

# Local dementia services directory Eastern Metropolitan Region

Online Version - December 2013

## Introduction

The **Local dementia services directory Eastern Metropolitan Region** (Local Dementia Directory) has been developed to complement the publication **A guide to services for people with dementia and their carers 2012** (Guide to Services). It contains contact information for Victorian and Commonwealth Government funded Home and Community Care (HACC) services and specialist dementia services which are located within the Eastern Metropolitan Region (EMR) or are located elsewhere but are available to residents of the EMR.

The Local Dementia Directory has been developed for Home and Community Care (HACC) Managers and Assessment Officers, but it will also be useful for other service providers who work with people with dementia and their carers.

An electronic version of the Guide to Services can be downloaded from the Department of Health website [www.health.vic.gov.au/hacc/downloads/pdf/dementia\\_pathways2012.pdf](http://www.health.vic.gov.au/hacc/downloads/pdf/dementia_pathways2012.pdf)

## How to use the Local Dementia Directory and Guide to Services

Follow these steps to locate appropriate services in the local area for people with dementia and their carers.

<b>Step 1</b>	Use the summary referral tables in Section 2 of the <a href="#">Guide to Services</a> to identify appropriate assessment, diagnostic or support services for a person with dementia and their carer.
<b>Step 2</b>	Review the service description in Section 4 of the <a href="#">Guide to Services</a> for a particular service.
<b>Step 3</b>	Refer to the Local Dementia Directory to make contact with the appropriate service.

## Updates to the Directory

This directory has been compiled by the EMR HACC Diversity Advisor. Please telephone 03 9843 6000 to advise of updates or additions to contact information.

To obtain the most up to date information for local health professionals please go to the Human Services Directory website <http://humanservicesdirectory.vic.gov.au>.

## Contents

The services listed in this directory are organised into the same categories as those listed in Part 4 of the Guide to Services. Agencies which deliver more than one service are listed in each of the applicable categories. This directory also contains an additional category for related networks (dementia & palliative care).

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## 1. Living at Home Assessment

Living at Home Assessments incorporate holistic assessment, care planning and care coordination for clients and their carers. They may also include service-specific assessments, such as occupational therapy, nursing personal care and Personal Alert Victoria assessments.

### **Boroondara City Council**

8 Inglesby Rd Camberwell VIC 3124

T: 9278 4777 E: [ageing.disabilityservices@boroondara.vic.gov.au](mailto:ageing.disabilityservices@boroondara.vic.gov.au)

W: [www.boroondara.vic.gov.au/residents/ageing-disability/assessment-care-management](http://www.boroondara.vic.gov.au/residents/ageing-disability/assessment-care-management)

Eligibility: Boroondara residents

### **Knox City Council**

511 Burwood Hwy Wantirna South VIC 3152

T: 9298 8345 E: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

W: [www.knox.vic.gov.au/Page/page.asp?page\\_Id=54](http://www.knox.vic.gov.au/Page/page.asp?page_Id=54)

Eligibility: Knox residents

### **Manningham City Council**

699 Doncaster Rd Doncaster VIC 3108

T: 9840 9700 E: [intake@manningham.vic.gov.au](mailto:intake@manningham.vic.gov.au)

W: [www.manningham.vic.gov.au/live/aged\\_care.html?s=1087947224](http://www.manningham.vic.gov.au/live/aged_care.html?s=1087947224)

Eligibility: Manningham residents

### **Maroondah City Council**

7 Civic Square Croydon VIC 3136

T: 9294 5729 or 1300 88 22 33 E: [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

W: [www.maroondah.vic.gov.au/HACC.aspx](http://www.maroondah.vic.gov.au/HACC.aspx)

Eligibility: Maroondah residents

### **Monash City Council**

293 Springvale Rd Glen Waverley VIC 3150

T: 9518 3553 E: [intake@monash.vic.gov.au](mailto:intake@monash.vic.gov.au)

W: [www.monash.vic.gov.au/community/community-care.htm](http://www.monash.vic.gov.au/community/community-care.htm)

[www.monash.vic.gov.au/community/care-information.htm](http://www.monash.vic.gov.au/community/care-information.htm)

Eligibility: Monash residents

### **Royal District Nursing Service (RDNS)**

31 Alma Rd, St Kilda, VIC 3182

T: 1300 33 44 55

W: [www.rdns.com.au](http://www.rdns.com.au)

Eligibility: Eastern Metropolitan Region residents

### **Whitehorse City Council**

379-397 Whitehorse Road Nunawading VIC 3131 Australia

T: 9262 6110 E: [HACCclients.Intake@whitehorse.vic.gov.au](mailto:HACCclients.Intake@whitehorse.vic.gov.au)

W: [www.whitehorse.vic.gov.au/Older-People.html](http://www.whitehorse.vic.gov.au/Older-People.html)

Eligibility: Whitehorse residents

## Yarra Ranges Council

15 Anderson St Lilydale VIC 3140

T: 1300 368 333 Ask for Aged and Disability Services E: [mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)

W: [www.yarraranges.vic.gov.au/Residents/Support\\_for\\_Older\\_Residents](http://www.yarraranges.vic.gov.au/Residents/Support_for_Older_Residents)

Eligibility: Yarra Ranges residents

## 2. Support with activities of daily living

Support with activities of daily living covers services such as:

- Domestic Assistance (also known as Home Care, Household Support)
- Personal Care (also known as Personal Support)
- Home Maintenance (also known as Property Maintenance)
- Nutritional assistance (also known as Food Services, Meals on Wheels, Centre-Based Meals and Café Meals Program)

### Ashburton Support Services

296 High Street, Ashburton VIC 3147

T: 9885 0860 (Dining Room Meals) or 9885 6443 (Meals on Wheels)

E: [mealsonwheels@ashburtonsupportservices.com](mailto:mealsonwheels@ashburtonsupportservices.com)

W: [www.ashburtonsupport.org.au/page5/page10/](http://www.ashburtonsupport.org.au/page5/page10/) (Dining Room Meals)

[www.ashburtonsupport.org.au/page5/page8/](http://www.ashburtonsupport.org.au/page5/page8/) (Meals on Wheels)

Eligibility: Boroondara residents

Services: Nutritional Assistance

### Boroondara Aged Services Society (BASS Care)

Canterbury Centre, 2 Rochester Road Canterbury VIC 3126

T: 9880 4703 (Dining room meals)

Marwal Centre, 9 Marwal Avenue North Balwyn VIC 3104

T: 9819 7194 (Dining Room meals)

T: 9880 4703 (Meals on Wheels)

W: [www.basscare.org.au/services/community-services/meal-services/](http://www.basscare.org.au/services/community-services/meal-services/)

Eligibility: Boroondara residents

Services: Nutritional Assistance

### Boroondara City Council

8 Inglesby Rd Camberwell VIC 3124

T: 9278 4777 E: [ageing.disabilityservices@boroondara.vic.gov.au](mailto:ageing.disabilityservices@boroondara.vic.gov.au)

W: [www.boroondara.vic.gov.au/residents/ageing-disability/home-care](http://www.boroondara.vic.gov.au/residents/ageing-disability/home-care)

[www.boroondara.vic.gov.au/residents/ageing-disability/personal-care](http://www.boroondara.vic.gov.au/residents/ageing-disability/personal-care)

[www.boroondara.vic.gov.au/residents/ageing-disability/property-maintenance](http://www.boroondara.vic.gov.au/residents/ageing-disability/property-maintenance)

[www.boroondara.vic.gov.au/residents/ageing-disability/food-services](http://www.boroondara.vic.gov.au/residents/ageing-disability/food-services)

