

CARE + SUPPORT

If you are feeling lonely or isolated and would like some social company, there are programs that can connect you with likeminded people in your community.

Social Isolation

Chung Wah Community & Aged Care (CAC)

Topic 题目: Social Isolation: 社交孤独

Seniors from CALD Asian background feel lonely and isolated under the COVID-19 restrictions.

在新冠防疫措施影响下，非英语背景的亚裔长者面对孤独和社交隔离。

Suggestions 建议:

“You are not alone we are in it together.”

“您绝不孤单，我们与您同行。”

If you feel lonely and isolated wanting to reach out for help, Chung Wah Community & Aged Care is always here for you.

如果您感觉孤单和社交隔离，中华社区与长者服务随时随地帮到您。

Support: 协助

Chung Wah Community & Aged Care has people speaking your language and is ready to address your needs and link you back to your community.

中华社区与长者服务员工能说您的语言，可以解决您的需要并帮助您重启您的社交生活。

Contact telephone number 联系电话: 08 9328 3988

Website link 网页: www.chungwahcc.org.au

Volunteering WA

Volunteering in the Community

As COVID impacts our communities we expect many organisations will scale back on non-essential volunteer programs to protect their volunteers and clients, however there are other essential services that will require more volunteers to support vulnerable people in our communities.

If you volunteer you may need to be fully vaccinated to continue to perform this role in the community and other restrictions may also apply.

Please check with your volunteer organisation for more information and to discuss your plans. If you wish to continue volunteering, please speak with those around you about your comfort levels on social distancing and in-person contact.

For information on volunteering in the Pandemic and requirements please visit COVID-19 for Volunteers - Volunteering WA: <https://www.volunteeringwa.org.au/resources/covid-19--for-volunteers>

Support

T: 08 9482 4333

W: <https://www.volunteeringwa.org.au/>

Carers WA

Support for Aged Carers

A carer is a person who provides unpaid ongoing care and assistance to a person with a disability, a person with a chronic illness, a person with a mental illness or a person who is frail and aged. A carer may be a family member or a friend of the person being cared for.

Contact Carers WA if you are a carer and are worried or anxious about being able to cope with your caring role or are simply looking for some support or to talk to someone.

Carer Gateway

Carers WA and the Carer Gateway provide a mix of free online, telephone and in-person supports, services and advice, for family carers in Australia. These services have been specifically designed and tested by carers to help reduce stress and build resilience in the caring role.

Carers Gateway services available to WA carers through Carers WA and its partners includes carer support planning, in-person peer support, in-person and telephone counselling, facilitated coaching, carer directed support and respite care.

The other services Carers WA offers include the Carer Representation Program, Carers in Employment Program, Carers Retreats, Community Capacity Development, Carer Wellness at Home, Prepare to Care Hospital Program, Social Support Groups and support for Young Carers.

Support

T: 1800 422 737

W: <https://www.carerswa.asn.au/our-services/carers-gateway-services/>

Carer Wellness at Home

Are you caring for someone 65 and over, who is eligible for and/or receiving Commonwealth Home Support Services (CHSP) or on the national queue waiting for a Home Care Package?

Are you feeling confused or overwhelmed with navigating supports and paperwork in your caring role?

Are you aware you may be eligible for government concessions and payments as a carer?

Support is available by a Carers WA staff member, who can provide individualised assistance such as navigating aged care services, referrals and accessing supports. If you have no supports and would like information on what is available, we can also help.

For more information on the program or if you would like to self-refer.

Support

T: Carer Wellness at Home Program: 1300 227 377

E: wellnessprogram@carerswa.asn.au

W: <https://www.carerswa.asn.au/our-services/carers-wellness-at-home/>

Employment Support for Carers Aged up to 65

Are you a carer wanting support to find employment?

Carers WA can assist you through the Carers in Employment Program and Be Job Ready course to gain job ready skills including the creation of a resume as well as providing support in the transition to employment. Please note eligibility criteria apply.

Support

T: 1300 227 377

<https://www.carerswa.asn.au/our-services/carers-in-employment-program/carers-be-job-ready/>

Wanslea

Wanslea promotes community, family and individual development, by helping families to thrive, working towards a healthier, safer and more inclusive Australia.

