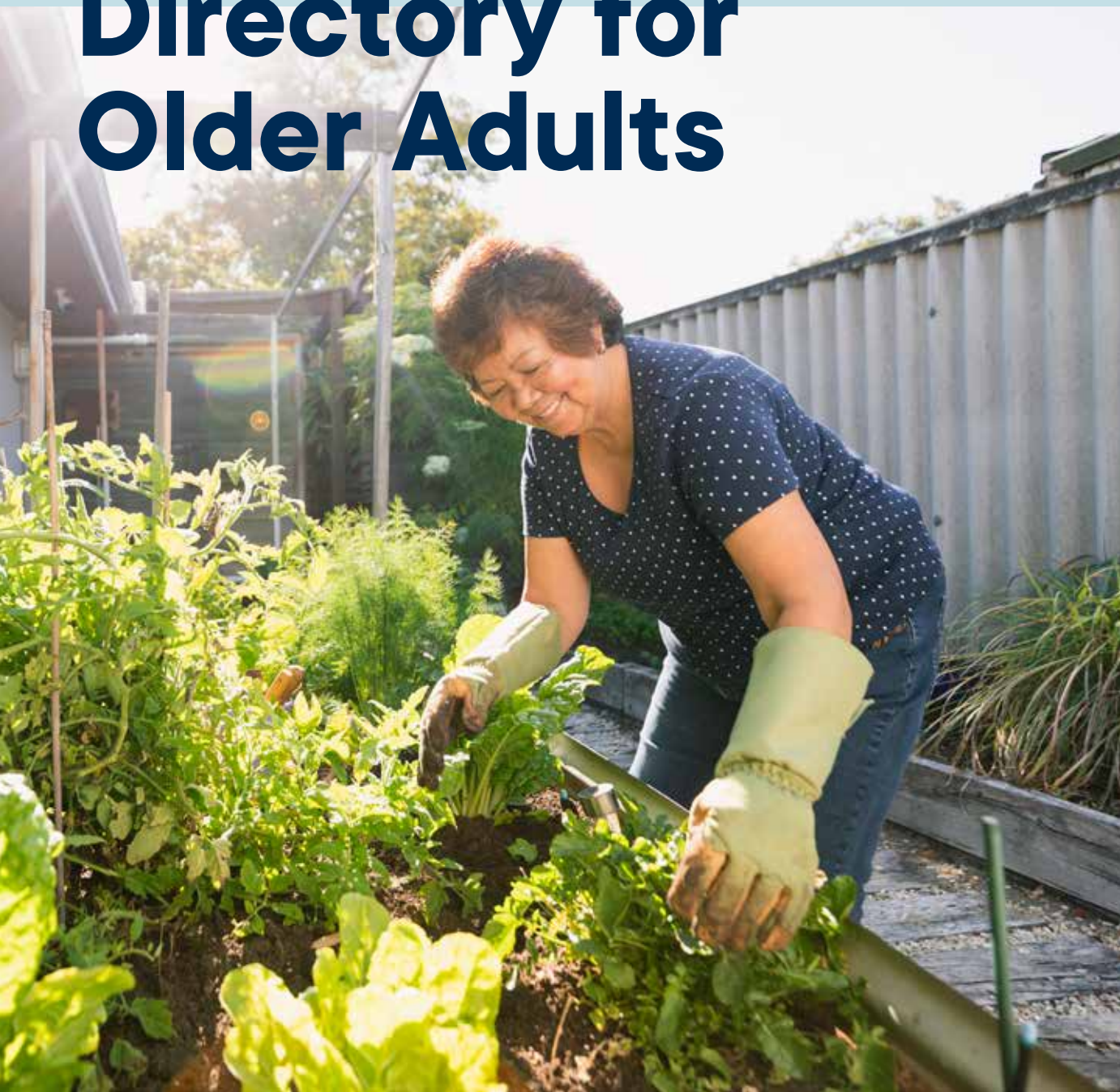


City of  
**Bayswater**

# Service Directory for Older Adults



[bayswater.wa.gov.au](http://bayswater.wa.gov.au)



## **Acknowledgement of Country**

The City of Bayswater acknowledges the traditional custodians of the City of Bayswater land, the Whadjuk people of the Noongar Nation, and pays respects to their Elders past, present and future.

## **Document notes**

For the purpose of this strategy, an older person is a person who is 65 years and older or 50 years and older if from an Aboriginal or Torres Strait Islander background. These categories are necessary to define this part of the community, but the City welcomes people younger than 65 years of age accessing programs, events and infrastructure.

## **Accessibility**

This publication is available in alternative formats, including hard copy in large print or standard print, and electronic format. This publication can be found on the City's website.

## **Disclaimer**

The information in this Service Directory for Older Adults was correct at the time of printing.

The City of Bayswater has no control over some of the services listed, apart from its own programs, and cannot accept responsibility for accuracy, completeness or timeliness of the information's suitability, or safety of services.

It is not the intention of this Service Directory for Older Adults to include all services and facilities that are available, but rather a range of information that is considered relevant for older adults living in the City of Bayswater.

The information on the City's website and this Service Directory for Older Adults will be updated bi-annually and made available both electronically and in hard copy.

Please notify the City of any identified changes to the services listed by emailing [community.services@bayswater.wa.gov.au](mailto:community.services@bayswater.wa.gov.au)

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# A healthy and connected lifestyle



As part of our Age Friendly Strategy, the City of Bayswater is committed to supporting older adults within our community to live an active and engaged life.

One in six persons residing in the City of Bayswater is aged 65 years or older, and it is expected by 2031 people aged over 65 years will make up more than 20% of the City's population. As our population ages, it is important we make the City the most positive and inclusive place it can be, to ensure our older adults can maintain a healthy and active lifestyle. The City of Bayswater embraces our ageing demographic and looks to promote a healthy and connected lifestyle.

Older adults play an important and valuable role in our community – you provide a wealth of experience and knowledge, and your contribution is invaluable. The City is also fortunate to have Age Friendly Ambassadors who are available to provide you with information on services available to you in the City of Bayswater. I encourage you to reach out to one of our Ambassadors and connect. We are committed to ensuring you can live a healthy, active and engaged life right here in the City.

With dedicated staff who are passionate about connecting older adults to community life, we have produced this Service Directory for Older Adults with information about local government, age-friendly organisations and resources, City events and services, and other support programs and services relevant to older adults and ageing in the City of Bayswater.

I hope the Service Directory for Older Adults encourages you to stay connected, provides you with opportunities to try something new, and gives you the resources to access the support you need to live your best life in our beautiful City.

**Cr. Filomena Piffaretti**  
**Mayor**





# An Introduction to Age Friendly Bayswater

The City of Bayswater is a culturally diverse and vibrant community set against four thriving town centres, more than 380 hectares of green open space and a 10-kilometre stretch of the Swan River.

The 2021 Census indicated 17.6% of the City of Bayswater population is aged 65 or over, compared to the state average of 14% and the national average of 15.8%. It is predicted that in 2025, the number of people over 65 living in the City of Bayswater will increase to beyond 20%.

The City's Age Friendly Strategy 2021-2025 is available at [www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au) or by obtaining a hard copy at the City of Bayswater Civic Centre or one of the City's three libraries. The Age Friendly Strategy identifies community priorities, future services and initiatives that will support and enhance the health and wellbeing of older people living, working and visiting the City.

The City of Bayswater is committed to supporting older adults within our community. Within this directory, you will find excellent resources to help you stay connected and help you access the services you require to approach ageing actively.

**Over the next two financial years, the City of Bayswater will continue to implement 40 actions that address each of the eight World Health Organization (WHO) Age Friendly Cities outcome areas which include:**



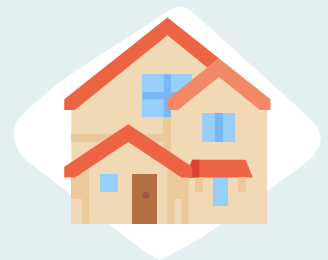
**Outdoor spaces and buildings**



**Transportation**



**Respect and social inclusion**



**Housing**



**Communication and information**



**Civic participation and employment**



**Community support and health services**



**Social participation**

# Age Friendly Ambassador Program

Are you looking to get more involved in your community?

The City's Age Friendly Ambassadors are here to help. Our Age Friendly Ambassadors are a volunteer group of passionate locals who help make Bayswater an even better place to live for older adults. They connect people with practical information and services, and give older residents a voice on community issues.

Whether you're looking to get active, join a social group or find out more about what's happening near you, your local Age Friendly Ambassador can assist.

## Contact:

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### Coordinator Age Friendly and Volunteer Programs

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**Phone:** 9270 4107

**Email:** [agefriendly.ambassador@bayswater.wa.gov.au](mailto:agefriendly.ambassador@bayswater.wa.gov.au)







# Emergency Numbers

## Police, Fire and Ambulance

For emergency situations.

**Phone:** 000

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## Emergency for hearing impaired

**Phone:** 106 (through National Relay Service)

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## Police Assistance

For non-emergency reports and enquiries.

**Phone:** 13 14 44

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## Morley Police Station

318 Coode St, Dianella WA 6059

**Phone:** 9375 4000

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## Bayswater Police Station

73-77 Whatley Cres, Bayswater WA 6053

**Phone:** 9473 5500

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## City of Bayswater Security Watch

Security Watch offers a 24-hour, 7 day a week mobile security patrol service.

**Phone:** 1300 360 333

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## WA Elder Abuse Hotline

Provides free assistance and referrals to anyone who experiences, witnesses or suspects the abuse of an older person.

**Phone:** 1300 724 679

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## Lifeline WA

24-hour crisis support and suicide prevention.

**Phone:** 13 11 14

**Web:** [www.lifelinewa.org.au](http://www.lifelinewa.org.au)

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## State Emergency Service

For emergency response in floods and storms (provides emergency repairs to homes and buildings e.g. pumping flood water out).

**Phone:** 13 25 00

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## Department of Fire and Emergency Services (DFES)

For emergency information.

**Phone:** 13 33 37

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## Poisons Information Centre

**Phone:** 13 11 26

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# Translation Services

This document is available in three different languages on request or via the City's website.

## National Relay Service

The National Relay Service is an Australia-wide phone service for people who are deaf or have hearing or speech impairment. It is available to everyone at no additional charge. This service is an Australian Government initiative.

A relay call allows you to communicate with a hearing person who is using a phone even if you can't hear or don't use your voice.

Depending on your hearing and speech, you can choose from one or more relay call channels.

