

# Older Adults Guide to Glen Eira

A guide to local services, clubs  
and activities for older adults.



# Emergency services and useful contacts

Know your emergency contacts and keep them somewhere easily accessible — the fridge is a good place to display them. For further information on emergency assistance contact details, refer to the front pages of your local telephone directory.

## Emergency services

Police, Fire, Ambulance

Phone: 000 or 112 if your mobile phone is out of range or credit.

Chevra Hatzolah

Medical emergency responder service for Melbourne's Jewish community

Phone: 9527 5111

Victorian State Emergency Service (SES)

Phone: 13 25 00

## Hospitals

Alfred Hospital: 9076 2000

Calvary Health Care Bethlehem: 9596 2853

Caulfield Hospital: 9076 6000

Cabrini Hospital Malvern: 9508 1222

Cabrini Health Elsternwick Rehabilitation: 9508 5200

Masada Private Hospital: 9038 1300

Monash Health (Monash Medical Centre Clayton): 9594 6666

Monash Health (Moorabbin Hospital): 9928 8111

Nurse-On-Call: 1300 606 024

Holmesglen Private Hospital: 9567 9000

**Please note:** the nearest hospitals with an emergency department are either the Alfred Hospital, Cabrini Hospital Malvern, Holmesglen Private Hospital or Monash Medical Centre Clayton.

## **Police station**

Caulfield Police Station: 9524 9500

## **Community health centres**

Connect Health and Community: 9575 5333

Caulfield Community Health Service: 9076 6666

## **Useful contacts**

Glen Eira City Council: 9524 3333

Translating and interpreting services (TIS): 13 14 50

TTY for the hearing or speech impaired: TTY voice calls 13 36 77

Speak and Listen 1300 555 727, SMS relay 0423 677 767

## **Helplines**

beyondblue: 1300 224 636 (24 hours)

Dementia Australia 24 hour helpline: 1800 100 500

Griefline: 1300 845 745

Lifeline: 13 11 14

QLife (LGBTI support line): 1800 184 527

SANE: 1800 187 263

Suicide Line Victoria: 1300 651 251

Switchboard (LGBTI support line): 1800 184 527

Poisons Information Line: 13 11 26

## **Seniors information services**

Alfred Health Carer Services: 1800 052 222

Council On The Ageing Victoria (COTA): 9655 2100

Glen Eira City Council: 9524 3333

My Aged Care Contact Centre: 1800 200 422

COTA Victoria Information Line: 1300 135 090

Seniors Rights Victoria: 1300 368 821

# Foreword

The *Older Adults Guide to Glen Eira* has been developed to provide older residents with information to access local services and activities.

The *Guide* aims to assist older adults to lead and manage an active, healthy and positive lifestyle.

The *Guide* provides information on local health services, and how to access lifelong learning and volunteering opportunities. For active residents there are recreation and physical activity tips. For residents requiring extra support, there is information on home and community care services and alternate living options.

The *Older Adults Guide to Glen Eira* seeks to support older residents to remain independent by providing them with the knowledge and skills to make the most out of the Glen Eira community.

The contact details in the *Older Adults Guide to Glen Eira* were correct at the time of printing. If corrections are required, please email [mail@gleneira.vic.gov.au](mailto:mail@gleneira.vic.gov.au)  
Alternatively you can post corrections to:

Older Adults Guide to Glen Eira  
Community Development  
Glen Eira City Council  
PO Box 42  
Caulfield South 3162

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# Recreation and staying active

In this section:

Council recreation facilities  
Annual community events  
Physical activity opportunities

Staying active is the key to retaining your independence and quality of life. Staying healthy and active helps to control weight, lower blood pressure and cholesterol, and reduce the risk of disease and illness. Physical activity not only keeps your body healthy, it also sends 'feel good chemicals' to your brain that improve your mood. Regular exercise can lead to increased memory ability and brain health, delaying the onset of dementia.

# Council recreational facilities

Council maintains numerous sporting and leisure facilities throughout Glen Eira. The facilities allow for competitors, supporters and casual users to enjoy sport and recreation all year round.

## Parks and reserves

There are plenty of reasons to be out and about in one of the many parks in the municipality — from wide open spaces to shady hollows, with playgrounds of all shapes and sizes, barbecues that provide a meeting point for families and walking tracks for the more energetic.

For a full list of parks and reserves, visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

## Glen Eira Leisure

Glen Eira Leisure now incorporates, Glen Eira Sports and Aquatic Centre (GESAC), Carnegie Swim Centre and Caulfield Recreation Centre. Being a member of Glen Eira Leisure entitles you access to all facilities.

## GESAC

GESAC is one of the premier sports and aquatic centres within Australia. The Centre features state-of-the-art aquatic, fitness, sports, rehabilitation, wellness, café and occasional care facilities.

### *Living Longer Living Stronger and Active programs*

These programs are designed and run for active older adults who want to improve their fitness, increase strength, increase mobility, increase balance and meet like-minded people.

The facilities that GESAC offers include:

- an eight lane 25 metre pool;
- an eight lane 50 metre pool;
- two waterslides;
- a Learn-to-Swim pool;
- a huge gymnasium;
- health and wellness services;
- child care; and
- a café.

200 East Boundary Road, Bentleigh East  
9575 7100 | [www.geleisure.com.au](http://www.geleisure.com.au)

## Caulfield Recreation Centre

Caulfield Recreation Centre has everything you need to keep fit and healthy. Here are some of the great facilities available:

- A fully equipped gym with a range of free weights and resistance training machines as well as a functional training area with a range of functional training equipment.
- Cardio room — equipped with modern state-of-the-art cardio equipment, televisions and doors opening into our outdoor training area.
- Group Fitness room — where you can undertake a range of Group Fitness classes to suit anybody, from Pilates to BodyPump.
- Outdoor training area — take your training outside in our enclosed training area on those sunny days or during one of our classes.
- Crèche — drop your grandchildren off at the crèche before your workout and pick them up when you're done. Discounted rates for members.

## Carnegie Swim Centre

Carnegie Swim Centre is located on the corner of Lyons Street and Moira Avenue in Carnegie. The Centre will be the perfect place to spend your days throughout summer.

Centre facilities include:

- 50 metre eight lane pool;
- learners' pool;
- dive pool;
- one metre and a three metre diving board;
- toddlers' pool;
- beach volleyball pit and table tennis;
- shaded areas and barbecue facilities; and
- kiosk.

For further information on any of our Glen Eira Leisure facilities, contact Glen Eira Leisure on 9575 7100.



# Annual community events

Community education and health promotion events are run by Glen Eira City Council and local organisations, such as community health centres and community houses. These events aim to educate people about various health issues, encourage community spirit and connectedness. Attending these events is a great way to engage with your community as well as learning important health information.

## Glen Eira City Council's annual events

Glen Eira City Council runs a variety of events throughout the year for residents to engage with and enjoy their surroundings and build on community connectedness. Glen Eira City Council events include:

### Glen Eira City Council Gallery

Glen Eira City Council's Gallery runs a series of exhibitions and public programs throughout the year. Admission is free.

### *Glen Eira Storytelling Festival*

Held annually in June, the *Festival* presents a range of events that celebrate stories and those who tell them.

### *National Reconciliation Celebration*

An annual celebration held in May during *National Reconciliation Week*.

### *Carols in the Park*

An annual event held in December.

### *Party in the Park*

A series of family fun days held three times a year at Allnutt Park, Packer Park and Princes Park.

## Community Safety Month

Every October, Council runs a number of community safety events during the month to educate and assist the public with safety information.

Details about Council's events will be advertised in Council's *Glen Eira News* throughout the year. For further information, contact Council's Service Centre on 9524 3333 or visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

## Victorian Seniors Festival

The *Victorian Seniors Festival* is a State Government event occurring annually during October. Thousands of events are held throughout the State and Seniors Card holders receive free public transport for part of the *Festival*.

*Festival* programs will be available late August from local libraries, councils, neighbourhood and community houses, and online.

## Physical activity opportunities

Being physically active has many important health benefits. Physical activity improves strength, balance, endurance, cardiovascular fitness and can reduce your risk of falls. It can also contribute to independent living by helping to maintain or increase your ability to undertake activities of daily living. Talk to your doctor to help you choose the most appropriate form of physical activity for you.

### Walking groups

Walking is an excellent form of exercise for people of all ages and abilities. It is particularly suited to older people as it is low impact, free and high in health benefits. Regular walking can improve cardiovascular fitness and bone strength, reduce excess body fat and boost muscle power.

