

# City of Greater Bendigo, List of Dementia services

**May 2014**

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

Information has been updated and is correct at time of printing May 2014.

Much of the service information has been reproduced from [www.connectingcare.com](http://www.connectingcare.com).

This booklet will be updated periodically.

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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.

## Service coverage:

Staff are located throughout the Loddon Mallee Region

## Fees:

There is no fee charged for an ACAS assessment.

## Waiting list:

Available on request.

# **Aged Persons Mental Health Service - Community Team**

## **Service Contact**

**Tel:** (03) 5454 7604

**Triage:** 1300 363 788

**Fax:** (03) 5454 7620

**Service Location:** Anne Caudle Campus, Barnard St, Bendigo

## **Brief Service Description**

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

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

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

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

## **Eligibility**

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

## **Referrals**

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

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

## **Catchments**

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

## **Fees**

This service is Free.

# Adventcare Bendigo

## Service Contact:

**Tel:** (03) 54437999

**Fax:** (03) 54437988

Operates 24 hours a day, 7 days per week

Office Hours 10 am - 4 pm Mon - Fri

## Service Location:

392 High St, GOLDEN SQUARE. VIC. 3555.

## Brief Description:

### 1. Independent Living Units

Self contained accommodation available for the aged capable of independent living.

## Eligibility

Aged persons capable of independent living.

## Fees

Available on request

### 2. Hostel & Respite

Hostel accommodation, registered by the Commonwealth, for the aged capable of independent living with minimal support. People with Dementia can be accommodated. Also provides respite.

## Eligibility

Aged and/or suffering from dementia. Must be assessed by the Aged Care Assessment Service as eligible for low level residential care.

## Indicative waiting time

available on request

## Fees

Available on request

## Referral

Self referrals are accepted for independent living, ACAS is required for hostel or respite care.

# Alexandra House

## Service contact

**Phone:** 5443 8222    **After hours:** 5442 9301

**Fax:** 5442 9004

**Service location:** 64 Somerville Street, Bendigo, Vic, 3550

## Brief service description

Alexandra House is a low level residential care facility offering 44 permanent beds and 2 respite beds for short term care.

Opened in 2001 Alexandra House provides personal care for every resident on a level which is suitable to their needs. We have a communal dining room which we ask that all residents attend for 'home cooked' meals, this ensures that our residents have regular exercise & social interaction. Laundry is attended on-site & resident's rooms are serviced daily. We provide assistance with medications & attend to minor health issues. We have visiting District Nurse, Podiatrist, Physiotherapist, Occupational Therapist & other Health Services for any resident with major health needs.

Within Alexandra House we have activities to suit every resident's differing needs, wants & abilities. We run group programs morning & afternoon such as Bingo, Exercises, Carpet Bowls, Concerts, Fashion Displays, Quizzes, Outings etc. We also have a Tattsлото Pool, Footy Tipping Competition & Happy Hour twice weekly. Individuals are also catered for with one to one or small group activities. Additional services are also available such as Hairdresser, Manicurist, Newspaper Delivery & Private Phone Lines.

## Eligibility

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

## Indicative waiting time

Available on request

## Fees

Available in request

## Service coverage

Greater Bendigo (C)

# 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**

Level 1,10-16 Forest St Bendigo VIC 3550

**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**

Available on request.

## **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](http://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 involves one-to-one care provided in your home by a trained care worker. We will assist and support you to perform daily living tasks.

### 4. Respite care

Respite care can be provided:

- In-home;

Out-of-home / community;

- various times of the day/evening

### 5. Transport

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

## Eligibility

We assist people to continue living in their homes and provide support to the frail and elderly, people

with a disability, our war veterans, people recovering from accident and illness and primary carers in need of a break. Referrals accepted from any source including TAC, Dept of Veterans Affairs, Post Acute Care, Case Managers.

**Indicative waiting time**

Referrals followed up within 24 hours.

**Service Coverage**

Loddon Mallee Region.

Fees available on request.

# **Baptcare - Loddon Mallee Community Packages**

## **Service Contact**

Tel: (03) 5444 0464

Tel/Fax: (03) 5444 0595

## **Initial Contact**

Must be by referral to ACAS

## **Service Location:**

391 Hargreaves Street, BENDIGO. VIC. 3550.

## **Brief Description**

### **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 ACAS 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

# **Benetas St Laurence Court:**

## **Eaglehawk site**

### **Service contact**

Phone: 5446 9699

Fax: 5446 9267

**Service location:** 112 Upper Road, Eaglehawk, Vic, 3556

### **Brief service description**

Independent Living Flats: 83 units (16 Couples units, 67 singles units).