## NRS Chat, SMS Relay, NRS Captions, Voice Relay, Video Relay

**Phone:** 1800 555 660

**SMS:** 0416 001 350

**TTY:** 1800 555 630

**Email:** [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

**Web:** [www.relayservice.gov.au](http://www.relayservice.gov.au)

## Translating and Interpreting Service

Provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients.

**Phone:** 13 14 50

**Web:** [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Disability, Access and Inclusion

If you would like to provide feedback, have suggestions on how the City can create more accessible and inclusive communities, or you have encountered a barrier to access and inclusion, contact the City's Community Development team:

**Phone:** 9272 0622

Or complete a Creating Accessible and Inclusive Communities feedback card, which can be accessed on the City's website under Access and Inclusion Feedback:

[www.bayswater.wa.gov.au/access-and-inclusion-feedback](http://www.bayswater.wa.gov.au/access-and-inclusion-feedback)



# City of Bayswater Contacts, Infrastructure and Information

## City of Bayswater Information

To learn about what's happening in the City of Bayswater, including events, programs and services available to the community, visit the City's website or contact the City.

**Phone:** 9272 0622

**Fax:** 9272 0665

**Email:** [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

**Web:** [www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au)

**Address:** 61 Broun Avenue, Morley WA 6062  
PO Box 467, Morley 6943

For information specific to older adults in the City of Bayswater, visit: [www.bayswater.wa.gov.au/olderadults](http://www.bayswater.wa.gov.au/olderadults)

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## Engage Bayswater

Would you like to provide your opinion and stay up to date on City projects? Visit the City's Engage Bayswater site where you can find all the projects the City is seeking community feedback on.

**Web:** [engage.bayswater.wa.gov.au](http://engage.bayswater.wa.gov.au)

## Local Government Concessions

Rebates for older adults are available at the City of Bayswater for Local Government Rates and Emergency Services Levy (ESL) Charges.

Please visit [www.bayswater.wa.gov.au/home-and-property/rates/about-rates](http://www.bayswater.wa.gov.au/home-and-property/rates/about-rates) to discover what rebates are available for you.

For more details on fees, please visit [www.bayswater.wa.gov.au/online-services/forms-and-publications/reports/2022/schedule-of-proposed-fees-and-charges-for-2022-23](http://www.bayswater.wa.gov.au/online-services/forms-and-publications/reports/2022/schedule-of-proposed-fees-and-charges-for-2022-23)

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## Veteran Discount

Effective 1 July 2021, Council introduced a veterans' discount of 10% on adopted fees and charges (with the exception of regulated/prescribed fees) for any eligible resident veteran. A 5% discount is to be applied for eligible non-residents.

To find out if this discount applies, please enquire with the individual group.



## Cat and Dog Registration Subsidy Scheme

The City offers accepted concession card holders a 50% discount on cat and dog registration fees. Subsidies are also available at participating veterinary clinics for the sterilisation of a cat. Contact the City for more information about how to claim these subsidies or visit [www.bayswater.wa.gov.au/community/rangers-and-security/pets-and-animals](http://www.bayswater.wa.gov.au/community/rangers-and-security/pets-and-animals)

## Recreation

Take advantage of the City's concession rates for older adults to access our recreation facilities at Bayswater Waves and The RISE. It's a cost-effective way to get active and involved in the community. For more information about concession rates and eligibility, contact each recreation centre direct.

More information about recreational activities can be found under the Social Participation and Employment, and Recreation sections of this directory.

## Rubbish Collection Enquiries

### Collection days

Visit [www.bayswater.wa.gov.au/bins](http://www.bayswater.wa.gov.au/bins) to find out your bin collection days.

### Maintenance requests and missed collection

To report a missed collection or request a rubbish bin repair or replacement, please contact 9272 0605 or email [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

### Request or cancel a bin service

If you would like to request a new bin service or cancel a service, please visit our website [www.bayswater.wa.gov.au/bins](http://www.bayswater.wa.gov.au/bins) to download and complete the relevant form and email it to [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

The City of Bayswater does not hold annual verge collections, however households are entitled to any combination of three bulk bins per year (excluding commercial and industrial premises).

### Request a bulk bin

To order a bulk bin or green waste bulk bin, please call 9272 0605.

For more information or to complete an online request form, please visit [www.bayswater.wa.gov.au/bulkbin](http://www.bayswater.wa.gov.au/bulkbin)

If you experience issues with the online form, please call us.





# Infrastructure

## Recreation

- 1 Noranda Sporting Complex
- 2 Morley Sport and Recreation Centre
- 3 Bayswater Waves
- 4 Embleton Golf Course
- 5 The RISE
- 6 Maylands Peninsula Golf Course
- 7 Bayswater Community Centre
- 8 Morley Community Centre
- 9 Lightning Park

## Train stations

- 10 Mt Lawley Train Station
- 11 Maylands Train Station
- 12 Meltham Train Station
- 13 Bayswater Train Station

## Major shopping centres

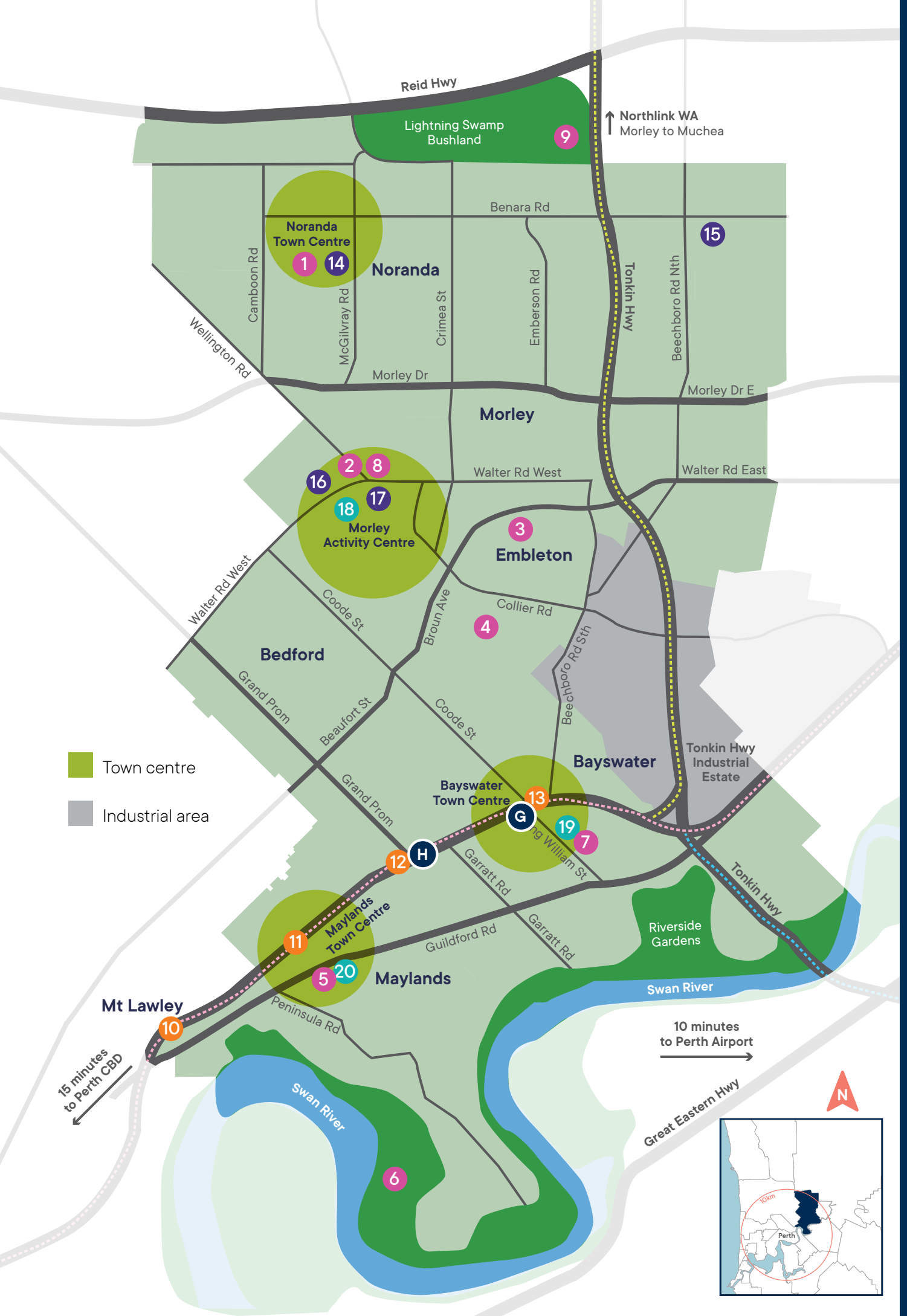
- 14 Hawaiian's Noranda
- 15 Beechboro Central Shopping Centre
- 16 Coventry Village
- 17 Galleria Shopping Centre

## Libraries

- 18 Morley Library
- 19 Bayswater Library
- 20 Maylands Library

## Transport links

- ..... Perth-Midland train line
- ..... Forrestfield-Airport Link
- ..... Morley-Ellenbrook train line





# City of Bayswater Buildings and Outdoor Spaces

## City of Bayswater Community Centres

The City is home to two community centres in Bayswater and Morley, where residents can take part in a range of activities, events and programs connecting them with their community.

### Bayswater Community Centre

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**Phone:** 9272 0957

**Email:** [community.centres@bayswater.wa.gov.au](mailto:community.centres@bayswater.wa.gov.au)

**Address:** 27 King William Street, Bayswater WA 6053

### Morley Community Centre

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**Phone:** 9276 6108

**Email:** [community.centres@bayswater.wa.gov.au](mailto:community.centres@bayswater.wa.gov.au)

**Address:** 6A Blades Close, Morley WA 6062

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## Community Gardens

Looking to be involved in a community garden? Visit [www.communitygarden.org.au](http://www.communitygarden.org.au) to find one close to you.

## City Maps

Discover your city! Use the online map to find the location of buildings and parks within the City of Bayswater.

**Web:** [cmg-cityofbayswater.hub.arcgis.com](http://cmg-cityofbayswater.hub.arcgis.com)

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## Exercise Stations

There are 13 parks across the City of Bayswater that have fitness equipment available for public use 24/7. They can be found in the following locations:

- Abinger Reserve, Morley
- Allan Hill Park, Morley
- Arbor Park, Morley
- Bohemia Park, Noranda
- Crimea Park, Morley
- Gibbney Reserve, Maylands
- Gus Wiemar Park, Morley
- Hinds Reserve, Bayswater
- Noranda Sporting Complex, Noranda
- Riverside Gardens, Bayswater
- Russell Street Park, Morley
- Stanbury Reserve, Morley
- Wattle Park Reserve, Morley



## Libraries

The City of Bayswater has three libraries in Bayswater, Maylands and Morley. ACROD parking and accessible toilets are available at each site.

