

Falls Prevention Service Directory



Central Adelaide Local Health Network
June 2017

Central Adelaide Local Health Network Community Falls Prevention Service

The Falls Prevention Service Directory is an important resource for health professionals working with older adults who are at risk of falls. This directory aims to assist clinicians in linking consumers with the right services at the right time. It provides information on a range of falls prevention services.

The Importance of Falls prevention

Falls represent a common and significant problem, especially in our elderly population. Approximately 30 to 40 % of community-dwelling older persons fall in Australia each year, resulting in significant mortality and morbidity, as well as increased fear of falling and restriction in physical activity.

Falls are the leading cause of injury related hospitalisation with statistics showing that in 2016, 21,120 people were admitted to a South Australian public hospital injured after a fall. About 65 percent of who were over 65. That figure is about ten times higher than the 1,927 people of all ages admitted to hospital for motor vehicle injuries.

Falls are not a normal part of ageing, however can occur for a number of reasons. These could include changes in health, muscle weakness, reduced balance, medications, reduced vision and hearing, weight loss, foot pain, poor foot wear and environmental hazards.

Falls can result in injury and reduced function which can have a major impact on the health and wellness of our community. A multidisciplinary approach to address falls risk factors has been shown to reduce the risk of falling.

The Central Adelaide Local Health Network (CALHN) Community Falls Prevention Service was established to provide comprehensive falls assessment through two multidisciplinary Falls Assessment Clinics. The service offers a triage and care coordination service for community living older persons who have experienced multiple and complex falls.

Central Adelaide Local Health Network

CALHN provides care for people living in the central metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. Skilled staff provide high quality client care, education, research and health promoting services.

CALHN provides a range of acute and sub-acute health services for people of all ages and includes:

- Royal Adelaide Hospital
- The Queen Elizabeth Hospital
- Hampstead Rehabilitation Centre
- St Margaret's Hospital
- Ambulatory and Primary Health Service
- Sub-Acute and Mental Health

Central Area Geriatric Services

- Geriatric Evaluation and Management Unit (TQEH)
- Community-based Older Persons Mental Health Service
- Inpatient acute care of older people services
- Inpatient Geriatric consultative services
- Falls Assessment clinics (TQEH and Sefton Park PHC)
- Multi-D Community Geriatric Service
- Transition Care Programme
- ACAT (Aged Care Assessment Team)



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Disclaimer

This directory has been prepared by the Central Adelaide Local Health Networks Falls Prevention Teams for information purposes. The Falls Prevention Teams assume no responsibility for the information provided by any of these service providers, and disclaim all the liability in respect of such information.

Referral guide to falls prevention services for ≥65yo & ≥50yo ATSI

Triggers for referral

- > Recent hospital admission, Emergency Department presentation or SA Ambulance Service callout for a fall
- > Client reports having had a fall, trip or slip (with or without injury)
- > Client appears unsteady
- > Your clinical assessment reveals:

Falls risk factors: e.g. history of falls, multiple medical conditions, polypharmacy, psychotropic medications, unsteady gait, poor balance, reduced physical activity, sensory loss, cognitive changes, incontinence, weight loss, unsafe footwear, home environment hazards, decline in function

Increased risk of injury e.g. fracture history, osteoporosis, anticoagulation.

When determining a falls care plan, what service options are most suitable?

- > Is a comprehensive falls risk assessment required?
- > What is the level of urgency?
- > What is the level of complexity?

Falls and injury risk factors



The consumer has **few and simple** risk factors

For example: reduced strength or wearing bifocals

The consumer has **multiple** risk factors

For example: reduced balance, foot care and home safety issues

The consumer is at **high risk** of falling and has a **complex** medical picture

For example: dizziness, polypharmacy, cognitive impairment, history of fragility fracture, poor vision and further tests/ investigations required

Depending on consumer needs, consider:

- Education/ information (Falls fact sheets, Don't Fall for It booklet)
- Strength for Life 50+
- Centre for Physical Activity in Ageing
- My Aged Care
- Private allied health providers & nursing
- Medicare allied health rebate schemes via GP
- Department of Veterans Affairs allied health & nursing via GP

Consider intensification of current services or referrals via:

My Aged Care for

- Allied health & nursing
- Falls & balance programs
- Occupational Therapy home safety assessment
- Commonwealth Home Support Programme

Refer to low risk column for other strategies

These consumers will need further assessment & some coordination (consider GP support)

Refer to:

- [Falls Assessment Clinic](#) for geriatrician-led multidisciplinary assessment
- Outpatient geriatrician assessment via GP
- [Metropolitan Referral Unit](#) via GP for hospital avoidance services
- [Multi-Disciplinary Community Geriatric Service](#)

Not sure? For assistance in determining the appropriate service, refer to CALHN Community Falls Prevention Service on 8222 8867

Or Phone 1300 0 FALLS (1300 0 32557) to speak with your local falls team

Falls Assessment Clinics

Region	Address	Phone	Fax
Central	Sefton Park Primary Health Care Service Shop 5 / 221 Main North Road SEFTON PARK SA 5083	1300 0 FALLS (1300 0 32557) or 8222 8867	1300 724 900
Western	The Queen Elizabeth Hospital 28 Woodville Road Woodville South SA 5011		

What is a falls assessment clinic?

Falls assessment clinics provide specialised multidisciplinary assessments and management of older individuals living in the community who suffer complex falls related presentation. The service includes assessment by a geriatrician, physiotherapist, occupational therapist and nurse.

Cost

This is a free service.

Criteria for eligibility

- Lives in the Central Adelaide Local Health Network
- Client consents to referral
- Aged 65 or older
- Aboriginal and Torres Strait Islander aged 50 or older
- Multiple co-morbidities
- Has not had recent review by geriatrician or multidisciplinary team
- Does not have an acute fracture or acute illness (is medically stable)
- Has had two or more falls in the past 12 months or has had one fall with serious injury in the past 12 months

Note: permanent residents of aged care facilities are not eligible for this service

How do I refer to a falls clinic?

