



Government of **Western Australia**
Department of **Communities**

Seniors Information Resource **2024-2025**

Seniors and Ageing

Information about services,
concessions and programs
to age well in Western Australia




Contents

A Message from the Minister.....	2
About the Resource.....	4
Wellbeing notice.....	6
Copyright notice.....	6
Emergency services.....	8
Crisis services.....	11
Elder abuse.....	15
Accommodation and housing.....	17
Culturally appropriate.....	20
Aged care services.....	21
Services.....	21
Support and assistance.....	22
Culturally appropriate care.....	23
Complaints and advocacy.....	24
Carers.....	25
Community groups and clubs.....	27
Concessions, rebates and discounts.....	31
Connecting with community.....	34
Radio.....	36
Culturally and Linguistically Diverse Communities (CaLD).....	37
End of Life planning.....	39
Finance support and information.....	43
Government payments.....	43
Financial counselling and information services.....	45
Grandcarers.....	48
Health and wellbeing.....	49
Health and wellbeing groups.....	54
Aids and equipment.....	54
Common health conditions.....	55
Transition care.....	58
LGBTQIA+.....	59
Older Aboriginal people.....	61
Ageing on Country.....	63
People with disability.....	65
Safety and security.....	68
Seniors rights.....	70
Support Services.....	72

Technology and communication.....	74
Transport	77
Volunteering	79
Work and education	80
Jobs and training.....	80
Workplace rights.....	81
Superannuation and retirement planning.....	83
Index	84
Notes.....	92


Key to services

Cost:

 Fees and charges may apply

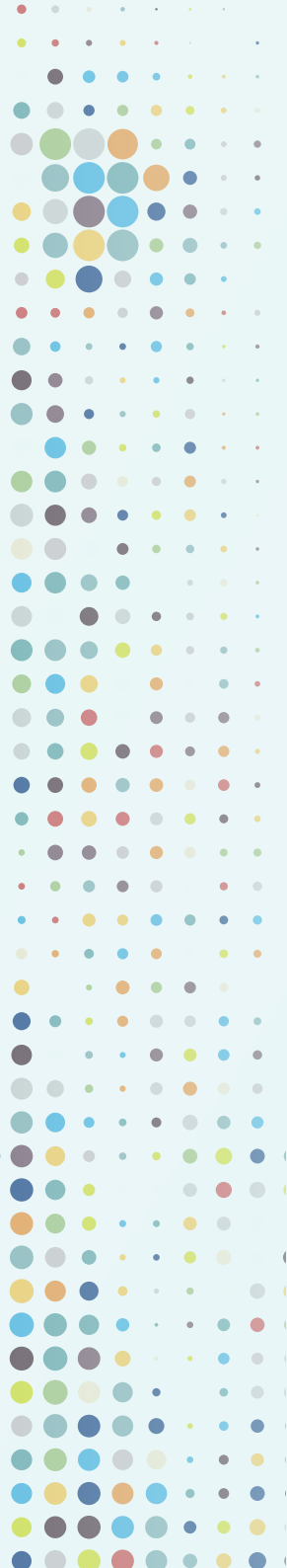
Contact:

 Phone

 Web address

All services, concessions and programs are provided at both metropolitan and regional locations unless noted otherwise.

The Department of Communities proudly acknowledges Traditional Custodians throughout Western Australia and recognises their continuing connection to their lands, families and communities. We pay our respects to Aboriginal and Torres Strait Islander people and cultures, and to Elders past and present.



A Message from the Minister

Welcome to the Seniors Information Resource for 2024.

As your Minister for Seniors and Ageing I am committed to supporting you to feel valued, safe and empowered to lead happy and fulfilling lives in age-friendly communities.

This resource is a culmination of the State Seniors Strategy, a 10-year strategy to support seniors in Western Australia (WA) to feel valued, safe and empowered to lead happy and fulfilling lives in age-friendly communities.

The State Seniors Strategy sets out four “pillars” to support WA seniors to build fulfilling lives:

- thriving physically, mentally and spiritually
- safe and age-friendly communities
- staying connected and engaged, and
- having views that are heard.

The Seniors Information Resource is an action of the third pillar ‘staying connected and engaged’ and aims to increase the awareness and uptake of services and concessions that are available to seniors across Western Australia.

During our State-wide consultations for the State Seniors Strategy you identified the need for clear accessible information about topics, ranging from aged care services to housing, health and wellbeing, elder abuse support, technology and communication, transport, community groups, concessions and rebates, future planning and other topics.

The Seniors Information Resource would not be possible without the participation of the organisations listed, and I would like to acknowledge their contributions to the resource and the ongoing work that they do to support seniors in our community.

I trust that this resource will be a useful guide to you and your loved ones in ageing safely, happily and with dignity and respect.



Hon. Don Punch MLA

**Minister for Regional Development;
Disability Services; Fisheries;
Seniors and Ageing; Volunteering.**

**The Department of Communities is proud to produce
the Seniors Information Resource 2024.**

**The Department of Communities would like to thank
all the organisations listed in this resource for their
involvement and contributions, as well as their ongoing
work to support older people in our community.**

About the Resource

The Seniors Information Resource provides information about the services, programs and concessions available to support you to age well in Western Australia.

The resource was developed in response to feedback from seniors across WA that there is an often overwhelming amount of information about the services and concessions available.

It aims to provide a simple, accessible and reliable guide to key government and community services and programs for seniors, and is complemented by an online version at

www.communities.wa.gov.au/seniors-and-ageing

Please note:

- The resource is intended to be used as a starting point to connect you with key services, programs and existing information directories, and is not an exhaustive list. Due to its size, it is limited to key contacts only.
- This resource does not include listings of businesses or commercial discounts, which are available in the WA Seniors Card Discount Directory and website at **www.seniorcard.wa.gov.au**
- For more information about services provided by organisations listed in this resource, please contact them directly or visit their website.

Feedback and suggestions can be provided by emailing **seniors@communities.wa.gov.au** or calling Communities Seniors and Ageing team on **1800 176 888**.

We hope that this resource is a useful reference for you to connect with the services, concessions and programs you need to live well and thrive as you age.

Using the Seniors Information Resource

Organisations in this resource are listed by category.

To find organisations you can:

- browse by category and find organisations relevant to your needs
- search for a specific organisation in the index.

Each listing also has information about:

- if fees or charges apply (see icon)
 - if the organisation services only Metropolitan or Regional areas.
-

Legal information

The Seniors Information Resource is provided for general information purposes only, and on the understanding that it is not providing professional advice on a particular matter. Before engaging with a service or organisation, you should decide whether it is suitable for your needs including obtaining, if necessary, appropriate independent professional advice before any action or decision is taken on the basis of any material on or contained within.

Every effort has been made to ensure the accuracy and currency of the information provided at the time of publication. However, errors or omissions may occur during preparation, and policies or services of organisations listed may change. Users should independently verify the accuracy and relevance of the information for their purposes before relying on it.

Wellbeing notice

The health and wellbeing organisations listed may not be suitable for everyone. Consult your personal health care providers for medical advice. In an emergency call **000** or visit your local emergency department.

Please consult your personal health care providers prior to making any changes in your diet or physical activity, such as participating in community clubs, groups or programs where physical activity is involved.

Copyright notice

Excerpts from this publication may be reproduced, with appropriate acknowledgement, as permitted under the *Copyright Act 1968*.

Department of Communities
Locked Bag 3
PERTH BC 6849

© Copyright State Government of Western Australia 2024

List of Services




Emergency services

Police, Fire and Ambulance


A 24-hour phone line for emergency services.

 000

 www.triplezero.gov.au

Police Assistance (non emergencies)

Non emergency reports and enquiries.


 13 14 44

 www.wa.gov.au/police

Crime Stoppers


Safely and anonymously report criminal activity or suspicious behaviour in your community.

 1800 333 000

 www.crimestopperswa.com.au/report
(to make an online report)

Department of Fire and Emergency Services (DFES)

Coordinates emergency services for a range of natural disasters and emergency incidents threatening life and property.

 9395 9300

 000 (life threatening emergency)


 www.dfes.wa.gov.au

Emergency WA

Community warnings and other emergency management information for bushfires, storms, cyclones, floods, prescribed burns, hazardous material incidents and more in Western Australia.


 **13 33 37** (13 DFES)


 **000** (life threatening emergency)

 www.emergency.wa.gov.au

Building and Energy – electrical or gas incidents

All-hours phone service for electrical or gas accidents or incidents. These events can also be reported to electricity or gas providers.

 **1800 678 198**

 [www.commerce.wa.gov.au/building-and-energy/
report-accident](http://www.commerce.wa.gov.au/building-and-energy/report-accident)

National Relay Service Emergency Calls

Phone service for people who are deaf, hard of hearing and/or have speech communication difficulty and people wanting to communicate with them.

Emergency calls are made using NRS Chat, SMS Relay, NRS Captions, Voice Relay and TTY. Contact the NRS Helpdesk if you need help making a NRS call to emergency services.

 **1800 555 660**

 **1800 555 630** (TTY)

 **0416 001 350** (SMS)

 www.accesshub.gov.au

State Emergency Service (SES) Emergency Assistance

Storm or flood assistance.