Support for Grandparent Carers

Wanslea is a not-for profit organisation and is the leading provider of services for families and children in Western Australia. The Grandparents Support Scheme (GSS) provides an annual payment to informal grandcarers to acknowledge their parenting role and assist in meeting the costs of raising their grandchildren.

Grandcarers Support Scheme

Financial support for Grandparent carers. The Grandcarers Support Scheme is an annual payment designed to help with the demands and financial pressures that full time grandparent carers may experience.

Support

T: 08 9245 2441

W: <https://www.wanslea.org.au/programs/grandcarers-support-scheme>

Grandcare™

Support for grandparents who are raising their grandchildren. The Grandcare program connects and supports grandparent carers across Western Australia who need a helping hand to ensure their family is healthy, happy and safe.

Support

T: 08 9245 2441

W: <https://www.wanslea.org.au/programs/grandcare>

Umbrella Multicultural Community Care Services

Multicultural Library and Seniors Community Hub

The Library is an innovative and exciting project at our Belmont office and is the first of its kind in Perth. It has a focus on providing a safe and supportive space for seniors, including seniors from culturally and linguistically diverse, gender and sexuality diverse backgrounds and their carers to enjoy more than 3000 books in over 30 different languages and to access information about the aged care system in their own language. This project would not have been possible without the support of the City of Belmont.

Currently, the library has books and media in English, Polish, Spanish, Italian, Czech, German, Dutch, French, Slovak, Hungarian, Danish, Thai, Chinese, Japanese, Tamil, Vietnamese, Serbian, Hindi, Serbian, Macedonian, Swedish, Portuguese, Croatian, Indonesian, Russian, Maltese, Ukrainian, Hebrew, Malay languages and the collection is still growing.

Support

T: 08 9275 4411

W: <https://umbrellacommunitycare.com.au/multicultural-library-and-seniors-community-hub/>

Golden Age Club

The Golden Age Club provides an opportunity for seniors to people to get together, generally at a fixed location on a regular basis and participate in a range of activities including excursions, concerts, physiotherapy with music, arts and crafts, picnics and BBQs, guest speakers and movies. People participating in the Golden Age Club program are assisted with transport to and from home to the centre, if required, and enjoy a cooked lunch.

The Golden Age Groups provide opportunities for people from many different backgrounds, such as Polish, Ukrainian, Italian, Indian, Italian, Latin-American (Spanish), Yugoslavian, English, Czech, Slovak, Hungarian and Jewish communities.

T: 08 9275 4411

W: <https://umbrellacommunitycare.com.au/services/day-centre/>

Support

T: 08 9275 4411

W: <https://umbrellacommunitycare.com.au/>

Dementia Australia

Living with Dementia

It is easy to feel overwhelmed when you, or someone close to you, is diagnosed with dementia. You may not be aware of the support available to help you maintain independence and live well.

Dementia WA can increase your understanding of dementia, connect with healthcare professionals and support agencies, continue daily activities such as personal care, household tasks, shopping, preparing meals, managing finances, appointments and taking medications, maintain hobbies and interests that support your health and wellbeing and stay socially connected to family and friends.

Post Diagnostic Support

Dementia WA offers individualised support to people of all ages diagnosed with dementia, or people assessed with mild cognitive impairment. It is also available to your family member or support person.

Support

T: 1800 100 500

W: <https://www.dementia.org.au/support/living-with-dementia>

Alzheimer's WA

Alzheimer's WA advocates, educates, supports and engages Western Australians living with all types of dementia.

Support

T: 08 9388 2800

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

Communicating and engaging with a person living with dementia

Living well with dementia means finding ways to promote wellbeing and quality of life for everyone affected by the disease. It acknowledges that positive emotions and experiences in life can still be experienced as you move through the changes occurring. Website:

<https://www.alzheimerswa.org.au/wp-content/uploads/2019/04/Alzheimers-WA-Communicating-and-Engaging.pdf>

Support

T: 1300 66 77 88

W: <https://www.alzheimerswa.org.au/about-dementia/living-well-dementia/>

Community Visitors Scheme (CVS)

Under the Government initiative, a CVS volunteer will visit at least once a week for an hour. The volunteer will usually have similar hobbies, interests and likes to the recipient.

