

**eastern metropolitan region  
(emr) pension level supported  
residential services (srs)  
referral resource kit**



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the steering committee provide permission for the photocopying of any pages, sections or the entire document for your use or for the use of any other interested individuals or groups.

## agencies who participated in interviews include:

- bellden lodge srs
- chandler house
- coorondo srs
- crest
- dandenong hospital – emergency triage
- department of human services intake
- dunelm srs
- ferntree manor srs
- harp
- hazelwood srs
- koonung clinic
- l’abri srs
- maroondah hospital – emergency triage
- mind
- murnong clinic
- personal helpers and mentors service - phams
- rivendell
- shades
- schofield srs (closed in early december)
- upton house – eastern health
- viewmont terrace
- waverley mental health clinic

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## background

In the Department of Health Eastern Metropolitan Region (EMR) there are 8 pension level Supported Residential Services (SRS). The SRS sector are a large and important part of the continuum of supported accommodation in Victoria, providing accommodation and care for some of the most vulnerable and disadvantaged in the community. Hospitals, community mental health services, general practitioners, disability services and psychiatric disability services generally refer individuals to SRS, however it has been reported that preferred procedure is often not followed and some individuals arrive with no medical records. Another major issue is that referral often occurs on a Friday when other external supports close for the weekend.

The Department of Human Services (DHS) developed an SRS Referral Form in 2003 however it appeared to be under utilized by both SRS and referral agencies and there has been no uniform approach to its implementation.

## introduction

**each** was funded by the Department of Health to explore the current referral process to SRS and identify and promote a new process through the development of an Information Resource, including referral procedure to better facilitate the most appropriate accommodation choices for individuals.

A Project Worker was employed and met with all 8 SRS and 17 referral agencies to document what was working and not working with the current referral process. A Steering Committee was developed in early October 2009. The purpose of the Steering Committee was:

- To improve referral to pension level SRS in the EMR from a range of relevant service providers.
- To improve the sharing of information to best support individuals living in SRS.
- Increased information regarding prospective residents, to support Proprietors ability to determine suitability and care planning.
- Contribute to discussions regarding the development of an information kit and referral process to improve suitable living arrangements for individuals.

This resource provides information on what is an SRS, the services provided, as well as an overview of individual pension level SRS in the EMR including location, number of beds, cost, demographics, financial management and staffing. The resource also has a Preferred Referral Procedure and SRS Referral Form. A summary referral flowchart is located at the back of the resource and can be placed on the wall as a visual prompt for staff.

“ the supported residential services sector is a large & important part of the continuum of supported accommodation in victoria, providing accommodation & care for some of the most vulnerable & disadvantaged in the community ”

## supported residential services

SRS are generally privately owned and operated facilities that provide accommodation, housekeeping, meals and special or personal care services.

The Department of Health (DH) licenses the Proprietor of an SRS and regulates their activities through the Health Services Act 1988 (The Act) and the Health Services (Supported Residential Services) Regulation 2001 (The "Regulations")

There are currently 181 SRS throughout Victoria that fall into two broad sectors:

The above-pension sector with a population of older, frail adults; and

The pension-level sector with a population of adults with a disability (particularly psychiatric disability, intellectual disability and acquired brain injury), chronic health problems, problematic drug and alcohol use, and sometimes with a history of homelessness.

## services provided

In keeping with the "Regulations", each SRS is required to employ a personal care coordinator who is responsible for the coordination and continuity of care for residents. The minimum qualification for the personal care coordinator is a Certificate III in Community Services (Aged Care Work/Personal Carer) or equivalent.

The Personal Care Worker will be on staff during the day and evening (this person may be the personal care coordinator).

Special or personal care means:

Assistance or support with one or more of the following:

- Personal hygiene.
- Support with meals.
- Physical assistance for persons with mobility problems or assistance for people who are mobile but require some assistance.
- Assistance or supervision in taking medication.
- Provision of substantial emotional support.

The Regulations require that the Proprietors develop and implement care plans for all residents of the SRS. Immediate and longer term Care Plans are developed with the resident and consider the physical, emotional, spiritual, financial and social supports or assistance an individual may require.

## srs and mental health services

SRS currently provide an important accommodation option for many people with a mental illness who do not have other accommodation options, and who would have difficulty caring for themselves.

Increasingly, SRS with fees set at the level of pension, are reporting that people with complex needs are forming a significant part of their client group. Just over half of the residents of pension level facilities have a mental illness, and many will also have other disabilities such as those resulting from an acquired brain injury and/or drug and alcohol problems. This population of individuals has more disabilities and their needs are more complex than those of the older frail population to whom SRS were providing a service ten or more years ago.

Consideration should be given to whether an SRS is the most appropriate placement for an individual given the level of care that is able to be provided, the qualifications of staff, relatively low staffing levels and the sometimes high number of residents living in one setting.

the following is an information profile of the 8 pension level srs in the eastern metropolitan region:

## 1. bellden lodge

<b>proprietor</b>	Steven Yang
<b>address</b>	383 Maroondah Hwy, Croydon North
<b>melways ref</b>	37 B9
<b>phone</b>	9726 4822
<b>fax</b>	9726 8068
<b>email</b>	bellden@tpg.com.au

### location

Bellden Lodge is located near the corner of Exeter Road and Maroondah Hwy in Croydon North. It is short walking distance (5 minutes) to local shops which include Coles, newsagency, bakery, pharmacy, op Shop, hairdressers and other retail shops.

There is a bus stop at Exeter Road and the Invicta 671 Chirnside Park – Croydon bus is an approximate 10 minute bus ride to Croydon Station (which is on the Lilydale line).

### number of beds

55 beds

Pension level: 55

Above pension level: 0

Respite beds: 2 beds for respite or crisis situation.

### bathrooms

Approximately 23 en-suites that are shared between 4 people (2 bedrooms on either side).

### cost

Payment of fees is made fortnightly or monthly (in advance), as agreed between the Proprietor and the resident. Bellden Lodge prefers automatic bank transfer arrangement; however other arrangements can be made on request.

Respite charges apply for residents staying less than 4 weeks.

### demographics

Bellden provide support to people with psychiatric illness, intellectual disability, and psychological issues, people who are aged and needs may vary from mild to severe. A balance between the number of male and female residents is sought.

### agencies that currently provide service to the srs

Weekly activities are offered in-house. Every effort will be made to provide and coordinate community-based activities for residents, including activities provided through Maroondah City Council.

Medical Practitioner: The doctor of your choice is free to visit Bellden Lodge or you may see one of the doctors who currently come to the facility.

**each** provides in-house and community based podiatry services for the residents of Bellden Lodge. Any costs incurred are the responsibility of the resident.

