

Loddon Shire, 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.

This booklet will be updated periodically.
For an updated booklet please email:

acrombie@bendigohealth.org.au
Or phone Angela Crombie (03) 5454 6415

estanyer@bendigohealth.org.au
Or phone Evan Stanyer (03) 5454 6415

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 November 2013.

Aboriginal Community Controlled Health Organisation (ACCHO)

ACCHOs are controlled by, and accountable to, Aboriginal people in those areas in which they operate. ACCHOs aim to deliver holistic, comprehensive and culturally appropriate health care to the community that controls it.

Bendigo & District Aboriginal Cooperative (BDAC)

Dja Dja Wrung Country, land of the Jarra people. City of Greater Bendigo, Macedon, Central Goldfields, Mt Alexander Shires and part of Loddon and Gannawarra Shires

13 Forest Street, Bendigo **54424947** **W:** www.bdac.com.au

Njernda Aboriginal Corporation (Njernda) (Campaspe)

Yorta Yorta Country, land of the Yorta Yorta people Campaspe Shire and parts of Gannawarra, Loddon Shire and parts of NSW

84 Hare Street, Echuca **54806252** **W:** www.njernda.designexperts.com.au

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.

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

Www.fightdementia.org.au

Service Location

Commonwealth Carelink office: 48 Queen St,...

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 counseling, family counseling, group work and education to community groups. The Dementia Helpline is a state-wide telephone information and support service. The Helpline is staffed by professional counselors and trained and experienced volunteer advisors. Many of the advisors have personal experience in dementia care.

Eligibility

People concerned about memory issues. People diagnosed with dementia and/or carers of a person with dementia

Indicative waiting time

4 - 6 Weeks

Catchment

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

Australian Home Care Services

Service contact

Tel: 1300 303 770

Fax: 1300 557 532

www.ahcs.org.au

Brief Description

We assist people to continue living in their homes and provide support to the frail and elderly, people with a disability, our war veterans, people recovering from accident and illness and primary carers in need of a break. All services are available 24 hrs per day, 7 days per week and 365 days per year. A not-for-profit organisation, Australian Home Care is a subsidiary of the Multiple Sclerosis (MS) Limited and helps fund services and research to assist people with MS. MS Limited works to reduce the impact of multiple sclerosis in our community. Your support of Australian Home Care is also directly supporting MS Limited.

1. Home help

Australian Home Care staff undertake basic household tasks for clients such as cleaning, cooking and shopping. Light duties that would be completed on a regular basis, such as washing and ironing, vacuuming, dusting and polishing.

2. Personal Alarm System

Australian Home Care Safe @ Home is a specialist personal alarm and emergency response service available 24 hours a day, seven days a week and 365 days a year.

Australian Home Care will install an alarm unit in your home that is connected via your normal telephone to the Australian Home Care Safe @ Home monitoring centre. The alarm is triggered simply by pressing a button on a personal waterproof pendant you wear, and the operator is in touch with you. They will stay on the line until help is at your side.

3. Personal Care

Personal Care service involve one-to-one care provided in your home by a trained care worker. We will assist and support you to perform daily living tasks.

4. Respite care

Respite care can be provided:

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

5. Transport

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

Eligibility

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

Indicative waiting time

Referrals followed up within 24 hours.

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,...

Brief Description

1. Community Aged Care Packages

Community aged care packages are planned and coordinated packages of care to help older people with moderate or severe disabilities to remain living in their own homes. They are funded by the Commonwealth Government to provide for the complex care needs of older people.

Baptcare has also been allocated dementia specific packages for the Loddon Mallee Region

Eligibility

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

2. Extended Aged Care at Home (EACH) & EACH D packages

Extended Aged Care at Home (EACH) packages are flexible and may include services such as nursing, domestic assistance, in-home respite, personal care, transport and social support.

Eligibility

To be eligible for a EACH package a person must have been assessed by the Aged Care Assessment Service as requiring high-level residential care and also eligible for flexible care.

