

Moving into Public Sector Residential Aged Care in Victoria

A guide for residents, families and carers

HANDBOOK



PSRAC
LEADERSHIP
PUBLIC SECTOR RESIDENTIAL AGED CARE

We care

 VicHealth®

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Glossary

ACAS

Aged Care Assessment Service

ACAT

Aged Care Assessment Team

DAP

Daily Accommodation Payment

PSRAC

Public Sector Residential Aged Care Committee

VHA

The Victorian Healthcare Association

RAC

Residential Aged Care

RAD

Refundable Accommodation Deposit



Every sunrise

brings a new day

full of new

beginnings

About the guide

This guide has been developed by the Public Sector Residential Aged Care (PSRAC) Committee in conjunction with The Victorian Healthcare Association (VHA) and Victorian Government.

It aims to explain the process involved for a resident to move into respite or permanent aged care in a public health aged care facility in Victoria.

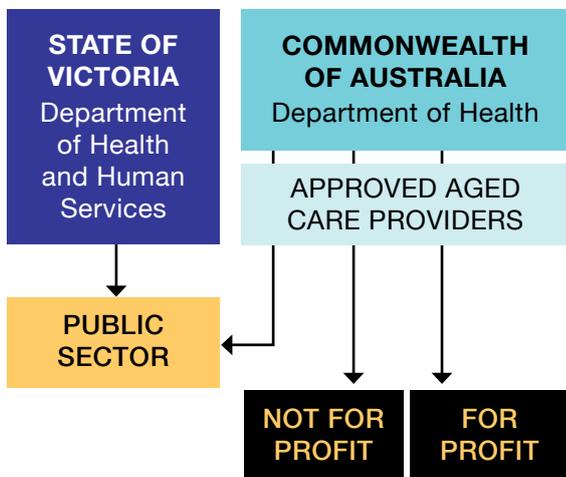
There are 179 PSRAC facilities in Victoria (see page 24 for a full list of locations). Each facility offers accommodation on a permanent basis, quality meals, laundry and cleaning services, personal care and activities. Some facilities also offer respite accommodation and opportunities to participate in day-based activity centres.

PSRAC facilities are staffed with qualified nurses and personal carers and have Government-set ratios of nurses to residents. This ensures a high level of nursing skills and care. We value this as our strong point of difference and are proud of the levels of care we provide to each of our residents.

We hope the information in this guide streamlines your transition into one of our residential aged care facilities.

Diagram of Victorian aged care services

This diagram shows how aged care is funded in Australia and the role of PSRACS in Victoria.



The PSRAC Leadership Committee (the Committee) was formed in 2012 as an industry advisory body aimed at quality improvement in PSRACS. In the ensuing years, the PSRAC has broadened its focus to include additional priorities including workforce development and planning, improving the image of aged care nursing as a career, and mentorship of young and emerging nurse leaders.

The Committee comprises Executive Directors of Nursing (DONs) with overall responsibility for the management of residential aged care within Victorian public health services. The DONs on the Committee are nominated representatives from the three public sector DON state-wide committees; these being the metropolitan, regional and small rural DON committees.

The aim of the Committee is to lead strategic, planned and sustainable approaches, to ensure safe, high quality care for residents and help address the issues and concerns specific to the PSRAC sector.

Acknowledgement of traditional owners

The PSRAC acknowledges the traditional owners of the land of Victoria and pays tribute to elders both past and present.

Contact details

For more information on the contents of this guide, please visit <http://agedcareleadership.org.au>

For contact details of all public sector aged care services providers in Victoria, please see page 24.

About the PSRAC



How does the aged care system work?

In Australia, the aged care system offers support for people over 65 (and over 50 for Aboriginal and Torres Strait Islander persons) that includes:

- Accessing support in your own home that you own, rent or share
- Respite in an aged care facility
- Permanent accommodation in a residential aged care facility

Support services can include personal care, nursing care, meals, assistance with meal preparation, equipment and aids, allied health and clinical services and access to a social worker.

Public sector aged care options in Victoria

The table on the next page explains the five types of government funded or subsidised residential aged care options available to you.

This guide will help you understand how to access respite or a permanent aged care place in a Victorian public sector aged care facility (the blue highlighted section of the table).

Please see page 11 for more details on the ACAT assessment process.

Please note

Daily fees are typically increased by the Federal Government every March and September. Check with your local aged care facility for the most recent pricing.

Which of the following best suits your needs?

Type of care	Description	Details
Home Support Programme (entry-level)	<p>Help with housework, personal care, meals and food preparation, transport, shopping and social support in your home or retirement village.</p> <p>Requires home support assessment with a Regional Assessment Service (RAS).</p>	<p>Fees are coordinated with service provider with co-contribution made where possible.</p> <p>Ongoing or short-term care.</p>
Home Care Packages Program (four levels)	<p>Coordinated package of services for more complex support.</p> <p>Personal care, support services and nursing, allied health and clinical services in your home or retirement village.</p> <p>Requires ACAT assessment.</p>	<p>Funding subsidies will be outlined in your ACAT report and can be negotiated with services providers.</p>
Residential aged care (respite)	<p>Short, booked stays in a residential aged care facility.</p> <p>Personal and nursing care, meals, laundry and activities.</p>	<p>Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.</p>
Transition Care Program (TCP) – care after a hospital stay	<p>In your home, residential care facility or acute hospital.</p> <p>Helps when recovering from accident or illness.</p> <p>You will need an ACAT assessment to determine your eligibility for physiotherapy, podiatry, social worker, nursing support and personal care.</p>	<p>Daily fee is based on the services provided and your ability to co-contribute.</p> <p>Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.</p>
Permanent residential aged care	<p>Permanent placement in a residential aged care facility.</p> <p>Your own room or shared room, personal and nursing care, meals, laundry and activities.</p> <p>Requires ACAT assessment.</p>	<p>Basic daily fee charged as a percentage of the aged pension.</p> <p>Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.</p>

Our commitment to you

Each public sector residential aged care facility in Victoria maintains a high commitment to residential care, quality, choice and safety.

We are regularly audited and inspected to ensure each facility delivers best practice care in relation to:

Systems

Care

Quality

Supervision

Training

Meals

Activities

Medication

Human resources



As we grow older, we may require assistance of varying degrees at different stages. While some people avoid thinking, discussing or planning for this chapter in their lives, it is worth considering your options so you can maintain your dignity and personal choice on your terms.

You may wish to start thinking about the following if you haven't already done so:

- What support will I need to be able to stay in my own home?
- What are the advantages / disadvantages of my current living arrangements?
- What services are in my local area that I can access?
- Will my usual doctor continue to see me in a residential aged care facility?
- When will I talk to my family and let them know about my needs?

