

# Interruptions to Daily Living Guide



Supported by

**Seniors Sector Partnership Western Australia**

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## Introduction

The opening of Western Australia's borders is causing some concern or anxiety for many people, particularly those who may feel more vulnerable. This Guide has been prepared to support older Western Australians who are isolated (by choice or circumstance) and whose normal daily routine has been interrupted.

You may be unsure of what restrictions are currently in place or you may be hesitant to venture into shopping centres, restaurants, cinemas or even medical centres. Despite this, some of your usual daily or weekly activities are important for maintaining your physical, social and mental wellbeing. Tasks such as buying food, going to essential medical appointments or paying your bills still need to be undertaken.

Areas covered in the guide include:

Shopping	Care + Support
Transport	Specialised Support
Technology	Age Care Navigation
Housing	Safety for Seniors
Advocacy	Western Australian Government COVID-19 Guidelines

COTA (WA) has worked closely with organisations in the seniors' sector to bring you this guide. It is filled with suggestions and information on how you can live comfortably and safely during periods when you are isolated and how you can access the information or support you need. It is also a companion to the At Home Guide which was developed in 2019 in response to the onset of COVID-19.

We know that many seniors are not active users of technology such as mobile telephones or computers, so we have included telephone numbers as well as websites or other contact details in this guide to make sure you can get the assistance you need, in your preferred way of receiving information.

If your preferred method of communication is telephone, it is likely that most support organisations will be experiencing a high volume of calls over the coming months so please be patient when calling.

Now might be a good time to consider getting an aged care assessment. The first point of call to access any government funded services is MyAgedCare and you can take the first step by organising an assessment through your doctor or by calling 1800 200 422. You will find helpful links to the MyAgedCare website throughout this Guide.

For those of you who do use digital devices such as computer, iPad, tablet or mobile telephone, consider seeking support to help you with installing apps that will assist you to remain independent. As you are aware, you are currently required to show 'proof of vaccination' before entering cafes, restaurants and other venues. You can do this via the ServiceWA app or by carrying with you a copy of your vaccination certificate. We have provided information in this Guide on how you can get support to set up the ServiceWA app on your device.

As we transition through this period of uncertainty, we will continually update this Guide to ensure you have the latest information. Please check that you have the most recent copy and check our website or call us for the latest information. You will find our contact details on the last page of this Guide.

We have included the WA State Government safety plans and guidelines at the back of the Guide.

Please share this information with your family or carer, or anyone that may be assisting you with your daily living requirements.

On behalf of the Seniors' sector organisations in Western Australia, you can be assured that all of us are working together to ensure all older Western Australians have access to the support and services they need to feel safe and live well.

**Chris Jeffery**  
**Chief Policy Officer, Council on the Ageing (WA)**



# SHOPPING

If you are feeling anxious about going shopping, you can organise a shopping service through your Home Care Package or Commonwealth Home Service Provider.

## Assistance with Shopping

If you do not have an aged care provider, do you have someone who can do your shopping for you? Would you prefer to order your shopping online? Both of the major supermarkets - Coles and Woolworths have a home delivery service. However, you will need a credit card and access to a computer to order shopping online.

### Here are some tips to consider

- Most home deliveries may only deliver to your door. Do you need help to carry your shopping inside and unpack it? Is there a family member, carer or friend who can help you?
- Do you need support to set up your computer for online shopping?
- Do you have a debit or credit card? Your bank can organise this for you.



## Woolworths Supermarkets Priority Assistance

To ensure vulnerable customers in the community have access to delivery services at this time, Woolworths is providing a Priority Assistance service with dedicated delivery windows. Eligible customers include seniors, people with a disability and those with compromised immunity or who are required to self-isolate.

To register for Priority Assistance, please complete their online form and include any supporting information to help their teams assess your request.

Woolworths will review your request and contact you within 24 hours to confirm your request status.

### Quiet Hour

Stores will lower lights, turn down music and radio and clear entry ways for an hour every Tuesday between 10:30am and 11:30am.

### Support

T: Contact your local Woolworths

W: <https://www.woolworths.com.au/shop/discover/priorityassistance>

## Coles Customer Care

### Carry to Car Service

Coles' team members are on hand in every Coles store to help carry your groceries if you need support. Please ask for assistance at the Customer Service Desk.

### Facilities for seniors and customers with disability

To make shopping at Coles easier for everyone, they have special wheelchair/mobility trolleys available in most of their stores. Coles also have wheelchair access and wider aisles. For more information, please ask for assistance at the Customer Service Desk or call your local store.

### Quiet Hour

Quiet Hour provides a low-sensory shopping experience by making changes in store such as reducing noise and distractions. These changes are designed to help make a difference to customers who find it challenging to shop in a heightened-sensory environment.

Stores will lower lights, turn down music and radio and clear entry ways for an hour every Tuesday between 10:30am and 11:30am.

## Online Food Shopping

Coles have provided a series of videos on how to shop online.

W: <https://shop.coles.com.au/a/national/content/HOW-TO-VIDEOS>

T: 1800 455 400

W: <https://www.coles.com.au/about-coles/community/accessibility>

## People Who Care

### Individual Support

People Who Care provides Social Support, which is a one-on-one personalised to help you participate in a variety of community activities, such as **shopping**, medical appointments or social events.

People Who Care (Quinns Rocks to Mandurah) shopping service for people over 65. No aged care package required to access this service.

### Support

T: 08 9379 1944

<https://www.peoplewhocare.org.au/services-and-initiatives/social-community-leisure-support>

## Home Chef Food for Life

### Home Delivery Meal Service

Western Australian family owned and operated, Home Chef is a WA home meal delivery service committed to providing you and your family nutritionally balanced meals and a professional friendly and individualised service. Home Chef deliver meals across the Perth metropolitan and Mandurah areas.

Drivers are trained to be supportive, caring and helpful to each client's needs, i.e. placing meals in refrigerator or freezer if required.

### Support

T: 08 9510 9868

W: <https://www.homechef.com.au/>

**Please be aware that organisations may be experiencing a high volume of calls and there may be a waiting period. Make sure you are sitting comfortably, with pen and paper.**

# TRANSPORT

If you require transport assistance to attend medical appointments, to do shopping or undertake other activities, there are services available.

If you have a Home Care Package (HCP) or receive support through the Commonwealth Home Support Program (CHSP) you can request transport services through them.

We have listed some options below. There are also paid services available.

## MyAgedCare

You can visit the MyAgedCare website to locate a transport service near you.

### Type of care

This is a type of help at home service. These are services that help you get around and stay connected with your community.

### Purpose

To get you out and about to appointments and community activities.

### How it could help

Arranging a driver service, providing transport vouchers and subsidies and assistance with shopping, visiting health practitioners, and attending social activities.

### How would I get this service?

Depending on your eligibility, it can be provided on its own, through the Commonwealth Home Support Programme or with other services, as part of a Home Care Package.

### What's next?

To find out what services you are eligible for, you will need to be assessed.

To find out if a transport service is provided in your area access via the telephone number below.

## Support

T: 1800 200 422 Freecall

W: <https://www.myagedcare.gov.au/aged-care-services/transport>

## Seniors SmartRider – Transperth

Your Seniors SmartRider card is combined with your Western Australian Seniors card. Transperth provides public transport services for the Perth metro area. For **free off-peak travel** on Monday to Friday, start your journey by tagging on before 6.00am, after 9.00am or before 3.30pm and after 7.00pm. If your initial tag on is between 6.00am and 9.00am or 3.30pm and 7.00pm you will be charged a concession fare for that journey.

### Support

T: 13 62 13

W: <https://www.transperth.wa.gov.au/smartrider/types-of-smartrider/seniors-smartrider>

## Government of Western Australia Department of Transport Fees, Grants and Subsidies

### Pensioner Annual Free Trip Scheme

If you are a pensioner who lives outside of metropolitan Perth and north of the 26<sup>th</sup> parallel you are entitled to one return journey by air or coach per year to Perth or one return journey elsewhere to the South West Land Division (provided the fare is not greater than that to Perth).

See the link below for eligibility and how to apply.

W: <https://www.transport.wa.gov.au/aboutus/pensioner-annual-free-trip-scheme.asp>

### Taxi User Subsidy Scheme

The Taxi User Subsidy Scheme (TUSS) is a subsidy available to certain eligible people living with a disability travelling in on-demand rank or hail (taxi) vehicles. TUSS participants can receive up to 75% off eligible taxi fares.

See the link below for eligibility and how to apply.

W: <https://www.transport.wa.gov.au/aboutus/taxi-user-subsidy-scheme.asp>

### Transport Concessions

There are numerous Transport concessions available for driver and vehicle licence and taxi customers. Find out how to access information about concessions.

See the link below for eligibility and how to apply

W: <https://www.transport.wa.gov.au/aboutus/transport-concessions.asp>

# TECHNOLOGY

**Do you need support to set up your digital device?**

This might include online banking, Medicare, myGov, Centrelink apps or social media platforms such as Facebook.

There are many organisations who may provide this support as a free service, including local council libraries, Community Resource Centres or other senior social centres or your aged care or disability service provider.

## Chung Wah Community & Aged Care (CAC)

**Topic 题目: COVID-19 Digital Certificate 新冠疫苗接种证明**

Seniors from CaLD Asian background have difficulties in obtaining the Certificate online due to language barrier and computer incompetence. Failing to show the Certificate will stop them from entering places like restaurants, supermarkets and others.

非英语背景的亚裔长者因不懂英语和使用电脑，他们面对困难在网上取得新冠疫苗接种证明。没有疫苗接种证明，他们将不能进入餐厅、超市等地方。

**Suggestions 建议**

Call Australian Immunisation Register hotline to ask for Certificate to be posted via mail.

拨打 Australian Immunisation Register 热线（1800 653 809）要求邮递疫苗接种证明。

**Support 协助**

Chung Wah Community & Aged Care has people speaking English and your language and is ready to help you call Australian Immunisation Register hotline to request Certificates.

中华社区与长者服务员工能说英语和您的语言，可以协助您拨打 Australian Immunisation Register 热线（1800 653 809）要求邮递疫苗接种证明。

Contact telephone number 联系电话: T: 08 9328 3988

Website link 网页: [www.chungwahcc.org.au](http://www.chungwahcc.org.au)

## Linkwest

### WA Neighbourhood and Community Resource Centres

Neighbourhood and Community Resource Centres (CRC) are friendly, informal places where community members meet for a variety of activities at minimal cost. They each reflect the needs and aspirations of their own community and provide courses and activities in response to community input.

Neighbourhood and Community Resource Centres may also provide support for individuals who require assistance with their devices, i.e. iPad, tablet, mobile telephone.

#### Support

T: 08 9485 8929

#### Find a Member Centre

W: <https://www.linkwest.asn.au/searchdirectory/listing/>

## Tech Savvy Seniors – Telstra

The Tech Savvy Seniors program helps you build the skills and confidence to use computers, tablets and smartphones. It includes face-to-face training, how-to guides and training materials in more than 14 languages.