If you need a little encouragement to get moving, why not join a walking group? Walking groups are a great way to get motivated as well as meet new people. The following organisations run walking groups across the Glen Eira municipality:

- Connect Health & Community: 9575 5333
- Caulfield Community Health Service: 9076 6666
- Heart Foundation: 1300 36 27 87
- Caulfield South Community House: 9596 8643

## Fitness centres

As we age our body requires different styles of exercise to remain fit and healthy. Exercise classes often designed for older adults include:

- aquatic aerobics;
- tai chi;
- yoga; and
- strength training.

Contact your local gym, fitness centre or Glen Eira City Council to find out what programs they have available for older adults.





# Lifelong learning

## In this section:

[Glen Eira Libraries](#)

[Adult education](#)

[Volunteering](#)

[Employment opportunities](#)

Lifelong learning can be in the form of structured training, such as adult education courses, as well as volunteering with a local organisation or maintaining employment into your later years. All of these contribute to improved physical and mental fitness, helping you maintain your independence and remain engaged with your community.





## **Glen Eira Libraries**

Glen Eira Libraries offers a wealth of free programs and resources for older adults. Glen Eira has four community library services at Bentleigh, Carnegie, Caulfield and Elsternwick.

The libraries are comfortable places for reading, for meeting other people in the community and for keeping active and engaged.

## For free library membership, join at:

### Bentleigh Library

161 Jasper Road, Bentleigh

Phone: 9524 3700

### Carnegie Library and Community Centre

7 Shepparson Avenue, Carnegie

Phone: 9524 3700

### Elsternwick Library

4 Staniland Grove, Elsternwick

Phone: 9524 3700

### Caulfield Library

Corner Glen Eira and Hawthorn Roads

Caulfield

Phone: 9524 3700

Also online at: [library.gleneira.vic.gov.au](http://library.gleneira.vic.gov.au)

## Books and more

- Multiple copies of all the latest best-selling books
- Large print books
- Talking books on CD and MP3
- 6,000 e-books and e-audio books to borrow, 24 hours a day
- Daily and community language newspapers
- Magazines to read at the library and at home
- Online digital magazines and newspapers from Australia and overseas
- Free online music to download anytime
- DVDs and Blu-ray movies, documentaries and television shows
- Family history records to create family trees
- Email reminders before library books become overdue

## Getting connected

The libraries' free computers and wi-fi are a great way to stay connected, learn about the world and keep in touch with family and friends.

Library staff are on hand and eager to help with using new technology.

Free seminars and workshops for novices to more experienced users will explain the exciting world of the internet, such as how to send email, plan holidays online, store digital photos and use social media.

Discover the library programs on offer to suit a variety of interests — talks on subjects such as travel and health; book discussion groups; author talks; English conversation; chess; gardening; craft groups; and lots more.



## Home Library Service

The Home Library Service brings the library into the homes of frail elderly and people with disabilities who are unable to visit the library branches. To enquire or register for this free service, contact the home library service co-ordinator on 9524 3700.

## Find out more

Visit the Glen Eira Libraries webpage at [library.gleneira.vic.gov.au](http://library.gleneira.vic.gov.au) join the library blog, follow us on Facebook, or subscribe to the monthly library e-newsletter for information on new and interesting library programs and services.

## Adult education

Adult education centres and the University of the Third Age (U3A) offer quality, affordable and accessible education for adults. Potential students can choose from a huge range of courses in language, literacy, computers, art, music, recreation, philosophy and many more.

### Local adult learning centres:

#### Glen Eira Adult Learning Centre

260 Booran Road, Ormond  
Phone: 9578 8996 | [www.gealc.org.au](http://www.gealc.org.au)

#### Glen Eira U3A Inc

1151 Glenhuntly Road, Glen Huntly  
Phone: 9572 0571 | [www.gleneirau3a.org.au](http://www.gleneirau3a.org.au)

#### U3A Moorleigh Inc.

Moorleigh Community Village  
92 Bignell Road, Bentleigh East  
Phone: 9570 3929 | [www.u3amoorleigh.com.au](http://www.u3amoorleigh.com.au)

## Victorian adult learning centres:

### Centre for Adult Education (CAE)

CAE offers a wide range of short courses, including community services, craft, business, languages and food.

253 Flinders Lane, Melbourne

Phone: 9652 0611 | [www.cae.edu.au](http://www.cae.edu.au)

### Holmesglen

Holmesglen is one of the largest providers of vocational and higher education in Victoria.

Holmesglen offers a wide range of short courses, which may be just what you need to enhance your skills, pursue a personal interest or simply learn something fun. Holmesglen has campuses located at Chadstone, Moorabbin, Glen Waverly, North Melbourne and St Kilda.

Phone: 1300 639 888 | [www.holmesglen.edu.au](http://www.holmesglen.edu.au)

### Community houses

Community houses also provide opportunities for learning; refer to page 18 for information on community houses in Glen Eira.

### COTA Victoria Information — ‘need to know’ information sessions

Make informed decisions with free and practical information about aged care, finances, housing, pensions and concessions. COTA Victoria Information runs monthly information sessions on topics of interest. Sessions are usually held at the Council On The Ageing Victoria located at:

Level 4, 533 Little Lonsdale Street, Melbourne

Bookings are essential.

For further information, contact Seniors Information Victoria on 1300 135 090 or visit [www.cotavic.org.au/information](http://www.cotavic.org.au/information)

# Volunteering

Volunteering with a local community group or organisation is a great way to meet new people and connect with your community. Through volunteering you can make new friends, increase personal satisfaction and make our community a better and stronger place to live.

One-third of all Victorians volunteer, why not join them? The amount of time that you choose to volunteer is up to you. Benefits of volunteering include making new friends, increased personal satisfaction, greater feelings of social and community connectedness and learning new skills.

## Examples of volunteering

Look at volunteering in areas that you have knowledge or interest in, such as:

- aged care;
- arts;
- animal welfare;
- conservation;
- education;
- sporting groups; and
- the many community organisations operating in Glen Eira.

## CISVic Glen Eira

CISVic Glen Eira is the first choice for individuals interested in learning more about volunteering. CIGE maintains a register of organisations seeking volunteers and matches volunteers to the organisation. CIGE also offers training and support and plenty of advice for potential volunteers.

1134 Glenhuntly Road, Glen Huntly

Phone: 9571 7644 | [www.cisvic.org.au/getting-help/cis-glen-eira](http://www.cisvic.org.au/getting-help/cis-glen-eira)

## Volunteer Community Support

Glen Eira City Council provides volunteers for Delivered Meals and to support older adults within the community. You would need to have a driver's licence and a motor vehicle.

For further information, contact Council's volunteer support co-ordinator or Delivered Meals on 9524 3333.

## Volunteering Victoria

Volunteering Victoria is the peak body for volunteering in Victoria. It provides information about volunteering roles as well as advocacy, resources, training and general information about volunteering.

