

**List of Dementia services  
for the City of Greater  
Bendigo**

**November 2008**

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Victoria Heights Residential Care

Victorian Patient Transport Assistance Scheme – Department of Human Services

Villa Maria Loddon Mallee Region – Case Management, CACPs

Vision Australia – Community Aged Care Packages (CACP)

Volunteer Transport – Australian Red Cross

# **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**

Tel: (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 Sub acute 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 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: **5454 7615**.

**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.

# Alawara Retirement Village

## **Service Contact:**

**Tel:** (03) 54437902

**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.

### **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**

### **1. Independent Living Units**

Aged persons capable of independent living.

### **2. Hostel & Respite**

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**

Inquire

## **Fees**

### **1. Independent Living Units**

Ingoing Fee \$50,000

Daily Maintenance Fees \$8.53

### **2. Hostel & Respite**

A charge applies to this service.

## **Referral**

Referrals accepted.



# 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 Tattslotto 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**

Inquire

## **Fees**

Commonwealth facility – Bond established with management.

## **Service coverage**

Greater Bendigo (C)

# Alzheimer's Australia Victoria

## Service Contact

**Tel:** (03) 5454 7690 **Free Call:** 1800 100 500

**Fax:** (03) 5454 7136

## 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

# **Amity @ Bendigo**

## **Service Contact**

**Tel:** (03) 5445 9000

**Fax:** (03) 5445 9050

## **Service Location**

208 Holdsworth Rd, BENDIGO

## **Brief Description**

Low Level Residential Aged Care Service offering Ageing in Place.

## **Eligibility**

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

## **Indicative waiting time**

Current waiting list

## **Fees**

Incoming Bond & Daily Care Fees

## **Area Serviced**

Statewide

# Australian Home Care Services

## Service contact

**Tel:** (03) 5441 8344 **After Hours:** 1300 303 770

**Fax:** 1300 557 532

## Service Location:

125 Wills St, (PO Box 1014), BENDIGO. VIC. 3552.

## 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.

#### **Catchment**

Includes the Loddon Mallee Region.

#### **Fees**

A charge applies to this service

# **Baptcare - Loddon Mallee Community Packages**

## **Service Contact**

### **Initial Contact**

Must be through ACAT Beth McMahon

Tel: (03) 54440464

Tel/Fax: (03) 54440595

## **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.

### **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**

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

# Benetas St Laurence Court

## Eaglehawk site

### Service contact

Phone: 5446 9699

Fax: 5446 9267

Email: stlman@benetas.com.au

**Service location:** 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

As per government policy

### Service coverage

Greater Bendigo

### Waiting list

Inquire

# Benetas St Laurence Court

## Kangaroo Flat site

### Service contact

Phone: 5447 0477

Fax: 5447 7579

Email: [slc@iinet.net.au](mailto:slc@iinet.net.au)

**Service location:** 6-8 Wesley Street, Kangaroo Flat, Vic, 3555

### Brief service description

Set amidst a picturesque environment across more than a hectare, the bright, open-plan facility features six interconnected wings, each with its own sitting and refreshment area. Designed to make good use of natural light, the facility looks out onto attractive garden settings and the spacious outdoor areas are ideal for leisurely walks and activities.

St Laurence Court Kangaroo Flat offers 50 low level care beds, including 1 bed for low level short term respite care. All accommodation is single rooms complete with a full ensuite. Led by a committed team of caring and trained staff, residents are offered a wide choice of lifestyle and leisure activities, with access to a range of services, including on-site hairdressing, podiatry, library and regular chapel services. With close links to the local community, residents also have opportunity to be involved with regional organisations, churches and social groups.

### Eligibility

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

### Fees

As per government policy

### Service coverage

Greater Bendigo (C)

### Waiting list

Inquire



# Bentleys Aged Care

## **Service contact**

Phone: (03) 5444 4050

Fax: (03) 5444 4171

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

## **Brief service description**

Offers 48 single rooms and 8 double/twin rooms all with private en-suites and 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 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. 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 (correct at April 2008)**

Single Room - \$690

Double/Twin Room - \$990

These prices are all inclusive. No ingoing fees or bonds

## **Indicative waiting time**

Inquire

# Bethlehem Home for the Aged

## **Service Contact**

### **Family Liaison Officer**

Tel: (03) 5443 4211 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**

Inquire

## **Fees**

As per Government Policy

## **Referral**

Referrals accepted.