#### Support

T: 13 22 00

W: <https://www.telstra.com.au/tech-savvy-seniors>

## Be Connected – Improving Digital Literacy for Older Australians

Be Connected is an Australian Government initiative aimed at increasing the confidence, skills and online safety of older Australians in using digital technology. Be Connected adopts a community-centred approach to assist individuals aged 50 years and over, who have little or no experience with digital technology. Be Connected delivers a range of resources specifically designed to support Australians 50 years and older.

#### Support

T: 1300 795 897

<https://www.dss.gov.au/seniors/be-connected-improving-digital-literacy-for-older-australians>

<https://beconnected.esafety.gov.au/>

# HOUSING

## Seniors Housing Advisory Centre WA

**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.

SHAC provides information on the many housing options available; from modifying or redeveloping existing homes to renting or moving into a strata titled community, a residential park or retirement village.

There are many housing options for the over 55 age group considering their present and future housing needs.

**Your Home: a guide to housing options for people over 55 provides information on choices available.**

W: <https://www.commerce.wa.gov.au/sites/default/files/atoms/files/seniorshousingguide.pdf>

If you would prefer, you can make an appointment to visit and speak with SHAC staff located on Level 2, 140 William Street Perth (use the public lifts in Railway Lane off the Murray Street Mall).

### Support

T: 1300 367 057

E: [seniors.housing@dmirs.wa.gov.au](mailto:seniors.housing@dmirs.wa.gov.au)

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

## Anglicare WA

Anglicare WA works with people experiencing housing issues, homelessness or at risk of homelessness providing support to seek stable housing arrangements and connect with emergency relief options or financial counselling support. They offer guidance and assistance to maintain a tenancy in private or public housing, the space to feel safe and the skills needed to enhance and sustain living conditions.

## **Support**

T: 1300 11 44 46

E: [info@anglicarewa.org.au](mailto:info@anglicarewa.org.au)

W: <https://www.anglicarewa.org.au/get-help/housing-and-homelessness>

## **Uniting WA**

Homeless Accommodation Support Service (HASS) provides case management and accommodation support for people in Perth experiencing homelessness or those who are at imminent risk of homelessness.

## **Support**

T: 08 9220 1288

W: <https://unitingwa.org.au/services/homelessness/accommodation-support/>

## **Australian Red Cross**

Supporting people to maintain their housing and avoid homelessness. Red Cross can assist you to obtain services, housing or care that allows you to maintain your independence and remain living in the community.

## **Private Tenancy Support**

Supporting people at risk of losing their private rental housing. Contact the WA team.

## **Support**

To make enquiries call:

T: 08 9225 8844 Red Cross (North West Corridor)

T: 08 9440 0400 Centrecare (North East Corridor)

T: 13 78 24Ruah (South East Corridor)

T: 08 9528 0701 Anglicare (South West Corridor)

## **Helping older people with housing**

Assistance with Care and Housing (ACH) supports low-income elderly people who are homeless or worried about becoming homeless to access secure and affordable housing. Currently provided in WA.

## **Homelessness Accommodation Support Service**

Linking people exiting homelessness services with housing providers as well as employment, health, finance and social integration services. Currently provided in Kalgoorlie/Boulder, Western Australia - contact our WA team.

## **Housing Support Mental Health Service**

Assisting people exiting mental health inpatient units to access and maintain long-term stable accommodation. Currently provided in Western Australia - contact the WA team.

### **Support**

T: 08 9225 8888

Address: 110 Goderich Street, East Perth 6004 WA

E: [wainfo@redcross.org.au](mailto:wainfo@redcross.org.au)

W: <https://www.redcross.org.au/services/homelessness-services/>

## **Foundation Housing**

Foundation Housing is one of the largest developers and managers of affordable housing in WA for people in need. They provide a high level of service and support to help tenants sustain their home.

### **Support**

T: 08 9422 0700

Address: 297 Vincent Street, Leederville WA 6007

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

## **Ruah Community Services**

Ruah Community Services delivers tailored, wrap-around support for people experiencing homelessness, family and domestic violence, mental health issues and legal advice and support.

### **Support**

T: 08 6496 0001 or 1800 124 684

Address: Ruah Centre, 33 Shenton Street, Northbridge WA 6003

### **No appointment needed**

W: <https://www.ruah.org.au/services-support/housing-and-homelessness/>

### Vinnies Homelessness Service

#### Tom Fisher House

Tom Fisher House is part of Vinnies Homelessness Service and is an intensive intervention service for those experiencing long-term homelessness. The service provides support to people facing complex challenges which may prevent them from accessing other programs. They provide free overnight accommodation with few barriers to entry and a place of engagement in which an individual's life impacting issues can be identified and supported. They can accommodate up to 12 adults (singles and couples) and even have room for friendly fur companions. The service can provide up to 7 nights stay and is open between 5:30pm and 8:30am every night of the year.

#### Support

T: 08 9227 1445

E: [tfh@svdpwa.org.au](mailto:tfh@svdpwa.org.au)

Website:

<https://www.vinnieswa.org.au/about-vinnies-wa/our-services/homelessness-service/vinnies-homelessness-service-tom-fisher-house/>

#### Emergency Relief Assistance

T: 1300 794 054 Emergency Relief Assistance weekdays 9:00am to 1:00pm

#### Vinnies Housing Service

Vinnies Housing Service aims to reduce housing stress, giving people a stable foundation and secure base to rebuild their lives and participate in their community.

#### Support

T: 08 9374 3200

E: [housingservice@svdpwa.org.au](mailto:housingservice@svdpwa.org.au)

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

**If you are seeking emergency or affordable accommodation, please contact one of the organisations below.**

### **Emergency Accommodation**

W: <https://www.shelterwa.org.au/emergency-accommodation/>

**Entry Point:** T: 08 6496 0001 or 1800 124 684 W: <https://www.entripointperth.com.au/>

**Crises Care:** T: 08 9223 1111 or 1800 199 008

### **Affordable Accommodation**

W: <https://www.shelterwa.org.au/emergency-accommodation/>

The **Home Hub** is not an emergency accommodation provider but can help you to find support services by searching and contacting Shelter WA support services partners. The Home Hub is helping match available properties, with people looking for housing or accommodation, particularly during the COVID-19 crisis. The Home Hub connects people who need affordable homes with people who have empty and underused homes.

### **Support**

T: 08 6496 0001

T: 1800 124 684

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

**Some aged care providers and retirement villages have crisis or short-term accommodation available. Contact an aged care home or retirement village near you to ask if they provide this type of service.**

# ADVOCACY

## The Older People's Rights Service (OPRS)

OPRS a specialist program operated by Northern Suburbs Community Legal Centre (NSCLC) to provide free and confidential information, advocacy, legal advice and assistance to adults over 65 years of age\* who are at risk of or experiencing elder abuse in Western Australia.

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

### How OPRS can help

The OPRS team of lawyers and advocates provide information, advocacy, legal advice and assistance in relation to:

- Entering into and concerns relating to Enduring Power of Attorney and Enduring Power of Guardianship
- The State Administrative Tribunal (SAT) and its' orders appointing administrators and guardians
- When a person's legal capacity is in issue
- Recovering money or property loaned to family
- Living arrangements such as moving in with family and into granny flats (excludes retirement villages)
- We do not provide advice in relation to Wills and Estates

### Support

OPRS can talk to you by phone, the internet or face-to-face at our office, your home or another place which is private and where you feel safe.

T: 08 9440 1663

W: <https://www.nsclegal.org.au/legal-help>

## Health Consumers' Council WA

Health Consumers' Council provides an individual advocacy service available to any person with an issue in the WA Health System. They provide independent advocacy to support the healthcare rights of individuals by working alongside and/or speaking, acting or writing on behalf of the advocacy client.

You do not have to be a member of the Health Consumers' Council to access advocacy.

### Support

T: 08 9221 3422 T: Country Callers: 1800 620 780

W: <https://www.hconc.org.au/individual-advocacy/>

## Seniors Rights and Advocacy Service

**Legal Aid WA is the public face of the Legal Aid Commission of Western Australia.**

### Seniors Rights and Advocacy Service

- Free legal advice and assistance to older people who have experienced elder abuse or who are at risk of experiencing elder abuse
- Representation in certain guardianship and administration matters in the state administrative tribunal
- Mediation or dispute resolution of suitable matters
- Information sessions and community legal education

T: 1300 650 579

W: <https://www.legalaid.wa.gov.au>

### Fact Sheet: Seniors Rights and Advocacy Service

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

## Tuart Place

Tuart Place provides a number of services, all of which are free of charge. Services are available to people who experienced any form of out-of-home care in Western Australia.



Tuart Place is a resource service for adults who were in out-of-home care (care leavers) during their childhood. We provide counselling and support services, assist with family tracing and obtaining records, help in lodging complaints and provide support in learning computer and life skills.

The governing body of Tuart Place is 'Forgotten Australians Coming Together' Inc. (FACT). FACT is Western Australia's representative body for people who were in out-of-home care during childhood, including Former Child Migrants from the UK and Malta and Indigenous and non-Indigenous Australian-born care leavers.

### Support

T: 1800 619 795

W: <https://www.tuartplace.org/services/>

## Dementia Australia

### Supporting a person living with dementia

Information on meaningful activity and engagement, COVID-19 tips for people living with dementia, their carers, families and friends as well as suggestions for dealing with stress and anxiety is contained within a Dementia Australia Library Guide located at:

<https://dementia-org.libguides.com/Supporting a person with dementia through lockdown>

### Support

T: National Dementia Helpline on 1800 100 500

W: [www.dementia.org.au](http://www.dementia.org.au)

The National Dementia Helpline is a free service operating between 8am and 8pm Monday to Friday (except public holidays).

## Alzheimer's WA

### Supporting a person living with dementia

Alzheimer's WA provides direct care, support, education and information to assist people living with dementia as well as their families and carers.

As the dementia care 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.

#### Support

T: National Dementia Helpline on 1300 667 788

W: <https://www.alzheimerswa.org.au/our-services/>

## WA Elder Abuse Support Services

### Older People's Rights Service (OPRS)

A Client centred service which provides legal information and advice, advocacy, and support to Older Australians experiencing or at risk of experiencing elder abuse from family, friends, and informal carers.

If you need an interpreter, call on 131 450

T: Joondalup 08 9301 4413

T: Mirrabooka 08 9440 1663

E: [info@nsclegal.org.au](mailto:info@nsclegal.org.au)

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

### Relationships Australia WA Peel Senior Relationship Service

Case Management and Mediation: This service is provided at no cost as part of the Federal Government's 'National Plan to Respond to the Abuse of Older Australians'.

#### Support

T: 08 6164 0173

E: [peelsrs@relationshipsaustralia.org.au](mailto:peelsrs@relationshipsaustralia.org.au)

W: [www.relationshipsaustralia.org.au](http://www.relationshipsaustralia.org.au)

## Seniors Rights and Advocacy Service

The types of matters that Seniors Rights and Advocacy Service can provide advice and assistance on include:

Planning for the future (Enduring Powers of Attorney, Enduring Powers of Guardianship, guardianship and administration orders and Advance Health Directives). Providing legal assistance when someone lacks decision making capacity (guardianship and administration). Recovering money or property. Family disputes. Granny flats and moving in with family. Family law and issues involving grandchildren. Protection from violence or abuse.

