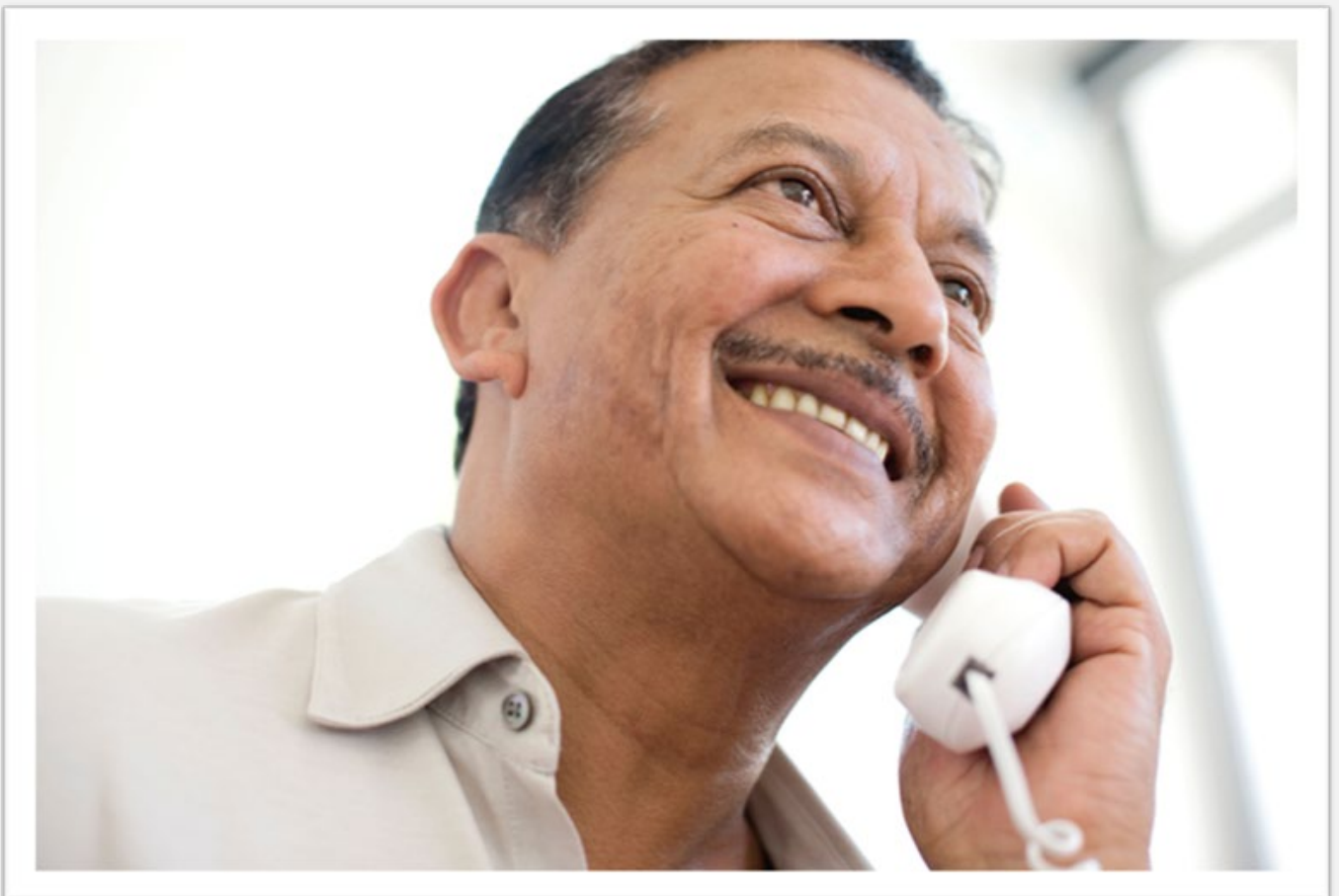




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SUPPORT AVAILABLE FOR OLDER WESTERN AUSTRALIANS DURING COVID-19

Western Australian Department of Communities

Information is available on the Department of Communities website and will be updated as the situation changes.

Email seniors@communities.wa.gov.au

Website www.communities.wa.gov.au/seniors-covid-19

National COVID Older Persons Information Line

1800 171 866

Older people and carers are encouraged to call the Information Line to speak to friendly specially trained staff.

Australian Department of Health

1800 020 080

The National Coronavirus Helpline can provide information 24 hours-a-day, seven days-a-week.

Website health.gov.au/coronavirus-covid-19-advice-for-older-people

WA Government Department of Health

13 268 43

For up to date COVID-19 health information and advice.

