

At home guide



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Department of **Communities**



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MINISTER'S ADDRESS

We all know how important it is for everyone the community to have ready access to information and services as we focus on supporting those who are most vulnerable.

In recent times everyone in the community has had to respond quickly to challenges as they arise.

While the changes in our day-to-day life might have caused anxiety for some, the State Government appreciates the support the community has shown for the measures that have been put in place to help us keep ourselves and others safe.



Older Western Australians in particular, have shown great resilience throughout this challenging time and I know that we will all continue to look out for each other.

I am very pleased to introduce the 'At Home Guide' which is designed to assist you in keeping healthy and living well. I hope you find the information and services in the guide useful and that you stay safe, connected and supported.

Hon Mick Murray MLA
Minister for Seniors and Ageing; Volunteering; Sport and Recreation

FOREWORD

Council on the Ageing Western Australia has developed this guide to support older Western Australians to live well. And while it is particularly relevant during the COVID-19 isolation period, it is designed as an ongoing companion for seniors at home.

It is important that all members of our community feel safe and supported, with easy access to information and support services. We know that most information is now accessed online; this can cause distress and frustration for those who are not 'online'. For this reason, we have prepared a compendium of important telephone numbers that you will find at the end of this guide.



People can be fit and active or living with chronic conditions. Some people have large social networks and some live in isolation. Whatever your situation, be assured that there are many community networks and volunteers who are there to assist. You just need to pick up the telephone.

In preparing this guide, we have consulted with experts to ensure the information is relevant and valuable to you. We hope you enjoy the At Home Guide.

Christine Allen
CEO, Council on the Ageing (WA)

STARTING YOUR DAY

How do you start your day? Do you wake up ready to go or do you need some time to gather your thoughts over a cup of tea or coffee and more gradually greet the day ahead?



There is no 'right way' to start your day, as every individual is different. It's important, however, that your early morning routine includes planning or reviewing your plan for the day, so that you make time for whatever needs to be done:

- ❖ Appointments
- ❖ Contacting key people
- ❖ Dealing with mail and emails
- ❖ Doing some physical exercise
- ❖ Preparing meals

And, anything else you need to do.

First thing: What is best for you to 'get going'? A walk in your garden? A cup of tea while reading the paper? Planning or reviewing your day's plan?

Breakfast: What do you prefer to eat for breakfast? Eggs and bacon? Cereal and toast? Whatever it is, try to vary it during the week so you don't get bored with the same thing. Don't skip breakfast, it's an important meal. Feed the dog or cat if they're morning feeders.

Medication: If you are required to take medication in the morning take it at the same time each day so you're less likely to forget it.

Please find a daily and weekly planner at the end of this guide to get you started.

Meals.

After you're up, dressed and breakfasted, you're probably ready to think about the rest of the day's food and drink.

As we age, it's important to eat a balanced diet, drink plenty of water and not to skip meals.

Food should also be tasty and provide some joy in our lives. It may be a good time to experiment with food; try different recipes, go Italian or French for a day or even a week.



What are your favourite foods? Make a list of your favourite meals. Try adding some new ideas into the old favourites. Look at a recipe book and find something you've never cooked before.

Ingredients. Have you got all the ingredients you need? Can you get them when required? Eat seasonally for the best value and nutrition.



Storing your food. Is it time to clean out the pantry or the food cupboards? Wipe down the shelves? Re-organise the food items?

Setting the table. It's tempting to eat on the run or standing up. Make mealtimes an 'occasion' by setting the table and taking time to enjoy your food. Avoid watching TV while eating as you'll be focusing on the screen and not on your food.

Grow your own. It's fairly easy to grow some herbs and vegetables if you have even a small garden area. Herbs also grow well in pots on balconies or in courtyards. You'll be proud of your tasty results when you try.

Takeaway and junk food. Not all takeaways are junk food, so try to get food which is not deep fried or too sugary. It's okay to splash out occasionally on deep-fried chicken and chips, but not as part of the regular diet. Think of your veins and heart!

