

Older Adults Guide to Glen Eira

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



GLEN EIRA CITY COUNCIL



GLEN EIRA
CITY COUNCIL

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 Health Malvern: 9508 1500

Cabrini Health Elsternwick Rehabilitation: 9508 5100

Masada Private Hospital: 9038 1300

Monash Health (Monash Medical Centre Clayton): 9594 6666

Monash Health (Moorabbin Hospital): 9928 8111

Nurse-On-Call: 1300 606 204

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

Police stations

Caulfield Police Station: 9524 9500

Murrumbeena Police Station: 9568 0307

Community health centres

Bentleigh Bayside Community Health: 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

Alzheimer's Australia 24 hour Dementia helpline: 1800 100 500

beyondblue: 1300 224 636 (24 hours)

Griefline: 1300 845 745

Lifeline: 13 11 14

Mental Health Advice Line: 1300 280 737

SANE: 1800 187 263

Suicide helpline: 1300 651 251

Seniors information services

Alfred Health Carer Services (previously Commonwealth Respite and Carelink Centre): 1800 052 222

Council On The Ageing Victoria (COTA): 9654 4443

Glen Eira City Council: 9524 3333

My Aged Care Information Line: 1800 200 422

Poisons Information Line: 13 11 26

Seniors Information Victoria: 1300 135 090

Traffic hazards and freeway conditions: 13 11 70

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 lead and manage an active, healthy and positive lifestyle.

The *Guide* provides information on local health services, 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 Alternatively you can post corrections to:

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

Table of contents

Recreation and staying active	2
Lifelong learning	8
Social connectedness	16
Transport	22
Living at home or in residential care	28
Health services	32
Other community information and services	46



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, refer to the current edition of Glen Eira City Council's *Residents' Handbook* or visit www.gleneira.vic.gov.au

Glen Eira Sports and Aquatic Centre

Glen Eira Sports and Aquatic Centre (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 — strength training program

This program was established as a progressive strength program to improve the quality of life and ability to perform everyday activities for older adults. For further information regarding the program, contact GESAC directly.

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.

Glen Eira Sports and Aquatic Centre
200 East Boundary Road, Bentleigh East
Phone: 9570 9200
www.gesac.com.au



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 neighbourhood 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 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. Alternatively you can contact Council's Service Centre on 9524 3333 or visit our website

at www.gleneira.vic.gov.au for further information.

Victorian Seniors Festival

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

- Arthritis and Osteoporosis Victoria: 1 800 263 265 (Nordic walking)
- Bentleigh Bayside Community Health: 9575 5333
- Glen Eira City Council: 9524 3333
- Heart Foundation: 1 300 36 27 87
- Caulfield South Community House: 9596 8643
- Moongala Community House: 9570 3468

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 and Learning Centres

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 and Learning Centres

The libraries offer a wealth of free programs and resources for older adults, from baby boomers and retirees, to the frail elderly. 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: 9557 8278

Carnegie Library and Community Centre

7 Shepparson Avenue, Carnegie
Phone: 9563 0971

Elsternwick Library

4 Staniland Grove, Elsternwick
Phone: 9532 9321

Caulfield Library

Corner Glen Eira and Hawthorn Roads, Caulfield
Phone: 9524 3623

Also online at: 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.
- Wheelchair or scooter recharge stations.
- 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 libraries' webpage at 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

419 North Road, Ormond

Phone: 9578 8996

www.gealc.org.au

Glen Eira U3A Inc

1151 Glenhuntly Road, Glen Huntly

Phone: 9572 0571

www.gleneirau3a.org.au

U3A Moorleigh Inc.

92 Bignell Road, Bentleigh East

Phone: 9570 3929

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

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 three campuses located at Chadstone, Moorabbin and St Kilda Road.

Phone: 1300 639 888

www.holmesglen.edu.au

Community houses also provide opportunities for learning; refer to pages 18 and 19 for information on Community Houses in Glen Eira.

Seniors Information Victoria — ‘need to know’ information sessions

Seniors Information Victoria run monthly information sessions on topics of interest. Sessions are usually held at the Council On The Ageing Victoria meeting room located at:

Level 4, Block Arcade

98 Elizabeth Street, Melbourne

Bookings are essential.

For further information, contact Seniors Information Victoria on 1300 135 090

or visit <http://cotavvic.org.au/information/seniors-information-victoria/>

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.

Community Information Glen Eira

Community Information Glen Eira (CIGE) 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.

Community Information Glen Eira
1134 Glenhuntly Road, Glen Huntly
Phone: 9571 7644
www.cige.org.au

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.