To refer to a falls clinic, use the Central Adelaide Local Health Networks Falls Assessment clinic referral form in page 6.



Central Adelaide Local Health Network

Falls Assessment Clinic referral form

To Falls Assessment Clinic	Fax No: 1300 724 900 Ph: 8222 8867
From	No of pages (Including this page and medical summary)
Organisation	Designation
Date	Contact phone

Urgent

Patient details (please print clearly)	GP details (please print clearly)
Name	Name
Street	Practice name
Suburb	Address
Phone number	Phone number
Date of birth	Fax number
Contact person	GP Signature: (if referral from GP)

Interpreter required No Yes Language

Criteria for eligibility (please tick) * **Indicates mandatory criterion**

- * Lives in the Central Adelaide Local Health Network
- * Client consents to referral
- * Aged 65 or older or Aboriginal and Torres Strait Islander aged 50 or older
- * Has had 2 or more falls in the past 12 months or has had one fall with serious injury in the past 12 months
- * Has not had recent review by geriatrician or multidisciplinary team
- * Multiple co-morbidities
- Does not have an acute fracture or acute illness (is medically stable)

Locations

Central Clinic

Sefton Park Clinic
Primary Health Care Service
Shop 5 / 221 Main North Rd
Sefton Park SA 5083

Western Clinic

Outpatient Dept.
The Queen Elizabeth Hospital
28 Woodville Road
Woodville SA 5011

Note: Permanent residents of high level care are not eligible for this service

Is the client receiving other community services? No Yes (specify)

Community package – provider: _____
 Dom. Care DVA Gold/White Card
 Private Disability SA Other: _____

Reason for referral:

Please attach PMHx, current medications and other relevant information, including alerts
(processing may be delayed if sufficient information not provided)

Community Therapy Services

Are funded through the Commonwealth Home Support Program. They provide services such as physiotherapy, occupational therapy, exercise physiology, social work and podiatry to older persons living in the community. Some services also specialise in speech therapy, dietetics, continence nurse advisors. These services may be provided individually or in groups. Services vary at each site.

They aim to provide:

- Rehabilitation
- Maintenance of function, independence, maximise skills and coping
- Prevention through health promotion and information.

Cost?

There is a cost to clients who receive services from an Allied Health Service provider. The fees are capped if multiple services are accessed from the same provider. Contact the service provider regarding the fee structure and costs. Some service providers may have a fee reduction or waiver process in place.

Who is eligible?

Individuals who are:

- Over 65years of age and Aboriginal and Torres Strait Islander peoples over 50 years of age – some exceptions to this are possible
- Living in the community
- People seeking to maintain or help restore physical, cognitive and functional ability.

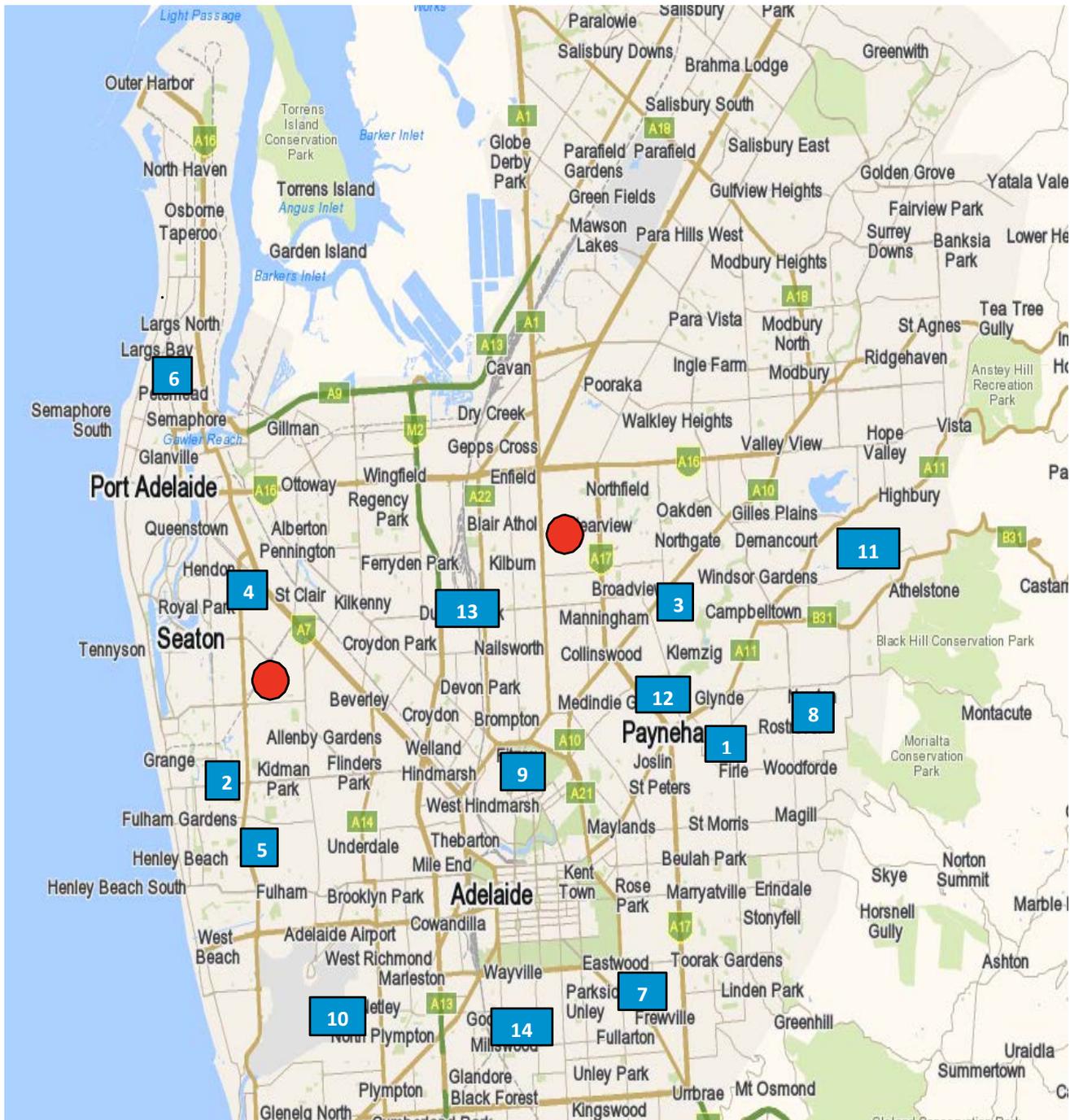
How do I refer?