Website healthywa.wa.gov.au/Articles/A_E/Coronavirus

Local Government Support and Services

Many local governments have put in place services and programs specifically to support older residents during this time including phone welfare checks to ensure the wellbeing of older residents, and ensuring appropriate referrals or services can be implemented; delivered mystery boxes from the local library and neighbour programs so that residents have someone to talk to.

Contact your local government directly to find out what they are providing, or if you don't know which local government area you are in, you can call WA Local Government Association (WALGA).

WA Local Government Association (WALGA)

08 9213 2000

Website <https://walga.asn.au/>

DIRECTORY OF RESOURCES

AGED CARE

My Aged Care - Australian Government

1800 200 422

Support for older Australians in Australia Government funded aged-care and Coronavirus (COVID-19) information.

Website myagedcare.gov.au/covid-19-information-support

Older Persons Advisory Network (OPAN)

1800 237 981

COVID-19 FAQ page provides answers to common questions regarding COVID-19 and aged care services. COVID-19 Resources page gives access to reliable and accurate sources of information about COVID-19.

Website opan.com.au/covid

CARERS

Carers WA

1800 007 332

Carers WA can assist people providing unpaid daily care to a spouse, relative or friend to navigate the system of supports aimed to help you cope with the COVID-19 situation.

Website carerswa.asn.au/resources/covid19-carer-support/

Wanslea Grandcarers Program WA

1800 794 909

Wanslea provides services for grandparents who are raising their grandchildren (full-time) on an informal basis.

Website <https://www.wanslea.asn.au/children-and-family/grandcare/grandcare-program/>

Relationships Australia WA

1300 364 277

Relationships Australia WA has been providing relationship support services to individuals, couples, families and communities in Western Australia for over 60 years. Our Senior Relationship Services aim to support older people and their families to develop and maintain strong, healthy relationships that are promoted and valued. We provide a range of specialised services across Western Australia.

Website <https://www.relationshipswa.org.au/services/support-for-older-people>

DIRECTORY OF RESOURCES

PHYSICAL ACTIVITY

Community Connect, Injury Matters

1300 303 540

This program for older adults in Western Australia is free and easy to join. The program links members with like-minded people in the WA community for a free chat. Each month, members will be connected with another person in the program to share stories, activities and create a positive connection.

Website stayonyourfeet.com.au/updates/community-connect

COTA WA PROGRAMS

PHYSICAL ACTIVITY

Strength for Life (SFL)

08 9472 0104

The SFL exercise program (formerly Living Longer Living Stronger™) has been running for 15 years with around 5,000 participants in WA and encourages social activities. Specifically designed for seniors, there are more than 60 centres across WA. Tier 1 is for people with more complex issues or chronic conditions. Tier 2 is a preventative program for more active seniors. To find your nearest SFL program – or more information, visit our website.

Website <https://www.cotawa.org.au/sfl-landing/>

Mall Walking

08 9472 0104

Our mall walkers meet at shopping centre malls prior to the shops opening. They engage in gentle physical activity such as walking and stretching that is undertaken in a safe, social setting and is led by trained mall walk leaders.

Website <https://www.cotawa.org.au/programs-projects/mallwalking/>

SENIORS INFORMATION SESSIONS

Aged Care System Navigation Information Sessions

08 9472 0104

COTA (WA) in conjunction with local councils deliver a series of free information sessions for seniors on how to access available supports and services in aged care. To find scheduled information sessions visit our website.

Website <https://www.cotawa.org.au/programs-projects/acn/>

DIRECTORY OF RESOURCES

IF YOU WANT INFORMATION ON ELDER ABUSE

Advocare

08 9479 7566

Free Call: 1800 655 566 (Country Callers)

Advocare provides a range of advocacy and information services designed to assist older people, their families and carers. They help you to be able to make choices to suit you, understand your rights, resolve issues with aged and community care service provision and access the right available supports and protections. Services are free, confidential and guided by you. If you speak a language other than English, assistance will be via the Translating and Interpreting Service (TIS).

Email rights@advocare.org.au

Free Interpreting Service 1300 575 847

Website www.advocare.org.au

tisnational.gov.au

Aboriginal Language Interpreting Service (Elder Abuse)

1800 330 331

Advocare recommends that to access an Aboriginal language interpreting service regarding elder abuse, please call Aboriginal Interpreting WA (AIWA).

Website <https://aiwaac.org.au/>

Advocare Elder Abuse Helpline

1300 724 679

If you are at risk of, or experiencing elder abuse, contact Advocare's free and confidential helpline.

