

This booklet of Dementia services available in the Gannawarra 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:
acrombie@bendigohealth.org.au
Or phone Angela Crombie (03) 5454 6415

**Gannawarra Shire,
List of Dementia services
November 2012**

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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.

Catchment:

Staff are located across the Loddon Mallee Region.

Fees:

There is no fee charged for an ACAS assessment.

Waiting list:

Available on 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

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.

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

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.

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.

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

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

Service Location

Commonwealth Carelink office: 48 Queen st, BENDIGO. VIC. 3552.

Tel: 5444 5670

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

Across Loddon Mallee Region

Fees

This service is Free

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

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)

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), Campaspe (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.

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, Ganawarra, 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.

Baptcare—Northaven Community

Northaven Community is owned and managed by Baptist Community Care, an incorporated not-for-profit organisation. Northaven is a friendly place where older people can share in a caring Christian community. Northaven has been providing care since 1960 and is committed to providing care and accommodation of the highest standards. Accommodation includes Independent Living Units, Hostel and Respite Care.

Service Location

Northaven is located at 84-86 Shadforth Street, KERANG. VIC. 3579.

Service Contact

Phone: (03) 5450 8500

Phone/Fax: (03) 03 5450 8599

1. Independent Living Units

Brief service description

Independent Living Units at Northaven Community are for those who are able to live independently. Residents do their own shopping and other everyday tasks, the Independent Living Units are a mixture of semi-attached houses and adjoining units with 1-2 bedrooms and full ensuite facilities. Residents are encouraged to make their homes as personalised as they wish. If the need arises, services such as meals can be provided temporarily.

Eligibility

Independent Living Units at Northaven Community are for those who are able to live independently.

Fees

Available on request.

2. Hostel

Brief Service Description

Northaven Community Hostel care offers ageing in place. Meals, laundry and cleaning services are provided. Residents are welcome to bring their own furniture and decorate their rooms to their own liking. Each Hostel room has an ensuite. Couples in Hostel rooms are able to use one room as a bedroom and the other as a sitting room. A secure dementia specific area is provided.

Residents will be given assistance in everyday tasks where necessary. Our aim is to help residents remain as independent as possible for as long as possible. There is a twenty four hour 'on call' system connected to each room. Family doctors can continue to attend residents. If this is not possible, it is the resident's right to choose another doctor.

Communication is an important part of our ability to provide the best possible care. Residents are encouraged to have their say through the resident representative on the Community Committee. For Hostel Residents, laundry and cleaning services are available. Podiatry, social work services and hairdressing are also available at Northaven. Northaven Community Kitchen prepares nutritious, high quality meals for Hostel Residents, and those Independent Living Unit residents who may temporarily require meals to be provided. Meals are also served for residents on special diets. Northaven has a central dining room where residents meet to share meals together. Guests are welcome for meals and a private dining area is available for small parties. We know how important family and friends are.

When residents move in, their families are invited to participate in the life of the Community. There are many ways to be involved and staff are more than happy to discuss all the possibilities. To help maintain the homelike atmosphere at Northaven, there are no set visiting hours. Family pets are welcomed for day visits. Unfortunately, animals cannot be accommodated. In keeping with Baptist Community care's Christian ethos, respect for dignity and values of each individual is a priority. We aim to provide the highest standard of care.

Eligibility

Must be assessed by ACAS.

Fees

Available on request.

3. Respite Care

Brief Service Description

Northaven Community Respite Care is when people still living in their own homes are assessed as needing short-term residential care or when their carers need a break, respite care is available in fully furnished guest room at Northaven Community. Linen is provided.

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.

Brief service description

Maintenance Exercise Program - Tuesday and Thursday
Pulmonary Rehabilitation Exercise Program - based demand
Day Activity Programs - Monday, Wednesday and Friday 9.00am - 4.15pm

Planned activity group

Kerang—Mens group first Monday of the month
Quambootook—Tuesday weekly
Shopping group— Thursday weekly. Can pick up from Murrabit, Quambootook and Lake Charm/Mystic Park.

3. Mens Shed**Service Contact**

Tel: (03) 5450 9200

Fax: (03) 5450 9209

Brief service description

Men in Sheds Program providing recreational support for men over 55. Wednesdays and Thursdays 9.00am to 4.00pm. Wood working and metal work skills program including other activities such as fishing trips, photography & computers.

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 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:

Staff are located throughout the region in Castlemaine, Echuca, Swan Hill, Mildura & Bendigo. Services are 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.

Kerang District Health

1. Glenarm Nursing Home

Service Contact

Phone: (03) 5450 9278

Phone/Fax: (03) 03 5450 9211

Service location: Burgoyne Street, Kerang

Brief service description

Glenarm Residential Aged care is designed to meet needs of the residents who, due to medical, physical, social or psychological problems, can no longer manage in the community or a low care facility. We offer excellent accommodation and individualized care by qualified staff.

Glenarm is a facility offering both permanent and short term respite accommodation and a secure dementia unit.

