Services for Seniors in the Fleurieu Peninsula



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Seniors Information Service
1800 636 368 www.catalystfoundation.com.au

Provides information, support and advice to older Australians on a wide range of issues including living independently, aged care, housing and support.

Health Services

For all emergencies, phone 000
The closest emergency department is at **Southern Fleurieu Health Service, Victor Harbor.**
In a **mental health emergency**, call the Mental Health Triage Service on **13 14 65**.

1800 Medicare

1800 633 422 **https://www.healthdirect.gov.au/**

A national free phone service, website and app offering expert health information and advice, 24 hours a day, 7 days a week. Anyone in Australia can use this service and you do not have to have a Medicare card. Registered nurses will ask you about your symptoms and guide you to the right care.

Health Direct After Hours GP Helpline

1800 022 222 www.healthdirect.gov.au

24 hour health advice and information about after hours services available and assessment of symptoms by a nurse. Call back from a GP is available.

Southern Fleurieu Health Service

8552 0500 https://www.sahealth.sa.gov.au/

Provides a comprehensive range of emergency, community, medical and surgical services to patients from across the Fleurieu Peninsula and surrounding communities.

The South Coast Palliative Care Service provides emotional and clinical support in the terminal phase of illness, while undertaking an advocacy role for patients and their families

Victor Harbor Urgent Care Clinic

08 7544 8338 **https://victorurgentcare.com.au/**

Provides free, walk-in care for non-life-threatening urgent medical conditions. Available to people with a valid Australian Medicare card. When you arrive, you will be assessed by a triage nurse to determine how urgently you need care.

Country Health Connect

1800 944 912 https://countryhealthconnect.sa.gov.au

Provides community, allied health, in-home and residential aged care services to support older people to in the community. Requires assessment and referral through My Aged Care.

Mental Health Triage Service-Country SA

13 14 65 https://www.chiefpsychiatrist.sa.gov.au/emergency-contacts

For help in a mental health emergency available 24 hours a day, 7 days a week. This service is the main point of access to state funded mental health services and can provide advice and information in a mental health emergency or crisis.

Medicare Mental Health

1800 595 212 **www.medicarementalhealth.gov.au**

Medicare Mental Health Centres and Kids Hubs can connect you with a range of mental health professionals for support, whatever your situation. Find a location near you or make a free call to the national phone service.

General Practitioners

As the inevitable aging process occurs, it is important to take a more intensive approach to ensure you age well and avoid admissions to hospital. Ask you GP to discuss all aspects of your, including medication management, cardiac health, diabetes, bone health, mobility and if possible supported care management. Larger practices will have visiting specialists and GPs who have an interest in aged care.

BreastScreen SA

13 20 50 www.breastscreen.sa.gov.au

Provides free breast screens (screening mammograms) every 2 years to women aged over 40. and actively invites women in the target age group of 50 to 74 who have no symptoms of breast cancer to participate regularly in screening.

Aged Care

My Aged Care

1800 200 422 www.myagedcare.gov.au

Government website and phone line to help you find out what aged care services are available. Assessment is required for access to services.

The **Community Home Support Program (CHSP)** provides entry-level in-home support for older people aged 65 and over, or 50 and over for Aboriginal and Torres Strait Islander people, to help them live independently at home. It focuses on providing small amounts of assistance to a large number of people, rather than intensive or complex care for individuals who can generally manage at home but need some help with everyday tasks.

Home Care Packages help older Australians maintain their independence and safety at home and provide a budget for care and support services, allowing individuals to choose the level of care they need and the providers they prefer.

Country Health Connect

1800 944 912 https://countryhealthconnect.sa.gov.au

Country Health Connect offers a wide range of home and community-based services to older people and carers across regional South Australia to help you or your loved one stay well, active and independent.

Milang Old School House Community Centre

8537 0687 www.moshcc.com.au

Lakes Home Care is a community-based program to provide support through the Commonwealth Home Support Programme (CHSP) and Home Care Packages. Provides help for people over 65 with cleaning, gardening, hygiene, shopping.

