Gannawarra Shire

Aged Care Assessment Service (ACAS)
Aged Persons Mental Health Service (APMHS) – Community Team
Alzheimer’s Australia, Victoria
Baptcare – Loddon Mallee Community Packages: CACPs & EACH
Carer Support & Commonwealth Carer Respite Service
Case Management Services— Bendigo Health
Cognitive Dementia and Memory Service (CDAMS) – Memory Clinic
Commonwealth Carelink Centre – Information & Referral Service
Cohuna District Hospital
Adult Day Activity Centres
Cohuna Community Nursing Home
Dementia Support Group – Gannawarra Neighbourhood House
Fitness for Older Adults Program (FOAP)
Gannawarra Shire Council Aged & Disability Services
  Domestic services
  Food Services
  Personal Care
  Property maintenance
  Respite care
  Veterans Home Care
  Community care packages
Kerang District Health
  Aged Care Services
  Adult Day Activity Centre
  Respite Care
Northaven Community
  Independent Living Units
  Hostel (Ageing in place)
  Respite Care
Veterans Affairs Network
Victorian Patient Transport Assistance Scheme – Department of Human Services
Villa Maria Loddon Mallee Region – Case Management, CACPs
Aged Care Assessment Service (ACAS)

Service contact
Phone: 5454 7588    Fax: 5454 8278
Contact Person: Intake worker

Brief description:
The Aged Care Assessment Service can assist people to access a range of Commonwealth funded services to help them continue to manage in their own home, or to enter an aged care home. ACAS help older people and their carers work out what kind of care will best meet their needs. ACAS provide information on suitable care options and can help arrange access or referral to appropriate residential or community care services such as Home and Community Care (HACC). An ACAS assessment and approval is required before people can access residential aged care, Community Aged Care Packages (CACPs) or Extended Aged Care at Home (EACH) Packages. The ACAS can also help arrange respite care. The idea of respite care is to give the person and their carer a break. It can either be care in a day-centre, support in your home for a few hours a week or the ACAS can approve a short stay in a residential aged care home.

Service access/entry criteria:
The Aged Care Assessment Program under which ACAS operate is a program designed for frail older people although younger people with disabilities may sometimes require ACAS input. The Aged Care Program particularly recognises the need to ensure that older persons who belong to the following groups have equitable access to Aged Care Assessment Team services:
- Aboriginal and Torres Strait Islander people
- people of culturally and linguistically diverse backgrounds
- people living in rural and remote areas
- veterans, their spouses, widows and widowers
- people with dementia;
Reference: Aged Care Assessment Programme Operational Guidelines

Referrals:
Referrals to ACAS may be via general practitioner, acute and sub-acute health services or people may self refer to the service.

Service coverage:
Loddon Mallee ACAS: Bendigo staff are based in Bendigo, Castlemaine,
Kyneton, Maryborough, Rochester and Swan Hill and can visit people at home throughout Loddon Mallee Region. Loddon Mallee ACAS: Mildura provide service in the Rural City of Mildura.

**Fees:**
There is no fee charged for an ACAS assessment.

**Waiting list:**
The waiting time from referral to an ACAS assessment varies depending on priority of referrals. Many of the services to which ACAS refer people have waiting lists.
Aged Persons Mental Health Service - Community Team

Service Contact
Phone: (03) 5454 7604
After Hours: 5454 7615
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
Exhibit behaviour that cannot be managed by other aged care service; In some cases indicated by clinical assessment, APMHS will provide service to people aged under 65 years who exhibit symptoms of degenerative diseases associated with ageing such as pre-senile dementia or Alzheimer's disease.
The APMHS provides specialist assessment and treatment through a multi disciplinary team.

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

Eligibility
People aged 65 and older are eligible for this service if they have, or appear to have, a mental illness; exhibit severe emotional and /or behavioural disturbances; or those under 65 years assessed by the APMHS as being eligible due to ageing related conditions.

Referrals
Referrals can come from any source. Referrals need to have the following details available if possible: reason for referral, presenting fea-
tures/ 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: 5454 7615.

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

**Fees**
This service is Free.
Alzheimer’s Australia Victoria

Service Contact
Phone: (03) 5454 7690
Helpline FreeCall: 1800 100 500

Service Location
Anne Caudle Campus Barnard Street, PO Box 126, BENDIGO. VIC. 3550.