Hostel: 67 Rooms

Respite: 2 Respite rooms

- Friendly, Warm and Welcoming environment.
- Specialist aged care staff available 24/7 days.
- High standard of accommodation for both male and female residents.
- Individual rooms with ensuites.
- Extensive menu prepared by onsite chef.
- Strong Volunteer Program.
- Close proximity to local shops, doctors and bus routes.

### **Eligibility**

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

### **Fees**

Available in request

### **Service coverage**

Greater Bendigo

### **Waiting list**

Available on request

# **Bentleys Residential Aged Care**

## **Service contact**

Phone: (03) 5444 4050

Fax: (03) 5444 4171

**Service location:** 47 Harpin St, Bendigo

## **Brief service description**

Bentley's offers 48 single rooms and 8 double/twin rooms all with private ensuites and care assistance call buttons monitored 24 hours a day by experienced staff. Bentleys Residential Aged Care has been designed specifically to offer both short and long-term respite and permanent care and accommodation for the frail aged. Personal care and medication management provided as required. Activities program is offered 5 days per week.

## **Eligibility**

Frail aged who do not require hostel or nursing home accommodation but do not wish to remain in their own home. People with memory loss/forgetfulness can be catered for. No ACAS assessment required.

Approved provider of funded respite and convalescent care for Department of Veteran Affairs (DVA) and some Private Health Insurance Companies.

## **Catchment**

Greater Bendigo (C)

## **Fees**

Prices are all inclusive, and are available in application

No ingoing fees or bonds apply.

## **Indicative waiting time**

Available on request.

# Bupa Bendigo

## Service Contact

**Tel:** (03) 5445 9000

**Fax:** (03) 5445 9050

**www.bupaagedcare.com.au**

## Service Location

208 Holdsworth Rd, BENDIGO

## Brief Description

A combination of hostel living, respite care, ageing in place and specialised dementia care is offered.

Bupa Bendigo has taken an innovative approach to dementia care with its experiential garden for people with dementia. The garden creates an environment which is enjoyable to residents, family and friends year round.

## Eligibility

Must have a current ACAS

## Indicative waiting time

Available on request

## Fees

Available in request

## Area Serviced

Loddon Mallee Region

# 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 support service 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.

# Carshalton House

**Service Contact:**

Administration Officer from 9.00am to 3.00pm Monday to Friday.

Phone: 5441 8588

Fax: 5441 8911

**Service Location:**

Stoneham St., Golden Square

**Brief Description:**

Carshalton House is a 45 bed Low Level Care hostel facility providing single room accommodation for residents in five houses linked around a central core.

In each of the 5 houses there are nine bedrooms (all with ensuites), individual kitchens and dining room areas which allow residents to prepare their own meals and beverages if they so wish. Our cook provides fresh, home cooked meals daily.

Since opening, Carshalton House has had a dedicated team of staff who have created a very comfortable home with the emphasis on independence, resident self-determination and choice. Residents are actively involved in decision making and have been instrumental in initiating many quality improvement activities. Home and community based activities and caring supportive staff all combine to make Carshalton House first choice in hostel accommodation for many Bendigo residents.

**Eligibility**

Prospective residents need to be assessed as eligible for low level residential care by ACAS to be able to then put their name on our waiting list. Appointments need to be made for the prospective resident to come through to look over the facility and for us to meet them.

**Service coverage:**

Loddon Mallee Region

**Fees**

Available in request.



# 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.

## 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](http://www.connectingcare.com) or by calling our office.

**Service coverage:**

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

**Fees:**

As per Government Policy, available on request.

**Waiting list:**

People are accepted onto the program on the basis of their relative need.

# Central Victorian Stroke Support Group Inc

## Service Contact

Tel: (03) 5443 6623 (Bev Stephens)

[www.strokeassociation.com.au/bendigossq.htm](http://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.

# City of Greater Bendigo

The following Home & Community Care (HACC) Services are available through the City Of Greater Bendigo.

## Eligibility

Frail, aged people and people with a disability and their carers.