Eligibility: Boroondara residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

### Knox City Council

511 Burwood Hwy Wantirna South VIC 3152

T: 9298 8345 E: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

W: [www.knox.vic.gov.au/Page/page.asp?Page\\_Id=315&h=0](http://www.knox.vic.gov.au/Page/page.asp?Page_Id=315&h=0) (Household Support)

[www.knox.vic.gov.au/Page/page.asp?Page\\_Id=320&h=0](http://www.knox.vic.gov.au/Page/page.asp?Page_Id=320&h=0) (Personal Support)

[www.knox.vic.gov.au/Page/page.asp?Page\\_Id=319&h=0](http://www.knox.vic.gov.au/Page/page.asp?Page_Id=319&h=0) (Meals on Wheels / Food Services)

[www.knox.vic.gov.au/Page/page.asp?Page\\_Id=317&h=0](http://www.knox.vic.gov.au/Page/page.asp?Page_Id=317&h=0) (Property Maintenance)

Eligibility: Knox residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

### **Manningham Centre Association**

371 Manningham Rd Doncaster VIC 3108

T: 9856 1222 E: [manningham@mcentre.asn.au](mailto:manningham@mcentre.asn.au)

W: [www.manninghamcentre.com.au/home-maintenance/](http://www.manninghamcentre.com.au/home-maintenance/)

Eligibility: Manningham residents

Services: Home Maintenance, including emergency gardening service

### **Manningham City Council**

699 Doncaster Rd Doncaster VIC 3108

T: 9840 9700 E: [intake@manningham.vic.gov.au](mailto:intake@manningham.vic.gov.au)

W: [www.manningham.vic.gov.au/live/aged\\_care/home\\_care.html?s=718216272](http://www.manningham.vic.gov.au/live/aged_care/home_care.html?s=718216272) (Home Care)

[www.manningham.vic.gov.au/live/aged\\_care/personal\\_care.html?s=718216272](http://www.manningham.vic.gov.au/live/aged_care/personal_care.html?s=718216272) (Personal Care)

[www.manningham.vic.gov.au/live/aged\\_care/food\\_services.html?s=718216272](http://www.manningham.vic.gov.au/live/aged_care/food_services.html?s=718216272) (Food Services)

Eligibility: Manningham residents

Services: Domestic assistance, Personal care, Nutritional Assistance

### **Maroondah City Council**

7 Civic Square Croydon VIC 3136

T: 9294 5729 or 1300 88 22 33 E: [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

W: [www.maroondah.vic.gov.au/HACC.aspx](http://www.maroondah.vic.gov.au/HACC.aspx)

Eligibility: Maroondah residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

### **Monash City Council**

293 Springvale Rd Glen Waverley VIC 3150

T: 9518 3553 E: [intake@monash.vic.gov.au](mailto:intake@monash.vic.gov.au)

W: [www.monash.vic.gov.au/community/domestic-assistance.htm](http://www.monash.vic.gov.au/community/domestic-assistance.htm)

[www.monash.vic.gov.au/community/personal-care.htm](http://www.monash.vic.gov.au/community/personal-care.htm)

[www.monash.vic.gov.au/community/monash-meals.htm](http://www.monash.vic.gov.au/community/monash-meals.htm)

[www.monash.vic.gov.au/community/home-maintenance.htm](http://www.monash.vic.gov.au/community/home-maintenance.htm)

Eligibility: Monash residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

### **RDNS HomeCare**

Building A, Level2, 20 Lexington Drive Norwest Business Park, Bella Vista NSW 2153

T: 1300 665 444

W: [www.rdnshomecare.com.au/services-we-provide](http://www.rdnshomecare.com.au/services-we-provide)

Eligibility: Eastern Metropolitan Region residents on Commonwealth Home Care Package Programs or other brokerage programs and DVA Gold Card Holders

Services: Domestic assistance, Personal care

### **Whitehorse City Council**

379-397 Whitehorse Road Nunawading VIC 3131 Australia

T: 9262 6110 E: [HACCclients.Intake@whitehorse.vic.gov.au](mailto:HACCclients.Intake@whitehorse.vic.gov.au)

W: [www.whitehorse.vic.gov.au/Home-Personal-Respite-Care.html](http://www.whitehorse.vic.gov.au/Home-Personal-Respite-Care.html)

[www.whitehorse.vic.gov.au/Food-Services-Program.html](http://www.whitehorse.vic.gov.au/Food-Services-Program.html)

[www.whitehorse.vic.gov.au/Home-Maintenance.html](http://www.whitehorse.vic.gov.au/Home-Maintenance.html)

Eligibility: Whitehorse residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

## Yarra Ranges Council

15 Anderson St Lilydale VIC 3140

T: 1300 368 333 Ask for Aged and Disability Services E: [mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)

W: [www.yarraranges.vic.gov.au/Residents/Support\\_for\\_Older\\_Residents](http://www.yarraranges.vic.gov.au/Residents/Support_for_Older_Residents)

[www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC\\_Information\\_241111.pdf](http://www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC_Information_241111.pdf)

Eligibility: Yarra Ranges residents

Services: Domestic assistance, Personal care, Nutritional Assistance, Home Maintenance

## 3. Aids and equipment

### State-wide Equipment Program (SWEP)

PO Box 1993 Bakery Hill VIC 3354

T: 1300 747 937 E: [swep@bhs.org.au](mailto:swep@bhs.org.au)

W: <http://swep.bhs.org.au>

Eligibility: Eastern Metropolitan Region residents with a permanent or long term disability or frail aged and living independently in the community.

Services: Subsidised aids, equipment, oxygen, continence and vehicle and home modifications.

SWEP incorporates the following programs: Aids and Equipment Program, Supported Accommodation

Equipment Assistance Scheme, Domiciliary Oxygen Program, Continence Aids, Vehicle Modification Scheme and Top Up Fund for Children.

## 4. Commonwealth Home Care Package Program formerly Community Aged Care Package (CACP) and Extended Aged Care at Home (EACH)

From 1 August 2013, a new Home Care Packages Program has replaced the former community and flexible packaged care programs - Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) packages, and Extended Aged Care and Home Dementia (EACHD) packages. A Home Care Package is a coordinated package of services tailored to meet the consumer's specific care needs. The package is coordinated by a home care provider, with funding provided by the Australian Government.

Further information about the Commonwealth Home Care Package Program is available at:

W: [www.livinglongerlivingbetter.gov.au/internet/living/publishing.nsf/Content/Consumer-Directed-Care-Home-Care-Packages](http://www.livinglongerlivingbetter.gov.au/internet/living/publishing.nsf/Content/Consumer-Directed-Care-Home-Care-Packages) and [www.myagedcare.gov.au/aged-care-services/home-care-packages](http://www.myagedcare.gov.au/aged-care-services/home-care-packages)

An assessment from an Aged Care Assessment Service (also know as an Aged Care Assessment Team) is required to access services through the Commonwealth Home Care Package Program and Commonwealth funded residential care facilities. See **Aged Care Assessment Service (ACAS)** on page 13 for the location of services in the Eastern Metropolitan Region.

## 5. Individual Support Packages

Contact the regional Disability Intake and Response Team for further information.

T: 1800 783 783 E: [disability.services@dhs.vic.gov.au](mailto:disability.services@dhs.vic.gov.au)

W: [www.dhs.vic.gov.au/for-individuals/disability/start-here/access-to-disability-supports](http://www.dhs.vic.gov.au/for-individuals/disability/start-here/access-to-disability-supports)

## 6. Social support – planned activity groups

The following agencies offer planned activity groups (centre and outing based) which **cater specifically for people with dementia**. Many of the centres also offer social and support groups for **carers** of people with dementia.