To be eligible for an EACH D package the person must also be assessed by ACAS as having dementia.

Catchments

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

Fees

Available on request

Boort District Hospital

1. Boort Hostel

Service Contact

Phone: (03) 5451 5200

Phone/Fax: (03) 5455 2502

Service location: Andrew Street, VIC..

Brief service description

The Boort Hostel offers accommodation in 30 single rooms for the aged needing low level residential care. People with dementia or intellectual, mild psychiatric or physical disabilities can be accepted. Boort Hostel provides both permanent residential and short term respite accommodation.

Eligibility

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

Indicative waiting time

Available on request

Fees

Available on request

2. Boort Nursing Home

Service contact

Telephone: (03) 5451 5200

Fax: (03) 5455 2502

Service Location: Kiniry Street, Boort

Brief service description

The Boort Nursing Home offers 10 high level care beds for the aged needing high level nursing care. People with dementia or intellectual, mild psychiatric or physical disabilities can be accepted. Workers speak community languages inc Maltese.

Eligibility

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

Indicative waiting time

Available on request

Fees

Available on request

3. Boort Planned Activity Groups & Social Support Service

Service contact

Phone: (03) 5451 5200

Phone/Fax: (03) 5455 2502

Service Location: Kiniry Street, Boort

Brief service description

The Boort Day Centre program provides social support, recreation, activity based programs for the aged and those with a disability. Activities provide respite to families/carers.

Activities include:

Creative Living

The Creative Living Program was developed to meet the needs of an independent group of clients. These clients benefit from the stimulation of 'Craft Activities' and associated socialisation within a group situation.

Frequency: The first Monday of the month

Transport: Available

Home Chat

This program targets those persons within the Boort Community and surrounding areas who are socially isolated due to the lack of transport, mobility and illness. These people in many cases also lack a family network. This program hopes to maintain a link with the broader community. To maintain social contacts and links to aged care services within their community.

Frequency: Monthly visits

Time: As arranged

Talk and Tucker

This program was initiated from the need to meet the social isolation of aged people in the community. Participants originally were those receiving meals on wheel services at home who were constantly eating alone. This expanded to include isolated aged couples and referrals were received from district nurses, concerned family members and neighbours. Some of these Talk and Tucker members have become regular attendee's of the Tuesday/Thursday program as their need for support to live independently in the community has grown. Most participants at Talk and Tucker do not see themselves requiring the support that the clients receive on Tuesday/Thursday.

Frequency: Once a month

Transport: Available

Tuesday Group

The Tuesday Group was established to meet different needs of people in our community which includes the frail, dementia sufferers, those with multiple health problems and those who are socially isolated receiving little or no support in the community.

Frequency: Every Tuesday

Transport: Available

Content: Social Interaction, Games, Outings and meal

Staying Strong

This program was developed to meet the needs of clients who still wish to be involved in some form of structured exercise program to maintain their fitness level. These clients benefit from participating in Tai Chi and Strength Training using weights. This program changes to suit the abilities of those attending. A fully trained physical fitness instructor runs this program and attendance varies per session.

Frequency: twice weekly

Transport: Available

Film Club

The Film Club was developed to allow all clients who attend the Boort Day Centre, with an

opportunity to watch old films of their choice. Participants meet twice a month and enjoy a film chosen by the group

Frequency: The second and fourth Friday

Transport: Available

Thursday Ladies and Laugh

Thursday Ladies and Laugh was established to provide a fun filled day at the centre which may include games, quizzes and to allow participants the opportunity to have numerous social outings eg: places of interest like Bendigo and concerts. The clients who attend this group are the more active in the Boort community, with many of them also belonging to Senior Citizens and the CWA. There is a waiting list for this group.

Frequency: Every Thursday

Transport: Available

Down the Street

The Down the Street program was put in place to provide clients in the community, without transport, with a means of going about normal daily living tasks, such as shopping, banking etc. This program is staffed by volunteers, using the Boort District Hospital social support car.