 **13 25 00**

 www.dfes.wa.gov.au

Water Corporation Faults and Emergencies

A 24-hour water supply fault and emergency phone service

 **13 13 75** (emergency)

 **13 13 85** (accounts and billing)

 www.watercorporation.com.au

WA Poisons Information Centre

Emergency phone service for suspected and known poisonings.

 13 11 26

 [www.scgh.health.wa.gov.au/Our-Services/
Service-directory/Poisons](http://www.scgh.health.wa.gov.au/Our-Services/Service-directory/Poisons)

Western Power – Emergencies, hazards, shocks and tingles

A 24-hour phone service for emergencies, hazards, shocks and tingles.

 13 13 51

 www.westernpower.com.au


Crisis services

In an emergency call 000 or visit your local emergency department.

Crisis Care Helpline

Information, advice, support and intervention for people in crisis and needing urgent help. Assists callers experiencing homelessness by providing information and advice.

 1800 199 008 (freecall)

 [www.wa.gov.au/service/community-services/community-
support/crisis-care](http://www.wa.gov.au/service/community-services/community-support/crisis-care)

Family Drug Support

A support line, available 24/7 for help dealing with drug and alcohol use in your family. Useful resources and online programs available on the website.

 **1300 368 186**

 **www.health.gov.au/contacts/family-drug-support-fds**

Foodbank

Provides food assistance for individuals. Free call the Emergency Relief and Food Access Service on 1800 979 777 for a referral to access this service. Food support is available via the online Foodbank directory.

 **1800 979 777** (Emergency Relief and Food Access Service)

 **www.foodbank.org.au**

Lifeline WA

Provides all Western Australians experiencing a personal crisis or thinking about suicide with access to 24-hour crisis support and suicide prevention services. Call, text or chat online via the website. Call 000 (Emergency Services) if a life is in danger.


 **13 11 14**


 **0477 131 114** (SMS)

 **www.lifelinewa.org.au**

Men's Domestic Violence Helpline

A statewide, 24-hour telephone information and referral service for men concerned about their violent and abusive behaviours and for male victims of family and domestic violence.

 **1800 000 599**

 **www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline**


Mental Health Emergency Response Line


The Mental Health Emergency Response Line and Rurallink are a 24-hour telephone service which connects individuals with support services during a mental health crisis.

In an emergency call 000.

 **1300 555 788** (metropolitan)

 **1800 676 822** (Peel)

 **1800 552 002** (country / rurallink)

 **www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line**

1800RESPECT National Domestic Family and Sexual Violence Counselling Service

A confidential service available 24/7. If you or someone you know is experiencing, or at risk of experiencing, domestic, family or sexual violence, contact 1800RESPECT by phone, text, online chat or video call.


 **1800 737 732**


 **0458 737 732** (SMS)

 **www.1800respect.org.au**

National Alcohol and Other Drug Hotline

A 24/7 service that provides free and confidential advice about alcohol and other drugs. Contact the 1800 number to be automatically directed to the Alcohol and Drug Information Service in your state or territory.

 1800 250 015

 www.health.gov.au/contacts/national-alcohol-and-other-drug-hotline

WAConnect


Online directory of community services in WA. Search for help in your area such as emergency relief, in the form of food vouchers, assistance with bills, referrals to other services, and more.

 www.waconnect.org.au

Women's Domestic Violence Helpline

A 24-hour service that provides support for women, with or without children, who are experiencing family and domestic violence.


 1800 007 339

 www.wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline

Elder abuse

WA Elder Abuse Helpline and Information Service

If you, or someone you know, may be experiencing elder abuse of any form, please call the free and confidential WA Elder Abuse Helpline and Information Service for support and referral.

 **1300 724 679** (freecall)

 **www.advocare.org.au/preventing-elder-abuse**

Elder Rights WA

Elder Rights WA is a state-wide service that operates from the Perth office of Legal Aid WA. A team of lawyers and social workers with experience in legal issues that affect older people provide the service by telephone, face-to-face, virtual office and through community outreach across WA. Elder Rights WA can provide legal advice, minor assistance and representation in some cases.


 **1300 650 579**

 **www.legalaid.wa.gov.au**

Older People's Rights Service

Delivered by Northern Suburbs Community Legal Centre, the service provides legal advice, advocacy, peer education sessions and social support to those at risk of or experiencing elder abuse, with a focus on positive ageing.

 **9440 1663**

 **www.nsclegal.org.au/how-we-can-help/older-peoples-rights-service-oprs**

Compass

National website to raise awareness of elder abuse and simplify the process of connecting people to services and information about elder abuse.

 www.compass.info

Midlas Resilient Futures Program

Safeguards and protects older people's rights through free legal assistance, information and support. This includes drafting of Wills, Enduring Powers of Attorney and Enduring Powers of Guardianship.


 9250 2123

 www.midlas.org.au

Peel Senior Relationship Service Relationships Australia WA | Regional

Supports older people who are experiencing abuse in the Peel region to find solutions to issues that arise for them.

 6164 0173

 www.relationshipswa.org.au/Services/Support-for-Older-People/Peel-Senior-Relationship-Service

Accommodation and housing

Building and Energy consumer information (S)

Provides consumer information on a range of building and energy services, including: electrical and gas safety information and complaints about home building work contracts or building work. You can also find/check details of licensed or registered tradespeople.

 **1300 489 099**

 **www.commerce.wa.gov.au/building-and-energy/building-and-energy-consumer-information**

Department of Communities Housing Office (S)

Works in partnership with the private, government and not-for-profit sectors to deliver social housing across Perth and in regional and remote WA. This includes social housing, affordable community housing, loans and support services.

To find out more visit the Housing website, contact your local Communities' Housing office via the online Housing Office finder or call 1800 176 888. There is also a range of useful public housing information and resources available on the Housing webpage.

 **1800 176 888**

 **www.wa.gov.au/organisation/departments-of-communities/housing**

Entrypoint Perth

A free assessment and referral service, assisting people who are homeless or at risk of homelessness in Western Australia to have a thorough assessment undertaken so you can be referred to appropriate services and access to accommodation and support options if eligible and if/when accommodation is available.

 **1800 124 684**

 **6496 0001**

 **www.entrypointperth.com.au**

Home Equity Access Scheme

Provides older Australians who are Age Pension age or older with a voluntary non-taxable loan. You need to use equity in Australian real estate as security for the loan.

 **132 300** (Centrelink older Australians line)

 **www.servicesaustralia.gov.au/home-equity-access-scheme**

Keystart

Non-profit home loan provider that can provide transitional home loans for people aged 65 years and over. Mortgage exit strategies and variable loan terms may apply.

 **1300 578 278**

 **www.keystart.com.au**

Seniors Housing Information

Provides seniors housing information and guides on a range of topics including renting, buying and selling a home, retirement villages, residential parks and holiday accommodation.


 1300 30 40 54

 www.commerce.wa.gov.au/consumer-protection/seniors-housing

Tenancy Advice and Education Service

Support for residential tenants that need further advice, assistance in negotiating with their landlord or property manager, or have a tenancy-related legal issue.

 6148 3636

 www.commerce.wa.gov.au/consumer-protection/tenancy-advice-and-education-service

Western Australian Retirement Villages Residents Association

Advocates for residents of retirement villages in Western Australia for all matters under the Retirement Village Legislation, including financial management of villages, residents' rights and contracts.

 0455 722 302

 www.warvra.org.au

Culturally appropriate


Aboriginal Hostels Limited (S)

Provides culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities. The hostels are safe and comfortable and include three meals each day.

 www.ahl.gov.au

Aboriginal Short Stay Accommodation (S)

Designed to provide safe, culturally appropriate and affordable short-term accommodation for Aboriginal people who travel to regional centres to access services, or for business, cultural or family reasons.

 www.wa.gov.au/organisation/department-of-communities/aboriginal-short-stay-accommodation

Aged care services

Services

My Aged Care (💰)

Access Australian Government-funded aged care services and information on My Aged Care online, via phone or in person.

A series of online resources provide simplified information (including in Easy Read format) about accessing My Aged Care. The 'Find the help you need with My Aged Care' brochure provides a step-by-step guide to access services. These resources are available in hard copy on request.

Access information about support available for older people with particular needs, including those living in regional areas, Care Leavers, Veterans and people experiencing homelessness.

 **1800 200 422**

 **www.myagedcare.gov.au**

 **www.myagedcare.gov.au/resources**

 **www.myagedcare.gov.au/accessible-all**

Veterans' Home Care (VHC) (💰)

In-home care and support services for Veterans, including domestic assistance, personal care and respite. To access services, eligible persons can contact the VHC Assessment Agency for an assessment. Assistance also available for carers of Veterans.

 **1800 838 372**

 **1300 550 450** (Assessment Agency)


 **www.dva.gov.au/health-and-treatment/care-home-or-aged-care**

Support and assistance

Care Finder

Supports vulnerable older people who need intensive support to learn about, apply for and set up aged care support services. Strict eligibility requirements apply and services are not currently available in all rural and remote areas. Visit the website to find services in your area or call 1800 200 422 for a referral.

 1800 200 422

 www.myagedcare.gov.au/help-care-finder#how-do-i-contact-a-care-finder-organisation

Services Australia Aged Care Specialist Officer

General support with accessing My Aged Care services. Book an appointment to speak with an Aged Care Specialist Officer by phone, video chat or in person at some service centres.

