

This booklet of Dementia services available in the Mt Alexander 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



Mount Alexander Shire, List of Dementia Services

November 2012



Aged Care Assessment Service (ACAS)

Aged Persons Mental Health Service (APMHS)
– Community Team

Alzheimer’s Australia, Victoria

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

Loddon Mallee Housing Services – Housing Support For the Aged

Maldon Hospital

Mt Alexander Hospital

Welfare – Carer Support Group

Mount Alexander Shire Council

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 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:

- Professor Peter Disler (Chair), Director of Medicine, Bendigo Health
- Mrs Shirley Austin, Carer
- Mrs Pam Paynting, Carer
- Mr Eddie Beer, Carer
- Mr Kevin Bowe, Team Leader—Aged Care, Department of Human Services
- Ms Jenni Ham, Operations Manager— Collaborative Health Education and Research Centre (CHERC)
- Mr Rod Flavell, Manager—Aged & Disability Services, City of Greater Bendigo
- Ms Yvonne Parsons, Community Care Coordinator—Aged & Disability Services, City of Greater Bendigo
- Ms Julie Flynn, Manager—Intake & Assessment, Bendigo Health
- Ms Ann Broben, Site Leader—Carer Support Services, Bendigo Health
- Ms Dianne Senior, Manager—Home Nursing & Support Services, Bendigo Health
- Ms Fay Thomas, Counsellor, Alzheimer’s Australia, Victoria
- Ms Lesley Delahunty, Counsellor, Alzheimer’s Australia, Victoria
- Mrs Marlene Connaughton, Nursing Director, Residential Services, Bendigo Health
- Ms RONALDA COWCHER, Unit Manager—Simpkin House, Bendigo Health
- Ms Jane Peterson, Unit Manager—Marjorie Phillips Unit, Bendigo Health
- Mr Frank Christie, Clinical Social Worker, Marjorie Phillips Unit, Bendigo Health
- Ms Sue Jones, Unit Manager—Inpatient Rehabilitation, Bendigo Health
- Ms Robin Cottrill, Manager—Post Acute Care, Bendigo Health
- Ms Chris Fishley, Program Manager ClinicSMART, Bendigo & District Division of General Practice
- Mr Neil Brewer, Manager—Aged Persons Mental Health Service, Bendigo Health
- Ms Margaret McCready, Service Coordinator Project Worker, Bendigo Loddon Primary Care Partnership
- Ms Cathy Driver/Ms Leanne Muns, Project Manager—Person Centred Care, Bendigo Health
- Ms Ann Howe, Manager/Pharmacist, White Hills Pharmacy

The booklet was updated in November 2012.

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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.

Volunteer Transport Australian Red Cross

Service Contact

Tel: 5443 2288

8am - 5pm Monday - Friday

Service Location

128 Mollison St, BENDIGO. VIC. 3550.

Brief Service Description

Volunteer Transport service for essential medical appointments, referred by health professional. Red Cross transport should be the last alternative; after all other options have been tried.

Requests should be made in writing using the prescribed "Referral Form" at least one week prior to the date of the appointment through a referring health worker, ie. Doctor or Social Worker at the hospital the patient is attending.

Referral forms are available by phoning the Red Cross Office on ph 5443 2288

Eligibility

You may be eligible for Red Cross Patient Transport if all of the following apply: - Live in an area that is remote from public transport, and - is unable to drive or to be driven to appointments, and - Does not qualify for Victorian Transport Assistance Scheme (VPTAS), and - is unable to engage an escort or carer to accompany him or her on public transport to appointments.

Catchment(s)

Greater Bendigo, Heathcote, Maryborough & Castlemaine.

Referral

Referrals can be made by a General Practitioner, specialist or hospital staff member only.

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)

Loddon Mallee Region

Fees

Available on request

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

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

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;

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

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.

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

5. Transport

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

Eligibility

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

Indicative waiting time

Referrals followed up within 24 hours.

Service Coverage

Loddon Mallee Region.

Fees

Available on request.

