Service Directory Part 2

**After Hours Services Directory**

|  | Service | Description | Hours of availability | Contact details |
| --- | --- | --- | --- | --- |
|  | Central contact for all residential in-reach | RACH staff can phone this service and enter their postcode into the dial pad when prompted to find their residential in-reach for their catchment.  The call will then be re-directed to this residential in-reach service. | 24 hours  7 days a week | [1300 657 585](tel:1300657585) |
|  | Royal Melbourne Hospital residential in-reach  **Eligible postcodes:**   * Brimbank: 3020, 3021, 3022, 3023, 3036, 3037, 3038 * Maribyrnong: 3011, 3012, 3013, 3019 * Melbourne: 3000, 3004 * Moonee Valley: 3032, 3033, 3034, 3039, 3040, 3041, 3042 * Moreland: 3044, 3046, 3055, 3057, 3058, 3060   **Eligible suburbs:**   * Aberfielde, Ascot Vale, Avondale Heights, Brunswick, Brunswick West, Coburg, Coburg North, Essendon, Flemington, Glenroy, Keilor East, Kensington, Moonee Ponds, Parkville, Pascoe Vale. * Suburbs shared within the West Metro Health Service Partnership; Avondale Heights and Keilor East. * Suburbs shared outside the West Metro Health Service Partnership suburbs (i.e. Northern): Fawkner and Gladstone Park. | Services and possible reasons to refer:   * assessment and management of acutely unwell or deteriorating residents * initial treatment with intravenous therapies (diuretics, antibiotics) - with referrals for ongoing support as needed * acute palliative care support * review of falls and injuries * emergency and routine care of PEG, SPC and IDC * trial of void (TOV) * specialist geriatrician consultation to support GP with complex medical issues/care * iron infusions (requires GP referral) * assessment and management of delirium * support and advice for residents with behavioural and psychological symptoms of dementia * acute wound management advice. | 7am – 9pm  7 days a week | [0448 570 420](tel:0448570420)  [rir@mh.org.au](mailto:rir@mh.org.au)  [thermh.org.au/services/community-services/rmh-residential-in-reach](http://www.thermh.org.au/services/community-services/rmh-residential-in-reach)  *For non-life-threatening after-hours care (from 9pm), contact* [*VVED*](https://www.vved.org.au/)*, and state which catchment you are from.* |
|  | Northern Health residential in-reach  **Eligible postcodes:**   * Hume: 3043, 3045, 3047, 3048, 3049, 3059, 3061, 3062, 3063, 3064, 3428, 3429 * Moreland: 3044, 3046, 3055, 3056, 3057, 3058, 3060 * Darebin: 3070, 3071, 3072, 3073, 3078 | Services and possible reasons to refer:   * comprehensive health assessment * review of medications * organising of tests (e.g. chest x-ray, urine tests, blood tests) * provision of medications and/or fluids * family support meetings * education about medical conditions * supporting facility staff to identify early clinical deterioration and to action planned care in facilities. | Monday to Friday 8am – 4:30pm  Saturday to Sunday  9am – 4pm | [(03) 8405 8712](tel:0384058712)  [nh.org.au/rir](http://www.nh.org.au/rir) |
|  | Werribee Mercy Hospital residential in-reach  **Eligible postcodes:**   * Hobsons Bay: 3028 * Wyndham: 3024, 3027, 3029, 3030   **Eligible suburbs:**   * Altona Meadows, Hoppers Crossing, Laverton, Point Cook, Tarneit, Werribee, Williams Landing and Wyndham Vale | Services and possible reasons to refer:   * PEG tube issues * IDC issues (including routine changes for males) * Subcutaneous fluids and dehydration management. * Intra-venous antibiotics * Wound advice – acute only * Medical assessment when GP not available and resident at risk of hospital transfer * GP seeking hospital-type treatment in the facility i.e. Hospital in the Home * Assistance with Advanced Care and end of life care planning | 8am – 7pm  7 days a week | [0419 389 127](tel:0419389127)  [hithreferrals@mercy.com.au](mailto:hithreferrals@mercy.com.au)  [health-services.mercyhealth.com.au/service/residential-inreach-program](https://health-services.mercyhealth.com.au/service/residential-inreach-program/)  *For non-life-threatening after-hours care (from 7pm), contact* [*VVED*](https://www.vved.org.au/)*, and state which catchment you are from.* |