Care Finder Program

7320 3150 www.summithealth.org.au/care_finder_program

The care finder program has been designed to specifically help vulnerable older people who have 'fallen through the gaps' and have no family or friends to help them connect with My Aged Care and other community supports. To receive care finder support, a person must have no carer or support person who can help them and be eligible for government-funded aged care.

Care Finder - Country and Outback Health
8644 4900 https://cobh.com.au/care-finder/
Care Finder is aimed at persons 65 years and over (50 years for Aboriginal and Torres Strait Islanders) who don't have a support person to help them and are having difficulty accessing aged care and other community supports.

Meals on Wheels
1800 854 453 https://mealsonwheelssa.org.au/
Provision of low cost meals delivered by volunteers. Subsidy available on referral by NDIS or MyAged Care. Goolwa: 8555 2545; Strathalbyn: 8536 359; Victor Harbor: 8552 2431

Health Information

Independent Living Assistance (Catalyst Foundation)
https://catalystfoundation.com.au/disability/independent-living-assistance/
This website provides fact sheets contain information aimed at assisting people with managing a range of conditions and with making the most of equipment and assistive technology available. Resources for the LGTBQI+ community on navigating aged care.

liveUP
1800 951 971 www.liveup.org.au
A LiveUp navigator can Help you find the healthy information you're looking for, help you find local activities and useful products and provide you with a customised healthy ageing map

Know Your Bones
www.knowyourbones.org.au
The website has a tool to assess your bone health.

Cancer Council SA
13 11 20 www.cancersa.org.au
The information and support service is staffed by experienced cancer nurses.

Heart Foundation
www.heartfoundation.org.au/your-heart
Resources and information to improve the prevention, detection, and support of

heart disease for all Australians.

Dementia Australia
1800 100 500 www.dementia.org.au
Dementia Australia provides information and supports people of all ages living with all forms or dementia, their families and carers.

Poisons Information Centre
13 11 26 www.health.gov.au/contacts/poisons-information-centre
Common sources of poisoning are over-the-counter and prescription medicines, cleaning products, pesticides and animal bites or stings. You can call the Poisons Information Line on 13 11 26 at any time.

Palliative Care Connect
1800 725 548 https://www.palliativecareconnect.com.au/
Palliative Care Navigators apply specialist knowledge of the palliative care services to assist South Australian's understand and access supports for individuals.

Psychological Support

If you need to talk to someone immediately you can call:

Lifeline 13 11 14
Lifeline delivers support to all Australians in times of crisis.

Beyondblue 1300 224 636
Beyondblue provides 24-hour information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

MIND
1300 286 463 www.mindaustralia.org.au/services/wellbeing-4life
Wellbeing Support Program offers free therapeutic services to older persons living in residential Aged Care Facilities in the Fleurieu Peninsula. Can assist individuals with adjusting to the move into an aged care residence, ongoing experience of mental illness, both historic and recent or dealing with trauma, grief, and loss.

Friendline – Friends for Good

1800 424 287 https://friendline.org.au/

FriendLine is for anyone who wants a chat. All conversations are anonymous and volunteers are ready to talk about anything and everything. You can register online to receive a call a few times a week and there is an online chat service.

Grandcarers SA

8212 1937 https://www.gfgsa.com.au

Grandcarers SA provides support to grandparents and other relatives who are struggling with the responsibility of raising their grandchildren. Meetings also held monthly 1st Monday each month at Victor Harbor Library.

Adelaide Hills Dementia Carers Support Group **https://adelaidehillsdementia.org/**

Carer group meets for coffee the first Monday of month 1– 2.30 pm in **Strathalbyn** at the Appleseed cafe. vern.c.marshall@gmail.com **0409 287 328**
Dementia Caring Conversations at the **Victor Harbor** Library (1 Bay Road) the third Tuesday each month 10.30am-12.00pm. Deidre Henderson hendersondw@outlook.com **0433 543 568**

Cancer Council SA

13 11 20 www.cancersa.org.au

Cancer Connect provides the opportunity to talk on the phone with a volunteer who understands and can provide information about support groups in your area.