GETTING THE SERVICES YOU NEED

For many of us, the physical restrictions imposed by the Coronavirus pandemic were our introduction into staying within a very limiting environment for an extended period, which may have been our own home, a single room or rented accommodation.

But for many people, including some older people, being confined is a way of life.

Confinement may be brought about by physical immobility, sickness, progression of degenerative diseases, lack of access to transport or any number of other reasons.



Dementia is a lived human experience rather than just a biological condition. Embracing and supporting a holistic, person-centred approach respects the individuality and the experience of those living with dementia. Dementia care encompasses advocacy, leadership, innovation, education, person-centred care and support in the pursuit of risk reduction and the treatment of dementia.

There are many support services available to help with things like shopping, meal preparation, personal care, gardening and general housework.

You may even be thinking about residential aged care if you are unable to live on your own. Before you make any firm decision, work out your needs with a friend or family member. If this is not possible, contact your GP to help you start thinking about your options. They can also suggest where you can go for help.

At the end of this guide you will find a list of support services with contact details.



Let's talk about your personal safety.

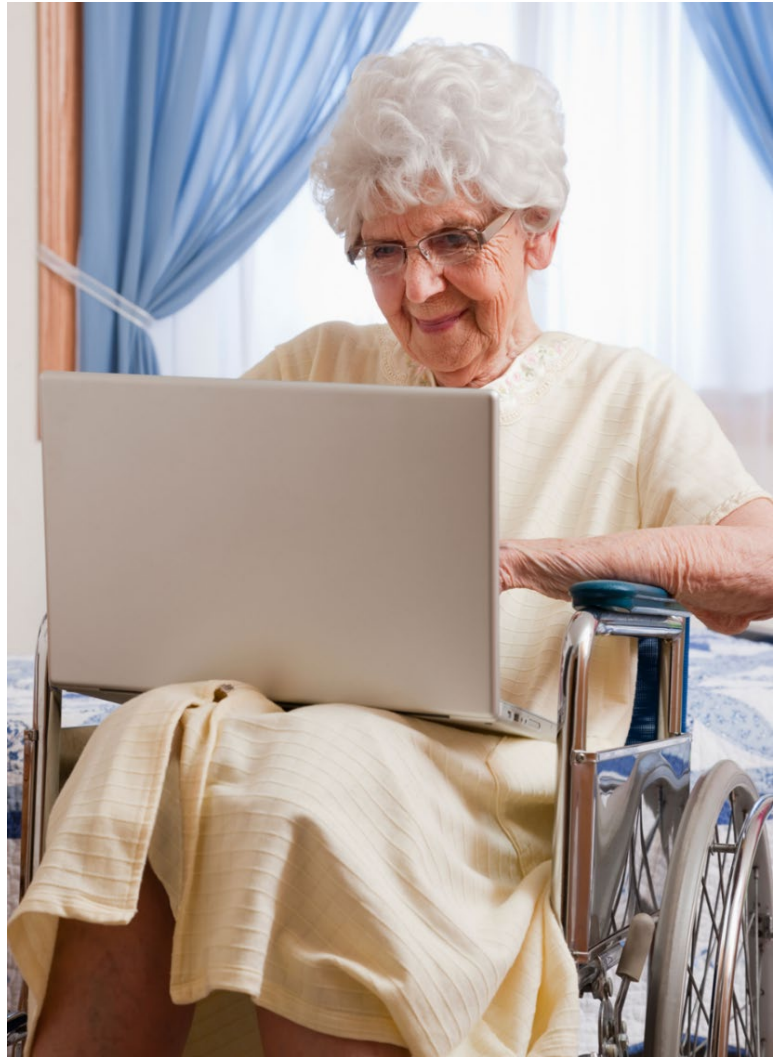
Physical supports. Do you have all the help you need to assist you to move around your home as best you can?

- ❖ Grab rails
- ❖ Non-slip floor coverings
- ❖ Ramps at steps

Appliances. Do you have the special appliances you need to help you live your life more easily?