Email rights@advocare.org.au

Website www.advocare.org.au

SUPPORT FOR LGBTIQ+ OLDER ADULTS

LGBTIQ+ Rights in Ageing Inc. (GRAI)

Available Online ONLY

The GRAI mission is to be responsive and inclusive while promoting and supporting quality of life for older people of diverse sexualities and gender identities. GRAI has information on its website to provide LGBTIQ+ elders with some useful resources to help with day to day challenges in the coming weeks due to COVID-19.

Email info@grai.org.au

Facebook <https://www.facebook.com/GRAI.org/>

Website grai.org.au/grai-covid-19-response

QLife

1800 184 527 Available 6pm – 10pm

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

Website qlife.org.au - to access web chat (available 3pm–Midnight)

DIRECTORY OF RESOURCES

INFORMATION FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

Australian Government Department of Health - Coronavirus (COVID-19) advice for Aboriginal and Torres Strait Islander peoples and Remote Communities

Call the National Coronavirus Helpline if you are seeking information on coronavirus. The line operates 24 hours a day, seven days a week.

Telephone

1800 020 080

Website

health.gov.au/coronavirus-covid-19-advice-for-aboriginal-and-torres-strait-islander-peoples-and-remote-communities

National Aboriginal and Torres Strait Islander Flexible Aged Care Program Providers

National Aboriginal and Torres Strait Islander Flexible Aged Care Program provides culturally appropriate aged care to older Aboriginal and Torres Strait Islander peoples. The service providers in this program deliver a mix of aged care services, mainly in rural and remote areas.

Name: Kungkarrangkalpa Aged Care Service

Address: Wanarn Community, Main Road
Wanarn WA 6743

08 8955 8068

Residential Care: Yes

Home/Community Care: No

Name: Guwardi Ngadu

Address: Forrest Rd, Fitzroy Crossing WA 6765

08 9191 5240

Residential Care: Yes

Home/Community Care: Yes

Name: Marlgu Village Aged Care

Address: 27 Coverley St, Wyndham, WA, 6740

08 9161 1431

Residential Care: Yes

Home/Community Care: No

Name: Ngamang Bawoona Aged Care

Address: 33 Sutherland St, Derby, WA, 6728

08 9161 5500

Residential Care: Yes

Home/Community Care: No

Name: Yaandina Community Care Services

Address: 58 Hampton St, Roebourne, WA, 6718

08 9182 1365

Residential Care: Yes

Home/Community Care: No

Website

<https://www.agedcarequality.gov.au/providers/flexible-care-services>

DIRECTORY OF RESOURCES

INFORMATION FOR PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

OMI Office of Multi-Cultural Interests

08 6551 8700
Free Call: 1800 620 511
(Country Callers)

The Office of Multicultural Interests (OMI) is a division of the Department of Local Government, Sport and Cultural Industries. OMI works to achieve the full potential of multiculturalism in WA. This requires strategies that encompass the whole community, including business and industry groups, government and non-government agencies, culturally diverse communities and the wider community.

Website www.omi.wa.gov.au

If you find it hard to communicate in English, the WA Interpreterr Card lets government agencies know you need an interpreter and in what language.

For the Translating and Interpreting Service (TIS)

13 14 50

Website www.omi.wa.gov.au/Languages/Pages/TranslatingInterpreting.aspx

If you have a speech or hearing impairment, contact OMI through National Relay Service.

National Relay Service (OMI)

Free Call: 1800 555 677

Western Australian Government – COVID-19 Coronavirus: advice in other languages

**131 450 and request the
National Coronavirus
Helpline on 1800 020 080**

A list of resources is available about COVID-19 in languages other than English. The resources include; fact sheets, guidelines and other publications. If you have a COVID-19 question and are from a CALD background and need an interpreter.

Website wa.gov.au/covid-19-coronavirus-advice-other-languages

SBS Radio

Available Online ONLY

Coronavirus information in your language: news and information about coronavirus (COVID-19) is available in 63 languages.

Website sbs.com.au/language/coronavirus

DIRECTORY OF RESOURCES

IF YOU ARE EXPERIENCING HEARING LOSS OR LOSS OF EYESIGHT

Lions Hearing Clinic

1800 054 667

Your hearing greatly impacts your perception of the world around you and your relationships. Hearing loss can isolate you from conversations with friends, family and in the workplace. It can also make it difficult to do the things in life that you enjoy, from socialising with friends and family, to watching TV. Lions Hearing Clinics are dedicated to helping you improve your hearing and get back to enjoying the sounds in your life and conversations with loved ones.