The CVS tries to connect like-minded individuals and recipients to facilitate a good friendship.

There are a number of different types of volunteer visits under CVS:

- A residential volunteer visits a participant for a one-on-one visit at a residential aged care facility
- Group residential volunteers visit a small group of residents at a residential aged care facility who have similar interests, like gardening or knitting
- A home care volunteer visits a CVS recipient with an approved Home Care Package at their home once a week for one-on-one interaction

Volunteers cannot monitor your standards of care from your aged care service provider, be involved in any of your financial affairs, access your personal or care record information, provide any form of nursing or personal care, or follow up a complaint about your care.

Think of your volunteer visitor as a dear friend that has come over for a cup of coffee and a chat.

However, if your visiting volunteer is concerned about your health or care, they can report to their CVS auspice. This information can then be passed on to the provider.

Am I eligible?

If you are an older Australian who is at risk of or experiences loneliness, isolation or cultural loneliness, then you may be eligible for the Community Visitors Scheme.

However, you have to be receiving a Government subsidised residential aged care or Home Care Package to be eligible for visits.

An aged care provider, nursing home, medical centre, hospital, healthcare worker, home care worker, family member, friends, or even yourself, can refer you to the scheme.

Vulnerable groups who are at a higher risk of feeling isolated or experiencing loneliness are an important consideration for eligibility.

This includes people from: Aboriginal and Torres Strait Islander (ATSI) communities, culturally and linguistically diverse (CaLD) backgrounds, rural or remote areas, financially or socially disadvantaged, homeless or at risk of becoming homeless, veterans, care leavers, parents separates from their children by forced adoption or removal, and lesbian, gay, bisexual, transgender and intersex (LGBTI) people.

WA Community Visitors Scheme (CVS) Providers

Chung Wah Community and Aged Care CVS & HVS

T: 08 9328 3988

E: enquiries@chungwahcac.org.au

W: <https://chungwahcac.org.au/services/chvs>

Lifeline WA CVS

T: 9261 4463

E: cvs@lifelinewa.org.au

W: <https://wa.lifeline.org.au/services/community-visitors-scheme/>

Umbrella CVS

T: 08 9275 4411

E: enquiries@umbrellacommunitycare.com.au

W: <https://umbrellacommunitycare.com.au/services/at-home-care/community-visitor-scheme/>

Australian Red Cross Society CVS

T: 08 9225 8888 or 1800 441 014

https://www.mycommunitydirectory.com.au/Western_Australia/Perth/Volunteering/General_Volunteering_Services/55127/186156/Australian_Red_Cross_Society_Community_Visitors_Scheme

Advocare WA CVS

T: 08 9479 7566

E: volunteer@advocare.org.au

W: <https://www.advocare.org.au/volunteer-with-us/>

Chorus CVS

T: 1800 264 268

E: hello@chorus.org.au

W: <https://chorus.org.au/aged-care/community-connections/community-visitors-scheme/>



Counselling + Mental Wellbeing

Relationships Australia Western Australia (Peel Region)

Family Matters

Relationship Australia's Senior Relationship Services support older people and their families to develop and maintain strong, healthy relationships that are promoted and valued. They provide a range of specialised services across Western Australia including mediation and case management for older people and their families.

Relationships WA Peel Region can help:

- Prevent or resolve family conflict
- Facilitate difficult conversations
- Plan for the future (including medical, health, financial or living arrangements)
- Make decisions that protect the interests, rights and safety of the older person
- Reduce the risk of elder abuse, including emotional and financial abuse or difficulties

This Peel Region service is free and completely confidential.

If you feel worried or anxious about a family matter and/or need a confidential and supportive service to assist, please see contact details below.

Support

T: 08 6164 0173

E: peelsrs@relationshipsaustralia.org.au

W: <https://www.relationshipsaustralia.org.au/>

Dementia Australia

Counselling Support

If you have dementia, or you are caring for someone living with dementia, it is normal to experience a range of good and bad feelings. You are not alone. Dementia Australia offers free, confidential, professional counselling for individuals, families, couples and professional carers at all stages of a dementia journey.