To access these services, clients need to be assessed by ACAS. **Phone 5454 7589.** (see page 4)

## Service Location

34 Mundy Street, Bendigo

**Tel:** (03) 5434 6411

**Fax:** (03) 5434 6105

## Postal Address

P O Box 733,

BENDIGO VIC 3552

## Area Serviced

City of Greater Bendigo

## Fee

Available on request.

### 1. Food Services (Meals on Wheels)

**Service contact:**

**Tel: (03) 5434 6430**

**Tel: (03) 5442 8038 Kitchen**

A selection of hot and/or cold meals are delivered to the frail and aged people, people with disabilities and others unable to cook for themselves.

### 2. General Home Care

**Service contact: Tel: (03) 5434 6411**

Home Care service is available to assist the frail, aged or those with disabilities and their carers. to maintain a safe, hygienic environment inside the home and the activities of daily living.

### 3. Personal Care

**Service contact: Tel: (03) 5434 6411**

Personal Care provides assistance in attending personal hygiene and/or morning and evening routine tasks for frail aged and those with disabilities. Tasks may include showering, bathing, feeding and dressing.

### 4. Transport Service

**Service contact: Tel: (03) 5434 6418**

Provides transport for frail, elderly residents and those with disabilities who are at risk of social isolation, allowing them to maintain social networks.

### 5. Respite Care

**Service contact Tel: (03) 54346411)**

### **Veterans Respite care**

**Service contact: Tel: (03) 5434 6421**

Provides respite care to support the role of carers of frail older people and people of any age with a disability with a break from their caring responsibilities.

### **6. Property Maintenance**

**Service contact: Tel: (03) 5434 6411**

Property maintenance provides an “as needs” service to ensure safety in the household and surrounds. This may or may not include some regular garden trimming.

### **7. Social Support Visiting**

**Service contact: Tel: (03) 5434 6455**

Provides a service where elderly frail people who are socially isolated, can receive a volunteer visitor in their own home for a chat and a sharing of interests on a regular basis. On occasion, an outing can be included with the volunteer visitor.

### **8. Planned Activity Group**

**Service contact: Tel: (03) 5447 2248**

The group assists to maintain individual’s ability to live at home by providing a program of activities directed at enhancing the skills required for daily living. These activities provide opportunities for social interaction as well as respite and support for their carers. The groups include a dementia group and men’s, and ladies individual groups. Activities include crafts, games, picnics, cinema, bus trips and all activities include a meal. Programmes operate 7 days per week and a door to door service is provided by a bus with a hydraulic chair lift.

# **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 client's General Practitioner.

## **Service access/entry criteria:**

The service aims to assist people with memory loss or changes to their thinking, and carers.

## **Service coverage:**

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

## **Referrals:**

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

## **Fees:**

There is no client fee for this service.

## **Waiting list:**

Available on request

# **Dementia Access and Support Program**

## **Service contact**

**Tel:** 03 5443 0550

Freecall 1800 224 799

**Location:** 3/40 Bridge St, Bendigo 3550

## **Brief description:**

Dementia can affect people in varying ways and can often present barriers that can hinder the effective delivery of services.

This can happen when the person:

- is suspicious of agencies or people who are providing support.
- is unsure of what services available to them or unsure of how to use those services confidently.
- lacks insight into their condition.
- has cultural beliefs or background that increase the challenge in engaging with service providers.

The Access and Support program provides workers with time to develop a trusting relationship with a person with dementia or other special needs / diversity issues. They support the person through the intake and assessment processes and negotiate with service providers to enable appropriate person centred service provision.

## **Service access/entry criteria:**

Under HACC eligibility criteria

## **Service coverage:**

City of Greater Bendigo

## **Referrals:**

Referrals can be made through General Practitioners, community agencies, or by self referral direct to the service.

## **Fees:**

There is no client fee for this service.

## **Waiting list:**

Available on request

# **Dementia Behaviour Management Advisory Service (DBMAS)**

## **Service contact**

**Tel:** 1800 699 799

**Website:** [dbmas.org.au](http://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



# **Fitness For Older Adults Program (FOAP)**

## **Service Contact**

Tel: (03) 5454 7102

Fax: (03) 5454 7107

**Service Location:** 37 Havlin st east, Bendigo

## **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:**

BENDIGO: Kangaroo Flat, Eaglehawk, Golden Square, White Hills, Spring Gully Strathdale, Strathfieldsaye.