Grief Support Group Goolwa

8555 3941 https://goolwacommunitycentre.org.au/

Support when learning to live with grief and loss.

Carer Gateway Counselling

7444 4878. https://counselling.carergateway.gov.au/s/

The Carer Gateway Counselling Service is a free service for carers. 'Request a Callback' on the web page and they will call back within one business day or call 1800 422 737 to speak to one of the team. A grief counselling and support group meets monthly on a Friday in Port Elliott. **0490 103 046**

Personal Safety

For all emergencies, phone 000

General police assistance, dial **131 444**
Flood or storm emergencies call **SES 13 25 00**

Telecross - Australian Red Cross (SA)
1300 885 698 www.redcross.org.au/services

Daily phone calls to check on the wellbeing of vulnerable people. The Telecross service provides peace of mind and independence. A volunteer checks to see that you are well and provide a friendly voice to wake up to each morning.

Personal Alert Assistance SA
1300 700 169
https://www.sa.gov.au/topics/care-and-support/concessions/health-concessions/personal-alert-systems

The SA government provides funding towards the purchase and/or monitoring of approved personal alert systems for eligible concession holders Access the application form online.

Home Assist Scheme
7322 3211 www.police.sa.gov.au

South Australian Police (SAPOL) offers the Home Assist Program to improve resident home security and personal safety of eligible South Australians. This program allows individuals to remain safe in their own homes.

Abuse and Domestic Violence

Adult Safeguarding Unit
1800 372 310 www.sahealth.sa.gov.au/adultsafeguardingunit

The Adult Safeguarding Unit is a South Australia-wide service that can respond to concerns about adults who may be vulnerable and experiencing abuse or mistreatment. An adult may be vulnerable due to age, disability, ill health, social isolation, dependence on others, or other disadvantage. The Unit provides free confidential advice, information and support. They also take reports of actual or suspected abuse of an adult who may be vulnerable.

SA Elder Abuse Prevention Phone Line
1800 372 310 www.sahealth.sa.gov.au/stopelderabuse

If you are being abused or suspect someone else is, trained staff can provide free confidential advice and support or you can make a report.

Uniting Communities Elder Abuse Unit
8202 5960 www.unitingcommunities.org/service/legal-services/elder-abuse

Provides information, support and legal advice to people affected by elder abuse. Provides support if you are experiencing elder abuse, or suspect that a loved one is. This service is free and available to people aged 65 years or over (50 years for Aboriginal and Torres Strait Islander peoples) and for people living in both metropolitan and regional South Australia.

Women's Safety Services SA (domestic violence crisis line)
1800 800 098 https://womenssafetyservices.com.au/

The domestic violence crisis line supports women and their children who are experiencing domestic and family violence and provide s information, support and referrals if you are worried about your relationship or your safety.

Carers

Carers SA
1800 422 737 www.carerssa.com.au

Carers SA provides support, services and information to unpaid Carers. Also provides a range of supports for Carers including Carer Breaks and one on one support, while continuing to play a strong advocacy role on behalf of Carers to ensure the Carer voice is heard and represented.

Carer Gateway https://www.carergateway.gov.au/

Provides a range of free services and support for carers and connects you with an Australia-wide network of service providers. They will talk through what you need and help you to find local services and support to help you.

Carer Gateway Counselling
1**800 422 737** https://counselling.carergateway.gov.au/s/

The Carer Gateway Counselling Service is a free service for carers. A free service is available to Aboriginal clients provided by the Fleurieu Wellbeing - Aboriginal Carer Support Program - **8552 3173** Victor Harbor.

Facing Dementia Together https://facingdementiatogether.au/

A website developed to help carers of a person with dementia and is a resource to help you learn about the signs, recognise them in yourself or others, and start a conversation about visiting a GP to get help.

Accommodation

South Australian Country Women's Association

8332 4166 www.sacwa.org.au/accommodation/

Have a range of accommodation options in Kent Town near the Adelaide city centre. for both members and the public. To enquire about daily rates, or to make a booking, contact the SACWA State Office.