All referrals for Allied Health Services are via the My Aged Care website www.myagedcare.gov.au or Contact Centre 1800 200 422.

Community Therapy Services

Suburb	Organisation/Street	Phone	Facsimile
1.Glynde	LHI Retirement Services, 24 Avenue Rd, 5070 Website: www.lhi.org.au	8336 0111	8365 6351
2.Grange	Anglicare, St Laurences Court, 56 High St, 5022 Website: www.anglicaresa.com.au	8305 9510	8305 9595
3.Greenacres	ECH, 1/19-21 Fosters Rd, 5086 Website: www.ech.asn.au	8361 5350	8361 5399
4.Hendon	Eldercare, Acacia Court 81 Tapleys Hill Rd, 5014 Website: www.eldercare.net.au	8243 1844	8243 0430
5.Henley Beach	ECH, Seaside Wellness 168A CudmoreTce,5022 Website: www.ech.asn.au	8356 3169	8356 7014
6.Largs Bay	Southern Cross Care, Philip Kennedy Rehabilitation Services, 477-479 Military Rd, 5016 Website: www.southerncrosscare.com.au	8242 2985	8249 9617
7.Myrtle Bank	Southern Cross Care, Lourdes Valley Rehabilitation Services, 18 Cross Rd, 5064 Website: www.southerncrosscare.com.au	8433 0475	8338 6790
8.Newton	ACH, 163 Montacute Rd, 5074 Website: www.ach.org.au	8360 9433	8357 3255
9.North Adelaide	Helping Hand, Healthy Ageing 49 Buxton St, 5006 Website: www.helpinghand.org.au	8285 0999	8285 1744
10.North Plympton	Southern Cross Care, The Pines Rehabilitation Services, 336 Marion Rd, 5037 Website: www.southerncrosscare.com.au	8179 6825	8297 7615
11.Paradise	Resthaven, 61 Silkes Rd, 5075 Website: www.resthaven.asn.au	8337 4371	8336 9952
12. Payneham	Life Care Active, 230 Portrush Rd, 5070 Website: www.lifecare.org.au	8168 7600	8336 2788
13. Prospect	Uniting Communities, 332 Regency Rd, 5082 Website: www.unitingcommunities.org	8202 5900	8342 3398
14. Westbourne Park	Anglicare 56 Monmouth Road Westbourne Park 5041 Website: www.anglicaresa.com.au	7088 2200	7088 2250

Falls Service map



Community Therapy Services
 Falls Clinics

Strength for Life

What is the Strength for Life Program?

Developed and governed by Council On The Ageing (COTA) SA, this program provides strength training sessions at multiple venues across metropolitan greater Adelaide.

The program provides:

- Supervised strength training sessions
- Minimum of two sessions per week
- Assessments for all clients by an appropriate fitness professional and a personalised program.

There are 2 Categories:

- Tier 1: Delivered by Exercise Physiologists or Physiotherapists
- Tier 2: Delivered by Fitness Instructors

Cost

Small fees do apply. Contact your local Strength for Life facility for costs. Rebates from health funds may apply.

Who is eligible?

Individuals over 50 years of age who are independent with mobility and transfers. Aboriginal and Torres Strait Islanders over 40 years.

How do I refer?

Health Professionals can refer to the program by completing the referral form accessed from website below. A list of current providers in, and around the Central metropolitan region is also in this directory. Clients can contact the chosen service provider to start their program. Transport is not provided.

For more information contact COTA SA

COTA SA

16 Hutt Street, Adelaide, SA 5001

Tel: (08) 8232 0422

Fax: (08) 8232 0433

Email: cotasa@cotasa.org.au

Web: www.cotasa.org.au



Tai Chi

Research shows that Tai Chi is one of the most effective exercises to help in the prevention of falls. It aims to improve balance and prevent further falls. The program will also improve relaxation, fitness and health.

What is Tai Chi?

Tai Chi originates from ancient China, originally developed as a Martial Art. Nowadays it is mainly practiced throughout the world as an effective exercise for health. The slow flowing Tai Chi movements improve muscle strength, balance and confidence as well as aiding relaxation and coordinating body and mind.

Cost

Small fees do apply; contact the individual instructor below for information.

Who is eligible?

Suitable for people who are independent with mobility and transfers and able to participate in a group class.

Tai Chi exercise is performed in standing and involves smooth flowing movements of arms, often co-ordinated with slow stepping and turning. Participants must be able to stand for several minutes unsupported, and be able to cope with narrowed base and slow stepping with co-ordination of arm movements.

Unsuitable for people with moderate or severe balance difficulties.

Finding a service

There are various services throughout Adelaide who offer Tai Chi programs. These programs may be accessed through My Aged Care by phoning 1800 200 422 or visiting www.myagedcare.gov.au.

Alternatively local councils (see page 25) & the National Health Service Directory www.nhsd.com.au/ are great resources.

Centre for Physical Activity in Ageing

What is the Centre for Physical Activity in Ageing (CPAA)?

Established in 1981, the aim of the Centre for Physical Activity in Ageing (CPAA) is to contribute to the quality of life of individuals through the provision of specialised physical rehabilitation, health promotion, scientific research and educational programs.

Located at the Hampstead Rehabilitation Centre in Northfield, the CPAA provides a variety of programs supervised by exercise physiologists. An exercise physiologist will provide an assessment of all new clients and will then advise on the most appropriate exercise option.

Cost

Small fees do apply, please contact CPAA for costs. Programs include:

- > exercise rehabilitation (hydrotherapy, gym or home-based exercise)
- > chronic disease management
- > better balance.