Counselling is important as it can help you understand what you, or someone you care about, is going through. Everyone will experience dementia differently. Counselling support can help individuals, couples and families.

Service Enquiry / Referral Request

To find out more about the services available to you from Dementia Australia or to make a referral, call or visit the website. A Dementia Australia staff member will discuss appropriate services and supports.

Support

T: 1800 100 500 National Dementia Helpline

W: <https://www.dementia.org.au/support/counselling>

W: <https://www.dementia.org.au/support/service-enquiry>

Family Conflict Support

Facilitative Mediation for Older People (FMOP) is a free, impartial, confidential and voluntary process provided by the Northern Suburbs Community Legal Centre that older people can engage with during the early stages of conflict with families or friends. FMOP mediators do not provide any advice, legal or otherwise. They help facilitate difficult conversations.

**50 years of age for Aboriginal and Torres Strait Islander Australian people.*

Why might I want to contact the mediation service?

- You are an older person who wants to address family or friend conflict as early as possible by having difficult conversations about issues such as health, social or living arrangements that protect your interests, rights, and safety
- You are a professional or an organisation working with older people and would like more information about our mediation service for older people and/or to discuss a referral

Mediation is not suitable when there is a power imbalance, a history of violence, safety concerns and/or issues requiring legal advice.

Is there a cost for the mediation service?

Facilitative Mediation for Older People is a **free** service for all parties involved and is available within the Perth Metropolitan area.

Once the mediation process has commenced Northern Suburbs Community Legal Centre is unable to provide any other services, legal or non-legal to either Party.

Information about other legal services that may be able to assist you, can be provided.

Support

FMOP Mediation

T: 08 9440 1663

E: mediation@nsclegal.org.au

W: www.nsclegal.org.au

For someone to talk to your group about Facilitative Mediation for Older People

T: 08 9440 1663

St Vincent de Paul Society WA

Vinnies Mental Health Service

Vinnies Mental Health Service provides people with help to make informed choices about their recovery with specialised support and is a recovery focused supported accommodation service for adults with a persistent and enduring mental health diagnosis who may otherwise be at risk of homelessness.

The focus is for residents is to work towards increasing self-sufficiency and is tailored to meet the needs of the individual. Vinnies Mental Health Services recognises the uniqueness of the individual and works with them in partnership to build a good life which offers hope, real choices and a positive sense of self. Residents are situated within the service depending on their level of need at intake. This service is not time limited so residents can be supported to transition out of the service when they are ready to do so.

Support

T: 08 9374 3200

E: reception.vmh@svdpwa.org.au

W: <https://www.vinnieswa.org.au/about-vinnies-wa/our-services/mental-health-service/>

Act Belong Commit Mentally Healthy WA

Mental Health Resources for Retirees and Older People

Mentally Healthy WA (based at Curtin University) operates the well-established Act-Belong-Commit mental health promotion campaign, a unique, evidence-based program applicable to the whole community.

Keeping mentally healthy is just as important as keeping physically healthy. Keeping active, alert and engaged with the world around us (Act), having a feeling of belonging and a sense of identity (Belong), and doing things that give meaning and purpose to life (Commit) all contribute to our overall wellbeing.

The ABC Guide to Keeping Mentally Healthy will show how you can get involved in Act, Belong, and Commit activities that will contribute to keeping you mentally healthy and help you enjoy life more.

<https://www.actbelongcommit.org.au/assets/resources/targeted/mental-health-recovery/1.-guide-to-keeping-mentally-healthy.pdf>

Support

T: 08 9266 1705

W: <https://www.actbelongcommit.org.au/>

PeerPathways

Peer Navigators will assist you to find services that are right for your needs.

Perhaps you are struggling to find a psychologist in a rural area? Maybe you need some additional support to find a dentist who understands your anxiety around having treatment? The Peer Pathways project aims to bridge these gaps and provide information, assistance and service navigation support.

Peer Navigators deliver tailored, holistic and person-centred support to all callers. The Peer Pathways Program is community-based and builds on pre-existing expertise in peer navigation, peer support and the resources of Consumers of Mental Health WA (CoMHWa).