 1800 227 475

 www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services

Culturally appropriate care

Aboriginal Health Council of Western Australia (AHCWA) – Elder Care Support Program

Peak body for Aboriginal Health in WA. AHCWA provide information about the Elder Care Support Program. The program supports Aboriginal and Torres Strait Islander people and their families to understand, navigate and access aged care services they are entitled to. An online directory of Aboriginal Community Controlled Health Services across WA is available on the website.

 9228 1099

 www.ahcwa.org.au

Council of Aboriginal Services Western Australia (CASWA)

Peak Body for the Aboriginal community-controlled sector in WA, which provide services that are led and delivered by Aboriginal people. Contact details for Aboriginal Community Controlled Organisations (ACCOs) across WA are available on the website. Enquiries about accessing services such as the Elder Care Support Program can be made through the local ACCO.

 9227 1631


 www.caswa.org.au

Complaints and advocacy

Aged Care Quality and Safety Commission

Protects and improves the safety, health and wellbeing of people receiving aged care services.

 **1800 951 822** (complaints and concerns)

 **1800 844 044** (food, nutrition and dining hotline)

 **www.agedcarequality.gov.au/older-australians**

Older Persons Advocacy Network (OPAN)

Free, confidential, and independent support for older people seeking or receiving government-funded aged care services, their families, and representatives. OPAN delivers the National Aged Care Advocacy Program.

 **1800 700 600**

 **www.opan.org.au**

Advocare

Advocare provides free information about seniors rights and access to aged care services.

 **1800 655 566**


 **www.advocare.org.au**

Carers

For Grandcarers who are raising grandchildren full time, see the 'Grandcarers' section.

Services Australia – payments and services for carers

Provides payments and services to support carers and the person being cared for.

 **132 717** (disability, sickness and carers line)

 www.servicesaustralia.gov.au/caring-for-someone

Carers WA

Provides practical, social, and emotional supports and services for family carers. Carers WA is a Carer Gateway service provider and delivers free online, telephone and in-person supports, services and advice for carers.

 **1300 227 377**

 www.carerswa.asn.au

Carer Gateway

Provides services and supports for carers, including counselling, coaching, peer support, tailored support packages, respite and emergency respite.


 **1800 422 737**

 www.carergateway.gov.au

Carers and Grandcarers Information Hub

Information about available support services and resources for carers and grandcarers who provide unpaid care.

 **1800 176 888**

 **www.wa.gov.au/organisation/department-of-communities/carers-and-grandcarers**

Companion Card WA

Supports Western Australians with a significant and permanent disability that require attendant care support to participate at community venues and events.

 **1800 617 337**

 **www.wacompanioncard.org.au**

HelpingMinds

Provides support services for those living with a psychosocial disability due to mental health challenges, as well as to family, friends, and carers that are supporting someone with mental health challenges. For immediate help, call Lifeline on 13 11 14 or 000 in an emergency.

 **9427 7100** (metropolitan)

 **1800 811 747** (regional)

 **www.helpingminds.org.au**

Community groups and clubs

Act Belong Commit

Online information and activity finder to find ways to keep active and build mental health and wellbeing.

 9266 1705

 www.actbelongcommit.org.au/my-mental-health/seniors

Community Gardens Australia

Online directory of community gardens across Australia. Contact details for community gardens are available on the website.

 www.communitygarden.org.au

Cycling Without Age

Connects those who are no longer able to ride for themselves with their community and the outdoors by providing free rides on trishaw ebikes, piloted by volunteer cyclists.

 www.cyclingwithoutage.org.au/cwa-perth

Council on the Ageing WA

Works towards an equitable, just and inclusive society in which older people can flourish.

 9472 0104

 www.cotawa.org.au


Forget-me-not Cafes

A community led initiative that gives those living with memory loss/dementia, their carers and loved ones a supportive social network through the casual atmosphere of local cafe's throughout WA. Please note this is not a respite service.

 www.forgetmenotmemorycafe.com

WA Local Government Directory


Listings for local government are available on the website. Local Government can connect you to community groups and clubs, including seniors centres, community centres and social recreational clubs.

 www.walga.asn.au/your-local-government/directory

Memory Cafes

Provide resources and support for caregivers and valuable respite services for individuals to help carers navigate the challenges of caring for their loved ones living with dementia.

 1300 66 77 88

 www.alzheimerswa.org.au/about-dementia/supporting-person-living-dementia/memory-cafes

Men's Sheds of WA Inc

Provides facilities where men can work on their own hobbies, as well as communal projects, often supporting charities and giving back to the community.

Men's Sheds improve the wellbeing of men in their community by offering companionship and connection, fostering a sense of belonging and camaraderie. Visit the Men's Sheds of WA website for more information and locations.

 6381 5324

 www.mensshedswa.org.au/connect

Probus South Pacific Limited

Probus clubs offer social connection opportunities for retirees with monthly meetings and diverse activities like trips and outings.

 1300 630 488

 www.probussouthpacific.org

Seniors Recreation Council of WA Inc. (S)

Programs to promote healthy ageing and encourage the participation of people over 50 in sport, physical and mental activity. Hosts an online directory of sport and recreation information for people aged over 50 years.

 6118 2716

 www.srcwa.asn.au

U3A Network WA (S)

A social network for retired or semi-retired people that share a love of learning.

 0400 952 585

 www.u3anetworkwa.org.au

parkrun

A community event where people of all ages can walk, jog, run, volunteer or spectate.

 www.parkrun.com.au

Concessions, rebates and discounts

Concessions, rebates and discounts were correct at publication but may change. Call the WA Seniors Card (WASC) on 1800 671 233 or visit the Concessions WA website to check.

Concessions WA

An online resource with details on all rebates, concessions and subsidy schemes provided by the Government of Western Australia.

 1800 176 888

 www.communities.wa.gov.au/concessions

WA Seniors Card

Available to all Australian citizens aged 65 years and above who reside in Western Australia and work 25 hours or less per week. A generous range of government concessions and discounts from businesses are available for WA Seniors Card members.

 1800 671 233

 www.seniorscard.wa.gov.au/benefits

Transperth | Metro only

Provides concession fares plus free public transport fares during off-peak times.

 13 62 13

 www.transperth.wa.gov.au/tickets-fares/concession-guide

Transwa | Regional only

50% concession on regional Transwa services.

 1300 662 205

 www.transwa.wa.gov.au/fares/concessions

Water Corporation

Water service charges : 25% rebate for WASC holders, capped at \$100. 50% rebate for WASC and Commonwealth Seniors Health Card (CSHC) (Centrelink) holders, capped at \$600. T&Cs apply.

Local government rates: 25% rebate with a WASC, capped at \$100. 50% rebate with a WASC and CSHC, capped at \$750.

Emergency services levy: 25% rebate with a WASC. 50% rebate if you hold a WASC and CSHC.

 1300 659 951

 www.watercorporation.com.au/concessions

WA Seniors Card Centre

Cost of Living Rebate 2024: approximately \$160.68 for couples. \$107.12 for singles.

Safety and Security Rebate: Up to \$400 towards the purchase of eligible home security, fire safety or electrical safety items.

 1800 671 233

 www.seniorscard.wa.gov.au/benefits

Department of Health

Spectacles subsidy: Up to \$54.34 every two years with the purchase of a complete pair of prescribed spectacles or contact lenses.

 13 44 77

 www.healthywa.wa.gov.au/Articles/S_T/Spectacle-Subsidy-Scheme

Abbreviations

WASC WA Seniors Card

CSHC Commonwealth Seniors Health Card (Centrelink)

Department of Transport

Driver's licence: 50% rebate with a WASC. 100% rebate for WASC and CSHC holders.

Vehicle licence fee: 50% rebate with a WASC and CSHC.

Photo card: 50% rebate with a WASC. 100% rebate with a WASC and CSHC.


 13 11 56

 www.transport.wa.gov.au/licensing/concessions.asp

Department of Primary Industries and Regional Development (DPIRD)


Fishing licence: 50% rebate with a WASC.

 1300 374 731

 www.fish.wa.gov.au/Fishing-and-Aquaculture/Recreational-Fishing/Pages/Recreational-Fishing-Licences.aspx

WA Museum | Metro only

Concession on entry fees.

 1300 134 081

 visit.museum.wa.gov.au/boolabardip

Parks and Wildlife

Concession on entry fees to national parks.


 9219 9000

 www.exploreparks.dbca.wa.gov.au/concessions

Connecting with community

Community Resource Centres | Regional only

Provide a range of information and government services and can connect you with local community services, events and volunteering opportunities. Find your local centre on the online directory.

 www.wa.gov.au/service/community-services/rural-community-development/find-your-local-community-resource-centre

Connect Groups Online Directory

Online directory of peer support groups across Western Australia. Peer support groups allow people dealing with stressful life problems and situations to share their experiences and to offer emotional and practical support to one another.

 **9364 6909**

 www.connectgroups.org.au

WA Farmers Markets

Connect with your community while supporting local food producers, businesses and community groups at your local farmers market. Farmers markets across Western Australia are listed on the WA Farmers Markets website.

 www.wafma.org.au/wa-markets

Linkwest Neighbourhood and Community Centres Online Directory

Friendly, informal places where community members meet for a variety of activities at minimal cost. Find your local centre in the Linkwest online directory.