Hairdresser: a visiting hairdresser can be arranged. The cost to be borne by the resident.

In-house activities:

- Bingo and /or games twice a week.
- Art once a week.
- Vegie garden
- Board games provided to residents for use.

Community based activities:

Residents are involved in the following community based opportunities:

- Lifeworks - PDRSS
- Killara House – Aged care
- Monkami – Disability Service.
- Salvation Army weekly lunch.

### **facilities available**

Large communal lounge-room with television and dvd player. There are several small sitting rooms also with radio / cd player. Computer access available and indoor pool table.

### **guidelines**

Residents have the right to:

- Quality care.
- Be kept informed about things that affect you.
- Personal and special care that meets your needs.
- Safe administration of medications.
- Complain about things that you are dissatisfied with through the Complaints Procedure.

Responsibilities of residents:

- No alcohol or illicit drugs at the premises of Bellden Lodge.
- Smoking is permitted in designated areas only – No Smoking in the bedrooms.
- Earplugs to be used for radios and television's after 8pm.
- Lights and exhaust fans to be turned on when showering to prevent activating a false alarm to the fire brigade.
- Notification of your intention to be away, especially for meals and overnight.
- Two weeks notice is required for departure.

Responsibilities of Proprietor:

- Provide all services as set out in the residential statement.
- Ensure all staff interact with residents in a way that reflects Bellden Lodges philosophy.
- Consult with all residents as soon as possible about any changes that may affect them.
- Provide four weeks' written notice to all residents of any proposed increases to fees.

## house policies / procedures

Management retains the right to terminate residency without notice if the resident becomes verbally or physically abusive or displays unacceptable behaviour.

If the health of a resident deteriorates, management may request the assistance of Aged Care Assessment Service (ACAS) or Aged Psychiatric Assessment Team (APAT) to advise the appropriate level of care. This may result in the resident being required to transfer to more appropriate accommodation.

Changes to the level of care may include faecal incontinence, severe mental deterioration or the inability to mobilize or transfer independently.

## what the new resident needs to bring with them

This is subject to arrangement with the resident / their family, Case Worker or referral agency.

## financial management

Residents are encouraged to remain independent in all aspects of their life, including money management. Families are requested to assist with money management, if required. However, if assistance is required to handle finances and there is no family member or other suitable person available, Bellden Lodge can assist the resident to make a referral to the Victorian Civil & Administrative Tribunal (VCAT) for an administrator such as State Trustees to be appointed.

Please note that in accordance with the Health Services Act 1988, the Proprietor cannot manage more than a nominal amount of money on behalf of any resident. Neither can the Proprietor nor any members of staff, accept appointment as a resident's administrator or guardian.

## staffing levels

During the day there are 2 Personal Care Coordinators on duty and at night one sleepover staff member.

Level of support provided

Low to medium care facility.

## staff training

Two staff have Certificate IV in Aged and Community Care.



outside



inside

## 2. coorondo

<b>proprietor</b>	Peter Lin
<b>address</b>	597 Warrigal Road, Ashwood 3147
<b>melways ref</b>	60 G12
<b>phone</b>	9885 5790
<b>fax</b>	9885 2176
<b>email</b>	No email

### location

CooRondo is located between two strips of shops on Warrigal Road, an approximate 5-10 minute walk to either. Shops include cafes, restaurants, supermarket, pharmacy, fish 'n' chip shop, mobile phone shop, Internet café. It is also a 15 minute walk to Chadstone Shopping Centre and about a 5 minute walk to Holmesglen Station on the Glen Waverley train line.

### number of beds

30 beds

Pension level: 30

Above pension level: 0

Respite beds: if there is a vacancy.

### bathrooms

9 bathrooms in total, 3 en-suite and 6 communal.

### cost

Fees are by arrangement prior to admission. Payment of fees is to be made fortnightly in advance from the date the room is made available to the resident until the date the room is vacated and all personal effects have been removed.

Fees will be reviewed every 6 months. Management will provide 4 weeks written notice of any proposed increase in fees.

### demographics

Predominantly people with a psychiatric disability.

### agencies that currently provide service to the srs

General Practitioner: a General Practitioner visits weekly with a mental health nurse, however residents may select their own doctor or another local doctor can be advised.

Dental: for eligible residents, management can arrange for urgent dental examinations through the public dental service. The services of a visiting dental technician are available to those residents who may experience problems with their dentures.

Podiatry: for eligible residents, a podiatrist attends the facility every 6 weeks at no charge.

Hearing Testing Service: hearing checks through the National Hearing Centre can be arranged at the facility for those requiring this service.

Church Services: Ministers, Priests and Pastoral persons visit regularly and local Ministers hold services. Any particular request by a resident to a religious organization is encouraged and invited.

Library: Library services are available, including 'large print and talking books', and may be arranged through management.

In-house activities:

- Weekly art and craft.
- Vegie gardening and chicken care.

Community-based activities:

- Weekly art group at Amaroo Neighbourhood House.
- Outings.
- Weekly Salvation Army free lunch.
- Kevin Heinz Garden Centre.

Residents well enough to do so are encouraged to attend activities in the local area.

### **facilities available**

- Communal lounge room with Plasma television and dvd player.
- Pool table.
- Computer and internet access.
- Public pay phone.

### **guidelines**

Objectives of Coorondo are:

- To provide high quality individual care to all our residents, including the services of a Personal Care Attendant where necessary.
- To ensure all services listed in the residential statement are available.
- To provide a warm and caring social atmosphere.
- To ensure each resident has the opportunity to participate in activities appropriate to their interests and needs.

The Proprietor is responsible for:

- Providing or ensuring the provision of all services as set out in the residential statement.
- Ensuring all staff interact with residents in a way that reflects the home's philosophy.
- Consulting with the residents as soon as possible about any changes that may affect them.

### **house policies / procedures**

House rules are kept to a minimum on the understanding that all people living and working at Coorondo home will respect each others entitlements to privacy and personal space.

Responsibilities of residents:

- The facility has a no smoking policy. Residents and visitors who wish to smoke may do so outside the building in seating areas.
- Maintain your bedroom in a clean and tidy state.
- Earplugs are to be used in radios and televisions in bedrooms after 8.30pm.
- Notification of your intention to be away overnight is required.
- Two weeks notice in writing of termination of residency or payment of 2 weeks fees in lieu of notice.

## what the new resident needs to bring with them

- Clothes.
- Small items of furniture.
- Soap, toothpaste and toothbrush.
- Pension card.
- Medicare card.
- Medication.

## financial management

Residents are encouraged to remain independent in all aspects of their life, including money management. Families / guardians are asked to assist with money management if required. The service of the state trustees can be obtained if appropriate.

