



DAREBIN FALLS PREVENTION SERVICES DIRECTORY



Working together to prevent falls

The Darebin Falls Prevention Services Directory provides a list of relevant service providers, their contact details and eligibility criteria. All listed agencies provide services to Darebin residents. This directory forms part of a resource kit which contains tools and information to assist service providers screen and manage falls amongst their client group. This directory is also intended for use by clients and their families when locating appropriate local falls prevention services. This and other resources are available on the North Central Metro Primary Care Partnership website www.ncmpcp.org.au. This directory is based on Banyule/Nillumbik Community Health Services Falls Prevention Model, under a Service Agreement with the Department of Human Services.

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SERVICES	ORGANISATIONS	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
<p><u>AIDS AND EQUIPMENT</u> Display Centres of home modifications and equipment</p> <p>Healthcare equipment providers.</p>	Activities of Daily Living Centre	BECC 1231 Plenty Rd Bundoora	9495 3239	General public, health professionals with clients	None
	Independent Living Centre	705 Geelong Rd Brooklyn	9362 6111 or 1300 885 886		None
	Crescent Rehab	1 Allenby St Coburg	9358 8899		None
	Endeavour Industries	30 Dingley Ave Dandenong	9794 8437		None
	Lifehealthcare	82 Albion St Brunswick East	1300 133 120		None
	Regency Health Care	185 Northcorp Blv Broadmeadows	9357 3455		None
<p><u>ACAS SERVICES</u> Multi-disciplinary assessment for older people with complex needs to determine which services best meet their needs. An ACAS referral is required for Residential Aged Care, Transition Care, CACPS, EACH and EACH Dementia packages.</p>	<p>BECC</p> <p>St. Georges Hospital</p>	<p>1231 Plenty Rd Bundoora</p> <p>283 Cotham Rd Kew 3101</p>	<p>ACCESS BECC 9495 3109 Fax 9495 3183 GP, self referral, health providers</p> <p>Ph:9816 0552 Fax: 9816 0588 Referral by GP, family or health practitioner.</p>	<p>No cost Aged 65+ or patients suffering significant age related conditions</p>	<p>Whittlesea, Nillumbik, Parts Of Banyule, Kingsbury, Preston, Regent, Reservoir, Keon Park, and part of Bundoora</p> <p>Boroondara, Yarra and areas of Darebin.</p>

SERVICES	ORGANISATION	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
<u>AGED PSYCHIATRY ASSESSMENT AND TREATMENT TEAM</u> Psycho-geriatric assessment and case management for patients suffering from psychiatric condition including Behaviour and Psychosocial Symptoms of Dementia.	St. Georges Hospital	283 Cotham Rd Kew 3101	Ph: 9816 0443 Fax: 9816 0503	Aged 65+ and suffering from a psychiatric condition No cost.	Alphington, Fairfield, Northcote and Thornbury. Kingsbury, Preston, Regent, Reservoir, Keon Park, and part of Bundoora
	BECC	1231 Plenty Rd Bundoora	9495 3274 Fax 9495 3253 Family, service providers and GPs. A GP review is preferred.		
<u>ALLIED HEALTH Community Therapy Services (CTS)</u> provide short term physical and neurological rehabilitation in a community outpatient setting. Services include: physiotherapy, occupational therapy, podiatry, speech pathologist social work, dietetics, nursing and gerontology.	BECC (Rehabilitation in the home may be available for some clients)	1231 Plenty Rd Bundoora	ACCESS BECC 9495 3109	\$6.00 per session.	Transport needs assessed at first appt. Kingsbury, Preston, Regent, Reservoir, Keon Park, and part of Bundoora
	Darebin CTS	92 Dennis St Northcote 3070	Doctor referral letter. Ph; 9486 7413 Fax 9486 7415	\$4.70 per appointment. Limited transport assistance.	City of Darebin.
	Heidelberg CTS		9496 4374 9496 2613	Darebin residents must provide own transport. \$4.50 per session. 8-12 week session course.	Banyule, Darebin.
	Lumeah Day Therapy Centre	78 Bruce St Preston	Doctor, allied health professionals, family or self. Ph: 9416 8433 Fax: 9484 4716	Transport limited to Preston and Reservoir residents. Fees apply.	Preston, Reservoir and surrounding areas.