 6164 9823

 www.linkwest.asn.au

Public libraries

Online directory of public libraries in Western Australia. Libraries deliver a range of services, books and other materials, and activities for adults. They often provide free access to computers and the internet.

 9427 3111

 www.slwa.wa.gov.au/about/partnerships/local-government-public-libraries/find-public-library


Local Member of Parliament

Your local Member of Parliament (MP) is your representative in the Parliament of Western Australia. Community members can approach members for help and members can represent them on particular issues with ministers and government departments.

 www.parliament.wa.gov.au/MemberList

WA Local Government Directory

Listings for local government who may provide a range of services and activities including seniors centres, community centres, recreation facilities and libraries. They may also connect you to local community clubs, groups and volunteering opportunities, run free events and activities, and provide information to help you find out what is happening in your area. Find your local government in the online WA Local Government Directory.

 www.walga.asn.au/your-local-government/local-government-directory

LiveUp

Information on healthy ageing and staying independent. Find local exercise classes, social activities and assistive products to help stay independent.

 1800 951 971

 www.liveup.org.au

Radio

Curtin FM 100.1

Community Radio station that provides information about local community groups and events.

 9266 2121

 www.curtinfm.com.au

Capital Community Radio 101.7fm

Music and information for seniors across Perth.

 www.capitalcommunityradio.com

Culturally and Linguistically Diverse Communities (CaLD)

Ethnic Communities Council of Western Australia

Peak ethnic umbrella that provides advocacy services for multicultural groups and communities in Western Australia.


 9227 5322

 www.eccwa.org.au

My Aged Care

Information about support for people from culturally and linguistically diverse backgrounds to access aged care services. These services offer specific diets, activities, languages and spiritual services.

 1800 200 422

 www.myagedcare.gov.au/support-people-culturally-and-linguistically-diverse-backgrounds

Office of Multicultural Interests (OMI)

Provides information, advice, funding, training and support to culturally and linguistically diverse communities in Western Australia. The website provides a range of information and resources, including grants and funding programs administered by OMI, capacity building initiatives, cultural demographic data, policies, publications and relevant directories of service providers and culturally diverse community associations in Western Australia.

 6552 7300

 www.omi.wa.gov.au

Services Australia – Help in more languages

Call the Services Australia multilingual phone service to speak to a staff member in your language about Centrelink payments and services or go to the website to read, listen to or watch information in your language.

Ask for a free interpreter when you visit a service centre.

 **131 202**

 **www.servicesaustralia.gov.au/yourlanguage**

Translating and Interpreting Service (TIS) National

Interpreting service for people with limited English proficiency and for organisations that need to communicate with their non-English speaking clients.

TIS National can connect to a wide range of organisations throughout Australia including government departments; medical practitioners and pharmacies; utility and telecommunication companies; emergency services; legal services; settlement and community service providers and real estate agencies.

Most TIS National interpreting services are free for non-English speakers other than the cost of the phone call. Generally the registered organisation will accept the charges for the service.

 **131 450** (within Australia)

 **+613 9268 8332** (outside Australia)


 **www.tisnational.gov.au**

End of Life planning

Advance Care Planning Australia

Advice and information to help plan for future healthcare needs, including if you were to become seriously ill and unable to communicate your preferences or make treatment decisions.


 **1300 208 582** (National Advance Care Planning Support Service)

 www.advancecareplanning.org.au

Bereavement Assistance Program

Assistance to community members in situations where there are insufficient funds in a deceased person's estate to pay for a funeral, and when a deceased person's family are unable to meet funeral costs.

 **1800 854 925**

 www.wa.gov.au/organisation/departments-of-communities/bereavement-assistance-program

Griefline

Telephone support and resources for people grieving. G'day Line service also available for a friendly and supportive conversation with volunteers.

 **1300 845 745** (Griefline)

 **1300 920 552** (G'day Line)

 griefline.org.au

Office of the Public Advocate

Undertakes advocacy and investigation for referrals by the State Administrative Tribunal or community concerns about adults with a decision-making disability who may be in need of a: guardian and/or administrator; appointment of the Public Advocate as guardian of last resort; and community education on the guardianship and administration system.

 **9278 7300**

 **1300 858 455** (Advisory services)

 **www.wa.gov.au/organisation/department-of-justice/office-of-the-public-advocate**

Palliative Care WA

Provides information, education and support on end-of-life issues, advance care planning, palliative care and grief and loss.

 **1300 551 704**

 **1800 573 299** (Palliative Care Helpline)

 **www.palliativecarewa.asn.au**

Services Australia

Payments, information and help for grieving family members.


 **132 300** (Centrelink older Australians line)

 **www.servicesaustralia.gov.au/death-loved-one**

Public Trustee

Independent, professional trustee and asset management services, including Will and Enduring Power of Attorney drafting, deceased estate administration and personal trustee and administration services.

 1300 746 116

 www.wa.gov.au/organisation/department-of-justice/public-trustee

State Administrative Tribunal

Independent body that reviews a wide range of government decisions and determines disputes, including guardianship and administration, and equal opportunity.

 9219 3111

 1300 306 017 (cost of a local call)

 www.sat.justice.wa.gov.au

WA Department of Health Advance Care Planning Information Line


Information line for general enquiries about advance care planning. You can also access free resources, including Advance Health Directives and the Values and Preferences form. Legal and medical advice is not provided.

 9222 2300

 www.healthywa.wa.gov.au/AdvanceCarePlanning

WA Government Online Guide – What to do when someone dies

Provides information and links to services to assist with the management of affairs after a death. A checklist is also provided to help keep track of things that may need to be done.


 www.wa.gov.au/government/multi-step-guides/what-do-when-someone-dies-alpha-stage

Finance support and information

Government payments

Department of Veterans' Affairs


Support for Australian Defence Force veterans, war widows/widowers, veteran families and eligible defence and police force members.

 1800 838 372

 www.dva.gov.au

Hardship Utility Grant Scheme

Assists utility customers in financial hardship and unable to pay their utility bills for essential services. Please contact your relevant utility provider to discuss your options to stay connected.

 www.wa.gov.au/service/community-services/grants-and-subsidies/hardship-utility-grant-scheme


Be Connected: Introduction to myGov


A course to introduce myGov and how to use it safely to access Medicare, My Aged Care, My Health Record and more.

 www.beconnected.esafety.gov.au/topic-library

My Aged Care

Information about support for financially disadvantaged people to access aged care services.

 1800 200 422

 www.myagedcare.gov.au/support-financially-disadvantaged-people

myGov

Access government services online in one place. You can link Centrelink, Medicare, myAged Care and more to your myGov account using the myGov app or website. You can also find information on the myGov website about government payments and services to support you at different stages of life.

 132 307

 www.my.gov.au

Centrelink older Australians line

Provides information about Age Pension, Commonwealth Seniors Health Card, assistance following the death of a loved one, the Financial Information Service, Pensioner Concession Card or the Home Equity Access Scheme.

 132 300 (Centrelink older Australians line)

 www.servicesaustralia.gov.au/ageing

WA No Interest Loans Scheme

Provides interest-free, no-fee small loans to assist low-income earners in purchasing essential items and services, such as medical and dental expenses and vehicles for essential transport.

 9263 2199

 www.wanils.com.au

Welfare Rights and Advocacy Service WA

Community legal centre that provides independent advice, information, referral, representation and advocacy in relation to Centrelink, Family Assistance, Tenancy and Social Security prosecution matters.

 9328 1751

 www.wraswa.org.au

Financial counselling and information services

Centrelink Financial Information Service

Provides independent and confidential education to support informed decision-making about current and future financial needs. Services Australia's Financial Information Service (FIS) Officers do not provide financial advice, planning, counselling, advocacy or promote products or providers.

 132 300 (request the Financial Information Service)

 www.servicesaustralia.gov.au/fiswebinars

Consumer Credit Legal Service of WA (CCLS)

Provides free, confidential legal advice to individuals on credit, debt, and consumer law issues, including scams. CCLS do not provide financial advice and are not financial planners.

 9221 7066

 www.cclswa.org.au

Consumer Protection WA

Advice and information on a range of matters, including access to the 'Smart choice – a consumer guide for Western Australians 55+' resource.

 1300 30 40 54

 www.commerce.wa.gov.au/consumer-protection

Financial Counsellors' Association of WA

Provide information, support and advocacy at no cost, for anyone in financial hardship throughout Western Australia. Financial counsellors can be located on the website.

 www.fcawa.org

Good Shepherd – Financial Independence Hub and No Interest Loans (NILS)


Confidential service providing support to people who have experienced financial abuse and /or have been financially impacted by family and domestic violence. The service also provides information about No Interest Loans (NILS) of up to \$2,000 for essential goods and services (subject to eligibility). Visit the website for more information and to locate a local provider.

 1300 050 150

 www.goodshep.org.au

Be Connected: Introduction to online banking

Learn about online banking and how to stay safe while banking online.

 www.beconnected.esafety.gov.au/topic-library/introduction-to-online-banking

Moneysmart

Tools and guidance to help you make everyday money decisions. Information also available on living in retirement, plus a search tool to find the nearest financial counsellor.

 www.moneysmart.gov.au

 www.moneysmart.gov.au/living-in-retirement
(living in retirement)

National Debt Helpline

An independent and confidential financial counselling service to assist with debt issues. An online chat service is available on the website, plus a directory of financial counsellors across Australia.