Library services, events and resources older adults can access include:

- Free monthly adult events for over 55s.
- Board game afternoons, book clubs and various other activities.
- Deliveries of library items for City of Bayswater residents who are homebound.
- eLibrary material – download eBooks, eAudio material, eMagazine titles and stream videos.
- eResources – Ancestry, Britannica, Gale collection of popular magazines, State Library of Western Australia’s catalogue.
- Digital Mentor Program – 1-to-1 tech help

### **Bayswater Library**

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**Phone:** 9272 0951

**Email:** baylibrary@bayswater.wa.gov.au

**Address:** 25 King William Street, Bayswater WA 6053

#### Opening hours

Monday: 9am – 7pm  
Tuesday: 9am – 5.30pm  
Wednesday: 9am – 7pm  
Thursday: 9am – 5.30pm  
Friday: 9am – 5.30pm  
Saturday: 9am – 12pm

### **Maylands Library**

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**Phone:** 9208 2450

**Email:** maylibrary@bayswater.wa.gov.au

**Address:** The RISE, 28 Eighth Avenue, Maylands WA 6051

#### Opening hours

Monday: 9am – 7pm  
Tuesday: 9am – 7pm  
Wednesday: 9am – 5.30pm  
Thursday: 9am – 7pm  
Friday: 9am – 5.30pm  
Saturday: 9am – 12pm

### **Morley Library**

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**Phone:** 9272 0980

**Email:** morleylibrary@bayswater.wa.gov.au

**Address:** 240 Walter Road West, Morley WA 6062

#### Opening hours

Monday: 9am – 7pm  
Tuesday: 9am – 7pm  
Wednesday: 9am – 7pm  
Thursday: 9am – 7pm  
Friday: 9am – 5.30pm  
Saturday: 9am – 12pm

## Recharge Points

The Recharge Scheme enables older adults who use a gopher, scooter or electric wheelchair to recharge their mobility devices when out and about in the City of Bayswater. Recharge points are at the following City of Bayswater facilities:

- The RISE – 28 Eighth Avenue, Maylands
- Bayswater Public Library – 25 King William Street, Bayswater
- Bayswater Waves – Cnr Broun Avenue and Priestley Street, Embleton
- City of Bayswater Civic Centre – 61 Broun Avenue, Morley

**Web:** [www.rechargescheme.org.au](http://www.rechargescheme.org.au)

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## National Public Toilet Map

Provides information on publicly available toilets across Australia, including accessibility, opening hours and facilities e.g. showers, baby change stations and sharps disposal.

Use the online map by visiting [www.health.gov.au/resources/apps-and-tools/national-public-toilet-map-app](http://www.health.gov.au/resources/apps-and-tools/national-public-toilet-map-app) or download the app through your phone's app store by searching National Public Toilet Map.

## Off Leash Dog Areas

Looking for areas where you can walk your dog off leash? To find the perfect place, visit [citymapsdev.bayswater.wa.gov.au/WABexternal/DogExerciseAreaApp/index.html](http://citymapsdev.bayswater.wa.gov.au/WABexternal/DogExerciseAreaApp/index.html)

Please ensure you clean up after your dog and are courteous to others. Dog owners must be in control of their dog and have the ability to call their dog over and attach a lead if required. Please check with the other dog's owner first before allowing your dog to play with another dog. Not all dogs are social and may prefer to play alone or are going through training.







# Accommodation and Housing

## Hub Connections

The City of Bayswater has established Hub Connections at the Morley Library as a place-based response to respond to and prevent homelessness. Our trained City of Bayswater Hub Connector volunteers are available to listen and help. Volunteers provide information and can assist with connecting people to community service providers that match their needs.

**Address:** Morley Library, 240 Walter Road West, Morley WA 6062

### Operating times:

Wednesday 3.30 – 6.30pm

Thursday 10am – 1pm, 3.30 – 6.30pm

Friday 10am – 1pm

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## Entrypoint Perth

Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of homelessness to access accommodation and support options.

**Phone:** 6496 0001 or 1800 124 684

**Web:** [www.entrypointperth.com.au](http://www.entrypointperth.com.au)

## Commonwealth Home Support Programme

### My Aged Care

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Under the Commonwealth Home Support Programme, there are a number of services to help older people who are homeless or at risk of being homeless. Eligibility criteria applies.

**Phone:** 1800 200 422

**Web:** [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

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## Housing Authority

Affordable housing provider involved in land development, housing construction and property management.

**Phone:** 6217 6888

**Web:** [www.housing.wa.gov.au](http://www.housing.wa.gov.au)

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## Seniors Housing Advisory Centre

The Department of Mines, Industry Regulation and Safety provides free independent information on housing options to help you make informed decisions about housing in retirement.

**Phone:** 1300 367 057

**Web:** [www.commerce.wa.gov.au/seniorshousing](http://www.commerce.wa.gov.au/seniorshousing)



## Western Australian Retirement Villages Residents Association

A not-for-profit organisation that provides a voice for the residents of retirement villages in Western Australia.

**Web:** [warvra.org.au](http://warvra.org.au)

## Enrich Living Services

Enrich Living Services offer a wide range of premium care and support services to support you living at home longer.

**Phone:** 1300 164 274

**Web:** [enrichliving.com.au](http://enrichliving.com.au)

## ECHO Community Services

ECHO provide all levels of home care packages, from entry level 1 to the highest level 4 care.

**Phone:** 9271 7011

**Web:** [www.echocommunity.org.au](http://www.echocommunity.org.au)

## Homelessness contact list

Name	Address	Contact	Phone	Email
Orana House	PO Box 99, Inglewood	Manager	9370 4544	<a href="mailto:manager@orana.net.au">manager@orana.net.au</a>
55 Central	55 Central Avenue, Maylands	General Manager or Operations Manager	9272 1333 0406 773 803	<a href="mailto:razif@55central.asn.au">razif@55central.asn.au</a> <a href="mailto:mark@55central.asn.au">mark@55central.asn.au</a>



# Aged Care Facilities

There are many housing options including short-term care, aged care facilities and at home assistance. For more information, please visit My Aged Care.

**Phone:** 1800 200 422

**Web:** [www.myagedcare.gov.au](http://www.myagedcare.gov.au)





## Residential Aged Care Facilities

Name	Address	Phone	Email
Aegis Ascot	29 Neville Street, Bayswater	6279 1500	tcp.ascot@aegiscare.com.au
Carramar Retirement Village	23A Redgum Way, Morley	9378 8200 1300 313 000	housing@juniper.org.au
City of Bayswater Hostel	21 Embleton Avenue, Embleton	6465 0111 300 313 000	access@juniper.org.au
Craigcare	6 Third Avenue East, Maylands	6278 5000	
Juniper Ella Williams	77-79 Camboon Road, Noranda	9288 4600 300 313 000	access@juniper.org.au
Juniper Riverslea	100 Guildford Road, Mount Lawley	9272 0800 1300 313 000	access@juniper.org.au
Juniper Noranda Village	11 Walmsley Drive, Noranda	9345 3448	housing@juniper.org.au
Osboine Contemporary Aged Care	39 Newton Street, Bayswater	9272 9227	info@alinea.org.au
Regis Embleton	46 Broun Avenue, Embleton	1300 998 100	embletoncare@regiscare.com.au
Ritcher Lodge	480-482 Guildford Road, Bayswater	9272 8733	info@alinea.org.au
Aegis Sandstrom	44 Whatley Crescent, Mount Lawley	9271 5232	sandstrom@aegiscare.com.au
Silverchain	6 Sundercombe Street, Osborne Park	0435 814 133	jane.higgins@silverchain.org.au
Amana Living St George's Care Centre	2 Essex Street, Bayswater	1300 653 166 1300 376 394	info@amanaliving.com.au



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## Independent Living Facilities

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Name	Address	Phone	Email
Camelia Court Retirement Village	480 Guildford Road, Bayswater	6166 6362 9381 0111	info@alinea.org.au
Mertome Village Independent Living	30 Winifred Road, Bayswater	6462 7200	
Salisbury Retreat Retirement Living	135 Salisbury Street, Bedford	9345 3448	housing@juniper.org.au

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## Commonwealth Home Support Programme (My Aged Care)

Helps older Australians access entry-level support services to live independently and safely at home.

To be eligible for this program, you must be:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), or
- 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) and on a low income, homeless or at risk of being homeless.

**Phone:** 1800 200 422

**Web:** [www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme](http://www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme)





# Transportation

## ACROD

The ACROD Parking Program supports people with severe walking restrictions to access the community. Permits are provided free of charge and holders may use ACROD bays on streets and at public and private businesses.

**Phone:** 9242 5544

**Email:** [acrod@nds.org.au](mailto:acrod@nds.org.au)

**Web:** [www.acrod.org.au](http://www.acrod.org.au)

**Address:** 12 Lindsay Street, Perth  
PO Box 184, Northbridge WA 6865

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## Community Buses

The City provides community buses for hire within the Perth metropolitan area to assist in building the capacity and sustainability of local community groups. If you would like to hire a community bus, please contact the City's Community Centres. Conditions apply.

**Phone:** 9272 0957

**Email:** [community.centres@bayswater.wa.gov.au](mailto:community.centres@bayswater.wa.gov.au)

**Web:** [www.bayswater.wa.gov.au/community/community-services-and-programs/community-bus-hire](http://www.bayswater.wa.gov.au/community/community-services-and-programs/community-bus-hire)

## St. John Community Transport Service

The St. John Community Transport Service can assist older adults, people with moderate disabilities and their carers with a cost-effective transport service to meet individual needs. This can include transport to hospital and specialist appointments. Eligibility criteria applies.

**Phone:** 9334 1300

**Web:** [www.stjohnwa.com.au](http://www.stjohnwa.com.au)

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## Transperth

Transperth can assist with general enquiries, lost property, accessibility, mobility issues and special assistance for older adults and people with disability.

**Infoline:** 13 62 13

**Web:** [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

### National Relay Service:

13 36 77 and ask for the  
Transperth InfoLine 13 62 13

### Translation and interpreters:

13 14 50 and ask for the  
Transperth InfoLine 13 62 13

### Special assistance at stations:

1800 800 022

For people with mobility issues or a vision impairment, please call at least one hour in



advance if you require special assistance at a train station.