Assistance can be provided with managing personal spending money, however residents are required to sign for all transactions.

## staffing levels

3 staff in the mornings, 2 staff in the afternoons and 1 sleepover overnight.

## level of support provided

Low care facility; however assistance with personal hygiene can be provided.

## staff training

All staff have Certificate IV in Aged and Community Care.

All staff have First Aid qualifications.



outside



inside

### 3. dunelm

<b>proprietor</b>	Hal Morgan
<b>address</b>	391-393 Maroondah Hwy, North Croydon, 3136
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<b>phone</b>	9726 5520
<b>fax</b>	9762 5520
<b>email</b>	j.r.specom@optusnet.com.au

#### public transport

Dunelm is located near the corner of Exeter Road and Maroondah Hwy in Croydon North. It is short walking distance (5 minutes) to local shops which include Coles, newsagency, bakery, pharmacy, op Shop, hairdressers and other retail shops.

There is a bus stop at Exeter Road and the Invicta 671 Chirnside Park – Croydon bus is an approx 10 minute bus ride to Croydon Station (which is on the Lilydale line).

#### number of beds

30 beds – shared units

Pension level: 30

Above pension: 0

Respite beds: 0

#### bathrooms

All units have their own bathroom.

#### cost

Fees for service at Dunelm are individually set and are reviewed March and September each year in line with pension reviews.

Accommodation fees shall be paid on date of occupancy at the nominated rate and thereafter on the 28th day of each month in advance. Payments made more than 7 days late will incur a penalty of 5%.

#### demographics

Residents include individuals with Intellectual Disability, Psychiatric Disabilities, Acquired Brain Injury from drug or alcohol addiction.

#### agencies that currently provide service to the srs

Medical practitioner: Residents are free to have their own doctor visit or we have our house doctor who visits regularly. It is preferable that your doctor visits every two weeks. Resident is responsible for medical related expenses including Ambulance Services.

Pharmaceutical Services: Our local pharmacist provides a delivery service to Dunelm. Resident is responsible for payment of any pharmacy bills.

Aids and Appliances: Resident is responsible for payment of any personal aids or appliances

Podiatry: Local podiatrist visits when required. Resident is responsible for payment to the Podiatrist.

Hairdresser: Mobile hairdresser visits every week. Residents are responsible for payment to the hairdresser.

Rehabilitation and other programs: Assessment and rehabilitation available through the Regional Geriatric Assessment.

In-house activities:

- Movie afternoons
- Art program
- Wii Training

Community based activities:

- Swimming
- Gym
- Football (seasonal)
- Cricket (seasonal)
- Lawn bowls

Social: day centre facilities available. Drop in centre at local churches. Residents are responsible for any expenses incurred at community based services.

### **facilities available**

- Some rooms have their own separate sitting room / small lounge room.
- Outdoor sitting area.
- Bird Aviary.
- Large screen TV and communal lounge room.

### **guidelines**

Residents have the right to:

1. Quality care.
2. Be kept informed.
3. Personal care.
4. Safe administration of medication.
5. Complain.

### **house policies / procedures**

1. Smoking is not permitted anywhere inside any part of the building (including rooms).
2. Alcohol in any form is not permitted on the premises at anytime.
3. Ear plugs for personal radios and televisions in shared rooms must be used after 8.30pm.
4. If a resident/s will not be in for a meal, duty staff must be informed.
5. If a resident is staying out overnight, duty staff must be informed so that medications can be arranged.
6. Residents personal space must be kept in a neat state of tidiness.
7. When leaving to live elsewhere four weeks written notice must be given, or payment in lieu of four weeks unless arrangements have been made with the Proprietor.
8. All residents must take medication that is prescribed to them by their Doctor.
9. All residents must have consultation with their doctor on a regular basis or when directed by staff.

10. The resident will not deface or damage any walls, fittings or furniture in their room or communal areas. In case of wilful damage the residents may be asked to pay for repairs / replacement of damaged items including carpet.
11. Residents are encouraged to bring with them personal photos and pictures, but permission must be sought from the Proprietor if they require them to be hung on the wall.
12. Visitors are encouraged to visit any reasonable time as long as they do not infringe on the rights and privacy of other residents. Please note that all entry doors are to be locked at 6.30pm for safety reasons.
13. Residents are not permitted to stay overnight in another residents room.
14. Residents are not permitted to keep pets in their room unless by prior arrangement with the Proprietor.
15. Ensure fees are paid by the 28th of each month, in advance or as agreed.
16. Residents are not permitted to alter or interfere with floor heating settings.
17. Due to health and safety rules, kettles and microwaves etc. are not permitted in rooms.

### what the new resident needs to bring with them

- Pension card.
- Medicare card.
- Current medication.
- Toilet articles, including: toothbrush, toothpaste (denture mug if applicable), comb or hairbrush, deodorant, talcum powder, perfume / aftershave, soap etc.
- Other personal belongings such as photos, jewellery may be brought to Dunelm.
- Residents may bring with them their own (limited) furniture. All items of value such as jewellery, furniture which are brought to Dunelm must be recorded in the Residential Statement.

Please Note: Dunelm and its management cannot be held responsible for any items that might be damaged or go missing.

### financial management

Residents are encouraged to remain independent in all aspects of their life, including money management. Families / guardians are asked to assist with money management if required. The service of the State Trustees can be obtained if appropriate. Assistance can be provided with managing personal spending money, however residents are required to sign for all transactions.

### staffing levels

Current staff include 2 Personal Care Workers, 2 Personal Care Coordinators, Cook, Cleaner, Kitchen assistant.

Staffed 24 hours, 7 days a week.

### level of support provided

Low and some high care individual support provided where needed.

### staff training

Staff training provided on site. Staff attend work related courses outside of premises for on going training.



outside



inside

## 4. ferntree manor

<b>proprietor</b>	Linda Sui
<b>address</b>	10 The Avenue, Ferntree Gully 3156
<b>melways ref</b>	74 A4
<b>phone</b>	9758 0109
<b>fax</b>	9758 7723
<b>email</b>	lianxu@optusnet.com.au

### public transport

Ferntree Manor is located within a 5 minute walk to the Ferntree Gully Village Shopping Centre including supermarket, cafes, restaurants and retail shops as well as the Ferntree Gully train station (located on the Belgrave line). Buses also travel from Ferntree Gully Station to Oakleigh via Invicta bus route 693 and to Stud Park Shopping Centre via Telebus area 7.

### number of beds

28 beds

Pension level: 28

Above pension level: 0

Respite beds: if there is a vacancy

### bathrooms

All rooms have an en-suite however some rooms are shared rooms and the en-suite will then be shared with another resident.