<p>Domiciliary Team Service Multi-disciplinary assessment and management at home for house bound clients. Includes occupational therapy, physiotherapy, speech therapy, podiatry and nutrition</p>	<p>St. Georges Hospital</p>	<p>283 Cotham Rd Kew 3101</p>	<p>Ph: 9816 0529 Fax: 9816 0515</p>	<p>HACC eligibility criteria.</p>	<p>Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)</p>
<p>Falls and Balance Clinic a multidisciplinary clinic involving medical, physiotherapy, occupational therapy, podiatry and nursing staff.</p>	<p>Austin Health</p>		<p>9496 2892 Fax 9496 2898 GP referral is required. Bulk billing provided.</p>	<p>Hx of fall in past 6-12 months or high risk of falling. Free transport available to Gold card holders</p>	<p>Banyule and all DVA pensioners.</p>
	<p>BECC</p>	<p>1231 Plenty Rd Bundoora</p>	<p>ACCESS BECC 9495 3109</p>	<p>History of falls, balance or mobility problems.</p>	<p>Kingsbury, Preston, Regent, Reservoir, Keon Park, and part of Bundoora</p>
<p>Occupational Therapy, Physiotherapy, Speech Therapy, Podiatry & Dietetics</p>	<p>St. Georges Hospital</p>	<p>283 Cotham Rd Kew 3101</p>	<p>Ph: 9816 0577 Fax: 9817 5325 GP or allied health referral</p>	<p>Client's eligibility to receive individual services will be screened at intake. From \$6.50 per appt.</p>	<p>Boroondara, Yarra and areas of Darebin.</p>
	<p>Darebin Community Health</p>	<p>125 Blake St East Reservoir 42 Separation St Northcote 300 Bell St Preston 306 Bell St Preston</p>	<p>8470 1111 Self referral, family, health professional or GP.</p>		<p>City of Darebin, except for refugees and ATISC clients.</p>

<p>Rehabilitation in the home Short term intensive rehabilitation, including physiotherapy, dietician, social work, occupational therapy and speech therapy for patients aged 18 and who are unable to attend the hospital.</p>	<p>St. Vincent's Hospital</p>		<p>Ph: 9288 2280 GP or allied health referral</p>	<p>Clients are unable to access Outpatient services or require contextual home therapy</p>	<p>Cities of Darebin, Nillumbik, Banyule and Whittlesea.</p>
<p><u>CONTINENCE SERVICES</u> Assessment and support in management of continence problems</p>	<p>BECC</p> <p>St. Georges Hospital</p> <p>Royal District Nursing Service</p>	<p>1231 Plenty Rd Bundoora</p> <p>283 Cotham Rd Kew 3101</p> <p>49 Sackville St Collingwood 3066</p> <p>100 Oriel Rd Heidleberg</p>	<p>ACCESS BECC 9495 3109</p> <p>Ph: 9816 0577 Fax: 9817 5325 Self referral</p> <p>Ph:9417 1361 Fax:9417 1381</p> <p>9497 1755 Fax 1300 657 265</p>	<p>Minimal Fees apply. General public self referral GP case manager referral</p> <p>General public self referral GP case manager referral</p> <p>General Public. Self referral, GP, case manager referral</p>	<p>Kingsbury, Preston, Regent, Reservoir, Keon Park, and part of Bundoora</p> <p>Alphington, Fairfield, Northcote and Thornbury</p> <p>Yarra, areas of Darebin (Alphington, Fairfield, Northcote & Thornbury)</p> <p>Parts of Banyule and Kingsbury, Reservoir, Regent, Keon Park, Preston and Bundoora.</p>

