

USEFUL CONTACTS FOR  
MORNINGTON PENINSULA RESIDENTIAL  
CARE FACILITIES

**ACCESS ph: 03) 9788 1377**

Is the single point of contact and referral for Peninsula Health's Rehabilitation and Aged Care Services such as:

- Aged Care Assessment Service
- Cognitive Dementia and Memory Services
- Continence Clinic
- Movement Disorders Program
- Residential Outreach Support Service

**AGED CARE ADVOCACY**

**ph: 1800 700 600**

A free and confidential service promoting the rights of people receiving aged care services

**APMHS ph: 03) 9784 6999**

**After hours ph: 1300 792 977**

Aged Persons Mental Health Service  
(previously APATS)

**DEMENTIA HELPLINE ph: 1800 100 500**

Helping Australians with dementia and their carers

**Dementia Behaviour Management Advisory Service (DBMAS). Ph. 1800 699 799**

24 hour support for aged care in managing difficult behaviour relating to dementia.

**IMPACT Ph: 03) 9769 6133**

(Mon-Fri 9:00am-3:30pm)

Improved Management of Palliative Aged Care Treatment - In residential Aged Care

**PGPN ph: 03) 9708 8019**

[www.pgpn.org.au](http://www.pgpn.org.au)

Peninsula GP Network

## Contact Details

### Residential Outreach Support Service

Phone: 03) 9788 1547

Mobile: 0439 117 955

Fax: 03) 9788 1398

Email: [rossteam@phcn.vic.gov.au](mailto:rossteam@phcn.vic.gov.au)

ROSS Team

PO Box 192

Mt Eliza VIC, 3930

## Referrals

Via ACCESS Service

Ph: 03) 9788-1377

Fax: 03) 9787-9954

The ACCESS team is available:

Monday- Friday  
8.00am-5.00pm

**ROSS is available  
Monday – Friday  
8:30am – 10pm**

**Weekends/ PH  
8am- 8pm**

**For urgent or after hours  
referrals, please call the mobile:**

**0439 117 955**

# ROSS

Integrated Care Program

# Residential Outreach Support Service

 **Peninsula Health**  
In Partnership, Building a *Healthy Community*

## What is ROSS?

ROSS provides a **multidisciplinary service** to High Level and Low Level Residential Care Facilities in the Peninsula Health catchment area.

ROSS is an **interdisciplinary team** comprising of Occupational Therapy, Physiotherapy, Social Work, Nursing and Medical clinicians.

ROSS aims to assist residents to **remain in their own environment**.

ROSS is a **consultative** service that offers **prompt** assessment and **short term support** to **prevent admissions** to acute care and facilitate admissions to subacute care where appropriate.

ROSS **facilitates** communication between the residential care sector, Peninsula Health and GP's.

ROSS **accepts referrals** from GP's, residential care facilities, residents and their families, carers and Peninsula Health staff.



To make a referral to ROSS fax a sub acute referral form to  
03) 9787 9954

ROSS is available  
for telephone support and  
advice about making a ROSS  
referral

Monday - Friday

8:30am - 10:00pm

Weekends/ PH

8am- 8pm

**Mobile: 0439 117 955**

**Ph: 03) 9788 1547**

**Fax: 9788 1398**

After hours support provided  
by RAD team in Frankston ED.  
Available by mobile only.

## ROSS PROVIDES

### Clinical Support

- Wound consultation, assessment and management
- Specialist falls assessment, prevention and management
- Acute Hospital liaison and advice for GP's
- Medical intervention on GP referral through Hospital in the Home.
- PEG tube register and clinical support
- Clinical support for catheter care
- Infection Control
- Direct admission to sub-acute admission

### Education

- Supporting evidence based strength based exercise in Residential Care
- Annual forums on topics relevant to Residential Aged Care
- Wound care in-services
- PEG tube care in-services
- Falls Prevention in-services
- Continence in-services
- Infection Control in- services
- Facilitation of "Peninsula Falls Prevention Network"

### Resource Library

ROSS has a resource library containing educational DVDs, videos and books that facility staff can borrow for use in their Facility