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

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

Fees
This service is Free
Baptcare - Loddon Mallee Community Packages

Service Contact
Initial Contact
Must be through ACAT Beth McMahon
Phone: (03) 5444 0464
Phone/Fax (03) 5444 0595

Service Location: 391 Hargreaves Street, BENDIGO. VIC. 3550

1. Community Aged Care Packages
   Brief Description
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 5 dementia specific packages for the Loddon Mallee Region, by referral from ACAS.

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

2. Extended Aged Care at Home (EACH) packages
   Brief service description
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.

Catchment(s)
Campaspe (S), Central Goldfields (S), Gannawarra (S), Greater Bendigo (C), Loddon (S), Macedon Ranges (S)

Fees
Subsidised by the Government, however a fee is negotiated with each client.

Indicative waiting time
Priorities
Carer Support and Commonwealth Carer Respite Service

Service contact
Mon to Fri – 8.30am to 5.00pm and 24 Hour Emergency Respite
General: (03) 5454 7719
Carer Respite Centre: 1800 059 059
Carer Support Services: 1800 068 978

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

Service includes:
To coordinate access to respite care services.
To develop & maintain a residential booking service.
To provide counselling, practical and emotional support to carers and recipients.
To provide financial support where necessary via brokerage model.
To establish & maintain 24-hour emergency access.
To develop and coordinate the use of volunteers in the provision of respite.

Service access/entry:
The Carer Centre provides a clearly and readily accessible regional focal point for carers providing information and support about the full range of services and other resources available to those in a caring role in the Loddon Mallee region. The service is provided to carers of people who have a disability, mental illness, are frail, aged, have dementia or a chronic illness.

Referrals:
People may access carer support and respite services via self referral or referrals may be made by health professionals or other service providers.

Service coverage:
Carer Support staff are located throughout the region in Castlemaine, Echuca, Swan Hill, Mildura & Bendigo.
Fees:
There is no fee charged for Carer Support Services. A fee may be applied to respite services.

Waiting list:
The waiting time for carer support is minimal, however there may be a wait for some respite services, particularly residential respite.
Case Management Services
(Previously Community Care Options)

Service Contact:
Phone 5454 7833
Fax 5454 7846

Service Location:
100 Barnard Street, BENDIGO. VIC. 3550.

Brief Service Description
Bendigo Health Case Management Services provide support for clients with a disability, chronic illness or age related frailty who:
Have complex needs affecting their independence and safety and,
Want to remain living at home in their local community for as long as possible or,
Has a carer who needs support in order to maintain their caring role.

What is Case Management?
Case Management is a direct service, referring to the management of services, not people.
Affirms the individual's right to be involved in decisions relating to their needs, wants and aspirations.
Provides a single contact point for clients, their carers and service providers.
Individualised support based on identification of needs, setting of and regular review of client goals.
Implementation and coordination of appropriate services and resources to meet agreed goals.
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:
Bendigo Health Case Management Services gives priority where:
- Services are culturally inappropriate.
- The person is geographically isolated.
- Appropriate services do not exist.

Anyone who is referred to Bendigo Health Case Management Services should:
- Have a desire and commitment to remain living at home or in their local community.
- Require case management support to help overcome those factors that place them in a vulnerable or at risk situation.

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

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

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

Waiting list:
People are accepted onto the program on the basis of their relative need. There are waiting lists for packages of care such as CACPs and EACH packages.
1. **Adult Day Activity Centres**

**Service Contact**

**Phone:** (03) 5456 5215

**Contact Hours for Inquiries:**

(Cohuna Hospital)

Monday to Friday, 8.30am - 5.30pm

**Brief service description**

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

**Day Centre Operates:**

Monday and Thursday - 9.30am to 2.30pm

Wednesday - 11.00am - 5.00pm

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

**Eligibility**

Clients assessed upon referral.

**Fees**

Per Day

**Area Serviced**

Cohuna and District

---

2. **Community Nursing Home Aged Care**

**Service Contact**

**Phone:** (03) 5456 5320

**Service Description**

The Cohuna Community Nursing Home provides single and double bedroom accommodation. There is a large dining / lounge room along with a smaller sitting room; but all bedrooms are of sufficient size to enable private personal visits of family and friends; and provision for personal touches from home.
Activities for residents include walks, gardening, music, outings, games, current affairs and special days. Community groups regularly visit. Religious needs can easily be accommodated.

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

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

Personal Service:
- Daily Newspaper delivery
- Podiatry
- Prescriptions
- Hairdressing

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

**Eligibility**
Must be assessed by ACAS as eligible for high level care. The Nursing Home utilizes the resources of the assessment team based at Rochester. The team determines if admission to a Nursing Home is the most appropriate form of care required. Once the need is established, applicants are placed on our waiting lists. Assessment by Aged Care Assessment Service.