## **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:** \$4.00 per class (current at Nov 2012)

**Awaiting update from Bronwyn**

# Gibson Street Complex - Joan Pinder and Stella Anderson Nursing Homes

## Service Contact

**Phone:** (03) 5434 7504

**Fax:** 5444 6233

**Service location:** 26 Gibson St., Bendigo

## Brief description:

**Joan Pinder:** Single bedrooms provide window views of the surrounding gardens. Some rooms have private ensuites and others have shared ensuites. 4 rooms can be converted to a double room. A water feature at the entrance is pleasing to the eye of all who enter the Nursing Home. Expansive corridors within the home lead into four houses, that accommodate fifteen residents. Each house has a lounge room with fireplace, adjoining dining room, tea room, a private sun room setting to enjoy garden views and a central internal garden with access for residents and families.

Staff are highly skilled in caring for the aged person. Care is provided over 24 hours a day, 7 days per week by Registered nurses. Food, Laundry and Environmental staff are responsible for the delivery of food, washing of personal clothing and keeping the environment exceptionally clean and pleasant to live and work.

Residents are actively involved in decision making and have been instrumental in initiating many quality improvement activities. Joan Pinder Nursing Home has lifestyle workers, and a wonderful team of volunteers. A calendar of activities, outings and special events are planned each month. The activity program is designed to be therapeutic and provides the opportunity for stimulation and meaningful social interaction whilst promoting expression of the resident's individuality and independence. Input and participation by family members in the activity program is welcome and appreciated. The home is fully compliant with all aged care accreditation standards.

**Stella Anderson:** Stella Anderson Nursing Home provides quality residential accommodation for 60 high dependency residents. Expansive corridors within the home lead into 4 houses that accommodate 15 residents. The houses have been named after Australian flowers; Acacia, Boronia, Grevillea and Banksia. Each house has a lounge with fireplace, adjoining dining room, tea room and a private sun room setting to enjoy garden views. The large recreation room with more leadlight windows highlights a lovely communal area for residents and families. Large outdoor garden areas and patios provide an area of tranquillity for quiet reflection.

Staff are highly skilled in caring for the aged person. Care is provided over 24 hours a day, 7 days per week. Care is delivered by registered nurses. Food and Environmental staff are responsible for the delivery of food and keeping our environment exceptionally clean and pleasant to live and work.

Residents are actively involved in decision making and are encouraged to be instrumental in initiating quality improvement activities. Stella Anderson has lifestyle workers, and a wonderful team of volunteers. A calendar of activities, outings and special events is planned each month. The activity

program is designed to be therapeutic and provides the opportunity for stimulation and meaningful social interaction whilst promoting expression of the resident's individuality and independence. Input and participation by family members in the activity program is welcome and appreciated.

**Service access/entry criteria:**

The person must have a current ACAS as requiring high level residential care.

**Service Coverage:**

Loddon Mallee Region.

**Referrals:**

A person and/or their family can nominate Joan Pinder Nursing Home as one of their preferences, when an ACAS approval has been granted for high-level residential care.

**Fees:**

Available on request. Please call our Residential Service Advisor for more details (ph 54549374)

**Waiting list:**

Available on request. For waiting list information please call 5454 9374.

# 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

# Golden Oaks Nursing Home

**Location:** Stoneham Street, Golden Square

**Phone:** 5441 4282    **Fax:** 5441 8720

## **Brief description:**

Accommodation for sixty high care residents is offered at ground level. The bedrooms are shared with two beds in each room and shared ensuites. Four single rooms are available for residents with special requirements. Golden Oaks Nursing Home provides a warm, home like environment that encompasses a central lounge/dining area and two U shaped passageways each accommodating thirty residents. A recreation room, sunroom and two courtyards are available for residents, family and friends to relax. All bedrooms have large windows with views of the garden, bush environment or with a courtyard view.

Staff are highly skilled in caring for the aged person. Care is provided 24 hours a day, 7 days a week by nurses registered Division one and two. Personal Services Assistant's are responsible for the delivery of food, laundry and keeping the working environment exceptionally clean and pleasant to live and work.

Residents are actively involved in decision making and are encouraged to be instrumental in initiating quality improvement activities. Golden Oaks has lifestyle workers, and a wonderful team of volunteers. A calendar of activities, outings and special events is planned each month. The activity program is designed to be therapeutic and provides the opportunity for stimulation and meaningful social interaction whilst promoting expression of the resident's individuality and independence. Input and participation of family members in the activity program is welcome and appreciated. The home is fully compliant with aged care accreditation standards.

