



**SAVVI Pension Level
Supported Residential Services (SRS)**

Referral Resource Kit

Outer South Metropolitan Region



C Contents

ABOUT THIS RESOURCE KIT	3
ABOUT THE SAVVI PROJECT	4
WHAT ARE SAVVI PENSION-LEVEL SRS's?	5

REFERRAL PROCESS

SRS Referral Guide.....	8
SRS Referral Flowchart.....	10

SRS PROFILES

Greater Dandenong LGA

Aaron Lodge	12
Absalom	14
Belair Gardens	16
Crystal Manor	18
Fermont Lodge	20
Galilee	22
Mayfair Lodge	24
Trentleigh Lodge	26

Casey LGA

Berwick House.....	28
Cranhaven Lodge	30

Frankston LGA

Acacia Place	32
--------------------	----

Mornington LGA

Eliza Park	34
------------------	----

Kingston LGA

Sandy Lodge	36
-------------------	----

East Gippsland LGA

Eagle Manor	38
-------------------	----

APPENDIX

SRS Referral Form	
-------------------	--

ACKNOWLEDGEMENTS	back cover
-------------------------------	------------

LINKS	back cover
--------------------	------------

CONTACT	back cover
----------------------	------------

About This Resource Kit

Who is this Resource Kit For?

This Resource Kit contains useful information such as general information about Supported Residential Services (SRS), a standardised referral process, and service profiles. This information is intended to assist service providers in making optimal referrals to the following SAVVI pension-level SRS's in the Southern Metropolitan Region:

- **Dandenong LGA** - Aaron Lodge / Absalom / Belair Gardens / Crystal Manor / Fermont Lodge / Galilee / Mayfair Lodge / Trentleigh Lodge
- **Casey LGA** - Berwick House / Cranhaven Lodge
- **Frankston LGA** - Acacia Place
- **Mornington Peninsula LGA** - Eliza Park
- **Kingston LGA** - Sandy Lodge
- **East Gippsland LGA** - Eagle Manor

What is SAVVI?

The Department of Health, Southern Metropolitan Region provides support to 14 pension-level SRS's through the *Supporting Accommodation for Vulnerable Victorians Initiative* (SAVVI). SAVVI is a multi-pronged approach which incorporates the *Facility Cost Relief* (FCR) program and the *Supporting Connections Program* (SCP). The former is aimed at improving the economic viability of SRS's, while the latter is aimed at improving collaboration between service providers, improving SRS staff capacity to work with their residents, and facilitating linkages of residents to needed services.

For more information on SAVVI, please refer to: <http://www.health.vic.gov.au/srs/savvi.htm>

The Need for Streamlining

The need for a Resource Kit became apparent as proprietors reported that at times they accepted referrals only to discover later that important client information was missing. Other feedback highlighted that proprietors often felt pressured to accept a majority of referrals in order to maintain a good relationship with referring agencies. Referrals come from a variety of sources including hospitals, homelessness services, area mental health services, disability services, as well as self and family referrals. Staff from various services indicated that there was little uniformity in the way proprietors accepted referrals, with some insisting on the use of the Departmental *SRS Referral Form*, while others had their own forms, and still others accepted whatever documents the referring agency would send. Staff also indicated that they would benefit from having a resource that outlined a uniform referral process, general information about the SRS sector, and unique information about each SRS. On one level, not having enough information about a new resident could mean more work for the proprietor in gathering information later on, and on another level, it could mean a potentially dangerous situation where the safety of SRS residents and staff is put at risk through an inappropriate placement. To have a more streamlined process would benefit all parties involved and improve outcomes for residents.

The Project

In 2009, Eastern Access Community Health (EACH) was funded by the Department of Health to run a pilot project in the Eastern Metropolitan Region. The aim of the project was to develop a reference group of key stakeholders that will serve to inform the development of a resource kit consisting of a standardised referral process and SRS profiles. In May 2011, Ermha, a service provider that had already implemented two SAVVI programs, was entrusted with the task of developing a Resource Kit similar to the one produced by EACH. Over the course of the project, the project worker gathered information from two reference groups (with over 15 service providers represented) and 14 SRS proprietors to develop this Referral Resource Kit.

The Resource Kit

The Referral Process found in this Resource Kit outlines best practice when it comes to making and receiving referrals for service providers and proprietors. The effectiveness of this Referral Process in addressing the previously mentioned difficulties is dependent upon the extent to which it is adapted by stakeholders. The sections entitled '*What Are SAVVI Pension-Level SRS's*' and '*SRS Profiles*' are aimed at empowering referring agencies with essential information about the SRS sector and individual facilities, to assist them to select the most appropriate SRS for their clients.

Expected Outcomes

Ultimately the aim of this project is to effect better outcomes for all stakeholders:

- **For SRS's** we envision improved referral practices to result in greater stability at the premises through the acceptance of referrals appropriate to the level of support provided, staff capacity, and resident mix.
- **For Clients** we envision improved referral practices to result in improved quality of life through stable and appropriate housing.
- **For Referring Agencies** we envision improved referral practices to result in better collaboration with SRS's and decreased occurrences of client relapse and re-admission exacerbated by placement breakdown.

What are SAVVI Pension-Level SRS's?

- They are privately run businesses that provide accommodation and personal support for people who need assistance in everyday life.
- They are owned by a person or company (called the proprietor) who is registered by the Department of Health allowing them to operate the SRS. The proprietor may also be the SRS manager.
- They are residential facilities that also provide 'personal support' (see Page 6) to residents.
- They are not required to employ nurses and they are not necessarily required to provide upright or active overnight staff.
- The fee charged is no greater than the pension plus Rent Assistance. Most pension-level SRS's in the Southern Metropolitan Region have 20-40 beds.
- They have at least 80% of their beds at pension-level. All SRS's are registered to operate by the State Government.

Relevant Legislation

The SRS industry is currently regulated by the State Government under the *Health Services Act 1988* and the *Health Services (SRS) Regulations 2001*. SRS's are monitored by Department of Health Authorised Officers to ensure that SRS proprietors meet all of the requirements under the Act and regulations, including the minimum standards of accommodation and personal support.

A new Act to regulate SRS's, the *Supported Residential Services (Private Proprietors) Act 2010*, was passed by Parliament in August 2010 and is scheduled to come into effect by 1 July 2012. This is standalone legislation tailored to SRS's. While it still establishes minimum standards for accommodation and personal support provided in SRS's, the new Act will make it easier to understand what SRS residents can expect to receive at an SRS. Please note that this directory refers throughout to the legislation contained in the new Act.

Who Lives in SAVVI Pension-Level SRS's?

The majority of residents are adults who do not have access to other types of accommodation and who would have difficulty caring for themselves.

Many residents experience difficulties such as mental illness, intellectual disability, acquired brain injury, chronic health conditions, physical disability, substance abuse issues, or behavioural issues.

Generally SAVVI pension-level SRS residents do not receive significant family support and many would consider the SRS their home and the other residents and staff their 'family'.

Increasingly, SAVVI pension-level SRSs are reporting that younger people with complex needs are forming a growing part of their client group. A number of these residents have substance abuse issues along with their disability.

What are the Staffing Requirements at SAVVI Pension-Level SRS's?

Under the new legislation, SRS proprietors are required to employ an adequate number of appropriately trained staff to meet the personal support needs of residents and enable the efficient running of the business. Minimum staffing requirements will be specified in the new supporting regulations. Current legislation requires the employment of a qualified personal care (i.e. support) coordinator to coordinate the support for all residents for 38 hours a week who has a minimum qualification of Certificate III in Community Services/Aged Care Work/Disability Services or equivalent.

What level of Support is Provided at SAVVI Pension-Level SRS's?

Under the new Act, 'personal support' includes assistance with:

- personal hygiene - toileting, dressing
- eating
- mobility problems or assistance for people who are mobile but require some form of supervision or support
- supervising the taking of medication
- maintaining social networks and accessing health services
- emotional wellbeing

Principles for Protecting Residents' Rights

The principles in the new Act state that SRS residents have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities. The new Act requires that individual rights of residents should be respected by recognising a resident's right to:

- privacy
- freedom of expression
- fair and equal treatment
- dignity and respect
- freedom from abuse, neglect or exploitation

Proprietors' Obligations

In order to meet these principles, proprietors should support residents to live as independently as possible by:

- Recognising the resident's right to make decisions, provided those decisions do not unreasonably affect the rights of others.
- Supporting them to participate in decisions regarding the services they receive.
- Allowing them the right to choose their service providers.
- Recognising their right to participate in activities involving a degree of risk.
- Providing residents with information that will assist in decision-making.
- Facilitating access to activities.
- Providing safe and comfortable surroundings.
- Ensuring that support services take account of the needs of individual residents as far as possible.