**Area Serviced**
Cohuna and District

**Fees**
Fees as per Commonwealth Government fee guidelines.
Cohuna Retirement Village Inc.

Service Contact
Phone: (03) 5456 2338
Phone/Fax: (03) 03 5456 4099

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

Brief service description
The Cohuna Retirement Village Inc. is a community and government funded organisation dedicated to providing quality care and related services to older persons and people with disabilities. The Village can accommodate 33 permanent residents and 1 respite guest. We also have 3 self contained flats where the occupants look after themselves but have access to 24 hour support and all the other facilities within the Village.

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

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

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

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

Eligibility/Referral
ACAS Assessment Required
Initially a Form of Application for Admission must be completed and lodged with the management of the Village. Your details will then be added to our waiting list. Before a person can take up residence at the Village they must first be assessed by an Aged Care Assessment Team (A.C.A.T) to work out what kind of care will best meet their needs. If assessed as needing residential aged care, the A.C.A.T. will approve either high level (nursing home) care or low level (hostel) care. The
A.C.A.T Assessment is valid for 12 months so at the same time of applying for admission you should also make arrangements for an A.C.A.T. assessment.

**Fees**

One in ten people over the age of 70 live in hostels or nursing homes. If you are assessed as needing this care, there are two types of payments you may be asked to make. These are:

- Daily care fees,
- Accommodation payments.

The fees and charges you may be asked to pay when you enter residential aged care will be determined by your care needs, your income and assets, the service you choose, and whether you have special circumstances.
Cognitive, Dementia and Memory Service (CDAMS) – memory clinic

Service contact
Location: John Lindell Rehabilitation Unit, Anne Caudle Centre
Phone: 5454 8500

Brief description:
The multi-disciplinary team offers specialist assessment of peoples memory and associated deficits. The team provides assessment, diagnosis and treatment and management plans for people with memory problems and provides advice on strategies to improve or cope with memory problems. All people referred to the clinic will have:
- Expert clinical diagnosis
- Information on appropriate treatments
- Education, support and information
- Direction in planning for the future
- Information on dealing with day to day issues

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

Service access/entry criteria:
The service aims to assist people with memory loss or changes to their thinking, and those who support them.

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

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

Fees:
There is no client fee for this service.

Waiting list:
There is a waiting list for this service. Check with reception.
Commonwealth Carelink Centre – Information and Referral Service

Service Contact:
Hours of operation: Monday to Friday 9:00AM - 5:00PM.
FreeCall: 1800 052 222
Fax: (03) 5444 5439

Service Location:
63 Nish Street, Echuca, 3564

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

Carelink Centres have local knowledge about:
The range of services available and how to contact them
Who is eligible to receive the services
Whether there are any costs associated with receiving the services
Aged care assessment services for access to Community Aged Care Packages or entry into aged care homes

Your local Carelink Centre has information about the following services in your region:
- household help, home modification and maintenance
- personal, nursing and respite care
- transport and meal services
- disability services
- day care and therapy centres
- assessment, including Aged Care Assessment Teams
- special services for dementia
- continence assistance
- support for carers
- Community Aged Care Packages
aged care homes
a range of allied health care (eg. podiatry, physiotherapy etc) and support groups

Who can use this service?
The Commonwealth Carelink Centre information service can be used by anyone.

Fees
This service is Free
Dementia Support Group – Gannawarra Neighbourhood House

Service Contact  
Phone: (03) 5456 4666

COHUNA  
29 Market Street  
Cohuna Vic 3568  
Phone: 5456 4666  
Fax: 5456 4016

KERANG  
Burgoyne Street  
Kerang Vic 3579  
Phone: 5452 2522

Brief service description  
The Dementia Support Group meets at Gannawarra Neighbourhood House in Kerang on the 2nd Wednesday of every month from 10.00am to 12.00 noon.

Area Serviced  
Cohuna, Kerang and surrounding areas.
Fitness For Older Adults Program (FOAP)

Service Contact
Tel: (03) 5454 7102
Fax: (03) 5454 7107

Brief Description:
Rural Health Team regionally coordinates exercise groups for older adults in a number of towns. The purpose of the groups is to reduce the risk of falls, improve balance, general fitness levels and overall health and wellbeing. The right kind of exercise can make people healthier, happier and more able to enjoy the later years of life. The exercise groups are especially designed for men and women over the age of 55. Classes include a choice of ‘Gentle Music to Exercise’ groups or ‘Strength Training’ classes. Classes are conducted by qualified VICFIT Instructors. Physiotherapists regularly visit and provide advice. The classes are an hour long and are held in a range of community venues.

