

This booklet of Dementia services available in Swan Hill was produced as part of the "Improving the Dementia Care Journey" project funded by the Victorian Department of Human Services in 2007.

Information has been updated and is correct at time of printing November 2012.

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

This booklet will be updated periodically.  
For an updated booklet please email:  
[acrombie@bendigohealth.org.au](mailto:acrombie@bendigohealth.org.au)  
Or phone Angela Crombie (03) 5454 6415



## **Rural City of Swan Hill List of Dementia services**

### **November 2012**



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<p><b>This booklet was produced in 2007 by Angela Crombie, Project manager, Collaborative Health Education &amp; Research Centre, Bendigo Health, following consultation with local stakeholders and assisted by an Advisory Committee consisting of the following people:</b></p> <ul style="list-style-type: none"> <li>• Professor Peter Disler (Chair), Director of Medicine, Bendigo Health</li> <li>• Mrs Shirley Austin, Carer</li> <li>• Mrs Pam Paynting, Carer</li> <li>• Mr Eddie Beer, Carer</li> <li>• Mr Kevin Bowe, Team Leader—Aged Care, Department of Human Services</li> <li>• Ms Jenni Ham, Operations Manager— Collaborative Health Education and Research Centre (CHERC)</li> <li>• Mr Rod Flavell, Manager—Aged &amp; Disability Services, City of Greater Bendigo</li> <li>• Ms Yvonne Parsons, Community Care Coordinator—Aged &amp; Disability Services, City of Greater Bendigo</li> <li>• Ms Julie Flynn, Manager—Intake &amp; Assessment, Bendigo Health</li> <li>• Ms Ann Broben, Site Leader—Carer Support Services, Bendigo Health</li> <li>• Ms Dianne Senior, Manager—Home Nursing &amp; Support Services, Bendigo Health</li> <li>• Ms Fay Thomas, Counsellor, Alzheimer's Australia, Victoria</li> <li>• Ms Lesley Delahunty, Counsellor, Alzheimer's Australia, Victoria</li> <li>• Mrs Marlene Connaughton, Nursing Director, Residential Services, Bendigo Health</li> <li>• Ms RONALDA Cowcher, Unit Manager—Simpkin House, Bendigo Health</li> <li>• Ms Jane Peterson, Unit Manager—Marjorie Phillips Unit, Bendigo Health</li> <li>• Mr Frank Christie, Clinical Social Worker, Marjorie Phillips Unit, Bendigo Health</li> <li>• Ms Sue Jones, Unit Manager—Inpatient Rehabilitation, Bendigo Health</li> <li>• Ms Robin Cottrill, Manager—Post Acute Care, Bendigo Health</li> <li>• Ms Chris Fishley, Program Manager ClinicSMART, Bendigo &amp; District Division of General Practice</li> <li>• Mr Neil Brewer, Manager—Aged Persons Mental Health Service, Bendigo Health</li> <li>• Ms Margaret McCready, Service Coordinator Project Worker, Bendigo Loddon Primary Care Partnership</li> <li>• Ms Cathy Driver/Ms Leanne Muns, Project Manager—Person Centred Care, Bendigo Health</li> <li>• Ms Ann Howe, Manager/Pharmacist, White Hills Pharmacy</li> </ul> <p><b>The booklet was updated in November 2012.</b></p>
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Swan Hill Rural City Council Aged and Disability Services

Veterans Affairs Network

Veteran's Home Care services

Victorian Patient Transport Assistance Scheme (VPTAS)

Villa Maria- Loddon Mallee Region

# 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.

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# Aged Persons Mental Health Service - Community Team

**Service Contact**

**Tel:** (03) 5454 7604  
**Triage:** 1300 363 788  
**Fax:** (03) 5454 7620

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

**Brief Service Description**

The Aged Persons Mental Health Service (APMHS) provides specialist assessment and treatment for aged persons with a mental illness.

This service is provided to:

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

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

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

**Eligibility**

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

**Referrals**

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

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

**Catchments**

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

**Fees**

This service is Free.

## Villa Maria- Loddon Mallee Region

**Service Contact**

**Tel:** (03) 5442 1966

**Fax:** (03) 5442 1644

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

**Service Location**

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

**Service Description**

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

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

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

**Service Contact:** 1300 737 073

**Website:** [www.health.vic.gov.au/ruralhealth/vptas](http://www.health.vic.gov.au/ruralhealth/vptas)

### **Description**

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

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

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

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

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

### **Eligibility**

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

### **Indicative waiting time**

No waiting list for this program.