- ❖ A kettle-tipper
- ❖ An automatic switch-off iron
- ❖ Water tap and handle turners

At the end of this guide you will find a list of support services with contact details.



TADWA (Technology for Ageing and Disability WA)

TADWA's Technology and Computer Services team helps people find the technology that best suits their needs, helps them get online and connected with what is most important to them and gives them ongoing support.

They can help people source new and refurbished computers, laptops, tablets, personal monitoring and falls-detection technology.

A support agreement is available to troubleshoot and support people and includes delivery and installation, access to a Helpdesk, free labour for upgrades and repairs, advice on scams and onsite service for repairs. They help people access and learn how to use video chat, social media, email, online banking and shopping and much more.

Call **08 9379 7400** or access online at www.tadwa.org.au

To get started you need to register with My Aged Care.

Accessing care and support in your home can be as simple as a telephone call to **My Aged Care 1800 200 422** or enquiring online www.myagedcare.gov.au

My Aged Care is the Australian Government's website and starting point. Eligibility is simple. You need to be over the age of 65 or if you are Aboriginal or Torres Strait Islander over the age of 50. There must be a need to be eligible.

- ✓ Being able to get shopping is a **NEED**
- ✓ Unable to drive to appointments is a **NEED**
- ✓ Managing your household chores due to frailty or chronic pain is a **NEED**
- ✓ Help with your medications is a **NEED**



Aged Care Assessments

Once you are registered with My Aged Care via telephone or online, the next step is getting an assessment. **My Aged Care** will organise this for you.

When you undergo the assessment, it **may be over the telephone or in person**, it is a really good idea to have either a family member with you or a trusted person who knows you well. **It is important** that the assessors know what you are struggling with, for you to manage at home. The assessor really **needs a good picture of what services** will help you **remain at home safely** and if you need more than a few hours a week help.

There are two main home care supports available.

Home Care Packages (HCP) requires an Aged Care Assessment Team (**ACAT**) Assessment.

- ✓ An **ACAT Assessment** is required for a person who needs to be approved for Government-funded services including; a nursing home (aged care home), home care, residential aged care, transition care or respite care.

Commonwealth Home Support Program (CHSP), which you may know as HACC, requires the Regional Assessment Service (**RAS**).

- ✓ The **RAS is a face to face Assessment** undertaken by a trained Home Support Assessor to work out your aged care service needs and to refer you to appropriate CHSP services.

What services are available?

- ✓ Domestic Assistance
- ✓ Shopping
- ✓ Personal Care
- ✓ Home Maintenance
- ✓ Home Modifications
- ✓ Aids and Equipment
- ✓ Nursing Care
- ✓ Transport
- ✓ Meals and Food Services
- ✓ Social Support
- ✓ Allied Health Support
- ✓ Respite Care

Aboriginal and Torres Strait Islander Peoples.

If you are an Aboriginal or Torres Strait Islander person aged 50 years or older, there are government-funded aged care services available for you.

Providers across Australia may offer culturally appropriate or specialised services for Aboriginal and Torres Strait Islander people. These services include residential and home care.

Support for Aboriginal and Torres Strait Islander people that respects your culture as well as meets your care needs can be



found on the **myagedcare** website at <https://www.myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people> or you can call **1800 200 422**.

If you live in a rural or remote area you can also contact your nearest National Aboriginal and Torres Strait Islander Flexible Aged Care provider.

Care can be provided on a permanent or short-term basis and respite care on either an emergency or planned basis.

National Aboriginal and Torres Strait Islander Flexible Aged Care Program Providers can be found at the end of this guide.

Diverse needs.

People with different needs and experiences might need specific supports and services.

Seniors of diverse needs may want to speak to a support service that is tailored to them and understands what their requirements may be.

Older people of diverse sexualities and gender identities may want to speak to someone who can provide specific support for those experiences or challenges.



There are dedicated services for those living with disability, whether you are experiencing failing hearing or eyesight or want support with mental health issues.