Level 2, 491 King Street, West Melbourne

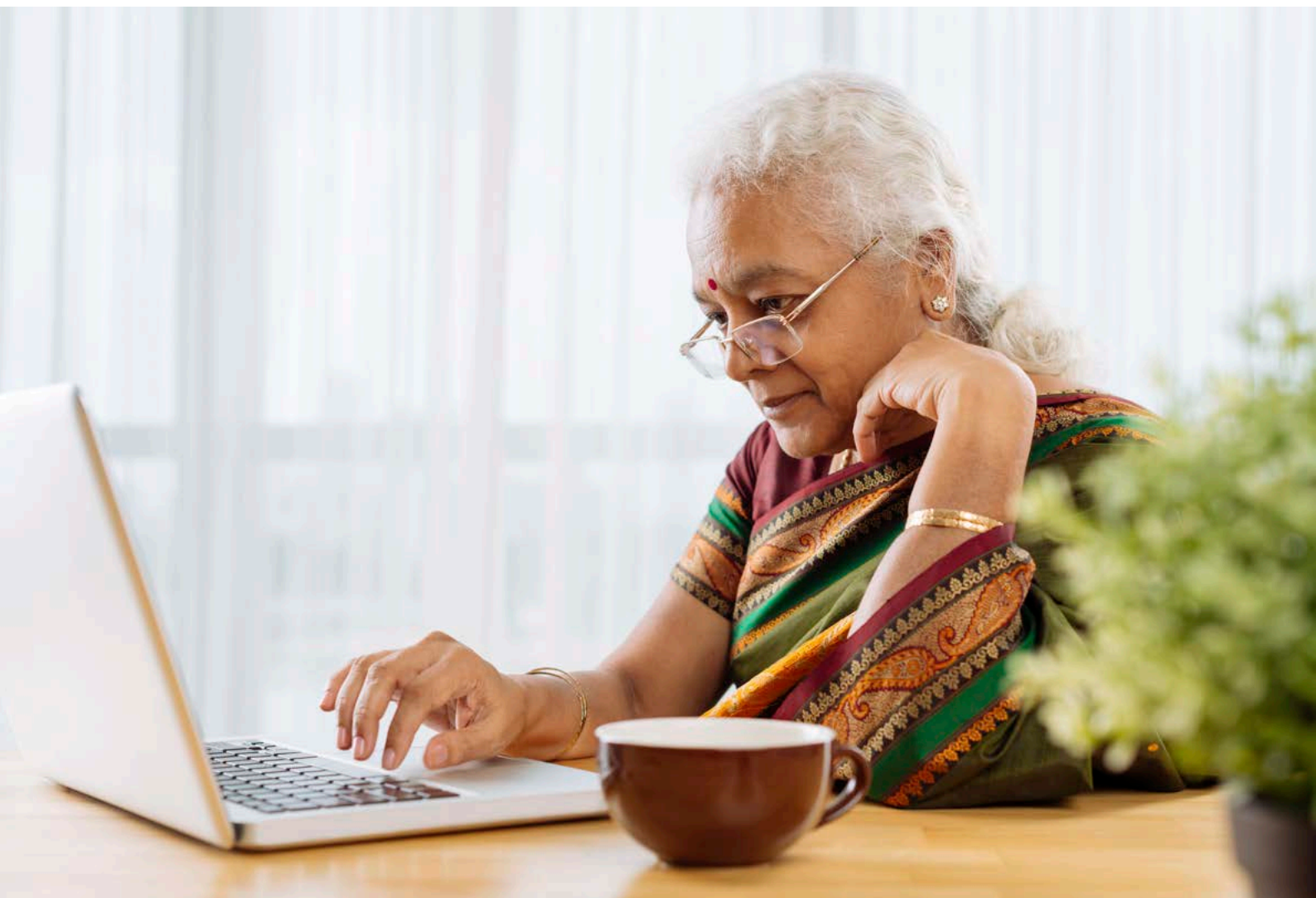
Phone: 8327 8500 | Email: [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au) | [www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)

## Go Volunteer

*Go Volunteer* — an initiative of Volunteering Australia — is Australia's first national volunteer recruitment website. *Go Volunteer* has a large number of volunteer roles, including one-off, short-term and long-term opportunities.

*Go Volunteer* also provides free internet advertising for not-for-profit community organisations looking for volunteers.

For further information, visit [www.govolunteer.com.au](http://www.govolunteer.com.au)



# Employment opportunities

Being employed is a great way to remain involved with the community and provides the opportunity to build and maintain social connections.

## Jewish Care Employment and Education Centre

Jewish Care's Employment and Education Centre supports job seekers with career advice, skills training and rewarding employment opportunities.

Jewish Care is a Rainbow Tick accredited organisation.

619 St Kilda Road, Melbourne

[eec@jewishcare.org.au](mailto:eec@jewishcare.org.au) | 8517 5999 | [www.jewishcare.org.au](http://www.jewishcare.org.au)

## Jobactive (powered by JobSearch)

Jobactive is funded by the Australian Government as a free service to assist job seekers and connect employers with quality staff. The website provides online access to details about job vacancies and employment information for employers and job seekers across Australia.

Phone: Job Seeker hotline 1800 805 260 | [www.jobsearch.gov.au](http://www.jobsearch.gov.au)

## Service Australia — Centrelink

Service Australia includes Centrelink which delivers a range of Australian Government payments and services to the Australian community. There is a dedicated phone number to answer all of your Centrelink employment-related questions.

Phone: 13 23 07 | [www.servicesaustralia.gov.au/individuals/centrelink](http://www.servicesaustralia.gov.au/individuals/centrelink)

## Older Workers website

The Older Workers website provides an online service linking mature age (45 plus) jobseekers to age-friendly employers.

For further information, visit [www.olderworkers.com.au](http://www.olderworkers.com.au)





# Social connectedness

In this section:

Community groups  
Community houses  
Senior citizen centres  
Active ageing programs

Social connectedness refers to the relationships and interactions we have with other people. Building relationships and interacting with others promotes positive health and wellbeing, increasing your happiness and self-esteem.





## Community groups

Joining a community group gets you involved in your local community and is a great place to meet like-minded people and expand your social circle.

Wherever you live and whatever your interests, there's a community group out there waiting for you to join.

The Glen Eira municipality has more than 400 community groups, including:

- historical groups;
- men's groups;
- women's groups;
- environmental groups;
- seniors groups;
- theatre groups; and
- art and craft groups.

For a list of community groups in the City of Glen Eira, visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

# Community houses

Community houses provide social, educational and recreational activities for their communities in a welcoming, supportive environment. They also offer many opportunities for volunteers to participate in all aspects of the house activities and management.

Activities are generally run at low or no cost to participants. Activities offered include:

- cooking;
- gardening groups;
- computer training and support;
- English as a second language;
- craft groups;
- creative art groups;
- book clubs; and
- movie clubs.

The three community houses located in the City of Glen Eira are:

## Caulfield South Community House

450 Kooyong Road, Caulfield South  
Phone: 9596 8643 | [www.csch.org.au](http://www.csch.org.au)

## Godfrey Street Community House

9 Godfrey Street, Bentleigh  
Phone: 9557 9037 | [www.godfreystreet.org](http://www.godfreystreet.org)

## Moongala Women's Community House

824 Centre Road, Bentleigh East  
Phone: 9570 3468 | [www.moongala.org.au](http://www.moongala.org.au)

# Glen Eira City Council

## Senior citizens centres

Senior citizens centres provide a friendly, welcoming place for older citizens to come together for social activities, outings and educational opportunities. They promote wellbeing, a better lifestyle and a positive approach to ageing.

Council has five senior citizens centres around the municipality providing space for seniors clubs to meet. These centres are located at:

### Bentleigh Senior Citizens Centre

2 Arthur Street, Bentleigh

### Caulfield Senior Citizens Centre

8–10 Cedar Street, Caulfield South

### East Bentleigh Senior Citizens Centre

1–3 Derry Street, Bentleigh East

### Moorleigh Community Village — Seniors Wing

92 Bignell Road, Bentleigh East

### Ormond Senior Citizens Centre

2 Newham Grove, Ormond

Each of these centres has different senior citizens clubs and groups using them, including some culturally-specific groups such as Greek, Chinese and Italian.

Some of the activities conducted at these senior citizens centres include:

- indoor bowls;
- billiards;
- line dancing;
- belly dancing;
- zumba
- tai chi;
- table tennis
- yoga;
- lunches and dinners; and
- trips and tours.

For further information on senior citizens centres and clubs, refer to Council's website [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au) or contact Council's Service Centre on 9524 3333.

# Active ageing programs

Glen Eira City Council offers a range of activities for older residents to remain active and social.

## Active ageing exercise program

A chair-based exercise program is available to older adults. The classes encourage social connection and friendship, improve balance, increase confidence and promote a better sense of wellbeing.

If you are 65 or over and wish to attend the chair-based class, you need to apply first through My Aged Care. My Aged Care is the entry point to access aged care services and information, visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or contact 1800 200 422. If you are under 65, you can contact Council's active ageing officer on 9524 3333 to discuss which class best suits your needs and ability.

**Please note:** there may be waiting lists for some of these programs.

## Older adults Explorers Program

The *Explorers Program* offers a wide range of excursions designed to encourage confidence, a better sense of wellbeing and an opportunity to make new friends. Activities include scenic drives; picnics; luncheons; and movies.

To be eligible to attend the *Program*, you must:

- be a resident of Glen Eira City Council;
- be over 65 years of age;
- live independently in your own home;
- have limited access to activities that provide social support and connection to others; and
- be physically able to climb three steps into and out of a minibus

If you are 65 or over, you will need to apply for this *Program* through My Aged Care. My Aged Care is the entry point to access aged care services and information, visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or contact 1800 200 422.

## Volunteer Community Support

This free service offers eligible socially isolated Glen Eira residents practical volunteer support, such as assistance with shopping, transport, companionship and filling in forms and letter writing.