### **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

## **Alcheringa Hostel Ltd Swan Hill**

### **Service Contact:**

**Phone:** (03) 5032 9169

**Fax:** (03) 5033 1247

**Service Location:** 2-14 Boree St SWAN HILL, VIC 3585

### **Brief Service Description**

Alcheringa Hostel has 72 permanent beds and 2 respite beds. Skilled nursing care and Personal Care Assistants meet the needs of the residents in a home-like, secure and caring environment. Residents are supported in maintaining their independence, their own interests and their links with the community. Planning a provision of care is a collaborative process involving the resident, family or representative, care staff, medical and allied health professionals to ensure the individual care needs are met and optimized.

### **Eligibility**

Must be ACAT Assessed for Respite and Permanent Care.

### **Fees:**

Available on request.

## Alzheimer's Australia Victoria

### Service Contact

Tel: (03) 5032 4479

Fax: (03) 5032 4946

**Freecall:** 1800 100 500

### Service Location

369 Campbell Street, (PO Box 1049), SWAN HILL. VIC. 3585.

### 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

Mildura (RC), Swan Hill (RC)

### Fees

This service is Free

## Veteran's Home Care services

**FreeCall: 1300 550 450**

### Eligibility for veteran's services

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

### 1. Veterans' home and garden maintenance

#### Brief service description

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

### 2. Veterans' Home Care

#### Brief service description

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

### 3. Veterans' Personal Care

#### Brief service description

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

### 4. Veterans' respite

#### Brief service description

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

### Catchment

This service is provided across the Loddon Mallee Region.



## Veterans Affairs Network

### Service contact

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

**Location:** Bendigo Health, Anne Caudle Campus

**Phone:** 5454 7300

### Brief description:

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

### Service access/entry criteria:

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

### Service coverage:

The service is provided to Veterans living in the Loddon Mallee region, excluding Mildura. Outreach visits are held on a regular basis across the region at Swan Hill (RC), Gannawarra (S), Campapse (S) Mount Alexander (S), Central Goldfields (S), Macedon Ranges (S).

### Referrals:

Referrals are received from any source.

### Fees:

There is no client fee for this service.

### Waiting list:

There is no waiting list for this service.

## Australian Home Care Services

### Service contact

**Tel:** 1300 303 770

**Fax:** 1300 557 532

[www.ahcs.org.au](http://www.ahcs.org.au)

### Brief Description

We assist people to continue living in their homes and provide support to the frail and elderly, people with a disability, our war veterans, people recovering from accident and illness and primary carers in need of a break. All services are available 24 hrs per day, 7 days per week and 365 days per year.

A not-for-profit organisation, Australian Home Care is a subsidiary of the Multiple Sclerosis (MS) Limited and helps fund services and research to assist people with MS. MS Limited works to reduce the impact of multiple sclerosis in our community. Your support of Australian Home Care is also directly supporting MS Limited.

### 1. Home help

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

### 2. Personal Alarm System

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

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

### 3. Personal Care

Personal Care service 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.

## **10. Social Support Services**

### **Service description**

Flexible service enabling frail, aged and disabled persons to access medical and specialist appointments. Also available for clients of the Ethnic Support Group for social purposes. Spare seats can be accessed by those outside the target group.

### **Travel Radius**

Throughout Victoria, primarily to medical appointments in either Melbourne or Bendigo.

### **Eligibility**

Residents of the Rural City of Swan Hill who are HACC clients, and residents accessing the Ethnic Support Group.

### **Fees**

No cost to HACC clients accessing medical appointments.

A cost does apply to Ethnic Support Group clients and persons outside the target groups.

### **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.

### **Indicative waiting time**

Available on request

### **7. Personal Care**

#### **Brief service description**

Personal Care is offered seven days a week in conjunction with the District Nursing Service. The service includes personal hygiene, nail care, tick in service and wake up service.

Nail Care is provided after a referral from the Podiatrist.

This program also offers a range of other services. These services include implementation of programs such as daily living skills, shopping recreation, socialisation skills, speech pathologist assistance, physiotherapy and hydrotherapy assistance. Special programs are designed by professionals for an individual client with a disability with the home carer with you to meet the goal of the program.