## **Service coverage**

Loddon Mallee Region

# **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

**Service location:** Level 1, White Administration Building, Anne Caudle Campus, Barnard Street Bendigo

## **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.

# 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 ensuite's), 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. During the twelve years Carshalton House has been open dedicated team of staff 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**

Most residents will pay a combination of several fees and charges. Fees are calculated and regulated by the Government. As part of your application you will be required to supply the home with your financial asset information so calculation can be made to ascertain what charges and fees you will be required to pay. Please call our Resident Services Advisor for more details on telephone: 5454 9374.

# **Case Management Services (Previously Community Care Options)**

## **Service Contact:**

Phone 5454 7833 or 5454 7833

Fax 5454 7846

**Hours:** Monday to Friday 9.00 am to 5.00 pm

## **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](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:**

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.

# **Central Victorian Stroke Support Group Inc**

## **Service Contact**

Tel: (03) 54437866

## **Service Location**

Lunch meetings held at: Brian Boru Hotel 1 McIvor Road, 14  
Stephens Court, BENDIGO. VIC. 3550.

## **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:

1. Dream
2. Believe
3. Achieve.

Members receive a Name Badge. Survivors and their carers are  
equally welcome.

The group also visits survivors in the 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 wel-  
come.

## **Fees**

Annual Membership \$10.00

(can be made in two instalments)



# City of Greater Bendigo

The following Home & Community Care (HACC) Services are available through the City Of Greater Bendigo. To access these services, clients need to be assessed by the Intake and Assessment Services at the Bendigo Health Care Group. **Phone 5454 7589.**

## Eligibility

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

## Service Location

34 Mundy Street, Bendigo

**Tel:** (03) 5434 6411

**Fax:** (03) 5434 6105

## Postal Address

P O Box 733,

BENDIGO VIC 3552

## Area Served

City of Greater Bendigo

**Fee:** As per HACC fee policy

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

**Service contact: Tel: (03) 5434 6430**

**Tel: (03) 5442 5756 Kitchen**

#### Brief Description

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 6423**

#### Brief Description

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 6425**

#### Brief Description

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**

##### **Brief Description**

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

#### **5. Respite Care & Veterans Respite care**

**Service contact: Tel: (03) 5434 6427**

##### **Brief Description**

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 6426**

##### **Brief Description**

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**

##### **Brief Description**

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) 5434 6454**

##### **Brief Description**

The group maintains and individual's ability to live at home by providing a programme 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**

**Location:** John Lindell Rehabilitation Unit, Anne Caudle Centre

**Phone:** 5454 8500

## **Brief description:**

The multi-disciplinary team offers specialist assessment of people's 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

Linkages for clients or their family to other service providers or community supports

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.

**Free Call:** 1800 052 222

**Fax:** (03) 5444 5439

**Service Location:**

48 Queen St, PO Box 126, BENDIGO. VIC. 3552.

**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 (e.g. podiatry, physiotherapy etc) and support groups

**Who can use this service?**

The Commonwealth Carelink Centre information service can be used by anyone.

**Fees**

This service is Free

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

## **Service Contact**

Tel: (03) 5454 7102

Fax: (03) 5454 7107

**Service Location:** Mercy Street, 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:** \$3.00 per class

# Golden City Support Services

## Carer services

### 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

Inquire

### Fees

Inquire

### 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 at ground level. The bedrooms are shared with two beds in each room and shared ensuite facilities. 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 in. 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 over twenty-four hours a day, seven days a week by nurses registered in Divisions 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 Aged Care Assessment Service (ACAS) as requiring high level residential care and must have a current ACCR.

## **Service coverage:**

Golden Oaks Nursing Home is available to older people within the Loddon Mallee Region.



**Referrals:**

Once the person has been approved 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:**

Most residents will pay a combination of several fees and charges. Fees are calculated and regulated by the government. As part of the application the person will be required to supply the home with their financial asset information so calculation can be made to ascertain what charges and fees will be required to pay. Please call our Resident Services Advisor for more details on telephone: 5454 9374.