Baptcare - Loddon Mallee Community Packages

Service Contact

Tel: (03) 5444 0464

Tel/Fax: (03) 5444 0595

Initial Contact

Must be by referral to ACAS

Service Location:

391 Hargreaves Street, BENDIGO. VIC. 3550.

Brief Description

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

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.

Fees

Available on request

Indicative waiting time

Available on request

7. Social Support

The social support service assist people in maintaining and creating social networks. The social support program offers a variety of activities either on an individual basis or in a group setting. Activities include: Video/Magazine/Book delivery service, social groups such as canasta, knitting, scrabble, afternoon tea singers, men's group, social meal. Services are provided by a variety of paid staff and volunteers.

The program reflects clients identified needs, catering for people of all ages and levels of ability. It also aims to provide support and information to carers, to create / recreate social networks, to reduce risk of social isolation and premature admissions into residential care.

Eligibility

Frail older people, people with dementia & people with disabilities of any aged who are identified as needing social support services (personal and social support or psychosocial screen). Resident carers are also eligible for social support services

Indicative waiting time

Nil

Carer Support Services, Commonwealth Carer Respite Information Centre

Service contact

Mon to Fri – 8.30am to 5.00pm

24 Hour Emergency Respite **Tel AH:** 1800 059 059

Free call: 1800 068 978

Fax: (03) 5454 6065

Service location: 37 Havlin st East, Bendigo 3550, Vic

Brief description:

Carer Support Services was established as part of the Victorian Carer Initiatives and the Commonwealth 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:

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

Fees:

There is no fee charged for Carer Support Services. A fee may be applied to respite services.

Waiting list:

The waiting time for carer support is minimal, however there may be a wait for some respite services, particularly residential respite.

any aged who are identified as needing support with home maintenance tasks. Resident carers are also eligible for Property Maintenance.

Fees

Available on request

Indicative waiting time

Available on request

5. Respite Care

Respite can offer a break for the person who is caring for either family members and/or friends who have a disability and/or illness. Respite Services can be provided in a variety of ways and in a range of locations.

The service is aimed to be as flexible as possible. Therefore it may be provided in the home to enable the carer the opportunity to go out, or can provide an outing for the care recipient. It aims to support the caring relationship by providing carers' with a break from their caring responsibilities. Care can be accessed 730am to 730 pm 5 days a week

Eligibility

Frail older people, people with dementia & people with disabilities of any aged who has a resident Carer who is identified as needing home-based respite to enable them to continue in their caring role (Carer needs screen).

Fees

Available on request

Indicative waiting time

Available on request

6. Senior Citizens Clubs

Seven Senior Citizens Clubs exist across the Mount Alexander Shire: Castlemaine, Campbells Creek, Chewton, Metcalfe, and Maldon, These clubs provide social activities and centre based meals.

Each club has a contact person (secretary or president). For details of these details contact the Community Services Officer 54711766

assessment Officer determines the level of service required. Services are planned according to need. Resident carers are also eligible for Home Care where the provision of the service will support the carer in their caring role.

Fees

Available on request

Indicative waiting time

Available on request

3. Personal Care

Skilled assistance can be provided to help with activities of daily living including showering, dressing, toileting, grooming, eating, drinking. To enable older people and people with disabilities to live independently at home and in the community by providing assistance with personal care tasks that the person is unable to perform unaided.

Eligibility

Frail older people, people with dementia & people with disabilities of any aged who are identified as needing support with Personal Care tasks .

Fees

Available on request

Indicative waiting time

Available on request

4. Home Safety

Assistance can be provided with maintenance tasks around the home to ensure a safer environment including cleaning gutters changing light globes, monitoring smoke detectors, installing hand rails/ramps/steps and undertaking minor modifications, and some gardening tasks involved with maintaining home safety. Aim is to maintain a safe, secure, healthy home environment to enable frail older people & people with disabilities to live independently at home & in the community. The service aims to be flexible and responsive within a limited budget, operating according to needs (not a regular service).

Eligibility

Frail older people, people with dementia & people with disabilities of

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.

Mount Alexander Shire Council

Service Contact

Phone: (03) 5471 1766

Fax: (03) 5471 1726

Service location: 9 Halford st, CASTLEMAINE. VIC. 3450.

