**After-Hours Service Directory**

Using the blank Template, collate your localised services in line with your facility’s individual needs, this will form the content for your facility and resident plans. From the answers provided in the self-assessment tool, collate appropriate answers into one document for after-hours contacts.

To complete the service directory template, you should consider the following localised services:

1. **After-Hours medical care**,
2. **Locum/Medical Deputising Services**,
3. **Mental Health Care**, **Pharmacy**
4. **Infrastructure**

Healthdirect is Australia’s [National Health Services Directory](https://about.healthdirect.gov.au/nhsd) containing information about services, businesses and resources that are available throughout Australia. These directories may be of use in the process of formulating RACH after-hours plans.

|  |  |  |
| --- | --- | --- |
| **After-hours medical care** |   |   |
| Name of clinic/ service | Purpose and open hours  | Phone number/contact  |   |   |
| [Residential In-Reach Service](https://www.health.vic.gov.au/publications/residential-in-reach-services-resident-and-representative-information-sheet)[Northern Health RIR](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nh.org.au%2Frir%2F&data=05%7C01%7Cemily.renfrey%40emphn.org.au%7C2543d4566a364f5cedd208db97d1b11f%7C64637d7cf140454aaf0853707c601785%7C0%7C0%7C638270699092932074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=gEZ2VFkBGYRn3PdRae4CtUXKaq%2FmDzlqnjg8My11JcE%3D&reserved=0)[Eastern Health RIR](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.easternhealth.org.au%2Fservices%2Fitem%2F685-residential-inreach-rir&data=05%7C01%7Cemily.renfrey%40emphn.org.au%7C2543d4566a364f5cedd208db97d1b11f%7C64637d7cf140454aaf0853707c601785%7C0%7C0%7C638270699092932074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=lpqp79SKyy5Gk8aKEmTlKMV3Gtz1AzzMzBVfLddtq6Q%3D&reserved=0)[St Vincents Hospital RIR](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.svhm.org.au%2Fhealth-professionals%2Fcommunity-and-aged-care%2Fhealth-independence-program-hip%2Fresidential-in-reach&data=05%7C01%7Cemily.renfrey%40emphn.org.au%7C2543d4566a364f5cedd208db97d1b11f%7C64637d7cf140454aaf0853707c601785%7C0%7C0%7C638270699092932074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vLuhNLXi9jn6I6eyDDn3KGRu0S6noNNLvaGvbHXOulY%3D&reserved=0)[Austin Health RIR](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.austin.org.au%2Fresidential-in-reach%2F&data=05%7C01%7Cemily.renfrey%40emphn.org.au%7C2543d4566a364f5cedd208db97d1b11f%7C64637d7cf140454aaf0853707c601785%7C0%7C0%7C638270699092932074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=k75qiujs%2BgCmupqguS5fVj9%2BpVlhgAlMxdL3SHqTR4Y%3D&reserved=0)[Monash Health RIR](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmonashhealth.org%2Fresidential-in-reach-program%2F&data=05%7C01%7Cemily.renfrey%40emphn.org.au%7C2543d4566a364f5cedd208db97d1b11f%7C64637d7cf140454aaf0853707c601785%7C0%7C0%7C638270699092932074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1QzxPhr7kM0uTrwyi3oXhDuHM8o0dX3RCghm307iYo4%3D&reserved=0) | Residential In-Reach services, delivering clinical care to RACH residents, are delivered via health services in Victoria. These services are staffed by hospital-based nurses and doctors who provide telephone support and on-site assessment of the aged care resident.  Please visit your allocated RIR website for examples of referral, available hours and contact details.  | Centralised number: 1300 65 75 85  See [Metropolitan health services Information Sheet](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fcontent.health.vic.gov.au%2Fsites%2Fdefault%2Ffiles%2F2023-05%2Fresident-and-representative-information-sheet-metropolitan-health-services.docx&wdOrigin=BROWSELINK) for direct contact details  |   |   |
| [Victorian Virtual Emergency Department (VVED)](https://www.vved.org.au/) | 24-hour support for non-threatening health emergencies. * Online registration required.
* Virtual access only
 | [See VVED information quick guide here](https://media.vved.org.au/wp-content/uploads/2022/11/V3_NH-VVED-A4-information-sheet-Patients_NOV22.pdf)  |   |   |
| [Dementia Behaviour Management Advisory Service (DBMAS)](https://www.dementia.com.au/dbmas) | Support for carers of patients already enrolled in the DBMAS program. * Open:  24 hours 7 days a week