### **8. Respite Care**

#### **Brief service description**

The aim of the Respite Care service is to support the Carers of the aged/frail and people with disabilities. This service is provided in the home. Respite Care is offered on a regular basis or in large blocks to meet the needs of the carer. This service is the provision of a substitute Carer to enable the primary Carer to undertake other activities.

### **9. Social Support and Planned Activities**

#### **Brief service description**

This service assists in the transportation to and from appointments and social activities. The transportation is through a volunteer system with reimbursement per kilometer.

If you require transportation to appointments, you need to call the Home Care office in advance, so that a volunteer can be organised. Home Care Staff and volunteers provide socialisation and friendly visiting service.

## **Carer Support Services, Commonwealth Carer Respite Information Centre**

### **Service contact**

Mon to Fri – 8.30am to 5.00pm

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

**Free call:** 1800 068 978

Fax: (03) 5454 6065

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

### **Brief description:**

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

### **Service includes:**

To coordinate access to respite care services.

To develop & maintain a residential booking service.

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

To provide financial support where necessary via brokerage model.

To establish & maintain 24-hour emergency access.

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

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

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

### **Referrals:**

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

**Service coverage:**

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

**Fees:**

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

**Waiting list:**

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

- Minor home modifications such as installation of hand rails and smoke alarms.
- Help with showering, dressing, toileting and eating.
- Nursing care and information about managing health problems such as diabetes, incontinence and dementia.
- Advice and treatment in relation to movement (occupational therapy and physiotherapy), diet, foot care, speech and counselling.
- Home delivered meals and group meals at a club or community venue.
- Day activity programs.
- Outings for the person being cared for, as well as breaks for the carer (respite).

**Eligibility**

Before you receive HACC services, you will be visited by a trained worker. The worker will discuss your needs with you and help you to access HACC or other appropriate services.

To find out further information, please contact the Swan Hill & District Aboriginal Co-operative: 5032 5277, 70 Nyah rd, Swan Hill.

**6. Community Aged Care Packages****Brief service description**

Community Aged Care Packages, funded by the Commonwealth Government, and 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.

**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**

This service is directed towards the frail, aged and people with disabilities and their carers.

### **3. General Home Care Services**

#### **Brief Description**

The General Home Care Services Program offers assistance to aged/frail, people with disabilities and their carers. Our staff may assist with a variety of tasks, those generally required to keep the home its normal, such as Shopping, Banking, Appointments and General Cleaning Duties.

### **Eligibility**

This service is directed towards the frail, aged and people with disabilities and their carers.

### **4. Home Maintenance**

#### **Brief service description**

Home Maintenance provides the client with safety and security within their own home. The service includes external repairs or maintenance to the home.

#### **Tasks include:**

- Repairing door locks, doors, steps and windows
- Installing hand rails, ramps and other aids
- Changing light bulbs
- Installing battery operated smoke detectors
- Lawn mowing and garden maintenance
- Fitting of disability aids, such as rails in showers, in consultation with Occupational Therapists.

### **Eligibility**

This service is directed towards the frail, aged and people with disabilities and their carers.

### **5. Koori Home and Community Care (HACC) Services**

#### **HACC Services Include:**

- Help with housekeeping, cleaning, laundry, shopping, cooking, paying bills, attending appointments and transport.
- Help with gardening, cleaning gutters and rubbish removal.
- Minor home modifications such as the installation of hand rails and smoke alarms.
- Help with showering, dressing, toileting and eating.

## **Case Management Services**

### **Service Contact:**

Phone 5454 7833

Fax 5454 7846

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

### **Service Location:**

Bendigo Health, Anne Caudle campus  
100 Barnard Street, BENDIGO. VIC. 3550.

### **Brief Service Description**

Support is provided for clients with a disability, chronic illness or age related frailty who:

- Have complex needs affecting their independence and safety and, Want to remain living at home in their local community for as long as possible or,
- Have a carer who needs support in order to maintain their caring role.

### **What is Case Management?**

Case Management is a direct service, referring to the management of services, not people.