In respect of personal support services, the responsibilities of the proprietor under the new Act include:

- Provision of comprehensive information about the SRS, including the services that can be provided and the costs involved, to prospective residents before they enter the SRS.
- A signed residential and services agreement with each resident that spells out the services to be provided to that resident and all the fees and charges and other terms and conditions.
- A support plan for each resident (an interim support plan must be prepared within 48hrs) that is updated regularly, at least every 6 months.
- Consultation with the resident's health service providers in the preparation of the ongoing support plan.
- Meeting all of the accommodation and personal standards and the standards for the safe storage and administration of residents' medication.
- Keeping other resident records such as a record of incidents, any transfers to another service, any notice to vacate etc.

Costs

Pension-level SRS's may charge up to the maximum pension amount. While the breakdown of costs is different for each facility, generally what residents pay will go towards the following:

- property fees
- staffing – personal support, cooking, cleaning, laundry
- food
- utilities – gas, water, electricity
- insurance

Please contact each facility to get the most up-to-date accommodation fees.

Items for New Residents to Bring into an SRS

- clothes and toiletries
- medication – sufficient for two weeks into placement
- personal documents - Medicare card, pension card
- personal belongings and furnishings (as negotiated with the proprietor)

SRS Referral Guide

This guide accompanies the flowchart on Page 10

NOTE: *This guide and the accompanying flowchart outlines best practice in making referrals to SRS's. We do acknowledge that it may not be practical for a limited number of service types to adhere completely to the outlined process, for example Step 3 may be difficult to complete for a housing service or a hospital social work department. We would like to stress however, in order to strive for better and sustainable outcomes for all parties, referring agencies and proprietors should ensure the prescribed process is followed as closely as practicable.*

1. Assess Client's Support & Accommodation Needs

In considering whether or not an SRS is appropriate, please take into account the following:

- **Ongoing or Short-Term Accommodation Required**- while some facilities are happy to take on short-term residents, others may prefer not to do this. In using SRS's as emergency accommodation, agencies and proprietors need to consider the potential negative impact by clients with no intention of making the SRS their new home. Issues may include difficulty in making rent payments, difficulty in communal living and sharing, unwillingness to abide by house rules (e.g. drinking, smoking in rooms), lack of desire to build relationships, causing disruption, and complaining (e.g. about costs, food).
- **Support Needs** – what level of support is needed? *Please refer to Page 6 of the Resource Kit for more information about the level of support offered at SRS's.*
- **Financial** – is the client on a Disability Support Pension? Is the client eligible for Rent Assistance? Can they afford living in an SRS? *SRS boarding costs can be up to the maximum pension amount.*
- **Mobility** – what are the client's mobility needs? *Facilities differ in their capacity to cater for mobility requirements, please check individual SRS profiles for accessibility options.*
- **Accommodation History** – what is the client's housing history? What is their experience of living communally? How will they fare in an SRS environment?
- **Client Preference** – does the client actually want to live in an SRS?

2. Identify The Most Appropriate SRS Using The Referral Resource Kit

In addition to some factors mentioned in Step 1, when selecting an appropriate SRS, please consider the SRS's:

- Location
- Staffing Levels
- House Rules
- Amenities
- Room Configurations
- Resident Demographics
- External Service Support
- Activities

Once you have selected an appropriate SRS, please contact the proprietor to clarify if there are vacancies, and also to gauge if they are willing to consider the referral based on the client's main presenting issues.

3. Organise and Show the SRS to the Client

An important step in the process to maximise best outcomes for your client is to empower them with the ability to decide where they will live. As individuals we all value the ability to choose our homes, our clients are no different. All service types with the capacity to do so should support their clients to view the SRS prior to organising placement.

4. Complete and Submit the SRS Referral Form

The SRS Referral Form is the prescribed way of conveying information for the purpose of referring to an SRS in Victoria. A copy of the referral form is located in the Appendix section of this Resource Kit, and can also be downloaded at from the Department of Health SRS website:

<http://www.health.vic.gov.au/srs/>

IMPORTANT: It is imperative that referring agencies provide the SRS with the most accurate information about the client, as it will assist the proprietor to develop an appropriate support plan. Failure to provide adequate information may impede an SRS's ability to support the client, or potentially put the client, other residents, and even staff at risk.

For **Mental Health Services**, there is an Information Sharing and Referral Practices protocol which needs to be followed when working with SRS's. This document can be found on the Department of Health website at:

<http://www.health.vic.gov.au/mentalhealth/pmc/srs.htm>

For **Disability Services - Southern Metropolitan Region**, an information-sharing protocol can be accessed from the Department of Human Services intranet. Alternatively, you can contact Disability Services.

5. Organise Client Relocation and Settlement

Please ensure that all arrangements have been made to ensure that the client has a smooth transition to their new home. What links need to be in place to ensure appropriate support for your client after placement? Consider the following where applicable:

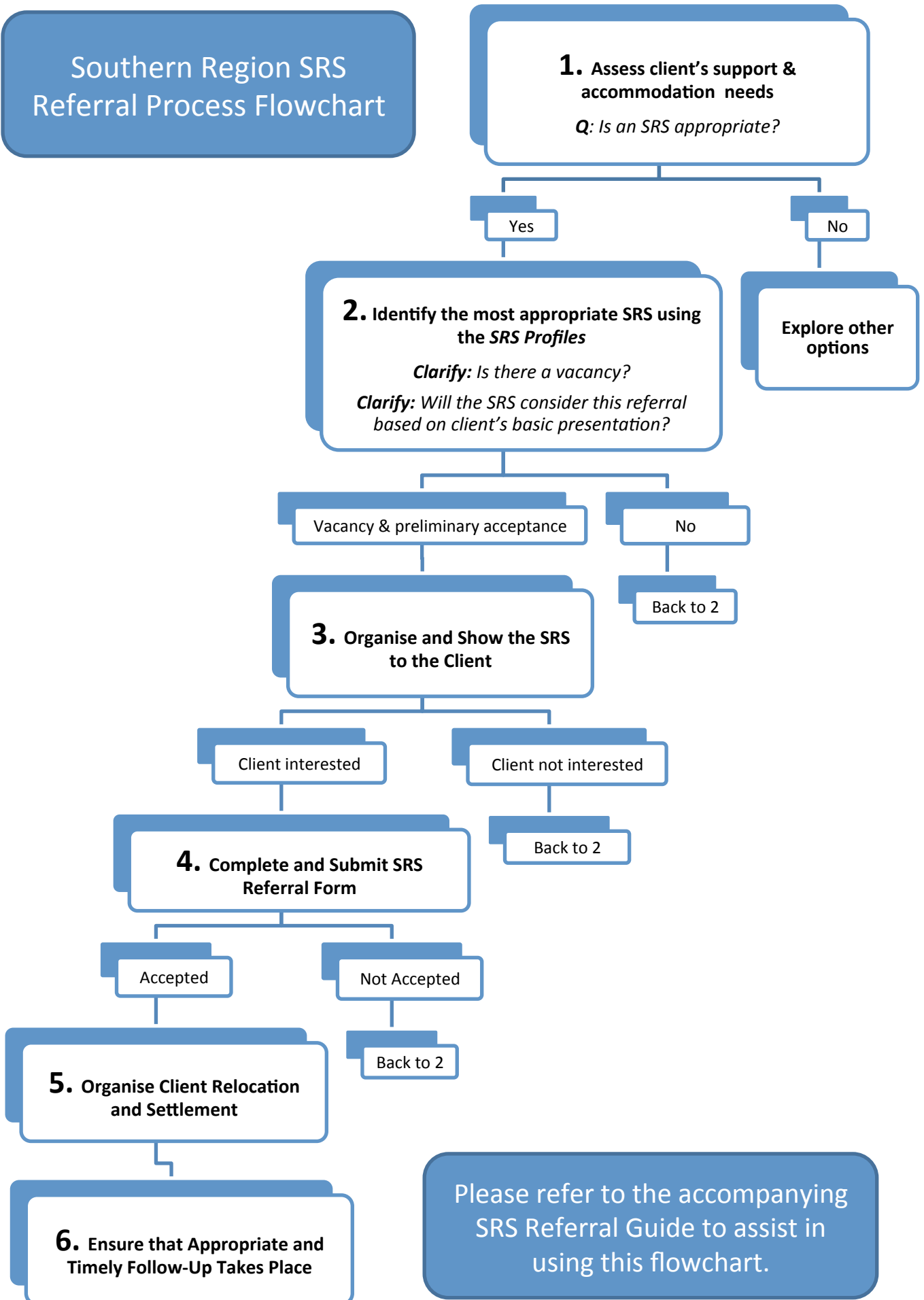
- GP / Specialist Medical Needs
- Chemist
- Financial Needs
- Ongoing Case Management / Support Needs
- Recreation Needs
- Education / Vocation Needs

'Items for New Residents to Bring into an SRS' section on Page 7 for may be useful.