Website <https://www.earsceience.org.au/lions-hearing>

Lions Eye Institute Australia

08 9381 0777

The Lions Eye Institute (LEI) is a not-for-profit centre of excellence that combines world class scientific research into the prevention of blindness with the highest level of eye care delivery. It incorporates one of Australia's largest ophthalmic practices, including a Day Surgery Unit and a Laser Vision Centre. The LEI also houses the Lions Eye Bank, Lions Optics, Lions Outback Vision and the Lions Save-Sight Foundation WA.

Website <https://www.lei.org.au/>

IF YOU ARE EXPERIENCING FINANCIAL HARDSHIP

National Debt Hotline

1800 007 007

Free, independent and confidential financial information and support provided by financial counsellors. The hotline can also help you find other financial support services in your community.

Website ndh.org.au

IF YOU ARE REQUIRE FINANCIAL CONSULTATION

Financial Counsellors' Association of WA

Available Online ONLY

Financial counsellors work for not-for-profit organisations and can help you to sort out your debts and work with your creditors. You can locate your nearest financial counsellor online through typing in your postcode. There are also updates and resources about COVID-19 on the website.

Website financialcounsellors.org

DIRECTORY OF RESOURCES

DO YOU WANT TO SPEAK WITH SOMEONE ABOUT MENTAL HEALTH

Mental Health Commission WA

08 6553 0600

Mental Health Commission WA runs Next Step Drug and Alcohol Services (Next Step) providing a range of treatment services for people experiencing problems associated with their alcohol and other drug use, as well as support for families.

Website <https://www.mhc.wa.gov.au/getting-help/>

Beyond Blue

1300 22 4636

Beyond Blue is an Australian independent non-profit organisation working to address issues associated with depression, suicide, anxiety disorders and other related mental disorders.

Website <https://www.beyondblue.org.au/who-does-it-affect/older-people>

Lifeline

13 11 14

Lifeline WA provides all Western Australians experiencing a personal crisis or thinking about suicide with access to 24-hour crisis support and suicide prevention services.

Website www.lifeline.org.au

Suicide Call Back Service

1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

Website <https://www.suicidecallbackservice.org.au/>

Dial A Doctor Perth

1300 030 030

Dial-A-Doctor is an accredited and established medical deputising service, supporting GP clinics by providing urgent care for their patients in the Medicare-defined after-hour period. The service is at the forefront of after-hours care in Australia, providing safe, reliable, high quality medical services to those in need.

Website <https://www.dial-a-doctor.com.au/>

DIRECTORY OF RESOURCES

DO YOU HAVE QUESTIONS ABOUT LEGAL MATTERS

Older People’s Rights Service (OPRS)

Mirrabooka: 08 9440 1663

Northern Suburbs Community Legal Centre

Joondalup: 08 9301 4413

Comprised of a senior lawyer and nurse advocate. Service is funded by Department of Communities providing legal advice, information and support to older adults at risk of or experiencing elder abuse in Perth Metropolitan and City of Mandurah. OPRS also operates the Senior Addressing Risks at Home (SARaH) program. The Seniors Register is operated by trained volunteers who make weekly calls to older adults who may be feeling isolated and appreciate a social chat with a peer.

Email info@nsclegal.org.au

Website nsclegal.org.au

Seniors Rights Advocacy Service (arm of Legal-Aid)

1300 650 579

The Seniors Rights and Advocacy Service is a specialist legal advice and assistance service located in the Civil Law Division at Legal Aid WA. We help older Western Australians to safeguard their rights and prevent elder abuse.

Website <https://www.legalaid.wa.gov.au/sites/default/files/inline-files/Video-Fact-Sheet-SRAS.pdf>

Subiaco Justice Centre Inc.

08 6500 0227

Subiaco Justice Centre provides legal advice and representation to disadvantaged persons.

Website www.subiaco.legal

Community Legal Centres WA

08 9221 9322

Community Legal Centres (CLCs) are not for profit, non-government organisations that provide legal and welfare services to people in need. CLC has 28 community legal centres which are located throughout metropolitan, regional and remote Western Australia.

Website http://www.cabwa.com.au/images/CLC_Chart.pdf

DIRECTORY OF RESOURCES

IF YOU NEED SUPPORT WITH DEMENTIA

Alzheimer's WA

1300 66 77 88

As the dementia experts, Alzheimer's WA works with those living with dementia and the organisations that care and support them, to have the greatest beneficial impact on their dementia journey. They are guided by people living with dementia and views dementia as a holistic experience for the person rather than just a biological illness.