This service is suitable for clients who are at risk of falling or have fallen in the past. It consists of aerobic, strengthening and balance exercises. Program structures are dependent on the individual needs of each client and are supervised by an exercise physiologist. Home exercise programs are also provided to encourage participants to be active at home as well as in the gym.

Who is eligible?

Individuals over the age of 18.

How do I refer to the CPAA?

GPs can refer to the CPAA by completing a referral form. Please note that transport is not provided.

For more information, contact

Centre for Physical Activity in Ageing
207-255 Hampstead Road, Northfield SA 5058
Telephone: (08) 8222 1891
Facsimile: (08) 8222 1828
Email: cpaa@hampstead.rah.sa.gov.au
Website: www.cpaas.gov.au

Private Falls Assessment and Prevention Program

Confident Steps Balance and Falls Prevention Program Calvary Rehabilitation Hospital

What is it?

A goal directed 6 week program of exercise and education to improve balance, functional ability and decrease falls risk factors.

Prior to commencing the program, patients undergo an individualised assessment with a Rehabilitation Physician, Occupational Therapist and Physiotherapist. Goals are established and an individualised exercise program is provided. A home safety assessment is completed if required.

Cost

This service is generally covered by private health insurance or DVA funding, confirmed individually prior to booking. Excess or co-payment may apply, depending on patient's insurance cover

Who is eligible?

Falls clinics are suited to individuals:

- > who present with 4 or more co-morbidities, leading to a higher falls risk, or
- > who report two or more falls in the past year and
- > who do not have an acute fracture or acute illness (is medically stable).

How do I refer to this service?

A referral from a medical practitioner is required.

To obtain a copy of the referral form or more information contact:

Calvary Rehabilitation Hospital
18 North East Road Walkerville, SA 5081

Tel: (08) 8269 1450

Fax: (08) 8269 1453

www.calvaryrehabsa.org.au



Private in-home Physiotherapy options

Home-based Physiotherapy can be arranged for people who would prefer services in their home, or if they are unable to attend an Allied Health Service. In addition to Domiciliary Care and some Allied Health Services, some private practitioners may offer a home visiting service.

Remedy Healthcare (MobilePhysio)	Xtra HomeCare
<p>What is it? Mobile Physio has joined the Remedy Healthcare Group, and is a key provider of physiotherapy for older people living in their own homes. Following an initial assessment, a care plan is developed to achieve the patient's individual treatment goals.</p>	<p>What is it? Xtra Homecare provides Physiotherapy services in people's homes. Programs are designed to enable older people to live independently in their homes for as long as possible. Working with Occupational Therapists, a care plan is developed to achieve the patient's individual treatment goals.</p>
<p>Cost Contact Remedy Healthcare for details. Services may be claimable through DVA, Enhanced Primary Care (Medicare), Private Health Insurers, or Commonwealth Home Care Packages</p>	<p>Cost Contact Xtra HomeCare for details. Services may be claimable through DVA, Enhanced Primary Care (Medicare), Private Health Insurers, or Commonwealth Home Care Packages</p>
<p>Who is eligible? Remedy Healthcare is available to people living in metropolitan Adelaide (Adelaide Hills by appointment). Remedy Healthcare is suited to older individuals who require:</p> <ul style="list-style-type: none"> • Physio assessment, treatment and evaluation • Walking aids and equipment • Falls Prevention and home assessment • Rehabilitation • Home exercises • Balance training • Pain relief 	<p>Who is eligible? Xtra HomeCare is suited to individuals who require:</p> <ul style="list-style-type: none"> • Physiotherapy assessments, treatments and evaluations • Physiotherapy assistant led therapy • Physiotherapy and Physiotherapy assistant treatments for complex conditions • Falls and balance training and education
<p>How do I refer to this service? To obtain a copy of the referral form or more information contact: Remedy Healthcare (previously Mobile Physio) Tel / Fax: (08) 8377 4648 Mobile: 0403 573 449 Website: www.remedyhealthcare.com.au</p>	<p>How do I refer to this service? To obtain a copy of the referral form or more information contact: Xtra Home Care Tel: (08) 8357 4988 Fax: (08) 8299 0410 Mobile: 0404 650 207 Website: www.xtrahomecare.com.au</p>

Private in-home Occupational Therapy options

Home-based Occupational Therapy can be arranged for people who would prefer services in their home or if they are unable to attend an Allied Health Service. In addition to Domiciliary Care and some Allied Health Services, some private practitioners may offer a home visiting service.

Living to the Max Occupational Therapy Services	Enhance Occupational Therapy
<p>What is it? Living to the Max offers occupational therapy for older people in their own home. The primary goal is to enable people to participate in the activities of everyday life. This often includes an assessment of daily activities and/or home safety, followed by, in consultation with the patient, the prescription of home modifications, assistive equipment or linkage with other services – all with the ultimate objective of maintaining independence.</p>	<p>What is it? Enhance provides home visiting occupational therapy to all metropolitan suburbs of Adelaide. The service offers one-off consultations, on-going rehabilitation or case management depending on the individual's needs and requests. The occupational therapist works with other health care professionals (when required) to provide a complete home care service.</p>
<p>Cost Contact Living to the Max for details. Services may be claimable through DVA, Enhanced Primary Care (Medicare), Private Health Insurers, or Commonwealth Home Care Packages</p>	<p>Cost Contact Enhance for details. Services may be claimable through DVA, Enhanced Primary Care (Medicare), Private Health Insurers, or Commonwealth Home Care Packages</p>
<p>Who is eligible? Living to the Max Occupational Therapy Services is suited to older individuals who wish to maintain their independence, remain living at home and who prefer an in-home service. The greater Adelaide region is serviced.</p>	<p>Who is eligible? This service is suited to individuals in metropolitan suburbs of Adelaide who require:</p> <ul style="list-style-type: none"> • Home Safety & Activities of Daily Living assessments • Advice on equipment and aids to increase safety & independence at home • Fall prevention and advice • Home modifications
<p>How do I refer to this service? To obtain a copy of the referral form or obtain more information contact: Living to the Max Occupational Therapy Services Tel: (08) 8331 0566 Fax: (08) 8331 0277 Email: admin@livingtothemax.com.au Website: www.livingtothemax.com.au</p>	<p>How do I refer to this service? To obtain a copy of the referral form or obtain more information contact: Enhance Occupational Therapy Tel: (08) 8276 3355 Fax: (08) 8276 3377 Website: www.enhanceot.com</p>

Department of Veterans' Affairs (DVA)

Falls prevention support for the veteran community

Falls prevention services available through DVA were previously provided as part of the Homefront Program. This program ceased in February 2015, and changes to the Rehabilitation Appliance Program (RAP) have seen the inclusion of several falls prevention items in the program's National Schedule of Equipment (the Schedule). These changes eliminated unnecessary duplication of assessments between the RAP and the Home Front programme.

