Aged Care Resource List — Southern Metro Region

Phone & online support

VICTORIAN VIRTUAL EMERGENCY DEPARTMENT Northern Health	The Victorian Virtual Emergency Department is a public health service for non-life-threatening emergencies.	https://ved.vic.gov.au/
Palliative Care Advice Service	Free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care, or end-of-life care. • 7 days a week from 7 am - 10 pm • For non-emergency health advice only	1800 360 000 www.pcas.org.au

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.	**Bayside Health | Alfred** 24-hour 1800 007 656 www.alfredhealth.org.au/services/mobile-assessment-and-treatment-service-mats **Monash Health** 1300 4467 3224 monashhealth.org/residential-in-reach-program **Bayside Health | Peninsula** 03 9788 1700 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 9834 9423 **F**: 03 9834 9494 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 **Peninsula Home Hospice** T: 03 5973 2400 **F**: 03 5973 2444 peninsulahospice.com.au

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Education & support		
PEPA Program of Experience in the Palliative Approach	Palliative care workshops and placements	pepaeducation.com
PEPA Aged Care	Reverse PEPA placements in Aged Care	pepaeducation.com/pepa-aged-care
AC PC Aged Care Palliative Care	Information for residential aged care staff and managers caring for residents: • living with a life limiting illness • showing signs of deterioration • at end of life.	ac-pc.com.au
ELDAC End of Life Directions for Aged Care	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
SMRPCC	SMRPCC provides assistance with navigating the service system, online training, and a monthly newsletter.	smrpcc.org.au
CARESEARCH palliative care knowledge network	Resources, evidence, clinical groups, information.	www.caresearch.com.au
palliAGED PALLIATIVE CARE AGED CARE EVIDENCE	palliAGED is the palliative care evidence and practice information resource for the Australian aged care sector.	www.palliaged.com.au
PACOP palliative aged care outcomes program	PACOP provides a nationally standardised assessment framework and a clinical response protocol to guide the delivery of best-practice palliative care in residential aged care settings.	www.uow.edu.au/australasian-health-outcomes-consortium/pacop/pacop-for-clinicians
phn SOUTH EASTERN MELBOURNE An Australian Government Initiative	SEMPHN improves coordination and quality of aged and palliative care through partnerships with primary care and service providers. It supports person-centred care, better end-of-life planning, and access to timely, appropriate services.	https://www.semphn.org.au/palliative-care https://www.semphn.org.au/gpaci https://www.semphn.org.au/aged-care-on-site-pharmacist-program