## **Service access/entry criteria:**

The person must be assessed by the ACAS as requiring high level residential care.

## **Service coverage:**

Available to older people within the Loddon Mallee Region.

## **Referrals:**

On approval by ACAS as requiring high-level residential care the person and/or their family can nominate Golden Oaks Nursing Home as one of their preferences.

## **Fees:**

Available on request. Please call our Resident Services Advisor for more details on telephone: 5454 9374.

## **Waiting list:**

Available on request. For waiting list information please call 5454 9374.

## **Haven (formerly Loddon Mallee Housing Services)**

### **Service Contact**

**Tel:** (03) 5444 9000

**Fax:** (03) 5444 9091

**Website:** [www.haven.org.au](http://www.haven.org.au)

### **Service Location**

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

#### **Brief service description**

Haven assists older people who are facing 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 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.

# Lilley Lodge Aged Care

**Service Contact**

**Tel:** (03) 5449 2400

**Fax:** (03) 5441 7798

**Service**

9 Brown Street, PO Box 649, BENDIGO. VIC. 3550.

**Brief Description**

Lilley Lodge is Low level and High level Aged Care Facility which provides accommodation for the aged, people with dementia or those with intellectual, physical disabilities. 30 High Care beds, 13 Low Care beds and 1 Respite bed is offered.

**Eligibility**

Older people & people with dementia or intellectual, physical disabilities.

**Indicative waiting time**

Available on request.

**Fees**

Available on request

**Service coverage**

City of Greater Bendigo

# Mclvor Health & Community Services

## **Service contact**

Telephone: (03) 5431 0900

Fax: (03) 5433 3049

**Service location:** 39 Hospital St, HEATHCOTE. VIC. 3523.

## **1. Residential Care**

### **Nursing Home & Hostel**

#### **Brief service description**

A 30 low care beds & 12 high care beds providing long term accommodation options for clients with high and low needs.

#### **Eligibility**

As per ACAS Assessment

#### **Indicative waiting time**

Available on request

#### **Fees**

Available on request

## **2. Home and Community Care Services (HACC)**

Frail aged and disabled people are eligible to receive HACC services. Minimal fees are agreed during initial assessment for services. Waiting time for services varies, inquire at reception. HACC services are provided to Heathcote and surrounding area.

#### **Indicative waiting time**

Available on request

#### **Fees**

Cost varies depending on service provided. Available on request

### **Area Serviced**

Heathcote and surrounding area

#### **2.1 Delivered Meals (Meals on Wheels)**

A hot or ready to heat midday meal is delivered at low cost to the aged, those with disabilities and those unable to cook for themselves.

#### **2.2 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.



### **2.3 Personal Care**

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.

### **2.4 Property Maintenance**

Handyman assistance for the frail aged, ill and those with disabilities provides general maintenance and repairs of the home and grounds.

### **2.5 Planned Activity Group**

The day program provides social and recreational activities for the frail aged and those with disabilities. Activities provide respite for families or carers.

**Fees:** Includes lunch and transport. Cost available on request.

### **2.6 Community Transport**

Provides transport for frail, elderly residents and those with disabilities wishing to attend medical appointments or other activities in the district.

# **Mercy Health, Bethlehem Home for the Aged**

## **Service Contact**

### **Community Liaison Officer**

Tel: (03) 5440 8200 Fax: (03) 5441 6830

**Service location:** 17 Taylor Street, (PO Box 60), GOLDEN SQUARE. VIC. 3555.

## **Brief Service Description**

Bethlehem Home for the Aged is a residential aged care facility set in 30 acres of gardens and lawns overlooking the city of Bendigo. Quality care is provided for up to 147 elderly people.

There are 73 high-care nursing beds (20 dementia specific) and 74 low-care beds. There are also two low care respite beds available.

Maintaining independence for our residents is a high priority. As far as possible, the interests and activities that people enjoyed before they came to Bethlehem are maintained.

Our residents continue to enjoy full and meaningful lives through the initiatives of our activities department. Activities include trips to garden shows, luncheons, local theatre, concerts at RSL clubs and local hotels.

Students at Specimen Hill Primary School look forward to regular reading sessions provided by a number of residents.

## **Eligibility**

Aged & persons with dementia or intellectual, psychiatric or physical disabilities. Must be assessed by the Aged Care Assessment Service as eligible for residential care or respite.