For further information, contact Council's volunteer community support co-ordinator on 9524 3333. People aged 65 and over should contact My Aged Care on 1800 200 422 to apply.



## Glen Eira City Council Social Support Program

Our *Social Support Program* provides older people and people with disabilities with opportunities for friendship and social activities in a supportive environment.

The *Program* is available for:

- older people and people with a disability; and
- the carers of older people and people with disabilities.

For further information, please contact us on 9524 3333 or the *Social Support Program* directly on 9578 7194.

Funding is provided by the Commonwealth and Victorian Governments through the *Commonwealth Home Support Programme (CHSP)* and the *Home and Community Care Program (HACC)* to assist Council in providing these services.

For further information, contact Council's active ageing officer on 9524 3333.







# Transport

## In this section:

Road safety for seniors

Transport options

Disabled parking permits

The ability to get around, whether it is by public or private means, can impact on your ability to engage with the community, access services and maintain social connections.

Transport is vital to retaining your independence and quality of life, and can be a significant issue if you are unable to drive or no longer own a vehicle.

Public transport is an easy and affordable way to get around, however, there are other options available if this does not suit you.





## Road safety for seniors

Older adults can take several steps to stay safe on the road by:

- asking your doctor to review your medicines — both prescription and over-the-counter — to reduce any side effects or interactions;
- having your eyes checked by an eye doctor at least once a year. Wear glasses and corrective lenses as required;
- having your hearing checked regularly;
- exercising regularly to increase strength and flexibility;
- driving during optimal conditions, such as daylight and in good weather;
- finding the safest route with well-lit streets, intersections with left-turn arrows, and easy parking;

- leaving a large following distance behind the car in front of you;
- avoiding distractions in your car, such as listening to a loud radio, talking on your mobile phone, texting, and eating while driving;
- updating your driving skills and attending a road safety awareness program especially designed for older road users; and
- considering potential alternatives to driving, such as travelling with a friend or using public transport to get around.

## Transport options

### Victorian Seniors Card

Victorian Seniors Card holders are entitled to a range of benefits on public transport services in Victoria. **Please note:** holders of the Victorian Seniors Business Discount card are not eligible for transport concessions.

Holders are provided with a free myki which entitles them to concession fares on trains, trams and buses during the week.

It also entitles them to free travel on Saturdays and Sundays in two consecutive zones in metropolitan Melbourne (zones 1 and 2) and on regional town bus services.

Victorian Seniors Card holders can travel on concession fares on V/Line trains and coaches.

Victorian Seniors Card holders also receive two off-peak travel vouchers in the mail each year. These can be used anywhere in Victoria and can be exchanged for V/Line tickets or a day pass. Exchange your voucher for a day pass at premium stations and staffed V/Line stations or the Public Transport Victoria (PTV) Hub.

**Please note:** holders of the Victorian Seniors Business Discount Card do not qualify for transport subsidies and benefits.

Further information about seniors public transport benefits can be found at [www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/seniors](http://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/seniors)

## Public Transport Victoria

Public Transport Victoria (PTV) is the statutory authority that acts as a contact point for customers wanting information on public transport services, fares, tickets and assistance to plan your journey in and around Victoria. PTV's call centre is open between 6am and midnight daily on 1800 800 007 or visit one of PTV hubs at Southern Cross Station and 750 Collins Street, Docklands.

You can access travel information on the PTV seniors' page at [www.ptv.vic.gov.au/tickets/fares/concession/seniors](http://www.ptv.vic.gov.au/tickets/fares/concession/seniors)

## Connect Health & Community — community transport

Community transport is a one-stop-shop for people or community organisations that require assistance with transport due to reasons of mobility, health, accessibility to transport, economic circumstances and social isolation.

Phone: 9575 5386

## Travellers Aid Australia

Travellers Aid Australia provides support, advice and assistance to the travelling public with special requirements and to those in emergency situations. Travellers Aid Australia offers transport information, luggage storage and meeting rooms for use by community groups.

Travellers Aid Australia is located at three Melbourne central business district locations. Services vary at each location. Contact one of the Travellers Aid locations below or visit [www.travellersaid.org.au](http://www.travellersaid.org.au) for details.

## Travellers Aid Australia Southern Cross Station

Main Concourse  
Southern Cross Station  
99 Spencer Street, Docklands  
Phone: 9670 2072 | Email: [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

## Travellers Aid Australia Flinders Street Station

Main Concourse

Flinders Street Station

Corner Flinders and Swanston Streets, Melbourne

Phone: 9068 8187 | Email: [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

## Glen Eira City Council community buses

Community buses are provided and maintained by Glen Eira City Council for use by not-for-profit organisations or groups in the municipality, such as senior citizens clubs, scouts and guides, schools and church groups. Buses are made available to enable these groups to conduct their activities.

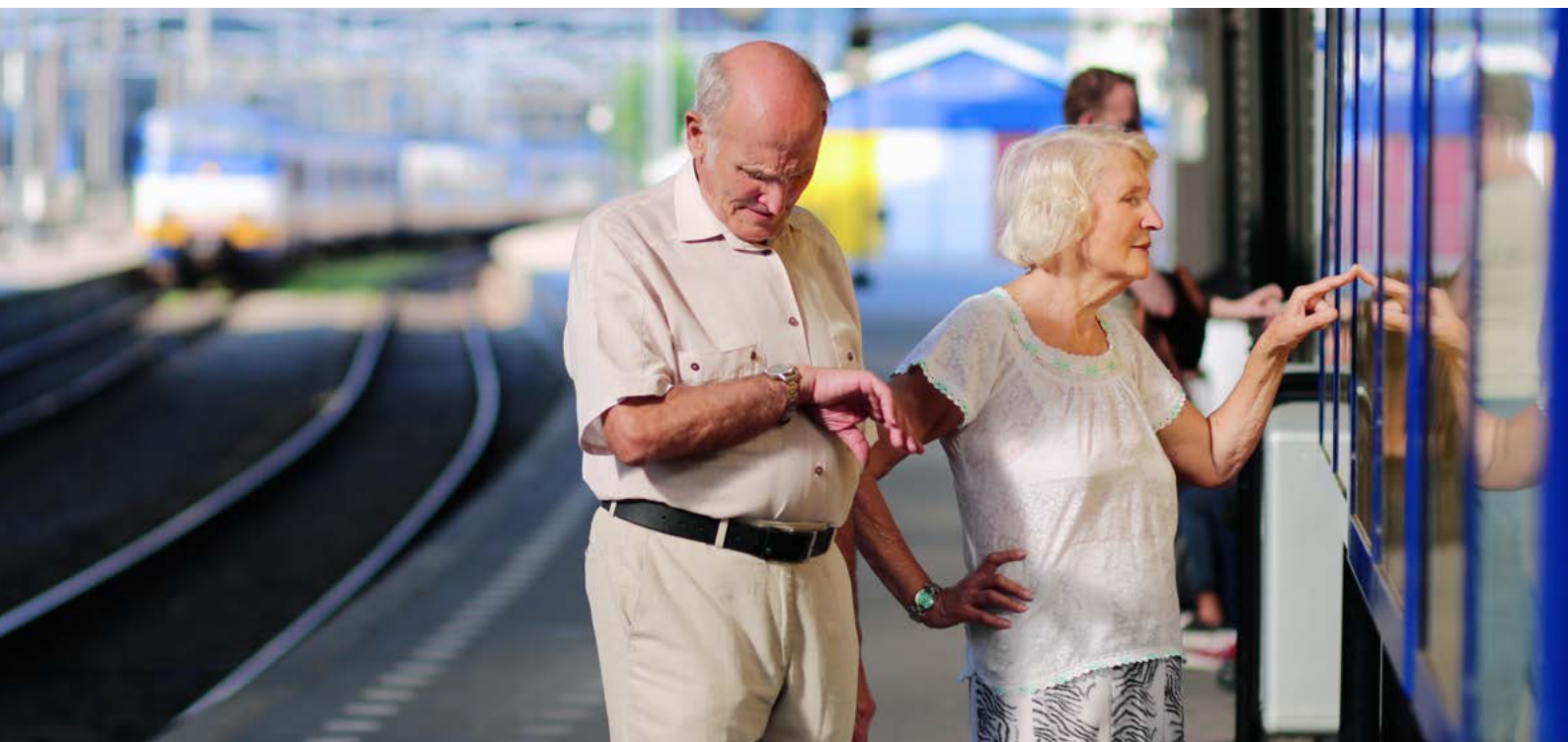
Bookings for Council's community buses are managed by Connect Health & Community and can be made by contacting 9575 5386.