Classes are available at the following locations:
REGIONAL TOWNS: Birchip, Bridgewater, Charlton, Cohuna, Heathcote, Inglewood, Kerang, Wedderburn, Woodend.

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

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

Fees
$3.00 per class
The aim of the Aged & Disability Service is to assist eligible people to maintain a safe, secure and healthy home environment which enables frail older people and people with disabilities to live independently at home and in the community. Each client receives a full assessment which identifies eligibility, service needs and client abilities. The assessment process includes the client and, if required, their carer or other persons as appropriate. **Aged & Disability Services include:**

1. **Domestic Care**
   **Brief service description**
   Domestic Care provides assistance with house cleaning to support clients and carers to maintain a comfortable home environment. Domestic Care undertakes essential house cleaning of areas regularly used by the client. These areas include bathrooms, toilets, kitchens, living areas and bedrooms. Workers may be assigned to perform such tasks as:
   - mopping or vacuuming floors
   - dusting
   - changing bed linen
   - clothes washing
   - performing essential ironing etc.

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

The Gannawarra Shire Council, Aged & Disability Service has the responsibility of ensuring a safe workplace for its employees. We there-
A safety check of the clients house and equipment be conducted.
No strong chemicals to be used in the cleaning of households.
Clients refrain from smoking whilst workers are in the house.
Workers do not lift heavy objects or move furniture.
Workers do not clean items that cannot be reached from floor level.

**Fees**

Fees for Domestic Care are as low as $3.75 per hour dependant on income. Each clients ability to pay is individually assessed.

**2. Food services**

**Brief service description**

The Food Service is provided to maintain and enhance the clients health and well-being and to support their ability to live independently at home. The service also provides a monitoring function. The Delivered Meals Service provides a healthy, well balanced midday meal to eligible residents, five days per week, within the Kerang, Cohuna and Quambatook areas. There is also the option of additional weekend meals, delivered frozen on a day that is suitable for the client. The meals are delivered by the Aged & Disability Services wonderful Meals on Wheels Volunteers. These people give freely of their time and are an integral part of this service.

**Eligibility/Referral**

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

**Fees**

The client contribution per meal is:
$5.20 for a delivered "Hot" meal (3 Courses)
$4.70 for frozen Meals (2 Courses)

**3. Personal Care**

**Brief service description**

The Personal Care service is provided to enable eligible residents to live independently by assisting with personal tasks that they are unable to perform on their own. The Personal Care Service undertakes a range of tasks including assistance with showering, dressing or grooming, assistance with mobility, and assistance with food preparation and
Aged and Disability Service direct care staff are only permitted to attend to the tasks that have been assessed as required. If your needs change, another assessment will be necessary before staff are allowed to perform extra tasks.

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

**Fees**
Fees for Personal Care are as low as $3.00 per hour dependant on income. Each clients ability to pay is individually assessed.

4. **Property maintenance**

**Brief service description**
The Home Maintenance service provides the client with safety and security within their own home. The service includes external repairs or maintenance to the home. Tasks include:
- repairing door locks, doors, steps and windows.
- installing hand rails, ramps and other aids.
- changing light bulbs.
- installing battery operated smoke detectors.
- lawn mowing and garden maintenance.
- fitting of disability aids, such as rails in showers, in consultation with Occupational Therapists.

5. **Respite care**

**Brief service description**
Respite Care is provided to support the caring relationship by providing carers of frail older people and people with disabilities with a break from their caring responsibilities. Respite Care can be provided in a number of ways, which include:
- In the clients home, usually on a one to one basis
- Out of the clients home
- In the community, where individuals participate in community activities with the support of a Respite Worker.

**Fees**
Fees for Respite Care are as low as $2.00 per hour dependant on income. Each clients ability to pay is individually assessed.
6. Veterans Home Care
The Gannawarra Shire Aged & Disability Service is also contracted by the Department of Veterans Affairs to perform Assessment and care for Veterans.

Fees
Fees vary and are relevant to the particular services required. A full list of fees is available from the Aged & Disability Service Office.

7. Community Aged Care Packages

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

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

A Community Aged Care Package may include assistance with:
- Bathing and showering
- Meals
- Home Maintenance/Gardening
- Social Activities/Transport
- Housework/Shopping
- Respite

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

Indicative waiting time
There is generally a waiting list for this program.

Area Serviced
Loddon Mallee Region
Kerang District Health

Kerang and District Hospital provides a range of aged care services.