Cancer Council SA

13 11 20 www.cancersa.org.au

The Lodge at 202 Greenhill Road, Eastwood 5063, provides supportive accommodation for regional cancer patients and their carers while they access treatments and cancer related appointments in the Adelaide area. Social workers, transport to treatment, kitchen and dining areas are provided. Guests must be able to either look after themselves or be accompanied by a carer, as personal or nursing care are not provided.

Cottages 4 Country Care

0416 722 870 www.cottages4countrycare.org.au

Providing accommodation to people coming from the country who need to see doctors, specialists and use community services. Cottages are close to major treatment centres, fully furnished and self-contained.

Cottage Homes Inc

8233 5222 https://cottagehomes.org.au/

The Cottage Homes Inc provides secure and affordable rental accommodation for men and women living on the pension, enabling them to live independently in a community setting. Locations in metropolitan Adelaide. Apply to get on the waiting list.

Believe Housing Australia
1800 688 000 https://believehousing.org.au/housing-options/older-people/
Provides affordable housing across Adelaide for older people on a low income. for older people who are on low incomes or at risk of homelessness, and support to find housing, maintain tenancies, and access the services needed to live at home independently. Application form on the website.

Retirement Housing Directory https://retirementhousingdirectory.com.au/
This searchable online housing directory includes housing sites operated under the South Australia Retirement Village Act and some rental housing aimed at seniors on low income.

Retirement Villages & Residential Parks
8168 8776 https://catalystfoundation.com.au/ageing/retirement-villages-and-residential-parks/
For information on all aspects of retirement housing in South Australia you can talk to the information officer at the Catalyst Foundation. The website contains a range of resources on retirement villages and residential parks and features links to external resources for people considering downsizing and moving.

Paws With Friends - Supporting Older People and Pets
0490 818 879 (Crisis) https://safepetssafefamilies.org.au/
Providing support through programs and services to pet owners in the South Australian community facing life transitions, disadvantage or crisis. Services are dependent on the needs of you and your pet and the availability of volunteers and foster carers.

Transport

SA Ambulance Service
1300 13 62 72 https://saambulance.sa.gov.au/
SAAS provides emergency response transport via 000 calls. Emergency Support Services also respond to medium acuity cases in the community including attending to patients at home, residential care facilities and public places for non-life-threatening cases. Transport is not covered by Medicare and Ambulance Cover will guarantee you are protected from unexpected ambulance fees if needed in an emergency.

Southern Communities Transport Scheme

8551 0760 www.victor.sa.gov.au/transport

The Southern Communities Transport Scheme (SCOTS) is a Community Passenger Network.

Medi Ride is available for transport to medical or essential appointments both locally and in Adelaide. Transport can also be provided where possible for visiting nursing homes or hospitals etc. There is a fee schedule.

The **Community Shopping Bus** provides a door to door service to and from central Victor Harbor. Available on Tuesdays and Thursdays for Port Elliot, Victor Harbor & Encounter Bay, and Fridays for Goolwa and Middleton. Phone the office to book a seat.

Hills Community Transport

8391 7234 www.mountbarker.sa.gov.au/services/seniorsdisa

Mount Barker. Provision of transport by volunteer drivers. Bookings essential for all services. Under 65 years of age contact the service directly. Over 65 years of age require a referral from MyAgedCare. You are eligible for transport assistance from HCT if you do not have any other transport options and live in the Adelaide Hills, Mount Barker or Strathalbyn areas.

Australian Red Cross (SA) - Transport

8100 4587 www.redcross.org.au/transport/

Transport to attend medical and allied health appointments and community based active ageing programs. The Transport service is for older people who are registered for My Aged Care, live independently, can't or don't drive and can't access safe, reliable transport near home.

South Australian Transport Subsidy Scheme

1300 360 840 https://satss.sa.gov.au/

Permanent residents of South Australia who have severe and permanent disabilities which limit their capacity to use public transport independently, can apply for transport assistance. To apply you need to apply for membership

Public Transport

1300 311 108 www.adelaidemetro.com.au

Information on all bus, train and tram services. Concessions are available for concession card holders. Seniors Card holders have free travel on Adelaide Metro buses, trains, and trams, along with discounts on other public transport services like regional buses and some interstate travel.