**Waiting list:**

The Aged Care Assessment Service (ACAS) holds a centralised waiting list for all people awaiting high-level residential care in the region. For waiting list information please call 5454 7588.

# Joan Pinder Nursing Home

## **Service Contact**

**Phone:** 5444 6200

**Fax:** 5444 6233

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

## **Brief description:**

Sixty single bedrooms provide window views of the surrounding gardens. Twenty-four rooms have private ensuites and thirty-two rooms 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 at caring for the aged person. Care is provided over twenty-four hours a day, seven days per week by Registered, division 1 & 2 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.

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

The person must be assessed by the Aged Care Assessment Service (ACAS) as requiring high level residential care and must have a current ACCR.

**Service coverage:**

Loddon Mallee Region.

**Referrals:**

Once the person has been approved by ACAS as requiring high-level residential care the person and/or their family can nominate Joan Pinder Nursing Home as one of their preferences.

**Fees:**

Most residents will pay a combination of several fees and charges. Fees are calculated and regulated by the government. As part of your application you will be required to supply the home with your financial asset information so calculation can be made to ascertain what charges and fees you will be required to pay. Please call our Residential Service Advisor for more details (ph 54549374)

**Waiting list:**

The Aged Care Assessment Service (ACAS) holds a centralised waiting list for all people awaiting high-level residential care in the region. For waiting list information please call 5454 7588.

# 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**

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

1 Respite bed

Gardens, pets, activity programs. Smoking restricted to Outside.

## **Eligibility**

Aged & persons with dementia or intellectual, physical disabilities.

## **Indicative waiting time**

Inquire

## **Catchment**

Greater Bendigo

## **Fees**

As per Commonwealth Schedule of Fees.

## **Area Serviced**

City of Greater Bendigo

# **Loddon Mallee Housing Services**

## **Housing Support For The Aged**

### **Service Contact**

**Tel:** (03) 5444 9023

**Tel:** (03) 5442 4288

**Fax:** (03) 5443 2758

### **Service Location**

24-30 View Street, PO Box 212, BENDIGO. VIC. 3552.

### **Brief service description**

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

### **Eligibility**

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

### **Indicative waiting time**

No current waiting list

### **Catchment**

Campaspe (S), Central Goldfields (S), Greater Bendigo (C), Loddon (S), Mount Alexander (S)

### **Fees**

This service is Free

# McIvor Health & Community Services

The following services are offered by McIvor Health and Community Services. The services can be accessed by contacting:

## **Service contact**

Telephone: (03) 5431 0900

Fax: (03) 5433 3049

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

## **Residential Care**

### **1. Nursing Home & Hostel**

#### **Brief service description**

A 42 bed Aged Care Facility providing long term accommodation options for clients with high and low needs.

30 low care beds & 12 high care

#### **Eligibility**

As per ACAS Assessment

#### **Indicative waiting time**

Inquire

#### **Area Serviced**

City of Greater Bendigo

#### **Fees**

Inquire

## **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.

### **1. Delivered Meals (Meals on Wheels)**

#### **Brief service description**

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. Home Care**

### **Brief service description**

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.

## **3. Personal Care**

### **Brief service description**

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.

## **4. Property Maintenance**

### **Brief service description**

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

## **5. PAG - Planned Activity Group**

### **Brief service description**

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

Fees: Enquire - Includes lunch and transport.

## **6. Community Transport**

### **Brief service description**

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

### **Area Serviced**

Heathcote and surrounding area

# Mirridong Nursing Home

## **Service contact**

Phone: (03) 5442 4011

Fax: (03) 5442 4511

**Service location:** 92 - 100 McIvor 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**

The Aged Care Assessment Service (ACAS) holds a centralised waiting list for all people awaiting high-level residential care in the region. For waiting list information please call 5454 7588.

## **Fees**

Inquire



# Psychogeriatric assessment

## Marjorie Phillips Unit

### Service contact

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

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

### Brief description:

Marjorie Phillips Unit (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 twelve 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 RN Div.1 and 3 as well as RN Div.2 nurses, social worker, Occupational therapist and cleaning & domestic staff. Medical services are provided by a Psychiatrist and a registrar for patients in the acute beds and a Geriatrician and a 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:**

There is a waiting list for admission to MPU and beds are allocated on a priority need basis.