Volunteering Victoria
Level 2, 491 King Street, West Melbourne
Phone: 8327 8500
Email: info@volunteeringvictoria.org.au
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

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.

619 St Kilda Road, Melbourne

Email: eec@jewishcare.org.au

Phone: 85 17 5912 or visit 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 13 62 68 or visit www.jobsearch.gov.au

Centrelink employment services

Centrelink 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 28 50

www.humanservices.gov.au/customer/enablers/centrelink/employment-services-assessments-and-job-capacity-assessments

Centrelink Skills for Education and Employment Program

The *Centrelink Skills for Education and Employment Program* provides free training to eligible customers to help them develop their speaking, reading and writing in English or improve basic maths skills to improve the chances of getting a job.

Phone: 13 28 50

www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment

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



Social connectedness

In this section:

- Community groups
- Community houses
- Older adults programs
- Senior citizen centres

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, refer to the current edition of Glen Eira City Council's *Residents' Handbook* or visit 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

450–452 Kooyong Road, Caulfield South

Phone: 9596 8643

www.csch.org.au

Godfrey Street Community House

9 Godfrey Street, Bentleigh

Phone: 9557 9037

www.godfreystreet.org

Moongala Community House

824 Centre Road, Bentleigh East

Phone: 9570 3468

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 the current edition of Glen Eira City Council's *Residents' Handbook*, Council's website www.gleneira.vic.gov.au or contact Council's Service Centre on 9524 3333.

Older adults program

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

Older adults exercise program

Exercise programs are available to older adults to help improve fitness and wellbeing. Programs include fit active aerobics, walking groups, chair-based exercise and strength training. There is a waiting list for many of these programs so it is advisable to book ahead by contacting Council's Service Centre on 9524 3333.

Older adults Explorers program

Council offers a range of outings including picnics, scenic drives, luncheons and movies. Excursions operate on a term basis and are heavily booked. Bookings are essential.

Please note: there is a waiting list for this program.

For further information or to be placed on the waiting list, contact Council's Service Centre on 9524 3333.





Transport

In this section:

Road safety for seniors

Transport options

Disabled parking permits

Recharge scheme

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, 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 ptv.vic.gov.au/tickets/concessions/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 ptv.vic.gov.au/tickets/concessions/seniors

Alfred Health Carer Services (previously Commonwealth Respite and Carelink Centre Southern Region)

This service provides assistance with locating suitable transport options for carers and individuals in the community.

Phone: 1800 052 222

TransAccess

TransAccess 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

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

Travellers Aid 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 for details.

Travellers Aid Southern Cross Station

Main Concourse,
Southern Cross Station
99 Spencer Street, Docklands
Phone: 9670 2072

Travellers Aid Flinders Street Station

Main Concourse,
Flinders Street Station
Corner Flinders Street and Swanston Street, Melbourne
Phone: 9610 2030

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 citizen 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 TransAccess and can be made by calling 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 or by contacting Council's Service Centre on 9524 3333.

Recharge Scheme

The *Recharge Scheme* is about encouraging local businesses and organisations in the City of Glen Eira to provide a power point to enable people who use electric scooters and wheelchairs to recharge the battery if required.

Recharge stickers are placed in prominent locations so everyone can easily identify local businesses and organisations that are part of *Recharge Scheme*. Recharge stickers are also placed above or near power points so people can quickly see which power point has been set aside for them to use.

For information about the *Recharge Scheme* in the City of Glen Eira, contact Council's metro access officer on 9524 3333 or by email at metroaccess@gleneira.vic.gov.au

For further information about recharge points in other locations across Victoria, visit the *Recharge Scheme's* website at www.rechargescheme.org.au

Recharge locations in Glen Eira

Bentleigh Library

161 Jasper Road, Bentleigh

Phone: 9557 8278

Carnegie Library

7 Shepparson Avenue, Carnegie

Phone: 9563 0971

Caulfield Library

Glen Eira Town Hall

Corner Glen Eira and Hawthorn Roads, Caulfield

Phone: 9524 3623

Elsternwick Library

4 Staniland Grove, Elsternwick

Phone: 9532 9321

Glen Eira Sports and Aquatic Centre

200 East Boundary Road, Bentleigh East

Phone: 9570 9200



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 are 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: from 1 July 2016 all requests for aged care services will need to be accessed through the My Aged Care website or phone number.

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 10am to 2pm or visit 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. From 1 July 2016 all referrals for Council services will need to be made through My Aged Care (www.myagedcare.gov.au).

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

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

Council's Community Care Services are provided with funding support from the Commonwealth and Victorian Governments through the *Home and Community Care (HACC)* program.

Residential aged care

Residential care services provide 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 10am to 2pm. You can also visit the website www.myagedcare.gov.au

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 are 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.