6. Ensure that Appropriate and Timely Follow Up Takes Place

Appropriate to the level of involvement you will continue to have post-placement, please check in with the proprietor a few days after placement to clarify and address any concerns from either the client or the proprietor. Please consider that a positive follow-up experience will serve to strengthen relationships between your service and that SRS for the future.

Southern Region SRS Referral Process Flowchart



SRS Profiles





AARON LODGE

36-38 Power St, Dandenong VIC 3175 **T:** 9792 1374 **F:** 9792 1374

E: rkumar5@bigpond.com **Proprietor:** Shiv Kumar

Our Mission is to provide high quality care and services to older people in an appropriate, well appointed and safe residential aged care environment

Resident Demographics

◆ Age range from 30s to 80s ◆ Average age of 50s ◆ Gender mix %: 100 male

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Acquired Brain Injury ◆ Substance abuse ◆ Intellectual Disability
◆ Physical Disability ◆ Chronic Health Needs

Room Information

◆ 19 beds ◆ 1 single room ◆ 4 twin shared rooms ◆ 2 triple shared rooms
◆ 1 quadruple shared room ◆ Communal bathrooms and toilets
◆ Short-term beds available: 2 weeks minimum stay

Room Inclusions

◆ Single bed ◆ Bedding including pillows and blankets ◆ Bedside table ◆ Wardrobe
◆ Mirror ◆ TV ◆ Lamp

Staffing and Support Provision

◆ 1 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Twice weekly Arbias in house activities and outings — Gardening activities

OFFSITE Weekly church services — Weekly Southern Health Leisure and Recreation outings

Local Area Amenities

Public Transport Bus to Dandenong station: outside SRS

Shops Dandenong Plaza and central district: 10 min walk

Chemist Max Hollows Pharmacy: 61 Heatherton Road, Endeavour Hills

SRS Amenities Available Not available

Entertainment <ul style="list-style-type: none"><input type="checkbox"/> Billiards<input checked="" type="checkbox"/> Board games<input type="checkbox"/> Cable TV<input checked="" type="checkbox"/> Card games<input checked="" type="checkbox"/> DVD player<input checked="" type="checkbox"/> Music library<input type="checkbox"/> Musical instruments<input type="checkbox"/> Stereo/Hi-fi System<input checked="" type="checkbox"/> Table tennis<input checked="" type="checkbox"/> TV<input type="checkbox"/> Video games<input checked="" type="checkbox"/> Video library Other <ul style="list-style-type: none"><input checked="" type="checkbox"/> Beautiful surroundings	Outdoor <ul style="list-style-type: none"><input type="checkbox"/> Animals<input checked="" type="checkbox"/> BBQ area<input checked="" type="checkbox"/> Gazebo<input checked="" type="checkbox"/> Ornamental garden<input checked="" type="checkbox"/> Outdoor seating<input checked="" type="checkbox"/> Parking<input checked="" type="checkbox"/> Smoking area<input checked="" type="checkbox"/> Vegetable garden<input checked="" type="checkbox"/> Veranda Accessibility <ul style="list-style-type: none"><input checked="" type="checkbox"/> Disabled shower<input checked="" type="checkbox"/> Disabled toilet<input checked="" type="checkbox"/> Wheelchair access	Miscellaneous <ul style="list-style-type: none"><input checked="" type="checkbox"/> Book collection<input checked="" type="checkbox"/> Computer<input checked="" type="checkbox"/> Extra storage area<input type="checkbox"/> Internet access<input checked="" type="checkbox"/> Phone calls: 50c<input checked="" type="checkbox"/> Quiet areas/rooms<input type="checkbox"/> SRS bus Food & health <ul style="list-style-type: none"><input type="checkbox"/> Exercise equipment<input type="checkbox"/> Filtered water<input checked="" type="checkbox"/> Fruits available anytime<input checked="" type="checkbox"/> Snacks between meals<input type="checkbox"/> Tea & coffee facilities
--	--	---

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises

Access Rules

Residents must inform staff if they intend to stay away overnight — Visitors allowed between 8am and 8pm



ABSALOM

8 Janmara Court, Dandenong VIC 3175 **T:** 9795 1989 **F:** 9790 6151

E: absalomrs@live.com.au **Proprietor:** Crystal Jayamaha

At Absalom we are committed to ensuring that the care provided is of highest quality to ensure our residents' individual needs are met so that your loved ones can live with the dignity they deserve. Treat this as your home in our newly refurbished facility!

Resident Demographics

◆ Age range from 30s to 90s ◆ Average age of 50s ◆ Gender mix %: 70/30 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental health ◆ Chronic health needs ◆ Frail aged ◆ Physical disability

Room Information

◆ 19 beds ◆ 8 twin shared rooms ◆ 1 triple shared room ◆ Shared bathrooms
◆ No short-term beds available

Room Inclusions

◆ Single bed – hospital grade beds that are adjustable ◆ All linen, bedding, pillows and blankets
◆ Bedside table ◆ Sitting chair ◆ Clothes drawer ◆ Lockable cupboard
◆ Central heating ◆ Fans ◆ Bar fridge for resident use upstairs and downstairs

Staffing and Support Provision

◆ 3 day staff (PCC, cook and cleaner) ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP visits weekly — Royal District Nursing Service — Podiatrist — Optometrist

OFFSITE Services support residents to attend required health services

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Bi-monthly visiting library—Monthly Church services in-house — Weekly on-site activities by Arbias

OFFSITE Weekly bus outing by Arbias — Walking group by City of Greater Dandenong — Quarterly outings by Lion's club — Southern Health Leisure and Recreation outings

Local Area Amenities

Public Transport Bus stop to Dandenong Plaza or Waverley Gardens Shopping Centre (Buses 802, 804 & 850): 5 min walk

Shops Brady Rd Shopping precinct - supermarket, café, bakery, fish and chips shop, pizza shop, and hair salon: 5 min walk — Waverley Shopping Plaza: 30 min walk

Chemist Advantage Pharmacy: 61 Heatherton Road, Endeavour Hills

Other St Gerard's Catholic Church: 15 min walk

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<ul style="list-style-type: none">■ Billiards■ Board games□ Cable TV■ Card games■ DVD player■ Music library■ Musical instruments■ Stereo/Hi-fi System■ Table tennis■ TV■ Video games■ Video library	<ul style="list-style-type: none">□ Animals■ BBQ area■ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 5 spaces■ Smoking area■ Vegetable garden□ Veranda <p>Accessibility</p> <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	<ul style="list-style-type: none">■ Book collection□ Computer■ Extra storage area■ Internet access■ Phone calls: 50c pay phone□ Quiet areas/rooms□ SRS bus <p>Food & Health</p> <ul style="list-style-type: none">■ Exercise equipment: exercise bike, treadmill and Ab-swing■ Filtered water■ Fruits between meals■ Snacks between meals■ Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs in or around the premises — Non payment of rent

Access Rules

Residents must inform staff if they intend to be away for meals or overnight — All residents must sign out in the register when leaving the facility at any time, and must then sign back in when they return — Visitors can come at any reasonable time



BELAIR GARDENS

5A Liege Ave, Noble Park, 3174 **T:** 9792 9577 **F:** 9790 7720

E: felixsztrajt@yahoo.com.au **Proprietors:** Tahni Nominees P/L **Manager:** Felix Sztrajt

At Belair Gardens we aim to stabilise and improve the wellbeing of residents with psychiatric and intellectual issues.

