Available on request

Area Serviced

Shire of Campaspe

2. Nursing Home

Service Contact

Phone: (03) 5484 3176

Service Location: Pascoe Street, Rochester

Brief Service Description

To provide a friendly, caring homelike environment in which the residents are encouraged to maintain their independence at their individual optimal level. This care will respect the privacy and dig-

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 on going 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.

2. Cunningham Downs Village

Brief Service Description

Cunningham Downs Village is designed for seniors who want to achieve a balance between independence and security. These independent living units combine freedom of lifestyle with worry free maintenance of dwelling and lawns. Gardening can be a selected activity not a chore. Individual requirements are easily met once the decision is made to join those residents already settled into village life.

There are several different styles of spacious self contained two and three bedroom units, including quality fittings, air conditioning, carpets, drapes, built in robes and a remote control single or double garage with room for a workshop. Security of tenure is provided in the way of a lifetime agreement operating under the Retirement Villages Act.

Eligibility

Available to all older people

Fees

Available on request.

3. Illoura Village

Brief Service Description

Our Independent Living Units combine freedom of lifestyle with worry free maintenance of dwelling and lawns. Gardening can be a selected activity not a chore. Individual requirements are easily met once the decision is made to join those residents already settled in Village life. There are several different styles of spacious self contained two bedroom units, including quality fittings air conditioning, carpets, built in robes and remote control garage with room for a workshop. Naturally you will want to surround yourself with your own furnishings, belongings and treasured memories to emphasize your personal touch in your new home. The aim is to provide an environment which enables aged residents to achieve the highest possible quality of life.

Eligibility

Aged Care Assessment

Indicative waiting time

Available on request

Catchment(s)

Campaspe (S)

Fees

Available on request

4. Wharparilla Lodge**Brief Service Description**

Wharparilla Lodge is a 92 bed low care with ageing in place residential care facility that includes 2 respite rooms. The beds include 16 secure dementia beds. Wharparilla Lodge opened in January 2006 and is accredited by The Aged Care Standards and Accreditation Agency Ltd.

The facility has private spacious rooms with ensuites and professional staff provide care of the highest standard. Courtyards, activity areas, quiet lounges, gym and a large hall also provide an added facility for residents use. In addition to three meals, morning, afternoon tea and supper are provided to residents in their dining area or their private room when appropriate.

Wharparilla Lodge is committed to ensuring residential care is available to all members of our aged community, and that qualified staff respond to the specific needs of people with special needs including dementia.

Fees

Available on request

Eligibility

current ACAS

Indicative waiting time

Available on request

Golden City Support Services (GCSS)**Service contact**

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

Hours

Mon-Fri 9.00am-5.00pm

Service location: 48 Mundy St, PO Box 297, BENDIGO. VIC. 3550.

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

and Tongala. Wheelchairs are accepted. This is a service for persons who are not in residential care. A daily program is organised including an exercise session as well as social and recreational activities, and also respite for families of carers. Extra needs are assessed individually.

Hours Monday, Wednesday, Thursday & Friday 8.00 am - 4.00 pm.
Client days are negotiated on needs.

Eligibility

All persons who are disabled through any physical or cognitive disorder and require assistance or supervision. Referrals accepted from all health providers/carers/self

Catchment(s)

Campaspe (S)

Fees

There is a daily fee for activities and a charge of \$5 for lunch.

3. Strength Training for Older Adults

Service Contact

Tel: (03) 5857 0243

Fax: (03) 5857 0239

Service Location: Community health main hospital site, also at Community health Tongala 12 Purdy st Tongala.

Brief service description

Work at your own pace, to help strength, prevent osteoporosis, falls and improve your overall feeling of well-being in a friendly, social environment. Programs are also available throughout the Shire of Campaspe. Please contact Kyabram & District Health Services, Community Health on 5857 0243 or Stanhope 5857 2400.

Eligibility

Completion of Medical form prior to commencement of program. Pat Hayes Centre: Over 65 years or disability.

Indicative waiting time

Available on request

Fees

Available on request

Echuca Regional Health - Glanville Village

Service Contact

Phone: (03) 5485 5465

Fax: (03) 5485 5490

Service Location: Cnr Haverfield & Service Sts, Echuca

Brief Service Description

Glanville Village offers 79 low and high care beds, including 2 respite and 15 secure dementia beds. Seven TCP beds are also provided and are operated out Echuca Regional health.

Residents and families are encouraged to make their rooms as homely as possible with personal items. As part of Echuca Regional Health, Glanville Village is able to offer residents the best in care and services.

The philosophy of care at Glanville Village is focused on best practice for residents and their families using person centred care. Person centred care revolves around the residents being involved with care planning and leisure and lifestyle programs being designed to suit their individual needs.

Eligibility

Must have current ACAS assessment

Fees

Available on request

Area Serviced

Echuca and District

Henley Apartments Inc

Service Contact

Phone: (03) 5853 2771

Fax: (03) 5852 1858

Service location: Warramunda Drive, KYABRAM. VIC. 3620.

Brief Service Description

Henley Apartments provide community housing accommodation, including both independent & Group Housing. Group housing includes meals. Provides accommodation alternative for people.

Eligibility

55 years or older - Receipt of a pension - Assets limit

Indicative waiting time

Available on request

Fees

Independent - 25% income + Rent assistance

Group - 70% Income + Rent Assistance

Catchment(s)

Campaspe (S)

Campaspe Shire & Wider if needed

Kyabram & District Health Services

1. Kyabram Nursing Home (Sheridan)

Service Contact

Phone: (03) 5857 0209

Fax: (03) 5852 2445

Service location: Fenaughty St, PO Box 64, KYABRAM. VIC. 3620.

Brief Service Description

Sheridan offers a 42 bed high level residential facility including 12 secure dementia beds. High level respite care can be provided if required.

Sheridan staff focus on a model of person centred care with commitment to providing a quality service to residents, their families and representatives. Close links with the local community are maintained and residents are encouraged to be involved in community activities.

Eligibility

ACAS Assessment identifying need for high level respite and/or residential care.

Fees

Available on request

Catchment(s)

Campaspe (S)

2. Planned Activity Group

Service Contact

Phone: (03) 5857 0236

Fax: (03) 5852 0239

Brief service description

Planned Activity Group located at Pat Hayes Centre - Kyabram and District Health Services (rear entry off Pettifer Street). Physiotherapy can be accessed through this program. Consumers can be collected from home and returned to home on our bus.

The areas covered by the transport service are Kyabram, Stanhope