Frequency: Friday Mornings

Men on the Move

The Men on the Move program was established to encourage participants to develop both formal and informal supports that will enhance the quality of their lives. This program aims to match male volunteers with isolated men within the Boort community.

Frequency: Ongoing

Content: Social interaction and outings

Broad band for seniors

Internet café environment which also provides basic computer training.

Eligibility

Must satisfy HACC requirements

Fees

Minimal costs are associated with some activities. Enquire.

Area Serviced

Boort and up to a radius of 30km's surrounding Boort

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 Respite for Carers Strategy in the Loddon Mallee region. This team provides a "first contact" information point for carers, to assist and support them in accessing services including respite care.

Service includes:

- To coordinate access to respite care services.

- To develop & maintain a residential booking service.

- To provide counselling, practical and emotional support to carers and recipients.

- To provide financial support where necessary via brokerage model.

- To establish & maintain 24-hour emergency access.

- To develop and coordinate the use of volunteers in the provision of respite.

Service access/entry:

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

Referrals:

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

Service coverage:

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

Fees:

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

Waiting list:

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

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, VIC..

Brief Service Description

Support is provided for clients with a disability, chronic illness or age related frailty who:
Have complex needs affecting their independence and safety and,
Want to remain living at home in their local community for as long as possible or,
Have a carer who needs support in order to maintain their caring role.

What is Case Management?

Case Management is a direct service, referring to the management of services, not people. A person centred approach to care ensures that individual's right to be involved in decisions relating to their needs, wants and aspirations.

Individualised support is based on identification of needs, setting of goals with regular review and service coordination.

Provides a single contact point for clients, their carers and service providers.

Primarily focussed on maintaining and or gaining independence and encouraging positive involvement within the community.

Undertakes an advocacy role where needed to ensure the persons rights are protected.

Co-ordinates support systems and services and clarifies what is to be achieved by everybody involved.

Services include:

Acquired Brain Injury Services
Chronic Illness Relief Program
Community Aged Care Packages
Extended Aged Care At The Home (EACH)
Flexible Care packages
Linkages

Service access/entry criteria:

Priority is given **where:**

Services are culturally inappropriate.
The person is geographically isolated.
Appropriate services do not exist.

Anyone who is referred to Bendigo Health Case Management Services should:

Have a desire and commitment to remain living at home or in their local community.

Require case management support to help overcome those factors that place them in a vulnerable or at risk situation.

Referrals:

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

Service coverage:

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

Fees:

As per Government Policy, available on request.

Waiting list:

People are accepted onto the program on the basis of their relative need. There are waiting lists for packages of care such as CACPs and EACH packages.

Central Victorian Stroke Support Group Inc

Service Contact

Tel: (03) 5443 6623 (Bev Stephens)
www.strokeassociation.com.au/bendigossq.htm

Service Location

Monthly lunch time meetings are held at Foundry Hotel, High St Bendigo on the last Saturday of the month

Brief Service Description

Our Philosophy is:

To help people in the early stages of stroke and stroke recovery to find life, fun and laughter.

Our goals are:

Dream, Believe, Achieve.

Members receive a Name Badge.

Survivors and their carers are welcome.

The group also visits survivors in hospital and in their homes if requested.

Eligibility

Survivors of stroke and their carers.

Indicative waiting time

Nil

Area Serviced

Approx 100 km radius of Bendigo. People outside of the area are welcome.

Fees

There is a minimal annual membership though initial visit are at no charge.

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

Service contact

Tel: 5454 8500

Location: John Lindell Rehabilitation Unit, Anne Caudle Centre

Brief description:

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

Expert clinical diagnosis

Information on appropriate treatments

Education, support and information

Direction in planning for the future

Information on dealing with day to day issues

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

Service access/entry criteria:

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

Service coverage:

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

Referrals:

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

Fees:

There is no client fee for this service.

Waiting list:

Available on request

Commonwealth Carelink Centre – Information and Referral Service

Service Contact:

Hours of operation: Monday to Friday 9:00AM - 5:00PM.