Seniors who speak English as a second language may use the free translation and interpreting service available through the Australian Government Home Affairs online via <https://www.tisnational.gov.au/>

Information on services for diverse needs is provided at the end of this guide.



Infection control - alleviate your concerns.

Many seniors worry about allowing community support workers, nurses and other staff into their home during flu season. Staff who visit to support you at home all have, as a minimum, infection control training as well as education in other strategies to keep both

themselves and you safe. Whether it is a domestic assistance service or personal hygiene, all staff have the correct tools (such as gloves, hand sanitiser and other equipment) to protect you from infection.

Loneliness.

If you are feeling lonely or disconnected there are people to support you with a friendly chat and ask how your day is going and if you have everything you need. This can be by telephone or online.

The **National COVID Older Persons Information Line** is a partnership between the Council on the Ageing (COTA) Australia, National Seniors Australia, Older Persons Advocacy Network (OPAN) and Dementia Australia. Call **1800 171 866**.

Another free and 'easy to join' program, is **Community Connect**. This program links members with like-minded people in the WA community for a free chat. Each month, members will be connected with another person from WA who has joined the program to share stories, activities and create a positive connection. Call **1300 303 540**.

Are you feeling anxious?

At times, especially if living alone and confined to a house, apartment or unit, feelings of anxiety and/or depression can be overwhelming.



Who can you call on to support you?

Make a list of contact details of family members and/or friends you can call on to help you if needed. You may be able to ask different people to do different things e.g. someone to help with shopping and someone else to take you to medical appointments.

If you have no family member or friend to talk to, help is at hand with your GP and also with some telephone services who can guide you as how you may deal with these feelings. Call Lifeline on **13 11 14**. Red Cross **1300 606 833** and the Salvation Army **13 72 58** also provide guidance.

Refer to the end of this guide for more information on accessing support for loneliness and anxiety.

Elder Abuse.

Are you experiencing elder abuse?

Elder abuse can happen anywhere - in residential aged care, in community housing, in community services and in families, anywhere.

As with many forms of abuse it is hard to speak out. Sometimes it is even hard to admit it to yourself. When elder abuse happens within families you can feel ashamed to seek help and fearful of reprisals. Advocates are available to support you.



Types of elder abuse.

Financial - Improper use of your money or assets. This can cover withholding money or making decisions on how your money is used without your consent.

Neglect - Withholding essential care. This can include withholding food, shelter, clothing, medical or dental care or emotional support.

Psychological - Inflicting mental anguish. This kind of abuse creates fear or feelings of shame and powerlessness.

Sexual - A broad range of unwanted sexual behaviour. This can involve rape, indecent assault, sexual harassment as well as using sexually offensive language.

Social - Isolating you. Isolation can occur by restricting or preventing social contact with your family and friends as well as denying or limiting social activities.

Physical - Deliberately causing physical pain or injury. This type of abuse includes physical coercion and physical restraint.

There are a number of services providing support and advice including advocacy, legal, government, not for profit and medical specialists.

See the directory at the end of this guide for elder abuse contact information.

SOCIAL AND PHYSICAL ENGAGEMENT

Because you're confined to a limited space, doesn't mean you can't engage in a hobby, an interest or physical activities.

We all know that we should stay socially and physically active and research reinforces this. Healthy ageing is dependent on staying connected to your friends and family, being as physically active as possible and engaging in activities that keep you mentally alert. It is certainly harder to do this if you're physically confined, but not impossible.



Staying active while being isolated is a challenge. Here are some tips for maintaining your social connections.



If you're connected to the internet, there are many ways to engage with your interests, many of which are free through online courses, downloadable books, special-interest groups and specific issues such as developing your family tree or learning a language.

You can discover tips for writing your family history or even that novel or short story that's just waiting to escape. Radio and TV also provide entertainment and education.

Social Engagement.

Connecting with friends and family.

It's surprising how many people lose touch with their siblings, relatives and even children, sometimes for no real reason. If this is you, take the opportunity to re-connect; make a list of people you could (or should) contact. Find their contact numbers and call them. Plan to call regularly from that time onwards and keep to the plan. Make a daily call to at least one person.