# Simpkin House

**Residential home**

**Service Contact**

**Phone:** 5441 5742 **Fax:** 5441 5753

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

## **Brief description:**

Simpkin House is a specialist forty bed secure psycho geriatric facility with four wings. Each wing has ten single bedrooms with en-suites. The home has four 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 put into security pads 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 twenty-four hours, seven days per week by nurses registered in Divisions one, two and three. 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:**

Most residents will pay a combination of several fees and charges. Fees are calculated and regulated by the government. As part of your application you will be required to supply the home with your financial asset information so calculation can be made to ascertain what charges and fees you will be required to pay. Please call our Resident Services Advisor for more details telephone: 5454 9374.

# Stella Anderson Nursing Home

## **Service contact**

**Phone:** 5454 7194 **Fax:** 5454 7198

**Service Location** 100-104 Barnard Street, Bendigo

## **Brief description:**

Stella Anderson Nursing Home consists of sixty singles bedrooms providing window views with shared en-suites. Expansive corridors, on three levels with sitting and tea rooms, provide a private setting for residents enjoyment, with small balconies and comfortable seating. The large lounge dining area on level two enables all residents to enjoy social interaction. 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 twenty four hours a day, seven days per week. Care is delivered by nurses registered in Divisions one and two. 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 be assessed by the Aged Care Assessment Service (ACAS) as requiring high level residential care and must have a current ACCR.

## **Service coverage:**

Stella Anderson Nursing Home is available to older people within the Loddon Mallee Region.

**Referrals:**

Once the person has been approved by ACAS as requiring high-level residential care the person and/or their family can nominate Stella Anderson Nursing Home as one of their preferences.

**Fees:**

Most residents will pay a combination of several fees and charges. Fees are calculated and regulated by the government. As part of your application you will be required to supply the home with your financial asset information so calculation can be made to ascertain what charges and fees you will be required to pay. Please call our Residential Service Advisor for more details (ph 54549374)

**Waiting list:**

The Aged Care Assessment Service (ACAS) holds a centralised waiting list for all people awaiting high-level residential care in the region. For waiting list information please call 5454 7588.

# Strath-Haven – Residential care

## Service Contact

Phone: (03) 5442 3155

Fax: (03) 5441 2744

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

## Brief Service Description

Strath-Haven, located in Condon Street, Bendigo 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 64 low care 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

To be eligible for care at Strath-Haven there is a requirement to be assessed. Assessments can be arranged by contacting your nearest Commonwealth Carelink Centre on: **1800 052222** or Aged Care Assessment Team: **(03) 5454 7588**.

Strath-Haven also operate independent living units for 30 people at Strath-Haven in Strathdale and for 11 people at White Hills Haven.

## Service coverage

Loddon Mallee Region

## Fees

Negotiated with each client

# Strath-Haven Community Aged Care Packages

## **Service contact**

Phone: (03) 5454 3000

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 package

## **Fees**

Fees are negotiated with each person.

## **Waiting list**

Inquire

## **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:** 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.

# 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**

As per government policy

**Waiting List**

Centralised waiting list held by ACAS

**Area serviced**

Greater Bendigo (C)

# **Victorian Patient Transport Assistance Scheme (VPTAS)**

**Department of Human Services - Loddon Mallee Regional Office (main site Bendigo)**

## **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.

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

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

## **Eligibility**

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

## **Indicative waiting time**

No waiting list for this program.

## **Catchment(s)**

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

## **Fees**

This service is Free

# Villa Maria- Loddon Mallee Region

## Case Management

### Service Contact

**Tel:** (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

# **Vision Australia - Community Aged Care Packages**

## **Service Contact**

**Tel:** (03) 5445 5700

**Tel/Fax:** (03) 5445 5777

## **Service Location:**

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

## **Brief Service Description**

20 packages of care offered throughout Greater Bendigo to older persons and people with dementia or related disorder.

## **Initial Contact**

Assessment by Aged Care Assessment Team located at HART Bendigo Health Care Group.