- A person centred approach to care ensures that individual's right to be involved in decisions relating to their needs, wants and aspirations.
- Individualised support is based on identification of needs, setting of goals with regular review and service coordination.
- Provides a single contact point for clients, their carers and service providers.
- Primarily focussed on maintaining and or gaining independence and encouraging positive involvement within the community.
- Undertakes an advocacy role where needed to ensure the persons rights are protected.
- Co-ordinates support systems and services and clarifies what is to be achieved by everybody involved.

### **Services include:**

[Acquired Brain Injury Services](#)

[Chronic Illness Relief Program](#)

[Community Aged Care Packages](#)

[Extended Aged Care At The Home \(EACH\)](#)

[Flexible Care packages](#)

[Linkages](#)

**Service access/entry criteria:**

Priority is given where:

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

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

- Have a desire and commitment to remain living at home or in their local community.
- Require case management support to help overcome those factors that place them in a vulnerable or at risk situation.

**Referrals:**

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

**Service coverage:**

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

**Fees:**

As per Government Policy, available on request.

**Waiting list:**

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

## Swan Hill Rural City Council Aged and Disability Services

Swan Hill Rural City Council provides a range of HACC services. The Aged and Disability Service is flexible in order to meet the varying financial needs and requirements of the client. The Assessment Officer will discuss the cost with you, during the assessment.

**Service Contact:**

Tel: (03) 5036 2371

Fax: (03) 5036 2464

**Service Location:**

45 Splatt Street, PO Box 488, SWAN HILL. VIC. 3585.

**1. Case Management****Brief Service Description**

The Aged and Disability Program is able to help to co-ordinate the different services you receive or wish to investigate further. Community Service Officers will help you with planning, co-ordination and advisory role between client groups, service groups and Department of Human Services and other funding providers.

**Eligibility**

This service is directed towards the frail, aged and people with disabilities and their carers. To determine whether a person is eligible, a variety of questions relating to individuals circumstances, including health are asked. Comprehensive Assessments are conducted by appropriately trained staff, who are sensitive to the needs of persons requiring assistance to determine a person's needs and eligible.

**Referral**

People wishing to use the service, their family or friends may apply. Referrals are also received from other services such as District Nursing, however, it is not necessary to have a medical referral.

**2. Food Services (Meals on Wheels)****Brief service description**

Food services is offered to clients on a basis of up to seven days a week. Each client is an individual and therefore special dietary needs are also taken into account. To qualify for Food Services an assessment is required.

**Eligibility**

Available on request

**Indicative waiting list**

Available on request

**Area serviced**

Provides services to small rural towns and in particular benefit the communities of Sea Lake, Tooleybuc, Nyah and Nyah West.

**6. Walking Group****Service Contact**

Tel: (03) 5033 9337

**Brief service description**

The Walking Group meets **every** Wednesday at the Rotunda - Swan Hill Riverside Park at 10.00am.

**Fees**

Available on request

## Central Victorian Stroke Support Group Inc

**Service Contact**

Tel: (03) 5443 6623 (Bev Stephens)  
[www.strokeassociation.com.au/bendigossg.htm](http://www.strokeassociation.com.au/bendigossg.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

## **3. Extended Care Unit**

### **Service Contact**

Tel: (03) 5033 9244

Tel/Fax: (03) 03 5032 9528

### **Brief Service Description**

Swan Hill District Nursing Home (Extended Care Unit) has 52 beds. Our Aged care facilities are designed to be as Home Like as possible. Skilled nursing care is provided to meet the needs of the residents within a secure and caring environment. Residents are supported in maintaining close links with the community, their family and friends as well as following their own interest wherever possible. Planning and provision of care is a collaborative process involving the resident, family members, direct care staff, medical and allied health professionals and is individually tailored to suit each resident.

### **Eligibility**

Current high level ACAS assessment

### **Fees**

Available on request

### **Indicative waiting time**

Available on request

## **4. Golden Groover's**

### **Service Contact**

Tel: (03) 5033 9337

### **Brief service description**

Golden Groover's is an Exercise Group for Older Adults. The Group meets **every** Tuesday at 10.00am - 11.00pm.

### **Fees**

Available on request. **5. Regional Health Service Program**

### **Service Contact**

Tel: (03) 5033 9337

Fax: (03) 5032 5763

### **Brief service description**

Program Manager, Podiatrist and an Allied Health promotion team will address the health and wellbeing of these local communities.