### cost

Fees are payable two weeks in advance, every fortnight. On admission to Ferntree Manor, fees will be calculated for the first month on a daily rate of the balance of days remaining in the month. If a resident stays less than one week, fees will charge them one week. If a resident stays less than two weeks, fees will be charged on a respite rate. Ferntree Manor also uses Centrepay for direct debit purposes. Two weeks notice must be given on leave or else the two weeks of rent will be charged up front.

In the event of medium term hospitalization, rent will still need to be paid to maintain a room for that resident.

### demographics

Ferntree Manor supports residents with Acquired Brain Injury, alcohol related illnesses, mental illness, intellectual disability and aged, the majority of residents are aged between 30 and 60 years.

Agencies that currently provide service to the SRS

Medical Practitioners: A General Practitioner visits Ferntree Manor up to twice a week. Residents may retain their own medical practitioner if they are prepared to visit Ferntree Manor or they may consult with a local doctor who is prepared to visit the facility. Management can advise you in this regard. Ferntree Manor has its own doctor who visits the facility regularly.

Medication: A pharmacist is responsible for dispensing the resident's medication into a Webster. Any alteration to a resident's medication will be attended to by the pharmacist as soon as possible. Costs are the responsibility of the resident. Any resident coming to Ferntree Manor who can manage their own medication must produce a doctor's certificate to this effect.

Dental: For eligible residents, management can arrange for urgent dental examinations through the public dental service. The services of a visiting dental technician are available to those residents who may experience problems with their dentures.

Hearing Testing Service: Hearing checks through the National Hearing Centre can be arranged at the facility for those requiring this service.

Aids and Appliances: Residents are responsible for payment of any aids or appliances required. Ferntree Manor accepts no responsibility for these aids or appliances.

Rehabilitation and other programs: Every effort will be made to provide community based services for individuals. Other services such as Royal District Nurses Service, Mental Health Services, Intellectual Disability Services and Aged Care and Assessment Service will be contacted as the need arises.

In-house activities:

- A music group is provided on a Wednesday afternoon in-house.
- A local church group come in and run activities in-house every Thursday.
- Library Service: Library services are available, including large print and talking books, and may be arranged through management.

Community based activities:

- **each** provides support on a Monday and Wednesday to support linking individuals into the local community.
- Some individuals are involved in the local Senior Citizen Club and Halcyon.

Every effort will be made to provide and coordinate community based services required by individuals as the need arises. Activities are provided three times a week.

### facilities available

Ferntree Manor has two communal lounge rooms with televisions. There is also a pool table, table tennis table, home gym, x-box and 24 hour internet access for residents use.

### guidelines

Residents have a right to :

1. Quality care.
2. Be kept informed.
3. Personal and special care.
4. Safe administration of medications.
5. Complain.
6. Privacy.
7. Dignity.
8. Respect.
9. Right to medical practitioner of your choice.

The Proprietor reserves the right to cease tenancy immediately if the resident refuses to pay for the fees by the due date, or displays unacceptable behaviours such as:

- Physical or verbal abuse.
- Antisocial behaviours that impact on other residents in a negative way.
- Behaviours that pose an unacceptable risk to self and others.
- Behaviours that have a negative impact on the quality of life for other residents.

The Proprietor also reserves the right to cease the residents tenancy if relatives of residents display antisocial behaviour on the premises or damage the reputation of the premises.

### house policies / procedures

House rules are kept to a minimum on the understanding that all people living and working at Ferntree Manor will respect each others entitlements to privacy, dignity and personal space.

House rules include:

- The facility has a no smoking policy. Residents or visitors who wish to smoke may do so outside the building ie. Courtyard.
- Maintain your bedroom in a clean and tidy state.
- Earplugs are to be used in radios and televisions in bedrooms after 8pm.
- Notification of your intention to be away overnight is required.
- Two weeks notice in writing of termination of residency or payment of 2 weeks fees in lieu of notice.
- Residents are not permitted in the kitchen in the interest of occupational health and safety. Unless for supervised activities.

### **what the new resident needs to bring with them**

- Pension card.
- Medicare card.
- Current medication.
- Toilet articles, including: toothbrush, toothpaste (denture mug if applicable), comb or hairbrush, deodorant, talcum powder, perfume / aftershave, soap etc.
- Other personal belongings such as photos, jewellery may be brought to Ferntree Manor.
- Residents may bring with them their own (limited) furniture. All items of value such as jewellery, furniture which are brought to Ferntree Manor must be recorded in the Residential Statement.

Please Note: Ferntree Manor and its management cannot be held responsible for any items that might be damaged or go missing.

### **financial management**

Residents are encouraged to remain independent in all aspects of their life, including money management. Families / guardians are asked to assist with money management if required. The Service of the State Trustees can be obtained, if appropriate. Ferntree Manor will manage for residents a maximum amount that is equivalent to one month's fees. We must have your written consent to manage the money. Residents must sign for each transaction (this facility is provided when there is no alternative only).

### **staffing levels**

3-4 staff on in the morning, 2-3 staff on in the afternoon and 1 sleepover staff overnight.

### **level of support provided**

Ferntree Manor is a low care facility and does not cater for high care residents who are incontinent, violent, non mobile or a substance user.

### **staff training**

All staff have Certificate IV in Aged and Community Care and are Personal Care Coordinators.

All staff also have First Aid Level II.



**outside**



**inside**

## 5. hazelwood

<b>proprietor</b>	Danny Dharumasena
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<b>melways ref</b>	64 J7
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### public transport

Hazelwood is located within a 10 minute walk of Boronia Junction shops which includes supermarkets, K-mart, bakery, 10 pin bowling, Cinema and a number of cafes and restaurants as well as the Boronia train station (which is located on the Belgrave Line). Buses travel from Boronia station to Croydon on Ventura bus lines route 690 and to Bayswater and Knox City Shopping Centre on Ventura bus route 755.

### number of beds

14 beds

Pension level: 14

Above pension level: 0

Respite beds: No respite beds

### bathrooms

Hazelwood has 2 male and 2 female communal bathrooms and 2 male and 2 female communal toilets.

### cost

Rates may be subject to an annual increase of 5%.

Fees are to be paid monthly in advance and are due and payable on the first day of each calendar month.

### demographics

Individuals supported at Hazelwood predominantly have a mental illness, multiple disabilities (mental illness and intellectual disability) and are aged.

### agencies that currently provide service to the srs

Medical Practitioner: Residents are free to have their own doctor visit, or we have house doctors who visit regularly.

Pharmaceutical services: A local pharmacist provides a delivery service to Hazelwood.

Aids and Appliances: Resident is responsible for payment of any aids or appliances required.

Podiatry: Local podiatrist visits on a regular basis. Podiatrist fees are the responsibility of the resident.