### **Baptcare Brindabilla Day Centre**

68 – 72 Atherton Road Oakleigh VIC 3166

T: 9563 3509

W: [www.baptcare.org.au/aged-care/respite/Pages/Adult-day-respite.aspx](http://www.baptcare.org.au/aged-care/respite/Pages/Adult-day-respite.aspx)

### **Baptcare Southaven Day Centre**

117 Jasper Road Bentleigh VIC 3204

T: 9557 8322

W: [www.baptcare.org.au/aged-care/respite/Pages/Adult-day-respite.aspx](http://www.baptcare.org.au/aged-care/respite/Pages/Adult-day-respite.aspx)

### **Boroondara Aged Services Society (BASS Care)**

Maranoa House, 10 Faversham Road Canterbury VIC 3126

T: 8809 4979 E: [maranoa@basscare.org.au](mailto:maranoa@basscare.org.au)

W: [www.basscare.org.au/services/dementia-services/day-activity-program/](http://www.basscare.org.au/services/dementia-services/day-activity-program/)

Eligibility: Residents of Boroondara and surrounding areas

### **Caladenia Dementia Care**

11 Hilledge Lane Mooroolbark VIC 3138

T: 9727 2222 E: [caladenia@caladenia.com.au](mailto:caladenia@caladenia.com.au)

W: [www.caladenia.com.au](http://www.caladenia.com.au)

Eligibility: Yarra Ranges residents. People from surrounding areas by agreement

### **Chinese Community Social Services Centre Inc**

14 Livingstone Close Burwood VIC 3125

T: 9888 8671 or 9888 8493 E: [hacc@ccssci.com.au](mailto:hacc@ccssci.com.au)

Eligibility: Chinese elderly from Whitehorse and Monash.

Languages spoken: Cantonese, Mandarin and English

### **Donwood Community Aged Care Services**

1-5 Mount Dandenong Road Croydon VIC 3136

T: 9879 7366 E: [daycare@donwood.com.au](mailto:daycare@donwood.com.au)

W: [www.donwood.com.au/index.cfm/community/day-care/](http://www.donwood.com.au/index.cfm/community/day-care/)

Eligibility: Maroondah residents. People from surrounding areas (eg Lilydale, Mooroolbark) by agreement

### **DutchCare Margriet Manor**

722 Mount Dandenong Road Kilsyth VIC 3137

T: 9728 5299 E: [pc1e@dutchcare.com.au](mailto:pc1e@dutchcare.com.au)

W: [www.dutchcare.com.au/index.php/en/home-care/planned-activity-groups](http://www.dutchcare.com.au/index.php/en/home-care/planned-activity-groups)

Eligibility: Dutch residents from Yarra Ranges and surrounding areas

### **EACH Killara House**

46 Warrandyte Road Building C'2' Ringwood VIC 3134

T: 9871 2644 E: [info@each.com.au](mailto:info@each.com.au)

W: [www.each.com.au/killara-house/](http://www.each.com.au/killara-house/)

Eligibility: Manningham, Maroondah, Whitehorse & Yarra Ranges residents. Younger Onset Dementia participants from all Eastern Metropolitan Region residents

Services: Includes program for people with Younger Onset Dementia

### **EACH Golden Wattle House**

1 Joffre Road Healesville VIC 3777

T: 5962 2588 E: [info@each.com.au](mailto:info@each.com.au)

W: [www.each.com.au/golden-wattle/?phpMyAdmin=da1c4b26e2a2td0acc5b](http://www.each.com.au/golden-wattle/?phpMyAdmin=da1c4b26e2a2td0acc5b)

### **Inner East Community Health – The Caring Café**

283 Church Street Richmond VIC 3121

T: 9427 1404

W: [www.iechs.com.au/service/caring-cafe/](http://www.iechs.com.au/service/caring-cafe/)

Eligibility: Boroondara residents

### **Manningham Centre Association – Grevillea House**

371 Manningham Rd Doncaster VIC 3108

T: 9856 1224 E: [manningham@mcentre.asn.au](mailto:manningham@mcentre.asn.au)

W: [www.manninghamcentre.com.au/planned-activity-group/](http://www.manninghamcentre.com.au/planned-activity-group/)

Eligibility: Manningham residents

### **Maroondah City Council**

7 Civic Square Croydon VIC 3136

T: 9294 5729 or 1300 88 22 33 E: [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

W: [www.maroondah.vic.gov.au/HACC.aspx](http://www.maroondah.vic.gov.au/HACC.aspx)

Eligibility: Maroondah residents

### **Monash City Council – Halcyon Day Centre**

293 Springvale Rd Glen Waverley VIC 3150

T: 9518 3553 E: [intake@monash.vic.gov.au](mailto:intake@monash.vic.gov.au)

W: [www.monash.vic.gov.au/community/social-day-centre.htm](http://www.monash.vic.gov.au/community/social-day-centre.htm)

Eligibility: Monash residents

### **Olivet Aged Care – Olive Grove House**

7-9 Rupert Street Ringwood VIC 3134

T: 9870 5495 E: [reception@olivet.com.au](mailto:reception@olivet.com.au)

W: [www.olivet.com.au/?page\\_id=348](http://www.olivet.com.au/?page_id=348)

### **Samarinda Aged Services – Elsie Salter House**

11 Marquis St Ashburton VIC 3147

T: 9885 6426 E: [eshadmin@samarinda.org.au](mailto:eshadmin@samarinda.org.au)

W: [www.samarinda.org.au/pages/our-programs/community-program/elsie-salter-house](http://www.samarinda.org.au/pages/our-programs/community-program/elsie-salter-house)

Eligibility: Residents of Boroondara, parts of Monash and Whitehorse. People from surrounding areas by agreement

### **The Haven Day Centre**

17-19 Falconer Road Boronia VIC 3155

T: 9762 8423 E: [info@thehavendaycentre.org.au](mailto:info@thehavendaycentre.org.au)

W: [www.thehavendaycentre.org.au/home](http://www.thehavendaycentre.org.au/home)

Eligibility: Residents of Knox and surrounding areas

### **Uniting AgeWell – Kangerong Centre**

79 Thames Street Box Hill VIC 3128

T: 9898 7405 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)

W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

Eligibility: Whitehorse residents. People from surrounding areas by agreement



**Uniting AgeWell – Sefton Lodge**

111a Denham Street Hawthorn VIC 3122  
T: 9818 1829 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)  
W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

**Uniting AgeWell – Strathdon Mingara Day Activity Centre**

9 Jolimont Road Forest Hill Vic 3131  
T: 9845 3113 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)  
W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)  
Eligibility: Whitehorse residents. People from surrounding areas by agreement

**Tabulam and Templer Homes for the Aged**

31-41 Elizabeth Street Bayswater VIC 3153  
T: 8720 1333  
W: [www.ttha.org.au/about-ttha.html](http://www.ttha.org.au/about-ttha.html)  
Eligibility: German residents from Eastern Metropolitan Region

**Villa Maria – Carinya Respite Service**

8 Palmerston Road Lysterfield VIC 3156  
T: 9752 7700 E: [carinya@villamaria.com.au](mailto:carinya@villamaria.com.au)  
White Road Activity and Respite Centre  
W: [www.villamaria.com.au/services/senior-services/community-services/respite-and-day-programs.html](http://www.villamaria.com.au/services/senior-services/community-services/respite-and-day-programs.html)  
Eligibility: Eastern Metropolitan Region residents

