

Talk one-to-one  
with people  
who understand  
your needs.



Direct2Care is staffed by experienced support staff who will talk with you one-to-one and help work out what's right for you. They'll then contact the services you need, who'll in turn contact you.

## Helping older Australians live fuller, more independent lives.

Direct2Care is designed to help older Victorians find and access the services they need to live fuller, more independent lives in the familiar surroundings of their own homes.

That's good news not just for those using the services, but also for their carers, including family and friends who may need extra help.

You can visit our offices at:

Wantirna South:  
Knox O-Zone (above Centrelink)  
Level 1, Suite 3034  
2 Capital City Boulevard

Ballarat:  
907 Sturt Street



## Aged Care Services available through Direct2Care

Here are some of the services available in your local area that Direct2Care can put you in touch with:

- Help at home with cleaning or housekeeping
- Help with showering and dressing
- Nursing (community nursing, home nursing)
- Allied health services (physiotherapy, podiatry, dietetics, etc)
- Food services (meals on wheels and centre-based meals)
- Organised groups with social support activities
- Assistance with basic home maintenance
- Respite services
- Friendly visiting / Transport services provided by volunteers
- Support for carers of people with dementia
- Prevention of falls programs
- Eyecare service
- Advocacy services
- Continence aids assistance scheme

If you would like to receive this publication in an accessible format, please phone 9096 9977 using the National Relay Service 13 36 77 if required, or email [christine.adams@dhs.vic.gov.au](mailto:christine.adams@dhs.vic.gov.au).

This document is also available in pdf format on the Internet at [www.health.vic.gov.au/agedcare](http://www.health.vic.gov.au/agedcare)



Australian Government  
Department of Health and Ageing



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# NEED AGED CARE SUPPORT AT HOME?

## WE'LL HELP CONNECT YOU TO THE SERVICES YOU NEED.



1300 121 121

# INTRODUCING Direct2Care

Unsure what aged care services exist? Uncertain what you're eligible for? Perhaps you do know, but don't know how to find them.

Now you can contact Direct2Care.

A new service from the Australian and Victorian Governments, Direct2Care can give you advice about the local aged care services you might need to help you stay in your home and put you in contact with them. Those services could include anything from home help and meals-on-wheels to physio and respite.



## Example 1

After Maud, her fiercely independent mother, has a fall while vacuuming, Louise wonders if it's time for Maud to go into a nursing home. She contacts Direct2Care to discuss the situation.

After talking to Maud, Direct2Care arranges for the local council's Home & Community Care assessment team to visit and discuss her situation. They work with her to simplify some of the household tasks she finds challenging and change some of the equipment she uses.

They arrange for Maud to go to a social group that meets regularly, where she is also able to participate in strength training. Direct2Care arranges for her to participate in a falls prevention program at the local Community Health Service. As a result, Maud is able to remain independent and active in her own home.



## Example 2

After talking to Bill, his elderly neighbour, Robert learns that since Bill's wife passed away, Bill has struggled to cook meals for himself and is losing weight. Robert suggests that he and Bill make a visit to the Direct2Care centre. Talking to Bill, the Direct2Care staff also discover that he has had a couple of falls after feeling dizzy.

Direct2Care suggests that Bill have a complete medical check up. They also arrange for Bill to visit the Community Health Service and talk to the dietician about ways he can learn some basic cooking skills. Direct2Care puts Bill in contact with a falls prevention program and a local walking group, where he makes new friends.

## Example 3

Harold is struggling to look after his frail wife, Sally, at home. She has been wandering and has also developed incontinence problems. Harold's own health is not good and he feels both overwhelmed by his situation and guilty that he can no longer care for his wife. He contacts Direct2Care.

After talking to Harold, Direct2Care arranges for an Aged Care Assessment Team to visit Harold and Sally and talk to them about options for Sally's care. Direct2Care find out that Harold is a keen chess player, but has not played for some time. Harold is put in touch with a local chess group.

### One call does it all.

You can go direct to Direct2Care with just one call. If you need aged care services and don't know how to find them, just call **1300 121 121**. You can also visit our offices at Knox O-Zone Shopping Centre, Wantirna South or 907 Sturt Street, Ballarat.