Free Call: 1800 200 422

Aged care Free call: 1800 052 222

Fax: (03) 5444 5439

www.agedcareaustralia.gov.au

www.commcarelink.health.org.au

www.connectingcare.com.au

Service Location:

48 Queen St, Box 126,...

Brief Description:

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

Carelink Centres have local knowledge about:

The range of services available and how to contact them;

Who is eligible to receive the services;

Whether there are any costs associated with receiving the services;

Aged care assessment services for access to Community Aged Care

Packages or entry into aged care homes;

A range of allied health care (e.g. podiatry, physiotherapy etc) and support groups

Who can use this service?

The Commonwealth Carelink Centre information service is available to everyone

Fees

This service is free

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)

Golden City Support Services (GCSS)

Service contact

Tel: (03) 5434 2777: (03) 5434 2799

Hours

Mon-Fri 9.00am-5.00pm

Service location: 48 Mundy St, Box 297,...

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

Haven (formerly Loddon Mallee Housing Services)

Service Contact

Tel: (03) 5444 9000

Fax: (03) 5444 9091

Service Location

10-16 Forest st, Box 212,...

Brief service description

Housing Support For The Aged assist older people who are confronting housing difficulties and who may require on-going case management support to access services specific to their needs. The Housing Support Worker aims to assist clients to live and remain independently in their own homes.

Eligibility

Consumer must be 50 years of age or over and must be experiencing difficulties in the following areas: Currently living in unsafe or low cost housing and/or at risk of homelessness and/or facing a wide range of serious health and social difficulties which requires ongoing support

Indicative waiting time

Available on request

Service coverage:

Offices are located in Bendigo, Echuca, Kyabram, Swan Hill, Robinvale and Mildura. Services are provided across the Loddon Mallee Region.

Fees

This service is free

Referrals:

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

Inglewood & District Health Service

Inglewood and District Health Service offer a range of services, including community mental health nurses and district nurses, that may be accessed by people with dementia.

1. Hostel

Service Contact:

Phone: 03 5431 7000

Brief Description

The 20 bed Hostel offers Low care, i.e. where residents are predominately independent but require assistance with various activities of daily living such as showering. The Hostel provides ageing in place. Both permanent residential and short term respite accommodation is provided.

Eligibility

Current ACAS

Fees and waiting time

Available on request

2. Nursing Home

Service Contact

Tel: (03) 5431 7000

Brief Description

Residential Aged Care is offered in the 15 bed Nursing Home for those requiring High Care such as nursing assistance. It should be noted that people can be admitted to the Nursing Home while waiting for a vacancy to occur in another Nursing Home, usually one closer to their families; eg Bendigo. Limited respite care is also made available when possible.

Eligibility

Current ACAS

Fees and waiting time

Available on request

3. Planned Activity Groups (PAG)

PAGs are conducted in Inglewood, Wedderburn (weekly), Tarnagulla (monthly), Bridgewater and Wedderburn (alternate weekends)

Fees and waiting time

Available on request

4. Social work and counseling services

Support & assistance through counselling, advocacy, casework & group programs. Grief & Bereavement, Family & Relationship, Children, Parenting, Accommodation, Family Violence, Personal Problems, Stress Management, Depression/Anxiety, Art Therapy & Referrals.

Fees and waiting time

Available on request

Loddon Shire Council

Service Contact:

Phone: 03 5437 7999

Fax: 03 5437 8407

Service Location:

37 Peppercorn Way, Serpentine, 3517

Brief service description

1. Community Aged Care Packages

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.

2. Aged Care & Disability services

The Loddon Shire Council, through its' Home and Community Care (HACC) Program is committed to providing community care services to support the frail aged, people with disabilities and their carers. The aim of the HACC program is to assist persons to remain in their home as long as possible by providing assistance with home care, home maintenance, personal care, respite care and delivered meals. The service enables people to remain independent for as long as practically possible.