## **Eligibility**

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

## **Catchment**

Campaspe (S), Greater Bendigo (C)

## **Fees**

Enquire

# Volunteer Transport Australian Red Cross

## **Service Contact**

Tel: (03) 5443 2288

Fax: (03) 5442 5956

8am - 5pm Monday - Friday

## **Service Location**

128 Mollison St, BENDIGO. VIC. 3550.

## **Brief Service Description**

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

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

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

## **Eligibility**

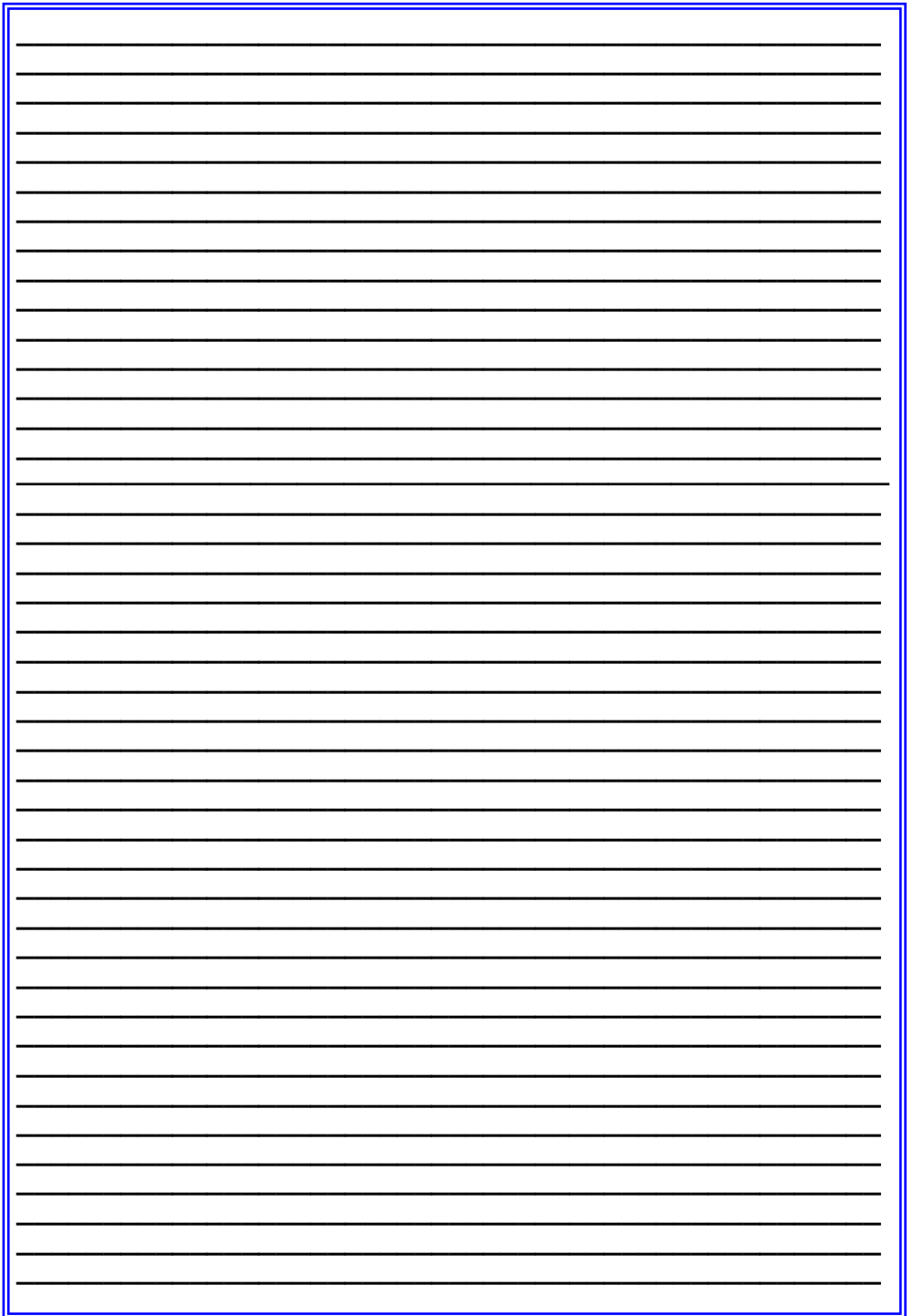
You may be eligible for Red Cross Patient Transport if all of the following apply: - Live in an area that is remote from public transport, and - is unable to drive or to be driven to appointments, and - Does not qualify for Victorian Transport Assistance Scheme (VPTAS), and - is unable to engage an escort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