To plan your journey in advance, visit [www.transperth.wa.gov.au/Journey-Planner](http://www.transperth.wa.gov.au/Journey-Planner)

## Taxi Services

### Swan Taxis

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As well as quality regular taxi services, Swan Taxis provides a range of services to make life easier.

**Phone:** 13 13 30

### Black & White Cabs

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Black & White Cabs has a long and proud history of providing transportation services in Western Australia.

**Phone:** 13 32 22

### 13Cabs

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Wheelchair accessible vehicles and maxi taxis for seating up to seven. You can also save your preferred driver in the 13Cabs app.

**Phone:** 13 22 27

### Uber Australia

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Uber Australia is a service that is accessed through electronic devices via an app. Uber connects you with a reliable ride to get you to your desired destination. The first step is to download the Uber app on your mobile phone and sign up. Uber offers rides that

are accessible for wheelchairs or come equipped with car seats, carpooling and an 'Assist' option for extra assistance from certified drivers.

**Phone:** 1300 091 272

**Web:** [www.uber.com/global/en/cities/perth](http://www.uber.com/global/en/cities/perth)

### People Who Care

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People Who Care transport services provide reliable transport to enable you to maintain your independence in the community. All volunteers have police clearance. Transport services are available between Yanchep and Mandurah seven days a week.

**Phone:** 9379 1944

**Email:** [pwcinc@peoplewhocare.org.au](mailto:pwcinc@peoplewhocare.org.au)

### St. John Patient Transfer and Community Transport

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The service can be used to travel to community centres and medical appointments by booking a service at least 24 hours in advance.

**Phone:** 9334 1300

**Email:** [patient.services@stjohnwa.com.au](mailto:patient.services@stjohnwa.com.au)

### Silverchain

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Transport services are available through government-funded services and programs or can be accessed privately.

**Phone:** 1300 650 803

## Wheelchair Bookings and Gopher Hire

### Shopping centres

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Need a wheelchair while shopping?  
The Galleria Shopping Centre and  
Noranda Village offer wheelchair bookings.  
Arrangements can be made for a recurring  
booking if you visit the centres regularly.  
Call prior to visiting to check availability.  
The Galleria Shopping Centre also offers  
gopher hire.

#### Galleria

**Phone:** 9375 3228

**Email:** CustomerServiceDesk.Galleria@  
vicinity.com.au

**Address:** Cnr Collier and Walter Roads,  
Morley WA 6062

#### Hawaiian's Noranda

Wheelchair only.

**Phone:** 9426 8892

**Address:** Benara Rd, Noranda WA 6062

#### Coventry Village

Wheelchair only.

**Phone:** 9275 7711

**Email:** info@coventryvillage.com.au

**Address:** 243-253 Walter Rd West, Morley  
WA 6062







# Social Participation and Employment

## City's Community Directory

Throughout the City of Bayswater, there are many organisations and groups that offer a choice of opportunities to join like-minded people for friendship, learning and fun.

Visit the City of Bayswater website to access the Community Directory and find a group that meets your interests.

**Web:** [www.bayswater.wa.gov.au/  
community/community-directory](http://www.bayswater.wa.gov.au/community/community-directory)

The City of Bayswater hosts a variety of inclusive and accessible annual community events. Many of these events are free of charge.

Visit [www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au) or call 9272 0622 to find out what is available.

## Engage Bayswater

Would you like to provide your opinion and stay up to date on City projects? Visit the City's Engage Bayswater website to find all the projects the City is seeking community feedback on.

**Web:** [engage.bayswater.wa.gov.au](http://engage.bayswater.wa.gov.au)

## CoAct

A not-for-profit organisation that offers support and assistance to mature-age workers to re-enter the workforce or assist in a career change.

**Phone:** 1800 226 228

**Web:** [coact.org.au](http://coact.org.au)

## Job Active

Job Active is a government directory of job listings, connecting job seekers to employers.

**Phone:** 1800 805 260

**Web:** [jobactive.gov.au](http://jobactive.gov.au)

## Volunteering

Looking for volunteering opportunities? Contact the following to find out more.

### City of Bayswater Volunteer Program

The City of Bayswater has an active and rewarding volunteer program.

Visit the City's website to find out more.

**Web:** [www.bayswater.wa.gov.au/  
community/community-services-  
and-programs/volunteering](http://www.bayswater.wa.gov.au/community/community-services-and-programs/volunteering)



### **Volunteer WA**

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Volunteering WA is the peak body for volunteering in Western Australia, working across community, government, corporate and education organisations to build capacity of volunteer involving organisations, and support volunteering. Volunteering WA empowers people and communities to enrich Western Australia through engaging, leading and advancing volunteering across the state.

**Phone:** 9482 4333

**Web:** [www.volunteeringwa.org.au](http://www.volunteeringwa.org.au)

### **Swan Volunteer Resource Centre**

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**Phone:** 9278 9690

**Email:** [swan.volunteers@swan.wa.gov.au](mailto:swan.volunteers@swan.wa.gov.au).

**Address:** Unit 23, 8-12 Stafford Street,  
Midland WA 6056

**Web:** [www.swan.wa.gov.au/Your-Community/Get-involved/Volunteering](http://www.swan.wa.gov.au/Your-Community/Get-involved/Volunteering)

### **Bassendean Volunteer Centre**

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**Phone:** 9377 2191

**Email:** [volunteers@bassendean.wa.gov.au](mailto:volunteers@bassendean.wa.gov.au)

**Web:** [www.bassendean.wa.gov.au/  
community/community-services/  
bassendean-volunteers.aspx](http://www.bassendean.wa.gov.au/community/community-services/bassendean-volunteers.aspx)

**Address:** 50 Old Perth Road, Bassendean  
WA 6054

## Upskilling

### Community Upskiller Program – City of Bayswater

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This program provides a wide range of free learning opportunities for community group representatives and local residents to increase their knowledge, skills and confidence. Visit the City's website to discover what sessions are available.

**Phone:** 9208 2430

**Email:** [community.services@bayswater.wa.gov.au](mailto:community.services@bayswater.wa.gov.au)

**Web:** [www.bayswater.wa.gov.au/community/clubs-and-community-groups/community-training](http://www.bayswater.wa.gov.au/community/clubs-and-community-groups/community-training)

### Healthy at Home – City of Bayswater

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Good nutrition, keeping active and staying socially connected are important in helping us age well and remain independent. Healthy at Home is a four-week program of free health and wellbeing sessions for adults aged over 50 years. For more information, contact the City's Environmental Health team.

**Phone:** 9272 0648 (Mon - Fri, 8.30am to 4.30pm)

**Web:** [www.bayswater.wa.gov.au/community/public-health/healthy-at-home](http://www.bayswater.wa.gov.au/community/public-health/healthy-at-home)

### eLearning – City of Bayswater Libraries

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Interested in learning or improving your basic technology skills? Contact your local library to find out what is available.

**Web:** [www.bayswater.wa.gov.au/arts-and-leisure/libraries/programs-and-events](http://www.bayswater.wa.gov.au/arts-and-leisure/libraries/programs-and-events)

### Adult Learning Australia

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A not-for-profit national peak body for adult and community education. Find adult learning courses in your local area or access lifelong adult learning online.

**Phone:** 03 9689 8623

**Email:** [info@ala.asn.au](mailto:info@ala.asn.au)

**Web:** [www.ala.asn.au](http://www.ala.asn.au)

### U3A Online

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An independent organisation for people aged over 50 who are interested in learning in a happy social network. The U3A office is open on Fridays and the 2nd and 4th Wednesdays from 9.15am – 12.15pm.

**Phone:** 0468 781 857

**Web:** [www.u3auwa.org](http://www.u3auwa.org)







# Recreation

Staying physically active is the single most important thing we can do to stay well. Older adults can take part in many of the programs and activities offered at City of Bayswater recreation centres.

## City of Bayswater Community Centres

For those aged 50 and over, the Community Centres run a regular program of activities to keep you busy, including friendship and support groups, bowls, bingo, cards, bus outings, exercise programs and much more.

Other services provided include podiatry and hairdressing. New members are always welcome.

Visit [www.bayswater.wa.gov.au/communitycentres](http://www.bayswater.wa.gov.au/communitycentres) to find out more, or contact the Centres below.

### **Bayswater Community Centre**

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**Phone:** 9272 0957

**Email:** [community.centres@bayswater.wa.gov.au](mailto:community.centres@bayswater.wa.gov.au)

**Address:** 27 King William Street, Bayswater WA 6053

### **Morley Community Centre**

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**Phone:** 9276 6108

**Email:** [community.centres@bayswater.wa.gov.au](mailto:community.centres@bayswater.wa.gov.au)

**Address:** 6A Blades Close, Morley WA 6062

## Bayswater Waves

Bayswater Waves has a number of indoor and outdoor pools, as well as a number of dedicated walking lanes and water activities. They also have a hydrotherapy pool, spa, sauna and steam room.

**Phone:** 9276 6538

**Email:** [waves@bayswater.wa.gov.au](mailto:waves@bayswater.wa.gov.au)

**Address:** Cnr Broun Avenue and Priestley Street, Embleton WA 6062

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## The RISE

The RISE offers a wide range of facilities and services to City residents.

**Phone:** 9208 2400

**Email:** [rise@bayswater.wa.gov.au](mailto:rise@bayswater.wa.gov.au)

**Address:** 28 Eighth Avenue, Maylands WA 6051



## The Australian Men's Shed Association (AMSA)

A not-for-profit organisation providing men with a place to be productive, socialise and share a variety of skills.

### Bayswater Community Men's Shed

**Phone:** 9370 5136 (Secretary)

**Email:** secretary@baysieshed.org.au

**Web:** www.baysieshed.org.au

**Address:** 21 King Street, Bayswater  
(corner Raymond Ave) WA 6053

To find other Men's Sheds close to you, visit [mensshed.org/find-a-shed](http://mensshed.org/find-a-shed)

## Bedford-Morley Sub Branch RSL

**Phone:** 0417 955 859

**Address:** 182 Grand Promenade, Bedford  
WA 6052

## Country Women's Association of WA Bayswater Branch

**Phone:** 0423 904 675

**Address:** Drill Hall, Murray St, Bayswater  
WA 6053

**Web:** www.cwaofwa.asn.au

## Rotary Club of Morley

Meets fortnightly on Mondays at 6.30pm at Bedford Bowling Club.