## Swan Hill District Hospital

### Service location:

Splatt Street, PO Box 483, SWAN HILL. VIC. 3585.

### 1. Adult Day Services

#### Service Contact

Tel: (03) 5033 9321

Tel/Fax: (03) 03 5032 9528

#### Brief service description

This service is to provide social and recreational support for frail/disabled adults living alone or with carers in the community. The level of need for support is identified, as well as interests relevant to their participation. An assessment also enables the service to identify other health, psychosocial and environmental issues requiring follow-up and or referral links to be made. Adult day activities/Planned Activity group programs are conducted at Swan Hill District Hospital and at Jacaranda Lodge Nyah West.

#### Eligibility

Frail aged and disabled.

### 2. Care Coordination

#### Service Contact

Tel: (03) 5033 9374

Tel/Fax: (03) 03 5032 9528

#### Brief service description

To assess patients following presentation to Swan Hill District Hospital and assist them and their nominated carers with transition back into the community. Patients are risk screened following presentation and appropriate services put into place to assist with transition back into the home.

#### Eligibility

Lives alone, Likely to have self care problems, diagnosed with chronic or terminal illness, aged 70 years and over, caring responsibilities for others, or user of community services prior to this presentation. Patients screened as having complex care needs.

## Commonwealth Carelink Centre – Information and Referral Service

### Service Contact:

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

**Free Call:** 1800 200 422

**Aged care Free call:** 1800 052 222

**Fax:** (03) 5444 5439

[Www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au)

[Www.commcarelink.health.org.au](http://www.commcarelink.health.org.au)

[Www.connectingcare.com.au](http://www.connectingcare.com.au)

### Service Location:

369 Campbell st, Swan Hill

### 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

## Dementia Behaviour Management Advisory Service (DBMAS)

### Service contact

Tel: 1800 699 799

Website: dbmas.org.au

### Brief description

The DBMAS is a national telephone advisor service for families, carers and care workers who are concerned about the behaviours of people with dementia.

The service includes:

- Assessment of the person with dementia;
- Clinical support information and advice;
- Care planning, case conferences and short term case management;
- Mentoring for care providers; and
- Education and training for care providers.

### Eligibility:

Care workers, family carers, volunteers or service providers for people with dementia who may have behaviours of concern.

### Fees:

There is no fee for this service

### Service coverage:

Across Loddon Mallee Region

## Southern Mallee Older Adults Recreation Network Program (SMOARN)

### Service Contact

Tel: (03) 5033 2008

Tel/Fax: (03) 03 5033 2007

**Service location:** 296 Campbell Street, PO Box 1419, SWAN HILL. VIC. 3585.

### Brief service description

Southern Mallee Older Adults Recreation Network Program (SMOARN) aims to increase participation levels and the range of community based sport and recreation opportunities for older people.

### Eligibility

Older adults

### Area Serviced

Southern Mallee Region

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### **2.1 Robinvale Campus**

A 14 bed high level care facility is offered at Robinvale campus.

### **2.2 Manangatang Campus**

#### **Service Contact**

**Tel:** (03) 5035 1500

#### **Service location:**

Pioneer Street, PO Box 02, MANANGATANG. VIC. 3546.

#### **Brief Service Description**

High Level Aged Care is provided at the Manangatang Campus Nursing Home with 10 bed capacity. A variety of allied health support is available in a visiting basis. The service also participates in the Skills-net in Aged care Program which is an information technology program, internet/email training for aged care residents. The Dynamic Activities Program for Residents in Aged Care is also in place at this health service.

### **2.3 Riverside Hostel**

#### **Service Contact**

**Tel:** (03) 5026 1701

#### **Service Location:**

39 Latje rd, Robinvale

#### **Brief Service Description**

RDHS provides high quality, residential support care for elderly, frail and disabled members of the community who have been classified as requiring a Low or High level of care. Low care and respite care is provided in our 30 bed Hostel.

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

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

#### **Service Contact**

**Tel:** (03) 5444 9000

**Fax:** (03) 5444 9091

#### **Service Location**

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

#### **Brief service description**

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

#### **Eligibility**

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

#### **Indicative waiting time**

Available on request

#### **Fees**

This service is free

#### **Service coverage:**

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

#### **Referrals:**

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

## Jacaranda Lodge - Nyah

### Service Contact

**Phone:** (03) 5033 9400

### Service Location

Monash Avenue, PO Box 171, NYAH WEST. VIC. 3595.