Eligibility

If you are a Gold or White Card holder (with assessed need due to an accepted disability), you can access aids or appliances to help you maintain independence in your home through the Rehabilitation Appliances Program (RAP).

- Aids or appliances prescribed through the programme can include:
- Continence products
- Mobility and functional support aids
- Personal Response Systems
- Home medical oxygen
- Diabetic supplies
- Continuous Positive Airways Pressure (CPAP) supplies.

How to obtain an assessment for RAP aids or appliances

RAP appliances are available on the basis of an assessed clinical need made by an appropriately qualified health provider such as a:

- General practitioner
- Occupational therapist
- Physiotherapist
- Speech pathologist (speech therapist).

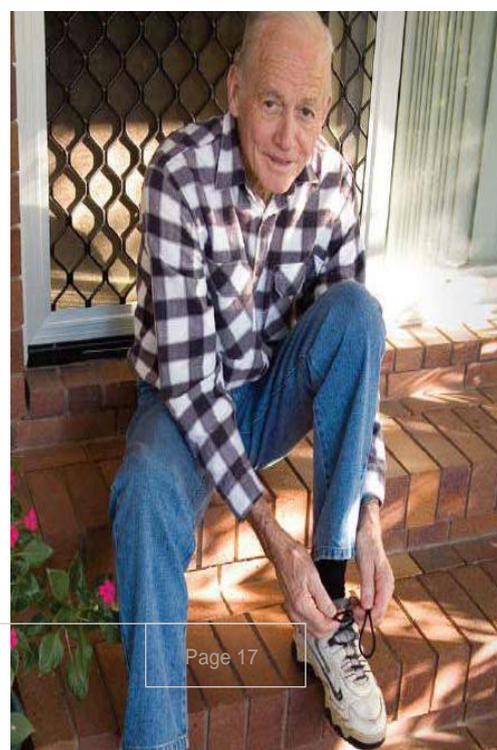
Your Local Medical Officer (GP) can provide the necessary referral to an appropriate allied health professional who can assess your need for RAP aids and appliances. Your GP can also offer advice and make requests in writing to DVA.

Home Modifications

In certain instances, DVA will fund home modifications for Gold or White Card holders (with assessed need due to an accepted disability) based upon their clinical need as assessed and prescribed by an appropriate health professional.

Further Information

For further information about DVA's RAP program please call 133 254 (metro) or 1800 555 254 (country). You can visit the website at www.dva.gov.au



Private hospital day therapy options

Memorial Hospital Day Rehabilitation Unit	Calvary Rehabilitation Hospital
<p>Who is eligible? Outpatients, previous inpatients, DVA, workcover, and third party are all eligible. The full cost of rehabilitation is usually covered by the private health fund, DVA, WorkCover and third party.</p>	<p>Who is eligible? Clients requiring input from at least two disciplines. The full cost of rehabilitation is usually covered by the private health fund, DVA, WorkCover and third party. Excess or co-payment may apply, depending on patient's insurance cover.</p>
<p>What services are offered?</p> <ul style="list-style-type: none"> • Hydrotherapy • Physiotherapy • Occupational therapy • Speech pathology • Dietetics 	<p>What services are offered?</p> <ul style="list-style-type: none"> • Aquatic physiotherapy • Dietetics • Occupational therapy • Physiotherapy • Speech pathology • Psychology • Group programs for cardiac and pulmonary rehabilitation, oncology reconditioning, confident steps balance and falls prevention group and orthopaedic groups.
<p>How do I refer to this service?</p> <p>A doctor's referral is required. Doctors can refer by ringing (08) 8366 3419</p>	<p>How do I refer to this service?</p> <p>A doctor's referral is required with certain programs, or self-referral is possible with extras cover. Referrals can be made by ringing (08) 8168 5700</p>
<p>For further information contact</p> <p>Ph: (08) 8366 3419 Fax: (08) 8366 3466 Website: www.thememorialhospital.org.au Sir Edwin Smith Avenue North Adelaide, SA, 5006</p>	<p>For further information contact</p> <p>Ph: (08) 8168 5700 Fax: (08) 8344 1430 Website www.calvaryrehabsa.org.au 18 North East Rd, Walkerville, SA, 5081</p>

Vestibular services – private

Business name and physiotherapist	Address	Contact
Unley Physiotherapy Ann Buchan Jeannie Burnett Matthew Crocker	3/160 Unley Rd Unley SA 5061 309 Goodwood Rd Kings Park SA 5034	Tel: (08) 8373 2132 Fax: (08) 8373 2007 Tel: (08) 8357 9032 Fax: (08) 8271 1086 info@unleyphysio.com.au
Dizziness and Balance Disorders Professor Dr. Margie Sharpe	Level 2, 70 Hindmarsh Square Adelaide SA 5000	Tel: (08) 7087 2141 info@dizzinessbalancedisorders.cm.au www.dizzinessbalancedisorders.com.au
James McLoughlin Neurophysiotherapy	296 Payneham Rd Payneham SA 5070 Corner of Caroon & Crombie St Hove SA 5048	Tel: (08) 8363 0458 Fax: (08) 8363 0675 admin@neurophysiotherapy.com.au www.neurophysiotherapy.com.au
Edwina Reid NeuroPhysiotherapy Services	76b Kensington Rd Rose Park SA 5067	Tel: (08) 8331 2700 Fax: (08) 8331 2702 admin@neurophysio.com.au www.neurophysio.com.au
Dr. Susan Hillier	Home visits available	Mobile: 0419 034 578 Pension discount available
Tamina Levy Neurophysiotherapy	5/259 Unley Rd Malvern SA 5061	Mobile: 0409 282 210
Advance Physio Karyn Powell	Marion Medical Centre Suite 1/199 Sturt Rd Seacombe Gardens SA 5047	Tel: (08) 8296 4500 Fax: (08) 8296 4500 Mobile: 0419 840 484 kpowellphysio@internode.on.net