## **Indicative waiting time**

available on request

## **Fees**

Available in request

## **Service coverage**

Loddon Mallee Region

# Mirridong Nursing Home

## **Service contact**

Phone: (03) 5442 4011

Fax: (03) 5442 4511

**Service location:** 92 - 100 Mclvor Rd, BENDIGO. VIC. 3550

## **Brief service description**

The purpose built 60 bed Nursing Home provides high quality specialist nursing care for the frail aged. Registered nursing staff and patient service assistants are an integral part of the team. Caring and supportive staff provide friendly and comfortable accommodation for our elderly residents.

## **Eligibility**

Must be assessed by ACAS as requiring high level residential care.

## **Indicative waiting time**

Available on request. For waiting list information please call 5454 7588.

## **Fees**

Available in request

# Psycho geriatric assessment: Marjorie Phillips Unit (MPU)

## Service contact

**Location:** Anne Caudle Campus, 100 Barnard street, Bendigo

**Phone:** 5454 8570    **Fax:** 5454 8579

## Brief description:

MPU is a 20 bed purpose built inpatient facility providing specialist inpatient care to older people with a mental illness or dementia. Eight beds accommodate acute psychiatric admissions and 12 beds are dedicated for dementia assessment. These programs are currently co-located.

MPU is fully equipped to provide treatment of acute mental health issues. This unique facility also provides a comprehensive inpatient dementia assessment service. This service provides assessment of physical and behavioural aspects of dementia, with the development of comprehensive management plans to assist in the client being managed at home or in generic aged care facility.

Staffing in the unit consists of nurses division 1, 2 and 3, social worker, Occupational therapist and cleaning & domestic staff. Medical services are provided by a Psychiatrist and registrar for patients in the acute beds and a Geriatrician and resident for patients in the dementia assessment beds.

## Service access/entry criteria:

- People aged 65 and older; and
- Who have, or appear to have, a mental illness; and or
- 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.

## Service coverage:

MPU is located in Bendigo, however older people throughout the Loddon Campaspe/Southern Mallee region can be admitted to the Unit.

## Referrals:

Referrals to MPU are by general practitioners, acute, sub-acute and residential care providers.

## Fees:

There is no client fee for this service.

## Waiting list:

Available on request.

# Rural Health Team – Bendigo Health

## Service Contact

**Phone:** (03) 5454 7102

**Fax:** (03) 5454 7107

**Service Location:** 37 Havlin st east, Bendigo

## Brief service description

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

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

**DIETETICS** - The Dietitian helps you choose healthy foods

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

**PHYSIOTHERAPY** — The Physiotherapist helps with movement and strength problems.

**PODIATRY**- The Podiatrist helps with foot problems.

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

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

## Eligibility

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

## Referral

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

## Area serviced

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

## Fees

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

# Simpkin House

## Residential home

### Service Contact

**Phone:** 5441 5791    **Fax:** 5441 5753

**Service Location:** 6 Gibson St North Bendigo

### Brief description:

Simpkin House is a specialist 40 bed secure psycho geriatric facility with 4 wings. Each wing has 10 single bedrooms with ensuites. The home has 4 wings each accommodating ten residents. All bedrooms have large windows with views of the garden. There are large outside areas to support wandering residents with winding paths.

During day light hours for resident's security, codes are required to be entered before accessing or leaving the home. Entry after business hours is obtained by ringing the front doorbell.

Staff are highly skilled in caring for older people who display challenging behaviours. Care is provided over 24 hours, 7 days per week by nurses registered in Divisions 1, 2 and 3. Food, Laundry and Environmental staff are responsible for the delivery of food, washing of personal clothing and keeping the environment exceptionally clean and pleasant to live and work.

Residents are actively involved in decision making. They are encouraged to be instrumental in initiating quality improvement activities. Simpkin House has lifestyle workers, and a wonderful team of volunteers. A calendar of activities, outings and special events is planned each month. The activity program is designed to be therapeutic and provides the opportunity for stimulation and meaningful social interaction whilst promoting expression of the resident's individuality and independence. Input and participation by family members in the activity program is welcome and appreciated. The home is fully compliant with aged care accreditation standards, equip and the mental health standards.