### Brief Service Description

Jacaranda Lodge provides 24 hour care by Registered Nurses. We encourage residents and their relatives to assist us in meeting care needs to ensure specialised and individual care. Our overall objective is to provide skilled nursing care that meets the needs of the residents within a secure and caring environment. Jacaranda is an ageing in place facility offering 12 high level care beds, 15 low care and 1 respite beds.

One large and 3 small community lounge rooms, a large dining room with a kitchenette, day centre activity area, laundry facilities, a chapel and consultation room, all of which are available for the use of the residents and their families.

Each resident is provided with a bed, arm chair, wardrobe, shelving and bedside cabinet. Residents are encouraged to personalise their individual space with personal items such as furniture, bedspreads and mementos. Every effort is made to ensure the resident is able to decorate their room to their own taste. Communal areas are provided for the use of residents and their friends. One has a computer with word processing software and some games, 2 are equipped with televisions and the remaining areas are designed to be quiet areas where individuals or groups can spend private time. Residents are encouraged and assisted to access these areas for the observance of spiritual and cultural ceremonies and activities.

### Eligibility

Current ACAS is required

### Fees

Available in request

### Indicative waiting time

Available on request

## Robinvale District Health Service

### Service Contact

**Tel:** (03) 5051 8111

**Fax:** (03) 5051 8100

**Service Location:** Latje Road, PO Box 376, ROBINVALE. VIC. 3549.

### 1. Adult Day Activity and Support Service

Robinvale District Health Services offer activities for seniors, running a program in-house and for the community. Activities aim to enhance the quality of life of clients and provide respite for carers.

### Eligibility

Older people

### Indicative waiting time

There is no waiting list for this service.

### Fees

Available on request.

### Area Serviced

All of the 3549 and 3546 postcode area.

### 2. Aged Residential Care Beds

RDHS provides high quality, residential support care for elderly, frail and disabled members of the community who have been classified as requiring a Low or High level of care. Visiting Medical Practitioners, professional allied health staff and specialist nursing staff provide care to residents requiring a high level of care.

### Eligibility

Must be assessed as eligible by an Aged Care Assessment Service.

### Indicative waiting time

Available on request

### Fees

Available on request.

## **Murray Valley Aboriginal Cooperative - Home and Community Care (HACC) Program**

**Service Contact:**  
**Tel:** (03) 5026 3353

**Service Location:**  
87 Latje Road, PO Box 680, ROBINVALE. VIC. 3549.

**Brief service description**  
The HACC program provides assistance and support services to frail aged and other people with disabilities.

Services available include:  
Domestic assistance,  
Support to ensure culturally appropriate assessments,  
Planned activity groups,  
Property maintenance,  
Volunteer services.

**Eligibility**  
Services are provided on the basis of eligibility and assessed need.

**Fees**  
This service is Free

**Indicative waiting time**  
Available on request

**Area Serviced**  
Robinvale.

## **Mallee Family Care**

### **Carer Respite Service**

**Service Contact**  
Tel: (03) 5032 4479  
Tel/Fax: (03) 5032 4946

**Service location:** 229 Beveridge st SWAN HILL. VIC. 3585.

**Brief service description**  
Mallee Family care in partnership with Golden City Support Services is funded by the State and Federal Governments to provide respite to those people caring for a person with dementia, who is frail aged and/or has a terminal illness.

**What are Carer Services?**  
Caring for a person can be rewarding, busy and sometimes difficult and tiring. A break for a few hours, maybe even a day, could be just what you need to make some time for yourself and to maintain your own health and well being. So if you care for a person experiencing dementia, is frail aged or suffering a terminal illness, Mallee Family Care - Carer Respite Service is able to offer a respite option to suit you.

**How the Service can help you**  
Our coordinator will discuss your individual concerns, and depending on your needs and the extent of funding available, design a program that offers you planned regular respite at a time that suits you best.

**Eligibility**  
To be eligible for respite a carer must be the primary carer in a full time capacity.

**Fees**  
Available on request

**Area Serviced**  
Swan Hill & District

### **3. Dementia Support Group**

**Service Contact**  
Tel: (03) 5032 4479

**Brief service description**  
The Dementia Support Group is for families, friends and carers of those with dementia.