

Local dementia services directory Eastern Metropolitan Region

Print 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

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.

Step 1	Use the summary referral tables in Section 2 of the Guide to Services to identify appropriate assessment, diagnostic or support services for a person with dementia and their carer.
Step 2	Review the service description in Section 4 of the Guide to Services for a particular service.
Step 3	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

W: www.boroondara.vic.gov.au Search for 'Ageing and disability services'

Eligibility: Boroondara residents

Knox City Council

511 Burwood Hwy Wantirna South VIC 3152

T: 9298 8345 E: knoxcc@knox.vic.gov.au

W: www.knox.vic.gov.au Search for 'Healthy Ageing'

Eligibility: Knox residents

Manningham City Council

699 Doncaster Rd Doncaster VIC 3108

T: 9840 9700 E: intake@manningham.vic.gov.au

W: www.manningham.vic.gov.au Search for 'Aged Care'

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

W: 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

W: www.monash.vic.gov.au Search for 'Community Care'

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

Eligibility: Eastern Metropolitan Region residents

Whitehorse City Council

379-397 Whitehorse Road Nunawading VIC 3131 Australia

T: 9262 6110 E: A&D.NewIntake@whitehorse.vic.gov.au

W: www.whitehorse.vic.gov.au Search for 'Older People'

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

W: www.yarraranges.vic.gov.au Search 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

W: www.ashburtonsupport.org.au Look under *Services – Dining Room Meals* and *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 Search for '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

W: www.boroondara.vic.gov.au Search for 'Ageing and disability 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

W: www.knox.vic.gov.au Search for 'Healthy Ageing'

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

W: 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

W: www.manningham.vic.gov.au Search for 'Aged Care'

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

W: 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

W: www.monash.vic.gov.au Search for 'Community Care'

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

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: A&D.NewIntake@whitehorse.vic.gov.au

W: www.whitehorse.vic.gov.au Search for 'Older People'

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

W: www.yarraranges.vic.gov.au Search for 'Older Residents'

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

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 Look under *Staying at Home- Home Care*

www.myagedcare.gov.au Search for '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

W: www.dhs.vic.gov.au Search for '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 Search for 'Aged care respite'

Baptcare Southaven Day Centre

117 Jasper Road Bentleigh VIC 3204

T: 9557 8322

W: www.baptcare.org.au Search for 'Aged care respite'

Boroondara Aged Services Society (BASS Care)

Maranoa House, 10 Faversham Road Canterbury VIC 3126

T: 8809 4979 E: maranoa@basscare.org.au

W: www.basscare.org.au Look under *Services - Maranoa House Dementia Day Centre*

Eligibility: Residents of Boroondara and surrounding areas

Caladenia Dementia Care

11 Hilledge Lane Mooroolbark VIC 3138

T: 9727 2222 E: caladenia@caladenia.com.au

W: 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

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

W: www.donwood.com.au Look under *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

W: www.dutchcare.com.au Look under *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

W: 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

W: www.each.com.au Search for 'Golden Wattle'

Inner East Community Health – The Caring Café

283 Church Street Richmond VIC 3121

T: 9427 1404

W: www.iechs.com.au Search for 'Caring Café'

Eligibility: Boroondara residents

Manningham Centre Association – Grevillea House

371 Manningham Rd Doncaster VIC 3108

T: 9856 1224 E: manningham@mcentre.asn.au

W: www.manninghamcentre.com.au Search for '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

W: 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

W: www.monash.vic.gov.au Search for 'Halcyon'

Eligibility: Monash residents

Olivet Aged Care – Olive Grove House

7-9 Rupert Street Ringwood VIC 3134

T: 9870 5495 E: reception@olivet.com.au

W: www.olivet.com.au Look under *Our Facilities - Day Centre*

Samarinda Aged Services – Elsie Salter House

11 Marquis St Ashburton VIC 3147

T: 9885 6426 E: eshadmin@samarinda.org.au

W: www.samarinda.org.au Look under *Our Programs - Elsie Salter House Brochure*

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

W: www.thehavendaycentre.org.au

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

W: www.unitingagewell.org Look under *What We Offer – Community Living – Social Support*