## Disabled parking permits

Disabled parking permits are available free of charge for individuals and organisations.

Applicants are required to complete an application form in conjunction with a statement completed by a medical practitioner or a clinical psychologist.

Application forms are available from Council's website at [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au) or by contacting Council's Service Centre on 9524 3333.







# Living at home or in residential care

## In this section:

### My Aged Care

Assistance to continue  
living at home

Residential aged care

As you age, you may require support to live independently in your own home as well as to remain connected to your community. There is a range of support services available to ensure this independence is maintained.

Residential aged care is for older adults who can no longer live at home. Reasons can include illness, disability, bereavement, an emergency or because it is no longer possible to remain at home without support.

# My Aged Care

**Please note:** all requests for aged care services will need to be accessed through the My Aged Care website or phone number. Details on the following page.

The My Aged Care website has been established by the Australian Government to help you navigate the aged care system. My Aged Care is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a contact centre. Together they can provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

You can call the My Aged Care contact centre on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays.

My Aged Care provides you with information about:

- Different types of aged care services such as assistance at home with personal care or domestic tasks; home care package programs; meals delivered to your home; nursing care; services to support you while caring for a loved one; residential aged care homes; financial and legal guidance; and information on healthy and active living.
- Eligibility for services.
- Help to find local services to meet your needs — you are able to select your own service provider.
- Costs of your aged care services including fee estimators.
- Aged services that have attained a 'rainbow tick'.

Information is available in languages other than English if you speak another language and an interpreter can be provided. Information is also available in other formats if you have hearing difficulties or vision impairment.

Anyone can contact My Aged Care to find out how to access services or to ask for help using the My Aged Care website. Phone: 1800 200 422, Monday to Friday, from 8am to 8pm and Saturday, from 10am to 2pm or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)



## Assistance to continue living at home

If you require assistance to continue living at home, you can contact Glen Eira City Council on 9524 3333 for advice and information. All referrals for Council services will need to be made through My Aged Care ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)).

The services offered by Council's Community Care team include:

- domestic assistance;
- personal care;
- shopping;
- respite care;
- delivered meals;
- social support (adult day care);
- community transport; and
- home maintenance.

These services are funded through a combination of client fees, Council, and either the *Commonwealth Home Support Programme* or the *Victorian Home and Community Care Program for Younger People*.

## Residential aged care

Residential care services provides accommodation and support for people who can no longer live at home. If you, a friend or family member have a disability, illness, need a carer or find it difficult to manage at home without help, it may help to look at residential aged care options. This can be a daunting process and it can be hard to know where to start. It is important to be aware of all the options so that you can make an informed decision.

The Commonwealth Government regulates and partly funds the provision of residential aged care for frail older adults who are unable to continue living independently at home. An assessment by an Aged Care Assessment Team (ACAT) is required and an approval for entry.

For further information or to find your nearest ACAT, contact the My Aged Care Information Line on 1800 200 422, Monday to Friday, from 8am to 8pm and Saturday, from 10am to 2pm. You can also visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Glen Eira City Council provides three different and affordable aged care options for residents which are owned and operated by Council. They include: Rosstown — a 53 low-care bed facility in Carnegie; Warrawee — a 90 bed low and high-care facility in Bentleigh East; and Spurway — a 53 bed high-care facility in Murrumbeena. These facilities work to provide a service which is fully inclusive and welcoming of cultural and sexual diversity.

Council also provides low-cost rental accommodation for financially disadvantaged older persons living in Glen Eira. This includes 64 independent living units consisting of bedsitters and one-bedroom accommodation.

The City of Glen Eira has more than 30 residential aged care homes, providing a mix of care services from both public and private providers. There is also a number of non-government funded residential aged care homes available, including independent living units and supported residential services.

For further information, contact Glen Eira City Council on 9524 3333.

## Advanced Care Planning Advisory Service

The Advanced Care Planning Advisory Service provides support and advice for advanced care planning. Advanced care planning lets other people know in advance your wishes about healthcare if you become too unwell to make decisions or speak for yourself.

Phone: 1300 208 582 | Website: [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au)

## Elder Rights Advocacy

If you are concerned about the quality of your aged care service and want to speak to someone about this, an advocacy service may be able to help. Advocacy services are free and offer confidential and independent advice.

An advocate can:

- give you information about your rights and responsibilities;
- listen to your concerns;
- help you resolve concerns or complaints with your aged care service provider; and
- speak with your service provider on your behalf.

Phone: 9602 3066 or 1800 700 600 (free-call) | Email: [era@era.asn.au](mailto:era@era.asn.au) | Website: [www.era.au](http://www.era.au)





# Health services

In this section:

Aboriginal and Torres Strait Islanders  
Health services

Community health centres

Counselling, social support and  
monitoring services

LGBTI services

Hospital and medical services

Mental health services

Dental services

Eye health services

Hearing services

Podiatry services

It is important to retain optimal health, to ensure you can be as active and independent as possible.

Regular visits to your local general practitioner will give you peace of mind as well as the advantage of detecting a problem early. Early diagnosis often leads to complete recovery, allowing you to maintain your quality of life.

There is a wide array of local services available to ensure you receive the care you need.

# Aboriginal and Torres Strait Islanders

Glen Eira City Council's vision for reconciliation is for a unified, respectful and thriving community that embraces Australia's First Peoples for their experiences of the past, their resilience in the present and their aspirations for the future. Services and activities for Aboriginal and Torres Strait Islander residents:

## Aboriginal and Torres Strait Islanders Community Lunch

Enjoy a great meal and great company each third Wednesday of the month.

Central Bayside Community Health Services

3/1 The Strand, Chelsea

For further information, contact:

Gulay Cevik on 8587 0253 or email [gcevik@cbchs.org.au](mailto:gcevik@cbchs.org.au)

Chris Edmonds on 8587 0289 or email [cedmonds@smpcp.org.au](mailto:cedmonds@smpcp.org.au)

## Bentmoor Community Men's Shed Inc

In 2020, Bentmoor Community Men's Shed will offer a special program for Indigenous men to teach, learn about and practice their cultural crafts and skills.

For further information or to register interest, contact:

Shed Manager John Dixon on 0481 369 191 or email [bentmoorms@outlook.com](mailto:bentmoorms@outlook.com)

185 Wickham Road, Moorabbin VIC 3189

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

## Connect Health & Community

Aboriginal and Torres Strait Islander people are offered shorter waiting times at Connect Health & Community. They can help with teeth, diabetes, feet, weight, special diets, heart problems, depression, anxiety and other mental health problems, child's development and gambling. Connect Health & Community provide their health services for free to Aboriginal and Torres Strait Islanders.

For further information or to make an appointment, contact 9575 5333.

2A Gardeners Road, Bentleigh East

## Derrimut Weelam Gathering Place

The Derrimut Weelam Gathering Place is a place of welcome for Aboriginal community members where they can gather, meet and establish a connection.

199 Beach Rd, Mordialloc (Co-located with Mordialloc Life Saving Club)

[derrimutweelamgp@gmail.com](mailto:derrimutweelamgp@gmail.com)

[www.facebook.com/derrimutweelamgatheringplace](https://www.facebook.com/derrimutweelamgatheringplace)





## Mallanbool Reserve

More than a park, Mallanbool Reserve is a cultural and botanical trail on the history of the Traditional Owners and Custodians of the land on which Glen Eira is located, the people of the Kulin Nation. The trail takes you on a journey through the Kulin way of life, which included harvesting plants, fishing and hunting, and features the native plants that were in abundance before European settlement. Enjoy a self-guided walking tour informed by historical signage and sound-posts.

Located at the corner of Leila and Murrumbeena Roads, Murrumbeena.

For further information, contact:

Melissa Bickford

Aboriginal Civic and Cultural Officer

Phone: 9524 3262 or 0466 934 402 or email [MBickford@gleneira.vic.gov.au](mailto:MBickford@gleneira.vic.gov.au)

## Health services

### Heart Foundation

The Heart Foundation's Health Information Service provides free personalised information and support on heart health, nutrition and a healthy lifestyle. Do you have an existing condition you'd like to discuss, such as high blood pressure or high cholesterol levels? Would you like some information on how to keep your heart in good shape? Qualified health professionals will answer the Health Information Service phone. You don't need to make an appointment and apart from the cost of a local call, the Service is free.