Vestibular services – public

Site name	Physiotherapist	Contact
RAH (CALHN) North Tce Adelaide SA 5000	Physiotherapy Outpatient Service	Tel: (08) 8222 5334 Fax: (08) 8222 4279
TQEH (CALHN) 28 Woodville Rd Woodville South 5011	Rehabilitation Outpatient Physiotherapy	Tel: (08) 8222 7320 Fax: (08) 8222 6100
Lyell McEwin Hospital (NALHN) Haydown Rd Elizabeth Vale SA 5112	Senior Neurology Physiotherapist	Tel: (08) 8182 9288 (Allied Health Outpatient Reception)
Modbury Hospital (NALHN) 41-69 Smart Rd Modbury 5092	Senior Neurology Physiotherapist	Tel: (08) 8161 2084 (Allied Health Outpatient Reception)

Vestibular services – resource only

Site name	Physiotherapist	Contact
Hampstead Rehabilitation Centre 207-255 Hampstead Rd Northfield SA 5085	Rachel Harling Rachel Dempsey Marissa Sorich Michelle Hardy Simon Mills	Tel: (08) 8222 1600
RAH North Tce Adelaide SA 5000	Matt Gliddon Annabel Tolfts	Tel: (08) 8222 5334 Fax: (08) 8222 4279
CALHN Community Falls Prevention Service Level 7B, Tower Block TQEH 28 Woodville Rd Woodville South 5011	Physiotherapist	Tel: (08) 8222 8867 Fax: 1300 724 900
Lyell McEwin Hospital (NALHN) Haydown Rd Elizabeth Vale SA 5112	Chris Nelson Rebecca Ward Louise Brumby Shelley Ng Robert Lim Raymond Lizarondo	Tel: (08) 8182 9288

Vision

The body relies on vision for balance and to prevent falls by assisting persons to negotiate the environment safely. Vision falls risk factors include poor visual contrast sensitivity, depth perception and acuity. Corrective lenses alone do not address all these factors and some lenses may actually increase risk of falls. Therefore, it may be important to have a comprehensive vision assessment, particularly if there is an existing visual impairment.

The following services provide help for older people with a visual impairment who are at risk of falling.

Low Vision Falls Prevention Service, Guide Dogs SA.NT

What is it?

A comprehensive vision assessment is provided by a Lower Vision Specialist and an occupational therapist in the context of falls prevention.

Recommendations are made for home modifications, equipment, aids and practical strategies to maximise use of residual vision and minimise falls risk. Referrals to relevant services may include physiotherapy, orientation and mobility instructors, exercise programs, case management, optometry or ophthalmology.

Cost

There is no direct service fee to clients.

Who is eligible?

This specialised service is suited to people living in the community with vision loss that is impacting on functional tasks and appears to be their main concern regarding falls risk.

How do I refer to this service?

Referrals can be made with consent by a health professional or members of the public.

To book an appointment contact:

Guide Dogs SA.NT

251 Morphett Street

Adelaide, SA 5000

Tel: Your Support Line: 1800 757-738

E: yoursupportline@guidedogs.org.au

Fax: (08) 8203 8332

Website: www.guidedogs.org.au

Royal Society for the Blind, Smithfield

What is it?

This service offers assessment by an Occupational Therapist in the client's home to address and reduce vision related falls risks. Mobility training with an Orientation and Mobility instructor may also be available.

Cost

This is a free service

Who is eligible?

Individuals living in the Northern suburbs who have an eye conditions diagnosed by optometrist or ophthalmologist, and are at risk of falling.

How do I refer to this service?

Contact Royal Society for the Blind
27 Anderson Walk, Smithfield 5114

Tel: 8417 5690

Website: www.rsb.org.au/

Lutheran Homes Incorporated, Glynde

What is it?

This service offers monthly group education and individually tailored goal setting for strategies to reduce risk of falling, related to low vision. The group is facilitated by an Occupational Therapist with focus on falls prevention strategies, related to reduced vision.

Individual assessment with the Occupational Therapist is also available.

Cost

Small fees do apply. Contact LHI Retirement Services below for more information

Who is eligible?

Individuals who are eligible for Community Home Support Program funding via My Aged Care.

How do I refer to this service?

All referrals are via My Aged Care

Tel: 1800 200 422

Or, contact

LHI Retirement Services
24 Avenue Road, Glynde

Tel: (08) 8337 0488

Continence services

The listed continence health professionals provide an experienced and comprehensive continence assessment for both bladder and bowel with management programs developed and individually orientated to meet each client's goals.