Eligibility

These special needs groups have priority to access to HACC services according to their assessed individual needs:

- people from culturally and linguistically diverse backgrounds and indigenous people;
- persons suffering from dementia or other related disorders;
- financially disadvantaged persons;
- frail aged and other people with disabilities living in remote or isolated areas and;
- people with multiple disabilities and complex support needs.

Referral

You may refer yourself for the program. Referrals may also be received from doctors, hospitals, family, and friends.

Fees

Available on request

2.1 Delivered Meals

Service Description

Paid staff and volunteers deliver Meals on Wheels 5 days per week across the Loddon shire. There is also the option of additional weekend meals, delivered frozen. A hot or ready-to-eat subsidised midday meal is delivered at low cost to the frail aged, people with disabilities and those unable to cook for themselves. Meals can be ready-to-eat or reheat meals and can be delivered to your home or sometimes provided in a community venue.

Eligibility

Eligibility for Delivered Meal services is restricted to those consumers who are assessed as being nutritionally at risk. Nutritionally at risk may be defined as the client and/or their carer being unable to cook and prepare meals due to illness or disability.

2.2 Home Care - HACCC

Service Description

Home Care provides assistance with house cleaning to support clients and carers to maintain a safe, comfortable environment. Services are provided in a way which enhances and maintains an individual's abilities and independence.

The service undertakes essential house cleaning of areas regularly used by the consumer. These include bedrooms, the bathroom, toilet, kitchen, laundry area and lounge room. Workers undertake tasks such as mopping or vacuuming floors, changing bed linen and washing. Home Carers can also prepare meals, do shopping, provide escorts for appointments and pay bills as required.

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.

Personal Care services aim to assist people with basic hygiene tasks they would normally do for themselves, but because of illness, disability or frailty they are unable to perform unaided. If the client is considered to have an unstable and or complex health condition he/she is referred to the local district nursing service for the implementation of ongoing care planning.

2.4 Planned Activity Groups

Service contact

Phone: 5437 7999

Fax: 5437 8407

Loddon Busy Bees: Group meets once per fortnight to share a meal, activity, fellowship, combined group days and outings.

Pyramid Hill Every 2nd Wednesday

East Loddon Every 2nd Thursday

Tarnagulla Every 2nd Monday

Lunch with the Fella's: Group meets once per fortnight to share a meal, activity, fellowship, combined group days and outings.

Tarnagulla Every 2nd Tuesday
East Loddon Every 2nd Thursday

Dining with Friends: As Lunch with Fellas.
East Loddon Every 2nd Thursday

2.5 Property Maintenance - HACC

Handyman assistance for the frail aged, ill and those with disabilities provides general maintenance and repairs of the home and grounds. A property maintenance worker can assist you with small jobs around your home, to improve your safety, such as installing rails, changing light globes and checking smoke alarms.

Property Maintenance aims to maintain a safe, secure, healthy home environment by ensuring services are provided in a way that enhances and maintains an individual's abilities and independence. Services are provided to ensure the client's home is safe and secure - both inside and outside. Property maintenance will evaluate the extent of repairs, maintenance or cyclical work, which needs to be undertaken.

Home maintenance can assist with minor repairs and modifications that do not require the skills of a tradesperson such as a licensed electrician or plumber.

2.6 Respite - HACC

An appointment is required to **access this service**

Respite services aim to provide carers with a break from their caring responsibilities. Staff provide care for the client whilst the primary carer has a break. This also facilitates an opportunity for the person being cared for to have a break, or an outing without their usual carer.

2.7 Veterans Home Care

The Veterans Home Care Program assists assessed veterans and war widows/widowers, who wish to remain living in their own home. The service can provide Home Care, Personal Care, Respite Care and Home and Garden Maintenance.