Support

T: 08 9477 2809

E: info@peerpathways.org.au

Address: 297 Vincent Street, Leederville WA 6007

W: <https://peerpathways.org.au/>

Mental Health Emergency - HealthyWA

There is a range of mental health services available to provide support and immediate response to people in crisis or in need of urgent medical care.

Support

- Mental Health Emergency Response Line (formerly Psychiatric Emergency Team)
- Metro callers: T: 1300 555 788 (local call)
- Peel callers: T: Free call 1800 676 822 (free from landline only)

W: https://www.healthywa.wa.gov.au/Articles/J_M/Mental-health-emergency

Rural Link

- T: Outside metro area-Free call 1800 552 002 (free from landline only)

Other emergency contact numbers

- Police, Fire, Ambulance: T: 000
- Suicide Call Back Service: T: 1300 659 467
- Poisons Information Centre: T: 13 11 26
- Lifeline: T: 13 11 14
- Crisis Care (counselling, accommodation and food): T: 08 9223 1111

If you need information or someone to talk to

- Beyondblue: T: 1300 224 636
- headspace: T: 1800 650 890
- Men's Line Australia: T: 1300 789 978
- The Samaritans Crisis Line: T: Crisis Line: 135 247
- Multicultural Mental Health: T: 1300 136 289
- Alcohol and Drug Information Service: T: 08 9442 5000 or Country Toll Free 1800 198 024
- Sexual Assault Resource Centre: T: 1800 199 888

Health

If you require regular visits to your doctor or other medical professionals, or you are having treatments or therapy, it is important that you maintain these appointments during periods of uncertainty, such as COVID outbreaks.

If you are unsure about attending your appointments because of a potential risk of infection, ask your carer or service provider to make arrangements for you, to minimise contact with other people.

WA Primary Health Alliance (WAPHA)

Do you want to find out about what services are available in your area? Do you want to feel more prepared for your next appointment with a healthcare provider? The following websites can assist you with making a decision regarding your healthcare options.

Support

T: 08 6272 4900

W: <https://www.wapha.org.au/stakeholders/resources/>

Lions Hearing Clinics Hearing & Tinnitus Advice Line

Untreated hearing loss can cause social isolation. Improve your hearing and get back to enjoying the sounds in your life and conversations with loved ones.

From hearing aids to hearing implants, tinnitus and balance services, Lion's Hearing Clinic provides ongoing support and treatment, commission-free, while utilising the world's leading manufacturer's devices.

Your hearing impacts your perception of the world around you. Hearing loss can isolate you from conversations and make it difficult to do the things in life that you enjoy, from socialising with friends and family to watching TV.

Support

T: 1300 054 667

W: <https://www.earsceince.org.au/lions-hearing-clinic/>

The Heart Foundation

'One Heart' Support Program

The 'One Heart' strategy delivers support programs and resources for people living with heart disease. The strategy is underpinned by prevention, support, research, strengthening our organisation and our people. They have a particular focus on communities that are disproportionately affected by these conditions, such as Aboriginal and Torres Strait Islander peoples, people living in remote, rural and regional areas, socioeconomically disadvantaged people and culturally and linguistically diverse communities.

Support

T: 13 11 12

W: <https://www.heartfoundation.org.au/about-us/our-programs>

Indigo (formerly Independent Living Centre WA)

Indigo helps people select and access helpful devices and equipment such as telephones, kitchen or mobility aids to support daily living activities. They provide solutions for greater independence and inclusion. See their website for a list of equipment and services.

Support

T: 1300 885 886

W: <https://www.indigosolutions.org.au/our-services/assistive-technology>

Palliative Care WA

Palliative Care WA are there to listen to your situation and experiences, answer your questions and offer information and support on any issues to do with end-of-life planning, palliative care and grief and loss. Their aim is to help you to identify and understand your options and equip you to ask the right questions and take the next step.

Palliative Care WA offer information and support to any member of the WA community who is dealing with palliative care or end of life issues for themselves or for someone else.