Waiting periods

In some areas, there can be waiting periods involved with having an aged care assessment, receiving care or being admitted into respite or permanent residential aged care.

Planning early can help you to be prepared for changes that may take place with your health or accommodate waiting periods from service providers.

Preparing for aged care

Suggestion

Talk to your GP or other health care professional and hear their thoughts about different options in the local area

Understanding your daily living needs

Your daily tasks

Please take some time to think about the questions on the following page and identify where you may require a helping hand to maintain your independence (simply tick the relevant box).

The information provided in this table will also help us better support you and meet your care needs when you move into an aged care facility.

Your hobbies and interests

What is important to you?
What do you enjoy doing?

Please complete the table on the following page so we can get to know you a bit better and help you take part in the things you enjoy doing.



Daily tasks	How I'm managing (tick)		
	I can do this independently	I would like help with this	I can no longer do this
Showering			
Going to the toilet			
Changing clothes			
Brushing teeth and hair			
Shopping for groceries			
Visiting the doctor, chemist, post office or bank			
Preparing meals			
Cooking			
Cleaning the bathroom			
Cleaning the kitchen			
Mopping / vacuuming the floors			
Washing my clothes			
Washing my sheets and towels			
Gardening (if applicable)			
Driving			
Taking medication			
Notes			

Hobbies and interests	How I'm managing (tick)		
	I can do this independently	I would like help with this	I can no longer do this
Playing cards			
Craft activities			
Doing puzzles			
Listening or playing music			
Watching movies			
Attending Church / place of worship			
Club memberships			
Please list your other hobbies and interests below			

10 Steps

to entering a public sector aged care facility in Victoria

Here are the 10 steps involved in accessing care and gaining entry to a public sector residential aged care facility in Victoria.

Each of these steps is explained in detail throughout this guide.



Step 1 Phone My Aged Care and ask for an Aged Care Assessment (ACAT)



Step 2 Aged Care Assessment (ACAT) at your home



Step 3 ACAT approval



Step 4 Visit public sector aged care facilities in your local area



Step 5 Ask lots of questions



Step 6 Complete the Centrelink 'Combined Assets and Income Assessment' form



Step 7 Complete and submit your application forms to your preferred facilities



Step 8 Accept a residential aged care placement



Step 9 Move in to your new home



Step 10 Settle in and relax



Step 1 Phone My Aged Care

To start the process, phone the Australian Government Agency, My Aged Care, on **1800 200 422** between:
8am and 8pm Monday to Friday
10am and 2pm on Saturdays.

This is a free call if you phone from a landline or a Telstra mobile.

Let the operator know you would like to schedule an Aged Care Assessment Team visit at your home. This is commonly referred to as an ACAT assessment (pronounced 'a-cat').

You will be asked questions about your current needs and circumstances.

A family member, carer, nurse or doctor can also phone My Aged Care for you and arrange for you to have an ACAT assessment.

If eligible, you will be given a time and date for a member of the Aged Care Assessment Service to come to your home and assess you for government funded aged care services.

You will also be asked your permission for the ACAT assessor to access a confidential and brief medical history from your doctor.

For more information, please visit www.myagedcare.gov.au.



myagedcare

Contact details

FREECALL

1800 200 422

8am–8pm Monday to Friday
10am–2pm on Saturdays

www.myagedcare.gov.au

Suggestion

Before you call, make sure you have the following items with you:

- Your Medicare card
- Your Pension card
- A list of daily living needs that you require help with (you may wish to use the self-assessment on page 9 of this guide)
- Pen and paper

We also recommend that you have a friend or family member with you to help you answer questions during the initial phone call.



Step 2 Aged Care Assessment (ACAT) at your home

Your ACAT assessor will be a qualified clinician (nurse, social worker, physiotherapist or other health professional) who will meet you at an agreed time and date at your home. Or they may phone you for an assessment over the phone if you live in a remote area. Your ACAT assessment is a free service.

Your assessment will take approximately an hour and you will be asked:

- What support you already have
- About your health and lifestyle and any health concerns
- How you are going with completing daily tasks and activities around the home
- If you have any issues with memory
- If you have any issues with personal safety
- What activities you do in the community

Before the appointment takes place, make sure you have with you:

- Your Medicare card
- A list of daily living needs that you require help with (you may wish to use the self-assessment on page 9 of this guide)
- Any referrals or information you wish to discuss with the assessor
- Pen and paper
- You might also like to have a friend or family member with you to help you answer questions or remember important information

- You may wish to indicate to the assessor if you would like to move into aged care in the near future and if you have already visited any facilities

Important questions to ask the assessor:

- What services will I be eligible to access?
- Are there support services available for my carer?
- How can I get in contact with you?
- What happens now and what are the timeframes I can expect?

In hospital assessment

If you are in hospital and require an ACAT assessment so you can access aged care services when you are discharged, this will be organised by the discharge coordinator or nurse at the hospital.



Step 3 ACAT approval

Within approximately 30 days of your assessment, you will receive a letter from My Aged Care that lets you know if you are eligible to receive aged care services. This letter will include:

1. **My Aged Care Support Plan** — a brief summary of your current living situation and any health condition(s)
2. **A Referral Code** which you will need to access services. Please keep your code handy and in a safe place

If you are approved to receive services, you will need to follow the instructions in the letter to start receiving either your home care services or to gain a permanent or respite place in an aged care facility.

Residential aged care — next steps

If you are approved for respite in an aged care facility or for permanent aged care, the next steps following your approval will be:

1. Phone your local or preferred aged care facilities
2. Ask about availability of either respite or permanent aged care (depending on your situation and ACAT approval)
3. Find out timeframes and what you need to do next
4. Book in for a tour

As part of the application process you will also need to complete four main forms. This is all explained on the following pages of this guide.

Keep your ACAT approval letter and ACAT Referral Code handy and in a safe place as you will need this for the application process.

Suggestion

You might like to get five (5) photocopies of your ACAT approval letter to use when you are applying to aged care facilities. Ask your local post office or newsagent if they will make copies for you.

Respite care – next steps

Please see the information on page 22 of this guide to help you access approved respite care.



Step 4 Visit different public sector aged care facilities

Once you receive your ACAT approval for respite or permanent residential aged care, it is a good idea to think about where you would like to live, conduct some tours and put your name on some waiting lists.

Even if you don't feel like you are ready for aged care right now, it is much better to have your name on the list at your preferred facility so you can choose to take up an offer when you are ready.

You might also like to bring a carer or family member with you when you tour the facilities to help you find out more about what is on offer at each centre.