 1800 007 007


 www.ndh.org.au

Grandcarers

Carers and Grandcarers Information Hub

Information about available support services and resources for carers and grandcarers that provide unpaid care.

 1800 176 888

 www.wa.gov.au/organisation/department-of-communities/carers-and-grandcarers

Grandparents Raising Grandchildren WA

Provides a space for grandparent carers to meet, access support, socialise and gain information. Advocates for grandparent carers on a state and federal level to improve their lives and the lives of those in their care.

 6270 2486

 www.grgwa.au

Wanslea Grandcarers Support Scheme

An annual payment designed to help with the demands and financial pressures that full time grandparent carers may experience.

 1800 794 909

 www.wanslea.org.au/programs/grandcarers-support-scheme

Health and wellbeing

In an emergency call 000 or visit your local emergency department.

Medicare

Information about what health care is covered by Medicare, how to enrol and how to claim. Free interpreter service available.

 **132 011**

 **www.servicesaustralia.gov.au/medicare**

Aged Care Quality and Safety Commission

Protects and improves the safety, health, wellbeing and quality of life for people receiving aged care services.

 **1800 951 822** (complaints and concerns)

 **1800 844 044** (food nutrition and dining hotline)


 **www.agedcarequality.gov.au/older-australians**

Alcohol and Drug Support Line

A confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use. Available 24/7.

 **9442 5000** (metropolitan)

 **1800 198 024** (regional)

 **www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/alcohol-and-drug-support-line**

Australian Commission on Safety and Quality in Health Care

Information, tools and resources to help support consumers engagement with, and understanding of, safe and high-quality health care. Adapted with permission from www.safetyandquality.gov.au developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2024.

 (02) 9126 3600 (Australia)

 +61 2 9126 (International)

 www.safetyandquality.gov.au/consumers

Commonwealth Seniors Health Card

A concession card to get cheaper health care and some discounts for those that have reached Age Pension age. Note that certain conditions need to be met to get the card.

 132 300 (Centrelink older Australians line)

 www.servicessaustralia.gov.au/commonwealth-seniors-health-card

COTA WA Strength for Life Program


Progressive strength training and exercise program designed specifically for people aged over 50.

 9472 0104

 www.cotawa.org.au/seniors-resources/strength-for-life

Healthdirect

A government-funded helpline, available 24/7 and staffed by registered nurses and providing approved health information and advice. Health information, service finder and symptom checker tools available on the website.

 1800 022 222

 www.healthdirect.gov.au

Health Consumers' Council (WA)

An independent, not for profit organisation that advocates for health consumers.

 9221 3422

 1800 620 780 (freecall country only)

 www.hccwa.org.au

Health and Disability Services Complaints Office

Impartial resolution service for complaints relating to health, disability and mental health services (outside of NDIS) in Western Australia.

 6551 7600

 1800 813 583 (freecall from landlines)

 www.hadsco.wa.gov.au

HealthyWA

Provides health and medical information to help individuals and their communities improve their health and wellbeing. HealthyWA does not provide personal health advice and does not replace care provided by qualified health professionals.

 **1800 022 222** (Healthdirect)

 **www.healthywa.wa.gov.au**

Here For You

A confidential, non-judgemental, telephone service for anyone concerned about their own or another person's mental health issues and/or alcohol and other drug use. Available from 7am to 10pm, seven days a week.

 **1800 437 348**

 **www.mhc.wa.gov.au/about-us/our-services/here-for-you**

Injury Matters Stay On Your Feet® program

Information and strategies for older adults, their friends and family, and health professionals to prevent slips, trips and falls. An e-directory of organisations, programs and services across WA for fall prevention is available on the website.

 **1300 303 540**

 **www.stayonyourfeet.com.au**

My Health Record

A central place to keep and access your individual key health information, and your healthcare providers anytime, including in an emergency.

 **1300 901 001**


 **www.digitalhealth.gov.au**

Parent and Family Drug Support Line

A confidential, non-judgemental telephone counselling, information and referral service for any parents and family members affected by someone else's alcohol and/or other drug use. Callers can also speak to an experienced parent peer volunteer. The service is available 24/7.

 **9442 5050** (metropolitan)

 **1800 653 203** (regional)

 **www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/parent-and-family-drug-support-line**

Pensioner Concession Card

A concession card to obtain cheaper health care, medicines and some discounts if receiving certain payments from Services Australia.

 **132 300** (Centrelink older Australians line)

 **www.servicesaustralia.gov.au/pensioner-concession-card**

Safe & Found WA

Supports people living with dementia, autism or a cognitive impairment that may 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.

 **1800 88 22 22**

 **www.safeandfound.org.au**

Health and wellbeing groups

Connect Groups Online Directory

Online directory of peer support groups to allow people dealing with stressful life problems and situations to share their experiences and offer emotional and practical support to one another.

 **9364 6909**

 **www.connectgroups.org.au**

Aids and equipment

National Equipment Database

Connects customers to an online database of more than 25,000 assistive products, information and tools such as aids, equipment, healthcare products or devices to increase independence. Impartial and up-to-date information with option to click to buy selected items.

 **9381 0600**

 **www.askned.com.au**

LiveUp

Information on healthy ageing and staying independent. Find local exercise classes, social activities and assistive products to help stay independent.

 **1800 951 971**

 **www.liveup.org.au**

Common health conditions

Arthritis and Osteoporosis Western Australia


Support for West Australians with musculoskeletal conditions.

 1800 011 041

 www.arthritiswa.org.au

Asthma WA

Provides support, education and advice for people with asthma and/or chronic obstructive pulmonary disease (COPD), as well as family members and carers. Support is available in person, across a variety of locations in the metropolitan area and rural/remote Western Australia via Telehealth or by telephone.

 1800 278 462

 9289 3600

 www.asthmawa.org.au

Dementia Australia

Provides a range of information, resources and services for people living with dementia and family, friends and carers of people living with dementia. This includes the National Dementia Helpline and webchat service.

 1800 100 500 (National Dementia Helpline)

 www.dementia.org.au/get-support/national-dementia-helpline

Alzheimer's WA

Advocates, educates, supports and engages people living with all types of dementia.

 1300 667 788

 www.alzheimerswa.org.au

Heart Foundation

Provides heart disease prevention, detection, and support.

 13 11 12

 www.heartfoundation.org.au

Cancer Council WA

Provides cancer advocacy, prevention programs, research and support, plus an Information and Support Line.

 13 11 20 (Information and Support Line)

 www.cancerwa.asn.au

Diabetes WA

Provides support, clinical services and education programs for people living with or at risk of diabetes. WA Helpline, Telehealth virtual appointments for regional areas, clinics in Perth metro and programs delivered all over the state.

 1300 001 880 (Diabetes WA Helpline)

 www.diabeteswa.com.au

Hearing Services Program


Provides subsidised high-quality hearing services and devices to eligible Australians with hearing loss. Locate a local Hearing Services Program provider on the website.

 **1800 500 726**

 **www.health.gov.au/our-work/hearing-services-program**

WAAC

Provides a range of services, including cheap, confidential and non-judgmental HIV and STI testing, treatment and associated services for men who have sex with men, trans people and non-binary people in a casual and relaxed environment. Other services include counselling, HIV support, youth LGBTQIA+ support services, harm reduction services for people who inject drugs, resources and much more.

 **9482 0000** (metropolitan)

 **1800 671 130** (regional)

 **www.waac.com.au**

WA Spectacle Subsidy Scheme

For information please see the ‘Concessions, rebates and discounts’ section.

Transition care

Transition Care Program (TCP)

The Transition Care Program helps older people at the end of their hospital stay. It provides up to 12 weeks of care to improve or maintain their level of independence, while helping them and their family to make longer term care arrangements. TCP services can be provided in either a residential or a community setting, including your home. People must be in hospital and assessed by an Aged Care Assessment Team to establish whether they are suitable for TCP. For more information and contact details of TCP providers, visit the Healthy WA website.

 www.healthywa.wa.gov.au/Articles/S_T/Transition-Care-Program-TCP

GRAI–GLBTI Rights in Ageing

Social support services and social events that strengthen connections for older LGBTI people.

 0484 639 886

 www.grai.org.au

LGBTIQ+ Health Australia

LGBTIQ+ Health Australia is the national peak body for LGBTIQ+ health and wellbeing. The knowledge hub on the website includes resources on accessing LGBTIQ+ ageing and aged care services.

 (02) 7209 6301

 www.lgbtiqhealth.org.au/choosing_lgbti_aged_care

Living Proud (\$)

Living Proud provides peer-support, information and resources to LGBTIQ+ people and communities. Living Proud is also the WA partner of the QLife national LGBTIQ+ telephone and web chat peer-support and referral service.

 1800 184 527 (QLife)


 www.livingproud.org.au

 [www.qlife.org.au](http://www qlife.org.au)

My Aged Care (\$)

Information about accessing aged care services that are responsive to the needs of older people of diverse sexual orientation and gender identify.

 1800 200 422

 www.myagedcare.gov.au/support-lesbian-gay-bisexual-transgender-and-intersex-people

QLife

Provides anonymous and free LGBTIQ+ peer support and referral. The website includes the QDirectory, a directory of LGBTIQ+ services in Western Australia.

 1800 184 527

 www.qlife.org.au/resources

Sexuality Education Counselling Consultancy Agency

Supports people with disability to learn about relationships, sexuality and sexual health. Free resources available on the website.