### Support

Infoline: 1300 650 579

Info chat: on the Legal Aid WA website

In person at Level 1, 32 St Georges Terrace, Perth or at any Regional Office

E: [info@nsclegal.org.au](mailto:info@nsclegal.org.au)

W: <https://www.legalaid.wa.gov.au>

## Advocare

Supporting and protecting the rights of older people in Western Australia through independent, free and confidential, advocacy information and education.

If you are experiencing any type of elder abuse, Advocare can work with you to resolve the situation. With your consent, we can also work with a family member or another representative who is working in your best interests, to resolve the situation.

### Support

#### Advocare Elder Abuse Helpline

Free call 1300 724 679 E: [rights@advocare.org.au](mailto:rights@advocare.org.au) Advocare Aged Care Advocacy and Information

T: 08 9479 7566

Free call 1800 655 566 E: [rights@advocare.org.au](mailto:rights@advocare.org.au)

Advocare Community Visitor Scheme T: 08 9479 7566

E: [volunteer@advocare.org.au](mailto:volunteer@advocare.org.au)

If you speak a language other than English, we can arrange assistance via the Translating and Interpreting Service.

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

# 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](http://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](mailto: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](mailto:enquiries@chungwahcac.org.au)

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

### Lifeline WA CVS

T: 9261 4463

E: [cvs@lifelinewa.org.au](mailto: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](mailto: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](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](mailto:volunteer@advocare.org.au)

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

### Chorus CVS

T: 1800 264 268

E: [hello@chorus.org.au](mailto: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@relationshipswa.org.au](mailto:peelsrs@relationshipswa.org.au)

W: <https://www.relationshipswa.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](mailto:mediation@nsclegal.org.au)

W: [www.nsclegal.org.au](http://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](mailto: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](mailto: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](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](mailto: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](mailto: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/>

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](mailto:support@liveup.org.au)

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



# SPECIALISED SUPPORT

## VETERANS

The first of its kind in Australia, **Veteran Central** is a specialised one-stop facility that puts Defence Veterans and their families first, with their needs met under one roof. You will find medical, mental health and dental practitioners, counselling, aged-care support and wellbeing programs.

RSLWA's services of advocacy and transitional assistance, employment support and welfare assistance is a key part of the services available within ANZAC House.

### ANZAC House Veteran Central (AHVS)

The RSLWA is the governing body of RSL Sub-Branches across Western Australia. They aim to commemorate, support and provide comradeship to veterans and their families. The RSLWA has continuously provided camaraderie and assistance to those returned from service for well over one hundred years.

Founded to support veterans and their families, the core mission has never changed, but has continued to grow and evolve as the needs of each generation changed. From young and old, ex-serving to current, male and female alike the RSLWA is there to assist.

The RSLWA advocate for the best possible conditions for those who have served and foster a spirit of respect and thanks from a grateful nation through commemorative services and events, "Our voice is strong. Our will stronger still."

Their branch network across the state allows for assistance to be given to any veteran in need.

Member or not, a warm welcome is always waiting for you at your local RSL Sub-Branch: <https://www.rslwa.org.au/members-area/sub-branches/>

The first of its kind in Australia, **Veteran Central** is a specialised one-stop facility that puts Defence Veterans and their families first, with their needs met under one roof. You will find medical, mental health and dental practitioners, counselling, aged-care support and wellbeing programs.

RSLWA's services of advocacy and transitional assistance, employment support and welfare assistance is a key part of the services available within ANZAC House.

This facility was purpose-built to make the lives of Veterans and their families easier. RSLWA felt it was time to put the needs of those who were willing to sacrifice everything for this great country first.

Veteran Central ensures simplified and streamlined access to a range of important and relevant services which occur under four crucial pillars of service delivery.

No more confusion, no more duplication of services and support and no more re-telling of case history over and over.

ANZAC House is also home to ANZAC Club, ensuring our ex-servicemen and women and their families continue to be socially engaged and connected, within a community that understands them.

## **Veteran Central Service Providers**

### **Ground Floor - Concierge, Cafe, Karrakatta Club**

#### **Concierge**

Friendly and professional concierges are available to greet you and facilitate access to the building.

T: 08 9287 3711

#### **Poppy Lane Café and Florist**

Open until 2.30 pm on weekdays. Phone 0421 048 511.

#### **The Karrakatta Club**

The oldest club for women in Australia, the Club's membership has its founding roots in advocacy for women and we continue to welcome new members. A varied program of activities offers members and guests the opportunity to socialise, dine, converse together and continue to learn during the weekly program of Lyceum presentations.

T: 08 9325 8111

Email Reception: [reception@karrakattaclub.com.au](mailto:reception@karrakattaclub.com.au)

### **First Floor - ANZAC Club**

#### **The ANZAC Club**

The members' club is a vibrant, comfortable space for veterans, their friends and families, service providers and neighbouring professionals to enjoy great company, along with quality food and beverages. Their friendly, professional staff will attend to your every need, ensuring your lunch, dinner or social gathering is one to remember. For more about the ANZAC Club and events visit the ANZAC Club website: <https://anzacclub.org.au/> or call 08 9287 3777. For more about ANZAC Club memberships: <https://anzacclub.org.au/memberships>

### **Above and Beyond Dental**

Above and Beyond Dental is a dental clinic in ANZAC House. They offer all forms of dental treatment and accept all health funds. Their primary service is to veterans and their families, assisting them with their ongoing health and dental care. Open Monday-Friday. Bookings call 08 6183 9989, A/H emergency on 0411 960 492. Visit the Above and Beyond Dental website: [https://aandbdental.com/?utm\\_source=GMB](https://aandbdental.com/?utm_source=GMB)

### **RESOLUTE for those who serve**

A Consulting Psychiatrist assisting Defence personnel, ex-service Veterans and first-responders who have sustained physical and psychological traumas during duty. The Veteran-specific private psychiatrist is also passionate about helping those still in service prepare for transition into the civilian world. The service provides assessment and treatment for those experiencing mental health issues in their lives across a broad range of disabling conditions.

### **Optimis – Precision Care**

Senior clinicians provide world-class Repetitive Transcranial Magnetic Stimulation (rTMS) for treating depression, pain, OCD, PTSD and other conditions. Contact [reception@optimis.com.au](mailto:reception@optimis.com.au) or call 1800 FOR TMS (1800 367 867). Visit the Optimis, Precision Care website: <https://optimis.com.au/>

### **Home Care and Aged Care Services**

The service provides assessment and treatment for those experiencing mental health issues in their lives across a broad range of disabling conditions. For more information call 08 9301 0299.

### **Open Arms – Veterans and Families Counselling**

As a 24-hour, free, nationally accredited, nationwide, multidisciplinary mental health service, Open Arms offers a wide range of treatment and support options to provide clients with the best opportunity to access the right support, in the right place and at the right time. These include free and confidential access to individual counselling, mental health support, case management, psychoeducation workshops and group programs for current and former Australian Defence Force personnel and their families. Client Assist is the entry point for Open Arms services across Australia, providing 24/7 telephone support as well as one-off support and telephone counselling.

T: 1800 011 046: **Safe Zone Support** is an anonymous counselling line providing access to specialised counsellors without requiring the caller to identify themselves.

T: 1800 142 072: **Open Arms** website: <https://www.openarms.gov.au/> to know more about our services and who we support.

### **Lions Hearing Clinic, part of Ear Science Institute Australia**

From hearing aids to hearing implants, tinnitus and balance services, we provide ongoing support and treatment, commission-free. To book, call 1800 054 667 or visit the website:

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

### **Veteran Central Clinical Psychology**

Provides trauma-focused therapy for PTSD, including cognitive therapy and EMDR.

To book, call 0439 666 616

## **Third Floor - GP, Medical Specialists and Skin Checks**

### **Veteran Health Solutions**

A service provider offering a multi-disciplinary team to ensure ease and speed of treatment for veterans and their families. Their fully integrated services include general medical, specialist surgical intervention, such as plastic, orthopaedic, neuro and general surgeons; cardiologists, ophthalmologists, ear-nose-and-throat specialists, diabetes educators and podiatry services. Their physiotherapists, occupational therapists and exercise physiologists are accredited in the early intervention and rehabilitation of acute injury/chronic disease management. Veteran Health Solutions also provides skin cancer checks and treatment. What this means for veterans and their families is that they will not have to repeat their stories at each consult. Please email your booking request to [reception@redimed.com.au](mailto:reception@redimed.com.au) for general medical appointments or call 08 9230 0900. For all skin check appointments please book through the Mole Patrol website: <https://molepatrol.com.au/>

## **Fourth Floor - RSLWA (Advocacy, Employment, Welfare)**

### **RSLWA**

Employment service – Contact: [vetjobs@rslwa.org.au](mailto:vetjobs@rslwa.org.au)

Welfare support – Contact: [welfare@rslwa.org.au](mailto:welfare@rslwa.org.au)

Advocacy Support – Contact: [advocacy@rslwa.org.au](mailto:advocacy@rslwa.org.au)

### **For all RSLWA queries**

T: 08 9287 3799



# First Nations Australians

It is important to find aged care services that respect your culture as well as meet your care needs. If you are an Aboriginal or Torres Strait Islander person, and 50 years or older, there are services that provide specialised care.

## MyAgedCare

### Aged Care Services - Support for Aboriginal and Torres Strait Islander people

#### Type of care

Some aged care providers employ Aboriginal or Torres Strait Islander people to provide care, include your local community in aged care planning and providing care and have buildings for cultural ceremonies and family visits.

#### Purpose

Whether you are looking for help at home or considering moving into an aged care home MyAgedCare can help you to find and access a range of culturally appropriate aged care services.

#### What can I discuss with potential aged care providers?

If you are looking at aged care homes, this '10 Questions to Ask' brochure is a helpful resource. It lists questions and tips written by doctors, nurses and experts experienced in aged care.

When you meet with an aged care provider, you, a family member or trusted friend can talk with them about how they can help and support you.

Depending on your needs and experiences, you can discuss how Aboriginal or Torres Strait Islander people can be involved in your care, such as staff, or community members; having someone you trust with you during decision-making processes; how your cultural and spiritual needs can be a part of your care plan; how staff will make sure those needs are met; ways to help you keep in contact with family and friends; supporting your connection to culture through social activities and outings; understanding and respecting your history and how this may impact your care, such as the trauma experienced by the Stolen Generation and culturally respectful support during illness or end of life, such as return to Country.

### Support

If you are a **Stolen Generations survivor**, there are some helpful resources from the Healing Foundation. You may like to share these resources with your chosen provider to help them better understand your care needs.

[https://healingfoundation.org.au/resources/?resource\\_type=28](https://healingfoundation.org.au/resources/?resource_type=28)

## What care is available in remote areas?

The **National Aboriginal and Torres Strait Islander Aged Care Program (NATSIFAC)** funds culturally safe aged care. A culturally safe environment is one where you feel safe and secure in your identity, culture and community setting. It's available for older Aboriginal and Torres Strait Islander people in rural and remote areas.