1. Glenarm Nursing Home
Service Contact
Phone: (03) 5450 9278
Phone/Fax: (03) 03 5450 9211

Service location: Burgoyne Street, Kerang

Brief service description
Glenarm Residential Aged care is designed to meet needs of the residents who, due to medical, physical, social or psychological problems, can no longer manage in the community or a low care facility. We offer excellent accommodation and individualized care by qualified staff. Glenarm is a 30 bed facility offering both permanent and short term respite accommodation. Glenarm has a secure dementia unit. The aim of Glenarm is to provide individualized and personal care to enhance socialization and to promote an atmosphere in which each resident may find enjoyment and satisfaction whilst living in such a congenial environment. Staff endeavour to provide a homelike environment that meets the individual needs of each resident.

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

Fees
As per Government policy.

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

2. Adult Day Activity Centre
Service contact
Phone: 5450 9283

Service location:
Adult Day Activity Centre runs from W.D.Thomas Centre, Burgoyne Street, Kerang
Brief service description
Maintenance Exercise Program - Tuesday morning 10.30am
Muscle Strength Training Program - Tuesday & Thursday at 2.00pm
Pulmonary Rehabilitation Exercise Program - Thursday 10.30am
Day Activity Programs - Monday, Wednesday and Friday 9.00am - 4.15pm
The Mobile Unit visits –
Murrabit – Monday
Quambatook – Tuesday
Lake Charm/Mystic Park - Thursday

3. Mens Shed
Service Contact
Tel: (03) 5450 9200
Fax: (03) 5450 9209

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

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

- Independent Living Units
- Hostel
- Respite Care

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

1. Independent Living Units
   Service Contact
   Phone: (03) 5452 1622
   Phone/Fax: (03) 03 5450 4316

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

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

   Fees
   Residents may pay an entry contribution, assessed according to government guidelines. Fortnightly fees for accommodation, meals and maintenance are paid by direct debit system. Resident Agreements are signed prior to taking up residence.

2. Hostel
   Service Contact
   Phone: (03) 5452 1622
   Phone/Fax: (03) 03 5450 4316
Brief Service Description
Northaven Community Hostel care is provided for people who are still mobile but who require assistance with day-to-day living tasks. Meals, laundry and cleaning services are provided. Residents are welcome to bring their own furniture and decorate their rooms to their own liking. Each Hostel room has an ensuite. Couples in Hostel rooms are able to use one room as a bedroom and the other as a sitting room. Northaven offers ageing in place.

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

Activities available to residents include:
- nostalgia groups
- physical fitness programs
- weekly shopping trips
- bowls
- bingo
- devotions
- picnics
- annual fete

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

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

**Eligibility**
Must be assessed by ACAS.

**Fees**
Residents may pay an entry contribution, assessed according to government guidelines.
Fortnightly fees for accommodation, meals and maintenance are paid by direct debit system. Resident Agreements are signed prior to taking up residence.

**3. Respite Care**
**Service Contact**
**Phone:** (03) 5452 1622
**Phone/Fax:** (03) 03 5450 4316

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

Service contact
Hours of Operation: 10am-1pm Monday and Tuesday, and appointments can be made for other times.
Location: Anne Caudle Campus
Phone: 5454 7299

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.
Victorian Patient Transport Assistance Scheme (VPTAS)

Department of Human Services - Loddon Mallee Regional Office (main site Bendigo)
74-78 Queen St, (PO Box 513), BENDIGO. VIC. 3552.
Phone: (03) 5434 5555  Fax: (03) 5434 5670

Service Contact
Coordinator of VPTAS program - 1300 737 073

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.
The VPTAS policy sets out the eligibility criteria, reimbursement rates and conditions under which the scheme operates. The Department of Human Services (the Department) reserves the discretionary power to amend the VPTAS eligibility criteria and policy as necessary.
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 (see below link).

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
Villa Maria- Loddon Mallee Region

Case Management

Service Contact
Phone: (03) 5442 1966
Fax: (03) 5442 1644

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

Service Description
Community Aged Care Packages
Case Management- Aged and Disabled

Eligibility
Must be ACAS assessed

Indicative waiting time
Variable

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

- 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 2008.
This booklet of Dementia services available in the Gannawarra Shire was produced as part of the “Improving the Dementia Care Journey” project funded by the Victorian Department of Human Services in 2007.

Information has been updated and is correct at time of printing November 2008.

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

This booklet will be updated each 12 months. For an updated booklet please email: acrombie@bendigohealth.org.au
Or phone Angela Crombie (03) 5454 6415