Resident Demographics

◆ Age range from 19 to 90s ◆ Average age of late 40s ◆ Gender mix %: 75/25 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental health ◆ Chronic health needs ◆ Intellectual disability ◆ Physical disability
◆ Frail aged ◆ Substance use ◆ Acquired Brain Injury

Room Information

◆ 47 beds ◆ 11 single rooms – 7 with ensuite, 2 with shared bathroom ◆ 6 twin shared rooms
◆ 8 triple shared rooms (can be used for couples in relationships) ◆ 6 showers, 2 baths, and 10 toilets shared between 38 residents
◆ Short-term beds are available with 14 days minimum stay

Room Inclusions

◆ Single bed ◆ All linen, bedding, towel ◆ Bedside table and lamp ◆ Sitting chair
◆ Cupboard space

Staffing and Support Provision

◆ 2-4 day ◆ 1 stand up staff at night

Health and Wellbeing Services

ONSITE GP visits weekly — RDNS / Living Well for clients with chronic health conditions and for insulin administration — Podiatrist— Optometrist — Care in Context for specific clients — Area Mental Health Case Managers

OFFSITE Allied Health Services — residents are encouraged to contact the Dandenong Community Health Service

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Musical entertainment monthly — Southern Health Leisure and Recreation workers visit clients

OFFSITE Scott Club day program weekly — Salvation Army day program twice weekly — Southern Health Leisure and Recreation fortnightly outings — Urban Neighbours of Hope group sessions weekly

Local Area Amenities

Public Transport Bus: 5 min walk — Train: 15 minutes walk

Shops Milkbar: 5 min walk — Shopping strip: 15 min walk

Chemist Mitchell Chemist: 29 Douglas Street, Noble Park

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<input type="checkbox"/> Billiards	<input type="checkbox"/> Animals	<input checked="" type="checkbox"/> Book collection
<input checked="" type="checkbox"/> Board games	<input checked="" type="checkbox"/> BBQ area	<input checked="" type="checkbox"/> Computer
<input type="checkbox"/> Cable TV	<input type="checkbox"/> Gazebo	<input checked="" type="checkbox"/> Extra storage area
<input checked="" type="checkbox"/> Card games	<input checked="" type="checkbox"/> Ornamental garden	<input checked="" type="checkbox"/> Internet access: coming
<input checked="" type="checkbox"/> DVD player	<input checked="" type="checkbox"/> Outdoor seating	<input checked="" type="checkbox"/> Phone calls: 50c pay phone
<input type="checkbox"/> Music library	<input checked="" type="checkbox"/> Parking: 6-8 spaces	<input checked="" type="checkbox"/> Quiet areas/rooms
<input type="checkbox"/> Musical instruments	<input checked="" type="checkbox"/> Smoking area	<input type="checkbox"/> SRS bus
<input checked="" type="checkbox"/> Stereo/Hi-fi System	<input checked="" type="checkbox"/> Vegetable garden	
<input type="checkbox"/> Table tennis	<input checked="" type="checkbox"/> Veranda	
<input checked="" type="checkbox"/> TV		
<input checked="" type="checkbox"/> Video games		
<input type="checkbox"/> Video library		
	Accessibility	Food & health
	<input checked="" type="checkbox"/> Disabled shower	<input type="checkbox"/> Exercise equipment
	<input type="checkbox"/> Disabled toilet	<input type="checkbox"/> Filtered water
	<input checked="" type="checkbox"/> Wheelchair access	<input checked="" type="checkbox"/> Fruits available anytime
		<input type="checkbox"/> Snacks between meals
		<input checked="" type="checkbox"/> Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs in or around the premises

Access Rules

Residents must inform staff if they intend to be away overnight or longer (for medication to be arranged) — Visitors can come between 9am and 8.30pm — Permission of other residents sharing room to allow visitors into room



CRYSTAL MANOR

133-139 Harold Road Noble Park, 3174 **T:** 9546 4866 **F:** 9546 2082

Proprietor: Annesley Tisseverasinghe

All our residents at Crystal Manor must receive the best quality care and services. We believe that they should be treated as individuals and deserve care and services based upon individual emotional, spiritual, intellectual, and aesthetic needs.

Resident Demographics

◆ Age range from 20s to 70s ◆ Average age of 50s ◆ Gender mix %: 70/30 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental health ◆ Chronic health needs ◆ Intellectual disability ◆ Physical disability ◆ Frail aged

Room Information

◆ 40 beds ◆ 20 single rooms ◆ 10 twin shared rooms ◆ Shared ensuite for and communal bathrooms and toilets

◆ Short-term beds available through negotiation

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows and blankets ◆ Bedside table
◆ Clothes drawer ◆ Sitting chair ◆ Central heating ◆ Basic toiletries - towels, toilet rolls ◆ Wash basin ◆ Wardrobe

Staffing and Support Provision

◆ 4 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP — Podiatrist — Optometrist — Melbourne Pathology

OFFSITE Services support residents to attend required health services

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Monthly music session run by a church group — Regular visit by Helping Hand social volunteers — Visiting library service

OFFSITE Weekly walking group run by a church group — Monthly Southern Health Leisure and Recreation outings — Weekly Scott Club day program — Weekly Dingley Salvation Army day program — Weekly Rainbow Church service — Weekly Power to Change church service — Weekly Keysborough Men's Shed activities — Ermha day program and art group

Local Area Amenities

Public Transport Bus: 5 min walk — Train: 20 min walk

Shops Parkmore Shopping Centre: 20 min walk — Supermarket and café: 10 min walk

Chemist Yarraman Pharmacy: 254 Railway Parade, Noble Park

Other Swimming Pool: 15 min walk — Golf Course: 20 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">■ Billiards■ Board games□ Cable TV■ Card games■ DVD player■ Music library■ Musical instruments: organ■ Stereo/Hi-fi System□ Table tennis■ TV■ Video games■ Video library Other <ul style="list-style-type: none">■ Access to Dandenong Council bus	Outdoor <ul style="list-style-type: none">□ Animals□ BBQ area□ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 6 spaces■ Smoking area■ Vegetable garden■ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet□ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection■ Computer□ Extra storage area□ Internet access■ Phone calls: 40c□ Quiet areas/rooms□ SRS bus Food & health <ul style="list-style-type: none">□ Exercise equipment■ Filtered water■ Fruits available anytime■ Snacks between meals□ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Property damage — Smoking indoors (designated areas outside only) — Alcohol or illicit drugs on the premises

Access Rules

Residents must inform staff when intending to miss meals or stay away overnight — Visitors can visit from daytime until 8pm (or 10:30pm through prior arrangement)



FERMONT LODGE

29-31 Fintonia Road, Noble Park VIC 3174 **T:** 9546 3322 **F:** 9546 3322

E: fermontlodge@hotmail.com **Proprietor:** Millie Knezevic

At Fermont Lodge, we believe that people must be treated as individuals and deserve care and services based upon their individual emotional, spiritual, social, physical, intellectual, and aesthetic needs. Please treat Fermont Lodge as your home.

Resident Demographics

◆ Age range from 30s to 90s ◆ Average age of 60s ◆ Gender mix %: 65/35 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Frail Aged ◆ Substance abuse ◆ Acquired Brain Injury
◆ Intellectual Disability ◆ Physical Disability ◆ Chronic Health Needs

Room Information

◆ 31 beds ◆ All single beds ◆ 15 bathrooms shared by all residents
◆ No short-term beds

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table
◆ Lockable clothes cupboard ◆ Sitting chair ◆ TV and TV point ◆ Central heating
◆ Fans ◆ Call bell

Staffing and Support Provision

◆ 3 day staff ◆ 2 sleepover staff

Health and Wellbeing Services

ONSITE GP — Optometrist — Physiotherapist — Hairdresser

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Weekly Arbias in house activities — Weekly Church services

OFFSITE Weekly Arbias bus outings — Monthly Southern Health Leisure and Recreation outings — Weekly Scott Club day program activities — Weekly Dingley Salvation Army day program activities

Local Area Amenities

Public Transport Bus to Dandenong Plaza, Train Station: 5 min walk

Shops Noble Park shopping precinct: 15 min walk — Milk bar, post office, and fast food outlets: 5 min walk