Website <https://www.alzheimerswa.org.au/>

IF YOU NEED SUPPORT FOR CYBER CRIME AND SCAMS

Western Australian Government WA Scamnet

1300 304 054

Western Australian Government WA Scamnet provides advice about a range of scams, and how to report and/or protect yourself against scams.

Website <https://www.scamnet.wa.gov.au/scamnet/Home.htm>

Australian Government Scamwatch

Available Online ONLY

Australian Government Scamwatch provides specific information, advice and support for older Australians.

Website <https://www.scamwatch.gov.au/get-help/advice-for-older-australians>

Other Languages <https://www.scamwatch.gov.au/about-scamwatch/tools-resources/in-your-language>

SENIORS TECHNOLOGY AND SUPPORT

Technology for Ageing and Disability (TADWA)

08 9379 7400

TADWA operates across six different disciplines and generating a range of innovative solutions to the challenges faced by older people and people with disability, by providing advice, education, assessment, support and innovative collaboration with the community.

Website www.tadwa.org.au

DIRECTORY OF RESOURCES

GENERAL

Australia Post

At the heart of every Australian community, Australia Post is a regular presence to rely on. They have always looked for ways to link communities together and listen to what matters to them. They will always be there for Australians in need.

Website <https://auspost.com.au/locate/post-office/wa>

SENIORS SHOPPING SERVICES

CAHOOTS CONNECTS

1300 103 880

If shopping for essentials and supplies is a challenge, you can place your order over the telephone with the experienced call centre team (or via the online store). If you need extra assistance when your goods are delivered to your home, the highly trained delivery teams of two will use PPE to unpack your goods, if it's safe to do so.

Website <https://www.cahoots.org.au/cahootsconnects/>

SENIORS HOUSING SERVICES

WA Retirement Villages Residents Association

08 9244 8233 or 1800 672 500

WARVRA provides: Advocacy on behalf of residents. Forums where residents can express their concerns and share their experiences. Information for people considering whether to move into a Retirement Village. Representation to government and other bodies for changes beneficial to residents. Resources and training seminars for residents in their village management roles.

Website <https://warvra.org.au/>

Seniors Housing Advisory Centre (SHAC)

1300 367 057

The Seniors Housing Advisory Centre (SHAC) is a free, independent information and advice service covering the full range of housing options for seniors in WA. The SHAC does not directly offer housing, or provide financial and legal advice, but can be an invaluable source of information for seniors and their families.

Email seniors.housing@dmirs.wa.gov.au

Website <https://www.commerce.wa.gov.au/consumer-protection/about-seniors-housing-advisory-centre>

About Council on the Ageing Western Australia

COTA (WA) is the peak body for all Western Australians over 50 years of age.

Established in 1959, you may know us through some of our programs such as Living Longer Living Stronger™ (now Strength for Life), Mall Walking or Aged Care System Navigators and Cyber Crime Series.

The COTA (WA) vision is for an equitable, just and inclusive society in which older people can



flourish through advancing their distinctive rights, needs and interests. COTA (WA) focuses on policy issues affecting seniors and seeks to promote, improve and protect the circumstances and wellbeing of older people in Western Australia.

COTA (WA) is an incorporated, non-for-profit organisation governed by an elected Board, managed and run by professional staff and supported by the generous contributions of many volunteers.

Acknowledgment of The Bethanie Group

COTA (WA) acknowledges The Bethanie Group for its sponsorship of the At Home Guide to support seniors during the COVID-19 recovery and beyond.

Acknowledgment of Country

COTA (WA) acknowledges the Traditional Owners of Country. We pay our respects to their Elders both past and present and acknowledge that the land on which we live and work, is and always will be, Aboriginal land.

YOUR IMPORTANT CONTACTS

Contact Name	Contact Number

DAILY PLANNER – Activities and Chores

DAY	
MORNING	<ul style="list-style-type: none">✓✓✓✓✓
AFTERNOON	<ul style="list-style-type: none">✓✓✓✓✓
EVENING	<ul style="list-style-type: none">✓✓✓✓✓

WEEKLY PLANNER

MONDAY	✓ ✓ ✓
TUESDAY	✓ ✓ ✓
WEDNESDAY	✓ ✓ ✓
THURSDAY	✓ ✓ ✓
FRIDAY	✓ ✓ ✓
SATURDAY	✓ ✓ ✓
SUNDAY	✓ ✓ ✓

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<https://creativecommons.org/licenses/by-nd/4.0/>

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