Health services

In this section:

- Community health centres
- Counselling, social support and monitoring 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.



Alzheimer's Australia Vic

Alzheimer's 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. The National Dementia Helpline is available 9am to 5pm across Australia, Monday to Friday excluding national public holidays.

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

Phone: 9815 7800 during office hours

Email: alz@alzheimers.org.au or visit www.fightdementia.org.au/vic

Arthritis Victoria and Osteoporosis Victoria

Arthritis Victoria 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 800 or 1800 263 265, 9am–5pm weekdays

Email: afv@arthritisvic.org.au or visit www.arthritisvic.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.

Helpline: 1300 136 588

Phone: 9667 1777 (business hours)

Email: mail@diabetesvic.org.au or visit www.diabetesvic.org.au

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.

Phone: Health Information Service 1300 36 27 87

Email: health@heartfoundation.org.au or visit www.heartfoundation.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.

Bentleigh Bayside Community Health

2A Gardeners Road, Bentleigh East
Phone: 9575 5333, Monday–Friday
www.bbch.org.au

Caulfield Community Health Service

Ashley Ricketson Centre
Caulfield Hospital
260 Kooyong Road, Caulfield
Phone: 9076 6666, Monday–Friday
www.alfredhealth.org.au/cchs

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.

Aleph Melbourne

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

Phone: 0417 595 541 (Michael)

Email: contact@aleph.org.au

aleph.org.au



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

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

Financial Counselling Inc.

Financial Counselling Inc. is a not-for-profit financial counselling service funded by the Department of Human Services. It provides free and confidential community-based financial counselling. Services are available to Centrelink and low income residents in the cities of Glen Eira, Kingston, Bayside and Stonnington.

17 Taylor Street, Moorabbin

Phone: 9553 3227

Email: admin@financial-counselling.org.au

www.financial-counselling.org.au

Gambler's Help Southern

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

Bentleigh Bayside Community Health

2A Gardeners Road, Bentleigh East

Phone: 9575 5353

Monday–Friday 9am–5pm

Gambler's helpline 1800 858 858 (outside business hours)

www.ghsouthern.org.au

Griefline Community and Family Services Inc

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.

479 Warrigal Road, Moorabbin

Phone: 9935 7400, 12pm–3am daily (Melbourne Metro) or 1300 845 745 anywhere in Australia.

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.

Main office:

619 St Kilda Road, Melbourne

Phone: 8517 5999

Email: info@jewishcare.org.au

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: 1300 789 978 (24 hours)

www.mensline.org.au

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 LGBTIQ 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, email outandabout@switchboard.org.au

Switchboard Victoria

Switchboard is a volunteer organisation which provides a free, confidential and anonymous telephone counselling, referral and information service for the Victorian LGBTIQ 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

Glen Eira City Council Social Support Program

Our social support program provides frail older people and people with disabilities with opportunities for friendship and social activities in a supportive environment.

The program is available for:

- frail older people and people with a disability; and
- the carers of frail, 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 Home and Community Care (HACC) program to assist Council in providing these services.

Glen Eira Senior Citizen's Register

Victoria Police have established a Senior Citizen's Register for Glen Eira residents in partnership with Glen Eira City Council. The Register aims to improve home safety and provide community support for residents aged 60 and over.

The Register is maintained by trained police and accredited volunteers. Volunteers contact each resident who has registered on the program once a month (or more regularly if requested) to check on their welfare and discuss any security issues or general concerns. The volunteers can also access and pass on any community information on local services that may be of assistance to the resident and their families.

To register your details or ask about becoming a volunteer, contact Leading Senior Constable Gary Oram during business hours from 8am to 4pm on 9556 6311.

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

www.sharc.org.au

Social Support and Monitoring Service

This service provides practical volunteer support such as assistance with shopping, transport and visiting for frail, aged and disabled people in the City of Glen Eira.

c/o Community Information Glen Eira Incorporated

1134 Glenhuntly Road, Glen Huntly

Phone: 9571 8622

www.cige.vic.gov.au

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

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

Vision Australia

Vision Australia is a not-for-profit organisation providing services, facilities and information to people who are blind or have low vision. Services include advocacy, employment assistance, education and training, independent living and Seeing Eye dogs.

454 Glenferrie Road, Kooyong

Phone: 1300 847 466, Monday–Friday 8.30am–5pm

www.visionaustralia.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 hospital with an emergency department is either Alfred Hospital or Monash Medical Centre Clayton.

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.