SERVICES	ORGANISATION	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
<u>GERIATRIC EVALUATION AND MANAGEMENT (GEM)</u> Inpatients services which offer comprehensive management of elderly patients with a range of geriatric problems and complex care needs.	BECC	1231 Plenty Rd Bundoora	ACCESS BECC 9495 3109 Referral via GP.	Generally older people or people who have conditions which generally affect older people and have complex needs.	North East Metropolitan Melbourne Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)
	St. George's/St. Vincent's	283 Cotham Rd Kew 3101 and Bolte Wing, at St. Vincent's Hospital	9816 0566 9816 0588		
<u>HOME CARE SERVICES</u>	City of Darebin – Aged and Disability Services	274 Gower St Preston 3072	Tel: 8470 8828	HACC eligibility criteria. Service fees to be determined at initial assessment.	Darebin
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264 Referral via GP, health professional or family.	Cost from \$32.45 per hour	Greater Melbourne
	Calvary Silver Circle –		1300 66 0022 Referral via case manager, GP, health professional or family member.	From \$31.57 per hour.	Greater Melbourne
	Spectrum Migrant Resource Centre	251 High St Preston 3072	Referral via GP health professional or family member. Ph: 9496 0200 Fax: 9484 7942	\$1.70 per hour HACC and NRCP criteria. Fee for service from \$31.50 plus GST	Northern Region

	Veteran's Home Care programme provides assessment, coordination and home care services to eligible veterans and war widows/widowers		Regional assessment agency/coordinator 1300 550 450		Statewide
<u>HOME MAINTENANCE SERVICES</u>	Veteran Affairs Home front provides veterans with a free annual home assessment and financial assistance towards the cost of recommended aids and minor home modifications.		1800 80 1945	All DVA Gold and White card holders	Statewide
	City of Darebin – Aged and Disability Services	274 Gower St Preston 3072	8470 8828	HACC eligibility criteria. Service fees plus cost of materials used.	Darebin
	Calvary Silver Circle		Home Safe 1300 666 630	Fees apply.	Greater Melbourne
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264	\$44 per hour plus cost of materials	Greater Melbourne

SERVICES	ORGANISATION	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
LINKAGES Aims to provide support and services to clients with complex care needs associated with a permanent disability.	Northern Community Options (BECC)	1231 Plenty Rd Bundoora	9495 3219 9495 3252 SCTT referral via GP or ACAS.	Residents aged 55+ with high complex care needs.	Darebin
	Northern Disability Linkages	42 Separation St Northcote	9403 1200 Fax 9482 3690 Clients, carers, GPs and service providers.	People with complex care needs associated with a disability.	Yarra, Banyule, Whittlesea, Darebin and Nilumbik.
MEDICATION REVIEW C-COMS Assists patients and carers better manage medication needs	BECC.	1231 Plenty Rd Bundoora	ACCESS BECC 9495 3219	Nil cost	Cities of Darebin, Nillumbik, Banyule and Whittlesea.
MEMORY RELATED CLINICS CDAMS Cognitive Dementia and Memory Service Assessment, diagnosis and management of memory impairment Psychotherapy Clinic Psychological support and treatment for patients 65	BECC	1231 Plenty Rd Bundoora	ACCESS BECC 9495 3109	Nil cost	Cities of Darebin, Nillumbik, Banyule and Whittlesea.
	St.George's Hospital	283 Cotham Rd Kew 3101	Family, self referral, GP, health care providers 9816 0577 9817 5325	Nil cost	Boroondara, Yarra and parts of Darebin(Alphington, Northcote, Fairfield and Thornbury).
	Normanby House at St. George's Hospital		GP referral only Ph 9816 0508 Fax 9816 0403	Bulk billing.	No boundaries

SERVICES	ORGANISATION	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
<u>NURSING SERVICES</u>	Royal District Nursing Service	49 Sackville St Collingwood 3066	9417 1361 Case manager, health professional or GP referral	HACC eligibility Fee dependant upon income	Yarra, parts of Darebin (Alphington, Fairfield, Northcote & Thornbury)
		100 Oriel Rd Heidelberg	9497 1755 Fax 1300 657 265		Parts of Banyule and Kingsbury, Reservoir, Regent, Keon Park, Preston and Bundoora.
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264 Referral via GP, family or health professional.	From \$60.50 per hour	Greater Melbourne
<u>PERSONAL ALARMS</u>	Calvary Silver Circle		1300 302 588 Referral via GP, health professional or family.		Greater Melbourne
	Personal Alert Victoria PAV (government funded personal alarms)	Safety Link Personal Response Services	1800 813 617 to arrange an assessment by accredited PAV assessment agencies.	Strict eligibility criteria apply.	Northern Region
<u>PERSONAL CARE SERVICES</u>	City of Darebin – Aged and Disability Services	274 Gower St Preston 3072	Tel: 8470 8828	HACC criteria, Fees to be determined at initial assessment	Darebin
	Calvary Silver Circle		1300 66 0022 Referral via health professional, GP or family member.	From \$31.57 per hour.	Greater Melbourne