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

W: www.unitingagewell.org Look under *What We Offer – Community Living – Social Support*

Uniting AgeWell – Strathdon Mingara Day Activity Centre

9 Jolimont Road Forest Hill Vic 3131

T: 9845 3113 E: info@unitingagewell.org

W: www.unitingagewell.org Look under *What We Offer – Community Living – Social Support*

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 Look under *About TTHA*

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

White Road Activity and Respite Centre

W: www.villamaria.com.au Look under *Services – Senior Services – Community Services – Respite and Day Programs*

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

W: www.villamaria.com.au Look under *Services – Senior Services – Community Services – Respite and Day Programs*

Eligibility: Eastern Metropolitan Region residents

Wesley Mission Victoria – St Marks

7 Edward Street Chadstone VIC 3148

T: 9807 3634 E: stmarks@wesley.org.au

W: www.wesley.org.au Look under *Our Services – Aged Care – Social Support Programs*

Eligibility: Monash residents

Whitehorse City Council – Mountain View Cottage

25 Mountain View Road Nunawading VIC 3131

T: 9262 6110 E: A&D.NewIntake@whitehorse.vic.gov.au

W: www.whitehorse.vic.gov.au Search for 'Mountain View Cottage'

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

W: www.yarraranges.vic.gov.au Search for 'HACC Information' then 'Planned Activity Group' within the document

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

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

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
W: 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
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
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
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
W: 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
W: 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 Search for 'Community Rehabilitation Program'

Eastern Health Yarra Valley Community Health

T: 5969 9932 or 1300 130 381

W: www.easternhealth.org.au Search for 'District Nursing'

Eligibility: Residents of the Yarra Valley (Yarra Ranges)

Mecwacare

T: 9593 7106 E: intake@mecwacare.org.au

W: www.mecwacare.org.au Look under *Our Services - Nursing*

Eligibility: Manningham and Whitehorse residents

Royal District Nursing Service (RDNS)

T: 1300 334 455

W: 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

W: www.svhm.org.au Search for 'Hospital in the Home'

Eligibility: Boroondara residents

Uniting AgeWell – Elgin Street Centre

93-95 Elgin Street Hawthorn VIC 3122

T: 9815 0155 E: info@unitingagewell.org

W: www.unitingagewell.org Look under *What We Offer – Community Living – Day Therapy Centres*

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

W: www.unitingagewell.org Look under *What We Offer – Community Living – Social Support*

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

W: www.donwood.com.au Look under *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

W: www.each.com.au Look under *Services – Allied Health/Home and Community Care – Dietetics, Occupational Therapy, Physiotherapy and 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 Search for "Community Rehabilitation Program"

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 Look under *Yarra Valley Community Health* (orange box on right of screen) or search for 'Dietetics', 'Occupational Therapy', 'Physiotherapy', 'Speech Pathology' or '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 Look under *Our Services – Allied Health and 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

W: www.inspiro.org.au Look under *Services – Health Services for Nutrition and Dietetics, Occupational Therapy, Physiotherapy, Counselling and 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

W: www.kchs.org.au Look under *Groups & Services for Dietetics (Food, diet, exercise), Occupational Therapy, Physiotherapy, Counselling and Podiatry*

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

W: www.manninghamcentre.com.au Search for 'Doncaster Rehabilitation Services'

Eligibility: Manningham residents

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

Manningham City Council

Bulleen and Templestowe 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 3109

T: 9840 9700

W: www.manningham.vic.gov.au Search for '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

W: www.mannchs.org.au Look under *Services* for *Dietetics, Occupational Therapy, Physiotherapy, Speech Pathology, Counselling* and *Podiatry*

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

W: www.monashlink.org.au Look under *Our Services – Counselling Services*; or

Our Services – Community Health for Nutrition & Dietetics, Occupational Therapy, Physiotherapy, Speech Pathology and *Podiatry*

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 Search for 'Home Based Allied Health Services'

