

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

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

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

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



Central Goldfields Shire, List of Dementia services

November 2012



Contents	Page
-----------------	-------------

Aged Care Assessment Service (ACAS)

Aged Persons Mental Health Service (APMHS)

Alzheimer's Australia, Victoria

Carer Support & Commonwealth Carer Respite Service

Case Management Services—Bendigo Health

Central Goldfields Shire Council

Cognitive Dementia and Memory Service (CDAMS) – Memory Clinic

Commonwealth Carelink Centre – Information & Referral Service

Dunolly Health Services – Maryborough District Health Service

Loddon Mallee Housing Services – Housing Support For the Aged

Maryborough District Health Service – Maryborough Hospital Campus

Veterans Affairs Network

Veteran's Home Care

Victorian Patient Transport Assistance Scheme – Department of Human Services

Villa Maria Loddon Mallee Region – Case Management, CACPs

This booklet was produced in 2007 by Angela Crombie, Project manager, Collaborative Health Education & Research Centre, Bendigo Health, following consultation with local stakeholders and assisted by an Advisory Committee consisting of the following people:

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- Mr Rod Flavell, Manager—Aged & Disability Services, City of Greater Bendigo
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The booklet was updated in November 2012.

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.

Catchment:

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

Fees:

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.

Volunteer Transport Australian Red Cross

Service Contact

Tel: 5443 2288

8am - 5pm Monday - Friday

Service Location

128 Mollison St, BENDIGO. VIC. 3550.

Brief Service Description

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

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

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

Eligibility

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

Catchment(s)

Greater Bendigo, Heathcote, Maryborough & Castlemaine.

Referral

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

Villa Maria- Loddon Mallee Region

Service Contact

Tel: (03) 5442 1966

Fax: (03) 5442 1644

Website: www.villamaria.com.au

Service Location

Shop 7, 269 High St, 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

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.

Victorian Patient Transport Assistance Scheme (VPTAS)

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

Service Contact: 1300 737 073

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

Description

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

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

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

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

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

Eligibility

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

Indicative waiting time

No waiting list for this program.

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

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

Alzheimer's Australia Vic

Service Contact

Free Call: 1800 100 500

Fax: (03) 9815 7801

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

Service Location

Commonwealth Carelink office: 48 Queen st, BENDIGO. VIC. 3552.

Tel: 5444 5670

Brief Description

Alzheimer's Australia Victoria offer a wide range of information and support services across the state in various forms including one to one counselling, family counselling, group work and education to community groups. The Dementia Helpline is a state-wide telephone information and support service. The Helpline is staffed by professional counsellors and trained and experienced volunteer advisors. Many of the advisors have personal experience in dementia care.

Eligibility

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

Indicative waiting time

4 - 6 Weeks

Catchment

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

Fees

This service is Free

Australian Home Care Services

Service contact

Tel: 1300 303 770

Fax: 1300 557 532

www.ahcs.org.au

Brief Description

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

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

1. Home help

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

2. Personal Alarm System

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

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

3. Personal Care

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

4. Respite care

Respite care can be provided:

- In-home;

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.

2. Planned Activity Group– Tuaggra House

Service contact

Phone: (03) 5461 0333

Fax: (03) 5461 4489

Clarendon Street, PO Box 155, MARYBOROUGH. VIC. 3465

Service Description

A group for adults offering planned activities, socialisation assessment, respite, bus transport pick up /drop off service, lunch and morning/afternoon teas, and access to Allied Health Services. Service operate 5 days a week Monday - Friday, from 10am - 3pm.

Eligibility

Frail elderly or persons with a disability wishing to socialise.

Referral

Self referrals or referrals from carers, professionals or organisations are all accepted. Please include health or social wellbeing information that will assist in the planning of activities and the provision of associated care.

Indicative waiting time

Available on request.

Fees

Available on request.

Catchment(s)

Central Goldfields (S)

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

5. Transport

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

Eligibility

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

Indicative waiting time

Referrals followed up within 24 hours.

Service Coverage

Loddon Mallee Region.

Fees

available on request.

Baptcare - Loddon Mallee Community Packages

Service Contact

Tel: (03) 5444 0464
Tel/Fax: (03) 5444 0595

Initial Contact

Must be by referral to ACAS (pg 3)

Service Location:

391 Hargreaves Street, BENDIGO. VIC. 3550.

Brief Description

1. Community Aged Care Packages

Community aged care packages are planned and coordinated packages of care to help older people with moderate or severe disabilities to remain living in their own homes. They are funded by the Commonwealth Government to provide for the complex care needs of older people. Baptcare has also been allocated dementia specific packages for the Loddon Mallee Region

Eligibility

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

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

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

Eligibility

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

Catchments

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

Fees

Available on request

Maryborough District Health Service - Maryborough Hospital Campus

1. Maryborough Nursing Home

Service Contact

Phone: (03) 5461 0341

Fax: (03) 5461 0345

Service Location: Access is via Palmerston St, Maryborough

Service Description

Maryborough Nursing Home is a 45 bed residential care facility providing high level care. We have 44 permanent and 1 respite care place. This facility is specifically designed to meet the needs of high level care residents; with private single and double bedrooms, community lounge and patio areas. This unit is staffed with experienced nursing staff and support services.

Maryborough Nursing Home provides an activity program for all residents, including group bingo and bowls, visits to community sing-a-longs, happy hour on Friday just to name a few. The facility maintains ongoing ties with the local community and its groups.