Social:

In-house weekly activities:

- Bingo.
- Music.
- Tai Chi.

Community based activities:

- Activities worker from Arbias attends twice a week.
- Occasional BBQ's and outings.

Transport can be arranged to attend weekly club days.

Activities Worker is available to support you with individual assistance in organizing activities / recreation.

Every effort will be made to provide and coordinate community based services required by the individual.

## facilities available

Hazelwood has a communal lounge room with television, video, dvd player and a table tennis table.

## guidelines

Responsibility of the Proprietor:

1. To provide all services as set out in the residential statement and to give four weeks written notification of any changes to the provision of these services.
2. To ensure that all staff interacts with residents in a way that reflects the homes philosophy.
3. To consult all residents as soon as possible about any changes that may affect them, including management changes or closures. In the case of closure 28 days notice will be given.
4. To provide 4 weeks written notice to all residents of any fee increase or changes to the goods and services provided. An annual fee increase of 5% may apply and management may also increase fees, when the residents level of care required, increases.
5. Management reserves the right to give notice to a resident who displays anti-social behaviour and whose behaviour endangers the well being of other residents. The amount of notice to be given will be determined by management, but will generally be up to two weeks. However in extreme cases, management may request a resident find alternative accommodation immediately.
6. Management reserves the right to give two weeks notice to a resident if payment of fees is more than 30 days overdue. Fees are due and payable monthly / fortnightly in advance.
7. To ensure that all information concerning a resident is kept confidential.
8. To ensure that a resident will not be adversely affected if a complaint has been made by, or on behalf of the resident.

## house policies / procedures

House rules are kept to a minimum on the understanding that all people living and working at Hazelwood Boronia will respect each others entitlement to privacy and personal space.

House rules:

1. Smoking is not permitted anywhere inside the house.
2. Earplugs are to be used in radios and televisions after 8pm.
3. Two weeks written notice of intention to vacate is required.
4. Notification of your intention to be away overnight or for any meals is required.
5. The resident will respect all property and will be responsible for the cost of replacing or for the repairing of any damage caused by them, to either the facility or to other residents property.

### **what the new resident needs to bring with them**

New residents need to bring clothing, medication, toiletries - such as soap, toothpaste, toothbrush, shaving equipment or lotions and any other grooming equipment.

### **financial management**

Residents of Hazelwood Boronia are encouraged to remain independent in all aspects of their life, including money management. Families are asked to assist with money management if required. Hazelwood will not accept guardianship or trustee responsibilities for any resident. We will assist with management of pocket money only at families, state trustees or affiliated body's request.

### **staffing levels**

Hazelwood have a Personal Care Coordinator on at all times. There are also 2 qualified staff available at all times, as well as the Personal Care Coordinator.

### **level of support provided**

Hazelwood is a low care facility. Staff will provide full assistance with bathing and showering. Assistance will be provided where required with oral care, nail care, supervision or assistance with administration of medication.

We cannot accommodate residents experiencing chronic faecal incontinence.

### **staff training**

Two staff have Divisional I and III Registered Nurse Qualifications. Personal Care Coordinators also have Certificate IV in Personal Care.



**outside**



**inside**

## 6. l'abri

<b>proprietor</b>	Tony Styles
<b>address</b>	165 Wonga Road, Ringwood North
<b>melways ref</b>	36 A7
<b>phone</b>	9876 2343
<b>fax</b>	9812 2049
<b>email</b>	Toy80@mac.com

### public transport

L'Abri is located about a 2 minute walk from a bus stop where the National bus Route 304 bus travels along from Ringwood to the City. Or a 10 minute bus ride to Ringwood Station (which has links to the Belgrave and Lilydale lines) on the Invicta bus route 366 Ringwood to Croydon. It is a 15 minute walk to local shops that include a milk bar and fish 'n' chip shop. It is a 25-30 minute walk to McAdam Square shops or Burnt Bridge shops which include a supermarket, pharmacy, video / dvd library, fish 'n' chip shop, bakery, cafes and restaurants.

### number of beds

20 beds

Pension level: 20

Above pension level: 0

Respite beds: if there is a vacancy

### bathrooms

4 communal bathrooms and 1 ensuite.

### cost

L'Abri has the right to adjust the accommodation and care fee in line with equivalent market rate. It is at the discretion of the L'Abri Proprietors to review the fees.

Notification in writing of any changes in fees will be given to residents / administrators at least 2 weeks prior to any changes taking effect.

In the event of hospitalization there will be no reduction of fees.

### demographics

Individuals living at L'Abri have an intellectual disability, mental illness, alcohol or drug related issues and medical conditions/illnesses.

### agencies that currently provide service to the srs

General Practitioner: Home visits by a General Practitioner on a weekly basis or a General Practitioner can be recommended.

Podiatry & Dental Services: **each** Podiatry and Dental services located in Ringwood can be organized for residents and transport can be coordinated.

Residents have a choice of health care services they receive.

Health and hygiene: serviced by Murnong Community Mental Health Centre, Mobile Support Team, **each**, Maroondah Hospital and Ranges Dental Clinic.

In-house activities:

- Tai Chi.
- Communion every Sunday provided by North Ringwood Church.
- Service and meal provided every Sunday by Hope City Mission.

Community based activities:

- Pamper days once a month (including hair, manicure and makeup).
- Gym.
- Swimming.
- Outings.
- Community lunch once a week at Salvation Army.

Maroondah City Council offer many varied activities including a Community Development Officer offering assistance with art, garden and some outings, football, swimming. The Community Development Officer can also support people who may require support or adapted activities to enable them to engage.. Transport options include public transport system, Eastern Volunteers and our own bus.

### **facilities available**

- Communal lounge room with television and dvd player.
- Vegie garden.
- Bingo / card games.
- Player piano.
- Outdoor coffee area.
- Computer access.

### **guidelines**

1. To be treated fairly in any dispute.
2. The emotional, spiritual, social, physical, intellectual, safety and dignity needs of residents will be maintained as quality personal care and services are given in a homely, friendly atmosphere. In doing so no discrimination will be allowed towards any person on the basis of: race, health, religion, culture or sexual preferences.
3. To ensure care based on their individual needs and capabilities.
4. To encourage residents to maintain their social and personal skills.
5. To ensure participation in appropriate activities including social, work, schooling, sporting and travel.
6. That individuality and rights as a citizen can be exercised and maintained.

Residents have a right to expect:

1. To be supported in networking / integrating outside services.
2. Quality care through our services and personal care.
3. Safe administration of medication with photo identification.
4. Residents emotional and physical safety protected.
5. To be informed of any changes that may have an affect.
6. Financial assistance if required.
7. To be treated fairly.