## **Catchment(s)**

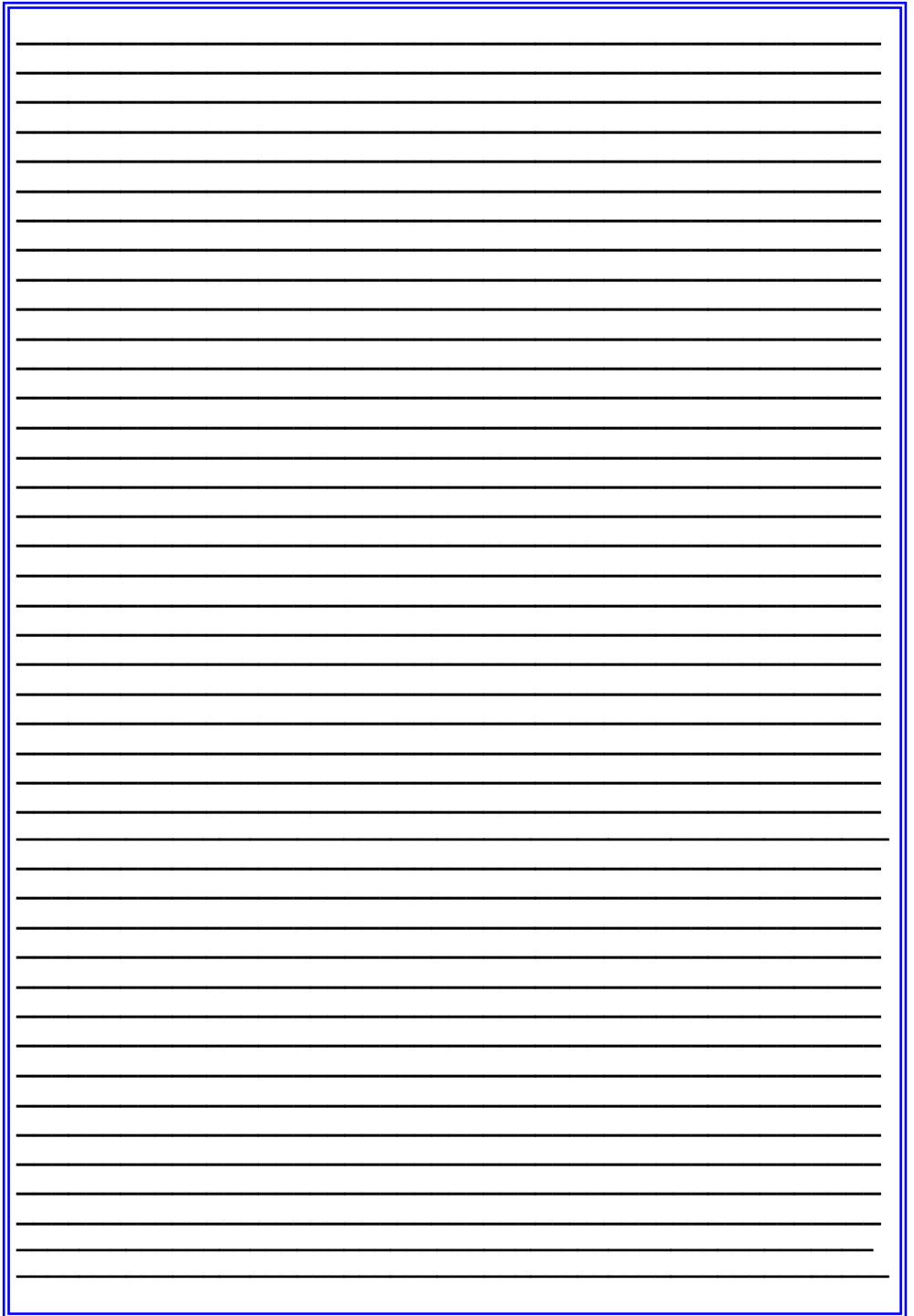
Greater Bendigo ©

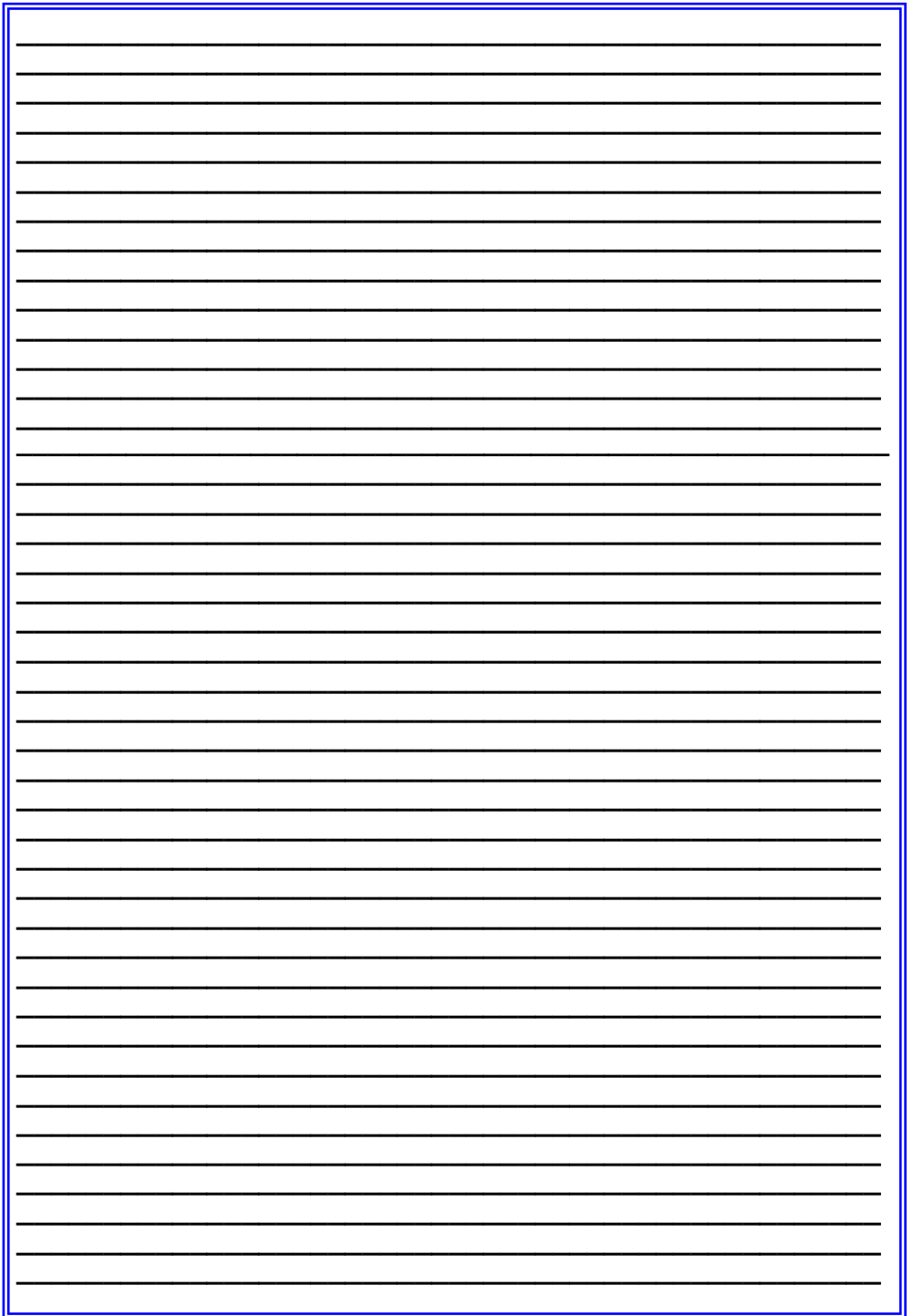
*Also Heathcote & Castlemaine areas.*











**This booklet was first 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—
- 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 City of Greater Bendigo 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](http://www.connectingcare.com).

This booklet will be updated each 12 months.  
For an updated booklet please email:  
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