Getting the most out of your TV. You can choose to watch for entertainment or delve into something more engaging, or as most of us do, a mixture of both. Streaming services such as Netflix, Stan and Amazon all offer choices to satisfy whatever interests you have. If you're not internet connected, free to air TV also provides many program choices. Whatever you do, try to limit screen time to a few hours a day. It's easy to spend much longer if you don't regulate it. Make a daily screen schedule so you watch with a purpose.

Volunteer. We often think that volunteering means doing something physical like driving or having to go to a different location. However, there are many opportunities to volunteer from your own home. Organisations such as Red Cross, aged care providers and the Salvation Army (as well as many others) may use volunteers to call lonely people in need of companionship on a daily or weekly basis. Give individual charity organisations a call or call Volunteering WA to help find a suitable role for you.

Call Volunteering Western Australia on **08 9482 4333** or online at <https://www.volunteeringwa.org.au/contact>

Radio. Many older people have grown up with radio as a very important constant in their lives. Make the most of the varied offerings and services provided by the mainstream radio as well as the large number of community radio stations now available. You can be entertained and informed and even multi-task as you go about other activities while listening to the radio.

See <http://worldradiomap.com/au/perth> for a comprehensive list of radio stations (including community radio).

Curtin Radio 100.1 MHz FM Radio Perth on **08 9484 1927** or online at <https://www.curtinfm.com.au/contact/>

Capital Community Radio 101.7 FM Perth on **08 9364 9888** or online at <https://www.capitalcommunityradio.com/contact.html>

Write a letter. It's easy now to communicate only by email or to stop communicating. Re-discover the joys of putting pen to paper. There's something about a letter that is different to email. Re-discover the joy of going to the letterbox and finding a personal letter that's not a bill or a fine or a request for money. Start a new fashion among your friends and family.

Do a crossword puzzle. Engage a friend to assist with clues and time yourself in completing the crossword.



Discuss a book or TV show. Arrange with a friend to read the same book or watch a TV show or series and then discuss it by phone. If you're feeling adventurous, work out a few discussion topics to think about before calling so that you both have something specific to talk about (a mini book-club!).



The most important activity for mental health is to keep connected.

Another extremely important issue is to take an active interest in something. It is useful to have a small goal to accomplish each day.

Keep connected.

- ❖ Keep in contact with friends and family regularly.
- ❖ Share your interests and activities with them. Let them know what you are doing.

Have an active interest and/or hobby.

- ❖ Continue hobbies and interests that you enjoy, such as gardening, book clubs, walking, woodworking, photography, sports, quilting, knitting or crochet.

Have a small goal to achieve each day.

- ❖ It does not need to be big - calling a friend, rearranging your wardrobe, trying a new recipe or going for a walk.

Keep the mind active.

- ❖ Read a book, do some puzzles, learn to identify some birds or play cards.

Try something new.

- ❖ Take a different path for your walk or try to learn a new song or language.

Don't let things slide; do them while they are small and manageable.

- ❖ Keep up with a little gardening, housework and minor repairs (a little each day). Call a friend or bake a cake.



Physical Activity.

Remember that before you engage in a physical activity program, consult your GP to determine you are able to do so.

- ❖ **Get motivated.** Start small and grow your routine. Mornings may be when you feel most motivated.

- ❖ **Make a plan.** Aim for 30 minutes of moderate to intense activity a day. Schedule your time to exercise.



- ❖ **Figure out a routine.** Get a good stretching and cool-down routine going. Work on your flexibility.

- ❖ **Set yourself goals.** Set fitness goals that are meaningful to you and increase repetitions gradually. Be realistic with exercises to support your current health. Keep focused with a timeline so you can see your success.

- ❖ **Challenge others.** Reach out to friends and share what you are doing to stay active.

- ❖ **Try something new.** Always be conservative to start and try to step outside your comfort zone.

- ❖ **Play with pets.** Include your pets for their daily walk or playtime.

- ❖ **Try hobbies that get you moving.** Gardening, dancing, painting and pottery.