### **house policies / procedures**

House rules are kept to a minimum on the understanding that everyone, both living and working at L'Abri will respect each others entitlement to privacy and personal space.

1. Smoking is not permitted anywhere inside the premises at any time except designated smoking areas.
2. Radios and television's must be kept to an acceptable volume level at any time so as not to cause a disturbance to others or earplugs must be worn.
3. If a resident won't be in for meals or staying out overnight, staff must be informed, so that medications and meals can be arranged.
4. Residents' personal space should be kept in a neat state of tidiness. All residents are responsible for their own personal items including folding and putting away their own clothes in the cupboards and drawers provided.
5. Resident must not deface or damage any walls, fittings or furniture in their room or communal areas. In case of wilful damage the resident will be asked to pay for repairs or replacement of the damaged item.

6. Residents are encouraged to bring with them personal photos and items but permission must be sought from the Proprietor if they require them to be hung on the wall. All personal clothing must be labelled with the appropriate name or initials.
7. Visitors are encouraged to visit at reasonable times as long as they do not infringe on the rights and privacy of other residents.
8. Residents' visitors are not permitted to stay overnight in a resident's room or anywhere in or around the premises.
9. Residents are not permitted to keep pets on the premises without permission from the Proprietor.
10. Fan forced or electric bar heaters are not permitted in any rooms. Permission must be sought from the Proprietor. For any other form of heating appliances beside that which is provided, an appropriate fee for the heating cost may apply.
11. When leaving to live elsewhere, two weeks written notice must be given, or payment in lieu of two weeks, unless arrangements have been made with the Proprietor.
12. Accommodation and care agreement can be terminated if L'Abri deems the resident requires a higher level of care such that L'Abri is no longer able to provide with 2 weeks written notice from the Proprietor.
13. Behaviour that is destructive, distressing, threatening, cause fear, non compliant, emotional or physical harm to another resident / worker, behaviour caused by alcohol / illicit drugs, non-payment of fees for more than 2 weeks in arrears will incur immediate termination of agreement with no refund due unless arrangements can be reviewed successfully with the Proprietor. Compliance with medication administration by L'Abri staff is expected unless written authorization by your doctor or case manager gives permission for self medication and the standards are adhered to.

Compliance to emergency management instructions issued by warden or officer in charge if evacuation or relocation becomes necessary is expected. Next of Kin or Case Manager will be notified for non compliance.

### what the new resident needs to bring with them

Personal clothing and items.

### financial management

L'Abri will not be held responsible for the security of any money, bank books, papers or personal belongings in the residents possession. Any transaction more than \$100 is a reportable transaction and must be reported to the Department of Health.

L'Abri will assist with the management of personal spending money / cigarette administration at meal times/ breaks only at the families, guardians, administrator or affiliated body's request.

### staffing levels

There are at least 2 staff always on and can have up to 4 staff, however most days there are 3 staff on.

### level of support provided

Low care facility. Support with personal hygiene will be provided, however individuals need to be able to maintain themselves to some degree.

### staff training

2 staff have Division II Nursing qualifications. 2 staff have Personal Care Attendant qualifications. All staff have First Aid qualifications.



outside



inside

## 7. oakern lodge

<b>proprietor</b>	Wilson Li
<b>address</b>	14 Bales Street, Mt Waverley 3149
<b>melways ref</b>	70 C5
<b>phone</b>	9807 2443
<b>fax</b>	9807 2443
<b>email</b>	hrun.wilson@gmail.com

### public transport

Oakern is located walking distance from a bus stop located on Bales Street. Driver bus lines Route 623 from Glen Waverley to St Kilda operates along this bus stop. It is a 20 minute bus ride to Glen Waverley train station, The Glen Shopping Centre and Kingsway Street shops. Bus route 623 Glen Waverley also travels to Mt Waverley station from the bus stop located at the intersection of Bales Street and Waverley Road and the 623 St Kilda also travels from this stop to Chadstone Shopping Centre.

Oakern is located approximately 5 min walking distance from local Mt Waverley shops on Waverley Road which includes milk bar, fish 'n' chips and pizza shop.

### number of beds

22 beds

Pension level: 22

Above pension level: 0

Respite beds: if there is a vacancy.

### bathrooms

Three communal bathrooms and three communal toilets.

### cost

Fees are maintained at a minimum.

Additional charges may be levied where a resident requires higher levels of assistance. This will be discussed with the residents or their agent and is at the discretion of the personal care coordinator. This will be discussed with you, should the need ever arise.

Payment of fees is made monthly in advance, due on the first day of each calendar month. If this is inconvenient please let us know. Fees for in-house services / rental will be reviewed every six months. Increases of no more than the CPI increases will be made at the one time. Please note that resident fees will still apply when residents enter hospital or go on holidays.

### demographics

Oakern residents include people who are aged, have an Acquired Brain Injury, intellectual disability or are homeless.

Agencies that currently provide service to the SRS

Medical Practitioner: A General Practitioner attends Oakern once a week with the support of a mental health nurse and can organise a psychologist if required. The doctor of your choice is free to visit the SRS (a list of local practitioners available).

Podiatry: The local council podiatrist visits every four weeks.

Dental: Dental visits are provided in house through Monashlink and is a free service if the resident is registered with Monashlink.

Hearing and Optometry: these services are also provided in house through Monashlink.

Hairdressing: Hairdressing service is available once a month. Residents are required to pay for this service.

In house activities include:

- Bingo.
- Carpet bowls.
- Old time movies / current movies.
- Scrabble.
- Sing a long and music.
- Twice weekly activities are offered in house.

Community based activities include:

- Twice a week Arbias take residents out to activities.
- Once a week each take residents out to an activity or provide an in house activity.
- Once a week each support residents to attend an art group at Amaroo Neighbourhood House.
- Friday afternoons residents attend a Salvation Army lunch.
- Every effort will be made to provide and coordinate community – based services required by the individual as the need arises.

Communion is provided every Sunday at Oakern by a local Priest.

A service is also provided once a month by a local Uniting Church Pastor.

### **facilities available**

3 outdoor smoking areas, dining area, 2 communal lounge rooms with televisions and dvd player, 2 small sitting rooms, computer access and resident fridge.

### **guidelines**

As a resident of Oakern Lodge you have a right to :

1. Quality care.
2. Be kept informed about things that affect you.
3. Personal and special care that meets your needs.
4. Safe administration of medications.
5. Complain about things you are not happy about (all complaints are recorded and addressed immediately).

Please feel free to discuss any problems with senior staff at anytime. We appreciate any input, and are happy to accommodate individual requirements wherever practical.