These services provide flexible care that recognise, respect and support your unique cultural identity and traditions; meets your needs, wants and rights; allows you to remain close to home and community.

These providers can help you with residential care on a permanent or short-term basis; emergency or planned respite care and home-based care.

### Support

T: 1800 200 422 Freecall

W: <https://www.myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people>

To access the '10 Questions to Ask' brochure go to:

<https://www.10questions.org.au/PDF/10%20questions%20to%20ask-ATSI%20FINAL%202019.pdf>

## National Aboriginal and Torres Strait Islander Flexible Aged Care Program

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

### Support

E: [NATSIFACP@health.gov.au](mailto:NATSIFACP@health.gov.au)

<https://www.health.gov.au/initiatives-and-programs/national-aboriginal-and-torres-strait-islander-flexible-aged-care-program>

## Kungkarrangkalpa Aged Care Service

NHS is an Aboriginal Community Controlled health service providing care to indigenous people living in communities across the vast Ngaanyatjarra Lands in remote Western Australia, near the Northern Territory/South Australian borders.

### Support

T: 08 8955 8068

Address: Wanarn Community, Main Rd, Wanarn, WA, 6743

## KUNGKARRANGKALPA AGED CARE (WANARN AGED CARE FACILITY)

[https://www.google.com/search?q=Kungkarrangkalpa+Aged+Care+Service&rlz=1C1GGRV\\_enAU820AU869&oq=Kungkarrangkalpa+Aged+Care+Service&aqs=chrome..69i57j0i22i30.1879j0j7&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=Kungkarrangkalpa+Aged+Care+Service&rlz=1C1GGRV_enAU820AU869&oq=Kungkarrangkalpa+Aged+Care+Service&aqs=chrome..69i57j0i22i30.1879j0j7&sourceid=chrome&ie=UTF-8)

### GUWARDI NGADU AGED CARE:

You will be close to nature at Juniper Guwardi Ngadu in Fitzroy Crossing where the outdoors is a special place.

### Support

T: 08 9191 5240

Address: Forrest Rd, Fitzroy Crossing, WA, 6765

### GUWARDI NGADU FRAIL AGED HOSTEL:

<https://www.healthdirect.gov.au/australian-health-services/20095023/guwardi-ngadu-frail-aged-hostel/services/fitzroy-crossing-6765-forrest#ee4a34f8-b9dc-d9da-40a0-e4bf0d5664b1>

## Ngamang Bawoona

Close to the heart of the Kimberley community, Juniper Ngamang Bawoona is a safe and happy home designed around a lovely internal garden.

### Support

T: 08 9161 5500

Address: 33 Sutherland St, Derby, WA, 6728

### JUNIPER NGAMANG BAWOONA:

<https://www.healthdirect.gov.au/australian-health-services/20157760/juniper-ngamang-bawoona/services/derby-6728-33-sutherland-street>

## Yaandina Home Care

Yaandina's residential aged care centre seeks to provide an ageing in place centre for local residents who wish to live out their twilight years in familiar surroundings and in close proximity to family and friends.

### Support

T: 08 9182 1172

Address: 56 Hampton St, Roebourne, WA, 6718

**YAANDINA COMMUNITY SERVICES:** <https://yaandina.org.au/our-services/aged-care-services/>

## Health Services for Aboriginal and Torres Strait Islander people

Health services for Aboriginal people in the Perth metropolitan area.

### Support

T: 08 9222 4222

[https://www.healthywa.wa.gov.au/Articles/N\\_R/Perth-Aboriginal-services-health-services](https://www.healthywa.wa.gov.au/Articles/N_R/Perth-Aboriginal-services-health-services)

## Primary Health Care Activity

As part of the program, the **Primary Health Care Activity** provides grants for these services. This includes services delivered by Aboriginal Community Controlled Health Services (ACCHSs), as well as mainstream services across the health system.

### Support

T: 08 9222 4222

<https://www.health.gov.au/initiatives-and-programs/primary-health-care-activity>

## Primary Health Networks

The Primary Health Networks across Australia improve access to coordinated care. Improving Aboriginal and Torres Strait Islander people's health is one of their key priorities.

### Support

T: 08 9222 4222

[https://www.health.gov.au/initiatives-and-programs/phn?utm\\_source=health.gov.au&utm\\_medium=callout-auto-custom&utm\\_campaign=digital\\_transformation](https://www.health.gov.au/initiatives-and-programs/phn?utm_source=health.gov.au&utm_medium=callout-auto-custom&utm_campaign=digital_transformation)

## Aboriginal and Torres Strait Islander Health Initiatives and Programs

A list of Australian Government initiatives and programs relating to Aboriginal and Torres Strait Islander health is available at:

T: 08 9222 4222

<https://www.health.gov.au/health-topics/aboriginal-and-torres-strait-islander-health/initiatives-and-programs>



## CULTURALLY AND LINGUISTICALLY DIVERSE (CaLD) PEOPLE

**It is important to find aged care services that respect your culture as well as meet your care needs.**

CALD communities comprise a crucial portion of the Australian population. Nearly half of all Australians were either born outside of Australia or had one or both parents who were born outside of Australia. CALD populations in Australia hail from 190 different nations and 300 distinct ancestries which leads to a multicultural society in the country.

**People with a CALD background face barriers when accessing services for older people:**

- Speak languages are difficult to comprehend
- Cultural differences in customs and religious beliefs
- Discrimination and racism are two things that people are exposed to
- There is a scarcity of information on services
- There is a lack of knowledge regarding rights and obligations
- Literacy skills are insufficient
- Afraid of being stigmatized both inside and beyond their communities
- Difficulty comprehending their community's function
- In the rising requirement for access to services, a lack of computer access may represent a barrier

### MyAgedCare

#### **Aged Care Services - Support for Culturally and Linguistically Diverse people**

##### Type of care

If you are an older person from a culturally and linguistically diverse (CALD) background, or you are caring for an older person from a CALD background, there are aged care services specifically for you. Many organisations now offer specific diets, activities, languages or spiritual needs, whatever your cultural, linguistic or spiritual background.

##### Purpose

If you speak a language other than English, you can call the **Translating and Interpreting Service (TIS National)** for support to talk to My Aged Care or with your aged care provider about your services.

**TIS National** covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

MyAgedCare can help you access aged care information in other languages. There are also printable brochures, posters and spoken information in other languages to help you get started with MyAgedCare.

#### What can I discuss with potential aged care providers?

If you are looking to move into an aged care home, the '10 Questions to Ask' brochure can be a helpful resource. It provides a list of questions that can help people from culturally and linguistically diverse backgrounds find a suitable provider. The questions are written by doctors, nurses, and other experts with experience in aged care.

**To access the '10 Questions to Ask' brochure go to:**

<https://www.10questions.org.au/PDF/10%20questions%20to%20ask-CALD%20FINAL%202019.pdf>

#### **Support**

T: 1800 200 422

W: <https://www.myagedcare.gov.au/support-people-culturally-and-linguistically-diverse-backgrounds>

### **Office of Multicultural Interests (OMI)**

#### **OMI Services Directory**

The services directory provides contacts details for services available in Western Australia from government and non-government organisations and business groups in WA including arts, recreation and sport, family support and health.

W: <https://www.omi.wa.gov.au/communities-and-networks/services-directory>

#### **Support**

T: 08 6552 7300

Address: Gordon Stephenson House, 140 William Street, Perth WA 6000

W: <https://www.omi.wa.gov.au/home/about-us>

## The Chung Wah Association 'Community & Aged Care'

**Chung Wah Community & Aged Care (CAC) is dedicated to improving the quality of life for non-English speaking migrants, seniors and people with disability in Western Australia.**

Chung Wah Community and Aged Care (CAC) is a group under the umbrella of the Chung Wah Association. CAC's goal is to provide care for the aged and disabled community, particularly non-English speakers, in Western Australia.

Currently, they provide government funded and culturally appropriate aged care and disability services to more than 700 frail, elderly and/or disabled clients with different health conditions from Chinese, Vietnamese, Cambodian and other ethnic communities throughout the Perth metro area. They also deliver a series of general community programs and events for Asian migrants and the community at large.

The CAC workforce consists of staff, support workers and volunteers from over 20 culturally and linguistically diverse backgrounds. Despite the differences in spoken language, what is common to all of their people is our care for everyone, not only seniors and people with disabilities.

Chung Wah understand that all of their clients are unique in their own way and they welcome everyone no matter where they are from. They want to know you as a person, to offer you choices, to fulfil not just your needs, but your dreams. They understand your challenges, because they walk in your shoes, speak your language, and understand your culture.

It is undeniable that the future holds many uncertainties and Chung Wah can guarantee you that their CAC people will be there for you when you need them, and ensure that your life journey will be filled with happy, meaningful memories.

### Chung Wah Community & Aged Care Services

- National Disability Insurance Scheme (NDIS)
- Home Care Packages
- Evergreen College
- Day Long Centre (Respite Centre (DLRC))
- Community Outings
- Commonwealth Home Support Programme (CHSP)
- Interim Hospital Packages (IHP)
- Private Arrangements
- Allied Health

### Support

T: 08 9328 3988

E: [enquiry@chungwahcac.org.au](mailto:enquiry@chungwahcac.org.au)

Address: 1/98 Lake St, Northbridge WA 6003

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

## **Umbrella Multicultural Community Care Services Inc.**

**Umbrella Multicultural Community Care delivers innovative and culturally appropriate aged care services to over 800 seniors from 67 different countries.**

Umbrella Inc. offers over 20 innovative and culturally diverse aged care services, for people over 65 years of age. Their programs support individuals to stay connected and live independently in their homes. All people are welcome to be part of Umbrella's family.

Their main focus is to support people from culturally and linguistically diverse backgrounds and the LGBTI community.

Umbrella Inc. provides quality personalised care, matching staff, languages and activities with clients.

Services are provided by trained, culturally competent bilingual staff. We are proud to deliver services that value people, promote inclusion and make a difference.

### **Umbrella Multicultural Community Care Services**

- At Home Care
- Golden Age Club
- Social Clubs and Activities
- Health and Fitness
- Excursions
- Carer's Group

### **Support**

T: 08 9275 4411

E: [enquiries@umbrellacommunitycare.com.au](mailto:enquiries@umbrellacommunitycare.com.au)

Address: 39 Abernethy Rd, Belmont WA 6104

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

## Multicultural Services Centre of Western Australia

**Multicultural Services Centre of Western Australia Inc. (MSC)** is an established provider of diverse community services and programs. MSC has been supporting culturally and linguistically diverse (CaLD) Western Australians for over four decades and aims to address the unmet needs of migrants and refugees.

The purpose of MSC is to meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians; and to use its cultural and linguistic service planning and delivery expertise to undertake initiatives to respond to natural and other disasters and humanitarian causes overseas.