Preparing for your tour

- Make an appointment with your local or preferred aged care facilities
- Arrange for your family member or carer to be available to attend the tour with you

Please bring with you:

- A notepad and pen
- Your ACAT approval letter, ACAT Referral Code and My Aged Care Support Plan
- Your Medicare card
- Pension details
- Any referrals from your Doctor or other service provider
- A recent copy of your health summary from your Doctor
- Key questions (see page 16)

Record of tour dates and times

Write down the details of each tour that you book to keep track of your appointments.

Unable to take part in a tour?

If you are in hospital, very frail or unwell and are unable to take part in a tour, you can ask a family member or your carer to visit the facility on your behalf and register you for different waiting lists.

Or, with the help of a nurse or social worker at the hospital, you can ring different facilities and find out more about what each one offers and their current availability. You may also wish to look at different facilities online and read about the services and facilities on offer.

NAME OF FACILITY
ADDRESS
CONTACT PERSON
CONTACT NUMBER
APPOINTMENT DATE
APPOINTMENT TIME
KEY QUESTIONS

NAME OF FACILITY
ADDRESS
CONTACT PERSON
CONTACT NUMBER
APPOINTMENT DATE
APPOINTMENT TIME
KEY QUESTIONS

NAME OF FACILITY
ADDRESS
CONTACT PERSON
CONTACT NUMBER
APPOINTMENT DATE
APPOINTMENT TIME
KEY QUESTIONS

NOTES



Step 5 Ask lots of questions

Here are some suggested questions you may wish to ask during your conversations and tours with different aged care facilities.

1. How many trained staff do you have and what is your ratio of staff to residents?
2. What are the qualifications of your staff?
3. How many staff provide overnight care?
4. Can I have an adjoining room with my partner? What provisions are there for married couples?
5. Do you have shared bathrooms or ensuites?
6. What are the daily routines of the facility?
7. What costs are covered? What are the extra things I need to pay for? (For example, newspapers, hairdresser, outings)
8. What furnishings and personal items can I bring and what is supplied?
9. What provision is there for storage of personal items?
10. Can I still see my regular doctor? What medical services do you offer?
11. How long is your current waiting list?
12. How do I get onto your waiting list?

If privacy, security, meals and activities are important to you, you may also like to ask:

1. How do you maintain privacy of me personally and of my belongings and information?
2. How do you keep me and my belongings safe?
3. What meals do you offer and can these be adapted to suit my tastes or dietary requirements? What are the meal arrangements?
4. What activities do you offer? Can I still attend local groups or activities?
5. What transport can I access for visiting shops, friends and family?
6. Can I bring pets?



Step 6 Complete the Centrelink ‘Combined Assets and Income Assessment’ form

In order to determine your aged care fees and charges, you will need to complete and submit a ‘Combined Assets and Income Assessment’ form to Centrelink (Department of Human Services).

It is best to complete this form as soon as possible and ideally before you move into a residential care service as it can take many weeks to be processed.



The form looks like this.

You can get a copy of the form from:

- An aged care facility
- Social worker or nurse in hospital
- Centrelink branch
- Centrelink website <https://www.humanservices.gov.au/individuals/forms/sa457>

You only need to complete and post this form to Centrelink once even if you are on multiple waiting lists.

You may wish to have a friend, family member or carer with you when you complete the form.

You might also consider seeking independent financial advice from an accountant or financial adviser.

Three different types of payment options in aged care

There are three different types of payments in residential aged care. One of these will

apply to you based on the outcomes of your assets and income assessment.

1. Basic daily fee

This fee is used to contribute towards your day to day living costs such as meals, cleaning, laundry, heating and cooling.

The maximum basic daily fee for new residents (including respite residents) is approximately 85% of the full single rate of the basic Age Pension.

Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.

2. Means tested care fee

This is an additional contribution towards the cost of nursing care needs, based on the assessment of your assets and income. There are annual and lifetime caps that apply to the means tested care fee.

3. Accommodation payments

This is for your accommodation in the aged care facility. Some people will have their accommodation costs met in full or in part by the Australian Government.

Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.

Residents can choose to pay for their accommodation by a Refundable Accommodation Deposit (RAD), a Daily Accommodation Payment (DAP), or a combination of both.

Note

Daily fees are typically increased by the Federal Government every March and September. Check with your local aged care facility for the most recent pricing.



Step 7 Complete your application forms

There are four main forms that you will need to complete in order to apply to a permanent aged care facility. You may wish to use the following as a check-list to help keep track of each form as you complete it:

1. **Expression of interest form for respite or permanent entry to a residential aged care facility** – to be completed and given back to the aged care facility so you can be placed on their waiting list
2. **Centrelink ‘Combined Assets and Income Assessment’ form** – see information on page 17 of this guide. You will need to complete this form and post it to Centrelink ideally before you move into an aged care facility
3. **Application for permanent or respite aged care** – you will need to complete this form and give it to the aged care facility along with your expression of interest form

Suggestion

Print this form out and complete it leaving the name of the facility blank. Then photocopy it several times so you only need to complete it once.

Access the form here: https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/03_2017/application-for-respite-care_1_03_03_17.pdf

4. **Advanced Care Directive** – you can print and complete this six-page document and keep a copy in a safe place and provide another copy to the aged care facility when you accept a permanent placement

You may also wish to nominate an Enduring Power of Attorney and Financial Power of Attorney prior to moving into the aged care facility.

Completing your paperwork – what you need

Here are some things you will need with you when you complete your paperwork:

- Your Medicare card
- Your private health insurance details (if applicable)
- Your Pension card
- Your ACAT approval and referral code
- Outcome of income and asset assessment (letter from Centrelink / Human Services)
- Several photo-copies of your ACAT approval letter and outcome of income and asset assessment letter to accompany your applications
- Copy of your Advanced Care Directive

Need help completing your paperwork?

There is a lot of paperwork involved in applying to become a permanent resident in an aged care facility. The process can be daunting and particularly challenging for people with impairments or disabilities.

If you are having difficulty completing your paperwork, you can contact My Aged Care on 1800 400 422.

Alternatively, the State Trustees of Victoria can provide financial and legal advice and help you manage your affairs. Contact 03 9667 6444 for more information.



Step 8 Accepting an offer

While you are waiting for a place in a residential aged care facility, it is a good idea to start downsizing your belongings and think about what you will do with your home when you move.

Downsizing tips

- Have a think about your furniture, clothing and belongings and work out what you currently use and no longer use
- Can friends or family help sell some items for you?
- Is there anything you can give away to charity?
- Would family or friends like your heirlooms and photographs?