Health Information Service: 13 11 12

Email: [health@heartfoundation.org.au](mailto:health@heartfoundation.org.au) or visit [www.heartfoundation.org.au](http://www.heartfoundation.org.au)

## Dementia Australia Vic

Dementia Australia Vic offers practical assistance to people living with dementia, their carers and families to manage the daily challenges that dementia brings.

The National Dementia Helpline is a confidential telephone information and support service available across Australia. The Helpline is for people with dementia, their carers, families and friends, as well as people concerned about memory loss.

If you need an interpreter or advocate, the Helpline can provide access and referral to an appropriate service. Users who are deaf or have a hearing or speech impairment can phone the National Relay Service on 13 36 77.

National Dementia Helpline 1800 100 500, 9am–5pm weekdays

Victorian office phone: 9815 7800 during office hours

Email: [helpline.nat@dementia.org.au](mailto:helpline.nat@dementia.org.au) or visit [www.dementia.org.au](http://www.dementia.org.au)

## Musculoskeletal Australia

Musculoskeletal Australia (previously Arthritis and Osteoporosis Victoria) supports Victorians who live with, or are at risk of, developing musculoskeletal conditions. These conditions include all forms of arthritis; fibromyalgia; gout; Lupus; osteoporosis; Ross River and Barmah Forest virus; scleroderma; Sjogrens syndrome; and spondyloarthritis. Services include community education, peer support groups, exercise classes and newsletters.

Phone: 8531 8000 or 1800 263 265, 9am–5pm weekdays

Email: [info@msk.org.au](mailto:info@msk.org.au) or visit [www.msk.org.au](http://www.msk.org.au)

## Diabetes Victoria

Diabetes Victoria supports people living with all types of diabetes, their families and carers through education, information and advice to promote and empower self-management for all people with diabetes.

Diabetes Australia administers the *National Diabetes Services Scheme (NDSS)*, which is an initiative of the Australian Government. They support individuals with advocacy issues, such as workplace discrimination, access to community-based services and affordable diabetes medicines.

Diabetes Victoria: 1300 437 386

NDSS helpline: 1800 637 700

Email: [mail@diabetesvic.org.au](mailto:mail@diabetesvic.org.au) or visit [www.diabetesvic.org.au](http://www.diabetesvic.org.au)

# Community health centres

Community health centres provide a comprehensive range of community and home-based health professional services as well as health promotion activities to assist community members to improve and maintain their health.

The types of services include:

- mental health;
- nutrition and diet;
- occupational therapy;
- physiotherapy;
- podiatry;
- social work and counselling;
- social support and monitoring; and
- speech pathology.

A number of information forums are held throughout the year to address various health and wellbeing issues. Contact your nearest community health centre for further information on upcoming events and services.

## Connect Health & Community

2 Gardeners Road, Bentleigh East

Phone: 9575 5333, Monday–Friday | [www.connecthealth.org.au](http://www.connecthealth.org.au)

## Caulfield Community Health Service

Ashley Ricketson Centre

Caulfield Hospital

260 Kooyong Road, Caulfield

Phone: 9076 6666, Monday–Friday

[www.alfredhealth.org.au/services/caulfield-community-health-service](http://www.alfredhealth.org.au/services/caulfield-community-health-service)

## Counselling, social support and monitoring services

Talking to someone and receiving advice can help you manage personal and family challenges as you age. Local services are always available when you need them and the professionals are happy to discuss a range of different topics. Your self-esteem and wellbeing can be enhanced by seeking support.

### Alfred Health Carer Services

Alfred Health Carer Services (previously Commonwealth Respite and Carelink Centre Southern Region) supports local carers by assisting them to make informed choices about their short and long-term needs, by providing them with practical and emotional support and arranging access to a range of respite options.

Caulfield Hospital  
260 Kooyong Road, Caulfield  
Phone: 1800 052 222 carer support and respite 24 hours | [www.caresouth.org.au](http://www.caresouth.org.au)

### Coatesville Community Care

Coatesville Community Care provides emergency food relief including food vouchers, available Fridays from 10am–12pm.

Corner North and Mackie Roads, Bentleigh East  
Phone: 9570 3912

### Gambler's Help Southern

Gambler's Help Southern provides free, confidential, professional support for gamblers, their families and others affected by gambling.

Connect Health & Community  
2A Gardeners Road, Bentleigh East  
Phone: 9575 5353  
Monday–Friday, 9am–5pm  
Gambler's helpline 1800 858 858 (outside business hours) [www.gamblershelpsouthern.org.au](http://www.gamblershelpsouthern.org.au)



## Griefline

Griefline is an anonymous telephone and online counselling service providing support for people who have encountered loss due to death, depression, loneliness, carer support, mental health, family violence and health issues.

Phone: 9935 7444, 10pm–4am, Monday to Friday or 1 300 845 745 (National)  
[www.griefline.org.au](http://www.griefline.org.au)

## Jewish Care Victoria

Jewish Care Victoria provides assistance for members of the Jewish community experiencing unemployment, homelessness, emotional and financial difficulties, mental health issues and those living with a disability.

Jewish Care Victoria is a Rainbow Tick accredited organisation.

Main office:

619 St Kilda Road, Melbourne

Phone: 8517 5999 | Email: [info@jewishcare.org.au](mailto:info@jewishcare.org.au) | [www.jewishcare.org.au](http://www.jewishcare.org.au)

## Mensline Australia

Mensline Australia is a telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

Phone: 1 300 789 978 (24 hours) | [www.mensline.org.au](http://www.mensline.org.au)

## Self Help Addiction Resource Centre (SHARC)

SHARC provides education, advocacy and family support to members of the community who have been impacted by the effects of drug and alcohol use.

140 Grange Road, Carnegie

Phone: 9573 1700 or Helpline 1300 660 068 | [www.sharc.org.au](http://www.sharc.org.au)

## Glen Eira Senior Citizen's Register

Victoria Police has established the Glen Eira Police Community Register for residents of Glen Eira, Kingston and Bayside. The register's mission is to promote more confident and secure living among our older or vulnerable residents.

The Register is operated by volunteers under the auspices of the Victoria Police. Volunteers contact each resident who has registered on the program once a month by phone to check on their welfare and if necessary provide information about local services.

To join the Register or ask about becoming a volunteer, please phone or text 0411 686 236. Please leave a message if the phone is unattended and someone will call you back.

## South Eastern Centre Against Sexual Assault

The South Eastern Centre Against Sexual Assault (SECASA) provides free support services to victims/survivors of sexual and physical assault. Services include counselling, medical care, legal assistance, information and referral.

Phone: 9594 2289 (24 hours) or 1800 806 292 (freecall Victoria) [www.secasa.com.au](http://www.secasa.com.au)

## Suicide Line (Victoria)

Suicide Line provides telephone counselling and information to anyone affected by suicide. If you are thinking about suicide, worried about someone or have lost someone to suicide, contact Suicide Line.

Phone: 1300 651 251 (24 hours) [www.suicideline.org.au](http://www.suicideline.org.au)

## LGBTI Services

There are many organisations providing the LGBTI (Lesbian, Gay, Bisexual, Transgender, Intersex) community with services and support.

### Out and About

*Out and About* is a switchboard program that aims to increase community connectedness and reduce isolation through the provision of a volunteer-based home visiting service for older LGBTI people who receive home care packages. This service is funded from the Federal Department of Social Services.

For further information about volunteering or receiving a visitor, contact 1800 184 527 or email [outandabout@switchboard.org.au](mailto:outandabout@switchboard.org.au) or visit [www.switchboard.org.au/out-about](http://www.switchboard.org.au/out-about)

### Switchboard Victoria and QLife

Switchboard, part of QLife, is a volunteer organisation which provides a free, confidential and anonymous telephone counselling, referral and information service for the Victorian LGBTI communities and their supporters.

Phone: 1800 184 527

Chat online at [www.qlife.org.au](http://www qlife.org.au) seven days a week, 3pm to 12am.

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

### Thorne Harbour Health

Thorne Harbour Health (formerly the Victorian AIDS Council) is a community-controlled organisation working to improve the health and wellbeing of LGBTI communities and people living with HIV (PLHIV). It leads the fight against HIV/AIDS in Victoria by providing care and support for people living with HIV, health promotion, and advocacy.

Phone: 9865 6700 or 1800 134 840 or 24 hour helpline 1800 889 887 | [thorneharbour.org](http://thorneharbour.org)

## The Victorian Pride Centre

The Victorian Pride Centre is scheduled to be completed in late 2020. The Centre will be home to a range of LGBTIQ focused organisations, along with businesses who support the LGBTIQ community.