Department of Veterans' Affairs

1800 550 455 www.dva.gov.au/search/node?keys=transport

Provides eligible veterans and their carers with assistance with travel for medical treatment.

Royal Automobile Association

www.raa.com.au/about-raa/community-programs/community-education/for-older-drivers

RAA offers a range of different programs to organised groups, covering topics such as road rules, mobility choices and lifestyle and mobility scooters.

Disability Parking Permits

131084 www.sa.gov.au

Permits allow people wit a permanent or temporary impairment to use reserved parking spaces. A doctor's assessment is required.

Finance

The **Australian government** provides a range of financial, health, and support services for seniors. To be eligible for some government support, individuals may need to meet specific age, residency, income, and asset tests. https://www.servicesaustralia.gov.au/ for accessing information and applying for these supports

Age Pension: The main income support payment for older Australians, requiring a minimum age of 67 and meeting residency, income, and asset tests.

Pension Supplement: Helps with bills and medicine costs for those receiving the Age Pension.

Energy Supplement: Provides financial assistance with energy bills.

Carer Allowance: Available for those who provide daily support to someone.

Rent Assistance: Helps with rental costs for those receiving the Age Pension.

Home Equity Access Scheme: Allows voluntary, non-taxable loans for those who need extra income.

Remote Area Allowance: For those living in designated remote areas.

Financial Information Service Offers free financial advice and education.

Work Bonus: A payment for those who work while receiving Age Pension.

The **South Australian government** provides various support services and programs for seniors. ConcessionsSA is a range of government concessions and programs, which are available to eligible seniors. www.sa.gov.au/topics/care-and-support/concessions.

Alexandrina and Victor Harbor Councils offer financial help, allowing for postponement of rates for seniors.

Patient Assistance Transport Scheme
1300 341 684 www.sahealth.sa.gov.au

Is a subsidy program to assist people who are required to travel more than 100km each way to access necessary and approved medical specialist services that are not available locally. Approved escorts are also eligible for PATS.

Consumer and Business Services
131 882 http://www.cbs.sa.gov.au/

Provides access to a range of services and information to support consumers, purchasing goods or renting in South Australia.

South Australian Seniors Card
1800 819 961 www.sa.gov.au/seniorscard

Provides members with a range of benefits including public transport concessions and free public transport in Adelaide.. You can apply for a South Australian Seniors Card if you're aged 60 years or older and you're a permanent South Australian resident and you're not working more than 20 hours per week in paid employment.

Money Smart
https://moneysmart.gov.au/

Resources to help you make confident money decisions with free tools, tips and calculators. Developed by the Australian Securities and Investments Commission. If you're unhappy about a service or product, provides simple steps to complain.

Legal Information

Legal Services Commission
Legal Helpline 1300 366 424 https://lsc.sa.gov.au/cb_pages/legal_advice.php

The free Legal Helpline is available for preliminary information, general advice

and referrals. If the problem is too complex or too lengthy for a phone call, a client may be offered an appointment at a Legal Services office or referred to other sources of assistance. Advice and information is available on making or contesting a will. Can provide legal advice for grandparents or other relatives who have a grandchild in their care.

Advanced Care Directive
https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/end+of+life+care/advance+care+directives

An advance care directive is a legal form that allows people over the age of 18 years to write down your wishes, preferences and instructions for future health care, living arrangements, personal matters and end of life. You can also appoint one or more substitute decision-makers to make these decisions on your behalf when unable to do so. You can complete the advance care directive form online and copies are available from your local council service centre.

Voluntary Assisted Dying South Australia www.vadsa.org.au

Voluntary assisted dying is a legal end of life choice for a person who meets the eligibility criteria for voluntary assisted dying and includes both self administration of medication which will cause death, and if the person can no longer self administer, administration by an assisted dying trained doctor. There are many steps to complete before a person can use the VAD substance to end their suffering. The average time from making the first request to using the VAD substance is about 25 days. For many people it takes a lot longer. Access the website for full information.

