

CASE MANAGEMENT LEVEL – LEVEL 1

High Need – Frequent Hospital Visits

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| ACAS - Aged Care Assessment Service - Grampians | Ph: 5320 3740 |
| Health Independence Program - Complex Care Coordination Program (HARP) | Ph: 5381 9022 |
| Palliative Care/Wimmera Hospice Care | Ph: 5381 9363 |
| Case Management Community Aged Care Packages | Ph: 5320 3740 |
| Living at Home Assessment – Horsham Rural City Council | Ph: 5382 9715 |
| Living at Home Assessment – Wimmera Health Care Group | Ph: 5381 9391 |

MORE INTENSIVE CARE – LEVEL 2

At Risk of Hospitalisation – Community based care for people with chronic diseases and complex needs who use hospitals or are at risk of hospitalisation

| Options for Care | Services | *Cost | Referral |
|---|---------------------------------|-----------|-----------------------------|
| HARP (Hospital Admissions Risk Program) | Care Facilitator, Allied Health | Free | Ph: 5381 9022/ electronic |
| Horsham – Wimmera Health Care Group | Allied Health | \$ - \$\$ | Ph: 5381 9111 or electronic |
| | District Nursing | \$ | Ph: 5381 9103 or electronic |
| Natimuk – West Wimmera Health Service | Allied Health | \$ - \$\$ | Ph: 5391 4222 or electronic |
| | District Nursing | \$ | Ph: 5391 4222 or electronic |
| Private Allied Health | Enhanced Primary Care | \$\$ | Through your own GP |
| Horsham Rural City Council | Home Support/Personal Care | \$ - \$\$ | Ph: 5382 9715 or electronic |
| Goolum Goolum Aboriginal Coop | GP, Allied Health | Free | Ph: 5381 6319 |

Medicare Rebate: case conferencing home medicine review contribute to another providers care plan, monitoring & support for person with chronic disease. ATSI follow up after health.

PLANNED MANAGED PRO-ACTIVE CARE – LEVEL 3

Some Risk of Deterioration –

| Options for Care | Services | *Cost | Referral |
|---------------------------------------|---|-----------|-----------------------------|
| Grampians Community Health | Counselling support, drug diversion | Free | Ph: 5362 1200 or electronic |
| Natimuk – West Wimmera Health Service | Podiatry, dietetics, diabetes management, walking group, day centre, general practice | S - \$\$ | Ph: 5391 4222 or electronic |
| Horsham – Wimmera Health Care Group | Allied and community health, lifestyle programs, health promotion, day centre | \$ - \$\$ | Ph: 5381 9111 or electronic |
| Private Allied Health | Enhanced primary care | SS | Through own GP |
| Goolum Goolum Aboriginal Coop | GP, allied health, counselling, free diabetes management supplies, podiatry | Free | Ph: 5381 4319 |

Medicare Rebate: Care planning (GPMP-TCA) & review – 75+ health assessment and 45-49 health check – contribute to another providers care plan – ATSI child/ adult/older person's health check – complete cycle of care for diabetes & asthma – home medicines review.

PREVENTION – LEVEL 4

Relatively Healthy

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| Western Victorian Primary Health Network | Ph: 5381 1756 | Horsham Community House | Ph: 5382 5352 |
| Goolum Goolum Aboriginal Co-operative Gym program; health assessments; counselling; GP services; diabetes educator | Ph: 5381 6333 | Wimmera Health Care Group Health promotion; community health and rehabilitation programs | Ph: 5381 9111 |
| Grampians Community Health Alcohol/drug/tobacco programs; drink & drive- drug/drive education; counselling – generalist; men's behavioural change programs; gambler's help | Ph: 5362 1200 | West Wimmera Health Service Podiatry; dietetics; diabetes management; walking group, falls prevention | Ph: 5391 4222 |
| Horsham Aquatic Centre Gym; exercise programs; chronic disease programs; health assessments | Ph: 5382 2576 | Wimmera UnitingCare Counselling; family services; disability support; housing and finance programs | Ph: 5362 4000 |
| Horsham Rural City Council – Community service & HACC Men's Sheds | Ph: 5382 9777 Horsham Ph: 0428 358 672 Natimuk Ph: 0429 019 747 | Salvation Army Family Services Wimmera Regional Sports Assembly Walking Groups | Ph: 5382 1770 Ph: 5382 4599 |

General Eligibility Criteria:

Health Independence Program Complex Care Coordination (HARP): at least one unplanned hospital visit in the last 12 months

Aged Care Assessment Service (ACAS): over 65

HACC Home Services: 65+ (frail aged) or disability 55+ ATSI

Case Management CAPS & EACH packages: requires ACAS approval through Benetas, Community Options, Villa Maria or St Laurence

Goolum Goolum Aboriginal Coop: recognised member of the local Indigenous community

Useful Contact Numbers:

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| Arthritis Victoria | 1800 011 041 |
| Alzheimer's Australia | 1800 100 500 |
| Asthma Foundation | 1800 645 130 |
| Beyond Blue | 1300 224 636 |
| Carer's Respite | 5381 9336 |
| Diabetes Victoria | 1300 136 588 |
| Direct2Care | 1300 121 121 |
| Emergency After Hours Response Service | 1300 487 017 |
| Lifeline | 13 11 14 |