Selling your home

If you need to, or choose to sell your home:

- Speak with two or three real estate agents and have your home appraised
- Ask to speak with recent clients to get recommendations on the agents before you make your selection
- Look at examples of other homes that have recently sold in your area to understand the current market
- Decide when and how you might sell your property and who will be involved

Please note

You may wish to speak with your accountant or financial advisor for independent advice on this matter.

Accepting an aged care offer

Once you have completed your paperwork and are on the waiting list for a permanent residential aged care position, you will be contacted when a position becomes available.

Please bear in mind that this stage will be quite a quick process.

You will receive a phone call offering you an aged care position and then once you accept you will typically move in within the same week.

You will need to make arrangements with your carers and family to help you move from your home. It is a good idea to let them know that the process will happen quickly and they will need to be ready to help out.

You might also like to think about making a check-list of what you will take with you when you move initially. Then other items can be brought into the facility over time and as space permits.

Resident and Accommodation Agreement

After accepting a place and before moving in, your aged care facility will offer you a Resident and Accommodation Agreement. This document sets out:

- The care and services available
- What fees you will have to pay
- How fees can be paid
- Your rights and responsibilities

You have 28 days after moving into your new facility to decide how you want to pay your accommodation costs. You must pay for your accommodation by the rental-style payment (DAP) until you have made this decision.



Step 9 Move in to your new home

You will be required to bring your own clothing to your aged care facility. Here are some ideas of what you will need:

- 8 underpants
- 8 singlets
- 8 pairs of socks
- 8 bras or petticoats
- 8 complete changes of clothing
- 4 pyjamas or night dresses
- 1 dressing gown
- 1 sun hat
- 12 handkerchiefs
- Non-slip, well fitted, flat shoes
- Slippers with velcro closure
- Nail clippers
- Comb and hairbrush
- Scarf, rain coat, gloves and warm hat for winter outings
- One or two sets of clothes for special occasions
- Small personal care items

Here are some other handy tips regarding clothing:

- Please bring with you your comfortable and usual clothing
- Tracksuits with elasticised leg bands eliminate the need for hemming
- Loose fitting shirts and blouses made of stretch material allow for easier dressing. Polo shirts for men and buttoning blouses for women are practical choices
- Jackets and cardigans are usually more manageable than jumpers. Acrylic blends launder and last well

You are encouraged to make your new room as homely as possible. Please bring with you some personal items such as:

- A good reading lamp
- Comfortable chair.
This may be able to be purchased with your package funds. Please check with the facility for suitability in terms of size and safety
- Pictures / photographs
- Doona cover or rug
- iPad or laptop
- Small hobby items

Please consider bringing with you personal items that make you feel at home but don't take up too much space.



Step 10 Settle in and relax

The move to your new home environment can be quick and on some occasions a bit overwhelming. Please make sure you take the time to settle in and adjust.

We are confident that you will enjoy living with us and it will be a welcome relief to have your meals, laundry, cleaning and other day to day activities taken care of for you.

Once you move in, arrangements will be made to ensure:

- Your care needs are met
- Dietary requirements are put in place
- Your medication is organised with the nursing staff
- Your phone is connected
- Your television and pay TV (if available) is set up
- Newspapers and other activities are organised as you choose
- You and your family are orientated to the facility

GP appointments will be scheduled and we will address your special needs such as wound care or continence care.

There will be plenty of new people for you to meet and everybody will be willing and able to help you get set up and adjust to your new home, especially in the initial months.

We recommend that you maintain your typical routine in terms of meals, dressing, personal care and rest. Please let us know if there is anything else we can do to help you get the most out of your new home.



Residential respite care

Short stays in aged care facilities

If your carers at home are unable to care for you for some reason, or you would like a break from caring for yourself, you may be able to have a short stay in an aged care facility.

This is called ‘residential respite care’ and it can either be planned in advance or accessed on an emergency basis.

Either way, you will need to have an ACAT assessment in place before you can access respite care.

What can you expect from respite care?

An aged care facility will provide you with an agreed range of care, personal and nursing services and activities depending on your needs. These will be the same as what you would receive if you were a permanent resident of the facility.

Respite as a stepping stone

If respite care is available at your preferred aged care facilities, it can be an ideal way to transition into permanent residential aged care. Some residents are able to stay in their own home for longer and receive a “top up” of care via short stays at their local aged care facility.

If respite is not offered, visiting the activity centre at your local aged care facility can also be a great way to get to know the staff and residents and become familiar with daily life at your new home prior to moving in.

Respite care – fees and charges

You are eligible for 63 days of respite care each financial year.

Visit www.myagedcare.gov.au/costs/aged-care-homes-costs-explained/aged-care-home-basic-daily-fee for the current daily fees.

You or your provider can ask to extend this time in lots of 21 days by contacting My Aged Care at least one week prior to your respite discharge date.

Bookings

To make a respite booking in a public sector residential aged care facility (see contact details page 24), contact the facilities in your area and speak with the respite coordinator.

You will need to find out:

- If a respite bed is provided
- How you can book or be placed on the waiting list
- If you need to book your place in advance

The respite coordinator will ask you for your ACAT Referral Code.

If you need extra assistance, an advocate can support you to access Australian Government funded aged care services. Advocacy services can give you information about your rights and responsibilities when accessing aged care services.

Advocacy services are free, confidential and independent.

Call the National Aged Care Advocacy Line on 1800 700 600 for more information.

Translation and interpreting services

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) for the cost of a local call on 131 450.

