

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

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

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

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



Buloke Shire, List of Dementia services

November 2012



Content	Page
Aged Care Assessment Service (ACAS)	
Aged Persons Mental Health Service (APMHS) – Community Team	
Alzheimer’s Australia, Victoria	
Buloke Shire Council	
Carer Support & Commonwealth Carer Respite Service	
Case Management Services—Bendigo Health	
Central Victorian Stroke Support Group Inc	
Cognitive Dementia and Memory Service (CDAMS) – Memory Clinic	
Commonwealth Carelink Centre – Information & Referral Service	
East Wimmera Health Service	
Goodwin Village - Donald	
Rural Health Team	
Sea Lake and District Health Services	
Veterans Affairs Network	
Veteran’s Home Care	
Victorian Patient Transport Assistance Scheme – Department of Human Services	
Villa Maria Loddon Mallee Region – Case Management, CACPs	

This booklet was first produced in 2007 by Angela Crombie, Project manager, Collaborative Health Education & Research Centre, Bendigo Health, and assisted by an Advisory Committee consisting of the following people:

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The booklet was updated in November 2012.

Aged Care Assessment Service (ACAS)

Service contact

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

Contact Person: Intake worker

Free call: 1300 733 581

Brief description:

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 assessment of older people and facilitate access to available care services appropriate to their needs.

Frail older people may be eligible to receive "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. ACAS 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 people may self refer 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.

Victorian Patient Transport Assistance Scheme (VPTAS)

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

Service Contact: 1300 737 073

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

Description

Financial assistance for travel and accommodation expenses relating to specialist medical appointments. Claims take 4 - 6 weeks to be processed. The Victorian Patient Transport Assistance Scheme (VPTAS) aims to improve accessibility of specialist medical and oral health services for rural Victorian residents by reducing the financial disadvantage of patients living in rural areas who require specialist services. VPTAS provides partial reimbursement to assist with travel and accommodation costs incurred by rural patients and if appropriate, their escorts, when travelling long distances or staying away from home to receive specialist medical treatment.

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

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

Eligibility

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

Indicative waiting time

No waiting list for this program.

Catchment(s)

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

Fees

This service is Free

Entry to this service is via the Aged Person's Mental Health Service - Triage Service: **1300 363 788**

Catchment

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 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 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

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.

Villa Maria- Loddon Mallee Region

Case Management

Service Contact

Tel: (03) 5442 1966

Fax: (03) 5442 1644

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)

Loddon Mallee Region

Fees

Available on request

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.

Catchment

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).

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

Must be assessed by ACAS as requiring high level residential and/or respite care.

Fees

Available on request

Area serviced

Sea Lake and district

3. Continence Nurse Visiting Allied Health Service

Assists people with continence issues (inability to control the bladder or bowel), their families, and carers in understanding and managing continence. The service assists people with information on aids, appliances and education in correct use and care of these appliances.

Buloke Shire Council – Aged & Disability Services

Service contact

Phone: (03) 5478 0100

Fax: (03) 5493 7395

Email: buloke@buloke.vic.gov.au (enquiries only)

Contacts

Birchip & Wycheproof: Margaret Pollington,

Charlton & Donald : Anne Livingston,

Sea Lake: Estelle Trembath,

Brief service description

The Assessment Team provides the first point of entry for aged and disability services provided by Council.

Referrals

By phone

Eligibility

Frail aged and disabled. Some services require a current ACAS

Fees and waiting times

Available on request

Catchment(s)

Buloke (S)

The following services are available through the Buloke Shire Council:

1. Community Aged Care Packages

Community Aged Care Packages provide Case Management to help people with complex care needs remain living in their own home. They are designed for each individual and based on their particular needs.

The following services are available through the Buloke Shire Council Home and Community (HACC) Program. These services are directed towards the frail, aged and people with disabilities and their carers. To determine whether a person is eligible, a variety of questions relating to individuals circumstances, including health are asked. Fees are discussed with the person at the time of assessment.

2. Delivered Meals - Meals on Wheels HACC

Food services are offered to clients on a basis of up to seven days a week. Each client is an individual and therefore special dietary needs are also taken into account. A hot or ready-to-heat midday meal is delivered at low cost to the aged, the ill, those with disabilities and those unable to cook for themselves. Special diets including those for diabetes sufferers can be provided.

3. Home Care

Home Care services are available to frail elderly, incapacitated or ill residents and those with disabilities, to help with household duties including cleaning, laundry, meal preparation and shopping.

4. Home Maintenance

Home Maintenance provides the client with safety and security within their own home. The service includes external repairs or maintenance to the home.

- Repairing door locks, doors, steps and windows
- Installing hand rails, ramps and other aids
- Changing light bulbs
- Installing battery operated smoke detectors
- Lawn mowing and garden maintenance
- Fitting of disability aids, such as rails in showers, in consultation with Occupational Therapists.

Fees

Minimal hourly fee plus cost of materials & tip charges for rubbish removal.