The aim of Glenarm is to provide individualized and personal care to enhance socialization and to promote an atmosphere in which each resident may find enjoyment and satisfaction whilst living in such a congenial environment.

Staff endeavour to provide a homelike environment that meets the individual needs of each resident.

Eligibility

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

Fees

Available on request

Area Serviced

Gannawarra Shire. Kerang, Lalbert, Quambatook, Mystic Park, Pyramid Hill, Murrabit

2. Adult Day Activity Centre

Service contact

Phone: 5450 9283

Service location:

Adult Day Activity Centre runs from W.D.Thomas Centre, Burgoyne Street, Kerang

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, Robin-vale and Mildura. Services are provided across the Loddon Mallee Region.

Referrals:

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

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, Anne Caudle campus

100 Barnard Street, BENDIGO. VIC. 3550.

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](#)

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

[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 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:

As per Government Policy, 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.

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

Fees

Available on request

7. Community Aged Care Packages**Brief service description**

Community Aged Care Packages, funded by the Commonwealth Government, are planned and coordinated packages of community care services. These packages help people with complex care needs to remain living in their own home. They are designed for each individual and are based on his/her particular needs.

Care (Case) Management - to help plan and co-ordinate the services that you receive. It provides individualised service management, support, advocacy, negotiation and access to other supports as necessary, and as determined in conjunction with you and your Carer.

A Community Aged Care Package may include assistance with:

Bathing and showering

Meals

Home Maintenance/Gardening

Social Activities/Transport

Housework/Shopping

Respite

Eligibility

To be eligible to receive a 'Care Package', your needs must first have been assessed by an Aged Care Assessment Team, to determine whether a Care Package is suitable to you. This assessment is free. You, your family or doctor can arrange this.

Indicative waiting time

Available on request

Area Serviced

Loddon Mallee Region

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.

Cohuna District Hospital

1. Adult Day Activity Centre

Service Contact

Phone: (03) 5456 5300

Contact Hours for Inquiries:

Monday to Friday, 8.30am - 5.30pm

Brief service description

A service which enables people who are aged, or with disabilities, and/or special needs to increase their capacity to participate in life opportunities. Participants are able to access health and welfare services while attending the Centre including, physiotherapy, podiatry, social work, dietitian, speech therapy, occupational therapy, diabetes education and transport. Group meals are also provided for clients.

Day Centre Operates:

Monday and Thursday - 9.30am to 2.30pm Wednesday - 11.00am - 5.00pm.

Men's Group meet on Monday mornings 10.00am - 2.00pm

Eligibility

Clients assessed upon referral.

Fees

Available on request

Area Serviced

Cohuna and District

2. Community Nursing Home Aged Care

Service Contact

Phone: (03) 5456 5300

Service Description

The Cohuna Community Nursing Home provides single and double bedroom accommodation. There is a large dining / lounge room along with a smaller sitting room; but all bedrooms are of sufficient size to enable private personal visits of family and friends; and provision for personal touches from home.

tend to the tasks that have been assessed as required. If your needs change, another assessment will be necessary before staff are allowed to perform extra tasks.

Eligibility/Referral

You may refer yourself for Personal Care. Referrals may also be made by doctors, hospitals, family, friends and neighbours.

Fees

Available on request

4. Property maintenance

Brief service description

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

- 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.

5. Respite care

Brief service description

Respite Care is provided to support the caring relationship by providing carers of frail older people and people with disabilities with a break from their caring responsibilities. Respite Care can be provided in a number of ways, which include:

- In the clients home, usually on a one to one basis

- Out of the clients home

- In the community, where individuals participate in community activities with the support of a Respite Worker.

Fees

Available on request

6. Veterans Home Care

The Gannawarra Shire Aged & Disability Service is also contracted by the Department of Veterans Affairs to perform Assessment and care for Veterans.

sponsibility of ensuring a safe workplace for its employees. We therefore request that:

A safety check of the clients house and equipment be conducted.

No strong chemicals to be used in the cleaning of households.

Clients refrain from smoking whilst workers are in the house.

Workers do not lift heavy objects or move furniture.

Workers do not clean items that cannot be reached from floor level.

Fees

Available on request

2. Food services

Brief service description

The Food Service is provided to maintain and enhance the clients health and well-being and to support their ability to live independently at home. The service also provides a monitoring function. The Delivered Meals Service provides a healthy, well balanced midday meal to eligible residents, five days per week, within the Kerang, Cohuna and Quambatook areas.

There is also the option of additional weekend meals, delivered frozen on a day that is suitable for the client. The meals are delivered by the Aged & Disability Services wonderful Meals on Wheels Volunteers. These people give freely of their time and are an integral part of this service.

Eligibility/Referral

Only those assessed as being nutritionally at risk are eligible for Food Services (Delivered Meals). You may refer yourself for Food Service (Delivered Meals). Referrals may also be received from doctors, hospitals, family, friends and neighbours.