**Villa Maria – White Road Activity and Respite Centre**

13 White Road Wantirna South VIC 3152  
T: 9800 7210 E: [whiteroad@villamaria.com.au](mailto:whiteroad@villamaria.com.au)  
W: [www.villamaria.com.au/services/senior-services/community-services/respite-and-day-programs.html](http://www.villamaria.com.au/services/senior-services/community-services/respite-and-day-programs.html)  
Eligibility: Eastern Metropolitan Region residents

**Wesley Mission Victoria – St Marks**

7 Edward Street Chadstone VIC 3148  
T: 9807 3634 E: [stmarks@wesley.org.au](mailto:stmarks@wesley.org.au)  
W: [www.wesley.org.au/ourservices/agedcare/socialsupportservices.html](http://www.wesley.org.au/ourservices/agedcare/socialsupportservices.html)  
Eligibility: Monash residents

**Whitehorse City Council**

Mountain View Cottage, 25 Mountain View Road Nunawading VIC 3131  
T: 9262 6110 E: [HACCclients.Intake@whitehorse.vic.gov.au](mailto:HACCclients.Intake@whitehorse.vic.gov.au)  
W: [www.whitehorse.vic.gov.au/Mountain-View-Cottage.html](http://www.whitehorse.vic.gov.au/Mountain-View-Cottage.html)  
Eligibility: Whitehorse residents

**Yarra Ranges Council – Sherbrooke Cottage**

5 Campbell Street Tecoma VIC 3160  
T: 1300 368 333 Ask for Aged and Disability Services E: [mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)  
W: [www.yarraranges.vic.gov.au/Residents/Support\\_for\\_Older\\_Residents](http://www.yarraranges.vic.gov.au/Residents/Support_for_Older_Residents)  
[www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC\\_Information\\_241111.pdf](http://www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC_Information_241111.pdf)  
Eligibility: Yarra Ranges residents

## 7. Access and support

### **Chinese Community Social Services Centre Inc**

14 Livingston Close Burwood VIC 3125

T: 9888 8671 E: [hacc@ccssci.com.au](mailto:hacc@ccssci.com.au)

Eligibility: Eastern Metropolitan Region residents; focus on Chinese people

### **EACH Social & Community Health**

2/254 Canterbury Rd Bayswater VIC 3153

T: 8720 1131 or 1300 00 3224 E: [mscott@each.com.au](mailto:mscott@each.com.au)

Eligibility: Knox, Maroondah and Yarra Ranges residents; focus on people with dementia

### **Migrant Information Centre**

Suite 2, Town Hall Hub, 27 Bank Street Box Hill VIC 3128

T: 9275 6901 E: [wzhang@miceastmelb.com.au](mailto:wzhang@miceastmelb.com.au)

W: [www.miceastmelb.com.au/accessandsupport.htm](http://www.miceastmelb.com.au/accessandsupport.htm)

Eligibility: Eastern Metropolitan Region residents

### **Mullum Mullum Indigenous Gathering Place**

3 Croydon Way Croydon VIC 3136

T: 9725 2166 E: [accessandsupport@mmigp.com.au](mailto:accessandsupport@mmigp.com.au)

Eligibility: Residents of Eastern Metropolitan Region except Yarra Ranges; focus on Aboriginal and Torres Strait Islander people

### **St Vincent's Hospital**

41 Victoria Parade Fitzroy VIC 3065

T: 9288 3817

Eligibility: Boroondara residents

### **Whitehorse Community Health Service**

Level 2 43 Carrington Rd Box Hill VIC 3128

T: 8843 2251 E: [dcoddington@wchs.org.au](mailto:dcoddington@wchs.org.au)

Eligibility: Boroondara, Manningham, Monash and Whitehorse residents; focus on people with dementia

### **Yarra Valley Community Health Service**

377 Maroondah Highway Healesville VIC 3777

T: 1300 130 381 E: [dutyworkers.hsf@easternhealth.org.au](mailto:dutyworkers.hsf@easternhealth.org.au)

Eligibility: Yarra Ranges residents; focus on Aboriginal and Torres Strait Islander people

## 8. General practice and practice nurses

### **Eastern Melbourne Medicare Local**

Level 2 43 Carrington Rd Box Hill VIC 3128

T: 9871 1000 or 1300 766 858 after hours E: [emml@emml.com.au](mailto:emml@emml.com.au)

W: [www.emml.com.au](http://www.emml.com.au)

Search for medical practitioners in Knox, Maroondah and Yarra Ranges on this website.

### **Inner East Melbourne Medicare Local**

6 Lakeside Drive Burwood East VIC 3151

T: 8822 8444 E: [admin@iemml.org.au](mailto:admin@iemml.org.au)

W: [www.iemml.org.au](http://www.iemml.org.au)

Search for medical practitioners in Boroondara, Manningham, Monash and Whitehorse on this website.

## 9. Nursing

### **Eastern Health (Community Rehabilitation Program)**

**Angliss Hospital** Albert Street Upper Ferntree Gully VIC 3156

**Peter James Centre** Mahoneys Road Burwood East VIC

**Wantirna Health** 251 Mountain Highway Wantirna South VIC 3152

**Yarra Ranges Health** 25 Market St, Lilydale, 3140

Intake to all sites via the Ambulatory Access Unit

T: 9881 1100

W: [www.easternhealth.org.au/services/agedcare/crp.aspx](http://www.easternhealth.org.au/services/agedcare/crp.aspx)

### **Eastern Health Yarra Valley Community Health**

T: 5969 9932 or 1300 130 381

[www.easternhealth.org.au/locations/yarravalleycommunityhealth/serviceDirectory/service.serviceld,11437.aspx](http://www.easternhealth.org.au/locations/yarravalleycommunityhealth/serviceDirectory/service.serviceld,11437.aspx)

Eligibility: Residents of the Yarra Valley (Yarra Ranges)

### **Mecwacare**

T: 9593 7106 E: [intake@mecwacare.org.au](mailto:intake@mecwacare.org.au)

W: [www.mecwacare.org.au/www/444/1001127/displayarticle/1001184.html](http://www.mecwacare.org.au/www/444/1001127/displayarticle/1001184.html)

Eligibility: Manningham and Whitehorse residents

### **Royal District Nursing Service (RDNS)**

T: 1300 334 455

W: [www.rdns.com.au](http://www.rdns.com.au)

Eligibility: Eastern Metropolitan Region residents

### **St Vincent's Hospital (Hospital in the Home)**

T: 9288 3817 or 9288 2211 after hours

[www.svhm.org.au/patients/Pages/HospitalintheHome.aspx](http://www.svhm.org.au/patients/Pages/HospitalintheHome.aspx)

Eligibility: Boroondara residents

### **Uniting AgeWell – Elgin Street Centre**

93-95 Elgin Street Hawthorn VIC 3122

T: 9815 0155 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)

W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

Eligibility: Residents of Boroondara and surrounding areas

### **Uniting AgeWell – Strathdon Day Therapy Centre**

9 Jolimont Road Forest Hill VIC 3131

T: 9845 3114 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)

W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

Eligibility: Residents of Whitehorse and surrounding areas

## 10. Allied health

Allied Health disciplines include dietetics, occupational therapy, physiotherapy, speech pathology, social work, counselling and podiatry.