Chemist Heatherton Chandler Pharmacy: 127 Chandler Road, Noble Park

Other Noble Park Train Station: 15 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">■ Billiards■ Board games□ Cable TV■ Card games■ DVD player■ Music library□ Musical instruments■ Stereo/Hi-fi System□ Table tennis■ TV■ Video games■ Video library	Outdoor <ul style="list-style-type: none">□ Animals■ BBQ area□ Gazebo■ Ornamental garden■ Outdoor seating■ Parking: 5 spaces■ Smoking area■ Vegetable garden■ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet□ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection■ Computer■ Extra storage area□ Internet access■ Phone calls: 50c□ Quiet areas/rooms■ SRS bus Food & health <ul style="list-style-type: none">□ Exercise equipment□ Filtered water■ Fruits available anytime■ Snacks between meals□ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to leave the premises — Visitors can come between 9am and 8pm



GALILEE

382-384 Princes Highway, Noble Park 3174 **T:** 9794 6881 **F:** 9794 6881

E: ivan.devendran@gmail.com **W:** www.daisyhomes.com.au

Proprietors: Ramesh Nadarajah, Ivan Devendran

At Galilee, we believe that all people must be treated as individuals and deserve care and services based upon individual emotional, spiritual, social, physical, intellectual and aesthetic needs

Resident Demographics

◆ Age range from 20s to late 60s ◆ Average age of 50s ◆ Gender mix %: 85/15 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Intellectual Disability ◆ Acquired Brain Injury ◆ Substance abuse
◆ Physical Disability ◆ Frail Aged ◆ Chronic Health Needs

Room Information

◆ 21 beds ◆ 11 single ◆ 5 twin shared rooms ◆ 1 room with ensuite, the remaining have shared bathrooms between two rooms
◆ Short-term beds available, with minimum one week for respite

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, towels and blankets ◆ Bedside table ◆ Clothes cupboard ◆ Sitting chair ◆ TV point and telephone point ◆ Central heating ◆ Fan ◆ Call bell alarm
◆ Bar fridge ◆ TV

Staffing and Support Provision

◆ 2 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP — Bi-annual hearing checks — Optometrist — Podiatrist — Hairdresser

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Various facility based activities - board games, movie nights, gardening, bicycle rides, walks, feeding the animals

OFFSITE Southern Health Leisure and Recreation fortnightly outings and centre based activities — Salvation Army weekly day program activities — Brotherhood of St Laurence weekly day program activities — Weekly church services and activities - Rainbow Church, Doveton Baptist

Local Area Amenities

Public Transport Bus 800 to Dandenong Plaza, Train Station, Waverley Gardens shopping centre, and Chadstone: just outside SRS

Shops Supermarket, café: 15 min walk — Local shops, fast food outlets: 1 min walk

Chemist Lyndale Pharmacy: 68 Menzies Ave, Dandenong North

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<input type="checkbox"/> Billiards	■ Animals: chickens, duck, geese	■ Book collection
■ Board games	■ BBQ area	■ Computer
<input type="checkbox"/> Cable TV (coming soon)	■ BBQ area	■ Extra storage area
■ Card games	<input type="checkbox"/> Gazebo	■ Internet access: FREE
■ DVD player	■ Ornamental garden	■ Phone calls: FREE
<input type="checkbox"/> Music library	■ Outdoor seating	<input type="checkbox"/> Quiet areas/rooms
■ Musical instruments	■ Parking - 6 spaces	<input type="checkbox"/> SRS bus
■ Stereo/Hi-fi System	■ Smoking area	
■ Table tennis	■ Vegetable garden	Food & health
■ TV	■ Veranda	■ Exercise equipment:
■ Video games		punching bag
■ Video library	Accessibility	■ Filtered water
	■ Disabled shower	■ Fruits available anytime
	■ Disabled toilet	■ Snacks between meals
	■ Wheelchair access	■ Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to leave the premises — Residents have 24 hour access to the SRS — Visitors can come between 8.30am and 8.30pm and must report to reception upon entry



MAYFAIR LODGE

80 Stud Road, Dandenong VIC 3175 **T:** 9794 4604 **F:** 9792 4604

E: merakisenterprises@hotmail.com **Proprietor:** George Merakis

At Mayfair Lodge, we aim to provide a high quality of special and personal care in a home-like environment which is warm and caring, and to ensure that all residents are treated as individuals, and that care is catered to their needs.

Resident Demographics

◆ Age range from 20s to 90s ◆ Average age of 40s to 50s ◆ Gender mix %: 65/35 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Substance abuse ◆ Physical Disability ◆ Acquired Brain Injury
◆ Frail Aged ◆ Intellectual Disability ◆ Chronic Health Needs

Room Information

◆ 43 beds ◆ 15 single ◆ 14 twin shared rooms ◆ Every room has either an ensuite or shared ensuite with another room
◆ Respite bed available, not emergency accommodation: 7 days minimum stay

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table
◆ Clothes cupboard ◆ Sitting chair

Staffing and Support Provision

◆ 3 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP — Optometrist — Podiatrist — Physiotherapist — Hairdresser

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Bus outings — Weekly Dandenong Council Well for Life Exercise Program — Fortnightly church music group

OFFSITE Southern Health Leisure and Recreation outings — Weekly Scott Club day program activities

Local Area Amenities

Public Transport Bus to Dandenong Plaza, train station, multiple locations: outside SRS

Shops Dandenong Plaza: 15 min walk — Local shops: 1 min walk

Chemist Terry White Chemist: 793 Burke Road Camberwell

Other Dandenong Hospital and multiple health and medical services: 5 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">■ Billiards■ Board games□ Cable TV■ Card games■ DVD player■ Music library□ Musical instruments■ Stereo/Hi-fi System■ Table tennis■ TV□ Video games■ Video library	Outdoor <ul style="list-style-type: none">□ Animals■ BBQ area■ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 4 spaces■ Smoking area□ Vegetable garden□ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection■ Computer■ Extra storage area□ Internet access■ Phone calls: 50c■ Quiet areas/rooms■ SRS bus Food & health <ul style="list-style-type: none">□ Exercise equipment□ Filtered water■ Fruits available anytime□ Snacks between meals□ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent — Continual verbal abuse

Access Rules

Residents must inform staff if they intend to leave the premises — Residents have full access to the premises before 10pm, after which they need to use a buzzer — Visitors can come between 8am and 8pm



TRENTLEIGH LODGE

155 Gladstone Road, Dandenong VIC 3175 **T:** 9795 2204 **F:** 9795 2204

E: trentleighlodge@hotmail.com **Proprietor:** Jyoti Kaushik

At Trentleigh Lodge our aim is to provide a safe and comfortable home-like environment for people with special support needs.

Resident Demographics

◆ Age range from 30s to 80s ◆ Average age of 50s ◆ Gender mix %: 80/20 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Intellectual Disability ◆ Chronic Health Needs ◆ Substance abuse
◆ Acquired Brain Injury ◆ Frail Aged

Room Information

◆ 22 beds ◆ 5 single ◆ 7 twin shared rooms ◆ 1 triple shared room ◆ 5 communal bathrooms and toilets shared among residents.
◆ Respite room: 7 days minimum stay

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table
◆ Clothes cupboard ◆ Lamp ◆ Decorative pictures ◆ TV in some rooms

Staffing and Support Provision

◆ 3 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP — Optometrist — Podiatrist — Hairdresser

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Organised in-house activities with dedicated activity worker on weekends

OFFSITE Weekly bus outings with Arbias — Weekly Scott Club day program activities — Weekly Doveton Neighbourhood House activities — Weekly church services — Proprietor and staff can take some residents shopping weekly to the market

Local Area Amenities

Public Transport Bus to Dandenong Plaza, train Station, multiple locations: outside SRS

Shops Shopping precinct: 20 min walk — Local shops: 5 min walk

Chemist Lyndale Pharmacy: 68 Menzies Avenue, Dandenong North

Other Local Post Office and café: 10 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">■ Billiards■ Board games□ Cable TV■ Card games■ DVD player■ Music library■ Musical instruments: keyboard■ Stereo/Hi-fi System■ Table tennis■ TV□ Video games■ Video library	Outdoor <ul style="list-style-type: none">■ Animals■ BBQ area■ Gazebo■ Ornamental garden■ Outdoor seating■ Parking: 5 spaces■ Smoking area■ Vegetable garden■ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection■ Computer■ Extra storage area□ Internet access■ Phone calls: 50c local \$1 mob■ Quiet areas/rooms□ SRS bus Food & health <ul style="list-style-type: none">■ Exercise equipment■ Filtered water■ Fruits available anytime■ Snacks between meals□ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to miss mealtimes or stay away overnight — Residents have full access to the premises before 9pm, after which they need make arrangements for entry — Visitors can come between 9am and 7pm



BERWICK HOUSE

19-23 Kays Avenue, Hallam 3803 **T:** 9703 1214 **F:** 9703 1214

E: pacificcare@bigpond.com **W:** www.berwickhouse.com.au **Proprietors:** Adrian and Nomonde Cole

At Berwick House we aim to provide low cost quality support for our residents combined with an enjoyable lifestyle, with appropriate assistance available at all time as required, but also recognising the value and desirability of input by the resident to their own life needs and those around them.