 | 1800 699 799  |   |   |
| [Dementia Directory](https://emphn.sharepoint.com/sites/AgedCare/Shared%20Documents/General/01.%20Measures%201%20%26%202%20-%20Telehealth%20%26%20After%20Hours/Measure%201%262%20Resources/Data%20sets%20and%20Toolkits/dementiadirectory.org.au) | 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  |   |   |
| [Severe Behaviour Response Team (SBRT)](https://emphn.sharepoint.com/sites/AgedCare/Shared%20Documents/General/01.%20Measures%201%20%26%202%20-%20Telehealth%20%26%20After%20Hours/Measure%201%262%20Resources/Data%20sets%20and%20Toolkits/dementia.com.au/who-we-help/health-care-professionals/services/sbrt) | The Severe Behaviour Response Teams are a 24/7 mobile service for people with dementia who are experiencing severe behaviours or psychological symptoms of dementia. * Open: 24 hours 7 days a week
 | 1800 699 799  |   |   |
| [National Dementia Hotline](https://emphn.sharepoint.com/sites/AgedCare/Shared%20Documents/General/01.%20Measures%201%20%26%202%20-%20Telehealth%20%26%20After%20Hours/Measure%201%262%20Resources/Data%20sets%20and%20Toolkits/dementia.org.au/helpline) | A free telephone service that provides information and advice. * Open: 24 hours a day 7 days a week
 | 1800 100 500  |   |   |
| [Ambulance Victoria’s Residential Aged Care Enhanced Response (RACER) program](https://www.ambulance.vic.gov.au/the-racer-pathway/) | The RACER pathway is an alternative care pathway that aims to better connect and coordinate Triple 000 calls from residential aged care homes (RACHs) to meet the patient’s needs and avoid unnecessary ambulance dispatch and transport to hospital emergency departments. * Open: 24 hours 7 days a week
 | 000  |   |   |
| [Palliative Care Advice Service (PCAS)](https://www.pcas.org.au/) | The Palliative Care Advice Service offers free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care, or end-of-life care. * Open:  7am-10pm 7 days a week
 | 1800 360 000    |   |   |
| 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. * Open: 24 hours 7 days a week
 | 131 126  |   |   |
| **After hours Locum/Deputising/GP Services** |   |   |
| Name of clinic/ service i.e. Doctor | Enter GP name in this space. i.e. Dr Jones Enter hours of availability \*Please note that resident GPs will be noted in resident plans\*  | Contact/Referral Process  |   |   |
| [Healthdirect Fast Track After Hours GP services](https://www.healthdirect.gov.au/after-hours-gp-helpline) | If you have no access to a Locum service provided by the GP, Healthdirect Fast GP services may be able to assist you with a Telehealth consult. GP consults within the hour. * Open: Monday to Friday, 11pm - 7:30am. Open: Saturday, from 6pm, Sunday and Public Holidays, all day
 | 1800 022 222  |   |   |
| *E.g.: Name of locum service* | Dr Jones, Dr Navid available from 5-12pm  Prefers video telehealth.  | *Mobile phone number/ Email address*   |   |   |
| [13SICK](https://homedoctor.com.au/aged-care-facilities-info) - National Home Doctor  | Virtual consults, site visits  | 137 425  |   |   |
| [24-7 Medcare](https://24-7medcare.com.au/services/residential-aged-care/)  | Virtual consults, site visits  | call 139 247 or [book online](https://booking.24-7medcare.com.au/24-7-medcare/)   |   |   |
| South Eastern Deputising Service  | South Eastern Deputising Service (SEDS) Locum service  | sedsgroup.com.au  |   |   |
| [DoctorDoctor](https://doctordoctor.com.au/) | Virtual consults, site visits  | Online, please visit website  |   |   |
| [My Emergency Doctor](https://www.myemergencydr.com/) | Virtual consults, site visits  | 1800 123 633  |   |   |
| [Doctors in Aged Care](https://doctorsinagedcare.com.au/) | Virtual consults, site visits  | 1300 759 178  |   |   |
| [Aged care GP](https://agedcaregp.com/) | Virtual consults, site visits  | 03 9338 5657  |   |   |
| [Atticus health](https://atticushealth.com.au/service/aged-care/) | Virtual consults, site visits  | 1800 288 4287  |  |  |
| [TLC primary care](https://www.tlcprimarycare.com.au/) | Virtual consults, site visits  | 132 852  |   |   |
| [Healthdirect](https://about.healthdirect.gov.au/healthdirect) | Phone triage, virtual consults  | 1800 022 222  |   |   |
| **After hours Mental Health Care** |   |   |