### **Donwood Community Aged Care Services**

1-5 Mount Dandenong Road Croydon VIC 3136

T: 9879 7366 W: [physio@donwood.com.au](mailto:physio@donwood.com.au)

W: [www.donwood.com.au/index.cfm/community/physiotherapy-services/](http://www.donwood.com.au/index.cfm/community/physiotherapy-services/)

Eligibility: Maroondah residents. People from surrounding areas (Lilydale, Mooroolbark) by agreement

Services: Physiotherapy

### **EACH Social and Community Health**

75 Patterson Street East Ringwood VIC 3135

T: 9837 3999 or 1300 003224 E: [info@each.com.au](mailto:info@each.com.au)

W: <http://www.each.com.au/dietetics/>

<http://www.each.com.au/occupational-therapy/>

<http://www.each.com.au/physiotherapy/>

<http://www.each.com.au/podiatry/>

Eligibility: Maroondah residents. Surrounding areas for some services

Services: Dietetics, occupational therapy, physiotherapy and podiatry

### **Eastern Health**

The following Eastern Health sites offer **Community Rehabilitation Programs** which provide short term, goal oriented therapy for adults over 18 years, aimed at improving client's function and well being following a recent stay in hospital. They provide interdisciplinary therapy in the client's home or in a community rehabilitation centre, including dietetics, occupational therapy, physiotherapy, speech pathology, social work, nursing and podiatry.

**Angliss Hospital** Albert Street Upper Ferntree Gully VIC 3156

**Peter James Centre** Mahoneys Road Burwood East VIC

**Wantirna Health** 251 Mountain Highway Wantirna South VIC 3152

**Yarra Ranges Health** 25 Market St, Lilydale, 3140

Intake to all sites via the Ambulatory Access Unit

T: 9881 1100

W: [www.easternhealth.org.au/services/agedcare/crp.aspx](http://www.easternhealth.org.au/services/agedcare/crp.aspx)

Services: Dietetics, occupational therapy, physiotherapy, speech pathology and podiatry

### **Eastern Health Yarra Valley Community Health Service**

Shop 2, 297 Maroondah Highway, Healesville, VIC

T: 1300 130 381

W: [www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,11691.aspx](http://www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,11691.aspx) (Dietetics)

[www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,11689.aspx](http://www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,11689.aspx) (Occupational therapy)

[www.easternhealth.org.au/services/alliedHealth/service,serviceId,47342.aspx](http://www.easternhealth.org.au/services/alliedHealth/service,serviceId,47342.aspx) (Physiotherapy)

[www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,914.aspx](http://www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,914.aspx)

(Speech pathology)

[www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,561.aspx](http://www.easternhealth.org.au/services/alliedHealth/chooseServiceLocation,serviceId,561.aspx)

(Podiatry)

Eligibility: Residents of the Yarra Valley (Yarra Ranges)

Services: Dietetics, occupational therapy, physiotherapy, speech pathology and podiatry

### **Inner East Community Health**

7 Samarinda Ave, Ashburton VIC 3147  
378 Burwood Road, Hawthorn VIC 3122  
283 Church Street, Richmond VIC 3121  
T: 9420 9118

W: [www.iechs.com.au/services/allied-health/](http://www.iechs.com.au/services/allied-health/)  
[www.iechs.com.au/services/counselling/](http://www.iechs.com.au/services/counselling/)

Eligibility: Boroondara residents

Services: Dietetics, occupational therapy, physiotherapy, speech pathology, social work, counselling and podiatry

### **Inspiro Community Health Service**

17 Clarke Street Lilydale VIC 3140  
1624 Burwood Highway Belgrave VIC 3160  
T: 9738 8801 E: [hello@inspiro.org.au](mailto:hello@inspiro.org.au)

W: [www.inspiro.org.au/services/health-services/nutrition-and-dietetics](http://www.inspiro.org.au/services/health-services/nutrition-and-dietetics)  
[www.inspiro.org.au/services/health-services/occupational-therapy1](http://www.inspiro.org.au/services/health-services/occupational-therapy1)  
[www.inspiro.org.au/services/health-services/physiotherapy](http://www.inspiro.org.au/services/health-services/physiotherapy)  
[www.inspiro.org.au/services/health-services/counselling](http://www.inspiro.org.au/services/health-services/counselling)  
[www.inspiro.org.au/services/health-services/podiatry](http://www.inspiro.org.au/services/health-services/podiatry)

Eligibility: Residents of Yarra Ranges and surrounding areas

Services: Dietetics, occupational therapy, physiotherapy, counseling, podiatry

### **Knox Community Health Service**

1063 Burwood Highway Ferntree Gully VIC 3156  
T: 9757 6200 E: [info@kchs.org.au](mailto:info@kchs.org.au)

W: [www.kchs.org.au/services/dietetics-food-diet-exercise](http://www.kchs.org.au/services/dietetics-food-diet-exercise)  
[www.kchs.org.au/services/occupational-therapy-0](http://www.kchs.org.au/services/occupational-therapy-0)  
[www.kchs.org.au/services/physiotherapy-0](http://www.kchs.org.au/services/physiotherapy-0)  
[www.kchs.org.au/services/counselling](http://www.kchs.org.au/services/counselling)  
[www.kchs.org.au/services/podiatry-0](http://www.kchs.org.au/services/podiatry-0)

Eligibility: Knox residents

Services: Dietetics, occupational therapy, physiotherapy, counselling and podiatry

### **Manningham Centre Association**

371 Manningham Rd Doncaster VIC 3108

T: 9856 1210 E: [rehab@mcentre.asn.au](mailto:rehab@mcentre.asn.au)

W: [www.manninghamcentre.com.au/doncaster-rehabilitation-services/](http://www.manninghamcentre.com.au/doncaster-rehabilitation-services/)

Eligibility: Manningham residents

Services: Occupational therapy, physiotherapy, social work, counselling and podiatry

### **Manningham City Council**

**Bulleen Senior Citizens' Centre** (Tuesdays)

Cnr Manningham Road and Balmoral Avenue, Lower Templestowe 3107

**Doncaster Senior Citizens' Centre** (Wednesdays)

Cnr Doncaster Road and Dehnert Street Doncaster East

T: 9840 9700

W: [www.manningham.vic.gov.au/live/aged\\_care/foot\\_care.html?s=718216272](http://www.manningham.vic.gov.au/live/aged_care/foot_care.html?s=718216272) (Foot Care)

Eligibility: Manningham residents

Services: Podiatry

### **Manningham Community Health Service**

Unit 1, 1020 Doncaster Road Doncaster East VIC 3109

T: 8841 3000 E: [mchs@mannchs.org.au](mailto:mchs@mannchs.org.au)

W: [www.mannchs.org.au/services/s\\_dietetics.php](http://www.mannchs.org.au/services/s_dietetics.php)

[www.mannchs.org.au/services/s\\_ot.php](http://www.mannchs.org.au/services/s_ot.php)

[www.mannchs.org.au/services/s\\_physiotherapy.php](http://www.mannchs.org.au/services/s_physiotherapy.php)

[www.mannchs.org.au/services/s\\_speechpath.php](http://www.mannchs.org.au/services/s_speechpath.php)

[www.mannchs.org.au/services/s\\_counselling.php](http://www.mannchs.org.au/services/s_counselling.php)

[www.mannchs.org.au/services/s\\_podiatry.php](http://www.mannchs.org.au/services/s_podiatry.php)

Eligibility: Manningham residents

Services: Dietetics, occupational therapy, physiotherapy, speech pathology, counselling and podiatry

### **Monashlink Community Health Service**

94 Batesford Road Chadstone VIC 3148

Level 1, 9–15 Cooke Street Clayton VIC 3168

34-38 O'Sullivan Road Glen Waverley VIC 3150

568 Neerim Road Hughesdale VIC 3166

T: 1300 552 509 E: [monashlink@monashlink.org.au](mailto:monashlink@monashlink.org.au)

W: [www.monashlink.org.au/index.php/health-menu/community-health/nutrition-dietetics.html](http://www.monashlink.org.au/index.php/health-menu/community-health/nutrition-dietetics.html)