**Email:** rotary.morley@gmail.com

**Web:** rotarymorley.org.au

**Address:** 145 Grand Promenade, Bedford  
WA 6052

## Lions Club of Noranda

**Phone:** 9276 1450

**Email:** norandalions@gmail.com

**Web:** noranda.wa.lions.org.au

**Address:** PO Box 291, Morley Post Shop  
WA 6062

## The Seniors' Recreation Council of WA

A not-for-profit peak body for organisations supporting seniors' involvement in sport and recreation. Ask for a free copy of 'Add Life to your Years' – a directory of sport and recreation for over 50s. Also available online. Office hours are 8am to 4pm, Monday - Friday.

**Phone:** 9492 9773

**Email:** info@srcwa.asn.au

**Web:** www.srcwa.asn.au

**Address:** 246 Vincent Street, Leederville  
WA 6007

PO Box 8349, Perth Business  
Centre WA 6849

## Probus Club of Dianella Inc.

**Phone:** 9276 3185

**Address:** Morley Noranda Recreation Club,  
85 McGilvray Ave, Noranda WA  
6062



# Respect and Social Inclusion

## Department of Veterans' Affairs

Provides services to veterans, their war widow(er)s and dependents through programs of care, compensation and commemoration.

**Phone:** 1800 838 372

**Web:** [www.dva.gov.au](http://www.dva.gov.au)

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## GRAI (GLBTI Rights in Ageing Inc).

A voluntary group that provides information and resources, and advertises upcoming events within the LGBTQIA+ space.

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

**Web:** [grai.org.au](http://grai.org.au)

**Address:** 54 Bickley Crescent, Manning WA 6152

PO Box 350, Mt Hawthorn WA 6915

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## Multicultural Services Centre of WA

This local organisation delivers a range of services and programs to meet the needs of migrants and refugees.

### Main Office

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**Phone:** 9328 2699

**Web:** [www.mscwa.com.au](http://www.mscwa.com.au)

**Address:** 20 View Street, North Perth WA 6006

## Local Office: Wellness Centre

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**Phone:** 9444 8283

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

**Web:** [umbrellacommunitycare.com.au](http://umbrellacommunitycare.com.au)

**Address:** 5 Bookham St, Morley WA 6062

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## Umbrella Multicultural Community Care

Delivers a wide range of services for seniors from culturally and linguistically diverse (CaLD) backgrounds, and sexuality and gender diverse (LGBTQIA+) backgrounds.

**Phone:** 9275 4411

**Web:** [umbrellacommunitycare.com.au](http://umbrellacommunitycare.com.au)

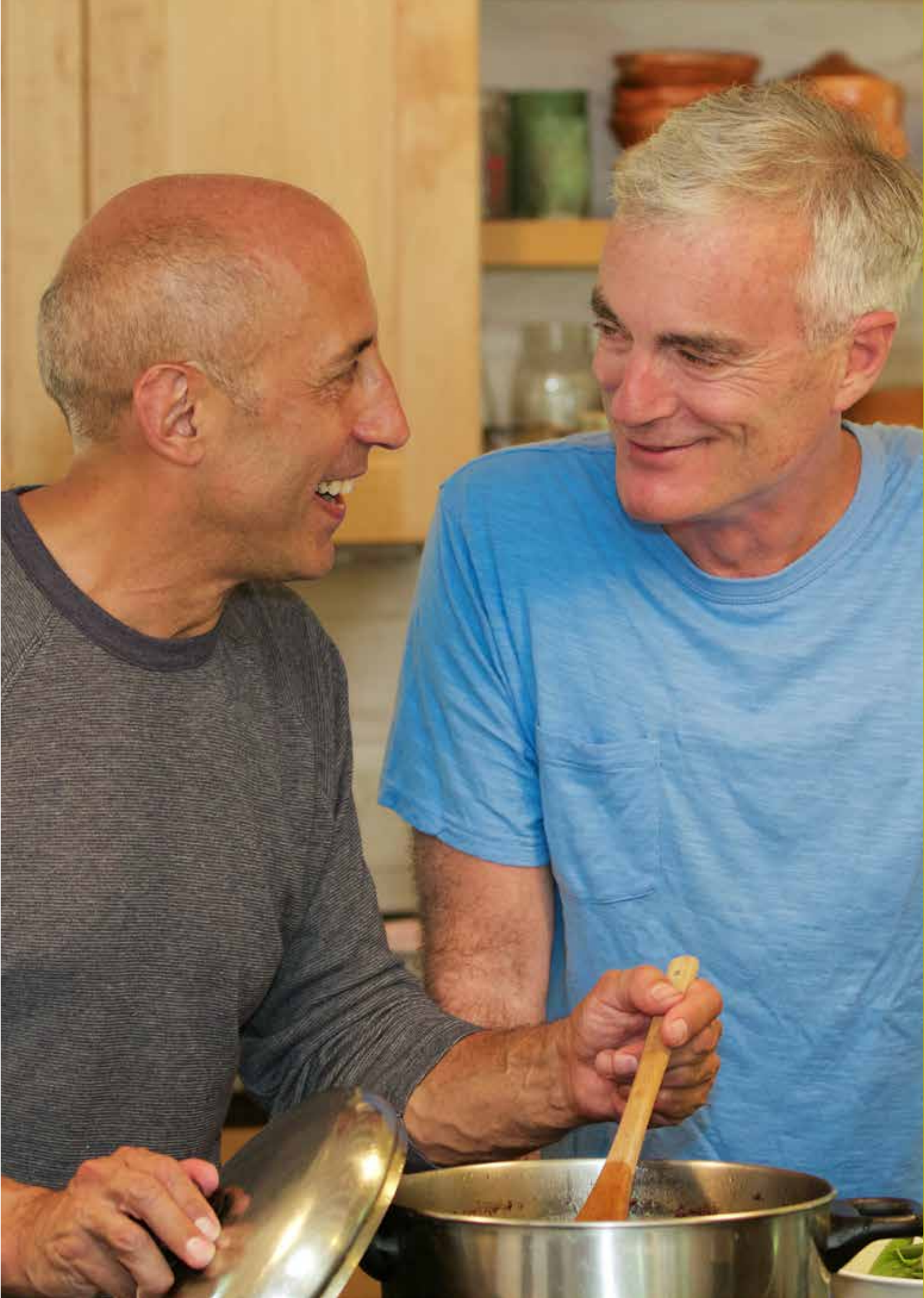
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## WA Association of Polish Women Inc.

**Phone:** 9271 2026, 0419 914 361

**Web:** [www.polishwomen.org.au](http://www.polishwomen.org.au)

**Address:** 33 Eighth Avenue, Maylands WA 6051





# Aboriginal and Torres Strait Islanders

## Aboriginal Interpreting WA

A not-for-profit organisation that provides interpreters accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in over 40 WA Aboriginal languages to clients anywhere in Australia.

**Phone:** 1800 330 331  
0447 958 417  
0439 943 612

**Email:** [ceo@aiwaac.org.au](mailto:ceo@aiwaac.org.au)

**Web:** [www.aiwaac.org.au](http://www.aiwaac.org.au)

**Address:** Perth Office Whadjuk Noongar  
Boodjar  
123 Stirling Hwy, North Fremantle  
WA 6159

## Aboriginal Grandparents and Family Support Program (AGFS)

A women's health and family services not-for-profit program that supports and strengthens the bond between Aboriginal grandparents and their families. Services include access to information, support, advocacy, grief and loss counselling, group activities, weekly coffee mornings, arts/craft workshops, playgroup for children zero to five years, and family counselling sessions.

**Phone:** 6330 5400

**Email:** [ascott@whfs.org.au](mailto:ascott@whfs.org.au)

**Web:** [www.whfs.org.au](http://www.whfs.org.au)

**Address:** 227 Newcastle Street,  
Northbridge WA 6003

## Australian Indigenous HealthInfoNet - for the Elderly

This online resource provides information and details about support programs available in relation to all aspects of Indigenous health.

**Phone:** 9370 6336

**Email:** [healthinfonet@ecu.edu.au](mailto:healthinfonet@ecu.edu.au)

**Web:** [www.healthinfonet.ecu.edu.au](http://www.healthinfonet.ecu.edu.au)

**Address:** Edith Cowan University,  
2 Bradford Street, Mt Lawley  
WA 6050

## Derbarl Yerrigan

Provides access to Aboriginal health workers and Aboriginal liaison officers. Also offers support with transport, meals, accommodation and care for older Aboriginal adults from remote and rural communities.

**Phone:** 1300 420 272 (Head Office)  
9370 1044

**Web:** [www.dyhs.org.au](http://www.dyhs.org.au)

**Address:** Elizabeth Hansen Autumn Centre:  
340 Guildford Road, Bayswater  
WA 6053



Mirrabooka Clinic:  
22 Chesterfield Rd, Mirrabooka  
WA 6061

East Perth Clinic: 156 Wittenoom  
St, East Perth WA 6004

Midland Clinic: 6 Centennial  
Place, Midland WA 6056

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## South West Aboriginal Land and Sea Council

This organisation supports Noongar people and culture, and provides information about Noongar Protocols and how to access family tree information.

**Phone:** 9358 7400

**Email:** [reception@noongar.org.au](mailto:reception@noongar.org.au)

**Web:** [www.noongar.org.au](http://www.noongar.org.au)

**Address:** Level 2, 100 Royal Street, East  
Perth WA 6004

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## Wadjak Northside Aboriginal Community Group

This community group provides access to information, resources, support and engagement programs to empower and support Aboriginal people.

**Phone:** 9342 0708

**Email:** [wadjaknorthside@iinet.net.au](mailto:wadjaknorthside@iinet.net.au)

**Web:** [www.wadjaknorthside.org.au](http://www.wadjaknorthside.org.au)

**Address:** 2 Finchley Crescent, Balga WA 6061

## Aboriginal Hostels - Derbal Bidjar Hostel

Temporary/short-term accommodation for people accessing medical services. No medical services available on site. Clients must be low care and accompanied by a carer if assistance is required. Costs covered by PATS.

**Phone:** 6109 2020

**Address:** 6–8 Harrow Street, Maylands,  
Perth WA 6051

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## Mob Strong Debt Helpline

Mob Strong Debt Helpline is a free legal advice service about money matters for Aboriginal and Torres Strait Islander peoples from anywhere in Australia.

**Phone:** 1800 808 488

The Helpline is open from 9.30am to 4.30pm, Monday to Friday.





# Legal and Financial

## Advance Care Planning

A national program funded by the Australian Government Department of Health that provides phone advisory services. The website provides information which can help answer your advance care planning questions.

Advance care planning involves developing plans for your health and personal care based on your preferences.

**Phone:** 1300 208 582

**Web:** [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au)

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## Citizens Advice Bureau

An independent not-for-profit organisation that offers information and referrals, low-cost legal advice and a mediation service.