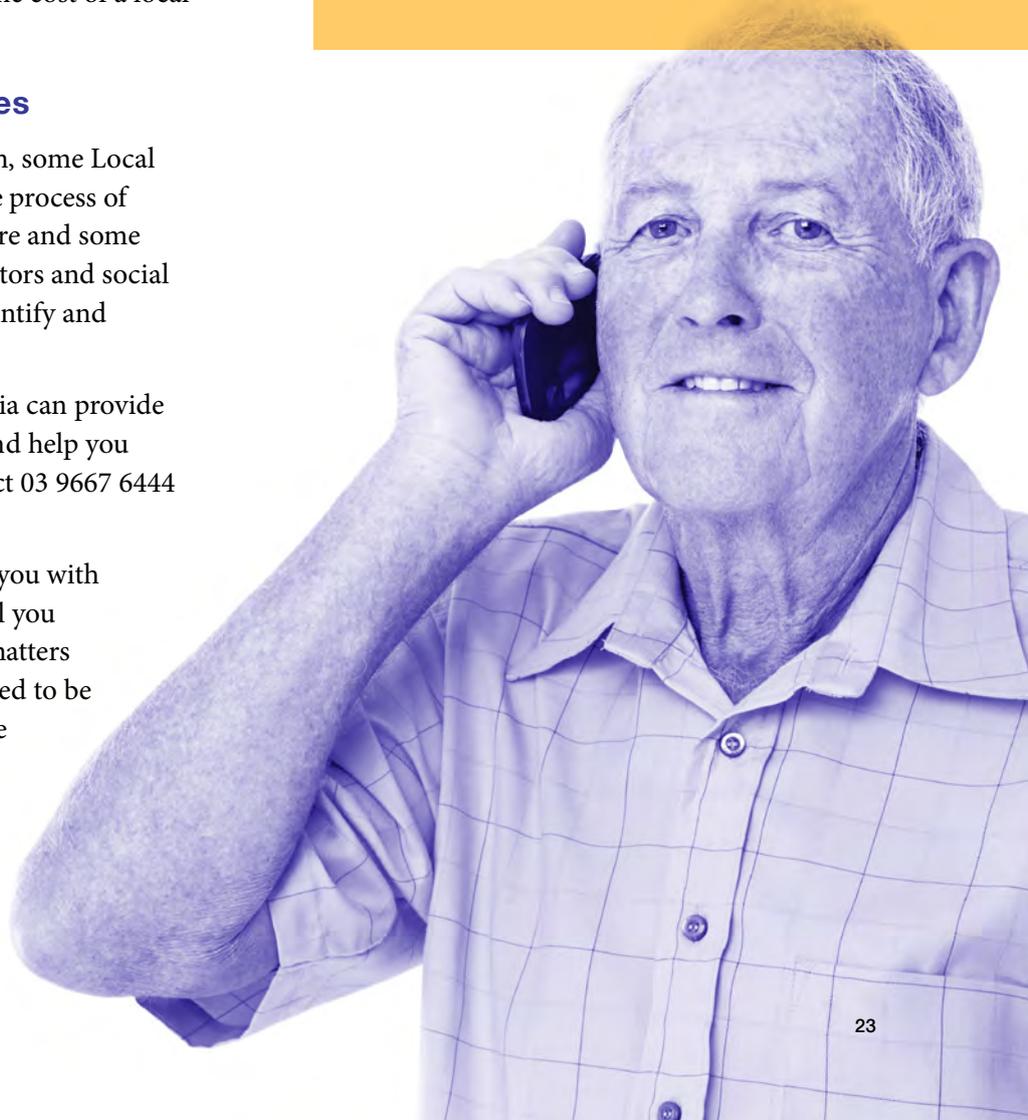
Other support services

Depending on your location, some Local Councils will assist with the process of moving people into aged care and some hospital discharge coordinators and social workers will help you to identify and move into a facility.

The State Trustees of Victoria can provide financial and legal advice and help you manage your affairs. Contact 03 9667 6444 for more information.

My Aged Care can provide you with advocacy services if you feel you need assistance with your matters or if you have issues that need to be heard. Phone My Aged Care on 1800 400 422 for more information or assistance.