1. Assessment & Care Coordination

Assessment of needs and care coordination is a process which identifies the needs & abilities of the clients and if required, organise & monitor services to meet these needs. Assessments can be either Active Home and Community care (HACC) specific, to develop an individualised service plan, or comprehensive when there are multiple services or networks involved / multiple complex care needs, and a team care plan is required. This team approach may include: General Practitioners, service providers (eg. District Nursing, Occupational Therapy etc), carers, family, friends/neighbours. Management of care involves developing and monitoring the effectiveness of the care plan. The needs of the carer, care recipient and the caring relationship are each considered in the assessment and care coordination process.

Eligibility

Frail older people, people with dementia, people with disabilities of any aged or carers who are identified as needing assessment and care coordination (daily living skills or functional screen, living arrangements screen, psychosocial screen).

Fees

Available on request.

Indicative waiting time

Available on request.

2. Active Home Care

Home care offers assistance with domestic tasks including, Vacuuming, Washing, Shopping and Meal preparation.

Eligibility

Frail older people, people with dementia & people with disabilities of any aged who are identified as needing support with Home Care tasks. Carers, where the service supports the caring role. The As-

4. Planned Activities

To provide recreational activities and prevent isolation.

Eligibility/Referral

Self referral or medical

Fees

Available on request.

5. Tai Chi

Passive exercises to maintain mobility, balance and strength in aged and people with disabilities.

Eligibility/Referral

Self referral or medical referral.

Fees

Available on request.

6. Residential High Care Mountview

Mountview Home is a 16 bed High Care facility which provides high quality Nursing Care for it's residents. This is a secure facility.

Eligibility

Assessment required by the [ACAS] Aged Care Assessment Service

Indicative waiting time

Available on request.

Fees

Available in request.

7. Residential Low Care Jessie Bowe House

Jessie Bowe House is a 12 bed low care facility to provide support and care for frail aged and persons with a disability.

Eligibility

Assessment required by the [ACAS] Aged Care Assessment Service

Indicative waiting time

Available on request.

Fees

Available on request.

Castlemaine Health

Service Contact

Phone: (03) 5471 1555 (reception)

Service Location

142 Cornish Street, PO Box 50, CASTLEMAINE. VIC. 3450

Website: <http://www.castlemainehealth.org.au/>

Castlemaine Health provides residential services including High Care and Low Care accommodation.

Castlemaine Health also has community based respite and carer support services for carers and the people they care for.

1. Adult Day Service and Volunteer services

Service Contact

Phone: (03) 5471 1566

1.1 Alexander Club

Hours of Operation:

Monday, Tuesday, Wednesday and Friday

Service Description

The aim of this service is to provide meaningful, enjoyable planned activity programs for residents of Mount Alexander Shire who are frail older people, people with dementia, and adults with disabilities who are socially isolated. This is provided as community centre-based activities and respite for the carers of these people. Holiday and respite programs can be arranged depending on funding. This program is funded by the Home and Community Care Program (HACC) and the National Respite for Carers Program (NRCP).

Eligibility

People with dementia, adults with disabilities, frail older people who are socially isolated and living at home in the community.

Referral

Referral is accepted from service providers, families or friends. People can refer themselves.

Fees

Available on request.

1.2 Respite services

Service description

The aim of this service is to provide useful and responsive respite programs for people who are caring for family or friends in the community of Mount Alexander Shire through:

- Centre-based respite (includes dementia specific)
- Overnight cottage respite

Respite services provide carers with the opportunity to take a break from their caring role regularly either for a few hours, a day or occasionally overnight. Some carers use this time to catch up on rest, keep appointments, pursue an interest or socialise with others.

Eligibility

Carers of frail older people with dementia, disability or social isolation.

Fees

Available on request

Indicative waiting time

Nil

1.3 Volunteer support

Trained registered volunteers assist in the Carer Support Group and a variety of other activities within the Adult Day Service. The aim of the program is to provide support, companionship and friendship to socially isolated older people and people with disabilities or dementia living at home. Volunteers can provide One-to-One visits with a person in his/her own home providing companionship and sharing interests.