[www.monashlink.org.au/index.php/health-menu/community-health/occupational-therapy.html](http://www.monashlink.org.au/index.php/health-menu/community-health/occupational-therapy.html)

[www.monashlink.org.au/index.php/health-menu/community-health/physiotherapy.html](http://www.monashlink.org.au/index.php/health-menu/community-health/physiotherapy.html)

[www.monashlink.org.au/index.php/health-menu/community-health/speech-pathology.html](http://www.monashlink.org.au/index.php/health-menu/community-health/speech-pathology.html)

[www.monashlink.org.au/index.php/counselling-menu/counselling-services.html](http://www.monashlink.org.au/index.php/counselling-menu/counselling-services.html)

[www.monashlink.org.au/index.php/health-menu/community-health/podiatry.html](http://www.monashlink.org.au/index.php/health-menu/community-health/podiatry.html)

Eligibility: Residents of Monash and surrounding areas

Services: Dietetics, occupational therapy, physiotherapy, speech pathology, counselling and podiatry

### **St Vincent's Hospital**

Home Based Allied Health Services

T: 9816 0529

W: [www.svhm.org.au/gp/agedcommunitycare/Pages/DomiciliaryRescare.aspx](http://www.svhm.org.au/gp/agedcommunitycare/Pages/DomiciliaryRescare.aspx)

Eligibility: Boroondara residents

Services: Dietetics, occupational therapy, physiotherapy, speech pathology and podiatry

### **Uniting AgeWell – Elgin Street Centre**

93-95 Elgin Street Hawthorn VIC 3122

T: 9815 0155 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)

W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

Eligibility: Residents of Boroondara and surrounding areas

Services: Occupational therapy, physiotherapy, speech pathology, counselling and podiatry

### **Uniting AgeWell – Strathdon Day Therapy Centre**

9 Jolimont Road Forest Hill VIC 3131

T: 9845 3114 E: [info@unitingagewell.org](mailto:info@unitingagewell.org)

W: [www.unitingagewell.org/Pages/Community-Living.aspx](http://www.unitingagewell.org/Pages/Community-Living.aspx)

Eligibility: Residents of Whitehorse and surrounding areas

Services: Occupational therapy, physiotherapy, speech pathology and podiatry

### **Villa Maria Rehabilitation Centre**

355 Stud Road, Wantirna South VIC

T: 9800 7255 E: [intake.wcrc@villamaria.com.au](mailto:intake.wcrc@villamaria.com.au)

W: [www.villamaria.com.au/services/senior-services/community-services/rehabilitation.html](http://www.villamaria.com.au/services/senior-services/community-services/rehabilitation.html)

Eligibility: Residents of Knox and surrounding areas

Services: Dietetics, occupational therapy, physiotherapy, speech pathology and podiatry

## **Whitehorse Community Health Service**

Level 2, 43 Carrington Road Box Hill VIC 3128

T: 9890 2220 E: [info@wchs.org.au](mailto:info@wchs.org.au)

W: [wchs.org.au/services/allied-health-services/nutrition-and-dietetics](http://wchs.org.au/services/allied-health-services/nutrition-and-dietetics)

[wchs.org.au/services/allied-health-services/occupational-therapy](http://wchs.org.au/services/allied-health-services/occupational-therapy)

[wchs.org.au/services/allied-health-services/physiotherapy](http://wchs.org.au/services/allied-health-services/physiotherapy)

[wchs.org.au/services/allied-health-services/speech-pathology%20](http://wchs.org.au/services/allied-health-services/speech-pathology%20)

[wchs.org.au/services/counselling-services](http://wchs.org.au/services/counselling-services)

[wchs.org.au/services/allied-health-services/podiatry](http://wchs.org.au/services/allied-health-services/podiatry)

Eligibility: Residents of Whitehorse and surrounding areas

Services: Services: Dietetics, occupational therapy, physiotherapy, speech pathology, counselling and podiatry

## **11. Medical specialists**

### **Eastern Melbourne Medicare Local**

Level 2 43 Carrington Rd Box Hill VIC 3128

T: 9871 1000 or 1300 766 858 after hours E: [emml@emml.com.au](mailto:emml@emml.com.au)

W: [www.emml.com.au/](http://www.emml.com.au/)

Search for medical specialists in Knox, Maroondah and Yarra Ranges on this website.

### **Inner East Melbourne Medicare Local**

6 Lakeside Drive Burwood East VIC 3151

T: 8822 8444 E: [admin@iemml.org.au](mailto:admin@iemml.org.au)

W: [www.emml.com.au/](http://www.emml.com.au/)

Search for medical specialists in Boroondara, Manningham, Monash and Whitehorse on this website.

## **12. Geriatric Evaluation and Management (GEM)**

### **Eastern Health**

**Peter James Centre**, Cnr. Mahoneys Road & Burwood Highway Burwood East VIC 3151

**Wantirna Health**, 251 Mountain Highway Wantirna South VIC 3152

**Angliss Hospital**, Albert Street Upper Ferntree Gully VIC 3156

**Maroondah Hospital**, Davey Drive East Ringwood VIC 3135

**Healesville and District Hospital**, 377 Maroondah Highway Healesville VIC 3777

**Intake to all sites is via the Inpatient Access Unit**, Mahoneys Road Burwood East VIC 3151

T: 9881 1807

W: [www.easternhealth.org.au/Services/AgedCare/gem.aspx](http://www.easternhealth.org.au/Services/AgedCare/gem.aspx)

Eligibility: Residents of Eastern Metropolitan Region except Boroondara

### **St Vincent's Hospital St George's Health Service**

283 Cotham Road, Kew VIC 3101

T: 9816 0444

W: [www.svhm.org.au/gp/agedcommunitycare/Pages/GEM.aspx](http://www.svhm.org.au/gp/agedcommunitycare/Pages/GEM.aspx)

Eligibility: Boroondara residents

## 13. Aged Care Assessment Service (ACAS)

An assessment from an Aged Care Assessment Service (also known as an Aged Care Assessment Team) is required to access services through the Commonwealth Home Care Package Program and Commonwealth funded residential care facilities.

### Eastern Health

#### Central East ACAS

**Peter James Centre**, Cnr. Mahoneys Road & Burwood Highway Burwood East VIC 3151

T: 9881 1875 E: [acas@peterjames.org.au](mailto:acas@peterjames.org.au)

[www.easternhealth.org.au/locations/boxhill/serviceDirectory/service.serviceld,45805,locationId,282.aspx](http://www.easternhealth.org.au/locations/boxhill/serviceDirectory/service.serviceld,45805,locationId,282.aspx)

Eligibility: Manningham, Monash and Whitehorse residents

#### Outer East ACAS

T: 8804 8652 E: [oeacas@easternhealth.org.au](mailto:oeacas@easternhealth.org.au)

[www.easternhealth.org.au/locations/boxhill/serviceDirectory/service.serviceld,45805,locationId,282.aspx](http://www.easternhealth.org.au/locations/boxhill/serviceDirectory/service.serviceld,45805,locationId,282.aspx)

Eligibility: Knox, Maroondah and Yarra Ranges residents

### St Vincent's Hospital St George's Health Service

283 Cotham Road, Kew VIC 3101

T: 9816 0444 E: [acas@svhm.org.au](mailto:acas@svhm.org.au)

W: [www.svhm.org.au/gp/agedcommunitycare/Pages/GEM.aspx](http://www.svhm.org.au/gp/agedcommunitycare/Pages/GEM.aspx)