2.8 Senior Citizens Clubs

Serpentine Office

37 Peppercorn Way, Serpentine

Phone: 5437 7999

Boort Senior Citizens Centre

Godfrey Street, BOORT 3537

Phone: 5455 2260

SECRETARY: Mrs Lorna Hubbard, 5455 2222

East Loddon Senior Citizens Centre

Recreation Reserve, Prairie Borung Road, CALIVIL

Phone: 5436 6353

SECRETARY: Mrs Norma Winchcomb. 54366352

Inglewood Senior Citizens Centre

75 Grant Street, INGLEWOOD 3517

Phone; 5438 3043

SECRETARY: Mrs Joan Fletcher, 54383312

Pyramid Hill Senior Citizens Centre

Mackay Street, PYRAMID HILL 3575

Phone: 5455 7256

SECRETARY: Mrs Zelma Doyle, 54557076

Tarnagulla Senior Citizens Centre

Town Hall, Commercial Road, TARNAGULLA 3551
SECRETARY: Mrs Marie Pickering, 5435 7387

Wedderburn Senior Citizens Centre

Kerr Street, WEDDERBURN 3518

Phone; 5494 3378

SECRETARY: Mrs Ruth Norman, 54943261

Pyramid Hill Hostel

Service contact

Phone: (03) 5455 7112: (03) 5455 7120

Service location: Durham Ox Rd, HILL...

Brief service description

Pyramid Hill Hostel is 22 bed facility offering ageing in place. The Hostel provides both permanent residential and short term respite accommodation. Excellent modern facility, fully accredited by the Commonwealth Government.

Eligibility

Must be assessed by ACAS.

Area Serviced

Loddon Shire

Indicative waiting time

Available on request.

Fees

Available on request.

Quick Reference - Residential Aged Care Facilities Loddon Shire

Pyramid Hill Residential Care

Durham Ox Rd, Pyramid Hill VIC 3575 **Phone** (03) 5455 7112

Rooms / Beds	Low Care
Total	23
Respite	1

Boort District Health

31 Kiniry St, Boort VIC 3537 **Phone** (03) 5451 5200

Rooms / Beds	High Care	Low Care
Total	10	30

Inglewood & Districts Health Service

Hospital St, Inglewood VIC 3517 **Phone** (03) 5431 7000

Rooms / Beds	High Care	Low Care
Total	15	20

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.

Veteran's Home Care services

FreeCall: 1300 550 450

Eligibility for veteran's services

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

1. Veterans' home and garden maintenance

Brief service description

The focus of Veterans' Home/Garden Maintenance is on safety or access issues. The service offers a maximum of 15 hours per year for minor repairs and installations of safety and security measures. The service is unable to offer lawn mowing, repairs that require a trades person, or major home modifications.

2. Veterans' Home Care

Brief service description

Assistance with chores including general cleaning, dishwashing, ironing, bed making.

3. Veterans' Personal Care

Brief service description

Assistance with daily-living tasks such as eating, bathing, toileting, grooming, transfers from/to bed and mobilising around the house. These are tasks that the person would normally do themselves but because of lack illness, disability or frailty they require the assistance of another person.

4. Veterans' respite

Brief service description

Respite is designed to provide relief for a carer who has responsibility for a person requiring ongoing care, attention & support. In-home respite can be provided 7 day per week, DVA will pay for up to 196 hours (28 days) of in-home respite, OR the basic daily fee for residential respite, OR a combination of both. Tasks not undertaken as part of in-home respite include-housework and the administration of medication. Home and Community Care clients can receive additional respite through Veterans' Home Care.

Service coverage

This service is provided across the Loddon Mallee Region.

Veterans Affairs Network

Service contact

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

Location: Bendigo Health, Anne Caudle Campus

Phone: 5454 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)**

Service Contact: 1300 737 073

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

Description

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

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

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

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

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

Eligibility

Any age group is eligible. Applicants must reside in the Loddon Mallee Departmental Rural Region and travel a distance of at least 100km one way to seek approved specialist medical treatment to

apply for the scheme. An application form needs to be completed.

Indicative waiting time

No waiting list for this program.

Service coverage

Across 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

Service Location

Shop 7,269 High St, SQUARE...

Service Description

Community Aged Care Packages

Case Management- Aged and Disabled

Eligibility

Must be ACAS assessed

Indicative waiting time

Available on request

Catchment

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

Fees

Available on request