Support

T: 1300 551 704

W: <https://palliativecarewa.asn.au/information-and-support/>

Physical + Mental Activities

Strength for Life™

Strength for Life™ (formerly known as Living Longer Living Stronger™) is an evidence based progressive strength training and exercise program designed specifically for the over 50's operating in Western Australia since 2004. COTA (WA) currently have nearly 5,000 participants in over 60 locations throughout Western Australia. Progressive strength training has been shown to have a huge impact on wellbeing and quality of life, providing safe, fun and personalised sessions in approved facilities by expert trainers.

Support

T: 08 9472 0104

E: admin@cotawa.org.au

W: <https://www.cotawa.org.au/seniors-resources/strength-for-life/>



Stay On Your Feet®

Falls can happen to us at any age; however, changes we go through as we get older can put us more at risk of having a fall.

The good news is that falls are preventable no matter your age and Stay On Your Feet® has simple tips and tools you can use to keep you active and on your feet.

Stay On Your Feet® says the three (3) simple steps to prevent falls are: Move Your Body; Improve Your Health and Remove Hazards.

Support

T: 1300 30 35 40

E: info@stayonyourfeet.com.au

W: <https://www.stayonyourfeet.com.au/over60/>



Prime Movers

Prime Movers classes have been structured for the active older adult to ensure they exercise in a safe manner. The classes have a format that is taught to all Instructors so that there is a consistency and similarity to them, and all Instructors are appraised by a member of our accredited Prime Movers assessment team annually. Regular workshops are held for Instructors to share ideas and keep up to date with information related to Seniors and exercise.

80 classes are held weekly throughout the metropolitan area from Mandurah to Quinns Rock.

Prime Movers membership numbers of over 5000 are indicative of the benefits and fun experienced in the classes. The music and choreography are changed monthly to keep classes interesting and varied. All classes are done to music and have a duration of 1 hour.



Support

T: 0444 560 037

W: <https://www.primemovers-exercise.com.au/about-our-classes>

Act Belong Commit Mentally Healthy WA

Look for Act Belong Commit activities near you by visiting their website or giving them a call.

Support

Contact Act Belong Commit Mentally Healthy WA for information about physical activity programs near you.

T: 08 9266 1705

W: <https://www.actbelongcommit.org.au/activityfinder>

Leisure Centres WA

Leisure Centres in WA offers a range of activities and services for people over 50 years' of age. Water aerobics, Yoga, swimming (indoor and outdoor), fitness facilities (individual and group), dance classes, Badminton, Basketball, Netball, Lifeball, Soccer, Table Tennis and Volleyball.

Support

Contact your Local Government for information about a Leisure Centre near you.

W: <https://seniorocity.com.au/activities-in-perth/seniors/walking-groups/>

Fitness Parks for Seniors WA

Senior-focused equipment is popping up at parks all over Perth. It's designed to enhance physical and mental well-being for seniors of all abilities. Many parks also offer exercise equipment for all, perfect for those who are on a budget, if you do not want a gym membership and prefer to work out in the great outdoors. See the guide to fitness parks in Perth via link below.

Support

Contact your Local Government for information about a Fitness Park near you.

W: <https://seniorocity.com.au/fitness-parks-for-seniors-in-perth/>

Walking Groups WA

Walking Groups Perth: there are so many great places to walk in and around Perth. Find and join a local walking group and meet new friends and companions on a regular basis. There are many free and fun walking groups around Perth and many local to your suburb. There are local suburb walking groups as well as larger groups who arrange walks in and around Perth and WA.

Support

Contact your Local Government for information about a Walking Group near you.

W: <https://seniorocity.com.au/activities-in-perth/seniors/walking-groups/>

LiveUp

The LiveUp website has been funded by the Australian Government Department of Health to introduce a nation-wide initiative designed to enable older people to maintain their independence for longer.

It starts by stopping people thinking themselves old, and instead, empowers them to take simple steps to slow the impacts of getting older.

Independence means doing what you want to do every day. Throw out tired stereotypes and charge up your life by making informed choices that are right for you.

LiveUp is a national platform designed to help you reimagine, reset and reconnect with living your life to its fullest. You will find personalised suggestions for your healthy ageing journey, including tailored activities, assistive products, social connections and more, all in your local area or online.

Support

T: 1800 951 971

E: support@liveup.org.au

W: <https://liveup.org.au/>