SAFETY AND SECURITY

Feeling safe and secure. Many people start to feel less safe and secure as they age, even in their own home. Media reports of home invasions contribute to this feeling, even though the incidence of such crimes is relatively low.

There are several things you can do to make you feel physically safe at home, just as there are ways to increase your cyber-security so that you are less susceptible to scams and fraud.

Do you have a personal security device or home security? Normal duress alarms include a 'check-in once a day' feature. If you don't check-in they get an alert and the provider is notified. It can be set up remotely and then delivered to the home. The person then only needs to switch it to 'on'.



Physical security. It's a good idea to spend some time making your home look active and clear.

Keep foliage trimmed for a clear line of sight out of windows. Crooks, thieves and conmen will always prefer to visit the front door of a house that can't be seen from the street.

If people visit you in the evening, make sure that **house lights are turned on** to give the impression of activity and movement. Having a bright light at the front of your house gives a clear indication that you are up and about. Thieves always prefer to work in the shadows.



Know your neighbours and make sure that they know you. One of the best forms of security is the eyes and ears of your neighbours.

Always be careful about who is present when you are **sharing private information** about yourself. Be discreet about discussing your financial or living arrangements loudly in public or at the front door.

Do not give your telephone number or reveal any information about yourself to unknown people.

Locks and screens. Are doors and windows able to be locked? Do you have security screens on your doors and windows that are accessible by would-be intruders?

If you want to keep doors to the outside open while at home, can you lock screen doors (preferably security screen doors) from the inside?

Cameras and sensor lights. If you have the financial resources to do so, have you considered installing outside cameras? Do you have sensor lights installed to your front and back doors?

Shopping. Are you able to buy the groceries you need?

Your home care service can do this for you and if you do not have a home care service, you can access immediate support by calling **MyAgedCare 1800 200 422** or **see the end of this guide for more resources.**



Scammers are becoming more sophisticated as time goes on.

Shopping online. You can now buy almost anything without leaving home, from your groceries to electrical appliances and clothing. It's not difficult to get started if you have an internet connection, but you will need a credit or debit card. You will also need to have many trial runs; i.e. pretend to buy without making the final commitment so that you become familiar with searching for the best price and reading the fine print. It's also advisable to buy from reputable companies from Australian sites rather than from overseas sites. If possible, seek advice from a trusted friend or family member to help you get started.

Call Telstra Tech Savvy Seniors on **13 75 87** or find the guide to start learning online at <https://www.telstra.com.au/tech-savvy-seniors/start-learning>

Call Seniors Recreation Council of Australia WA Inc. on **08 9492 9773** or online at <http://www.srcwa.asn.au/programs/tech-savvy-seniors/>

Scams are on the rise. Do you know how to protect yourself?

Internet Banking

When it comes to banking - we want to be able to know how much money is in the account. We all want to live within our means - and in simple terms - that means knowing what's in the bank.

Your money and your bank account are important to you - and it should remain in your control.

Do not share your password - if your password has been shared, it needs to be changed regularly so you stay in control of your own accounts.

CASH - Accessing Money

If you don't use online banking, having a small amount of cash is acceptable, but having hundreds of dollars makes you a target.

One of the best ways to retain access is by having a debit card (like a credit card but you top it up according to your needs). These are better to use than a fully active credit card that may have reserve limits of many thousands of dollars.

Another option to keep your money safe is to have an **Australia Post Gift Card**. You can get these from the Australia Post - and you decide how much to keep in them - it might be \$100 - or it might be up to \$500 - but it will allow you to have control of some money without the need to keep going to a bank - and that means you can access many more services that require payment using a card (rather than cash).

If you have a passbook account, or an account that only has an ATM card, you will be sent a debit card by your bank. It is your decision whether you activate this debit card for your use.



Face to Face Contact - a knock at your door.

Keep your **windows and doors locked** at all times.

Never allow a stranger into your home. Be aware of people who state that they are permitted to enter because they have some form of special authority. If this is the case, ask them to show proof of identity and any such authority so that you are satisfied that they are who they say they are.