### Service access/entry criteria:

Simpkin House provides residential care to older people who require high-level care and who cannot be managed in other accommodation. The person must be a wanderer or have challenging behaviour. Clients need to be assessed by Aged Persons Mental Health Service as well as by the Aged Care Assessment Service (ACAS) and must have a current ACCR.

### Service coverage:

Simpkin House is available to older people within the Loddon Mallee Region.

### Referrals:

Clients need to be assessed by Aged Persons Mental Health Service as well as by the Aged Care Assessment Service (ACAS).

### Fees:

Available on request. Please call our Resident Services Advisor for more details telephone: 5454 9374.

## **Strath-Haven – Residential aged care**

### **Service Contact**

Phone: (03) 5434 3000

Fax: (03) 5441 2744

**Service Location:** 131-149 Condon Street

### **Brief Service Description**

Strath-Haven has been providing quality services to older residents of the Bendigo community since 1979. We operate low care residential places with an "ageing in place" care model. Strath-Haven offers 94 beds, including 1 respite bed and 15 beds in a secure dementia care area.

Our residents keep healthy, stimulated and socially connected through a program of hobbies, classes, community events and excursions. Activities are organised for individuals and groups. Strath-Haven has an appointed chaplain who assists residents and family members in both good and difficult times.

### **Eligibility**

A current ACAS assessment is required.

Strath-Haven also operates independent living units for 11 people at White Hills Haven (03 5441 4798)

### **Service coverage**

Loddon Mallee Region

### **Fees**

Available on request

# Strath-Haven Community Aged Care Packages

## Service contact

Phone: (03) 5434 3030

Manager Community Support Services

## Brief description

Strath-Haven provides 39 Community Aged Care Packages (CACPs) and over 10 fee for service packages. CACPs are Commonwealth funded packages of care designed to provide assistance to people with aged related illnesses or disabilities who choose to stay living at home rather than move into residential care.

## Eligibility

Persons over the age of 65 (55 ATSI) who have been assessed by ACAS as requiring a care package

## Fees

Available on request.

## Waiting list

Available on request

## Catchment

Greater Bendigo (C)



# Veterans Affairs Network

## Service contact

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

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

**1800 555 254**

## Brief description:

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

## Service access/entry criteria:

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

## Service coverage:

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

## Referrals:

Referrals are received from any source.

## Fees:

There is no client fee for this service.

## Waiting list:

There is no waiting list for this service.

## Eligibility for veteran's services

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

### 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.

# Victoria Heights Residential Care

## Service contact

Phone: (03) 5443 2731

Fax: (03) 5443 3617

**Service Location:** 41-47 Victoria St, Ironbark, Victoria 3550

## Brief service description

Victoria Heights Residential Care is a modern facility offering 40 high level care beds to people who require nursing home level of care.

## Eligibility

Must be assessed by ACAS as requiring high level care.

## Fees

Available on request.

## Waiting List

Available on request. For waiting list information please call 5454 7588.

## Area serviced

Greater Bendigo (C)

# 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](http://www.health.vic.gov.au/ruralhealth/vptas)

## **Description**

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

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

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

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

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

## **Eligibility**

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

## **Indicative waiting time**

No waiting list for this program.

## **Service Coverage**

Loddon Mallee Region

## **Fees**

This service is Free

# Villa Maria- Loddon Mallee Region

**Service Contact Tel:** (03) 5442 1966

**Fax:** (03) 5442 1644

**Website:** [www.villamaria.com.au](http://www.villamaria.com.au)

## **Service Location**

Shop 7, 269 High St, GOLDEN SQUARE. VIC. 3555.

## **Service Description**

### **Care packages**

Villa Maria is a not-for-profit, values-based organisation providing quality services and life enhancing opportunities for older people and children and adults with a disability, their families and carers.

Community Aged Care Packages and Case Management- Aged and Disabled are provided.

### **Eligibility**

A Current ACAS is required.

### **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

# Vision Australia - Community Aged Care Packages

## Service Contact

Free call: 1300 847 466

**Tel:** (03) 5445 5700

**Fax:** (03) 5445 5777

**Website:** [www.visionaustralia.org](http://www.visionaustralia.org)

## Service Location:

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

## Brief Service Description

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

## Initial Contact

ACAS assessment is required

## Eligibility

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

## Catchment

Campaspe (S), Greater Bendigo (C)

## Fees

Available on request

# 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.

## **Service Coverage**

Greater Bendigo, Heathcote, Maryborough & Castlemaine.

## **Referral**

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

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