

# Aged Care Resource List — Southern Metro Region

## Phone & online support



The Victorian Virtual Emergency Department is a public health service to treat non-life-threatening emergencies.

[www.vved.org.au/welcome](http://www.vved.org.au/welcome)



Free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care, or end-of-life care.

1800 360 000  
[www.pcas.org.au](http://www.pcas.org.au)

- Health professionals welcome to call
- 7 days a week from 7 am - 10 pm
- For non-emergency health advice only

## Visiting services

### Residential In-Reach services

Residential In-Reach (RIR) services are staffed by hospital-based nurses and doctors who provide:

- telephone support
- on-site assessment of the aged care resident.

### MATS (Alfred Health)

24-hour 1800 007 656  
[www.alfredhealth.org.au/services/mobile-assessment-and-treatment-service-mats](http://www.alfredhealth.org.au/services/mobile-assessment-and-treatment-service-mats)

### Monash RIR

1300 4467 3224  
[monashhealth.org/residential-in-reach-program](http://monashhealth.org/residential-in-reach-program)

### Peninsula Health RIR

03 9788 1700  
[www.peninsulahealth.org.au/services/aged-care/community-care-residential-in-reach-team-rir](http://www.peninsulahealth.org.au/services/aged-care/community-care-residential-in-reach-team-rir)

### Community palliative care services

(For people with specialist palliative care needs)

Community palliative care services provide holistic care including:

- nursing care
- allied health
- respite
- practical support
- information
- equipment
- medications
- access to medical review
- assessment in peoples' homes.

### Calvary Health Care Bethlehem

T: 03 9595 3424  
F: 03 9596 0126  
[www.calvarycare.org.au/public-hospital-bethlehem/services-and-clinics/palliative-care](http://www.calvarycare.org.au/public-hospital-bethlehem/services-and-clinics/palliative-care)

### Palliative Care South East

T: 03 5991 1300  
F: 03 5991 1301  
[palliativecaresoutheast.org.au](http://palliativecaresoutheast.org.au)

### Peninsula Home Hospice

T: 03 5973 2400  
F: 03 5973 2444  
[peninsulahospice.com.au](http://peninsulahospice.com.au)

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## Education & support



Palliative care workshops and placements [pepaeducation.com](http://pepaeducation.com)

### PEPA Aged Care

Reverse PEPA placements in Aged Care [pepaeducation.com/about-pepa/pepa-aged-care](http://pepaeducation.com/about-pepa/pepa-aged-care)



Information for residential aged care staff and managers caring for residents: [ac-pc.com.au](http://ac-pc.com.au)

- living with a life limiting illness
- showing signs of deterioration
- at end of life.



ELDAC provides information, guidance and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians. [www.eldac.com.au](http://www.eldac.com.au)



SMRPCC provides assistance with navigating the service system, online training, and a monthly newsletter. [smrpcc.org.au](http://smrpcc.org.au)



Resources, evidence, clinical groups, information. [www.caresearch.com.au](http://www.caresearch.com.au)



palliAGED is the palliative care evidence and practice information resource for the Australian aged care sector. [www.palliaged.com.au](http://www.palliaged.com.au)



PACOP involves routine data collections using assessment tools, which will identify when additional palliative care support is needed, leading to the delivery of better-quality care. [www.uow.edu.au/australasian-health-outcomes-consortium/pacop/pacop-for-clinicians](http://www.uow.edu.au/australasian-health-outcomes-consortium/pacop/pacop-for-clinicians)

RACFs contact PACOP to participate as a whole service.

### Greater Choice for At Home Palliative Care

Not aged care specific. [www.semphn.org.au/palliative-care](http://www.semphn.org.au/palliative-care)  
Initiatives to improve palliative care (focus on primary health, GPs).