Service	Eligibility	Who can refer and how
RDNS Your Health and Learning 1 Richmond Road Kewich Terminal SA 5035	Various programs available, please call to discuss	Any health professional or self-referral <ul style="list-style-type: none"> • Phone: 1300 364 264 • Online: www.yourliferdns.org.au • Fax: (08)8378 5383
Resthaven Community Services Continence Nurse Advisors 61 Silkes Rd, Paradise, SA 5075	≥65 years of age	Any Health professional or self-referral All referrals through My Aged Care Phone: 1300 136 633 <ul style="list-style-type: none"> • Paradise: Tel: (08) 8337 4371 Fax: (08) 8365 1028
The Queen Elizabeth Hospital Women's Health 28 Woodville Rd, Woodville, SA 5011	Women only	Any health professional or self-referral Contact Women's Health to refer: Tel: (08) 8222 7637 Fax: (08) 8222 7986
Royal Adelaide Hospital Women's Health Centre North Tce, Adelaide, SA 5000 Gynaecology Services	Women only GP referral req.	Medical practitioner referral Contact the Women's Health Centre to refer to the Women's Health and Continence Physiotherapist at: Tel: (08) 8222 5587 Fax: (08) 8222 5645
Private Physiotherapist Australian Physiotherapy Association (APA) South Australian Office 8/15 Fullerton Road Kent Town SA 5067	Anyone	Any health professional or self-referral To find your nearest specialist private women's health and continence physiotherapist, contact the APA on: Ph: (08) 8362 1355 Fax: (08) 8362 2223 Email: sbranch@physiotherapy.asn.au Website: www.physiotherapy.asn.au

Continence Aids Payment Scheme (CAPS)

The CAPS is an Australian Government Scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the costs of their incontinence products.

For more information, or to get a CAPS application form refer to:

- Medicare Australia: 132 011 (select option 1)
- National Continence Helpline: 1800 330 066
- CAPS policy line: 1800 807 487
- Bladder Bowel website: www.bladderbowel.gov.au

Department of Veterans' Affairs Rehabilitation Appliances Program (RAP)

The RAP provides appliances and equipment for self-help and rehabilitation purposes to gold and white card holders with a clinically assessed need.

Continence products are available under this program. The Department has contracted suppliers who provide delivery of continence products.

For more information, contact:

Ph: 1300 550 457 (select Option 1)

Website: www.dva.gov.au/health-and-wellbeing/home-and-care/rehabilitation-appliances-program-rap

Resources

Continence Foundation of Australia

National Office - Level 1, 30-32 Sydney Rd, Brunswick, Victoria 3056

Phone: (03) 9347 2522

Fax: (03) 9380 1233

Website: www.continence.org.au

SA Continence Resource Centre & Independent Living Centre

11 Blacks Rd, Gilles Plains, SA 5086

Phone: (08) 8266 5260

1300 885 886

Fax: (08) 8266 5263

Website: continence.org.au/pages/sa-continence-resource-centre.

National Continence Helpline

Phone: 1800 330 066

The National Public Toilet Map

[//toiletmap.gov.au/](http://toiletmap.gov.au/)

Councils

Councils may offer information about support services for people over 50 years relating to falls prevention activities (such as sporting and recreational options, home assist services including some home modifications) and links to community centre activities.

Council	Address	Phone	Fax
Adelaide City Council http://www.cityofadelaide.com.au/	Town Hall, 128 King William St Adelaide 5000	8203 7203	8203 7575
Burnside City Council www.burnside.sa.gov.au	401 Greenhill Rd Tusmore 5065	8366 4200	8366 4299
Campbelltown City Council www.campbelltown.sa.gov.au	172 Montacute Rd Rostrevor 5073	8366 9222	8337 3818
Charles Sturt Council www.charlessturt.sa.gov.au	72 Woodville Rd Woodville 5011	8408 1111	8408 1122
Port Adelaide Enfield City Council www.portenf.sa.gov.au	163 St Vincent St Port Adelaide 5015	8405 6600	8405 6666
City of Playford www.playford.sa.gov.au	10 Playford Boulevard Elizabeth 5112	8256 0333	8256 0578
Prospect City Council www.prospect.sa.gov.au	128 Prospect Rd Prospect 5082	8269 5355	8269 5834
Salisbury City Council www.salisbury.sa.gov.au	12 James St Salisbury 5108	8406 8222	8281 5466
Tea Tree Gully City Council www.teatreegully.sa.gov.au	571 Montague Rd Modbury 5092	8397 7444	8397 7400
The City of Norwood, Payneham and St Peters www.npsp.sa.gov.au	175 The Parade Norwood 5067	8366 4555	8332 6338
Unley City Council www.unley.sa.gov.au	181 Unley Rd Unley 5061	8372 5111	8271 4886
Walkerville Town Council www.walkerville.sa.gov.au	66 Walkerville Tce Gilberton 5081	8342 7100	8269 7820
West Torrens City Council www.westtorrens.sa.gov.au	165 Sir Donald Bradman Drive, Hilton 5033	8416 6333	8443 5709



Relevant services

Organisation	Website	Telephone
Aboriginal Health Council of SA	www.ahcsa.org.au	(08) 8273 7200
My Aged Care	www.myagedcare.gov.au	1800 200 422
Active Ageing Australia	www.activeageing.org.au	(08) 8362 5599
Alzheimer's Australia	www.fightdementia.org.au	1800 100 500
Arthritis SA	www.arthritissa.org.au	(08) 8379 5711 1800 011 041
Australian Association of Social Workers	www.aasw.asn.au/sa	(08) 8463 5911
Australian Physiotherapy Association	www.physiotherapy.asn.au	1300 306 622
Australian Podiatry Association SA	www.podiatrysa.net.au	(08) 8210 9408
Australian Psychological Society	www.psychology.org.au	(03) 8662 3300 1800 333 497
Carer's SA	www.carers-sa.asn.au	1800 242 636
Continence Resource Centre SA	www.continencesa.org.au	(08) 8266 5260 1800 33 00 66
COTA for older Australians	www.cotasa.org.au	(08) 8232 0422 1800 182 324
Department of Veteran Affairs	www.dva.gov.au	133 254 1800 555 254
Diabetes SA	www.diabetessa.com.au	1300 136 588
Dietitians Association of Australia	www.daa.asn.au	1800 812 942
Disability SA	www.dcsi.sa.gov.au/services/disability-sa	(08) 8415 4250
Domiciliary Care SA	www.sa.gov.au/topics/care-and-support/in-home-care/domiciliary-care	1300 295 673 (enquiries) 1800 200 422 (MAC)
Ethnic Link Services	www.ucwpa.org.au/aged-care/ethnic-link-services	(08) 8440 2200
Exercise and Sports Science Australia (ESSA)	www.essa.org.au/	(07) 3862 4122
Falls Prevention Team (The Central, Northern and Southern Adelaide Local Health Networks)		1300 0 FALLS (1300 0 32557)
Guide Dogs SA.NT Vision Service, Hearing Service	www.guidedogs.org.au/	1800 757 738 / 1800 484 333 (08) 8203 8333
Health Direct Australia	www.healthdirect.gov.au	1800 022 222