 9420 7226

 www.secca.org.au

TransFolk of WA

A peer support service for transgender people and their loved ones.

 www.transfolkofwa.org

In this resource, we use LGBTQIA+. The letters stand for lesbian, gay, bisexual, transgender, queer/questioning, intersex and asexual, and the plus sign recognises all who are part of the community, but not represented by a letter (for example, non-binary and pansexual).

There are several acronyms used by this community. This acronym will be updated as needed to reflect the evolving language of the community.

Older Aboriginal people

Aboriginal Interpreting WA Aboriginal Corporation


Provides access to registered, trained and supported interpreters in over 40 WA Aboriginal languages. The service is free for community members. Ask for an interpreter from the service you are accessing.

 1800 330 331

 www.aiwaac.org.au

Aboriginal Legal Service of Western Australia

Legal aid services for Aboriginal and Torres Strait Islander peoples.

 1800 019 900


 www.als.org.au

Aboriginal Mediation Service

Aims to assist and work alongside Aboriginal and Torres Strait Islander individuals, groups, and communities in a culturally safe manner to resolve conflicts before they escalate to court action.

 1800 045 577 (free call)

 9264 6176

 www.wa.gov.au/organisation/department-of-justice/aboriginal-mediation-service

Legal Yarn (Legal Aid WA)

A culturally safe telephone information service for Aboriginal and Torres Strait Islander People. Confidential calls can be made from any phone anywhere in Australia, and can provide legal advice, or referral. Assistance and referral is available for questions about Elder Abuse.

 1800 319 803

 www.legalaid.wa.gov.au/get-legal-help/legal-yarn

Mob Strong Debt Help

Legal advice and financial counselling service for Aboriginal and Torres Strait Islander people. This is a First Nations led program with predominately First Nations staff.


 1800 808 488

 www.financialrights.org.au/getting-help/mob-strong-debt-help

Moorditj Djena – Strong Feet | Metro only

A podiatry and diabetes program for Aboriginal people within the Perth metropolitan area. Clients receive clinical and educational services at various community clinics across the metropolitan area in a combination of community venues and the mobile clinic van.

 9278 9922

 www.emhs.health.wa.gov.au/Hospitals-and-Services/Aboriginal-Health/Moorditj-Djena

Yorgum Healing Services

Culturally secure, community-based healing to support Aboriginal and Torres Strait Islander children, young people, and adults.

 1800 469 371

 www.yorgum.org.au

13YARN

Crisis support line for mob who are feeling overwhelmed or having difficulty coping. Provides access to a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24/7.

 13 92 76

 www.13yarn.org.au

Ageing on Country

Mappa

Online map with information on Aboriginal and Torres Strait Islander culturally appropriate health care services across Western Australia.

 www.mappa.com.au

My Aged Care

Information about support for Aboriginal and Torres Strait Islander people to access aged care services. If you are Aboriginal or Torres Strait Islander, and 50 years or older, there are services that provide specialised care.

 1800 200 422

 www.myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people#remote-care

Council of Aboriginal Services Western Australia

Peak Body for the Aboriginal community-controlled sector in WA, which provide services that are led and delivered by Aboriginal people. The website has contact details for Aboriginal and Community Controlled Organisations (ACCOs) across Western Australia. Enquire with your local ACCO about accessing services such as the Elder Care Support Program.

 9227 1631

 www.caswa.org.au

Aboriginal Health Council of Western Australia (AHCWA) – Elder Care Support Program

AHCWA is the Peak Body for Aboriginal Health in Western Australia. AHCWA can provide information about the Elder Care Support Program, which supports Aboriginal and Torres Strait Islander people and their families to understand, navigate and access the aged care services they are entitled to. The AHCWA website also has a online directory of Aboriginal Community Controlled Health Services across Western Australia.

 9228 1099

 www.ahcwa.org.au

People with disability

Accessible beaches

An online directory of beaches that are accessible to people with disability and mobility challenges.

 1300 721 328

 www.accessiblebeaches.com

Accessible facilities at natural attractions

Information about accessible facilities at natural attractions and National Parks across Western Australia.

 9219 9000

 www.exploreparks.dbca.wa.gov.au/access-friendly-places

ACROD Parking Program

Provides support to access the community for Western Australians who have a severe mobility restriction or who are legally blind.

 9242 5544

 www.acrod.org.au

Changing Places

Provides secure, accessible public bathrooms for people with significant disabilities and are usually located in key public spaces. Many Changing Places require a Master Locksmith Access Key (MLAK) to access (fee for key). Visit the website to find a facility and for more information.

 changingplaces.org.au

Companion Card WA

Provides supports to Western Australians with a significant and permanent disability who require attendant care support to participate at community venues and events.

 1800 617 337

 www.wacompanioncard.org.au

Disability Gateway

A service to help all people with disability, their families, and carers, find trusted information and services.

 1800 643 787

 www.disabilitygateway.gov.au

My Aged Care

Information about support for people with disability to access aged care services.

 1800 200 422

 www.myagedcare.gov.au/support-people-with-disability

National Disability Abuse and Neglect Hotline

An independent and confidential service for reporting abuse and neglect of people with disability. This is a referral-based service and does not investigate any reports of abuse and neglect. The hotline assists callers to ensure they are referred to the correct service and may provide assistance with completing a referral or report.

 1800 880 052

 www.jobaccess.gov.au/complaints/hotline

National Relay Service

Phone service for people who are deaf, hard of hearing and/or have speech communication difficulty and people wanting to communicate with them. The website has a range of useful tools and resources about accessing the service. Users are required to register on the website, App or by contacting the helpdesk for assistance.


 **1800 555 660**

 **1800 555 630** (TTY)

 **1800 555 690** (fax)

 **0416 001 350** (SMS)

 www.accesshub.gov.au

 www.accesshub.gov.au/about-the-nrs/informational-material

People With Disabilities WA

Advocates for the rights of people with disabilities in Western Australia. Services include individual advocacy, supported referrals, information, toolkits, and resources.

 **9243 6948**

 **1800 193 331** (country callers)

 www.pwdwa.org

Safety and security

In an emergency call 000 or visit your local emergency department.

For more emergency contact information please see the 'Emergency Services' section.

Be Connected: Online safety and security

Provide a range of useful guides, resources and online courses about online safety and security. Learn how to use the internet safely and protect yourself online.

 1300 795 897

 www.beconnected.esafety.gov.au

eSafety Commissioner

Advice and tips on using the internet safely and protecting yourself online. Developed by eSafety, the national regulator for online safety.

 www.eSafety.gov.au/seniors

Neighbourhood Watch

Brings neighbours together, with a joint purpose of increasing neighbourliness, community spirit and reducing opportunities for crime to occur.

 9222 1513

 www.nhw.wa.gov.au

WA Police – Safety for seniors

Tips from WA Police on safety for seniors.

 www.wa.gov.au/organisation/western-australia-police-force/protect-me

WA Scamnet

Profiles the most prevalent scams targeting Western Australians and provides information on different types of scams, how to recognise scams, and what to do if you have received a scam.

 **1300 30 40 54** (Consumer Protection Contact Centre)

 www.scamnet.wa.gov.au

WA Seniors Card: Safety and Security Rebate

For more information see the ‘Concessions, Rebates and Discounts’ section.

 **1800 671 233**

 www.seniorcard.wa.gov.au

Seniors rights

For information about elder abuse and the mistreatment of older people, please see the 'Elder Abuse' section.

Australian Human Rights Commission

Age discrimination can affect people in employment, housing, healthcare and many other areas. People who experience direct or indirect discrimination can lodge a complaint with the Australian Human Rights Commission.

 **1300 656 419** (National Information Service)

 **(02) 9284 9600**

 **www.humanrights.gov.au/our-work/age-discrimination**

Citizens Advice Bureau

Connects people all over Western Australia with information and services so they can make independent and informed decisions. The service has a legal team and offers mediation services. Contact them over the phone, via the website or in person at one of 10 branches located in the Perth Metropolitan area or Southwest regions.

 **9221 5711**

 **www.cabwa.com.au**

Equal Opportunity Commission of Western Australia

Promotes equality of opportunity in Western Australia and works to address unlawful discrimination, harassment and victimisation, including on the grounds of age. A person who believes they have been discriminated against because of their age can lodge a complaint with the Commissioner for Equal Opportunity.


 9216 3900

 1800 198 149

 www.wa.gov.au/organisation/equal-opportunity-commission

Justice of the Peace


Find a Justice of the Peace (JP) in your area by using the online search facility.

 www.wa.gov.au/service/justice/civil-law/find-justice-of-the-peace-your-area

Ombudsman WA

Provides assistance with complaints about State Government agencies or local government. The Ombudsman is independent and impartial. Its services are free and available to everyone.

 1800 117 000

 www.ombudsman.wa.gov.au

Energy and Water Ombudsman WA

Provides a free, independent, fair and confidential service to assist you with problems you have with your electricity, gas or water provider that you can't fix with them.

 1800 754 004

 www.energyandwater.ombudsman.wa.gov.au

Support Services

Department of Communities

The 'Help is Available' contact directories provide contact information for Department of Communities offices across all regions of WA that provide housing, disability, child protection and family support services. The directories also list a range of crisis services and are available in a printable PDF format.