	Royal District Nursing Service	49 Sackville St Collingwood 3066	9417 1361 Case manager, health professional or GP referral	HACC eligibility Fee dependant upon income	Yarra, parts of Darebin (Alphington, Fairfield, Northcote & Thornbury)
	MECWA	100 Oriel Rd Heidelberg	9497 1755 Fax 1300 657 265		Parts of Banyule and Kingsbury, Reservoir, Regent, Keon Park, Preston and Bundoora.
	Spectrum Migrant Resource Centre	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264 Referral via GP, case- manger, family or health professional	From \$60.50 per hour	Greater Melbourne
			Referral via GP health professional or family member. Ph: 9496 0200 Fax: 9484 7942	\$1.70 p/hr HACC and NRCP criteria. Fee for service from \$31.50 plus GST.	Northern Region
<u>PLANNED ACTIVITY GROUPS (PAG)</u>	Austin Health	The Repatriation Hospital	9496 4374 9496 4337	Low level care clients aged 65+ or young with a disability. \$4.50 per week.	No boundaries but Darebin residents must provide own transport.
	BECC	1231 Plenty Rd Bundoora	ACCESS BECC 9495 3109	Transport available. Minimal fees per session apply.	Banyule, Whittlesea, Nillumbik and Darebin.
	Darebin Community Health	125 Blake St East Reservoir 300 Bell St Preston	8470 1111 Self referral, family, heath professional or GP.	HACC criteria \$8 per session includes transport, lunch and activity	City of Darebin, except for refugees and ATSI clients.

	City of Darebin – Aged and Disability Services Yanada House		9481 9570 Family, GP and service provider	Dementia specific high level PAG \$7.50 per session includes transport, lunch and activity	City of Darebin
<u>RAPID RESPONSE SERVICES</u> are HARP funded programs which provide a rapid response assessment and short-term case management /service coordination for people aged 65+ with complex needs who are experiencing a rapid change in health status and are at risk of hospital presentation.	<u>Community Link</u> Darebin CHC Austin Heath <u>TRAAC</u> St. Vincent's Hospital RDNS-Collingwood St. George's Hospital City of Yarra – Aged and Disability Services City of Darebin- Aged and Disability		Referral via case manager, GP, health professional or family to Heidelberg Aged Care Intake Service Phone 94962946 Contact Aged Care Coordinator after hours on - 9469 5442 Referral via case manager, GP, health professional or family. Contact St. George's ACAS. Ph:9816 0552 Fax 9816 0588 Enquiries:-TRAAC Program manager- 9288 2321	Aged 65+ whoa re at risk of hospitalisation. Aged 65+ who are at risk of hospitalisation.	North East Melbourne including Darebin. Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)
<u>RESPITE SERVICES</u> are short term care which allows the carer to take a break from the daily routine and stress. It may be provided at home or at a community setting.	City of Darebin – Aged and Disability Services MECWA	274 Gower St Preston 3072 450 Waverley Road Malvern East 3145	Tel: 8470 8828 Tel: 9563 6226 Fax: 9563 6264 Referral via GP, health professional or family.	HACC eligibility criteria. Service fees to be determined at initial assessment. Cost from \$32.45 per hour	Darebin Greater Melbourne

	Calvary Silver Circle - also provides Home Alert which is a personal emergency monitoring service.		1300 66 0022 Referral via case manager, GP, health professional or family member.	From \$31.57 per hour.	Greater Melbourne
	Spectrum Migrant Resource Centre	251 High St Preston 3072	Referral via GP health professional or family member. Ph: 9496 0200 Fax: 9484 7942	NRCP criteria- fees \$1.70 p/hr. Fee for service rate \$31.50 plus GST Other rates apply for sleepover.	Northern Region
	Veteran's Home Care programme provides assessment, coordination and home care services to eligible veterans and war widows/widowers.		Regional assessment agency/coordinator 1300 550 450		Statewide
	McLeod Cottages		Self referral, family, GP, health care providers. 9432 4350 9432 3120	Clients may require help with personal care and have high level dementia but must be mobile. From \$3.25 p/hr. or \$30 per 24 hr overnight care.	North and North East region. Limited transport available.
	Yanada House- Flexible Respite		9481 9570 Family, GP and service provider	Dementia specific low level care men's multicultural group \$11.50 per session	Darebin