**Phone:** 9221 5711,  
Midland Office  
9271 2500

**Web:** [www.cabwa.com.au](http://www.cabwa.com.au)

**Address:** Perth: 1/25 Barrack St, Perth WA 6000

Midland: Shop 6/4 Old Great Northern Hwy, Midland WA 6056

## Council of the Ageing WA

Provides advocacy to improve and protect the wellbeing of older people. COTA offers information and advice on an extensive range of issues affecting older adults.

**Phone:** 9472 0104

**Web:** [www.cotawa.org.au](http://www.cotawa.org.au)

**Address:** Suite 2, 61 Kitchener Avenue,  
Victoria Park WA 6100

PO Box 923, Victoria Park  
WA 6979

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## Equal Opportunity Commission of Western Australia

The Commission deals with any general concerns or queries about rights and responsibilities under equal opportunity laws.

**Phone:** 1800 198 149, 9216 3900

**Email:** [eoc@eoc.wa.gov.au](mailto:eoc@eoc.wa.gov.au)

**Web:** [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

**Address:** Albert Facey House, 469  
Wellington St, Perth WA 6000



## Justice of the Peace Services at the City of Bayswater

A Justice of the Peace is a volunteer who provides their services to the community free of charge.

Please note:

- If a document is required to be signed by a Notary Public, you must seek one out as a Justice of the Peace is not sufficient.
- Maximum of five documents per customer.
- If the document needs a second signatory, the customer will need to bring another person to co-sign. A will or Enduring Power of Attorney requires two people to co-sign. The second signatory should not be a beneficiary.

Justice of the Peace Document Witnessing services will be available at the following locations and times:

### City of Bayswater Civic Centre

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61 Broun Avenue, Morley

Tuesdays 10am – 12pm

Wednesdays 10am – 12pm

Thursdays 10am – 12pm

Please call ahead on 9272 0622 to confirm availability.

### Morley Library

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240 Walter Road West, Morley

Mondays 4.30 – 6.30pm

Thursdays 4.30 – 6.30pm

Saturdays 9.30 – 11.30am

Please call ahead on 9272 0980 to confirm availability.

### Maylands Library

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The RISE, 28 Eighth Avenue, Maylands

Thursdays 10am – 12pm

Please call ahead on 9208 2450 to confirm availability.

## Justice of the Peace Signing Service – General

Visit the website below to find a Justice of the Peace near you or call the number provided.

Please note Justices of the Peace are volunteers who provide their services free of charge.

**Phone:** 1300 657 788

**Email:** [jps@justice.wa.gov.au](mailto:jps@justice.wa.gov.au)

**Web:** [www.wa.gov.au/service/justice/civil-law/find-justice-of-the-peace-your-area](http://www.wa.gov.au/service/justice/civil-law/find-justice-of-the-peace-your-area)

## Kin

This is a peak independent advocacy organisation in Western Australia that safeguards the rights of ethnic people with disabilities and their families.

**Phone:** 1800 659 921, 9388 7455

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

**Web:** [kinadvocacy.org.au](http://kinadvocacy.org.au)

**Address:** 132 Main Street, Osborne Park  
WA 6017

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## Legal Aid WA

Legal Aid WA aims to promote access to legal services and information for all. Call the Infoline to find out how they can help with your legal enquiry.

**Phone:** 1300 650 579, 9261 6222

**Web:** [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)

**Address:** Office: 32 St Georges Terrace,  
Perth WA 6000  
GPO Box L916, Perth WA 6842

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## National Seniors

An independent not-for-profit consumer lobby for older Australians.

**Phone:** 1300 765 050

**Email:** [membershipmail@nationalseniors.com.au](mailto:membershipmail@nationalseniors.com.au)

**Web:** [www.nationalseniors.com.au](http://www.nationalseniors.com.au)

## Northern Suburbs Legal Centre

Contact for legal advice and assistance on family law, family and general violence restraining orders and misconduct restraining orders, debts and more.

**Phone:** 9440 1663

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

**Web:** [www.nsclegal.org.au](http://www.nsclegal.org.au)

**Address:** Mirrabooka: 10 Cobbler Place,  
Mirrabooka WA 6061

Open to community Monday –  
Thursday 9am – 4pm and Friday  
9am – 3pm

Joondalup: Building 1, Edith  
Cowan University, 270 Joondalup  
Drive, Joondalup WA 6027

Open to the community Tuesday  
– Wednesday 9am – 4pm and  
Friday 9am – 3pm

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## Advocare Aged Care Rights

Advocare Aged Care Rights is an independent not-for-profit organisation that provides free and confidential advocacy, information and education to seniors and older Aboriginal adults who may have issues with their home or residential care service, need help accessing culturally appropriate aged care services, or are at risk of or experiencing elder abuse.

**Phone:** 9479 7566, 1800 655 566  
(country callers)

1300 724 679  
(WA Elder Abuse Hotline)

**Email:** [rights@advocare.org.au](mailto:rights@advocare.org.au)

**Web:** [www.advocare.org.au](http://www.advocare.org.au)



## Office of the Public Advocate

Contact this office for advice and information on guardianship, administration, enduring powers of attorney and enduring powers of guardianship. The Office of the Public Advocate will print application forms on request. Alternatively, application forms can be obtained from the website, your GP or Aged Care Assessment teams based at local hospitals.

**Phone:** 1300 858 455, 9278 7300

**Email:** opa@justice.wa.gov.au

**Web:** www.publicadvocate.wa.gov.au

**Address:** Level 23, David Malcolm Justice Centre, 28 Barrack Street, Perth WA 6000

PO Box 6293, East Perth WA 6892

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## State Administrative Tribunal

Contact for information and advice on applications for guardianship, enduring powers of attorney, enduring powers of guardianship and Advance Health Directives.

**Phone:** 9219 3111, 1300 306 017

**Web:** www.sat.justice.wa.gov.au

**Address:** Level 6, State Administrative Tribunal Building, 565 Hay Street, Perth WA 6000

GPO Box U1991, Perth 6845

## Older Persons Advocacy Network

The Older Persons Advocacy Network is an independent body funded by the Australian Government that offers free advocacy services, including information about government-funded aged care services, referrals and the rights and responsibilities of older adults.

**Phone:** 1800 700 600

**Email:** enquiries@opan.com.au

**Web:** www.opan.com.au

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## Financial Counselling

Free phone support providing information, strategies and referrals to other organisations.

**Phone:** 1800 007 007 – National Debt Helpline

**Web:** moneysmart.gov.au/managing-debt/financial-counselling

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## Older Australians - Centrelink

Provides income support and access to a range of concessions relevant to eligible older adults, including the age pension, pension bonus scheme, widow allowance, carer payment, disability support pension and seniors' health care card.

**Phone:** 13 23 00

**Web:** www.humanservices.gov.au

**Address:** 38 Rudloc Road, Morley WA 6062

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## National Debt Helpline

**Phone:** 1800 007 007

**Web:** ndh.org.au



# Concessions and Discounts

You may be eligible for a range of City of Bayswater discounts or concessions if you are the holder of one of the following cards:

- Pensioner Concession Card
- Veteran Affairs Card
- State Concession Card
- Commonwealth Seniors Health Card
- WA Seniors Card

To find out if these discounts apply to you, visit [concessions.communities.wa.gov.au](https://concessions.communities.wa.gov.au) or call 6217 6888 or 1800 176 888.

## Concessions accepted at the City of Bayswater

### Local Government Concessions

Rebates for older adults are available at City of Bayswater for Local Government Rates and Emergency Services Levy (ESL) Charges.

Visit [www.bayswater.wa.gov.au/home-and-property/rates/about-rates](https://www.bayswater.wa.gov.au/home-and-property/rates/about-rates) to discover what rebates are available to you.

### Veteran Discount

Effective 1 July 2021, Council introduced a veterans' discount of 10% on adopted fees and charges (with the exception of regulated/prescribed fees) for any eligible resident veteran. A 5% discount is to be applied for eligible non-residents.

Please see [www.bayswater.wa.gov.au/online-services/forms-and-publications/reports/2022/schedule-of-proposed-fees-and-charges-for-2022-23](https://www.bayswater.wa.gov.au/online-services/forms-and-publications/reports/2022/schedule-of-proposed-fees-and-charges-for-2022-23) for more details.

To find out if this discount applies, please enquire with the individual group.

### Seniors Card

Permanent Western Australian residents who meet the age requirements and work less than 25 hours per week can apply for a WA Seniors Card. Card holders can receive a range of benefits and discounts that support an active and healthy life, and the card doubles as a Seniors SmartRider for Transperth.

Application forms are available to download from the WA Seniors Card website, the WA Seniors Card Centre and Australia Post.

**Phone:** 6551 8800  
1800 671 233

**Web:** [www.seniorscard.wa.gov.au](https://www.seniorscard.wa.gov.au)

National Relay Service:  
1800 555 677 (free call)

Interpreting and Translating Service:  
13 14 50 (available 24/7)





## Transperth Concessions

<b>Who is eligible</b>	<b>Proof required</b>	<b>Entitlement</b>
Disability Support Pensioner	Pensioner SmartRider	Concession fare or free travel Free travel for companion*
Disability Support Pensioner - Special exemptions*	Proof required	Unrestricted travel
Veteran, War Widow or War Widower	Veteran SmartRider	Concession fare or free travel
WA Senior	Seniors SmartRider	Concession fare or free travel
Interstate Senior	Interstate Seniors card	Concession fare
Aged Pensioner	Pensioner SmartRider	Concession fare or free travel
Carer	Pensioner SmartRider	Concession fare or free travel

## Department of Transport – Taxi User Subsidy Scheme (TUSS)

Eligible members of this scheme are provided with reduced taxi rates through a membership card and a book of taxi vouchers. The scheme is accessible to permanent residents of Western Australia who have a severe mobility, vision or intellectual disability. The amount of subsidy received depends on eligibility.

**Phone:** 1300 660 147

**Email:** [subsidies@transport.wa.gov.au](mailto:subsidies@transport.wa.gov.au)

**Web:** [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

## Concessions WA

The Government of Western Australia provides a wide range of rebates and concessions to provide financial assistance to older adults to help meet the cost of household bills and essential services.

If you are in receipt of a Pensioner Concession Card, Health Care Card, Commonwealth Seniors Health Card, WA Seniors Card or Department of Veteran Affairs Gold Card, you may be eligible for a range of concessions such as local government and water rebates.

Use the search options to find out details for each concession including eligibility, how to apply and contact details for each State Government agency administering the concession.