|  | Western Health residential in-reach  **Eligible postcodes:**   * Maribyrnong: 3011, 3012, 3013 * Brimbank: 3020, 3021, 3022, 3037, 3038 * Laverton: 3028 * Hobsons Bay: 3015, 3016, 3025 * Melton: 3023, 3037, 3338 * Moone Valley: 3033, 3034 * Macedon Ranges Shire: 3437, 3438, 3442 * Hume: 3429 * Moorabool Shire: 3340   **Eligible suburbs:**   * Altona Meadows, Altona North, Ardeer, Avondale Heights, Burnside, Cairnlea, Darley, Delahey, Footscray, Gisborne, Keilor Downs, Keilor East, Kingsville, Laverton, Maddingly, Maidstone, Melton, Melton South, New Gisborne, Newport, St Albans, Sunshine, Sunshine North, Sunshine West, Sydenham, Sunbury, Williamstown, Woodend and Yarraville. | Services and possible reasons to refer:   * telephone consultancy * assessment of the unwell resident * PEG management * IDC/SPC management * wound assessment and management * palliative care * advance care planning * facility staff education * fast track to outpatients and day procedure including:   + radiology   + specialist appointments   + blood transfusions. | 7:30am – 9:30pm  7 days a week | [1300 229 656](tel:1300229656)  (24 hours, 7 days a week)  [0419 392 030](tel:0419392030)  [westernhealth.org.au/Services/IRS/Pages/default.aspx](https://www.westernhealth.org.au/Services/IRS/Pages/default.aspx#:~:text=Residential%20Inreach%20Service)  *For non-life-threatening after-hours care (from 9:30pm), contact* [*VVED*](https://www.vved.org.au/)*, and state which catchment you are from.* |
|  | St Vincent’s Hospital residential in-reach  **Eligible postcodes:**   * Darebin: 3070, 3071, 3072, 3073, 3078 * Yarra: 3065, 3066, 3067, 3068, 3121 | Services and possible reasons to refer:   * comprehensive medical and nursing assessment * medication reviews * chronic disease management * advanced care planning including family meetings * palliative care advice and referral * urinary catheter care * percutaneous endoscopic gastroscopy (PEG) tube management * intravenous antibiotic treatment for chest infections, pneumonia and urinary tract infections * behavioural issues, advice management and referral * the confused resident advice, assessment and referral * dehydration management and treatment * wound care * minor lacerations and injuries * post falls assessment, prevention and management * pain assessment and management. | 8:30am – 5:00pm  7 days a week | [1800 891 300](tel:1800891300)  [svhm.org.au/health-professionals/community-and-aged-care/health-independence-program-hip/residential-in-reach](../Design%20Files/Service%20directory/svhm.org.au/health-professionals/community-and-aged-care/health-independence-program-hip/residential-in-reach) |
|  | After-hours residential in-reach | This service is only available to RACHs with telehealth equipment in the West Metro Health Service Partership (WMHSP) areas. | Only available in the WMHSP catchment areas:  Royal Melbourne Hospital 9pm – 7am  Western Health  9:30pm – 7am  Werribee Mercy  4:30pm – 8am | Contact [VVED](https://www.vved.org.au/) to be connected to the residential in-reach service in your catchment. |
|  | Dementia Behaviour Management Advisory Service (DBMAS) | Support for carers of patients already enrolled in the DBMAS program. | 24 hours  7 days a week | [1800 699 799](tel:1800699799)  [dementia.com.au/dbmas](https://www.dementia.com.au/dbmas) |