Resident Demographics

◆ Age range from 20s to 70s ◆ Average age of 40s ◆ Gender mix %: 50/50 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental health ◆ Acquired brain injury ◆ Substance abuse ◆ Intellectual disability

Room Information

◆ 27 beds ◆ 5 single rooms - bathroom shared between 2 rooms ◆ 11 twin shared rooms
◆ 7 showers and toilets shared between 17 residents
◆ No short-term beds available

Room Inclusions

◆ Single bed ◆ All linen and bedding ◆ Bedside table ◆ Clothes drawer ◆ Sitting chair ◆ TV point
◆ Central heating ◆ Fan ◆ Shared bathroom

Staffing and Support Provision

◆ 2 morning and afternoon staff ◆ 4 sleepover staff

Health and Wellbeing Services

ONSITE GP visits fortnightly — Local chemist delivers prescriptions — Podiatrist visits every 6 weeks

OFFSITE Residents are supported to attend external appointments through various support services

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Weekly voice and movement class — Weekly cooking sessions — Six-weekly disco/DJ event — Weekends away, day trips, regular house parties for birthdays and feature days (Grand Final, Cup Day) — Residents also have an opportunity to have a holiday every year at no extra cost

OFFSITE Doveton Neighbourhood House — City of Casey PAG — Brotherhood of St. Laurence — Various churches provide activities for residents

Local Area Amenities

Public Transport Bus 826, 827, 828, to Dandenong Plaza and Fountain Gate: 5 min walk — Bus 695,893 to Cranbourne: 5 min walk

Shops Milkbar: Harmer Rd or Doveton Ave: 5 min walk — Shopping: Spring Square Shopping precinct: 15 min walk

Chemist Advantage Plus Chemist: 61 Heatherton Road, Endeavour Hills

Other Cardinia Casey Community Health Service

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<input type="checkbox"/> Billiards	■ Animals: dog, chicken	■ Book collection
■ Board games	■ BBQ area	■ Computer
<input type="checkbox"/> Cable TV	<input type="checkbox"/> Gazebo	■ Extra storage area
■ Card games	<input type="checkbox"/> Ornamental garden	■ Internet Access
■ DVD player	■ Outdoor seating	■ Phone calls: 50c
<input type="checkbox"/> Music library	■ Parking: 8 spaces	■ Quiet areas/rooms
■ Musical instruments: Organ	■ Smoking area	■ SRS bus
■ Stereo/Hi-fi System	■ Vegetable garden	
■ Table tennis	■ Veranda	Food & health
■ TV		■ Exercise equipment
■ Video games	Accessibility	■ Filtered water
■ Video library	<input type="checkbox"/> Disabled shower	■ Fruits available anytime
	<input type="checkbox"/> Disabled toilet	■ Snacks between meals
	<input type="checkbox"/> Wheelchair access	■ Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent — Repeated violation of general house rules

Access Rules

Residents must inform staff if they intend to miss meals or stay away overnight or longer — Visitors can come between 9am and 8pm and must report to reception upon entry



CRANHAVEN LODGE

45 Lyall Street, Cranbourne VIC 3977 **T:** 5996 4551 **F:** 5996 4551

E: angeliquedeane@yahoo.com **Proprietor:** Angie Deane

At Cranhaven Lodge, we believe that all people must be treated as individuals and deserve care and services based upon emotional, spiritual, social, physical, intellectual and aesthetic needs. This is your home.

Resident Demographics

◆ Age range from 30s to 90s ◆ Average age in the 50s ◆ Gender mix %: 80/20 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Chronic Health Needs (diabetes) ◆ Acquired Brain Injury
◆ Frail Aged ◆ Substance abuse ◆ Intellectual Disability ◆ Physical Disability

Room Information

◆ 38 beds ◆ 10 single ◆ 5 twin shared rooms ◆ 6 triple shared rooms
◆ 13 toilets and 9 showers shared
◆ No short-term beds available

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table
◆ Clothes cupboard ◆ Sitting chair ◆ Reading light

Staffing and Support Provision

◆ 2 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP visits three times weekly — Optometry and hearing services visit annually or as required — Podiatrist on site monthly — Local chemist delivers prescriptions to facility

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Church services in-house — Twice weekly Southern Health in-house activities

OFFSITE Monthly Salvation Army outings — Four times weekly Brotherhood of St Laurence bus outings — Weekly Southern Health bus outings — Weekly Arbias bus outings — Weekly St Agatha's Catholic Church centre based activities — Variety of church groups offering church services and bible classes

Local Area Amenities

Public Transport Bus stop: 5 min walk — Cranbourne train station: 30 min walk

Shops Shopping precinct, pharmacy, supermarket, café: 5 min walk

Other Library, pool, and bowling: 5 min walk — Chisholm Tafe: 5 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">□ Billiards□ Board games□ Cable TV■ Card games■ DVD player□ Music library□ Musical instruments□ Stereo/Hi-fi System□ Table tennis■ TV□ Video games■ Video library	Outdoor <ul style="list-style-type: none">■ Animals: cat, fish■ BBQ area■ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 15 spaces■ Smoking area■ Vegetable garden■ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection□ Computer■ Extra storage area□ Internet access■ Phone calls: 60c■ Quiet areas/rooms□ SRS bus Food & health <ul style="list-style-type: none">□ Exercise equipment■ Filtered water■ Fruits available anytime■ Snacks between meals■ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises

Access Rules

Residents must inform staff if they intend stay away overnight — SRS is accessible until 11pm on weeknights and 1am on weekends — Visitors can come from morning until 9pm — Only family members are permitted in rooms



ACACIA PLACE

18 Netherplace Drive, Frankston VIC 3199 **T:** 9781 5922 **F:** 97815922

E: rbulner@yahoo.com.au **Proprietor:** Reg Bulner

At Acacia Place we are committed to caring.

Resident Demographics

◆ Age range from 30s to 70s ◆ Average age in the mid 40s ◆ Gender mix %: 85/15 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Intellectual Disability ◆ Chronic Health Needs ◆ Acquired Brain Injury

Room Information

◆ 22 beds ◆ 7 single ◆ 4 twin shared rooms ◆ 1 triple shared room ◆ 1 quadruple shared room
◆ Two ensuites for two single room, and 5 bathrooms shared between 20 beds
◆ Short-term beds available: from overnight to one month stay negotiable

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets ◆ Bedside table and lamp ◆ Clothes drawer ◆ Sitting chair ◆ TV point in bedroom ◆ Column heating ◆ Wardrobe

Staffing and Support Provision

◆ 2 day staff ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP visits fortnightly — Royal District Nursing Service

OFFSITE MI Health organise external appointments for residents to attend optometry, podiatry, dental and other health services

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Weekly arts and crafts session on Wednesdays — Birthday celebrations — BBQs on special occasions — Weekly church group

OFFSITE Impact (social opportunities) — Men's Shed (pick up and drop off) — Weekly Peninsula Support Services outings — Planned Activity Group outings

Local Area Amenities

Public Transport Bus stop: 2 min walk

Shops Shopping precinct, supermarket, café: 10 min walk

Chemist Chemist Warehouse, Mornington: 10 min walk (also delivers prescriptions)