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TRANSPORT SERVICES	<u>Link Community Transport -Out and About Program</u> is HACC funded and provides transport for eligible clients to social/recreational activities in the community.		Self, family, GP others Intake Worker 9355 8484	HACC eligibility criteria who are unable to drive, access public transport or are geographically isolated. Fees from \$1.50 per trip.	Banyule, Darebin, Hume, Moreland, Nilumbik, Whittlesea and Yarra
	<u>City of Darebin Community Bus</u>	City of Darebin Aged and Disability Services	Self, family, GP others Intake 8470 8828	HACC criteria \$2.70 per day.	Darebin
VISION SERVICES	Victorian College of Optometry Vision Australia Clinic provides specialist care for people assessed as having low vision.	Cnr Keppel and Cardigan Sts Carlton Heidelberg, 104 Mount St	PH: 9349 7455 No GP referral required. 1300 847 466 Self referral	Pension and Health Care Card Holders. Bulk billing People of all ages who are blind or visually impaired.	None Outer Northwest Region

HACC ELIGIBILITY- People who are frail and aged or have a permanent disability and are living at home.

NRCP- National Respite for Carers Program designed to support and assist relatives and friends caring at home for people who are unable to care for themselves because of chronic illness, disability or frailty.

COMPLEX CARE NEEDS include a range of chronic physical conditions such as diabetes, pulmonary and cardiac conditions and may also social issues and mental health problems such as depression and dementia.

USEFUL WEBSITES AND CONTACT DETAILS

www.alzheimers.org.au National Dementia Helpline 1800 100 500 Interpreter Service 131 450

www.commcarelink.health.gov.au A Carelink centre can provide you with information on the range of local care services available. Free call 1800 052 222

www.agedcareaustralia.gov.au This resource website provides information and a local 'community care service finder'.

www.carersvic.org.au Commonwealth Carer Resource Centres provides information, support and referral to services in your area. Free call 1800 242 636

www.dva.gov.au Department of Veteran Affairs General Enquiries 133 254

The Veterans' Home Maintenance Helpline is a telephone advisory service that provides assistance with property maintenance issues and referrals to local trades people. Free call 1800 80 1945

www.agedcareguide.com.au This resource offers information regarding residential and community aged care, retirement living and a variety of aged care services and products.

www.ilcaustralia.org The Independent Living Centre lists information on services and aids including private personal alarm providers.

www.adec.org.au ADEC empowers people with disabilities from ethnic backgrounds, their families and carers and assists them to access services. 9480 1666

Carerlinks North provides support services to carers who provide support for people who are aged, disabled or chronically ill. Phone referrals and enquiries can be made to the Intake Service on 9495 2555 or 9495 2500.

Victorian Aboriginal Health Service (VAHS) Aims to provide culturally appropriate primary health care service to Aboriginal and Torres Strait Islander Health 9419 3000.

Financial Counselling and Family Support Services are provided by the City of Darebin. Services are free and available only to Darebin residents. Appointments and waiting lists apply. Contact 9481 9520

www.dch.org.au Providers of medical, allied health, dental and counselling services. Activity groups available. Enquires to client access and referral service 8470 1111

FEEDBACK FORM

1 Please indicate how informative you found the directory?

Very informative moderately informative Not informative

2 Did you find the information in this directory to be accurate?

Mostly accurate Sometimes accurate Rarely accurate

3 Is the directory easy to use?

Yes No

4 Would you recommend the directory to others?

Yes No

5 From whom did you receive the directory?

GP Community Health Centre Council Other _____

6 Do you have any other suggestions? _____

Thank you for your comments and feedback. Please forward this form to: Chronic and Complex Care Program Manager
Darebin Community Health
125 Blake St
East Reservoir, 3073