5. Personal Care

Personal Care is offered seven days a week in conjunction with the District Nursing Service. The service includes personal hygiene, nail care, tuck in service and wake up service. Personal Care services provide assistance at home with daily living for the frail aged, the ill and those with disabilities to help with showering, grooming, dressing and general hygiene. The program assists families and carers in their caring role.

6. Planned Activity Group

Provided by East Wimmera Health Service Tel: (03) 547702100

7. Respite Care

Sea Lake & District Health Services

Service Contact:

Tel: (03) 5070 2155

Fax: (03) 5070 2132

Service Location:

33-43 McClelland Avenue, PO Box 211, SEA LAKE. VIC. 3533.

Brief Service Description

This service is a Bush Nursing Hospital providing Acute Care, Accident & Emergency, Outpatients, District Nursing, Nursing Home (Kaleesa) and an Aged Care Hostel (Carinya). Additional Services provided from the Hospital include:

Podiatry

Physiotherapy

Speech Pathology

Dietetics

Adult Day Activities and a Community Outreach Health Worker.

District Nursing

Family Services

Planned Activity Group

The Health Service also conducts the Neighbourhood House Program and Family Support Counselling Service from Felton House in Best Street, Sea Lake.

1. Carinya Hostel for the Aged

Carinya Hostel for the Aged is a 20 bed facility, including 1 respite bed and 4 double rooms for couples. Allied health professionals visit the Hostel. A Minister of Religion also visits and church services are held monthly. Activity Programs are conducted 4 days per week. Carinya Hostel for the Aged has spacious garden facilities in a rural setting, including a BBQ area.

Eligibility

Must be assessed as by ACAS as eligible for low level residential and/or respite care.

2. Kaleesa Nursing Home

Kaleesa Nursing Home is a 17 bed high level residential care facility. For permanent and short term respite care. Kaleesa also has a secure dementia care wing.

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.

The aim of the Respite Care service is to support the Carers of the aged/frail and people with disabilities. This service is provided in the home. Respite Care is offered on a regular basis or in large blocks to meet the needs of the carer.

8. Senior Citizens

Senior Citizens groups are encouraged and provided for in many locations within the Buloke Shire Council. These clubs provide recreational activities, social gatherings and day trips. All Senior Citizens are encouraged to participate in these groups.

9. Social Support

Social support services are provided for the aged, ill, housebound and those with disabilities. Support may include transport to medical appointments, social activities and a friendly visiting service which provides outreach support. This is not a counselling service.

Fees

Fees are charged according to the activity.

10. Transport - HACC Community Transport

A minibus service for residents who are unable to use public transport due to being frail or have disabilities. The service operates on weekdays providing transport from home to a range of community venues. The bus is fitted with a hoist for wheelchair access within the municipality. Volunteers also provide transport for once-off medical and social appointments within and beyond the municipality and including Swan Hill and Melbourne.

Availability

Bookings required.

Fees

Community bus: quote available on request.

Volunteer transport service - minimal fee depending on distance travelled.

11. Veterans' Home Care

Veterans' Home Care provides a range of services for Veterans and Veteran Widows with a white or gold card, such as Home Care, Personal care, Home Maintenance and Respite Care.

Assessments are carried out by qualified local staff following initial contact with Assessment/ Co-ordination Agency.

Carer Support Services and Commonwealth Carer Respite Service

Service contact

Mon to Fri – 8.30am to 5.00pm

24 Hour Emergency Respite **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 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:

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

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.

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.

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

Local contact: Buloke Shire Area

Phone: (03) 5478 0100

Fax: (03) 5493 7395

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](#)

Goodwin Village - Donald

Service Contact

Tel: (03) 5497 1304

Fax: (03) 5497 1769

Service location

22 Camp Street, PO Box 196, DONALD. VIC. 3480.

Brief service description

Goodwin Village is a Residential Aged Care facility with Aged and Disability Persons' Hostel and Independent Living Units.

Goodwin Village provide dementia specific care and ageing care in place.

Reflecting the motto "*Living with Friends*" Goodwin Village provides care and support to aged and disabled residents in a professional and ethical manner.

Eligibility

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

Area Serviced

Buloke Shire

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

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.

Fees:

An income or means based fee is charged, however people eligible to receive our services will not be excluded on financial grounds.

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/bendigossj.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.

Riverview Haven Nursing Home offers 12 high level residential care beds. Palliative care nursing, diversional therapy and allied health services are provided.

Eligibility

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

Area serviced

Donald and district.

7. Wycheproof Residential Aged Care—Grandview Lodge

Service Contact

Tel: (03) 54780700

Fax: (03) 5493 7665

Service Location

Grandview Street, (PO Box 82), WYCHEPROOF. VIC. 3527.

Brief Service Description

Grandview Lodge is a residential facility offering nursing home and hostel accommodation.