476 Kooyong Road, Caulfield South

Phone: 9596 2853

www.bethlehem.org.au

Caulfield Hospital

Caulfield Hospital provides a range of speciality 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/about_caulfield_hospital/

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 of two sites:

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

www.cabrini.com.au

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

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

www.monashhealth.org/page/Hospitals/Moorabbin_Hospital

Royal District Nursing Service

Royal District Nursing Service (RDNS) is the largest and oldest provider of home nursing and healthcare services in Australia. RDNS provides 24-hour a day nursing care to people in their homes, schools and workplaces.

Phone: 1300 334 455 (24 hours)

www.rdns.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.

beyondblue

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

Phone: 1300 224 636 (24 hours)

Online chat: 3pm–12am

Email through the website

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

<http://www.grow.net.au>

Mental Health Advice Line

The Mental Health Advice Line is a telephone service established to provide Victorians with one source for expert advice, information and referral on any mental health issue.

Phone: 1300 280 737

Wings of Care (Kanfei Chesed) Inc

The Wings of Care Jewish Mental Health Network is a group of Jewish mental health organisations sharing resources, expertise and knowledge. The helpline offers referrals, valuable resource information, professional help where needed and telephone counselling.

Phone: 9527 4866

Email: wingsofcare@optusnet.com.au

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

Bentleigh Bayside Community Health Dental Program

Bentleigh Bayside Community Health operates a community dental clinic offering comprehensive low cost or no cost general dentistry to persons with concession cards.

The clinic is open Monday to Saturday. For clinic hours, visit www.bbch.org.au

2A Gardeners Road, Bentleigh East

Phone: 9575 5366

www.bbch.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 7400 or visit the website:

<http://aco.org.au/eye-care-services>

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.

Australian Hearing

Australian Hearing offers free hearing assessments for pensioners and veterans. Contact Australian Hearing on 13 17 97 to make an appointment at your nearest centre or visit <https://ahcentres.com.au> to find your nearest centre.

Bentleigh Bayside Community Health

Gardeners Road, Bentleigh East

Phone: 9583 3822

Shop 3

667–673 Glenhuntly Road, Caulfield

Phone: 9524 7100

Medi 7 Family Medical Centre

471 Centre Road, Bentleigh

Phone: 9583 3822

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 9895 4444 or visit www.podiatryvic.com.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 whatever your need.

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 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.

You can also apply for a Seniors Card by picking up an application form from any Australia Post office.

For further information, contact Seniors Card on 1300 797 210 or email seniorscard@dhhs.vic.gov.au

Pensioner Concession Card

A Pensioner Concession Card is issued by Centrelink and entitles you to reduced medicines under the Pharmaceutical Benefits Scheme (PBS). 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.

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

Council publications

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

- *The Residents' Handbook* provides a comprehensive listing of services and facilities available to residents of Glen Eira. Contact Council's Service Centre on 9524 3333 for a copy.
- *Glen Eira News* is Council's monthly 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 and Service Centre.

- Council's website is a great place to find out about Council's services, events and programs. This information is regularly updated to provide residents with accurate information. Visit www.gleneira.vic.gov.au
- Council's Service Centre can be contacted on 9524 3333 for information on Council's services.
- 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

Community Information Glen Eira

Community Information Glen Eira (CIGE) provides information on local community services as well as valuable information on volunteering in the community. CIGE can match potential volunteers to suitable local organisations and can assist you in finding out what local services provide.

Community Information Glen Eira
 1134 Glenhuntly Road, Glen Huntly
 Phone: 9571 7644
www.cige.org.au

Alfred Health Carer Services (previously Commonwealth Respite and Carelink Centres)

Alfred Health Carer Services provide 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.

Alfred Health Carer Services
 Caulfield Hospital
 Caulfield House
 260 Kooyong Road, Caulfield
 Phone: 1800 052 222 or visit 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).

COTA Victoria
Level 4, Block Arcade
98 Elizabeth Street, Melbourne
Phone: 9654 4443
www.cotavic.org.au

Seniors Information Victoria

Seniors Information Victoria offers free information through monthly ‘need to know’ sessions and 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.

Seniors Information Victoria
Level 4, Block Arcade
98 Elizabeth Street, Melbourne
Phone: 1300 135 090
www.cotavic.org.au/information/seniors-information-victoria

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, Eastern Community Legal Centre and Loddon Campaspe Community Legal Centre.

For further information, visit www.seniorsrights.org.au





GLEN EIRA
CITY COUNCIL

Corner Glen Eira and Hawthorn Roads, Caulfield

PO Box 42

Caulfield South 3162

Phone: 03 9524 3333

Fax: 03 9523 0339

mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

National Relay Service: TTY 13 36 77

Speak and Listen 1300 555 727

or www.iprelay.com.au then enter 03 9524 3333