### **house policies / procedures**

Responsibilities of residents include:

1. For the safety and comfort of residents, smoking is not permitted inside the building.
2. For safety reasons, cigarettes and lighters should be given to the Duty Officer before they retire to go to bed.
3. In order that we all enjoy a relaxed atmosphere, we request that noise be kept to a reasonable level after 8pm.
4. Minimum two weeks notice of your intention to vacate is required in writing.
5. The residency status will be subject to the following conditions and will be terminated immediately if not honoured during your stay:
  - No alcohol consumption on the premises.
  - No violence or vandalizing in the building.
  - No visitors allowed after 9pm or sleepovers.
  - No consumption of drugs at all in the building or outside.

6. As a courtesy and to save concern regarding your whereabouts, please advise senior staff if you will be in for meals at the set times, or are going out to visit, going shopping etc.
7. Ear plugs are to be used in radios and televisions in bedrooms after 8pm.
8. Residents are advised to be home by 9.00pm on weekdays. On weekends or special occasions by 10.30pm (this applies especially for shared rooms). We will be quite flexible for special occasions.
9. The resident will not deface or damage any walls, fittings or furniture in their room or communal areas. In case of wilful damage the residents may be asked to pay repairs / replacement of damaged items including carpet.

### what the new resident needs to bring with them

- Pension card.
- Medicare card.
- Current medication.
- Toiletry articles including: toothbrush, toothpaste (denture mug if applicable), comb or hairbrush, deodorant, talcum powder, perfume / aftershave, soap etc.
- Other personal belongings such as photos, jewellery may be brought to Oakern however it will be at the residents own risk if these items are brought on the premises.

### financial management

Residents are encouraged to remain as independent in all aspects of their life, including money management. Families / guardians are asked to assist with money management if required. The service of the State Trustees can be obtained if appropriate. Oakern will manage for residents a maximum amount that is equivalent to one month fees. We must have your written consent to manage the money. Residents must sign for each transaction (this facility is provided when there is no other alternative only).

### staffing levels

24 hour staffing. Personal Care Coordinator on 7 days a week. Ratio of 2 staff : 16 residents is provided except on weekends.

### level of support provided

Low care facility, however will provide high care support such as assistance with having a shower or going to the toilet can be provided for short periods of time if required by residents.

### staff training

Most staff has Certificate IV in Aged Care and all staff have over 3 years experience working in SRS.



outside



inside

## 8. viewmont terrace

<b>proprietor</b>	Dennis Bromley
<b>address</b>	662 Mountain Hwy, Bayswater
<b>melways ref</b>	64 A4
<b>phone</b>	9720 7290
<b>fax</b>	9720 4028
<b>email</b>	viewmont@bigpond.net.au

### public transport

Viewmont is located within a 2 minute walk of the Bayswater Shops which includes a supermarket, cafes, restaurants, and within a 10 minute walk of Bayswater train station (which is on the Belgrave line) or the Ventura bus Route 755 from Bayswater to Knox City is also a 5 minute bus trip to the Bayswater train station from a bus stop just across the road from Viewmont. There is also a direct bus route from the bus stop outside Viewmont to Croydon Station on the Ventura bus Route 737 Croydon to Monash University.

### number of beds

21 beds

Pension level: 21

Above pension level: 0

Respite beds: if there is a vacancy.

### bathrooms

3 communal bathrooms.

### cost

Accommodation rates are set on individual basis and are reviewed every March and September in line with pension reviews.

### demographics

Residents include individuals with an intellectual disability, psychiatric disabilities, Acquired Brain Injury or recovery from drug or alcohol addiction.

### agencies that currently provide service to the srs

Medical practitioner: Residents are free to have their own doctor visit or we have our house doctors who visit regularly. Resident is responsible for any medical related expenses.

Pharmacist: Local pharmacist provides delivery service. Resident is responsible for payment of any pharmacy bills.

Podiatry: Local podiatrist visits when required. Resident is responsible for payment to the podiatrist.

In-house activities:

No in-house activities are provided due to most residents being supported to link into local assisted employment opportunities or day support services.

Community based activities:

Viewmont support all individuals to create links into local community services or specific support services such as Knoxbrooke, Nadrasca and Wesley as well as Halcyon, Lifeworks, Glen Park Community House. Residents also attend the drop in centre at the local Church. Residents are responsible for any expenses incurred at community based services.

## facilities available

Communal lounge with television, dvd player and Wii.

## guidelines

Objectives:

1. To provide high quality personal care.
2. To provide a warm friendly and caring social environment.
3. To ensure that each resident receives care based on their individual needs.
4. To encourage residents to maintain and enhance their social and personal skills.
5. To encourage individuality and to encourage residents to exercise their rights as citizens.
6. To ensure each resident is able to participate in appropriate activities of their choice.
7. To ensure all services listed in the Residential Statement are available.

Residents have a right to:

1. Quality of care.
2. Be kept informed.
3. Personal care.
4. Safe administration of medication.
5. Complain.

## house policies / procedures

House rules are kept to a minimum on the understanding that all people living and working at Viewmont Terrace will respect each others entitlement to privacy and personal space.

1. Smoking is not permitted anywhere inside the house.
2. Alcohol in any form is not permitted on the premises at anytime.
3. Ear plugs for personal radios and televisions in shared rooms must be used after 8.30pm.
4. If residents will not be in for meals, duty staff must be informed.
5. If a resident is staying out overnight, duty staff must be informed so that medication can be arranged.
6. Residents' personal space must be kept in a neat state of tidiness.
7. When leaving to live elsewhere two weeks written notice must be given, or payment in lieu of 2 weeks, unless arrangements have been made with the Proprietor.
8. All residents must take medication that is prescribed to them by their doctor.
9. All residents must have consultations with their doctor on a regular basis or when directed by staff.
10. The resident will not deface or damage walls, fittings or furniture in their room or communal areas. In case of wilful damage the resident may be asked to pay for repairs / replacements of damaged item.
11. Residents are encouraged to bring with them personal photos and pictures but permission must be sought from the Proprietor if they require them to be hung on the wall.
12. Visitors are encouraged to visit any reasonable time as long as they do not infringe on the rights and privacy of other residents. Please note that all entry doors are locked at 10.30pm.
13. Residents visitors are not permitted to stay overnight in a residents room.
14. Residents are not permitted to keep pets in their room unless by prior arrangement with the Proprietor
15. Fan forced or electric bar heaters are not permitted in the building.
16. Management reserves the right to give notice to a resident who displays anti-social behaviour, violence, aggression or whose behaviour endangers the well being of other residents.

## what the new resident needs to bring with them

- Pension card.
- Medicare card.
- Current medication.
- Toilet articles: toothbrush, toothpaste, denture mug, comb, hair brush, deodorant, talcum powder, perfume / aftershave etc.
- Clothing: all clothing and personal items must be marked with the residents name.