| Name of clinic/ service and website | Purpose and open hours   | Phone number  |   |   |
| **Hospital support**Find your local urgent psychiatric triage contact. | Psychiatric Triage Lines are the initial points of contact for mental health support for each Hospital Network. The triage line will assess and refer you to the relevant Hospital Network support. The support is typically for people who require specialist clinical care or treatment for a severe mental illness. Eligibility to the services is based on geographical catchment area, so please select your local area from the list on the website. You can call on behalf of yourself or a resident. They operate 24 hours a day, 7 days a week.  | To locate the appropriate phone number please see the   [Support connect website](https://supportconnect.org.au/i-need-urgent-help)     |   |   |
| [Support Connect](https://supportconnect.org.au/) | Helping people find mental health, alcohol and other drugs and suicide prevention services in eastern and north-eastern Melbourne.  | 9800 1071  |   |   |
| [Aged Persons Mental Health Service (APMHS)](https://www.easternhealth.org.au/site/item/117-aged-persons-mental-health-service-apmhs) | Specialist mental health services for people over 65yrs with a mental illness or those who may experience severe behavioural disturbances associated with Dementia. This is based at the Peter James Centre.  Open: 9am - 4.30pm Monday – Friday   | Eligible LGAs:  Monash Whitehorse Manningham, Knox Maroondah Yarra Ranges  | 1300 721 927 (Option 4)  |   |   |
| [Healthy Ageing Service Response (HASR)](https://www.emphn.org.au/what-we-do/mental-health-and-aod-test/services-menu/healthy-ageing-mental-health-services) | HASR is a service to support healthy ageing for older persons in north-eastern and eastern. HASR is for individuals aged 65 years and older (55 years or older for Aboriginal or Torres Strait Islanders) living in the community or in a RACF with, or at risk of, mild to moderate mental health issues who may not otherwise qualify for public mental health services. Phone advice line for clinicians, Face to Face (or telehealth) intervention, Education sessions.  | St Vincents Eligible LGAs:   Banyule  Nillumbik  Whittlesea  Murrindindi (part of) Mitchell  Boroondara  | Eastern Health Eligible LGAs:  Whitehorse  Maroondah Manningham  Monash (part of)  Yarra Ranges  Knox  | St Vincent’s 9231 8443   Eastern Health – Phone: 1300 721 927 (Option 4)  |   |   |
| [Lifeline](https://www.lifeline.org.au/) | Provides 24-hour crisis counselling, support groups and suicide prevention services. Open: 24 hours, 7 days a week  | 13 11 14  |   |   |
| [QLife](https://qlife.org.au/) | QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. * Open: 3pm - 12am (AEST), 7 days a week
 | 1800 184 537  |   |   |
| Open Arms | Provides free and confidential counselling to anyone who has served at least one day in the ADF, their partners and families. Open: 24 hours, 7 days a week  | 1800 011 046  |   |   |
| MensLine Australia | This is professional telephone and online counselling service offering support to Australian men.  24 hours/7 days a week, chat online or organise a video chat.  | 1300 78 99 78  |   |   |
| [13YARN](https://www.13yarn.org.au/) | National crisis line support for First Nations Australians. 24 hours, 7 days a week  | 13 92 76  |   |   |
| [SANE Australia](https://www.sane.org/) | SANE provides support to anyone in Australia affected by complex mental health issues, as well as their friends, family members and health professionals. 10am – 10pm, Mon – Fri   |  1800 187 263  |   |   |
| **After hours Pharmacy** |   |   |
| Name of clinic or service | Purpose and open hours  | **contact**  |   |   |
| [find a pharmacy](https://www.findapharmacy.com.au/) | Find the nearest open pharmacy that is open now, including pharmacies that deliver, provide oral antivirals and vaccination services  | **See website**  |   |   |
| List your contracted pharmacies  |   |   |   |   |
| **Infrastructure** |   |   |
| Name of clinic or service | Purpose and open hours  | **Phone number**  |   |   |
| *E.g.: Electricity provider* | *To report faults and escalate remediation (hours open)*  |   |   |   |
| *IT, Telehealth or software provider* |   |   |   |   |
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