**Phone:** 6217 6888, 1800 176 888

**Web:** [concessions.communities.wa.gov.au](http://concessions.communities.wa.gov.au)



## Concessions and Discounts



# Safety and Security

## City of Bayswater Security Watch

Security Watch offers a 24-hour, 7 day a week mobile security patrol service.

**Phone:** 1300 360 333

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## Bayswater Police Station

**Phone:** 9473 5500

**Address:** 73-77 Whatley Cres, Bayswater WA 6053

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## Morley Police Station

**Phone:** 9375 4000

**Address:** 318 Coode St, Dianella WA 6059

To find your local police station, visit [www.police.wa.gov.au/Contact-Us/Police](http://www.police.wa.gov.au/Contact-Us/Police)

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## Neighbourhood Watch

The main function of Neighbourhood Watch is based on creating a local network of neighbours who help each other, make each other feel safe, look after shared places, and keep their street safe.

**Phone:** 9222 1513

**Email:** [info@nhw.wa.gov.au](mailto:info@nhw.wa.gov.au)

**Web:** [www.nhw.wa.gov.au](http://www.nhw.wa.gov.au)

**Address:** Level 3, 2 Adelaide Terrace, East Perth WA 6064

## Chinese Neighbourhood Watch

Your local neighbourhood, the wider community and WA Police are working together to maintain a safer community.

**Web:** [nhwchinesegroup.org.au](http://nhwchinesegroup.org.au)

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## Crime Stoppers

Report criminal activity in your community.

**Phone:** 1800 333 000

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## Stay Smart Online

Cybersecurity information and the simple steps you can take to stay safe online.

**Web:** [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)

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## Report a Hoon

**Web:** [www.police.wa.gov.au/Police-Direct/Traffic/Traffic-Complaint-Form/Questions-A](http://www.police.wa.gov.au/Police-Direct/Traffic/Traffic-Complaint-Form/Questions-A)

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## Western Australian Government WA Scamnet

Provides information about common scams, advice and tips on how to avoid scams and protect yourself online. In the event of a scam, please use the reporting tool.

**Phone:** 1300 304 054

**Web:** [www.scamnet.wa.gov.au/scamnet/Home.htm](http://www.scamnet.wa.gov.au/scamnet/Home.htm)



## Australian Government Scamwatch

Scamwatch is run by the Australian Competition and Consumer Commission. It provides information to consumers and small businesses about how to recognise, avoid and report scams.

**Web:** [www.scamwatch.gov.au](http://www.scamwatch.gov.au)







# Support and Health Services

## My Aged Care

The starting point to help you access community support including home care or residential care is through the Australian Government My Aged Care phone line and website. My Aged Care is the best way to access aged services and information. Services include home care services and home care packages, specialist nursing, palliative care, community transport, home hospital and allied health services from providers.

**Phone:** 1800 200 422

**Web:** [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

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## My Health Record

When you have a My Health Record, your health information can be viewed securely online even if you move or travel interstate. It will keep track of your health information in one secure place.

**Phone:** 1800 723 471

**Web:** [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

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## Health Direct

Delivers free 24-hour health advice and practical health information. Experienced nurses provide immediate professional medical advice.

**Phone:** 1800 022 222

**Web:** [www.healthdirect.gov.au](http://www.healthdirect.gov.au)

## National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is the new way of providing support for people with disability, their families and carers in Australia.

The NDIS provides information and referrals to existing support services in the community, including personal care and support, access to the community, therapy services and essential equipment. This service is for people aged under 65.

**Phone:** 1800 800 110

**Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

**Web:** [www.ndis.gov.au](http://www.ndis.gov.au)

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## Saturn Pathology

Saturn Pathology is a certified Western Australian medical laboratory that offers mobile appointment-based blood test collections.

**Phone:** 9253 4800

**Web:** [www.saturnpathology.com.au](http://www.saturnpathology.com.au)



## Allied Health Providers

Did you know you may be eligible for free specialist health appointments such as physiotherapy or psychology? If you have a chronic health condition, ask your doctor about a chronic disease management plan. Need mental health support? Ask about a mental health treatment plan.

Visit [www.healthdirect.gov.au/mental-health-treatment-plan](http://www.healthdirect.gov.au/mental-health-treatment-plan) for information on how to get a mental health treatment plan.

Visit [www1.health.gov.au/internet/main/publishing.nsf/Content/mbsprimarycare-chronicdisease-pdf-infosheet](http://www1.health.gov.au/internet/main/publishing.nsf/Content/mbsprimarycare-chronicdisease-pdf-infosheet) for information about the chronic disease management plan.

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## Alzheimer's WA

Offers advocacy, information, training, services and support to people living with Alzheimer's disease, short term memory loss or dementia, and their carers.

**Phone:** 1300 667 788

**Web:** [www.alzheimerswa.org.au](http://www.alzheimerswa.org.au)

**Address:** 1/40 Subiaco Square Rd,  
Subiaco WA 6008  
PO Box 1509, Subiaco WA 6904

## Parkinson's Support Group

A monthly support group is held at the Bayswater Community Centre for people living with Parkinson's, and their partners/carers.

**Phone:** 6457 7373

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

**Web:** [www.parkinsonswa.org.au](http://www.parkinsonswa.org.au)

**Address:** The Niche, 11 Aberdare Rd,  
Nedlands WA 6009

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## Men's Domestic Violence Helpline

The Men's Domestic Violence Helpline is a statewide 24-hour service and provides telephone information and referral to ongoing face-to-face services for men who are concerned about their violent and abusive behaviors.

**Phone:** 1800 000 599

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## Women's Domestic Violence Helpline WA

The Women's Domestic Violence Helpline provides support for women, with or without children, who are experiencing family and domestic violence in Western Australia (including referrals to women's refuges).

**Phone:** 1800 007 339

## White Ribbon Australia

A 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

**Phone:** 1800 737 732

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## Orana House

The Orana House Women's Refuge provides safe, temporary accommodation and associated support services to women and their children who need to escape family and domestic violence.

**Phone:** 9370 4544

**Email:** admin@orana.net.au

**Web:** orana.net.au

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## 55 Central

55 Central provides housing and support services to people who are facing homelessness, living with mental illness or addiction issues, or have other issues.

**Phone:** 9272 1333

**Email:** enquiries@55central.asn.au

**Web:** 55central.asn.au

**Address:** 55 Central Ave, Maylands  
WA 6051

## People Who Care

People Who Care is a not-for-profit volunteer service providing volunteer support to people in need.

### **Starting Over Support (SOS) Office:**

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**Phone:** 9379 1944

**Email:** enquiries@peoplewhocare.org.au

**Web:** www.peoplewhocare.org.au

**Address:** 44 Bonner Drive, Malaga WA  
6090

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## National Dementia Helpline

This phone line offers confidential, free information about dementia and memory loss, and local services and government support services.

**Phone:** 1800 100 500

**Web:** www.dementia.org.au

**Address:** Perth Office  
32/118 Royal Street, East Perth  
WA 6004

**Phone:** 9225 4094

**Email:** wa.admin@dementia.org.au

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## Cancer Council WA

Provides a range of services including counselling, practical support and groups.

**Phone:** 13 11 20, 9212 4333

**Web:** www.cancerwa.asn.au



## Technology for Ageing & Disability WA

A not-for-profit organisation that provides home modifications, technology support, chronic pain management, and recreation and mobility assistance.

**Phone:** 9379 7400

**Email:** enquiries@tadwa.org.au

**Web:** tadwa.org.au

**Address:** 371 Collier Rd, Bassendean  
WA 6054

## Wanslea Grandcare

Support for grandparents who are raising their grandchildren.

### Head Office WA

**Phone:** 9245 2441, Monday to Friday  
8am–5pm

**Address:** 110 Scarborough Beach Rd,  
Scarborough WA 6019

PO Box 211, Scarborough  
WA 6922





# Mental Health

## GP Mental Health Treatment Plan

A mental health treatment plan lets you claim up to 10 sessions with a mental health professional each calendar year. Speak to your GP to find out more about this service.

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## MensLine Australia

Provides telephone and online counselling service support for Australian men.

**Phone:** 1300 789 978

**Web:** [mensline.org.au](http://mensline.org.au)

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## Open Arms

Provides free and confidential counselling to anyone who has served at least one day in the Australian Defence Force, and their families.

**Phone:** 1800 011 046

**Web:** [www.openarms.gov.au](http://www.openarms.gov.au)

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## Relationships Australia

Delivers an elder support and relationship service, including counselling and mediation support if you are caring for a spouse with dementia or other demanding health concerns. They also focus on specific older adult-related issues, such as guardianship, enduring power of attorney and advanced health directives.

**Phone:** 1300 364 277

**Web:** [www.relationshipswa.org.au](http://www.relationshipswa.org.au)

## Peel Senior Relationship Service

The Peel Senior Relationship Service is a case management and mediation service supporting older people living in Western Australia and their families to find solutions to ageing-related issues.

**Phone:** 6164 0173

**Address:** 7 Cooper Street, Mandurah  
WA 6210

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## GriefLine Community & Family Services Inc.

This national loss and grief phone line provides anonymous support and specialist counselling services. All calls are confidential and free. Grief can occur in relation to life stages such as changing relationship roles, loss of loved ones and retirement.

**Phone:** 1300 845 745

**Web:** [griefline.org.au](http://griefline.org.au)





## The Samaritans 24/7 Anonymous Crisis Support

Provides 24/7 telephone crisis support to people in need of emotional support. The Samaritans can help you work through difficult feelings and assist with a range of emotional, relational and financial issues. This service is confidential, non-judgmental and non-religious.

**Phone:** 13 52 47

**Web:** [www.thesamaritans.org.au](http://www.thesamaritans.org.au)

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## Beyondblue

Beyondblue provides the information and skills needed to maintain good mental health and wellbeing, and recognise symptoms of depression and anxiety in yourself or people close to you.

**Phone:** 1300 224 636

**Web:** [www.beyondblue.org.au](http://www.beyondblue.org.au)

## PORTS Face to Face - Morley

Provides free short-term, evidence-based, brief intervention psychological services. Patients will need a referral from their GP to access this service.

**Phone:** 1800 000 677

**Web:** [www.orsgroup.com.au](http://www.orsgroup.com.au)

**Address:** Unit 6 & 7, 29 Collier Road,  
Morley WA 6062



# Carer Support

## Carers WA

Carers WA offer a range of services for carers who provide unpaid care and support to a family member or friend who has a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue, or is frail aged.