## financial management

Resident's of Viewmont Terrace are encouraged to remain independent in all aspects of their life, including money management. Families are asked to assist with money management if required.

Viewmont will not accept guardianship or financial administration or trustees responsibilities for the resident. We will assist with the management of pocket money only at family's, State Trustees or affiliated body's request. Should you be unable to manage your own finances we recommend that you contact the "Guardianship & Administration Board".

Viewmont Terrace will not be held responsible for the security of any monies, bank books and papers in the resident's possession.

## staffing levels

1 staff member on during the day. 2 staff members on during the evening. There is a Personal Care Coordinator on at all times.

## level of support provided

Viewmont Terrace is a low level care facility and includes reminders and prompting with personal care. Liaising with General Practitioners, Case Workers, Family, Pharmacy and mental health practitioners.

## staff training

All staff have Certificate III in Aged and Community Care and First Aid Level II. One staff member is a Division 2 Registered Nurse.



outside



inside

# supported residential services preferred referral procedure

**the following procedure has been developed in collaboration with the 8 pension level srs's in the eastern metropolitan region, and is the preferred method of procedure for agencies referring individuals into an srs:**

Referral of individuals into Supported Residential Services is most desirable between Monday and Thursday before 3pm. It is understood that this may not always be possible, however this is the expressed wish of Proprietors and Managers of the SRS's for a number of reasons including:

- SRS's require that all individuals' medication be in a Webster pack – this can only be coordinated by a pharmacy and not all pharmacy's are open after 5pm in the afternoon.
- Over the weekend the SRS Proprietor / Manager is usually not at the facility to acquaint a new resident, as well as support the existing residents in the transition of a new resident.
- Over the weekend the extra supports that a new resident to an SRS may require are often closed over the weekend and with limited knowledge of the individual this can lead to inadequate support for the new resident.
- Crisis situations can occur over the weekend with individuals new to the SRS and once again support services are not open over the weekend to support the individual or the SRS staff.

## referral procedure

### 1. phone contact

Contact the SRS and identify if there is a vacancy

---

### 2. prospective resident to visit the facility with the referring agency

Organise a time for the prospective resident to see the residence, meet the Proprietor / Manager and other residents and the option to have a planned gradual entry to the facility.

---

### 3. department of health srs referral form

Department of Health SRS Referral Form to be completed and either faxed or emailed – please refer to the information on the individual SRS's for this information.

The Mandatory fields to be completed on this form include:

- Consent to release information
- Medication information
- Behaviour information – particularly relating to violence, sexualized behaviours and anti-social behaviours that have been displayed in the last 12 months.

Please note that incomplete forms may be sent back and delay the placement. In this situation further contact should be made with the Proprietor / Manager.

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### 4. negotiation with srs proprietor / manager

Discussions with Proprietor / Manager regarding placement of individual in the facility.

---

## 5. day of arrival

On the day the new resident arrives at the SRS they are to be accompanied by someone from the referring agency. Please ensure the individual has with them:

- ✓ Clothing
  - ✓ Toiletries
  - ✓ Medication
  - ✓ Medication chart
- 

## 6. follow up from the referral agency

The referral agency to contact the SRS a week following the individual moving in, to assess how the individual is going.

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This EMR Pension Level SRS Referral Resource, the Preferred Referral Procedure and the SRS Referral Form can be downloaded from the following website links:

Department of Health Website

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

SRS Website

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

Eastern Homelessness Network Website

<http://www.ehn.net.au/>

Health & Aged Assist Placement Agency

<http://www.haaa.com.au/>

“ referral of individuals into supported residential services is most desirable between monday & thursday before 3pm ”

# 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

date

---

(signature of person giving this consent)

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

---

### 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 \_\_\_\_\_

**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**  veterans' affairs  overseas pension  centrelink

client ref. number \_\_\_\_\_

medicare number \_\_\_\_\_ expiry date \_\_\_\_\_

taxi concession card number \_\_\_\_\_ expiry date \_\_\_\_\_



**mental health status**

**please specify any mental health issues to which staff need to be alerted**

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**if the client is subject to a community treatment order**

case manager

phone

**behaviour**

**list any behaviour that may require special consideration**

- self-harm
- smoking
- self-motivation
- capacity for cooperation
- physical aggression
- wandering
- capacity to share
- capacity to socialise
- verbal aggression
- drug/alcohol
- impulse control
- other

**details**

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---

**list any known “triggers” for problem behaviour**

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<b>personal care</b>	<b>no assistance</b>	<b>prompting / supervision</b>	<b>active assistance</b>
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	<input type="checkbox"/> stick	<input type="checkbox"/> frame	<input type="checkbox"/> wheelchair	<input type="checkbox"/> other
communication	<input type="checkbox"/> glasses	<input type="checkbox"/> hearing aid	<input type="checkbox"/> interpreter	<input type="checkbox"/> other
other	<input type="checkbox"/> dentures	<input type="checkbox"/> continence aids		

comments

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## 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

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if the client has interests or hobbies, please provide details

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## relevant health and community services

if the client has a case manager

name	phone
organisation	
address	
<hr/>	
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# emr pension level supported residential services (srs) referral resource kit.

## quick reference sheet

### city of maroondah

**Bellden Lodge**

383 Maroondah Hwy, Croydon North – Ph 9726 4822  
55 pension level beds. 2 for respite or crisis situations.

**Dunelm**

391-393 Maroondah Hwy, North Croydon – Ph 9726 5520  
30 pension level beds in shared units. No respite beds.

**L’Abri**

165 Wonga Road, Ringwood Nth – Ph 9876 2343  
20 pension level beds. Respite beds available if vacancy.

### city of monash

**CooRondo**

597 Warrigal Road, Ashwood – Ph 9885 5790  
30 pension level beds. Respite beds available if vacancy.

**Oakern Lodge**

14 Bales Street, Mt Waverley – Ph 9807 2443  
22 pension level beds. Respite beds available if vacancy.

### city of knox

**Ferntree Manor**

10 The Avenue, Ferntree Gully – Ph 9758 0109  
28 pension level beds. Respite beds available if vacancy.

**Hazelwood**

40 Central Ave, Boronia – Ph 9762 5403  
14 pension level beds. No respite beds

**Viewmont Terrace**

662 Mountain Hwy, Bayswater – Ph 9720 7290  
21 pension level beds. Respite beds available if vacancy.



Please refer to the EMR Pension Level SRS Referral Resource for required documents identified in the flowchart. These can be downloaded from the following websites:

Department of Health Website

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

SRS Website

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

Eastern Homelessness Network Website

<http://www.ehn.net.au/>

Health & Aged Assist Placement Agency

<http://www.haaa.com.au/>