Getting extra help



Victorian public sector aged care facilities

By agency

ALBURY WODONGA HEALTH

Blackwood Cottage
52 Sydney Road
BEECHWORTH 3747
(03) 5728 0330

ALPINE HEALTH

Barwidgee Lodge
30 O'Donnell Ave
MYRTLEFORD 3737
(03) 5751 9300

Hawthorn Village
34 Cobden Street
BRIGHT 3741
(03) 5755 0161

Kiewa Valley House
2-8 Hollonds Street
MOUNT BEAUTY 3699
(03) 5754 3500

AUSTIN HEALTH

**Mary Guthrie House
Nursing Home**
1 Yarra Boulevard
KEW 3101
(03) 9490 7500

BAIRNSDALE REGIONAL HEALTH SERVICE

**Bairnsdale Regional
Health Service**
125 Mckean Street
BAIRNSDALE 3875
(03) 5150 3659

Jacaranda House Hostel
125 Mckean Street
BAIRNSDALE 3875
(03) 5150 3659

Sutherland Lodge
125 Mckean Street
BAIRNSDALE 3875
(03) 5150 3659

BALLARAT HEALTH SERVICES

Bill Crawford Lodge
1101 Dana Street
BALLARAT 3350
(03) 5320 8641

Eureka Village Hostel
14-60 Balmoral Drive
BALLARAT 3350
(03) 5320 8641

Geoffrey Cutter Centre
16-40 Kenny Street
BALLARAT EAST 3350
(03) 5320 8641

Hailey House Hostel
703 Norman Street
BALLARAT 3350
(03) 5320 8641

Jack Lonsdale Lodge
232 Spencer Street
SEBASTOPOL 3356
(03) 5320 8641

James Thomas Court
117 Morgan Street
SEBASTOPOL 3356
(03) 5320 8641

PS Hobson Nursing Home
311 Gillies Street
WENDOUREE 3355
(03) 5320 8641

**Queen Elizabeth Centre
(Steele Haughton Unit)**
102 Ascot Street
BALLARAT 3350
(03) 5320 8641

**Queen Elizabeth
Village Hostel**
311 Gillies Street
WENDOUREE 3355
(03) 5320 8641

**Talbot Place Aged
Care Facility**
1205 Dana Street
BALLARAT 3350
(03) 5320 8641

BARWON HEALTH

Alan David Lodge
382 Torquay Road
GROVEDALE 3216
(03) 4215 6500

McKellar Centre
45-95 Ballarat Road
NORTH GEELONG 3215
(03) 4215 5200

Percy Baxter Lodges
45-95 Ballarat Road
NORTH GEELONG 3215
(03) 4215 5200

BASS COAST HEALTH

Griffiths Point Lodge Hostel
Davis Point Road
SAN REMO 3925
(03) 5678 5311

Kirrak House
Baillieu Street
WONTHAGGI 3995
(03) 5671 3250

BEAUFORT AND SKIPTON HEALTH SERVICE

Beaufort Hostel
1-3 Burton Street
BEAUFORT 3373
(03) 5349 1623

Beaufort Nursing Home
28 Havelock Street
BEAUFORT 3373
(03) 5349 1600

Skipton Hostel
4 Blake Street
SKIPTON 3361
(03) 5340 1124

Skipton Nursing Home
4 Blake Street
SKIPTON 3361
(03) 5340 1100

BEECHWORTH HEALTH SERVICE

**Beechworth Hospital
Residential Care Program**

52 Sydney Road
BEECHWORTH 3747
(03) 5728 0200

BENALLA HEALTH

**Morrie Evans Wing
Nursing Home**

45-63 Coster Street
BENALLA 3672
(03) 5761 4206

BENDIGO HEALTH CARE GROUP

Carshalton House Hostel

Stoneham Street
GOLDEN SQUARE 3555
(03) 5441 8588

Gibson Street Complex

26 Gibson Street
BENDIGO 3550
(03) 5434 7504

**Golden Oaks
Nursing Home**

Stoneham Street
GOLDEN SQUARE 3555
(03) 5438 1415

**Simpkin House
Nursing Home**

8 Gibson Street
BENDIGO 3550
(03) 5441 5791

BOORT DISTRICT HEALTH

**Boort District Hospital –
Hostel**

15 Andrew Street
BOORT 3537
(03) 5451 5200

**Boort District Hospital –
Nursing Home**

31 Kiniry Street
BOORT 3537
(03) 5451 5200

CASTERTON MEMORIAL HOSPITAL

Casterton Nursing Home

63 Russell Street
CASTERTON 3311
(03) 5554 2555

CASTLEMAINE HEALTH

Mt Alexander Hospital

20 Cornish Street
CASTLEMAINE 3450
(03) 5471 1555

**CENTRAL GIPPSLAND
HEALTH SERVICE**

**JHF McDonald Wing
Nursing Home**

48 Kent Street
MAFFRA 3860
(03) 5147 0100

Wilson Lodge

155 Cnr Foster & Palmerston
Street SALE 3850
(03) 5143 8540

COBRAM DISTRICT HEALTH

Irvin House

1 O'Dwyer Avenue
COBRAM 3644
(03) 5871 0777

COHUNA DISTRICT HOSPITAL

**Cohuna District
Nursing Home**

144-158 King George Street
COHUNA 3568
(03) 5456 5360

COLAC AREA HEALTH

Corangamarah

2-28 Connor Street
COLAC 3250
(03) 5232 5422

CORRYONG HEALTH

**Upper Murray Health &
Community Services**

Kiell Street
CORRYONG 3707
(02) 6076 3200

**DARLINGFORD UPPER GOULBURN
NURSING HOME INC**

**Darlingford Upper
Goulburn Nursing Home**

5 Eildon Road
EILDON 3713
(03) 5774 2711

DJERRIWARRH HEALTH SERVICES

**Grant Lodge Aged
Care Facility**

123 Clarinda Street
BACCHUS MARSH 3340
(03) 5367 2000

EAST GRAMPPIANS HEALTH SERVICE

70 Lowe Street

70 Lowe St ARARAT 3377
(03) 5352 9323

Garden View Court Hostel

Lowe St ARARAT 3377
(03) 5352 9397

Parkland House Hostel

Delacombe Way
WILLAURA 3379
(03) 5354 1600

**Willaura Hospital
Nursing Home**

Delacombe Way
WILLAURA 3379
(03) 5354 1600

EAST WIMMERA HEALTH SERVICE

Birchip Nursing Home

26 Duncan Street
BIRCHIP 3483
(03) 5477 7103

Charlton Aged Care Facility

4 Learmonth Street
CHARLTON 3525
(03) 5477 6800

Grandview Lodge

19-21 Grandview Street
WYCHEPROOF 3527
(03) 5478 0700

Kara Court Nursing Home

52 North Western Road
ST ARNAUD 3478
(03) 5477 2134

Riverview Aged Care

Aitken Avenue
DONALD 3480
(03) 5478 6230

EASTERN HEALTH

**Edward Street
Nursing Home**

2-6 Edward Street UPPER
FERNTREE GULLY 3156
(03) 9753 5064

Monda Lodge Hostel

32-36 McGregor Avenue
HEALESVILLE 3777
(03) 5962 1506

**Mooroolbark Aged Persons
Mental Health Residential
Care Facility**

73A Cambridge Road
MOOROOLBARK 3138
(03) 9723 9650

**Northside Aged Persons
Mental Health Residential
Care Facility**

325 Mahoneys Road
BURWOOD EAST 3151
(03) 8804 2732

ECHUCA REGIONAL HEALTH

Glanville Village
17 Francis Street
ECHUCA 3564
(03) 5485 5465

EDENHOPE AND DISTRICT
MEMORIAL HOSPITAL

Kowree Nursing Home
Unit 128-132 Elizabeth St
EDENHOPE 3318
(03) 5585 9842

The Lakes Hostel
107-119 Lake Street
EDENHOPE 3318
(03) 5585 9847

GIPPSLAND SOUTHERN
HEALTH SERVICE

Alchera House
6 Gordon Street
KORUMBURRA 3950
(03) 5654 2777

Hillside Lodge Hostel
77 Bridge Street
KORUMBURRA 3950
(03) 5654 2733

**Koorooman House
Nursing Home**
64 Sloan Avenue
LEONGATHA 3953
(03) 5667 5547

GOULBURN VALLEY HEALTH

Grutzner House
Graham Street
SHEPPARTON 3630
(03) 5832 2322

Parkvilla Aged Care Facility
64-68 Park Street
TATURA 3616
(03) 5824 8400

Waranga Aged Care Hostel
14 High Street
RUSHWORTH 3612
(03) 5851 8050

Waranga Nursing Home
14 Coyle Street
RUSHWORTH 3612
(03) 5851 8000

HEATHCOTE HEALTH

**Heathcote Aged
Care Service**
39 Hospital Street
HEATHCOTE 3523
(03) 5431 0900

**Mclvor Health &
Community Services
Nursing Home**
39 Hospital Street
HEATHCOTE 3523
(03) 5431 0900

HEPBURN HEALTH SERVICE

Creswick Nursing Home
35 Napier Street
CRESWICK 3363
(03) 5345 9100

Daylesford Nursing Home
13 Hospital Street
DAYLESFORD 3460
(03) 5321 6500

Lumeah Lodge Hostel
13-15 Hospital Street
DAYLESFORD 3460
(03) 5321 6500

Trentham Hostel
22-24 Victoria Street
TRENTHAM 3458
(03) 5421 7200

Trentham Nursing Home
22-24 Victoria Street
TRENTHAM 3458
(03) 5421 7200

HESSE RURAL HEALTH SERVICE

**Hesse Rural Health Service
Nursing Home**
8 Gosney Street
WINCHELSEA 3241
(03) 5267 1200

HEYWOOD RURAL HEALTH

Heywood Nursing Home
21 Barclay Street
HEYWOOD 3304
(03) 5527 0555

**Sydney-Lynne Quayle &
Fitzroy Lodge Hostel**
21 Barclay Street
HEYWOOD 3304
(03) 5527 0555

INDIGO NORTH HEALTH INC.