|  | Dementia Directory | The Dementia directory lists local services and support for people living in Melbourne with dementia, as well as their carers and families. It complements existing directories for My Aged Care and NDIS. | Online | [dementiadirectory.org.au](https://www.dementiadirectory.org.au/) |
|  | Severe Behaviour Response Team (SBRT) | Support for people living with dementia who are experiencing severe behaviours or psychological symptoms, as a result of dementia. | 24 hours  7 days a week | 1800 699 799  [dementia.com.au/who-we-help/health-care-professionals/services/sbrt](../Design%20Files/Service%20directory/dementia.com.au/who-we-help/health-care-professionals/services/sbrt) |
|  | Victorian Virtual Emergency Department (VVED) | For non-threatening health emergencies | 24 hours  7 days a week | [vved.org.au](https://www.vved.org.au/)  Patient Consent and online registration required. |
|  | Nurse on Call | A service that allows you to speak with a registered nurse for advice on declining health. Note that this is not to be used for emergencies. | 24 hours  7 days a week | 1300 60 60 24 |
|  | National Dementia Hotline | A free telephone service that provides information and advice. | 24 hours a day  7 days a week | [1800 100 500](tel:1800100500)  [helpline@dementia.org.au](mailto:helpline@dementia.org.au)  [dementia.org.au/helpline](../Design%20Files/Service%20directory/dementia.org.au/helpline) |
|  | Palliative Care Advice Service | Free confidential advice for all Victorians seeking information about life-limiting illness, palliative care or end-of-life care. | 7am – 10pm  7 days a week | [1800 360 000](tel:1800360000)  [pcas.org.au](https://www.pcas.org.au/) |
|  | Community palliative care providers in the NWMPHN region  *For more information on suburbs within local government areas (LGAs) for community palliative care eligibility visit* [*here*](https://nwmphn.org.au/wp-content/uploads/2023/06/Suburbs-within-LGAs-for-community-palliative-care-eligibility-1.pdf)*.* | [Melbourne City Mission Palliative Care](https://www.mcm.org.au/services/palliative-care) covering the LGAs of Darebin, Hume, Merri-bek and Yarra.  [Mercy Palliative Care](https://health-services.mercyhealth.com.au/our-health-services/mercy-palliative-care/) covering the LGAs of Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Moonee Valley and Wyndham.  [Central Highlands Rural Health Palliative Care (Kyneton Health)](https://www.chrh.org.au/services/palliative-care/) covering the LGA of Macedon Ranges.  [Western Health Palliative Care Service](https://bmm.wh.org.au/allied-community-health/palliative-care) covering the LGA of Moorabool (east only – Bacchus Marsh, Ballan).  [Banksia Palliative Care Service](https://banksiapalliative.com.au/) covering the LGAs of Banyule, Nillumbik and Whittlesea (outside NWMPHN region but part of the North and West Metropolitan Region Palliative Care Consortium) |  | [mcm.org.au/services/palliative-care](https://www.mcm.org.au/services/palliative-care)  (03) 9977 0026  [health-services.mercyhealth.com.au/our-health-services/mercy-palliative-care/](https://health-services.mercyhealth.com.au/our-health-services/mercy-palliative-care/)  1300 369 019  [chrh.org.au/services/palliative-care/](https://www.chrh.org.au/services/palliative-care/)  (03) 5422 9911  [bmm.wh.org.au/allied-community-health/palliative-care](https://bmm.wh.org.au/allied-community-health/palliative-care)  (03) 5367 9137  [banksiapalliative.com.au](https://banksiapalliative.com.au/)  (03) 9455 0822 |
|  | Victoria Poisons Information Centre | Advice if someone has been poisoned, overdosed, made a mistake with medicine, or been bitten or stung by something venomous.  This service is not for emergencies. | 24 hours  7 days a week | [131 126](tel:131126)  [austin.org.au/poisons](https://www.austin.org.au/poisons) |