- 30 bed ageing in place residential facility including one dedicated respite bed and a 10 bed secured area
- A very individual and interactive activities program is offered to all residents.
- Single room accommodation. 10 single rooms with private ensuites and 20 single rooms with shared ensuites.

Eligibility

Respite bed is managed through respite carers support in Bendigo and only available to people who have aged care assessments and who have not used up all their respite days allocated by the Commonwealth.

Area Serviced

Wycheproof and surrounding areas

5. Charlton Residential Aged Care

5.1 Charlton Hostel

Service Contact

Tel: (03) 5477 6825

Tel/Fax: (03) 5491 2012

Brief Service Description

The Charlton Hostel is a 5 bed low level care facility providing ageing in place with visiting allied health services. The accommodation provided is in single or two bed shared rooms. All rooms are air conditioned and suitably heated to provide maximum comfort. Rooms are furnished, however, to encourage a more home like environment, residents are welcome to provide their own furnishings if these are not of a type that will hinder freedom of movement or ease of cleaning the room.

Eligibility

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

5.2 Karalinga Nursing Home

Service Contact

Tel: (03) 5477 6825

Tel/Fax: (03) 5491 2012

Brief service description

The Karalinga Nursing Home is a service comprising of 10 beds offering both high and low care accommodation. The accommodation provided is in two bed shared rooms. All rooms are air conditioned and suitably heated to provide maximum comfort. Rooms are furnished, however, to encourage a more home like environment, residents are welcome to provide their own furnishings if these are not of a type that will hinder freedom of movement or ease of cleaning the room.

Eligibility

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

6. Donald District Nursing Home—Riverview Haven

Service contact:

Phone: (03) 5497 1500

Fax: (03) 5497 1715

Email: donald@ewhs.org.au

Service location: 7 Aitken Avenue, Donald, Vic, 3480

Brief service description

Cognitive, Dementia and Memory Service (CDAMS) – memory clinic

Service contact Tel: (03) 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.

FreeCall: 1800 052 222

[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)

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

- Maximise a person's ability to live at home and to continue to participate in the community by engaging them in a planned program designed to meet their individual needs.
- Provide a program that allows for each person to participate at their optimum level of independence.

Fees: A fee, which includes a meal applies.

Transport: Transport to the program can be arranged.

4. Birchip Residential Aged Care—Wirrim Lodge Nursing Home Service Contact:

Tel: (03) 5477 7103

Tel/Fax: (03) 5492 2455

Service Location: 15 Taverner Street BIRCHIP , VIC 3483

Brief Service Description

Wirrim Lodge is a 10 bed (6 rooms - 4 shared, 2 single) high care residential aged care facility where residents are cared for by concerned friendly staff. Wirrim Lodge provide 24 hour Division 1 Specialized nursing care on every shift.

We are a restraint free environment but due to safety reasons coded exiting is required - press 1996E on pad and open door. Wirrim Lodge is also a no lift facility with all new electronic beds for all residents. Respite Care is available by arrangement.

Church services are conducted monthly and are advertised on the foyer notice board. We have regular clergy visits which can also be arranged on request.

We have a supportive volunteer program along with an in-house activity program. These programs are aimed in assisting residents to be involved in planned internal and external activities of their choice.

Eligibility

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

Catchment:

Buloke (S). Birchip and surrounding area.

Fees:

Available on request

East Wimmera Health Service

The health service provides acute care, nursing home, district nursing and community health and support services. East Wimmera Health

Service Campuses are located at:

BIRCHIP 26 Duncan St, Birchip 3483
Ph: 03 5477 7100 FAX: 03 5492 2455

CHARLTON 4 - 8 Menzies St, Charlton 3525
Ph: 03 5477 6800 FAX: 03 5491 2010

DONALD Aitken Ave, Donald 3480
Ph: 03 54786200 FAX: 03 5497 1715

ST.ARNAUD 52 North Western Road St. Arnaud 3478
Ph: 03 5477 2100 FAX: 03 54 772 131

WYCHEPROOF 19 Grandview St, Wycheproof 3527
Ph: 03 5478 0700 FAX: 03 5493 7665

Brief Service Description

1. Community Health Nurses

Community Health nurses at East Wimmera Health Service work in the community and provide services aimed at promoting the health and wellbeing of our communities. Community Health Nurses are an important contact for members in the community who have a chronic illness. These people may require assistance to maximise their quality of life whilst managing their chronic conditions. This can be supported by the Community Health Nurse. Community Health Nurses can provide a point of contact for information and education about general health issues.

2. District Nursing Service

The District Nursing Service provides assistance to clients to maintain optimum level of health and independence in their own home. The District Nurse liaises with other health professionals and service providers providing advocacy for clients. Self referral is welcome.

3. Planned Activity Group

The Planned Activity Group Program provides a planned and individualised service in a group setting. The aims of the Planned Activity Group Program are to:

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 if the person with dementia;
- Clinical support information and advice;
- Care planning, case conferences and short term case management;
- Mentoring for care providers and clinical supervision; 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