**Glenview Community
Care Nursing Home**
168 High Street
RUTHERGLEN 3685
(02) 6033 6200

INGLEWOOD AND DISTRICT HEALTH
SERVICE

**Inglewood & Districts
Health Service
(Nursing Home)**
3 Hospital Street
INGLEWOOD 3517
(03) 5431 7000

**Inglewood & Districts
Health Service (Hostel)**
3 Hospital Street
INGLEWOOD 3517
(03) 5431 7000

KERANG DISTRICT HEALTH

Glenarm Nursing Home
Burgoyne Street
KERANG 3579
(03) 5450 9278

KILMORE & DISTRICT HOSPITAL

Caladenia Nursing Home
1 Anderson Street
KILMORE 3764
(03) 5734 2155

Dianella Hostel
Rutledge Street
KILMORE 3764
(03) 5734 2000

KOOWEERUP REGIONAL
HEALTH SERVICE

Killara Hostel
215 Rossiter Road
KOOWEERUP 3981
(03) 5997 9679

**Westernport
Nursing Home**
235 Rossiter Road
KOOWEERUP 3981
(03) 5997 9679

KYABRAM AND DISTRICT
HEALTH SERVICES

Kyabram Nursing Home
Fenaughty Street
KYABRAM 3620
(03) 5857 0200

LATROBE REGIONAL HOSPITAL

**Latrobe Regional Hospital
Nursing Home**
10 Village Drive
TRARALGON 3824
(03) 5173 8324

LORNE COMMUNITY HOSPITAL

Lorne Nursing Home
Lot 1, Albert Street
LORNE 3232
(03) 5289 4300

LYNDOCH LIVING INC

Lyndoch Hostel
Hopkins Road
WARRNAMBOOL 3280
(03) 5561 9375

Lyndoch Nursing Home
Hopkins Road
WARRNAMBOOL 3280
(03) 5561 9300

MALDON HOSPITAL

Jessie Bowe House
Chapel Street N
MALDON 3463
(03) 5475 2000

Mountview Nursing Home
Chapel Street N
MALDON 3463
(03) 5475 2000

MALLEE TRACK HEALTH &
COMMUNITY SERVICE

**Cannon T D Martin
Nursing Home**
28 Britt Street
OUYEN 3490
(03) 5092 1111

Carinya Hostel
33-43 McClland Avenue
SEA LAKE 3533
(03) 5070 1158

Dr R W Pattinson Hostel
56 Hughes Street
OUYEN 3490
(03) 5092 2559

Kaleesa Nursing Home
33-43 McClland Avenue
SEA LAKE 3533
(03) 5070 2155

MANSFIELD DISTRICT HOSPITAL

Bindaree Retirement Centre
86 Highett Street
MANSFIELD 3722
(03) 5775 8830

**Buckland House
Nursing Home**
53 Highett Street
MANSFIELD 3722
(03) 5775 8863

MARYBOROUGH DISTRICT
HEALTH SERVICE

Avoca Hostel
13 Liebig Street
AVOCA 3467
(03) 5465 1202

Avoca Nursing Home
10 Templeton Street
AVOCA 3467
(03) 5465 1202

Dunolly Nursing Home
12 Havelock Street
DUNOLLY 3472
(03) 5468 2900

**Maryborough
Nursing Home**
75-85 Clarendon Street
MARYBOROUGH 3465
(03) 5461 0333

MELBOURNE HEALTH

Boyne Russell House
184-186 Victoria Street
BRUNSWICK 3056
(03) 9381 1900

Cyril Jewel House
68 Hassett Street
KEILOR EAST 3033
(03) 9331 6581

McLellan House Hostel
2 Robinson Street
BROADMEADOWS 3047
(03) 9302 4002

Merv Irvine Nursing Home
1231 Plenty Road
BUNDOORA 3083
(03) 9495 3240

MONASH HEALTH

A G Eastwood Hostel
400 Warrigal Road
CHELTENHAM 3192
(03) 9265 1328

Allambee Nursing Home
Kingston Centre
Cnr Kingston & Warrigal Rds
CHELTENHAM 3192
(03) 9265 1000