Respite Care is available 365 days per year. The respite room is a private single room with a private bathroom. Respite clients are able to join daily activities if they wish, and family are encouraged to visit if they like. Respite is available for up to two weeks at a time.

Eligibility

Eligibility for and entry to all Aged Care Facilities requires an assessment and application made by an Aged Care Assessment Service. For local assessments, the Aged Care Assessment Service at Maryborough District Health Service can be contacted on (03) 5461 0362.

Indicative waiting time

Available on request.

Catchment(s)

Central Goldfields (S)

Fees

Available on request.

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.

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

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 self refer 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.

Golden City Support Services (GCSS)

Service contact

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

Hours

Mon-Fri 9.00am-5.00pm

Service location: 48 Mundy St, PO Box 297, BENDIGO. VIC. 3550.

Brief service description:

If you care for a person with an intellectual, physical or sensory disability, someone who experiences dementia or psychiatric episodes, or someone with a terminal illness, GCSS Carer Services is able to offer a respite option to you.

We provide staff with the training and expertise to ensure a positive respite experience for you and your family. We match skills of our staff to your particular needs.

Eligibility

Carers & Families of those with a disability, dementia, frail aged or terminally ill.

Indicative waiting time

available on request

Fees

available on request

Area Served

Disabilities - Bendigo and surrounds

Dementia - Loddon Mallee Region

Eligibility

ACAS assessment indicating High Care.

Indicative waiting time

Available on request

Catchment(s)

Central Goldfields (S)

Fees

Available on request.

Case Management Services

Service Contact:

Phone 5454 7833

Fax 5454 7846

Hours: Monday to Friday 9.00 am to 5.00 pm

Service Location:

Bendigo Health, Anne Caudle campus

100 Barnard Street, BENDIGO. VIC. 3550.

Brief Service Description

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

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

What is Case Management?

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

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

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 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.

Dunolly Health Services - Maryborough District Health Service

Service contact

18 Havelock Street, DUNOLLY. VIC. 3472.

Phone: (03) 5468 1000

Fax: (03) 5468 1188

1. Day Support Program

Service Contact

Phone: (03) 5468 1793

Brief service description

Daily Respite and socialisation for the isolated elderly. Door to Door Bus Service, access to other support services, I.e. doctor. Offering day respite, socialisation, personal care, luncheon, bus trips, outings (shopping trips, counter lunches, picnics), in house activities, games, entertainment by caring friendly people.

Eligibility

Home and Community Care eligible clients. (Frail, aged people and people with a disability)

Indicative waiting time

Nil

Catchment(s)

Central Goldfields (S)

Fees

Available on request

2. Nursing Home**Service contact**

Telephone: (03) 5468 1000

Brief service description

19 Bed High Care Facility. Providing a high level of nursing home care for the Dunolly and surrounding area community, ensuring a home like environment. We offer single room accommodation with ensuites, 4 Beds have shared ensuite. Respite may be available.

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:

Loddon Mallee Region

Central Goldfields Shire Council

Hours: 8.15am -5.00pm Monday -Friday

Service contact

2 Neill Street, PO Box 194, MARYBOROUGH. VIC. 3465.

Phone: (03) 5461 0610 **Fax:** (03) 5461 0666

Website: www.centralgoldfields.com.au

1. Community Aged Care Packages

Brief service description

Low level aged care case management service provided in the community, for those assessed by the Aged Care Assessment Service as having complex care needs.

Eligibility

Referral via Aged Care Assessment Service

Fees

Available on request

2. Home and Community Care (HACC) Services

The following HACC services are available through the Shire and have the same eligibility criteria.

Eligibility

Frail Aged or Disabled Persons, Home and Community Care Assessed.

Fees and waiting times

Available on request

2.1 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. Available Mon - Frid, weekend meals provided Fridays if required.

2.2 Home Care

Brief service description

Home Care services are available to frail elderly, incapacitated or chronically ill residents and those with intellectual or physical disabilities, to help with household duties including cleaning, laundry, meal preparation and shopping

2.3 Home Maintenance

Brief service description

Handyman assistance for the frail aged and those with disabilities, provides general maintenance and repairs of the home and grounds. To assist elderly or people with a disability to remain in their homes by carrying out minor household repairs, safety and security tasks. Priority is given to tasks according to relative risk for client if left unattended

2.4 Men's Shed

Brief service description

A shed has been developed as a workshop for men. Clients enjoy the opportunity to meet and tinker or just enjoy a cuppa or a chat. Provides activity for men who do not have access to a shed or equipment. Social interaction with other Men.

2.5 Mobile Library (Home Service)

Brief service description

The social support program provides social activities to reduce isolation. Enable clients who are unable to visit library to receive choice of books, Magazines.

2.6 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.

2.7 Positive Living Program

Brief service description

To provide a variety of programmes to motivate the clients. Programmes aimed to motivate clients.

2.8 Senior Citizens Centres

Brief service description

Senior Citizens Centres meet regularly at various centres for social activities, which may include fitness programs, snooker, carpet bowls and cards, walking groups, barbeques outings and dances.

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)

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

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

Central Victorian Stroke Support Group Inc

Service Contact

Tel: (03) 5443 6623 (Bev Stephens)

www.strokeassociation.com.au/bendigoss.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.