Other Gym, medical services: 10 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none"><input type="checkbox"/> Billiards<input checked="" type="checkbox"/> Board games<input type="checkbox"/> Cable TV<input checked="" type="checkbox"/> Card games<input checked="" type="checkbox"/> DVD player<input checked="" type="checkbox"/> Music library<input checked="" type="checkbox"/> Musical instruments<input checked="" type="checkbox"/> Stereo/Hi-fi System<input type="checkbox"/> Table tennis<input checked="" type="checkbox"/> TV<input checked="" type="checkbox"/> Video games<input checked="" type="checkbox"/> Video library	Outdoor <ul style="list-style-type: none"><input checked="" type="checkbox"/> Animals: birds, fish<input checked="" type="checkbox"/> BBQ area<input checked="" type="checkbox"/> Gazebo<input checked="" type="checkbox"/> Ornamental garden<input checked="" type="checkbox"/> Outdoor seating<input checked="" type="checkbox"/> Parking: 6 spaces<input checked="" type="checkbox"/> Smoking area<input checked="" type="checkbox"/> Vegetable garden<input checked="" type="checkbox"/> Veranda Accessibility <ul style="list-style-type: none"><input type="checkbox"/> Disabled shower<input type="checkbox"/> Disabled toilet<input type="checkbox"/> Wheelchair access	Miscellaneous <ul style="list-style-type: none"><input checked="" type="checkbox"/> Book collection<input type="checkbox"/> Computer<input checked="" type="checkbox"/> Extra storage area<input type="checkbox"/> Internet access<input checked="" type="checkbox"/> Phone calls: 50c<input checked="" type="checkbox"/> Quiet areas/rooms<input type="checkbox"/> SRS bus Food & health <ul style="list-style-type: none"><input type="checkbox"/> Exercise equipment<input type="checkbox"/> Filtered water<input checked="" type="checkbox"/> Fruits available anytime<input type="checkbox"/> Snacks between meals<input type="checkbox"/> Tea & coffee facilities
--	---	---

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to leave the premises — Visitors can visit - winter: 9am to 7.30pm and summer: 9am to 9pm — Visitors must remain in common areas or by invitation to a room with the approval of other roommates (for shared rooms)



ELIZA PARK

157-161 Mt Eliza Way, Mt Eliza VIC 3930 **T:** 9787 3515 **F:** 9787 8219

E: email@elizaparksrs.com.au **W:** www.elizaparksrs.com.au **Proprietor:** Francois Bhugon

It is the objective of Eliza Park Supported Residential Service that residents shall live in a clean, comfortable and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

Resident Demographics

◆ Age range from 20s to 80s ◆ Average age of 50s ◆ Gender mix %: 70/30 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Chronic Health Needs ◆ Intellectual Disability ◆ Physical Disability ◆ Acquired Brain Injury ◆ Frail Aged

Room Information

◆ 46 beds ◆ 7 single rooms ◆ 15 twin shared rooms ◆ 3 triple shared rooms ◆ 9 shared ensuites, 5 communal bathrooms

◆ Short-term beds available: no minimum stay

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table and lamp
◆ Clothes cupboard ◆ Sitting chair ◆ Lockable drawer ◆ Lockable wardrobe ◆ TV point in room
◆ Central heating

Staffing and Support Provision

◆ 6 day staff ◆ 4 sleepover staff

Health and Wellbeing Services

ONSITE GP — Royal District Nursing Service

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Bus outings twice weekly — Weekend activity coordinator for four hours every Saturday — Bible studies and church services through Alpha Care — In-house singer — Birthday cake celebrations — BBQ's for special events

OFFSITE Community Health Centre (Mt Eliza) — Volunteers pick up residents and take them to structured activities — Planned Activity Group outings

Local Area Amenities

Public Transport Bus stop: 2 min walk

Shops Shopping precinct, supermarket, café: 5 min walk

Chemist Facility chemist delivers daily: 5 min walk

Other Beach: 15 min walk — Gym, plant nursery: 2 min walk

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<ul style="list-style-type: none">■ Billiards■ Board games■ Cable TV■ Card games■ DVD player□ Music library■ Musical instruments■ Stereo/Hi-fi System□ Table tennis■ TV■ Video games■ Video library	<ul style="list-style-type: none">■ Animals: birds, fish■ BBQ area□ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 5 spaces■ Smoking area□ Vegetable garden■ Veranda <p>Accessibility</p> <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	<ul style="list-style-type: none">■ Book collection■ Computer□ Extra storage area■ Internet access■ Phone calls: 50c■ Quiet areas/rooms■ SRS bus <p>Food & health</p> <ul style="list-style-type: none">■ Exercise equipment: exercise bicycles■ Filtered water■ Fruits available anytime■ Snacks between meals■ Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to leave the premises for the day or overnight — Visitors can come between 9am and 8pm; other arrangements can be made



SANDY LODGE

38-40 Station Street, Aspendale VIC 3195 **T:** 9580 9824 **F:** 9580 9511

E: pgovende@bigpond.net.au **Proprietor:** Geoff Govender

Here at Sandy Lodge we provide a range of activities for residents to enjoy. These are based on encouraging friendships and fun amongst the people who live here.

Resident Demographics

◆ Age range from 30s to 80s ◆ Average age in the mid 50s ◆ Gender mix %: 70/30 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Frail Aged ◆ Acquired Brain Injury ◆ Intellectual Disability
◆ Substance Abuse ◆ Physical Disability ◆ Chronic Health Needs

Room Information

◆ 25 beds (30 by mid 2012) ◆ 23 single rooms ◆ 1 twin shared room ◆ All room with shared ensuites
◆ Short-term beds available: no minimum stay

Room Inclusions

◆ Single bed ◆ All linen and bedding including towels, pillows, blankets ◆ Bedside table
◆ Drawers ◆ Cupboard ◆ TV point and phone points

Staffing and Support Provision

◆ 3 day staff ◆ 2 sleepover staff

Health and Wellbeing Services

ONSITE Weekly GP visits — Royal District Nursing Service — Podiatrist — Optometrist — Dental — Hairdresser

OFFSITE Central Bayside Community Health Service Parkdale for allied health services — Peninsula Mental Health Services

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Weekly bingo sessions — Weekend activities such as art and quiz — Weekly church groups

OFFSITE Ten-pin bowling — Weekly Dingley Salvation Army day program activities — Bi-monthly Kingston Church activities

Local Area Amenities

Public Transport Bus stop: outside SRS — Mordialloc Train Station: 10 min walk

Shops Local shops: 5 min walk — Mordialloc shopping area: 10 min walk

Chemist Bluff Pharmacy: 355A Bluff Road Hampton

SRS Amenities

■ Available □ Not available

Entertainment	Outdoor	Miscellaneous
<input type="checkbox"/> Billiards	<input type="checkbox"/> Animals	<input checked="" type="checkbox"/> Book collection
<input checked="" type="checkbox"/> Board games	<input checked="" type="checkbox"/> BBQ area	<input checked="" type="checkbox"/> Computer
<input type="checkbox"/> Cable TV	<input checked="" type="checkbox"/> Gazebo	<input checked="" type="checkbox"/> Extra storage area
<input checked="" type="checkbox"/> Card games	<input checked="" type="checkbox"/> Ornamental garden	<input type="checkbox"/> Internet access
<input checked="" type="checkbox"/> DVD player	<input checked="" type="checkbox"/> Outdoor seating	<input checked="" type="checkbox"/> Phone calls : 50c
<input checked="" type="checkbox"/> Music library	<input checked="" type="checkbox"/> Parking: 10 spaces	<input checked="" type="checkbox"/> Quiet areas/rooms
<input type="checkbox"/> Musical instruments	<input checked="" type="checkbox"/> Smoking area	<input type="checkbox"/> SRS bus
<input checked="" type="checkbox"/> Stereo/Hi-fi System	<input type="checkbox"/> Vegetable garden	
<input type="checkbox"/> Table tennis	<input checked="" type="checkbox"/> Veranda	
<input checked="" type="checkbox"/> TV		
<input checked="" type="checkbox"/> Video games		
<input checked="" type="checkbox"/> Video library		
	Accessibility	Food & health
	<input checked="" type="checkbox"/> Disabled shower	<input type="checkbox"/> Exercise equipment
	<input checked="" type="checkbox"/> Disabled toilet	<input type="checkbox"/> Filtered water
	<input checked="" type="checkbox"/> Wheelchair access	<input checked="" type="checkbox"/> Fruits available anytime
		<input checked="" type="checkbox"/> Snacks between meals
		<input type="checkbox"/> Tea & coffee facilities

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises

Access Rules

Residents must inform staff if they intend to leave the premises — SRS is accessible until 8pm - later entry can be arranged — Visitors can visit between 9am to 8pm



EAGLE MANOR

37-41 School Road, EAGLE POINT VIC 3878 **T:** 5156 7766 **F:** 5156 0325

E: eaglemanor@bigpond.com **Proprietor:** Helen Leslie

Eagle Manor is a Supported Residential Service catering for those in need of special care.