### Multicultural Services Centre of Western Australia Services

- Aged Care
- Disability
- Emergency Relief
- Family Mediation
- Housing
- Job's and Skills Centre (JSC)
- Mental Health
- Settlement (SETS)
- Temporary Australian Residents



### Support

Head office (Registered Office)

T: 08 9328 2699

Address: 20 View St, North Perth, WA 6006

W: <https://www.mscwa.com.au/>

# LGBTQI+ PEOPLE

Older people of diverse sexual orientation and gender identity should be able to access aged care services that are responsive and respectful of their care needs and consider their history and any experiences of discrimination and marginalisation.

## MyAgedCare

### Aged Care Services - Support for lesbian, gay, bisexual, transgender and intersex people

#### Type of care

Given their experiences of discrimination and limited recognition of their needs by service providers, people who identify as lesbian, gay, bisexual, transgender and/or intersex (LGBTI) have been identified as having special needs for aged care.

#### Purpose

The National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy aims to improve the ageing and aged care experience of LGBTI elders and ensure they have the same opportunities and options in aged care that are available to all Australians.

#### What can I discuss with potential aged care providers?

If you are looking to move into an aged care home, the '10 Questions to Ask' brochure can be a helpful resource. It provides a list of questions that can help older people with diverse sexual orientation and gender identity including LGBTI find a suitable provider. The questions are written by doctors, nurses and other experts with experience in aged care.

### Support

T: 1800 200 422 Freecall

<https://www.myagedcare.gov.au/support-lesbian-gay-bisexual-transgender-and-intersex-people>

To access the '10 Questions to Ask' brochure go to:

<https://www.10questions.org.au/PDF/10%20questions%20to%20ask-LGBTIQ%20FINAL%202019.pdf>

To access Aged Care for LGBTI Elders: Getting started with MyAgedCare factsheet go to:

<https://www.myagedcare.gov.au/sites/default/files/2019-04/aged-care-for-lgbti-elders-getting-started-with-my-aged-care.pdf>

**To access Finding LGBTI Inclusive Home Care Packages on the Service Finder factsheet go to:**

<https://www.myagedcare.gov.au/sites/default/files/2019-04/lgbti-finding-lgbti-inclusive-home-care-packages-on-the-service-finder.pdf>

**To access LGBTI Ageing and Aged Care resources go to:**

[https://www.health.gov.au/health-topics/aged-care?utm\\_source=health.gov.au&utm\\_medium=redirect&utm\\_campaign=digital transformation&utm\\_content=agedcare](https://www.health.gov.au/health-topics/aged-care?utm_source=health.gov.au&utm_medium=redirect&utm_campaign=digital+transformation&utm_content=agedcare)

## **GLBTI Rights in Ageing Inc.**

**LGBTI elders should be welcomed and feel safe to be themselves in all environments and with all services**

GRAI was established in Perth, Western Australia in August 2005 to support GLBTI into ageing. Primarily this has focused on quality housing options and services for older and ageing people of diverse sexualities and gender identities.

GRAI are a voluntary group that works to enhance the quality of life for GLBTI (gay, lesbian, bisexual, trans\*, intersex) elders, focusing on improving GLBTI awareness in aged care services (both residential and community care). We also aim to promote healthy ageing and social inclusion for older GLBTI people through a range of events and projects.

### **Support**

E: [info@grai.org.au](mailto:info@grai.org.au)

W: <https://grai.org.au/about-us/>

## GRAI Village Hub

Social isolation is widespread for many LGBTI elders and the impact of COVID-19 has highlighted feelings of loneliness and disconnection during this unprecedented time. LGBTI seniors are less likely than non-LGBTI people to have children or other nuclear family members to support their ageing and they are also more likely to be caring for a friend or family member.

GRAI's Village Hub will be led by and for older LGBTI people, offering multidimensional peer support and service development for the community and will continue to deliver and support current social activities, such as Lesbians who Lunch and Meet & Muse, Queer Book Club and Barn Dance.

Film nights, information sessions and workshops will be offered that reflect the interests of the GLBTI community. An LGBTI Elders' Advisory Group will be established to advise on the Hub activities.

A Befriender Program will be established coordinating Peer Elders to provide a one-on-one befriending service for vulnerable and isolated individuals.

### Support

E: [info@grai.org.au](mailto:info@grai.org.au)

W: <https://grai.org.au/grai-village-hub/>

## Living Proud

Living Proud promotes the wellbeing of the LGBTIQ+ Community in Western Australia.

### Support

T: 08 9486 9855

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

## QLife Counselling

Living Proud is the WA partner for QLife. QLife is a national lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) counselling and referral service. QLife provides a nation-wide, early intervention, peer supported telephone and web based service to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and well-being.

They help callers with a range of issues relating to sexuality and gender, including coming out, as well as more general issues, such as relationship problems or simply a safe space to chat.

### Support

T: 1800 184 527

W: <https://www.livingproud.org.au/qlife/>

## HealthDirect

Free Australian health advice you can count on. Mental health resources for lesbian, gay, bi, transgender and intersex people (LGBTI).

If you are part of the lesbian gay, bi, transgender and intersex (LGBTI) community and struggling with your mental health, you are not alone.

Life can be challenging, with all the complexities of work, relationships, friendships, finance and families. Staying mentally strong is not always easy.

### Support

T: 1800 022 222

W: <https://www.healthdirect.gov.au/lgbti-mental-health>

# PEOPLE LIVING WITH A DISABILITY

Disability care services is a disability support system which is responsive to the particular needs and circumstances of people with complex and high needs for support. Universal personal and community support services are available to meet the needs of people with disability, their families and carers.

## What is disability home care?

Disability care at home is simply practical help with anything from everyday tasks like housework and bathing, to assistance with complex needs. Specially trained disability carers can be employed to come into the home and lend a hand.

## What is in home support service?

Home Care services can assist with a wide range of tasks. The most common include dressing, bathing, meal preparation, cleaning and laundry, gardening and basic home maintenance, transport, nursing and allied health and therapy services.

## Who funds disability services in Australia?

The NDIS is jointly funded and governed by the Australian Government and the States and Territories. The scheme replaces current and former disability support services provided by State and Territory governments. The NDIS is run by the Australian Government's National Disability Insurance Agency (NDIA).

## Support

T: 1800 800 110

W: <https://www.ndis.gov.au/>

W: <https://www.healthdirect.gov.au/introduction-to-disability-services-and-the-ndis>

## Uniting WA (Perth Metro)

Uniting WA advocates by standing with someone or speaking up on their behalf to make sure their interests and rights are being heard.

### **'Your Say' Advocacy Service**

'Your Say' is a **free and confidential** advocacy service funded by the National Disability Advocacy Program that promotes and protects the rights of people with disability and those who identify as having a mental health issue. It is available to people who live in the Perth metro area.

### **Support**

T: 1300 663 298

W: <https://unitingwa.org.au/services/advocacy/>

**Developmental Disability WA have an Easy Read guide to getting help from an Advocate via the link below:**

<https://unitingwa.org.au/wp-content/uploads/2020/08/Getting-help-from-an-Advocate-EasyRead-all-agenciesWA.pdf>

## Advocacy WA (South West Region)

### **Support**

T: 08 9721 6444

E: [admin@advocacywa.org.au](mailto:admin@advocacywa.org.au)

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

## Kin formerly Ethnic Disability Advocacy Centre (Perth Metro and Regional)

Kin helps people from diverse backgrounds living with disability, their families and carers.

### **Support**

T: 08 9388 7455 Freecall: 1800 659 921

E: [admin@kinadvocacy.org.au](mailto:admin@kinadvocacy.org.au)

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

## Explorability (Perth Metro and Regional)

Explorability Inc. provides individual advocacy for people with disability, their families and carers throughout Western Australia.

### Support

T: 08 6361 6001 Freecall: 1800 290 690

E: [admin@explorability.org.au](mailto:admin@explorability.org.au)

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

## Midlas (North East Region of Perth)

Disability advocates provide individual advocacy, guidance and support to people with a disability, their carers and families.

### Support

T: 08 9250 2123

E: [admin@midlas.org.au](mailto:admin@midlas.org.au)

W: <https://midlas.org.au/services/disability-advocacy/>

## People with Disabilities WA (PWdWA) Perth Metro and Regional

Advocating for the rights and empowering the voices of people with disability in Western Australia

### Support

T: 08 9420 7279 Freecall: 1800 193 331

E: [info@pwdwa.org](mailto:info@pwdwa.org)

W: <https://www.pwdwa.org/>

## Sussex Street Community Law Service Inc. (Mid-west, Goldfields and Esperance and Great Southern Regional Areas)

Sussex Street Community Law Service is a free and readily accessible legal service to low income and disadvantaged people in the Western Australian community.

### Support

T: 08 6253 9500 Country Callers and IDAS: 13400 648 655

W: <http://www.sscls.asn.au/>

## Carers WA

### Carer Gateway

Carer Gateway is an Australian Government initiative providing 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.

In addition to a number of resources available through the National Carer Gateway website, dedicated in-person supports and services are being delivered throughout the States and Territories through a network of Carer Gateway Service Providers. In **Western Australia**, Carers WA is leading the delivery of these in-person services, in partnership with their delivery partner, 'HelpingMinds'.

### Services available to local WA Carers through Carers WA and its partners

Services are free to access for anyone looking after a family member or friend with disability, a medical condition, mental illness or someone who is frail due to age.

Does not affect any other state or territory carer services, young carer bursaries or other services delivered through My Aged Care or the National Disability Insurance Scheme.

### Carer Support Planning

Capturing a holistic picture of a carer's individual circumstances and developing a tailored and personalised action plan of supports and services to alleviate areas of strain.

### In-person Peer Support

A free, facilitated, four-part training peer support program.

### In-person and Telephone Counselling

Available through Carers WA and HelpingMind's teams of qualified and accredited counsellors.

## **Facilitated Coaching**

This service offers carers an opportunity to receive coaching to assist with identifying and reaching personal goals, whether they are related to the caring role or not.

## **Carer Directed Support**

Financial support to provide carers greater control of the services they engage and how and when they are utilised.

## **Respite Care**

Available in the form of emergency respite support and planned respite.

## **Support to register with the Carer Gateway**

T: 1800 422 737

W: [www.carergateway.gov.au](http://www.carergateway.gov.au)

**There are also many other services that provide support to people living with a disability where fees may be applied.**



# AGED CARE NAVIGATION

If you require assistance to access aged care services, there are FREE and independent services available with Aged Care System Navigation providers.

## Chung Wah Community and Aged Care (CAC)

Chung Wah Community and Aged Care (CAC) provides navigational support to older people of Culturally And Linguistically Diverse (CaLD) backgrounds and their communities.

Chung Wah Community and Aged Care (CAC) multilingual 'Connector Staff' provide FREE:

- Community information sessions for better understanding of ageing, the aged care system and supports through MyAgedCare call centre and website
- One-on-one assistance with a holding-hand approach to access aged care services

Contact Chung Wah Community Aged Care (CAC) for further information or assistance.