**Chestnut Gardens
Aged Care Home**
2A Chestnut Road
DOVETON 3177
(03) 9554 1200

Mooraleigh Hostel
748 Centre Road
BENTLEIGH EAST 3165
(03) 9563 8288

Yarraman Nursing Home
22 Yarraman Road
NOBLE PARK 3174
(03) 9265 7999

MOYNE HEALTH SERVICES

Belfast House
97 Regent Street
PORT FAIRY 3284
(03) 5568 0126

Moyneyana House
31 College Street
PORT FAIRY 3284
(03) 5568 0163

NATHALIA DISTRICT HOSPITAL

Banawah
36-44 McDonnell Street
NATHALIA 3638
(03) 5866 9444

NORTHEAST HEALTH

**Wangaratta Illoura –
Residential Aged Care**
32-50 College Street
WANGARATTA 3677
(03) 5721 0310

NORTHERN HEALTH

Ian Brand Nursing Home
1231 Plenty Road
BUNDOORA 3083
(03) 9495 3188

**NUMURKAH DISTRICT
HEALTH SERVICE**

Karinya

2 Katamatite-Nathalia Road
NUMURKAH 3636
(03) 5862 0451

**Numurkah Pioneers
Memorial Lodge**

11-17 Katamatite-Nathalia
Road NUMURKAH 3636
(03) 5962 0444

OMEO DISTRICT HEALTH

**Omeo District Hospital –
Hostel**

12 Easton Street
OMEO 3898
(03) 5159 0100

**Omeo District Hospital –
Nursing Home**

12 Easton Street
OMEO 3898
(03) 5159 0100

ORBOST REGIONAL HEALTH

Lochiel House

118 Stanley Road
ORBOST 3888
(03) 5154 6613

Waratah Lodge

104 Boundary Road
ORBOST 3888
(03) 5154 6678

OTWAY HEALTH

**Otway Health
Community Services**

39-43 McLachlan Street
APOLLO BAY 3233
(03) 5237 8500

PENINSULA HEALTH

**Carinya Nursing Home
(Frankston Extended Care)**

125 Golf Links Road
FRANKSTON 3199
(03) 9783 7277

PORTLAND DISTRICT HEALTH

Harbourside Lodge

141 Bentinck Street
PORTLAND 3305
(03) 5521 0333

**RED CLIFFS AND COMMUNITY
AGED CARE SERVICES INC.**

Jacaranda Village

220c Calotis Street
RED CLIFFS 3496
(03) 5024 1104

**ROBINVALE DISTRICT
HEALTH SERVICES**

**Manangatang & District
Nursing Home**

37-39 Pioneer Street
MANANGATANG 3546
(03) 5035 1500

Riverside Hostel

39 Latje Road
ROBINVALE 3549
(03) 5026 1071

Robinvale Nursing Home

39 Latje Road
ROBINVALE 3549
(03) 5026 4328

**ROCHESTER AND ELMORE
DISTRICT HEALTH**

**Rochester and District
Hostel**

1 Pascoe Street
ROCHESTER 3561
(03) 5484 4400

Rochester Nursing Home

Annexe Village Drive
ROCHESTER 3561
(03) 5484 4400

RURAL NORTHWEST HEALTH

Hopetoun Hostel

100 Toole Street
HOPETOUN 3396
(03) 5083 2000

Hopetoun Nursing Home

12 Mitchell Place
HOPETOUN 3396
(03) 5083 2000

Yarriambiack Lodge Hostel

1 Cox Street
WARRACKNABEAL 3393
(03) 5396 1200

**Yarriambiack Lodge
Nursing Home**

Dimboola Road
WARRACKNABEAL 3393
(03) 5396 1200

SEYMOUR HEALTH

**Seymour District
Nursing Home**

4 Brettoneux Street
SEYMOUR 3661
(03) 5793 6100

SOUTH WEST HEALTHCARE

**Merindah Lodge Aged
Care Facility**

16-18 York Street
CAMPERDOWN 3260
(03) 5593 7366

**Merindah Lodge
Nursing Home**

16-18 York Street
CAMPERDOWN 3260
(03) 5593 7300

ST VINCENTS HEALTH

Auburn House

98 Camberwell Road
HAWTHORN EAST 3123
(03) 9804 0410

Cambridge House

3 Cambridge Street
COLLINGWOOD 3066
(03) 9417 6021

Riverside House

2 River Street
RICHMOND 3121
(03) 9427 9969

STAWELL REGIONAL HEALTH

**Macpherson Smith
Residential Care**

37 Sloane Street
STAWELL 3380
(03) 5358 8502

SWAN HILL DISTRICT HEALTH

**Nyah District Aged Care
Service (Jacaranda Lodge)**

1 Monash Avenue
NYAH West 3595
(03) 5033 9400

**Swan Hill District (Nyah
Campus)**

1 Monash Avenue
NYAH West 3595
(03) 5033 9400

**Swan Hill District
Nursing Home**

Splatt Street
SWAN HILL 3585
(03) 5033 9300

TALLANGATTA HEALTH SERVICE

Bolga Court Hostel
Lakeside Drive
TALLANGATTA 3700
(02) 6071 5287

Lakeview Nursing Home
25 Barree Street
TALLANGATTA 3700
(02) 6071 5200

TERANG AND MORTLAKE
HEALTH SERVICE

**Mount View
Aged Care Facility**
1 Austin Ave
TERANG 3264
(03) 5592 0260

TIMBOON AND DISTRICT
HEALTHCARE SERVICE

**Timboon & District
Healthcare Service**
21 Hospital Street
TIMBOON 3268
(03) 5558 6000

WEST GIPPSLAND
HEALTHCARE GROUP

Andrews House
42 School Road
TRAFALGAR 3824
(03) 5637 4100

**Cooinda Lodge Nursing
Home**
Landsborough Street
WARRAGUL 3820
(03) 5623 0761

WEST WIMMERA HEALTH SERVICE

**Allan W Lockwood
Special Care Hostel**
6 Schurmann Street
NATIMUK 3409
(03) 5391 4222

Archie Gray Nursing Home
Unit 2 Roache Street
KANIVA 3419
(03) 5391 4222

Iona Digby Harris Home
49 Nelson Street
NHILL 3418
(03) 5391 4270

**Jeparit & District
Nursing Home**
2 Charles Street
JEPARIT 3423
(03) 5396 5500

Kaniva Hostel
9 Farmers Street
KANIVA 3419
(03) 5392 7000

**Natimuk BNH
Nursing Home Annexe**
6 Schurmann Street
NATIMUK 3409
(03) 5363 4400

**Rainbow Bush
Nursing Home Annexe**
2 Swinbourne Ave
RAINBOW 3424
(03) 5396 3300

**Rainbow Bush
Nursing Hospital Hostel**
2 Swinbourne Ave
RAINBOW 3424
(03) 5395 1411

**Rupanyup District
Nursing Home**
89 Cromie Street
RUPANYUP 3388
(03) 5385 5700

Trescowthick House Hostel
6 Schurmann Street
NATIMUK 3409
(03) 5363 4401

WESTERN DISTRICT
HEALTH SERVICE

**Birches – Specialist
Extended Care Facility**
14 Tyers Street
HAMILTON 3300
(03) 5551 8222

**Grange Residential
Care Services**
19 Gray Street
HAMILTON 3300
(03) 5551 8257

Kolor Lodge Hostel
148 Watton Street
PENSURST 3289
(03) 5552 3000

Penshurst Nursing Home
148 Watton Street
PENSURST 3289
(03) 5552 3000

Valley View Nursing Home
71 McLeod Street
COLERAINE 3315
(03) 5553 2060

Wannon Court Hostel
72-74 Pilleau Street
COLERAINE 3315
(03) 5553 2080

WIMMERA HEALTH CARE GROUP

**Dimboola District Hospital
Nursing Home**
Unit 32-36 Anderson Street
DIMBOOLA 3414
(03) 5363 7114

Kurrajong Lodge
2 Arnott Street
HORSHAM 3400
(03) 5381 9271

Wimmera Nursing Home
100 Baillie Street
HORSHAM 3400
(03) 5381 9307

YARRAM AND DISTRICT
HEALTH SERVICES

Crossley House Hostel
14 Nicol Street
YARRAM 3971
(03) 5182 0316

St Elmo's Nursing Home
85 Commercial Road
YARRAM 3971
(03) 5182 0222

YARRAWONGA HEALTH

**Allawah Special
Care Hostel**
42 Hume Street
YARRAWONGA 3730
(03) 5743 8111

Karana
Hume Street
YARRAWONGA 3730
(03) 5743 8111

Warrina Hostel
Cnr Piper & Hume Street
YARRAWONGA 3730
(03) 5743 8111

YEA AND DISTRICT
MEMORIAL HOSPITAL

Rosebank Hostel
20 Miller Street
YEA 3717
(03) 5736 0402

Rosebank Nursing Home
45 Station Street
YEA 3717
(03) 5736 0401



We care

SUPPORTED BY

The Public Sector Residential Aged Care Leadership Committee acknowledges the support of the Victorian Government.