Organisation	Website	Telephone
Home Medicines Review	www.medicareaustralia.gov.au	Refer client to GP
Human Services Finder	www.humanservices.gov.au	132 300
Independent Living Centre SA	www.ilcaustralia.org.au	(08) 8266 5260 1300 885 886
Meals on Wheels	www.mealsonwheelssa.org.au	(08) 8271 8700 1800 854 453
Metropolitan Referral Unit	www.sahealth.sa.gov.au/MRU	1300 110 600 fax 8201 7822
Multicultural SA - Seniors	www.multicultural.sa.gov.au/new-migrants/seniors	1800 200 422
Optometrists Association Australia	www.optometry.org.au	(08) 7070 2615
Osteoporosis Association Australia	www.osteoporosis.org.au	(02) 9518 8140 1800 242 141
OT Australia	www.otaus.com.au	(08) 8332 6600
Personal Alert Systems Rebate Scheme	www.sa.gov.au/topics/care-and-support/financial-support/concessions/personal-alert-systems-rebate	1300 700 169
Preventive Care Centre RAH (hip protectors)	Search: www.ilcaustralia.org.au	(08) 8222 5219 1300 885 886
RDNS	www.rdns.com.au	1300 334 455
Royal Society for the Blind	www.rsb.org.au	(08) 8417 5599 1800 675 554
SA Ambulance Service cover	www.saambulance.com.au	1300 136 272
South Australian Falls Prevention	www.fallssa.com.au	1300 032 557
Seniors Information Service	www.seniors.asn.au	(08) 8168 8776 1800 636 368
Telecross	www.redcross.org.au	(08) 8100 4500 1300 885 698

Other contacts:

Falls prevention resources

Policy Directive, Guideline and Toolkit:

The SA Health Fall and Fall Injury Prevention and Management Policy Directive, Revised Guideline and Toolkit is available electronically through the SA Health safety and quality website: www.sahealth.sa.gov.au/fallsprevention

The toolkit comprises of:

- Example Terms of Reference (TOR) for a health service's Fall Prevention Committee
- When and how to do falls risk screening, assessment, care-planning and discharge planning
- Safe use of bed rails
- Reporting a patient fall incident into SLS topic guide
- Reporting a patient fall incident FAQs
- Post fall team review process

See www.sahealth.sa.gov.au/fallsprevention for:

- Falls & injury risk assessment form (MR58)
- The recommended actions
- Falls risk review form (MR58a)
- Falls risk screening form (MR58b)



National Falls Prevention Guidelines:

Preventing Falls and Harm From Falls in older people:

- Best practice Guidelines for Australian Hospitals
- Best practice Guidelines for Australian Residential Aged Care Facilities
- Best practice Guidelines for Australian Community Care.

www.safetyandquality.gov.au/our-work/falls-prevention/

These are available for download. As with all Commission publications the Commission encourages reproduction of the guidelines provided that ownership is acknowledged and is not for profit.

“Don’t Fall for It. Falls can be prevented!”

For information on how to download or purchase copies of the “Don’t Fall for It. Falls can be prevented” booklet please access the following link: www.sahealth.sa.gov.au/falls

Please note this booklet is also available in Polish, Italian, German & Chinese.



Falls Prevention Service Directories:

These directories provide a comprehensive listing of falls prevention and related programs in the metropolitan Local Health Networks. They are resources for falls health care professionals and consumers and assist consumers/clients to access appropriate falls prevention services when they need them most. They are updated each year and are available electronically through the Local Health Network intranet pages and the Falls Prevention in SA website.

www.fallssa.com.au/community

www.sahealth.sa.gov.au/fallsprevention

Tel: 1300 0 FALLS (1300 0 32557)

Fact sheets:

Ten new SA Falls Prevention fact sheets for consumers are available electronically through the SA Health website: www.sahealth.sa.gov.au/falls

Download general information on falls prevention:

- Fact Sheet 1: Strong Muscles and Bones
- Fact Sheet 2: Eyesight and Walking
- Fact Sheet 3: Medicines and Balance
- Fact Sheet 4: Dizziness and Balance
- Fact Sheet 5: Keeping Safe and Independent in Hospital
- Fact Sheet 6: Comfy Feet Go a Long Way
- Fact Sheet 7: Standing up to falls
- Fact Sheet 8: Making your home your Haven
- Fact Sheet 9: Strong and Steady
- Fact Sheet 10: New Mums and Bub can fall too
- Are You at Risk of Falling? Self-Screen Check List

Health providers can download posters targeting health professionals or general falls prevention information posters from the following link (see bottom of website): www.sahealth.sa.gov.au/fallsprevention

Falls SA Website:

This site provides a one-stop shop of falls prevention and management information for health professionals, GP's, over 50's and carers.

The e-learning package for Health Professionals "Prevention of Falls and Harm from Falls" can be viewed at this website:

www.fallssa.com.au



Accreditation Resource Guide:

SA Health has developed an Accreditation Resource to support Health Services to implement the National Safety and Quality Health Service Standard 10 – Preventing Falls and Harm from Falls.

It contains a combination of resources (policies, guidelines and tools) developed by SA Health and assists health services in identifying examples of evidence to demonstrate how to meet individual actions.

This can be accessed through the below website, or alternatively contact your local Falls Prevention Service on 1300 0 FALLS (1300 0 32557).

www.sahealth.sa.gov.au/fallsprevention



For more information

Community Falls Prevention Service
Central Adelaide Local Health Network
PO Box 43, Woodville SA 5011
Telephone: 1300 0 FALLS (1800 1 32557)
(08) 8222 8867
Facsimile: 1300 724 900

If you do not speak English, request an interpreter from SA Health and the Department will make every effort to provide you with an interpreter in your language.



www.ausgoal.gov.au/creative-commons

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