### Support

T: 08 9328 3988

Email: [enquiry@chungwahcac.org.au](mailto:enquiry@chungwahcac.org.au)

### Vietnamese Translation

**Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah, Chăm sóc Người cao niên từ các nền văn hóa khác nhau, Chương trình Kết nối Hệ thống Chăm sóc Người cao niên (EnCOMPASS)**

Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah là một trong số các nhà cung cấp dịch vụ chăm sóc được Liên đoàn Cộng đồng Đa sắc tộc của Úc (FECCA) tài trợ tham gia Chương trình hỗ trợ, cung cấp thông tin và tiếp cận các dịch vụ chăm sóc người cao niên của chính phủ (EnCOMPASS). Chương trình này hỗ trợ người cao tuổi thuộc các nền Văn hóa và Ngôn ngữ Đa dạng (CALD) và cộng đồng của họ tiếp cận hệ thống chăm sóc người cao niên và các hỗ trợ khác.

**“Nhân viên kết nối” đa ngôn ngữ của Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah hỗ trợ MIỄN PHÍ:**

- Cung cấp thông tin nhằm giúp cộng đồng hiểu hơn về hệ thống chăm sóc người cao niên, lứa tuổi và sự hỗ trợ mà họ có thể nhận được thông qua tổng đài và website của MyAgedCare.
- Hỗ trợ 1-1 dẫn dắt các cá nhân tiếp cận các dịch vụ chăm sóc người cao tuổi.

**Xin hãy liên hệ Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah để biết thêm thông tin và sự trợ giúp.**

## **Support**

DT: (08) 9328 3988

Email: [enquiry@chungwahcac.org.au](mailto:enquiry@chungwahcac.org.au)

## **Chinese Translation**

### **长者护理服务**

### **中华社区与长者服务**

### **多元文化长者服务**

### **长者护理服务导航**

## **EnCOMPASS**

联同多伙伴机构，澳洲民族社区理事会联合会（FECCA）主导政府资助的EnCOMPASS计划。这计划旨于帮助来自多元文化背景的长者获得长者护理服务和其他协助。中华社区与长者服务（CAC）是EnCOMPASS计划的其中一员。

精通多种亚洲语言的CAC EnCOMPASS 团队为需要人士提供下列的免费服务：

1. 社区讲座: 让社区人士更了解年龄变化的历程和政府「长者护理服务（My Aged Care）」的网页和电话服务中心。
2. 个人咨询: CAC 手把手地协助有需要人士申请政府的长者护理服务。

如果您需要更多的资讯或协助，请致电CAC。

## **Support**

电话: 08 9328 3988

电邮: [enquiry@chungwahcac.org.au](mailto:enquiry@chungwahcac.org.au)

## Umbrella Multicultural Community Aged Care

Umbrella Multicultural Aged Care provides navigational support to older people of Culturally and Linguistically Diverse (CaLD) backgrounds and their communities.

Language	Description
English	<p><b>Can I get help to stay well and independent?</b></p> <ul style="list-style-type: none"><li>▪ If you need some help around the house (e.g. shopping, showering, nursing, etc.) or think it's time to look into aged care homes, government-funded aged care services is the solution for you.</li></ul> <p><b>Not sure what services are provided, how to access services, and how much it costs?</b></p> <ul style="list-style-type: none"><li>▪ We are here to help! You can call us EnCOMPASS Connectors</li><li>▪ We provide free one-on-one support to older people from diverse cultural and linguistic backgrounds (inclusive of their carers and families) to understand and access aged care and other services to stay well, safe, and independent.</li><li>▪ We help you access MyAgedCare which is the Australian Government's website for accessing aged care supports. If you are already registered with MyAgedCare, we can also help you change the type of aged care service you receive.</li></ul>



Greek	<p><b>Μπορώ να λάβω βοήθεια για να παραμείνω καλά και ανεξάρτητος(η);</b></p> <ul style="list-style-type: none"> <li>▪ Εάν χρειάζεστε ορισμένη βοήθεια σχετικά με το σπίτι (π.χ. ψώνια, ντους, νοσηλευτική κ.λπ.) ή πιστεύετε ότι ήρθε η ώρα να ψάξετε για οίκους ευγηρίας (γηροκομεία), οι υπηρεσίες φροντίδας ηλικιωμένων που χρηματοδοτούνται από την κυβέρνηση είναι η λύση για εσάς.</li> </ul> <p><b>Δεν είστε σίγουροι ποιες υπηρεσίες παρέχονται, πώς να αποκτήσετε πρόσβαση σε υπηρεσίες και πόσο κοστίζουν;</b></p> <ul style="list-style-type: none"> <li>▪ Είμαστε εδώ για να βοηθήσουμε! Μπορείτε να μας καλέσετε EnCOMPASS Connectors.</li> <li>▪ Παρέχουμε δωρεάν ατομική στήριξη σε ηλικιωμένους με διαφορετικό πολιτισμικό και γλωσσικό υπόβαθρο (συμπεριλαμβανομένων των φροντιστών και των οικογενειών τους) για να κατανοήσουν και να έχουν πρόσβαση σε φροντίδα ηλικιωμένων και άλλες υπηρεσίες για να παραμείνουν καλά, ασφαλείς και ανεξάρτητοι.</li> <li>▪ Σας βοηθάμε να αποκτήσετε πρόσβαση στην υπηρεσία MyAgedCare που είναι ο ιστότοπος της Αυστραλιανής Κυβέρνησης για πρόσβαση σε μορφές στήριξης φροντίδας ηλικιωμένων. Εάν είστε ήδη εγγεγραμμένοι στην MyAgedCare, μπορούμε επίσης να σας βοηθήσουμε να αλλάξετε τον τύπο της υπηρεσίας φροντίδας ηλικιωμένων που λαμβάνετε.</li> </ul>
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Polish	<p><b>Czy mogę uzyskać pomoc, aby zachować dobre samopoczucie i niezależność?</b></p> <ul style="list-style-type: none"> <li>▪ Jeśli potrzebujesz pomocy w domu (np. przy robieniu zakupów, braniu prysznica, pielęgnacji, itp.) lub myślisz, że nadszedł czas, aby rozejrzeć się za domem opieki, usługi opieki nad osobami starszymi finansowane przez rząd są dla ciebie rozwiązaniem.</li> </ul> <p><b>Nie jesteś pewien, jakie usługi są świadczone, jak uzyskać do nich dostęp i ile to kosztuje?</b></p> <ul style="list-style-type: none"> <li>▪ Jesteśmy tu, aby pomóc! Możesz skontaktować się z EnCOMPASS Connectors.</li> <li>▪ Zapewniamy bezpłatną indywidualną pomoc dla osób starszych z różnych środowisk kulturowych i językowych (włącznie z ich opiekunami i rodzinami) w zrozumieniu i dostępie do opieki nad osobami starszymi oraz do innych usług, dla zachowania dobrego samopoczucia, bezpieczeństwa i niezależności.</li> <li>▪ Pomożemy ci uzyskać dostęp do MyAgedCare, która jest stroną internetową rządu australijskiego umożliwiającą otrzymanie usług opieki nad osobami starszymi. Jeśli jesteś już zarejestrowany w MyAgedCare, możemy również ci pomóc w zmianie rodzaju usług opieki, z których korzystasz.</li> </ul>
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Spanish	<p><b>¿Puedo obtener ayuda para mantener mi bienestar e independencia?</b></p> <ul style="list-style-type: none"> <li>▪ Si necesita algún tipo de ayuda en casa (por ejemplo, para hacer la compra, ducharse, enfermería, etc.), o si cree que es momento de empezar a ver residencias de ancianos, los servicios de cuidado de ancianos financiados por el gobierno son la solución para usted.</li> </ul> <p><b>¿No está seguro/a de qué servicios se ofrecen, cómo acceder a los servicios, o cuánto cuestan?</b></p> <ul style="list-style-type: none"> <li>▪ ¡Estamos aquí para ayudarle! Puede llamarnos a nosotros, los facilitadores de contacto de EnCOMPASS.</li> <li>▪ Ofrecemos apoyo gratuito e individual a personas mayores de culturas e idiomas diversos (incluidos sus cuidadores y familias) para entender y acceder a servicios de cuidado de ancianos y de otros tipos para que se mantengan sanas, seguras e independientes.</li> <li>▪ Le ayudamos a acceder a MyAgedCare, que es el sitio web del gobierno australiano para acceder a apoyos para el cuidado de ancianos. Si ya está registrado/a en MyAgedCare, también podemos ayudarle a cambiar el tipo de servicios de cuidado de ancianos que recibe.</li> </ul>
Macedonian	<p><b>Може ли да добијам помош да останам добро и независен/независна?</b></p> <ul style="list-style-type: none"> <li>▪ Ако ви треба помош дома (на пример, пазарување, капење, нега итн.) или мислите дека е време да се погледнат старски домови, за вас се решение услуги на нега на стари лица финансирани од државата.</li> </ul> <p><b>Не сте сигурни кои услуги се даваат, како да ги добиете и колку чинат?</b></p> <ul style="list-style-type: none"> <li>▪ Тука сме да помогнеме! Може да се јавите на EnCOMPASS Connectors.</li> <li>▪ Ние даваме бесплатна индивидуална поддршка на стари лица од различни култури и јазични потекла (вклучително на нивните негуватели и семејства) за да ја разберат и да добијат нега на стари лица и други услуги за да останат здрави, безбедни и независни.</li> <li>▪ Ние ви помагаме да имате пристап до MyAgedCare што е веб-страница на Австралиската влада за добивање поддршка за нега на стари лица. Ако сте веќе регистрирани кај MyAgedCare, исто така може да ви помогнеме да го промените видот на услуги за нега на стари лица што ја добивате.</li> </ul>

<p><b>Italian</b></p>	<p><b>Posso ricevere aiuto per mantenermi in salute e indipendente?</b></p> <ul style="list-style-type: none"> <li>Se ha bisogno di aiuto in casa (per esempio con la spesa, con la doccia, con servizi infermieristici, ecc.) o pensa che sia arrivato il momento di valutare delle case di riposo, i servizi di assistenza agli anziani finanziati dal governo sono la soluzione giusta per Lei.</li> </ul> <p><b>Non sa quali servizi vengono forniti, come accedere ai servizi e quanto costano?</b></p> <ul style="list-style-type: none"> <li>Siamo qui per aiutarla! Può chiamarci Coordinatori di EnCOMPASS.</li> <li>Forniamo supporto individuale gratuito alle persone anziane provenienti da contesti culturali e linguistici diversi (compresi i loro badanti e le loro famiglie) per comprendere e accedere all'assistenza agli anziani e ad altri servizi, in modo che si mantengano in salute, al sicuro e indipendenti.</li> <li>La aiutiamo ad accedere a MyAgedCare che è il sito web del governo australiano per l'accesso ai servizi di assistenza agli anziani. Se ha già effettuato la registrazione con MyAgedCare, possiamo anche aiutarla a cambiare la tipologia di servizi di assistenza agli anziani che riceve.</li> </ul>
<p><b>Hindi</b></p>	<p><b>क्या मुझे स्वस्थ और आत्मनिर्भर रहने में मदद मिल सकती है?</b></p> <p>अगर आपको घर में कुछ मदद की ज़रूरत है (जैसे खरीदारी, स्नान, नर्सिंग, आदि) या लगता है कि यह ऐज्ड केयर होम्स के बारे में विचार करने का समय है, तो सरकार द्वारा वित्त पोषित वयोवृद्ध देखभाल सेवाएं आपके लिए समाधान हैं।</p> <p><b>आप सुनिश्चित नहीं है कि कौन सी सेवाएं प्रदान की जाती हैं, सेवाओं तक कैसे पहुंचें, और इसकी लागत कितनी है?</b></p> <p>हम यहाँ मदद करने के लिए हैं! आप हमें EnCOMPASS Connectors कह सकते हैं। हम विभिन्न सांस्कृतिक और भाषाई पृष्ठभूमि (उनके देखभालकर्ताओं और परिवारों सहित) के वृद्ध लोगों को पूर्णतः स्वस्थ, सुरक्षित और आत्मनिर्भर रहने के लिए वयोवृद्ध देखभाल और अन्य सेवाओं को समझने और उन तक पहुंचने के लिए निःशुल्क रु-बरू सहायता प्रदान करते हैं।</p> <p>हम आपको MyAgedCare तक पहुँचने में मदद करते हैं जो कि वयोवृद्ध देखभाल सहायता तक पहुँचने के लिए ऑस्ट्रेलियाई सरकार की वेबसाइट है। यदि आप पहले से ही MyAgedCare के साथ पंजीकृत हैं, तो हम आपको प्राप्त होने वाली वयोवृद्ध देखभाल सेवा के प्रकार को बदलने में भी आपकी मदद कर सकते हैं।</p>