Address: 79–81 Fitzroy Street, St Kilda, VIC 3182

Email: [contact@pridecentre.org.au](mailto:contact@pridecentre.org.au) or visit [pridecentre.org.au](http://pridecentre.org.au)

## Victoria Legal Aid's Equality Law Program

To get free advice about discrimination and sexual harassment, contact Victoria Legal Aid's *Equality Law Program*.

Phone: 1300 792 387, 8.45am–5.15pm, Monday to Friday

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Victoria Police GLLO Program

Victoria Police's LGBTI Liaison Officers (GLLO) are available to members of LGBTI communities to help access police services and assistance when needed.

Phone: 9247 6944 | Email: [melbourne.gllo@police.vic.gov.au](mailto:melbourne.gllo@police.vic.gov.au)

[www.police.vic.gov.au/LGBTIQ-liaison-officers](http://www.police.vic.gov.au/LGBTIQ-liaison-officers)

## Living Positive Victoria

Living Positive Victoria provides workshops, peer-support and activities that increase the mental, emotional and social wellbeing of those living with, or affected by HIV.

Address: Suite 95 Coventry Street, Southbank

Phone: 9863 8733 | Email: [info@livingpositivevictoria.org.au](mailto:info@livingpositivevictoria.org.au)

[livingpositivevictoria.org.au](http://livingpositivevictoria.org.au)

## Matrix Guild Victoria Inc.

Matrix Guild Victoria Inc. is an association supporting the health, housing and care needs of older lesbians, and is working towards enhancing the wellbeing and quality of life of older lesbians, who are marginalised, at risk, disabled and/or frail.

Email: [secretary@matrixguildvic.org.au](mailto:secretary@matrixguildvic.org.au) or visit [www.matrixguildvic.org.au](http://www.matrixguildvic.org.au)



## Aleph Melbourne

Aleph Melbourne offers a support and referral service as well as a discussion forum and information service for people of all ages in the lesbian, gay, bisexual, transgender and intersex (LGBTI) community who identify as having a Jewish heritage.

Phone: 0417 595 541 (Michael) | email: [contact@aleph.org.au](mailto:contact@aleph.org.au) or visit [aleph.org.au](http://aleph.org.au)



## Hospital and medical services

Hospitals provide specialist, surgical and nursing treatment to sick or injured people. This includes emergency, accident and acute medical attention as well as minor surgeries and nursing services.

**Please note:** the nearest hospitals with emergency departments are Alfred Hospital, Monash Medical Centre Clayton, Holmesglen Private Hospital and Cabrini Hospital Malvern.

### Calvary Health Care Bethlehem

Calvary Health Care Bethlehem provides specialist palliative and neurological care with particular experience and expertise in caring for people with progressive, neurological conditions such as motor neurone disease, Huntington's disease, Parkinson's disease and advanced multiple sclerosis.

152 Como Parade, West Parkdale 3095  
Phone: 9596 2853 | [www.calvarycare.org.au](http://www.calvarycare.org.au)

### Caulfield Hospital

Caulfield Hospital provides a range of specialty services to the Alfred Health community in the areas of community services, rehabilitation, aged care, residential care and aged psychiatry.

260 Kooyong Road, Caulfield  
Phone: 9076 6000 | [www.alfredhealth.org.au/caulfield](http://www.alfredhealth.org.au/caulfield)

### Cabrini Health Elsternwick Rehabilitation Hospital (previously Elsternwick Private Hospital)

Cabrini Health Elsternwick Rehabilitation Hospital is a purpose-built rehabilitation facility. Services include rehabilitation, pain management, physiotherapy, hydrotherapy and radiology.

Cabrini Health Elsternwick Rehabilitation Hospital comprises two sites:

- 2–6 Hopetoun Street, Elsternwick | 9508 5100
- 494 Glenhuntly Road, Elsternwick | 9508 5200

[www.patients-and-families/facilities-and-directions/rehabilitation-service-elsternwick/](http://www.patients-and-families/facilities-and-directions/rehabilitation-service-elsternwick/)

## Masada Private Hospital

Masada Private Hospital is a fully accredited acute medical, surgical and postnatal care hospital, specialising in mother-baby services for new families.

26 Balaclava Road, St Kilda East

Phone: 9038 1300

[www.masadaprivate.com.au](http://www.masadaprivate.com.au)

## Monash Health — Moorabbin Hospital

The Moorabbin Hospital is part of the Monash Health group and one of Victoria's leading medical and research facilities. Moorabbin Hospital is also home to the Monash Cancer Centre with radiotherapy services provided in longstanding partnership with the renowned Peter MacCallum Cancer Centre.

823–865 Centre Road, Bentleigh East

Phone: 9928 8111 or visit [monashhealth.org/contact/moorabbin-hospital](http://monashhealth.org/contact/moorabbin-hospital)

## Bolton Clarke (previously Royal District Nursing Service)

Bolton Clarke At Home Support is a range of practical, flexible services covering home nursing, home assistance, allied health and mental health.

Enquiries: 1300 221 122 or visit [www.boltonclarke.com.au](http://www.boltonclarke.com.au)

## Mental health services

Mental health issues are common and it is important to know that early assistance can make a big difference. If you are experiencing feelings of anxiety, sadness, distress or other feelings that are difficult to overcome, there are services available that can help.

## Beyond Blue

Beyond Blue is a national, not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia. The Beyond Blue information line provides access to information and referrals to relevant services for depression and anxiety-related matters.

Help line: 1300 224 636 (24 hours)

Online chat and email through the website [www.beyondblue.org.au](http://www.beyondblue.org.au)

## GROW Victoria

GROW is a national organisation providing a free peer-supported program for growth and personal development for people with a mental illness.

707 Glenhuntly Road, Caulfield South

Phone: 9528 2977 or 1800 558 268 | Email: [vic@grow.org.au](mailto:vic@grow.org.au) | <http://www.grow.org.au>

## Dental services

The link between oral health and general health is important. Problems with teeth, gums and dentures can significantly affect the overall wellbeing of an older person. Medications as well as other general health conditions can impact on a person's oral health. It is important for older people to maintain good oral hygiene, including those who wear dentures.

### Community dental program

Health Care Card or Pension Card holders are eligible for dental treatment at community dental clinics. There is a co-payment fee for this service.

For further information or to find a clinic near you, contact Dental Health Services Victoria on 9341 1000, Monday to Friday, 8am to 4.30pm or visit [www.dhsv.org.au](http://www.dhsv.org.au)

If you require emergency dental assistance, phone: 1300 360 054.

### Connect Health & Community Dental Program

Connect Health & Community operates a community dental clinic offering comprehensive low-cost general dentistry to people with concession cards.

The clinic is open Monday to Friday. For clinic hours, visit [www.connecthealth.org.au/dental-services](http://www.connecthealth.org.au/dental-services)

2A Gardeners Road, Bentleigh East

Phone: 9575 5333 | [www.connecthealth.org.au](http://www.connecthealth.org.au)



## Eye health services

Good eyesight is an important part of wellbeing and a significant factor in retaining independence and quality of life as we get older.

The eye's ability to see can deteriorate for many reasons and while it is associated with the ageing process, there are many interventions available. Correct early diagnosis, treatment and support can ensure eyesight is preserved. Free eye examinations are provided by many optometrists who bulkbill Medicare.

### Australian College of Optometry

Free eye examinations and low-cost glasses are available for Pension Card holders from the Australian College of Optometry. For further information or to find a clinic near you, contact the Australian College of Optometry on 9349 7455 or visit [www.aco.org.au](http://www.aco.org.au)

### Vision Australia

If you have experienced vision loss, Vision Australia can provide you with information, advice, strategies, and support.

Helpline: 1 300 847 466 | [www.visionaustralia.org.au/services/older-adults](http://www.visionaustralia.org.au/services/older-adults)

## Hearing services

Do you have trouble understanding people unless they face you?

Do others complain that your television is too loud?

Do you have trouble hearing the telephone ring?

Do you find it difficult to follow conversations in noisy places?

If you have answered yes to any of the above questions, you may have hearing loss and you should get your hearing checked.

### Hearing Australia

Hearing Australia offers free hearing assessments for pensioners and veterans. Contact Hearing Australia on 13 44 32 to make an appointment at your nearest centre or visit [hearing.com.au](http://hearing.com.au) to find your nearest centre.