Eligibility: Boroondara residents

## 14. Aged Persons Mental Health Service (APMHS)

### Eastern Health Peter James Centre

Cnr. Mahoneys Road & Burwood Highway Burwood East VIC 3151

T: 1300 721 927

W: [www.easternhealth.org.au/services/mentalhealth/agedmentalhealth/agedpersonsmhs.aspx](http://www.easternhealth.org.au/services/mentalhealth/agedmentalhealth/agedpersonsmhs.aspx)

Eligibility: Residents of Eastern Metropolitan Region except Boroondara, aged 65 years and over

### St Vincent's Hospital St George's Health Service

283 Cotham Road, Kew VIC 3101

T: 9816 0443 or 1300 558 862 (out of hours)

W: [www.svhm.org.au/gp/agedcommunitycare/Pages/APATT.aspx](http://www.svhm.org.au/gp/agedcommunitycare/Pages/APATT.aspx)

Eligibility: Boroondara residents aged 65 years and over

## 15. Hospital Admission Risk Program (HARP)

### Eastern Health Peter James Centre

Cnr. Mahoneys Road & Burwood Highway Burwood East VIC 3151

T: 9881 1100

W: [www.easternhealth.org.au/services/directory/service.serviceld,47859.aspx](http://www.easternhealth.org.au/services/directory/service.serviceld,47859.aspx)

Eligibility: Residents of Eastern Metropolitan Region except Boroondara

### St Vincent's Hospital

T: Various, see website for details

W: [www.svhm.org.au/services/HARP/Pages/HARP.aspx](http://www.svhm.org.au/services/HARP/Pages/HARP.aspx)

Eligibility: Boroondara residents



## 16. Palliative care

### Eastern Health Wantirna Palliative Care

251 Mountain Hwy, Wantirna VIC 3152

T: 9955 1341

W: [http://www.easternhealth.org.au/services/directory/service\\_serviceid,45108.aspx](http://www.easternhealth.org.au/services/directory/service_serviceid,45108.aspx)

Eligibility: Residents of Eastern Metropolitan Region except Boroondara

Services: Inpatient palliative care

### Eastern Palliative Care Association

1st Floor, Building 2, 630 Mitcham Road, Mitcham VIC 3132

T: 1300 130 813 E: [epccip@epc.asn.au](mailto:epccip@epc.asn.au)

W: [www.eastpallcare.asn.au](http://www.eastpallcare.asn.au)

Eligibility: Eastern Metropolitan Region residents

Services: Home based palliative care services

### Fernlea House

149 Emerald-Monbulk Road Emerald Vic 3782

T: 5968 3895 E: [admin@fernlea.com.au](mailto:admin@fernlea.com.au)

W: [www.fernlea.com.au/index.html](http://www.fernlea.com.au/index.html)

Eligibility: Knox, Maroondah and Yarra Ranges residents

Services: Centre based day palliative care, Home based volunteer respite services

### St Vincent's Hospital Caritas Christi Hospice

104 Studley Park Rd Kew 3101

T: 9853 2344

W: <http://www.svhm.org.au/patients/Pages/CaritasChristiHospice.aspx>

Services: Inpatient palliative care and Day Hospice

## 17. Information and counselling (Alzheimer's Australia Vic)

See also **Counselling and Advisory Service (Carers Victoria)** on page 18, and **Networks** on page 20 for information regarding dementia networks.

### Alzheimer's Australia Vic

National Dementia Helpline T: 1800 100 500 or 131 450 for Language Services

W: [www.fightdementia.org.au/victoria.aspx](http://www.fightdementia.org.au/victoria.aspx)

Eligibility: Eastern Metropolitan Region residents

Services: Information, support and specialist counselling services for anyone who has dementia or concerns about changes to their own or a family member's memory or behaviour. Individual, family or telephone based services and group programs specifically designed for people living with dementia and family carers.

## 18. Cognitive, Dementia and Memory Service (CDAMS)

### Eastern Health Wantirna

251 Mountain Highway Wantirna South VIC 3152

T: 9881 1100 (Referral) or 9955 1230 (CDAMS service)

W: [www.easternhealth.org.au/services/directory/service\\_serviceid,45810,locationId,286.aspx](http://www.easternhealth.org.au/services/directory/service_serviceid,45810,locationId,286.aspx)

[www.easternhealth.org.au/gp/service\\_serviceid,45810,locationId,284.aspx](http://www.easternhealth.org.au/gp/service_serviceid,45810,locationId,284.aspx)

Eligibility: Knox, Manningham, Monash and Whitehorse residents

### **Eastern Health Yarra Ranges**

25 Market St Lilydale VIC 3140

T: 9881 1100 (Referral) or 8706 9622 (CDAMS service)

W: [www.easternhealth.org.au/services/directory/service.serviceld,45810,locationld,286.aspx](http://www.easternhealth.org.au/services/directory/service.serviceld,45810,locationld,286.aspx)

[www.easternhealth.org.au/gp/service.serviceld,45810,locationld,284.aspx](http://www.easternhealth.org.au/gp/service.serviceld,45810,locationld,284.aspx)

Eligibility: Yarra Ranges and Maroondah residents.

### **St Vincent's Hospital St George's Clinic**

283 Cotham Road, Kew VIC 3101

T: 9816 0577

W: [www.svhm.org.au/gp/agedcommunitycare/Pages/StGeorgesClinics.aspx](http://www.svhm.org.au/gp/agedcommunitycare/Pages/StGeorgesClinics.aspx)

Eligibility: Boroondara residents

## **19. Dementia Behaviour Management Advisory Service (DBMAS)**

DBMAS is a 24 hr telephone based advisory service for anyone who is caring for or has concerns about someone with dementia.

### **St Vincent's Hospital**

T: 1800 699 799 (24 hr freecall number) E: [dbmas@svhm.org.au](mailto:dbmas@svhm.org.au) (referrals)

W: [http://dbmas.org.au/Your\\_state/Victoria.aspx](http://dbmas.org.au/Your_state/Victoria.aspx)

Eligibility: Victorian residents

## **20. Commonwealth Home Care Package Program formerly Extended Aged Care at Home Dementia (EACH-D)**

From 1 August 2013, a new Home Care Packages Program has replaced the former community and flexible packaged care programs - Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) packages, and Extended Aged Care and Home Dementia (EACH-D) packages. A Home Care Package is a coordinated package of services tailored to meet the consumer's specific care needs. The package is coordinated by a home care provider, with funding provided by the Australian Government.

Further information about the Commonwealth Home Care Package Program is available at

W: [www.livinglongerlivingbetter.gov.au/internet/living/publishing.nsf/Content/Consumer-Directed-Care-Home-Care-Packages](http://www.livinglongerlivingbetter.gov.au/internet/living/publishing.nsf/Content/Consumer-Directed-Care-Home-Care-Packages) and [www.myagedcare.gov.au/aged-care-services/home-care-packages](http://www.myagedcare.gov.au/aged-care-services/home-care-packages)

An assessment from an Aged Care Assessment Service (also known as an Aged Care Assessment Team) is required to access services through the Commonwealth Home Care Package Program and Commonwealth funded residential care facilities. See **Aged Care Assessment Service (ACAS)** on page 13 for the location of services in the Eastern Metropolitan Region.

## 21. Café style support services

### **Alzheimer's Australia Victoria**

Memory Lane Cafés provide an opportunity for people with dementia and their family members and friends to enjoy an outing together with some refreshments and entertainment, in the company of people in a similar situation to themselves, whilst providing access to information and support services.