Don't hesitate to **say no to someone at the door** and to ask them to leave.

Never share information about yourself with strangers - especially not your full name, passwords and name of your bank or anything to do with accounts.

Don't hesitate to **ask people to remain separate from you**, they can show any identity documents through a screen door or a window or by sliding a document under the door. If you feel insecure - ask the person to leave. And **if they don't leave** - call the Police, a friend, neighbour or relative.

Be aware of anyone trying to **sell a service or collect donations for a charity**. Ask to see proof of their charity status or proof of their business before you talk to them.

Red Flags.

Sometimes, **someone comes to the door unexpectedly**. If a tradesman comes - but you didn't call him, you should be suspicious of any offers. It is a known trick for people doing services such as tree lopping, gardening and painting to tell you that 'they were in the area' and recommended to you.

Always put these kinds of offers to one side. You can choose a service when you need it done, not just because they were 'in the area'.



If you need a good excuse - tell them that you can't decide and that you need to talk things over with a relative or friend before you can commit.

If you have organised for a tradesman - ask to **see their identity** to prove they are who they say they are.

How can we tell when someone is scamming us on the telephone?

Not every form of deception happens on a website or through email.

It's worth noting that some of the most effective ways to deceive older people is through **the telephone**. Of the thousands of different scams, two are particularly common. They have been shown to be highly effective against older people.

The kindness scam.

It's always interesting when someone calls you on the telephone - and then seemingly gives **helpful assistance without prompting**. A common exploit is a person ringing to tell you that your phone account is not paid in full, and that this is a courtesy call to remind you to pay the additional amount - to avoid being cut off. It's a tactic often referred to as **pretexting**.



These **telephone scams can be very effective**, especially when the person on the call makes it clear that they're not after any money. The caller will point you in the direction of a number of options to assist you to become up to date that might be advice to pay online, pay at a telco shop, or pay at the post office. Having established the goodwill of assisting you to avoid being cut off, the caller will then 'have a chat' and during that chat they'll be very nice to you. If they can keep talking to you for 5–10 minutes they'll establish a bond with you that makes it easy to change the call.

Under these circumstances – a caller will often finish their call in a flustered state, claiming that their boss will be furious for them chatting with you. They **make you feel guilty** and this is when you can be **very vulnerable**, especially when the call changes and they ask for a credit card number to pay off the fictitious \$5–\$10 dollars that is 'owed'. About 1 in 5 people will fall for this form of scamming. **It is very effective.**

The fear scam is at the other end of the human experience. It can be in the form of a **threatening phone call** over an outstanding amount, such as an unpaid bill, or an overdue tax payment. These phone calls will often use **threatening language** to make an individual feel vulnerable and alone. Don't fall for this trick.

Some of us use an answering machine to 'screen' out unwanted calls. In the last couple of years there's been an increase in people deliberately hoping to call someone with an answering machine. They use stern, determined demands that sound authentic and frightening. If done properly, on an answering machine, an individual can find themselves playing the message back over and over, all the time becoming more convinced to pay the caller so that they don't receive a knock on the door or a person meeting them at their house.



Online Scams.

Is it OK to click on a link in an email?

Always avoid links in emails. One of the most effective methods of deceiving someone online is to use a tactic called **Phishing**. That's **Phishing** with a **PH** not Fishing with an F, but the distinction's not a problem.

You get an email - and it says something that will ask you to **click on a link**. It might be a 'Call to Action' in the form of a fantastic offer, or a bargain opportunity. Sometimes it's a call to ask you to update something e.g. "Your account has been compromised, please click here to update your details for security." This then takes you to a **fake log-in portal** and gets you to enter in your actual username and password and the result is that your account details are now shared with someone else.

If you are unsure about your **PayPal account** - enter the website that **you know** to be the PayPal site - and **enter under normal and legitimate** means.

See the directory at the end of this guide for cyber crime and scams information.



How to keep your passwords safe.

Often we get asked to change our passwords.