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

W: www.unitingagewell.org Look under *What We Offer – Community Living – Day Therapy Centres*

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

W: www.unitingagewell.org Look under *What We Offer – Community Living – Day Therapy Centres*

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

W: www.villamaria.com.au Look under *Services – Senior Services – Community Services - Rehabilitation*

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

W: wchs.org.au Look under *Our Services – Allied Health Services for Nutrition and Dietetics, Occupational Therapy, Physiotherapy, Speech Pathology and Podiatry* or *Our Services – Counselling Services*

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

W: 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

W: www.iemml.org.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 Search for 'Geriatric Evaluation and Management'

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 Search for 'Geriatric Evaluation and Management'

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

W: www.easternhealth.org.au Search for 'Aged Care Assessment Service'

Eligibility: Manningham, Monash and Whitehorse residents

Outer East ACAS

T: 8804 8652 E: oeacas@easternhealth.org.au

W: www.easternhealth.org.au Search for 'Aged Care Assessment Service'

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

W: www.svhm.org.au Search for 'Aged Care Assessment Service'

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 Search for 'Aged Persons Mental Health Service'

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 Search for 'Aged Psychiatry Assessment and Treatment Team (APATT)'

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 Search for 'Hospital Admission Risk Program'

Eligibility: Residents of Eastern Metropolitan Region except Boroondara

St Vincent's Hospital

T: Various, see website for details

W: www.svhm.org.au Search for 'Hospital Admission Risk Program'

Eligibility: Boroondara residents

16. Palliative care

Eastern Health Wantirna Palliative Care

251 Mountain Hwy, Wantirna VIC 3152

T: 9955 1341

W: www.easternhealth.org.au Search for 'Palliative Care'

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

W: 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

W: www.fernlea.com.au

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: www.svhm.org.au Search for 'Caritas Christi Hospice'

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 17, 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

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 Search for 'Cognitive, Dementia and Memory Service (CDAMS)'

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 Search for 'Cognitive, Dementia and Memory Service (CDAMS)'

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 Search for 'Cognitive, Dementia and Memory Service (CDAMS)'

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 (referrals)

W: dbmas.org.au

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 Look under *Staying at Home- Home Care*

www.myagedcare.gov.au Search for '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:

Wheelers 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/victoria.aspx Look under *Services We Provide Vic – Memory Lane Café Vic*

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

W: www.carersvictoria.org.au

Eligibility: Victorian residents

23. Support for Carers Program (SCP)

Villa Maria

T: 1300 650 615 E: accesseast@villamaria.com.au

W: www.villamaria.com.au Look under *Services – Senior Services – Community Services – Carer Support Services*

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

W: www.villamaria.com.au Look under *Services – Senior Services – Community Services – Carer Support Services*

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 Search for 'National Respite for Carers Program'

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

W: www.boroondara.vic.gov.au Search for 'Respite Care'

Eligibility: Boroondara residents

Knox City Council

511 Burwood Hwy Wantirna South VIC 3152

T: 9298 8345 E: knoxcc@knox.vic.gov.au

W: www.knox.vic.gov.au Search for 'Respite Support'

Eligibility: Knox residents

Manningham City Council

699 Doncaster Rd Doncaster VIC 3108

T: 9840 9700 E: intake@manningham.vic.gov.au

W: www.manningham.vic.gov.au Search for 'Respite Care'

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

W: 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

W: www.monash.vic.gov.au Search for 'Respite Care'

Eligibility: Monash residents

Whitehorse City Council

379-397 Whitehorse Road Nunawading VIC 3131 Australia

T: 9262 6110 E: A&D.NewIntake@whitehorse.vic.gov.au

W: www.whitehorse.vic.gov.au Search for 'Home, Personal & Respite Care'

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

W: www.yarraranges.vic.gov.au Search for 'HACC Information' then 'Respite care' within the document

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 Look under *Aged Care Homes – Considering an 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

W: www.dhs.vic.gov.au Look under *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

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

W: 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

W: www.connectingcare.com Search for 'Victorian Dementia Network' in *Site/Agency Name* field