Fees

Available on request

3. Personal Care

Brief service description

The Personal Care service is provided to enable eligible residents to live independently by assisting with personal tasks that they are unable to perform on their own. The Personal Care Service undertakes a range of tasks including assistance with showering, dressing or grooming, assistance with mobility, and assistance with food preparation and eating.

Aged and Disability Service direct care staff are only permitted to at-

Activities for residents include walks, gardening, music, outings, games, current affairs and special days. Community groups regularly visit. Religious needs can easily be accommodated.

Personal laundry services are provided for all Nursing Home clients and is included within the bed fee.

Clients and/or their relatives are able to select the Medical Officer of their choice. Medical Officer visits on a regular basis and at any stage of need, the Medical Officer or their designated stand in will be contacted for consultation.

Personal Service:

- Daily Newspaper delivery
- Podiatry
- Prescriptions
- Hairdressing

Access to Physiotherapist, Dietician, Dentist, Optometrist, Audiologist and Geriatrician, etc. can be arranged with consultation of Nursing Staff and Medical Officers, as the need may be required.

Eligibility

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

Area Served

Cohuna and District

Fees

Available on request

Cohuna Retirement Village Inc.

Service Contact

Phone: (03) 5456 2338

Phone/Fax: (03) 03 5456 4099

Service location: 39 Augustine Street, PO Box 8, COHUNA VIC 3568.

Brief service description

The Cohuna Retirement Village Inc. is a community and government funded organisation dedicated to providing quality care and related services to older persons and people with disabilities. The Village can accommodate 45 permanent residents and 1 respite guest. We also have 3 self contained flats where the occupants look after themselves but have access to 24 hour support and all the other facilities within the Village. An 11 bed secure unit is also offered.

For outings and other special functions which involve the use of the community bus, in-house residents have first preference.

A range of services are available to the Village and will make home visits, including Physio, Dietitian, Masseur, Podiatrist and Hairdresser. You can make your own appointments, or they can be made for you by staff if necessary.

For other specialised medical practitioners such as Opticians, Ophthalmologists, Dentists, etc. Staff will make appointments for you if you are unable to do so. In some cases, your Doctor will arrange the appointments for you.

There is a medical clinic at Cohuna and a doctor is always on 24 hour call. An excellent hospital is adjacent to the Village, and we are services by an extremely efficient ambulance service.

Eligibility/Referral

ACAS Assessment Required

Fees

Available on request

Gannawarra Shire Council Aged & Disability Services

Service contact

Phone: (03) 5450 9600

Fax: (03) 5450 3518

Service location

Kerang Office:

47 Victoria Street, Kerang, 3579

Cohuna Office

23 King Edward Street, PO Box 287, COHUNA. VIC. 3568.

The aim of the Aged & Disability Service is to assist eligible people to maintain a safe, secure and healthy home environment which enables frail older people and people with disabilities to live independently at home and in the community. Each client receives a full assessment which identifies eligibility, service needs and client abilities. The assessment process includes the client and, if required, their carer or other persons as appropriate.

Aged & Disability Services include:

1. Domestic Care

Brief service description

Domestic Care provides assistance with house cleaning to support clients and carers to maintain a comfortable home environment. Domestic Care undertakes essential house cleaning of areas regularly used by the client. These areas include bathrooms, toilets, kitchens, living areas and bedrooms. Workers may be assigned to perform such tasks as:

- mopping or vacuuming floors
- dusting
- changing bed linen
- clothes washing
- performing essential ironing etc.

Gannawarra Shire Council, Aged & Disability Service direct care staff are only permitted to attend to the tasks that have been assessed as required. If your needs change another assessment will be necessary before staff are allowed to perform extra tasks.

The Gannawarra Shire Council, Aged & Disability Service has the re-

Fitness For Older Adults Program (FOAP)

Service Contact

Tel: (03) 5454 7102

Fax: (03) 5454 7107

Brief Description:

Rural Health Team regionally coordinates exercise groups for older adults in a number of towns. The purpose of the groups is to reduce the risk of falls, improve balance, general fitness levels and overall health and wellbeing.

The right kind of exercise can make people healthier, happier and more able to enjoy the later years of life. The exercise groups are especially designed for men and women over the age of 55.

Classes include a choice of 'Gentle Music to Exercise' groups or 'Strength Training' classes. Classes are conducted by qualified VICFIT Instructors. Physiotherapists regularly visit and provide advice.

The classes are an hour long and are held in a range of community venues.

Classes are available at the following locations:

REGIONAL TOWNS: Birchip, Bridgewater, Charlton, Cohuna, Heathcote, Inglewood, Kerang, Wedderburn, Woodend.

Eligibility

Any older person in the shires of City of Greater Bendigo, Buloke, Gannawarra, Campaspe and Loddon. The exercise groups are especially designed for men and women over the age of 55.

Referrals

Speak to the Rural Health Team's Physiotherapist about becoming involved in a class.

Fees

\$3.00 per class

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:

There is a waiting list for this service. 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)

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 can be used by anyone.

Fees

This service is Free

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:

Across Loddon Mallee Region