 **1800 176 888** (Communities Head Office)


 **www.wa.gov.au/government/document-collections/departments-of-communities-public-housing-resources**

Aged Care Volunteer Visitors Scheme (ACVVS) – Melville Cares

This program supports regular volunteer visits to provide friendship and companionship to older people. Visits are available to anyone receiving government subsidised residential aged care or a Home Care Package (HCP) (approved or assigned) only. Melville Cares is the state wide contact for the ACVVS program in WA.

You can become a volunteer through the ACVVS – visit the website for more information.

 **9319 0916** (Melville Cares)

 **www.health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs**

Ask Izzy

Search for over 400,000 support services including housing, everyday needs, health, advice, advocacy, employment services, support and counselling.

 **www.askizzy.org.au**

Seniors Peak (delivered by Advocare)

Advocare is the Peak Body for Seniors in Western Australia, ensuring older people are supported, connected and heard. The Seniors Peak provides support and information on the rights of older people, accessing services, elder abuse and overcoming social isolation.

 **1800 655 566** (freecall)

 www.advocare.org.au

Comfort Keepers Happy Chat

Register for a 10-minute 'Happy Chat' and talk about the simple things in life, such as hobbies, weather, movies, gardening, music and more. This is a free community service from Comfort Keepers.

 **9492 8920**

 www.comfortkeepers.com.au/happy-chats

Family Relationship Advice Line

A telephone service that helps families affected by relationship or separation issues. It can also refer callers to local services that provide assistance. Anyone can call the Advice Line about family relationships, including parents, grandparents, children, young people and other family members or friends.

 **1800 050 321**

 www.familyrelationships.gov.au/talk-someone/advice-line

Pets of Older Persons

A free pet care service for older people or people with disability.

 **1300 1100 92**

 www.poopswa.org.au

Vinnies Emergency Assistance Program

Volunteers respond to calls for assistance from people in need in their local community either through attendance at a Vinnies Support Centre or visiting people in their homes. This might involve having a friendly chat or providing information, advocacy, food or food vouchers, clothing, furniture, budget support or assistance with utility bills.

 1300 794 054

 www.vinnies.org.au/wa/services-in-western-australia/emergency-assistance-and-support

Technology and communication

Be Connected

Build digital skills, confidence and safety online with free learning content and computer classes. Topics include computer basics, online banking, how to access online government services, tips for staying on top of scams and staying safe online.


Explore the website for hundreds of free resources and computer classes near you.

 1300 795 897

 www.beconnected.esafety.gov.au

Community Resource Centres | Regional only

Find your local Community Resource Centre (CRC) via the online directory. CRCs provide a range of information and government services. Many provide free access to computers and Wi-Fi and help with online government services (such as Centrelink, Medicare and MyGov). Enquire with your local CRC about digital skills training. Some CRC services (such as printing, photocopying and workshops) may charge a fee-for-service.

 www.wa.gov.au/service/community-services/rural-community-development/find-your-local-community-resource-centre

Good Things Australia

Free courses and information about using technology, improving the skills you already have, and staying safe online.

 (02) 9051 9292

 www.goodthingsaustralia.org/learn

Public libraries

Online directory of public libraries in Western Australia. Libraries provide a range of services and online materials such as ebooks and audiobooks. Many libraries provide free access to computers, Wi-Fi and printing (paid or free), as well as digital skills training.

 9427 3111

 www.slwa.wa.gov.au/about/partnerships/local-government-public-libraries/find-public-library

Regional Tech Hub | Regional only

The Regional Tech Hub offers independent advice and support, and helps regional Australians negotiate often confusing phone and internet options and technical issues.

 1300 081 029

 www.regionaltechhub.org.au

Tech Savvy Seniors

Seniors Recreation Council run free Introduction to technology courses for older people as part of their Tech Savvy Seniors program.

 6118 2716

 www.srcwa.asn.au/programs/tech-savvy-seniors

WA Digital Inclusion Project

The website includes learning tools, information and resources on building digital skills, e-safety and accessing government services, as well as a range of Easy English guides.

 6381 5300

 www.digitalinclusionwa.org.au

Transport

For more transport concessions, see 'Concessions, rebates and discounts' section

My Aged Care Transport

Depending on eligibility, there may be the option to include transport as part of your My Aged Care services.

These services help people to get out and about to appointments and community activities. You must be eligible for Commonwealth funded aged care services to access this. To find out what services you are eligible for, you will need to be assessed.


 1800 200 422

 www.myagedcare.gov.au/aged-care-services/transport

Department of Transport Pensioner annual free trip scheme | Regional only

Pensioners living north of the 26th parallel (beginning at Shark Bay, north of Geraldton) are entitled to one return journey by air or coach per year to Perth or elsewhere in the South West Land Division (provided the fare is not greater than that to Perth).

 13 11 56

 www.transport.wa.gov.au/aboutus/pensioner-annual-free-trip-scheme.asp

Public Transport Authority accessibility assistance

Offers special assistance for people with accessibility requirements using Transperth, TransRegional and Transwa services.


 9326 2000

 www.pta.wa.gov.au/our-system/accessible-travel

Taxi User Subsidy Scheme

A subsidy is available to eligible people with disability travelling in on-demand rank or hail (taxi) vehicles. Users can receive up to 75% off eligible taxi fares.


 13 11 56

 www.transport.wa.gov.au/on-demandtransport/taxi-user-subsidy-scheme-tuss.asp

The Regional Pensioner Travel Card | Regional

Provides eligible pensioners with up to \$675 a year towards the cost of fuel and/or taxi travel from participating providers to offer more support for the transport needs of eligible pensioners living in country areas.

 1300 666 609

 www.wa.gov.au/service/community-services/rural-community-development/regional-pensioner-travel-card

Transwa concessions | Regional

Offers a range of discounted tickets and concessions for older people, including Seniors Concession and Pensioner cardholders and Veterans. Limited free travel entitlements are available to some Pensioners and Veterans (subject to eligibility and registration). Seniors from interstate with a valid Seniors or Pensioner Card are also eligible for concessions.

 1300 662 205

 www.transwa.wa.gov.au/fares/concessions

Volunteering

Volunteering WA

Find out about volunteering positions and your local Volunteer Resource Centre on the Volunteering WA website. Centre staff and volunteers can guide you to finding the perfect volunteering position.

 9482 4333

 www.volunteeringwa.org.au

Department of Communities – Volunteering


There are many volunteering opportunities in Western Australia to suit a wide range of interests. Learn how to get involved on the website.

 1800 176 888

 www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-volunteering

WA Local Government Directory

Find your local government in the online WA Local Government Directory. Your local government can connect you to a range of volunteering opportunities.

 www.walga.asn.au/your-local-government/local-government-directory

Work and education

Jobs and training

Jobs and Skills WA

Free advice and information for mature age people to help with career and training options. There are Jobs and Skills Centres across metropolitan and regional WA providing a one-stop shop for careers, training and employment advice and services. Specialised services are available for people from diverse backgrounds and life experiences.

 13 64 64

 www.jobsandskills.wa.gov.au

Workforce Australia

An employment service that helps you to find and keep a job, change jobs or create your own business. You can search and apply for jobs or find more information on your pathway to employment or a new career. Additionally, you can find services and supports on the department's Mature Age Hub and the Jobs Hub, including other programs to help you reskill and change careers, as well as insights into the local labour market.

 1800 805 260

 www.workforceaustralia.gov.au

 www.dewr.gov.au/mature-age-hub

 www.dewr.gov.au/jobs-hub

A person's skills, experience and time are still extremely valuable outside of the workforce.

For further information about volunteering opportunities, see the 'Volunteering' section.

Skilled Migrant Job Connect, Department of Training and Workforce Development

Offers a range of programs and services to support migrants to find work where their skills and experience are valued. Services include settlement services and support, free workplace training and mentoring and assistance with overcoming barriers to employment.


 **9224 6540** (select option 2)

 www.migration.wa.gov.au

Overseas Qualifications Unit, Department of Training and Workforce Development

A free assessment service to have overseas tertiary or higher education qualification(s) recognised to help secure employment in Western Australia.

 **9224 6540** (choose option 1)

 www.migration.wa.gov.au/our-services-support/overseas-qualifications-unit-oqu

Workplace rights

Fair Work Commission

Help with issues or disputes in the workplace under the *Fair Work Act 2009*, including discrimination based on age.

 **1300 799 675**

 www.fwc.gov.au

Fair Work Ombudsman

Information about rights and responsibilities at work, such as pay, other entitlements and employment conditions and protections under the *Fair Work Act 2009*.

 13 13 94

 www.fairwork.gov.au

Industrial Magistrates Court of Western Australia

Deals with protection of employee rights and minimum entitlements in the workplace.

 9420 4467

 www.imc.wa.gov.au

The Western Australian Industrial Relations Commission

Resolves disputes about industrial matters, including any matter relating to the work, privileges, rights or duties of employers or employees in industry and organisations of employers and employees. Fees can be waived if required.

 9420 4444

 1800 624 263

 www.wairc.wa.gov.au


Australian Human Rights Commission (AHRC)

The Australian Human Rights Commission has the power to investigate and conciliate complaints in employment about unlawful discrimination based on age. The AHRC website also provides a range of information about age discrimination and an Older Workers Resource Hub.