## Council on the Ageing Western Australia [COTA (WA)]

Do you feel uncomfortable about receiving aged care services in your home because you worry about getting COVID-19? Do you need more help than usual because someone who normally helps you is isolating or is unwell with COVID-19? Here is some information which may help you decide what to do. Staff and volunteers working for home care providers in WA must be fully vaccinated. Staff and volunteers are trained to deliver services safely.

- Speak to your home care provider, if you already receive services; they may have an emergency care plan for you, as part of your service plan.
- Speak to your Doctor about your concerns

**Speak to a COTA (WA) Aged Care System Navigator for free and independent information about age care services.**

### Support

E: [agedcareinformation@cotawa.org.au](mailto:agedcareinformation@cotawa.org.au)

T: 1300 025 298

## Advocare

### Regional Support

Specialist Advocate - Aged Care Navigator is based in the South West of WA and covers the South West and Great Southern Regions. They provide support and advice based on your individual circumstances to help you and your family understand and access aged care services. Support is free and can be given face-to-face, by telephone or online.

For assistance to experience the best outcomes from the aged care system – regional support.

### Support

M: 0427 732 515

T: 1800 655 566

E: [kerrye@advocare.org.au](mailto:kerrye@advocare.org.au)

## Dementia Australia

Navigating through the aged care system alone can be confusing and difficult. Dementia Australia have a dedicated support person who can provide tailored information and help navigate what can be a very complex system.

The Dementia Care Navigator provides information and connects clients with appropriate support and services pre and post diagnosis, including referrals, advice and resources to support a better quality of life for people living with all forms of dementia, their families and carers.

The Dementia Care Navigator can assist with answering a range of queries, with understanding dementia, knowing what supports are available to support people to remain living in their own home and options for residential care (if that is the persons preferred option). Dementia Australia will work alongside people to assist them to register with My Aged Care, to prepare for an assessment meeting and to help them connect with a local aged care provider.

This service is available in-person at the Dementia Australia office in East Perth, at various community locations, over the telephone or online throughout Western Australia.

### Support

**Referrals** can be made via E: [wa.referrals@dementia.org.au](mailto:wa.referrals@dementia.org.au)

Call the National Dementia Helpline on **1800 100 500**

## Services Australia - Aged Care Specialist Officer Support

Provides face to face support with an Aged Care Specialist Officer (ASCO) which is part of MyAgedCare. It is **free** to access these face-to-face services. Staff in all service centres can help you with general information about My Aged Care services and can help connect you with specialised assistance, including using MyAgedCare online or via telephone.

Aged Care Specialist Officers are available for face-to-face appointments in some service centres. ACSOs can help with providing in-depth information on the different types of aged care services; checking if you're eligible for government-funded services and making a referral for an aged care assessment; helping you appoint a representative for MyAgedCare; providing financial information about aged care services and connecting you to local support services.

### WA Support available in

Busselton WA and Fremantle WA

T: 1800 227 475

Website:

<https://www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services?context=55715>

# SAFETY FOR SENIORS

This section focuses on your physical and financial safety. It is important that you only share your personal information with a trusted source.

## WA Police

### WA Police Elder Abuse Protection Unit

#### Support

T: 08 9222 1618

W: <https://www.police.wa.gov.au/Your-Safety/Safety-for-seniors>

## Safety for Seniors

Contrary to belief, seniors still only represent a very small percentage of crime victims.

Research has shown that those who appear confident and take security precautions are less likely to become victims of crime. By introducing a few common sense practises into your daily routine you can give yourself, your family, friends and neighbours a much greater peace of mind.

## Safe & Found

Safe & Found WA is an initiative introduced by Western Australia Police Force (WA Police Force) and Australia Medic Alert Foundation.

Safe & Found supports people living with dementia or a cognitive impairment who might be at risk of becoming lost or reported as missing, by ensuring Police have immediate access to critical information to assist when undertaking search operations.

A detailed profile outlining your personal history and characteristics is completed ahead of time, and kept securely along with a recent photo, on the Safe & Found database for Police to access immediately if you go missing.

A Safe & Found ID bracelet is included with your membership to protect you when you're out in public. Your bracelet is engraved with the details needed to return you to safety should you appear lost or disoriented.

Read more on the Safe & Found website: <https://www.safeandfound.org.au/>

## Safety Tips for Seniors

### Home Security

- Ensure your house number is clearly visible
- Never tell anyone that you are at home alone for example trades or delivery people
- Trim trees and bushes to allow a clear view of your home (this will remove hiding places for possible offenders)
- Don't leave keys in obvious places, such as under pot plants or in the meter box
- Make sure handbags and wallets are not left in sight for example on bench tops or cupboards
- Install security screens and grilles
- Fit deadlocks and key locks to doors and windows
- Install motion sensor floodlights
- Think about installing an alarm system
- Get to know your neighbours, they can be your eyes and ears if you're not at home

### Using Public Transport

- Travel with a friend
- Wait for transport in a well lit area close to other commuters
- Keep a current timetable to minimise time spent waiting
- Do not sit alone on buses or trains and be sure that you can be seen by the driver or other passengers
- Consider carrying a personal alarm
- Using your telephone
- The telephone is probably your most important means of communication, however there are some criminals in society that will use it to their advantage
- Always hang up on unwelcome callers
- Never give your name or address to unknown telephone callers
- Do not disclose that you live alone or that you may be away from your home
- Never disclose any personal or financial information
- Invest in an answering machine
- Consider changing your phone number to a silent or unlisted number

## Safer Shopping

- Shop with friends whenever possible
- If you carry a purse or bag, hold it close to your body, tucked under your arm
- Always have a firm hold of your handbag or purse, don't leave it on shop counters or on the seat beside you on the bus or train
- Never leave your handbag in the shopping trolley
- Never carry large sums of money. Use EFTPOS or credit cards wherever possible
- Use an ATM in shopping centres not external ATMs
- Do not carry signed withdrawal forms with your bank book
- Always be aware of your surroundings

## Related Links

Seniors and Elder Abuse website:

<https://www.police.wa.gov.au/Our-Community/Community-Diversity-and-Substantive-Equality/Seniors-and-Elder-Abuse>

## Neighbourhood Watch

W: <https://www.nhw.wa.gov.au/>

## Contact

Emergency 000

Police Assistance 131 444

Crime Stoppers 1800 333 000

## Help for People with Disabilities website

<https://www.police.wa.gov.au/Our-Community/Community-Diversity-and-Substantive-Equality/People-with-Disability>

## Accessible information

The WA Police Force ensures that information about police functions and services is available in alternative formats upon request.

## Contact

WA Police Force Headquarters

2 Adelaide Terrace, Perth 6004

T: 08 9222 1618



## Language and Communication Services

If you require an **AUSLAN interpreter** when talking to police, please ask, and you will be provided with one free of charge.

If you do not speak Auslan, English or your English is limited, again, an interpreter will be provided for you free of charge on request.

You can also contact a Translating and Interpreting Service on 131 450 or the WA Deaf Society on 08 9441 2677 (TTY: 08 9441 2655).

## Department for Community Development - Seniors' Resources Online

W: <https://www.wa.gov.au/organisation/department-of-communities/seniors-and-ageing>



## ACCC SCAMWATCH Cyber Crime

### **Protecting yourself**

Be wary of people you meet on social media or online dating sites who after just a few contacts profess strong feelings for you and try to move you away from the site and communicate via chat or email.

Be suspicious of unexpected emails or letters advising you how to claim an inheritance or competition prize. Never give out your personal details and seek advice from an independent professional.

Be suspicious of requests for money, even if they sound or look official. Government departments will never contact you asking for money upfront in order to claim a rebate.

Scammers will often ask you to use an unusual payment method, including preloaded debit cards, gift cards, iTunes cards or virtual currency such as Bitcoin.

Verify the identity of the contact by calling the relevant organisation directly – find them through an independent source such as a telephone book or online search. Do not use the contact details provided in the message sent to you.

Do not respond to telephone calls or emails offering financial advice or opportunities; just hang up or delete the email.

Always do your own research before you invest money and check the company or scheme is licensed.

Do not be pressured into making a decision. Scammers often try to create a sense of urgency through short deadlines, fake emergencies or threats of legal action.

### **Online Purchases - Know your Consumer Rights**

The ACCC is also urging people to be aware of their consumer rights if something goes wrong, even if the item was purchased during the sales season.

Remember that you are entitled to consumer guarantees under the Australian Consumer Law, so if you have received a gift or purchased something in the sales and the product stops working or isn't as it was described, you are entitled to a remedy depending on the nature of the problem.

If you are having an issue with your product, you should first contact the retailer. They cannot refuse to help by sending you to the manufacturer. Your local state and territory consumer protection agency can provide more information about your rights, and may also be able to help negotiate resolutions between you and the seller.

### **Support**

**For more information regarding your Consumer Rights go to:**

<https://www.accc.gov.au/consumers>

## **Door-To-Door and Home Maintenance Scams**

Older Australians may also be more susceptible to door-to-door and home maintenance scams. While many legitimate businesses sell things door-to-door, scammers also use this approach. These types of scams generally involve promoting goods and services that are of poor quality, or not delivered at all.

Scammers may try and sell you gardening or roofing services and then bill you for additional work that you did not agree to. Sometimes they may pretend to conduct a survey so they can get your personal details, or to disguise their sales pitch until they have been talking to you for a while.