Aged Care Quality and Safety Commission
1800 951 822 www.agedcarequality.gov.au

Can assist with concerns and help resolve complaints about the quality of care or services you or someone else is receiving from government funded aged care.

Public Trustee
1800 673 119 www.publictrustee.sa.gov.au

Can provide advice and assist in the preparation of Powers of Attorney, wills and Advanced Care Directives for eligible concession holder or those subject to administration or protection orders.

Advocacy

Council on the Ageing (COTA)
1800 182 324 www.cotasa.org.au
Representing and responding to the needs of the changing and growing older population in regional and rural South Australia is a key focus for COTA SA.

Rainbow Hub SA
0487033684 https://rainbowhubsa.com/
A community-led incorporated organisation providing a voice for older LGBTI+ people in South Australia. Community events and information sharing.

Aged Rights Advocacy Service
1800 700 600 www.sa.agedrights.asn.au
The Aged Rights Advocacy Service (ARAS) offers a free, confidential and state-wide service to older people, or their representatives, who are living in residential aged care, receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services, at risk of, or experiencing abuse from family or friends living in a retirement village. ARAS also has specialist Aboriginal Advocates who provide culturally safe support

Older Persons Advocacy Network
www.opan.org.au
Call the **Aged Care Advocacy Line 1800 700 600** to be connected with the aged care advocacy organisation in your state or territory. Assists people resolve their issues with government-funded aged care services. The Self-advocacy toolkit equips you with the skills, information and resources you need to speak up for better aged care.

Office of the Public Advocate
1800 066 969 www.opa.sa.gov.au
Provides information, resolves disputes, advocates, investigates, and acts as guardian of last resort. **The Aboriginal advocacy program** assists older aboriginal people and provides culturally safe support.

Office for Ageing Well
https://www.sahealth.sa.gov.au/
Office for Ageing Well works to support South Australians to age well and remain active and engaged through funding a variety of programs.

Palliative Care South Australia
8271 1643 https://palliativecaresa.org.au/
Palliative Care South Australia (PCSA) represents palliative care providers, the community and people experiencing a serious illness, dying, death and grief, as well as those with an interest in palliative care across South Australia.

Community Activities

Goolwa Community Centre
8555 3941 https://goolwacommunitycentre.org.au/
Provides a wide range of programs and services for people of all ages and abilities with a focus on community engagement and social inclusion.

Strath Neighbourhood Centre
0431 337 044 https://strathnc.com.au/
A- central point for information regarding community services including leisure recreation, social, health and educational activities in the Strathalbyn community.

Milang Old School House Community Centre,
8537 0687 https://www.moshcc.com.au/
Promotes well-being, by integrating community development and health promotion with mutual support and adult learning. Keep fit, writers group and computer classes.

Alexandrina Council Library and Customer Service
8555 7000 https://www.alexandrina.sa.gov.au/connect/wellbeing
Provides information on local community events and programs including digital literacy in Goolwa and Strathalbyn. Justice of the Peace services are available.

Council on the Ageing (COTA)
1800 182 324 www.cotasa.org.au
Members can participate in various programs and events, get to meet and connect with others.

The Fleurieu Neighbourhood Network https://victorharbor-events.bookable.net.au/#!/event-detail/ev_0c0f08ed7dc04628888e9ba09fc4fbb9

FNN provides a Seniors Information Hub for people living in the Southern Fleurieu Peninsula each Tuesday 11am- 1pm at the Victor Harbor Library, 1 Bay Road. Chat to trained FNN volunteers about information focussed on ageing well support services and activities. Information and support to access services, advocacy and representation about issues that matter to older people.

U3A – South Coast (University of the Third Age) http://u3asouthcoast.org.au/

Teralba House, 13, Seaview Road, Victor Harbor. **0494 607 443**.
The U3A movement is a volunteer organisation providing educational, creative and leisure opportunities in a friendly environment. The courses are for people over 50, who are no longer in full-time employment. Serving Victor Harbor, Port Elliot, Middleton, Goolwa and the South Coast.