1.4 Planned Activity Groups

Volunteers working in a Planned Activity Program work with a paid staff member at all times. Planned Activity Groups operate in Harcourt and Castlemaine 5 days per week, working with the frail aged and those with dementia.

Eligibility

To be eligible for a Home and Community Care (HACC) program you must be living in the community, and either:

- A frail older person including an older person with a moderate disability who is socially isolated or at risk of social isolation.
- A younger person with a moderate disability who is socially isolated or at risk of social isolation.
- Or a carer of the above person/s

Maldon Hospital

Service Contact

Phone: (03) 5475 2000

Service Location

Chapel Street, MALDON. VIC. 3463.

Maldon Hospital provides Acute Medical and Residential Aged Care for the local community. It also provides a Day Centre with planned activities and Volunteer Co-ordinator and District Nursing. Podiatry, Physiotherapy, Occupational Therapy, Dietician & Counselling are provided as outreach services. Services for older people include:

1. Community Bus

Provision of transport weekly for aged and people with disabilities. To prevent isolation of community members

Eligibility

Self referral, General practitioner or health service.

2. Day Centre and Day Club

Venue for support services for aged and people with disabilities. To prevent isolation and provide respite for carers.

Eligibility/Referral

Self referral, General practitioner or health service.

Fees

Available on request.

3. Friendly Visiting

The aim of this service is to maintain social contacts and keep people in their own home for as long as possible. It provides support for aged and people with disabilities in their own home and their carers.

Eligibility

Those eligible for this service are people who are frail aged or have a disability as per the Home and Community Care [HACC] guidelines.

Fees

This service is Free

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

Available on request.

2. Residential Aged Care**Service Contact**

Phone: (03) 5471 1468

2.1 Hostel Care (Low level)

Residents in hostel care have access to allied health services, personal care staff and local general practitioners. They are encouraged to remain active in the community and enjoy a variety of activities organised by the Residential Recreation Team and volunteers.

Penhall Hostel – 32 beds

Spencely Hostel – 20 beds

Thompson House – 15 beds (dementia specific)

Recreation

People living in residential accommodation at Castlemaine Health are encouraged to be active in recreation and lifestyle pursuits including their individual interests, social life and participation in the wider community. There is an individual recreation program for each residential unit that aims to meet the needs of individuals and groups. The program is responsive to resident input and encourages families, friends and community members to participate. Activities include outings, exercises, music and performance, games, celebrating special events, shopping, social activities, community activities, art and craft, life story and cooking/food events. The program also provides one on one support, particularly for new residents to assist settling in to the residential environment.

Eligibility

Current ACAS is required.

Indicative waiting time

Available on request

Fees

Available on request

2.2 Nursing Home (High Care)

Service Contact

Phone: (03) 5471 1468

Brief Service Description

Visiting Medical Practitioners, professional allied health staff and specialist nursing staff provide care to residents requiring a high level of care.

Thompson House – 30 beds (dementia specific)

Ellery House – 60 beds

Recreation

As with Low Level Care. Activities are tailored to the needs and abilities of residents.

Eligibility

Current ACAS is required.

Indicative waiting time

Available on request

Fees

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

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

Central Victorian Stroke Support Group Inc

Service Contact

Tel: (03) 5443 6623 (Bev Stephens)

www.strokeassociation.com.au/bendigossq.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.

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

Service contact

Tel: 5454 8500

Location: John Lindell Rehabilitation Unit, Anne Caudle Centre

Brief description:

The multi-disciplinary team offers specialist assessment of memory and associated deficits. The team provides assessment, diagnosis, treatment, management plans and strategies to improve or cope with memory problems. All people referred to the clinic will have:

- Expert clinical diagnosis
- Information on appropriate treatments
- Education, support and information
- Direction in planning for the future
- Information on dealing with day to day issues

The team works closely with other community support services such as Alzheimer's Australia Victoria, Carer Support Services and the general practitioner.

Service access/entry criteria:

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

Service coverage:

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

Referrals:

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

Fees:

There is no client fee for this service.

Waiting list:

Available on request

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:

Cornish st, Castlemaine

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