Some of the warning signs you may be dealing with a scammer include:

- They visit late at night, or visit you again after you have said 'no'
- They do not show you any identification or give you any contact information, written quotes or receipts
- They might demand that you decide to accept their offer on the spot
- You may be asked for a deposit or full payment and can only pay by cash or credit card
- They fail to tell you about your legal rights, including rights to a cooling-off period

**If you have lost personal information and you are concerned your identity may be compromised, you can contact IDCARE for free support on 1800 595 160.**

Consider contacting the platform on which you were scammed to report the scam: <https://www.scamwatch.gov.au/get-help/where-to-get-help#report-scams-to-facebook-services>

**If you or someone you know is experiencing anxiety, emotional concerns or distress about scams, contact Lifeline on 13 11 14 24 or Beyond Blue on 1300 22 4636**

**For more information:** <https://www.scamwatch.gov.au/news-alerts>

### **What to do - if you think you have been scammed**

People who think they have been scammed should contact their bank or financial institution as soon as possible. They can also contact **IDCARE** on **1300 432 273** or via [www.idcare.org](http://www.idcare.org) if they suspect they are a victim of identity theft. **IDCARE is a free, government funded service that will support individuals through the process.**

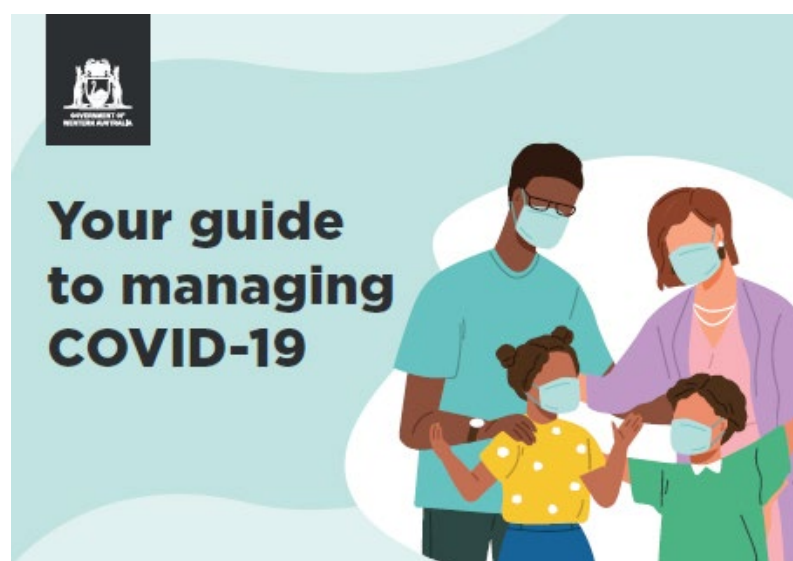


# WESTERN AUSTRALIAN GOVERNMENT COVID-19 GUIDELINES

In this section we provide you with COVID guidelines provided by the WA State Government. Please be aware that this information may change over the coming months and we advise that you ensure, that if you are printing this section, that you check our website to make sure you have the most current information.

Department of the Premier and Cabinet 'Managing COVID-19 Booklet'

W: <https://www.wa.gov.au/system/files/2022-03/Managing-COVID-19-booklet.pdf>



For more information on 'COVID-19 Health and Wellbeing' contact HealthyWA (Department of Health, Government of Western Australia)

T: 13 26 843

W: [https://www.healthywa.wa.gov.au/Articles/A\\_E/Coronavirus/COVID19-health-and-wellbeing](https://www.healthywa.wa.gov.au/Articles/A_E/Coronavirus/COVID19-health-and-wellbeing)

## When to seek medical advice

If you develop symptoms such as severe shortness of breath or chest pain, call triple zero (000) immediately. Tell the call handler and the paramedics on arrival if you have COVID-19.

## Healthdirect

T: Australian Government's National Coronavirus Helpline on 1800 020 080

W: <https://www.healthdirect.gov.au/covid-19/symptoms-and-medical-advice>

## ServiceWA app

The ServiceWA app allows you to activate and access the following WA Government services in one place:

- SafeWA: for individuals checking in at WA businesses, venues and events
- Import COVID-19 digital certificate: for secure presentation of your proof of vaccination or exemption on demand
- G2G Pass: to access your travel passes when you travel into WA

**From Monday 31 January 2022, proof of vaccination requirements will expand to apply to venues and events state-wide.**

Privacy and security are our priority. The ServiceWA app uses Digital Identity for an individual's verification, meaning only you can access the app and its services. You will need to set up your Digital Identity before you can use the ServiceWA app.

**The ServiceWA app is available to download on the Apple App Store and Google Play.**



You must be at least 16 years old to use the ServiceWA app.

**What you need to know before setting up the ServiceWA app**

<https://www.digitalidentity.gov.au/how-to-create-your-digital-identity>

**Set-up your myGov Account**

<https://www.servicesaustralia.gov.au/mygov-help-create-mygov-account>

**Digital Identity**

Creating your Digital Identity is a safe, secure and convenient way to prove your identity online and you need this to set up to use the ServiceWA app.

For information and a step-by-step guide on how to create your Digital Identity, visit the Australian Government's Digital Identity website (external link).

<https://www.mygovid.gov.au/set-up>





## COVID-19 digital certificate

When you are double dose vaccinated against COVID-19 or have confirmation of a medical exemption, you can access your COVID-19 digital certificate, which shows proof of COVID-19 vaccination or medical exemption. This is provided by Services Australia.

You can consent to share your certificate with the ServiceWA app so you can easily present valid proof of

vaccination or exemption when entering certain venues, attending large events and travelling into WA from interstate.

## SafeWA

The WA Government's SafeWA app is a free digital contact register system that efficiently and safely records patron and visitor details using a QR code.

You can access a version of the SafeWA app within the ServiceWA app to check in to WA venues.



## G2G Pass

You can enable G2G Pass within the ServiceWA app to present your passes or begin your registration to travel into WA, which is a requirement of all travellers.

## Data, privacy and security

**SafeWA** - Check in capabilities will adhere to the existing SafeWA privacy principles.

<https://safewa.health.wa.gov.au/privacy>

## ServiceWA Privacy Policy

<https://www.wa.gov.au/organisation/government-of-western-australia/servicewa-mobile-app-privacy-statement>

## ServiceWA Terms of Use

<https://www.wa.gov.au/organisation/government-of-western-australia/servicewa-mobile-app-terms-of-use>

## PDF: Step by Step Guide to ServiceWA app

[https://www.wa.gov.au/system/files/2022-01/ServiceWA\\_Set\\_Up\\_Guide.pdf](https://www.wa.gov.au/system/files/2022-01/ServiceWA_Set_Up_Guide.pdf)

## Video: How to set up an account and login to the ServiceWA mobile app

<https://www.wa.gov.au/government/multi-step-guides/servicewa-app-support/how-set-the-servicewa-app>

## Services Australia COVID-19 Digital Certificates

Services Australia can assist you to find out how to get your COVID-19 vaccination certificate, update it if it's incorrect and show you are vaccinated even if you don't have a Medicare card.

After you have your second dose, a digital vaccination certificate is automatically generated for you.

You can print your own COVID-19 digital certificate or immunisation history statement when you download your proof online. You don't need to call for a copy.

### How to get help with proof of your vaccination

Find out what to do if your COVID-19 vaccination is not showing, there is an error on your record, or you are having trouble getting or saving your proof to your device. Services Australia provides help to get proof of your COVID-19 vaccinations. They have instructions to help with storing your proof on your device, helping to update your immunisation history statement if your vaccination isn't showing or there's an error and helping to link Medicare to your myGov if you get an error message.

Also, they help to add overseas vaccinations to the Australian Immunisation Register (AIR) so you can get proof of those vaccinations.

### Links to information about

Instructions to [help with storing your proof on your device](#)

Get [help updating your immunisation history statement](#) if your vaccination is not showing or there is an error

Find [help linking Medicare to myGov](#) if you get an error message

There is [help adding overseas vaccinations](#) to the Australian Immunisation Register (AIR) so you can get proof of those vaccinations

### Contact Services Australia

T: 132 300

Website:

<https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-help-proof>



**Australian Government**  
**Services Australia**

# Western Australian State Government Support Services

## Australian Government My Aged Care

COVID-19 information and support for older Australians in Australia Government funded aged-care.

### Support

T: 1800 200 422

W: <https://www.myagedcare.gov.au/news-and-updates/information-older-australians-coronavirus-covid-19>

## Healthy WA: Western Australian Department of Health

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

### Support

T: 132 68 43

W: [https://www.healthywa.wa.gov.au/Articles/A\\_E/Coronavirus](https://www.healthywa.wa.gov.au/Articles/A_E/Coronavirus)

## Financial Information Service (FIS)

The Financial Information Service is a free, impartial and confidential Federal Government service. FIS can give you information, tools and resources to help you when you need to make decisions about your current and future financial needs. FIS will not give you financial advice or counselling, advocate on your behalf, or promote any products or providers.

FIS can support you to create your myGov Account, create your myGov ID and set-up your ServiceWA app.

### Support

T: 13 23 00 Centrelink older Australians line (Monday to Friday 8 am to 5 pm)

W: <https://www.servicesaustralia.gov.au/individuals/services/financial-information-service>

Find a FIS service centre, Agent or Access Point:

W: <https://www.servicesaustralia.gov.au/find-us?context=26266>

## About Council on the Ageing Western Australia

Council on the Ageing (WA) Inc. (COTA (WA)) was established in 1959 as the peak body representing the interests of people aged over 50 in Western Australia.

As a member of the COTA Federation, COTA (WA) collaborates with the other state COTAs as well as COTA Australia to advocate and influence (on a state and national level) on matters that are important to older Australians.

In July 2020, COTA (WA) was formally appointed by the State Government as the first ever Vulnerable Seniors Peak in Western Australia.

COTA (WA) represents the interests of Western Australia's seniors on many advisory committees and reference groups. Our advocacy work includes collaboration with sector partners on issues such as health, elder abuse, affordable housing, mature age employment and vulnerable cohorts including First Nations Australians, CaLD and LGBTI.

COTA (WA) delivers community programs:

- Strength for Life™ (formerly Living Longer Living Stronger™)
- Aged Care System Navigation

Publications currently in circulation are:

- The Goodbye Guide
- The At Home Guide
- Interruptions to Daily Living Guide



## **Acknowledgment of the Seniors Sector Partnership Western Australia**

COTA (WA) acknowledges the WA Seniors Sector Partnership for its input to the 'Interruptions to Daily Living Guide'.

Act Belong Commit Campaign Mentally Healthy WA

Advocare WA

Aged Friendly Communities Network (LG Professionals WA)

Alzheimer's WA

Carers WA

Chung Wah Association Community and Aged care

Country Women's Association (WA)

Dementia Australia

Department of Communities WA

Department of Health

Health Consumers Council

Heart Foundation

Legal Aid WA

Linkwest

Lions Hearing

Northern Suburbs Community Legal Centre

Office of Multicultural Interests

Palliative Care WA

Relationships WA

GLBT Rights in Ageing (GRAI)

Seniors Recreation Council WA

Services Australia Financial Information Services

Shelter WA

Umbrella Multicultural Community Care Services

Volunteering WA

WA Police Elder Abuse Protection Unit

WA Primary Health Alliance (WAPHA)

WALGA

Wanslea





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