People often use passwords that originate from people and pets' names. While this makes it easier to remember, it also makes it easier for others to guess your password.

Do you have a password that is named after a pet or a loved one? Say a grandson, or a

favourite niece. If that's you, then it may be time to change your password.



A **derivative password** is if you are using a name such as Millie, and then use variations on this name for all your passwords e.g. Millie 1, Millie 23 (birthday), Millie 1943 (birth year), Millie 1969 (marriage year), and Millie spelled backwards, **you might want to choose something different.**

Or, you may take a **password and add numbers or letters to extend the password**, rather than using a separate unique password. Passwords such as Eagles 2019 and Eagles 2020 are just extended versions of the same password. **These are not safe options.**

It's important to remember that one of our most valuable assets is to have a **strong password**. Many people often say that they can't remember all their passwords. If that's you, then here's some good advice - **use a pass phrase.**

The **pass phrase** can be used for multiple passwords and it should be something that you know as a common phrase, but that might not resonate with other people. It may also be a series of two or three grandchildren's names joined together e.g. **joanmaryroger.**

Pass phrases are excellent ways for older people to find a way to avoid trying to remember different passwords in different accounts.

Stay safe and enjoy the Internet. Technology can help bridge the gap between family, friends and day to day engaging in life.

AT THE END OF THE DAY

Feeling calm and rested.

Getting a good night's sleep is just as important to your general mental and physical well-being as spending the day with a mix of mental and physical activities. We tend to think of sleep as a time when the mind and body shut down. But this is not the case; **sleep is an active period** in which a lot of important processing, restoration and strengthening occurs.

One of the vital roles of sleep is to help us **solidify and consolidate memories**.

As we go about our day, our brains take in an incredible amount of information.

Rather than being directly logged and recorded, these facts and experiences first **need to be processed and stored**; and many of these steps happen while we sleep.

Our bodies all require long periods of sleep in order to restore and rejuvenate, to grow muscle, repair tissue and synthesise hormones.



'invest in rest'

Before going to bed.

Review the day. Think about the day, especially the **things you enjoyed** as you want to go to bed feeling as calm and relaxed as possible. Perhaps make a diary entry or call a friend to share your pleasure and occasionally, the things you didn't like about the day. Call a family member for the same reason but remember that people don't want to hear a list of things that went wrong.



TV and reading. It's well-researched that it's best to avoid going straight to bed after watching TV. Rather than relaxing your brain, TV and any device screen tend to stimulate it. **Stop watching about an hour before you retire** and perhaps read a book, knit, make a call or write a diary.

Medications. If you need to take medication at night, now is the time, perhaps with a warm, non-caffeinated drink.



Going to bed.

Setting up your bedroom. Make sure your bedroom is well-ventilated, dark and preferably away from noise.

How much sleep? No rule applies here, other than most **adults need about eight hours' sleep a night.** Many older people seem to need a bit less and some a bit more. A good guide is to let your natural rhythms decide. One indicator is how much sleep you have when on holiday, away from alarms and daily stresses.



Overcoming sleeplessness. Entrenched insomnia can be difficult to overcome and **may need professional help.** The occasional bout of sleeplessness, such as difficulty getting to sleep or waking during the night for a lengthy period is common.

Some suggestions to deal with sleeplessness include:

- ✓ Avoiding a nap during the day.
- ✓ Avoiding watching TV just before bed.
- ✓ Engaging in deep breathing and relaxation exercises.
- ✓ Making a cup of herbal tea or a warm milk drink.
- ✓ Trying not to think about anything at all.
- ✓ Repeating one word over and over to banish other thoughts.

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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: Kungarrangkalpa 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 Interpreter 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.earsience.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)

Northern Suburbs Community Legal Centre

Mirrabooka: 08 9440 1663

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>

CONSULTATION

We acknowledge the contribution of experts in the development of the At Home Guide.



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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	✓ ✓ ✓

Supported by The Government of Western Australia Department of Communities.

WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029

www.communities.wa.gov.au/elderabuse



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