Probus 1300 630 488 https://probussouthpacific.org/

Probus provides an exciting opportunity to meet retirees in your local community. If you are retired or semi – retired, you can join a Probus Club and hear interesting speakers, attend monthly meetings and enjoy a wide range of activities such as walking, theatre, coffee groups, lunches and day outings. Locate a club on the website

South Australian Country Women's Association
8332 4166 www.sacwa.org.au

An organisation for women of all ages, rural or urban that engages with social issues that affect all South Australians and support women and their families through financial assistance during times of disasters or personal crisis. Provides accommodation at Kent Town with concessions for members. Contact to find a local branch.

Australian Men's Shed Association.
1300 550 009 https://mensshed.org/

The Australian Men's Shed Association provides practical support to improve the health and wellbeing of members and reduce isolation. Check the website for a local group.

Technology

Accessible Telecoms

1800 442 300 or SMS **0438 454 413** https://staging.accessibletelecoms.org.au/

A free information service for seniors and people with disability to help you stay connected. Use Accessible Telecoms free tool to find independent and up-to-date information on telecommunications products and services suitable for seniors and people with disabilities.

The National Relay Service (NRS) www.accesshub.gov.au/about-the-nrs

Can help you if you're deaf or find it hard to hear or speak to hearing people on the phone.

Emergency SOS:

Some android and Apple iPhones have an Emergency SOS or fall detection feature allowing users to call emergency services or send alerts to contacts. Check your phone settings to see if this is available.

There are many Apps available and created specifically with the elderly in mind. Apps can be downloaded from the Google Play Store or Apple App Store. Some free apps are supported by advertising, so to use that App you will be interrupted by ads.

Get Prepared app

Get Prepared is an easy-to-use app that empowers you to make important decisions ahead of time. Your RediPlan. Co-created by Australian Red Cross and NRMA Insurance, it helps you create a personal emergency plan, so you can take care of yourself, your loved ones, and what's important to you.

Emergency Plus

will help you call Triple Zero (000) quickly and allow you to accurately communicate your location to emergency call-takers. is a national app developed by Australia's emergency services and their government industry partners. The application works across Australia, using GPS functionality built into smartphones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

MyGov

This app by Services Australia to access all government services..

Health & Well-being

Better Health Channel: Reliable health information. [betterhealth.vic.gov.au]
My Aged Care: Your guide to aged care services. [myagedcare.gov.au]
Healthdirect: Safe, practical health advice. [healthdirect.gov.au]

healthdirect

Australia's free health app helps you make informed decisions about your health. You can use the healthdirect app to check your symptoms and get advice on next steps to- find a health service when and where you need it look up information on a range of medicines.

MedAdvisor

MedAdvisor connects with your local pharmacy to help you take medication safely, effectively and on-time.

MedicineWise App

Search for medication, create medicines list, schedule reminders, store & share health information, learn more about your medicines and gain access to a large library of carer's content for a stress-free and streamlined process.

Healthengine,

Makes it easier for you to find, book and manage all your healthcare online. All in one place. Anytime.

Grief Link

https://grieflink.org.au

GriefLink provides web- based information for people who are dealing with grief caused by the death of someone close to them. It is not a crisis line and does not provide counselling.

National Public Toilet Map

The Australian National Public Toilet Finder app shows almost 20,000 public toilets across the country.

WhatsApp

A free messaging app linked to your mobile phone number for text, video and calls. It is simple to use, uses a small amount of data and a good option for keeping in touch with family and friends overseas.

Senior Safety phone

Transforms android phone into a simple user-friendly interface with large icons. Large buttons provide single touch access to the most frequently apps.

Libby

Access millions of ebooks and audiobooks through your local library card.

Empower You

This app helps people to record incidents of abusive behaviour. It also provides contact information for more than 900 local support services. You can use this app anywhere in Australia

Be Connected

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

Free online learning that helps you build your digital skills, confidence and safety online with free learning content and computer classes (webinars).