**Phone:** 1300 227 377 or 1800 007 332  
(Counselling line)

**Web:** [www.carerswa.asn.au](http://www.carerswa.asn.au)

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## Carer Gateway

This national online and phone service provides practical information and resources to support carers. Use the interactive service finder to connect to local support services.

**Phone:** 1800 422 737

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

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## Companion Card WA

People who have a permanent disability and require attendant care support from a companion to attend community events and activities may be eligible to apply for a Companion Card. The card can be presented when booking or purchasing a ticket from a participating business to secure a second ticket for a companion at no charge.

**Phone:** 1800 617 337

**Web:** [www.wacompanioncard.org.au](http://www.wacompanioncard.org.au)

## Grandcarers Support Scheme

The scheme provides information and financial support for older adults with full-time responsibility for raising their grandchildren. Eligibility criteria apply.

**Phone:** 1800 794 909

**Web:** [www.wanslea.asn.au](http://www.wanslea.asn.au)

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## Indigo

Provides assistance to choose and access equipment, technology and services to increase and maintain independence and wellbeing.

**Phone:** 1300 885 886

**Email:** [help@indigosolutions.org.au](mailto:help@indigosolutions.org.au)

**Web:** [www.indigosolutions.org.au](http://www.indigosolutions.org.au)





# Communication and Other Information

## Australian Government Services

This online platform delivers information about Commonwealth Government services.

**Web:** [www.australia.gov.au](http://www.australia.gov.au)

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## MyGov

This Australian Government website provides information about MyGov and is a secure way to access government services online.

**Web:** [www.my.gov.au](http://www.my.gov.au)

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## The Salvation Army - Morley

Provides a range of emergency relief services, information and support to individuals and families facing a crisis. They can also liaise with utility providers about outstanding bills, or with Centrelink about payments and referral to other support services.

**Phone:** 9279 4500

**Email:** [corps.morley@aus.salvationarmy.org](mailto:corps.morley@aus.salvationarmy.org)

**Web:** [www.salvationarmy.org.au/morley](http://www.salvationarmy.org.au/morley)

**Address:** 565 Walter Road East, Morley  
WA 6062

## Pet Care

### The Pets of Older Persons (POOPS) Program

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This no-fee service run by volunteers aims to keep older adults (65+) and their pets together. If you are having difficulty managing your pet due to age or disability, contact POOPS.

They can help with dog walking and transport to/from vet clinics and much more. Eligibility criteria applies.

**Phone:** 1300 1100 92

**Email:** [admin@poopswa.org.au](mailto:admin@poopswa.org.au)

**Web:** [www.poopswa.org.au](http://www.poopswa.org.au)

**Address:** PO Box 85, Maylands WA 6931

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## National Disability Services

Provides information about non-government disability service organisations.

### WA State Office

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**Phone:** 9242 5544

**Web:** [www.nds.org.au](http://www.nds.org.au)

**Address:** PO Box 184, Northbridge WA  
6865 or 12 Lindsay Street, Perth  
WA 6000



## Retirees WA

A not-for-profit organisation advocating for older adults and providing Retiree WA members access to a range of benefits.

**Phone:** 9362 0100

**Email:** [info@retireeswa.com.au](mailto:info@retireeswa.com.au)

**Web:** [www.retireeswa.com.au](http://www.retireeswa.com.au)

**Address:** Suite 2, 915 Albany Highway,  
East Victoria Park WA 6101

## Telecross (Red Cross)

A daily telephone call to check on your wellbeing to provide peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help.

A volunteer will check to see that you are well and provide a friendly voice to wake up to each morning.

**Phone:** 1300 885 698



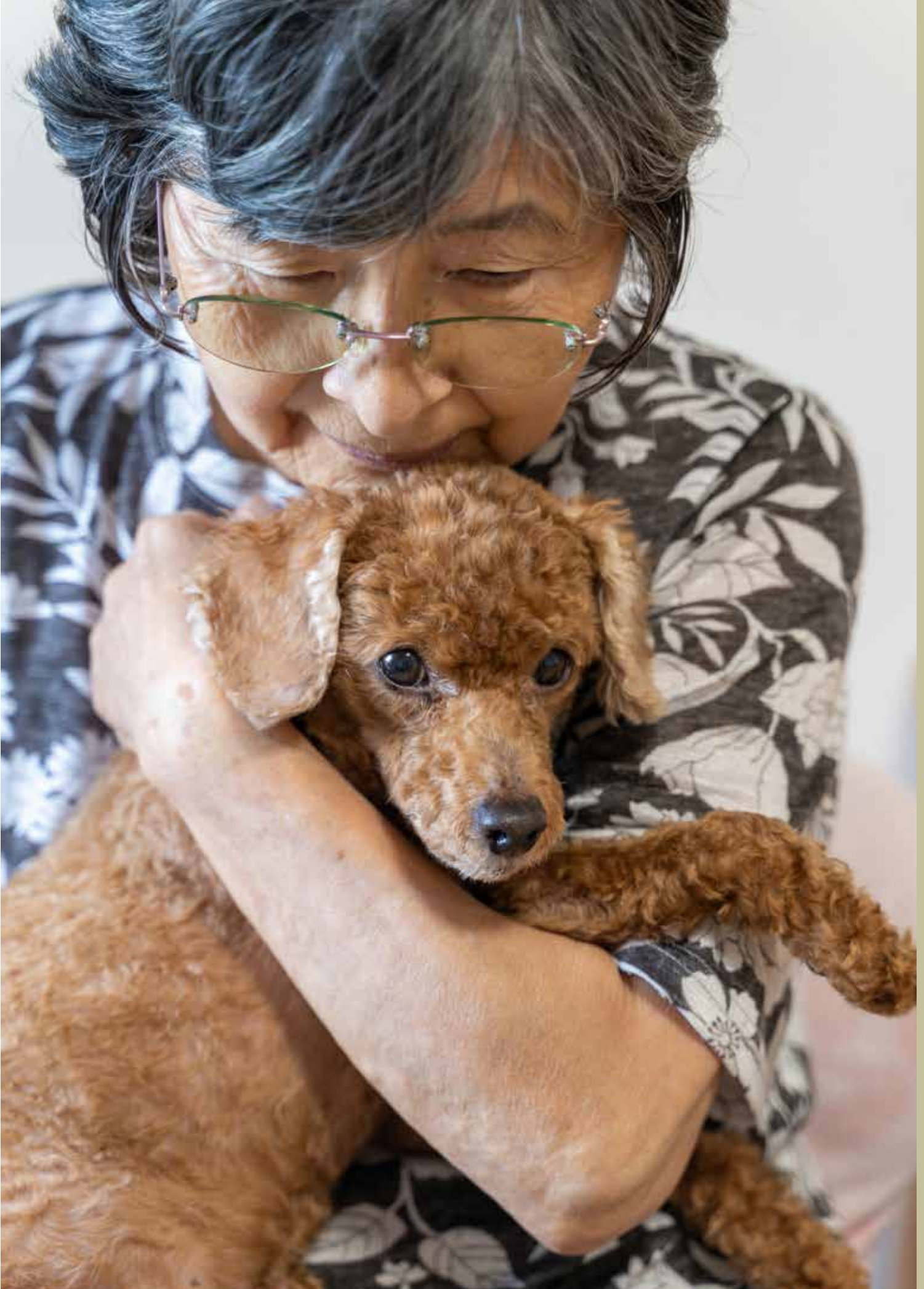


## Culturally and Linguistically Diverse Network Contact List

<b>Name</b>	<b>Address</b>	<b>Website</b>	<b>Phone</b>	<b>Email Address</b>
ECHO Community Services	72 Toowong St, Bayswater	www.echocommunity.org.au	9271 7011	info@echocommunity.org.au
Filipino - Australian Club of Perth	1 Catherine St, Bedford		0407 815 643	facpi.executivecommittee@gmail.com
Western Australia Multicultural Association Inc.	Tuart College, Room A28, 105 Banksia St, Tuart Hill	www.wamainc.org.au	0418 921 793	president@wamainc.org.au
Multicultural Service Centre WA	20 View St, North Perth	www.mscwa.com.au	9328 2699	
Rainbow WA Association of Polish Women	33 Eighth St, Maylands	www.polishwomen.org.au	9271 2036	

## Disability Network Contact List

<b>Organisation</b>	<b>Contact</b>
Abilities WA	1300 106 106
Assistance Dogs Australia	1800 688 364
Crisis Care	1800 199 008
Citizens Advice Bureau	9221 5711
Department of Health	1800 020 103
Disabilities Services	1800 176 888
Family Help Line – Wishing Well Clinic	1800 643 000
Guide Dogs WA	9311 8202
Health Direct	1800 022 222
Legal Aid WA	1300 650 579





# Food Assistance

## Foodbank

**Phone:** 9258 9277

**Web:** [foodbank.org.au](http://foodbank.org.au)

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## Mobile Foodbank

55 Central

**Address:** 55 Central Ave, Maylands  
WA 6051

Available Wednesday, 9.30 – 10am

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## The Salvation Army - Morley

**Address:** 565 Walter Rd East, Morley  
WA 6052

Available Wednesday, 10.15 – 11am



# Home and Garden Maintenance

## People Who Care

People Who Care are a not-for-profit service provider. They provide a range of services including but not limited to lawn mowing, hedge trimming, weeding, repairs and general maintenance.

**Phone:** 9379 1944

**Web:** [www.peoplewhocare.org.au/services-and-initiatives/garden-maintenance](http://www.peoplewhocare.org.au/services-and-initiatives/garden-maintenance)

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## Silverchain

Silverchain provide a range of home and garden assistance including help around the house, laundry, gardening and lawn care services.

**Phone:** 1300 650 803

## Chorus

Chorus can help with everyday household tasks, including cleaning and grocery shopping. They also have a gardening and home maintenance team to provide the assistance you need.

### Head Office

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**Phone:** 1800 264 268

**Email:** [hello@chorus.org.au](mailto:hello@chorus.org.au)

**Address:** 43 Planet Street, Carlisle WA 6101





# My Emergency Contacts

**Name**

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**Phone**

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**Doctor**

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**Family friend**

---

---

**Neighbour**

---

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City of  
**Bayswater**

61 Broun Avenue, Morley WA 6062

Civic Centre Opening Hours: 8.30am - 4.30pm (Monday to Friday)

Mailing address: PO Box 467 Morley WA 6943

P: 9272 0622 | [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au) | [bayswater.wa.gov.au](http://bayswater.wa.gov.au)

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

 [instagram.com/cityofbayswater](https://www.instagram.com/cityofbayswater)



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