 **1300 656 419** (National Information Service)

 **(02) 9284 9600**

 **www.humanrights.gov.au/our-work/age-discrimination**

 **www.humanrights.gov.au/our-work/complaint-information-service/make-enquiry**

Superannuation and retirement planning

Centrelink Financial Information Service (FIS)

Services Australia's Financial Information Service provides free, independent and confidential education to help you make informed decisions about your current and future financial needs. Services Australia's FIS Officers do not provide financial advice, planning, counselling, advocacy or promote products or providers.

 **132 300** (request the Financial Information Service)

 **www.servicesaustralia.gov.au/fiswebinars**

Moneysmart

Free tools and guidance to help you make everyday money decisions. There is also a page on Living in retirement, and a search tool for finding a financial counsellor near you.

 **www.moneysmart.gov.au**

 **www.moneysmart.gov.au/living-in-retirement**

Index

Symbols

13YARN **63**

1800RESPECT National Domestic Family and Sexual Violence
Counselling Service **13**

A

Aboriginal Health Council of Western Australia (AHCWA) **23, 64**

Aboriginal Hostels Limited (AHL) **20**

Aboriginal Interpreting WA Aboriginal Corporation (AIWA) **61**

Aboriginal Legal Service of Western Australia **61**

Aboriginal Mediation Service **61**

Aboriginal Short Stay Accommodation **20**

Accessible beaches **65**

Accessible facilities at natural attractions **65**

ACROD Parking Program **65**

Act Belong Commit **27**

Advance Care Planning Australia **39**

Advocare **24, 73**

Aged Care Quality and Safety Commission **24, 49**

Aged Care Volunteer Visitors Scheme - Melville Cares **72**

Alcohol and Drug Support Line **49**

Alzheimer's WA **56**

Arthritis and Osteoporosis Western Australia **55**

Ask Izzy **72**

Asthma WA **55**

Australian Commission on Safety and Quality in Health Care **50**

Australian Human Rights Commission **70, 83**

B

Be Connected **47, 68, 74**

Be Connected: Introduction to my Gov **43**

Be Connected: Introduction to online banking **47**

Be Connected: Online safety and security **68**

Bereavement Assistance Program **39**

Building and Energy consumer information **17**

C

- Cancer Council WA **56**
- Capital Community Radio 101.7fm **36**
- Care Finder **22**
- Carer Gateway **25**
- Carers and Grandcarers Information Hub **26, 48**
- Carers WA **25**
- Centrelink **44, 45, 83**
- Centrelink Financial Information Service **45, 83**
- Centrelink older Australians line **44**
- Changing Places **65**
- Citizens Advice Bureau (CAB) **70**
- Commonwealth Seniors Health Card **50**
- Community Gardens Australia **27**
- Community Resource Centres **34, 75**
- Companion Card WA **26, 66**
- Compass **16**
- Concessions WA **31**
- Connect Groups Online Directory **34, 54**
- Consumer Credit Legal Service of WA (CCLS) **46**
- Consumer Protection WA **46**
- COTA WA Strength for Life Program **50**
- Council of Aboriginal Services Western Australia (CASWA) **23, 64**
- Council on the Ageing WA **27**
- Crime Stoppers **8**
- Crisis Care Helpline **11**
- Curtin FM **36**
- Cycling Without Age **27**

Index

D

- Dementia Australia **55**
- Department of Communities **17, 72, 79**
- Department of Communities Housing Office **17**
- Department of Fire and Emergency Services (DFES) **8**
- Department of Health **32**
- Department of Primary Industries and Regional Development (DPIRD) **33**
- Department of Training and Workforce Development **81**
- Department of Transport **33, 77**
- Department of Transport Pensioner annual free trip scheme **77**
- Department of Veterans' Affairs **43**
- Diabetes WA **56**
- Disability Gateway **66**

E

- Elder Care Support Program **23, 64**
- Elder Rights WA **15**
- Electrical or gas incidents **9**
- Emergency WA **9**
- Energy and Water Ombudsman WA **71**
- Entrypoint Perth **18**
- Equal Opportunity Commission of Western Australia **71**
- eSafety Commissioner **68**
- Ethnic Communities Council of Western Australia (ECCWA) **37**

F

- Fair Work Commission **81**
- Fair Work Ombudsman **82**
- Family Drug Support **12**
- Family Relationship Advice Line **73**
- Financial Counsellors' Association of WA (FCAWA) **46**
- Foodbank **12**
- Forget-me-not Cafes **28**

G

- Good Shepherd Financial Independence Hub **46**
- Good Things Australia **75**
- GRAI GLBTI Rights in Ageing **59**
- Grandparents Raising Grandchildren WA (GRGWA) **48**
- Griefline **39**

H

- Hardship Utility Grant Scheme **43**
- Health and Disability Services Complaints Office **51**
- Health Consumers' Council (WA) **51**
- Healthdirect **51**
- HealthyWA **52**
- Hearing Services Program **57**
- Heart Foundation **56**
- HelpingMinds **26**
- Here For You **52**
- Home Equity Access Scheme **18**

I

- Industrial Magistrates Court of Western Australia **82**
- Injury Matters Stay On Your Feet® program **52**

J

- Jobs and Skills WA **80**
- Justice of the Peace **71**

K

- Keystart **18**

L

- Legal Yarn **62**
- LGBTIQ+ Health Australia **59**
- Lifeline WA **12**
- Linkwest Neighbourhood and Community Centres **35**
- LiveUp **36, 54**
- Living Proud **59**
- Local Member of Parliament **35**

Index

M

- Mappa **63**
- Medicare **49**
- Memory Cafes **28**
- Men's Domestic Violence Helpline **13**
- Men's Sheds of WA Inc **29**
- Mental Health Emergency Response Line **13**
- Midlas Resilient Futures Program **16**
- Mob Strong Debt Help **62**
- Moneysmart **47, 83**
- Moorditj Djena - Strong Feet **62**
- My Aged Care **21, 37, 43, 44, 59, 64, 66, 77**
- MyCouncil **28, 36**
- myGov **44**
- My Health Record **43, 52**

N

- National Alcohol and Other Drug Hotline **14**
- National Debt Helpline **47**
- National Disability Abuse and Neglect Hotline **66**
- National Equipment Database (NED) **54**
- National Relay Service **10, 67**
- National Relay Service Emergency Calls **10**
- Neighbourhood Watch **68**

O

- Office of Multicultural Interests (OMI) **37**
- Office of the Public Advocate **40**
- Older People's Rights Service **15**
- Older Persons Advocacy Network (OPAN) **24**
- Ombudsman WA **71**
- Overseas Qualifications Unit **81**

P

- Palliative Care WA **40**
- Parent and Family Drug Support Line **53**
- parkrun **30**
- Parks and Wildlife **33**
- Peel Senior Relationship Service **16**
- Pensioner Concession Card **53**
- People With Disabilities WA (PWDWA) **67**
- Pets of Older Persons (POOPS) **73**
- Police Assistance (non emergencies) **8**
- Police, Fire and Ambulance **8**
- Probus South Pacific Limited **29**
- Public libraries **35, 75**
- Public Transport Authority accessibility assistance **77**
- Public Trustee **41**

Q

- QLife **60**

R

- Regional Tech Hub **76**

S

- Safe & Found WA **53**
- Seniors Housing Information **19**
- Seniors Peak (delivered by Advocare) **73**
- Seniors Recreation Council of WA Inc. **30**
- Services Australia **25, 38, 40**
- Services Australia Aged Care Specialist Officer **22**
- Sexuality Education Counselling Consultancy Agency (SECCA) **60**
- Skilled Migrant Job Connect **81**
- State Administrative Tribunal **41**
- State Emergency Service (SES) **10**

Index

T

Taxi User Subsidy Scheme **78**

Tech Savvy Seniors **76**

Tenancy advice and education service (TAES) **19**

The Regional Pensioner Travel Card **78**

The Western Australian Industrial Relations Commission **82**

TransFolk of WA **60**

Transition Care Program **58**

Translating and Interpreting Service (TIS) **38**

Transperth **31**

Transwa **31, 78**

U

U3A Network WA **30**

V

Veterans' Home Care **21**

Vinnies Emergency Assistance Program **74**

Volunteering WA **79**

W

WAAC **57**

WACconnect **14**

WA Department of Health Advance Care Planning Information Line **42**

WA Digital Inclusion Project **76**

WA Elder Abuse Helpline and Information Service **15**

WA Farmers Markets **34**

WA Government Online Guide **42**

WA Local Government Directory **28, 36, 79**

WA Museum **33**

WA No Interest Loans Scheme (WA NILS) **45**

Wanslea Grandcarers Support Scheme **48**

WA Poisons Information Centre **11**

WA Police - Safety for seniors **69**

WA Scamnet **69**

WA Seniors Card **31, 32, 69**

WA Spectacle Subsidy Scheme **57**

Water Corporation **10, 32**

Welfare Rights and Advocacy Service WA (WRAS) **45**

Western Australian Retirement Villages Residents
Association (WARVRA) **19**

Western Power - Emergencies, hazards, shocks and tingles **11**

Women's Domestic Violence Helpline **14**

Workforce Australia **80**

Y

Yorgum Healing Services **63**

Department of Communities

Postal address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888

Email: enquiries@communities.wa.gov.au

Website: www.communities.wa.gov.au

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit: www.accesshub.gov.au/about-the-nrs