### Better Hearing Australia

Better Hearing Australia offers hearing test, tinnitus management and the Victorian Hearing Aid Bank. To make an appointment contact 1300 242 842 or visit [www.betterhearing.org.au](http://www.betterhearing.org.au)



## Podiatry services

The condition of our feet often provides early indications of conditions such as diabetes, arthritis and circulatory disease. Look out for signs such as dry skin, brittle nails, burning and tingling sensations, feelings of coldness, numbness and discolouration.

Always seek the opinion of your podiatrist when any of these conditions occur.

To find a podiatrist near you, contact the Australian Podiatry Association (Victoria) on 9416 3111 or visit [www.podiatry.org.au](http://www.podiatry.org.au)







# Other community information and services

## In this section:

Concessions and entitlements  
Council publications  
Information referral services

There are a wide range of services to support independent living in the community, but finding out about them or accessing them can be time consuming, difficult and confusing.

It is vital that everyone has the ability to obtain information about these services easily. Having access to information is a key aspect of ensuring your ability to achieve the fullest health potential. It also allows you to make choices and take control with appropriate support.

There are groups and organisations available to help refer you to the service you require.





## Concessions and entitlements

There are a number of concessions available to older adults to improve access to services.

### Seniors Card and Seniors Business Discount Card

The Seniors Card and the Seniors Business Discount Card are Victorian Government initiatives in partnership with the private sector to encourage people who are 60 years and over to continue to keep active and engage with the community. With both cards, card holders can obtain business discounts and special offers. Only Seniors Card holders receive public transport concession and seniors' fares.

Use the online application form at [www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au) to apply for a card. If you meet all the eligibility requirements, the card you are eligible for will depend on whether you work full-time or not.

For further information, contact Seniors Card on 1300 797 210 or email via the website.



## Pensioner Concession Card — Services Australia

A Pensioner Concession Card is issued by Centrelink and the *Pharmaceutical Benefits Scheme (PBS)* is an Australian Government initiative that subsidises the cost of many prescription medicines that are dispensed by community pharmacies. For people with a Pensioner Concession Card, PBS prescriptions are available at a lower co-payment. You may also be entitled to various concessions from the Australian Government, including bulk billing for doctor's appointments or assistance with hearing services.

For further information, contact Centrelink on 13 23 00 or visit your local Centrelink Customer Service Centre or visit [www.servicesaustralia.gov.au/individuals/services/centrelink/pensioner-concession-card](http://www.servicesaustralia.gov.au/individuals/services/centrelink/pensioner-concession-card)

## The Victorian Companion Card

The Companion Card is issued to people with a disability that require a companion to assist them with getting around. The Companion Card provides a companion with cheaper or free entry to participating organisations and venues. The Companion Card can also be used on all Victorian public transport services.

For further information, contact Companion Card on 1800 650 611 or visit [www.companioncard.org.au](http://www.companioncard.org.au)



## Council publications

Glen Eira City Council provides information about services and events through a variety of mediums to ensure all residents are informed.

- *Glen Eira News* is Council's newspaper which provides up-to-date information about Council events as well as positive ageing messages. *Glen Eira News* is distributed monthly to residents and is also available at Council's four library branches, Service Centre and online at <http://www.gleneira.vic.gov.au/Council/News-and-media/Glen-Eira-News/Editions-of-Glen-Eira-News>
- Council's website is a great place to find out about Council's services, events and programs. The website is regularly updated to provide residents with accurate information. Visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)
- Council's *Healthy Ageing Newsletter* is produced regularly and includes information about healthy ageing practices and upcoming Council and community events. The *Newsletter* is available from Council's Service Centre, community health centres, Council's four library branches and Council's website.

## Information referral services

### CISVic Glen Eira

CISVic Glen Eira provides referral service, emergency relief for those in crisis and information on volunteering in the community. CISVic Glen Eira can match potential volunteers to suitable local organisations and can assist you in finding out what local services provide.

1134 Glenhuntly Road, Glen Huntly

Phone: 9571 7644 or visit [www.cisvic.org.au/getting-help/cis-glen-eira](http://www.cisvic.org.au/getting-help/cis-glen-eira)

## Alfred Health Carer Services

Alfred Health Carer Services provides information for older people, people with disabilities and those who provide care and services. It provides free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.

Caulfield Hospital  
260 Kooyong Road, Caulfield  
Phone: 1800 052 222 or visit [www.caresouth.org.au](http://www.caresouth.org.au)

## Council On The Ageing (COTA Victoria)

Recognised as 'the voice of older Victorians' COTA is the leading advocator, educator and source of trusted information for seniors. COTA's key service areas include education and information. COTA is the government-endorsed provider of Seniors Information Victoria (see below).

Level 4, 533 Little Lonsdale Street, Melbourne  
Phone: 9655 2100 | [www.cotavic.org.au](http://www.cotavic.org.au)

## Seniors Information Victoria

Seniors Information Victoria offers information on its website on a wide range of issues of interest to older Victorians, including:

- housing options;
- home-based and community services;
- financial information;
- health and wellbeing;
- retirement; and
- new learning opportunities.

Level 4, 533 Little Lonsdale Street, Melbourne  
Phone: 1300 135 090 or visit [www.cotavic.org.au/information/looking-for-information](http://www.cotavic.org.au/information/looking-for-information)



## Seniors Rights Victoria (SRV)

SRV is a free service that has been established to help prevent elder abuse and safeguard the rights, dignity and independence of older Victorians.

The service provides:

- telephone information and referral;
- advocacy and support;
- legal services; and
- community education.

If you are concerned about abuse or neglect that is affecting you or someone you know, phone Seniors Rights Victoria on 1300 36 8821.

Situated within COTA Victoria, Seniors Rights Victoria works in partnership with Justice Connect and Eastern Community Legal Centre.

For further information, visit [www.seniorsrights.org.au](http://www.seniorsrights.org.au)

Level 4, 533 Little Lonsdale Street, Melbourne

Email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

## Seniors Online

Seniors Online is a Victorian Government website that aims to be the first port of call online for older Victorians. Subjects include:

- the Seniors Card program;
- Victorian Seniors Festival events;
- Better Health Channel information;
- Victorian Government programs;
- news, features, polls and photo galleries; and
- community contacts and directories.

For further information, visit [www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au)



## **Age Discrimination Commissioner, The Hon. Dr Kay Patterson AO**

Ageism is a serious form of social discrimination and can have a severe effect on the self-esteem and wellbeing of older adults. In fact, negative self-perceptions due to ageism can affect older adults on many levels resulting in feelings of loneliness, sadness, anger, shame, restricted participation and inclusion in all aspects of life.

The *Age Discrimination Act 2004* protects individuals across Australia from discrimination on the basis of age in many areas of public life, including employment, education, accommodation and the provision of goods and services. There are also laws and services in place that can assist in preventing elder abuse.

The Age Discrimination Commissioner, The Hon. Dr Kay Patterson AO, is responsible for raising awareness of age discrimination, educating the community about the impact of age discrimination and monitoring and advocating for the elimination of age discrimination across all areas of public life.

If you are experiencing ageism and it is impacting your life, you can contact the Australian Human Rights Commission on 1300 656 419, or for further information, visit [www.humanrights.gov.au](http://www.humanrights.gov.au)

## **Commissioner for Senior Victorians, Mr Gerard Mansour**



The role of the Commissioner for Senior Victorians is to promote an age-friendly society and enhance community participation by senior Victorians. The Commissioner does this by advising and reporting to the Victorian Government on policy issues affecting senior Victorians.

Mr Mansour has been a strong public advocate for the needs of senior Victorians, including those who are marginalised or have special needs. His role as Ambassador for Elder Abuse Prevention is focused on giving older victims of family violence a voice. A priority is to raise community awareness so older people, their carers and family members are aware of the rights of senior Victorians and how to seek help. He is committed to working towards an age-friendly and inclusive Victoria for all seniors.

It is important to note that the Commissioner's role is not individual advocacy or for resolving complaints about government services for seniors.

You can contact the Commissioner for Senior Victorians on 9096 7542 (metro) or 1300 253 942 (regional) or email [CommissionerForSeniorVics@dhhs.vic.gov.au](mailto:CommissionerForSeniorVics@dhhs.vic.gov.au). For further information, visit

[www.seniorsonline.vic.gov.au/services-information/commissioner-for-senior-victorians](http://www.seniorsonline.vic.gov.au/services-information/commissioner-for-senior-victorians)

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[www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

National Relay Service: TTY 13 36 77  
Speak and Listen 1300 555 727  
or [internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au) then enter  
03 9524 3333