Resident Demographics

◆ Age range from 20s to 90s ◆ Average age of 50s ◆ Gender mix %: 70/30 (M/F)

Presenting Issues (in order of prevalence)

◆ Mental Health ◆ Substance abuse ◆ Frail Aged ◆ Acquired Brain Injury ◆ Intellectual Disability
◆ Chronic Health Needs ◆ Physical Disability

Room Information

◆ 30 beds ◆ 28 single rooms ◆ 1 twin shared rooms
◆ Short-term beds available: 2 weeks minimum stay

Room Inclusions

◆ Single bed ◆ All linen and bedding including pillows, blankets, and towels ◆ Bedside table
◆ Clothes drawer ◆ Sitting chair ◆ TV point in room ◆ Central heating

Staffing and Support Provision

◆ 2-3 day staff present ◆ 1 sleepover staff

Health and Wellbeing Services

ONSITE GP — Podiatry — Optometry — Hearing tests — Hairdressing

OFFSITE Various support services assist residents to attend health services in the community

Social, Recreational, Educational, Self-Improvement Activities

ONSITE Activity staff engage residents in arts and crafts, cooking, outings, movies, and video games twice weekly.

OFFSITE Quantum day program activities — Planned Activity Group outings

Local Area Amenities

Public Transport Bus stop: outside SRS

Shops Shopping precinct: 10 min drive

Chemist Chemist delivers prescriptions regularly

Other Beach: 5 min walk

SRS Amenities

■ Available □ Not available

Entertainment <ul style="list-style-type: none">■ Billiards■ Board games■ Cable TV■ Card games■ DVD player□ Music library■ Musical instruments■ Stereo/Hi-fi System■ Table tennis■ TV□ Video games□ Video library	Outdoor <ul style="list-style-type: none">□ Animals■ BBQ area□ Gazebo□ Ornamental garden■ Outdoor seating■ Parking: 5 spaces■ Smoking area■ Vegetable garden■ Veranda Accessibility <ul style="list-style-type: none">■ Disabled shower■ Disabled toilet■ Wheelchair access	Miscellaneous <ul style="list-style-type: none">■ Book collection■ Computer□ Extra storage area■ Internet access■ Phone calls: 50c□ Quiet areas/rooms■ SRS bus Food & health <ul style="list-style-type: none">□ Exercise equipment■ Filtered water■ Fruits available anytime□ Snacks between meals■ Tea & coffee facilities
---	---	--

House Rules

Prohibited Behaviour (grounds for eviction)

Violence or inappropriate sexual behaviours towards others — Smoking indoors — Alcohol or illicit drugs on the premises — Non-payment of rent

Access Rules

Residents must inform staff if they intend to miss meals or stay away overnight

Appendix

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

Name of SRS

PART A: for completion by client or client's representative (if applicable)

CONSENT TO RELEASE OF INFORMATION

I,

(Name of person giving this consent)

consent for the information collected on the attached SRS Referral Form to be released to the SRS provider who will be providing accommodation and care to:

(Name of person being referred)

Signed:

(Signature of person giving this consent)

Date

Representative name

Representative relationship

Phone

[Note: this consent is requested in order to comply with privacy legislation]

PART B: for completion by referrer

REASON FOR REFERRAL TO SRS

I

am familiar with the above-named

SRS and the services it provides to residents.

I consider that referral of this client to the SRS is appropriate because:

Signed

Date

Position

Agency

Phone

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

--

Client Details

Surname First name

Date of birth Gender M F

Language Religion

Current address

[If client is residing in another SRS]

Name of SRS Phone

[If the client has private health insurance]

Insurer Ref. Number

Next of Kin Details

Name Relationship

Address

Phone

Medical Practitioner

Name Phone

Address

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

[If the client has a guardian]

Name Phone

Address

Client Ref. Number

[If the client has an administrator]

Name Phone

Address

Client Ref. Number

Pension Details

Type of income Centrelink Veterans' Affairs Overseas Pension

Client Ref. Number

Medicare Number Expiry date

Taxi Concession Card Number Expiry date

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

Medication. This information to be provided by client's health provider.

Drug name	Dose	Frequency	Duration	Last Taken

Does client have the medication with her/him? Y N

Is the client able to administer own medication? Y N

Please specify any anticipated side effects of medication:

Physical Status
Please list any pre-existing medical conditions or allergies.

Cognitive Status
Please list any cognitive issues to which SRS staff need to be alerted, e.g. orientation to time and place; independence in decision making; memory impairment; other.

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

Disability

[If the client is registered with Disability Services (DHS)]

Primary disability

Case Manager

Phone

Mental Health Status

Please specify any mental health issues to which staff need to be alerted.

[If the client is subject to a Community Treatment Order]

Case Manager

Phone

Behaviour

List any behaviour that may require special consideration

- | | | | | | | | |
|---------------------|--------------------------|--------------|--------------------------|-------------------|--------------------------|--------------------------|--------------------------|
| Self-harm | <input type="checkbox"/> | Smoking | <input type="checkbox"/> | Self-motivation | <input type="checkbox"/> | Capacity for cooperation | <input type="checkbox"/> |
| Physical aggression | <input type="checkbox"/> | Wandering | <input type="checkbox"/> | Capacity to share | <input type="checkbox"/> | Capacity to socialise | <input type="checkbox"/> |
| Verbal aggression | <input type="checkbox"/> | Drug/alcohol | <input type="checkbox"/> | Impulse control | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Details

List any known "triggers" for problem behaviour

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

Personal Care	No Assistance	Prompting/ Supervision	Active Assistance
Eating/drinking/diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Showering/bathing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shaving/grooming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toileting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foot care/nail care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aids and Appliances

Does client use any aids or appliances?

- | | | | | | | | | |
|---------------|----------|--------------------------|-----------------|--------------------------|-------------|--------------------------|-------|--------------------------|
| Mobility | Stick | <input type="checkbox"/> | Frame | <input type="checkbox"/> | Wheelchair | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Communication | Glasses | <input type="checkbox"/> | Hearing Aid | <input type="checkbox"/> | Interpreter | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Other | Dentures | <input type="checkbox"/> | Continence aids | <input type="checkbox"/> | | | | |

Comments

Community Living Skills

Is the client able to access public transport? Yes No

Is the client able to make and keep appointments? Yes No

Recreation/Socialization

If the client attends any community based social activities, please provide details:

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

If the client has interests or hobbies, please provide details:

Relevant Health and Community Services

If the client has a case manager:

Name Phone

Organisation

Address

If the client currently accesses other services, please provide details:

Organisation

Contact Person Phone

Address

Organisation

Contact Person Phone

Address

SUPPORTED RESIDENTIAL SERVICE (SRS) REFERRAL FORM

If the client has been referred to additional services, please provide details:

Organisation

Contact Person Phone

Organisation

Contact Person Phone

Other relevant information/additional details

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Name Position

Organisation

Signature:..... Date

Acknowledgements

This Resource Kit was made possible through funding and guidance from the Department of Health, Southern Metropolitan Region SRS Branch, and invaluable contribution from service providers and SRS proprietors spanning across six LGAs from Mornington to Greater Dandenong to East Gippsland. While all contributors to this project are valued and appreciated, we would like to make special mention of the organisations and SRS's represented at the reference groups. They are listed as follows (in no distinct order):

Department of Health SMR SRS Branch
Berwick House SRS
Galilee SRS
Acacia Place SRS
Ermha SAVVI Supporting Connections Program
Dandenong Hospital
WAYSS
Hanover
Dandenong Area Mental Health Services

Casey Area Mental Health Services
Dandenong Community Health Service
Monash Hospital
MI Health
Peninsula Community Health Service Peninsula
Youth and Family Services Peninsula Health
Peninsula Support Services
ARBIAS
DHS Disability Services

Links

Resource Kit - additional copies can be downloaded from www.ermha.org

SRS Information - comprehensive information and referral forms can be accessed at the Department of Health SRS website at www.health.vic.gov.au/srs

Mental Health and SRS Information Sharing and Referral Protocol - can be downloaded from www.health.vic.gov.au/mentalhealth/pmc/srs.htm

Contact

Ermha SAVVI Programs

Supporting Connections (SCP) Program

Facility Cost Relief (FCR) Program

Head Office 67 Robinson St, Dandenong VIC 3175

T: 9706 7388 | F: 9792 9027 | W: www.ermha.org