Three Cafés are available in the Eastern Metropolitan Region:

**Wheeler's Hill** – for anyone with dementia, their families and friends

**Hawthorn** – for people with Younger Onset Dementia, their families and friends

**Eastern Metropolitan Region Multicultural** – for Filipino, Chinese, Greek and Italian people with dementia, their families and friends

For all programs T: 1800 100 500 or 131 450 for Language Services

W: [www.fightdementia.org.au/services/memory-lane-caf-.aspx](http://www.fightdementia.org.au/services/memory-lane-caf-.aspx)

Eligibility: Eastern Metropolitan Region residents

## 22. Counselling and Advisory Service (Carers Victoria)

See also **Information and counselling** on page 16, and **Networks** on page 20 for information regarding dementia networks.

### **Carers Victoria**

1/37 Albert St Footscray VIC 3011

T: 9396 9500 or 1800 242 636 E: [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

W: [www.carersvictoria.org.au/](http://www.carersvictoria.org.au/)

Eligibility: Victorian residents

## 23. Support for Carers Program (SCP)

### **Villa Maria**

T: 1300 650 615 E: [accesseast@villamaria.com.au](mailto:accesseast@villamaria.com.au)

W: [www.villamaria.com.au/services/senior-services/community-services/carer-support-services.html](http://www.villamaria.com.au/services/senior-services/community-services/carer-support-services.html)

Eligibility: Eastern Metropolitan Region residents

Services: Carer services including short term case management, flexible respite, social support, education and allied health support, home care services and access and information to long term services.

## 24. Support for Carers of people with Dementia Program (SCPWD)

### **Villa Maria**

T: 1300 650 615 E: [accesseast@villamaria.com.au](mailto:accesseast@villamaria.com.au)

W: [www.villamaria.com.au/services/senior-services/community-services/carer-support-services.html](http://www.villamaria.com.au/services/senior-services/community-services/carer-support-services.html)

Eligibility: Eastern Metropolitan Region residents

Services: Carer support and advocacy, respite options, long term supports and future planning for carers looking after someone with early onset dementia

## 25. National Respite for Carers Program (NRCP)

Contact the Commonwealth Respite and Carelink Centre at UnitingCare Community Options for contact details of all National Respite for Carers Program services available in the Eastern Metropolitan Region.

### UnitingCare Community Options

T: 1800 052 222

W: [www.ucco.org.au/get-assistance/carers/planned-respite/](http://www.ucco.org.au/get-assistance/carers/planned-respite/)

Eligibility: Eastern Metropolitan Region residents

Services: Respite options for carers of older people and people with disabilities (aged 45 – 65 yrs)

## 26. Respite (HACC)

The following agencies offer home-based respite for carers of people with dementia.

See also **Social support – planned activity groups** on page 6 for centre-based day respite programs.

### Boroondara City Council

8 Inglesby Rd Camberwell VIC 3124

T: 9278 4777 E: [ageing.disabilityservices@boroondara.vic.gov.au](mailto:ageing.disabilityservices@boroondara.vic.gov.au)

W: [www.boroondara.vic.gov.au/residents/ageing-disability/respite-care](http://www.boroondara.vic.gov.au/residents/ageing-disability/respite-care)

Eligibility: Boroondara residents

### Knox City Council

511 Burwood Hwy Wantirna South VIC 3152

T: 9298 8345 E: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

W: [www.knox.vic.gov.au/Page/page.asp?Page\\_Id=321&h=0](http://www.knox.vic.gov.au/Page/page.asp?Page_Id=321&h=0)

Eligibility: Knox residents

### Manningham City Council

699 Doncaster Rd Doncaster VIC 3108

T: 9840 9700 E: [intake@manningham.vic.gov.au](mailto:intake@manningham.vic.gov.au)

W: [www.manningham.vic.gov.au/live/aged\\_care/respite\\_care.html?s=718216272](http://www.manningham.vic.gov.au/live/aged_care/respite_care.html?s=718216272)

Eligibility: Manningham residents

### Maroondah City Council

7 Civic Square Croydon VIC 3136

T: 9294 5729 or 1300 88 22 33 E: [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

W: [www.maroondah.vic.gov.au/HACC.aspx](http://www.maroondah.vic.gov.au/HACC.aspx)

Eligibility: Maroondah residents

### Monash City Council

293 Springvale Rd Glen Waverley VIC 3150

T: 9518 3553 E: [intake@monash.vic.gov.au](mailto:intake@monash.vic.gov.au)

W: [www.monash.vic.gov.au/community/respite-care.htm](http://www.monash.vic.gov.au/community/respite-care.htm)

Eligibility: Monash residents

### Whitehorse City Council

379-397 Whitehorse Road Nunawading VIC 3131 Australia

T: 9262 6110 E: [HACCclients.Intake@whitehorse.vic.gov.au](mailto:HACCclients.Intake@whitehorse.vic.gov.au)

W: [www.whitehorse.vic.gov.au/Home-Personal-Respite-Care.html](http://www.whitehorse.vic.gov.au/Home-Personal-Respite-Care.html)

Eligibility: Whitehorse residents

## Yarra Ranges Council

15 Anderson St Lilydale VIC 3140

T: 1300 368 333 Ask for Aged and Disability Services E: [mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)

W: [www.yarraranges.vic.gov.au/Residents/Support\\_for\\_Older\\_Residents](http://www.yarraranges.vic.gov.au/Residents/Support_for_Older_Residents)

[www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC\\_Information\\_241111.pdf](http://www.yarraranges.vic.gov.au/files/4c642915-7600-4603-b8ca-9fbf00f6c3ce/HACC_Information_241111.pdf)

Eligibility: Yarra Ranges residents

## 27. Residential aged care and residential respite

An assessment from an Aged Care Assessment Service (also known as an Aged Care Assessment Team) is required to access services through the Commonwealth Home Care Package Program and Commonwealth funded residential care facilities. See **Aged Care Assessment Service (ACAS)** on page 13 for the location of services in the Eastern Metropolitan Region.

Further information regarding Residential Aged Care facilities can be found at

[www.myagedcare.gov.au/considering-aged-care-home](http://www.myagedcare.gov.au/considering-aged-care-home)

## 28. Disability supported accommodation

For further information regarding disability supported accommodation, contact:

T: 1800 783 783 E: [disability.services@dhs.vic.gov.au](mailto:disability.services@dhs.vic.gov.au)

W: [www.dhs.vic.gov.au/for-individuals/disability/accommodation](http://www.dhs.vic.gov.au/for-individuals/disability/accommodation)

## 29. Networks

### Eastern Dementia Action Group

The Eastern Dementia Action Group is an information sharing network for local dementia service providers.

Contact Penelope Poulter T: 9815 7800 E: [penelope.poulter@alzheimers.org.au](mailto:penelope.poulter@alzheimers.org.au)

### Eastern Metropolitan Region Palliative Care Consortium

The Eastern Metropolitan Region Palliative Care Consortium (EMRPCC) is an alliance of palliative care providers from Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges areas. PO Box 2110 Rangeview VIC 3132

T: 8804 0651 E: [consortiummanager@epc.asn.au](mailto:consortiummanager@epc.asn.au)

W: [www.emrpcc.org.au/](http://www.emrpcc.org.au/)

### Victorian Dementia Network

The Victorian Dementia Network supports better outcomes in dementia care by providing an inclusive forum for those working across the dementia care continuum to share information, enhance communication and promote better practice care.

T: 1800 699 799 E: [dbmas@svhm.org.au](mailto:dbmas@svhm.org.au)

W: [www.connectingcare.com/Home/Provider?siteId=8502&hsdSiteId=54255&region=vicpcp&regionid=10](http://www.connectingcare.com/Home/Provider?siteId=8502&hsdSiteId=54255&region=vicpcp&regionid=10)