

Service Directory for Older Adults

An age-friendly initiative by the City of Bayswater



Acknowledgement

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

DISCLAIMER

The information in this Age Friendly Service Directory 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 Age Friendly Service Directory 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 Age Friendly Service Directory 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.

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Mayor's Message

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.



To get the most out of life we would all like to live a healthy and positive lifestyle. It is well recognised that it is not just our physical health, but also our mental health and wellbeing that plays a vital role in building a purposeful life.

We know that people do much better when they are active, contributing and have opportunities to participate, learn and develop. Community interaction and social participation can enhance quality of life as we grow older.

This easy to navigate Age Friendly Service Directory provides information about government, not for profit organisations, City events, services and broader health and community support programs relevant to older adults in the City of Bayswater.

I hope the Age Friendly Service Directory encourages you to get connected, to stay connected, or to try something new in your community and access the support and services needed to age well, to live your best life!

Mayor Dan Bull

City of Bayswater



Emergency Numbers

Police, Fire and Ambulance

For emergency situations.

Phone: 000

Emergency for hearing impaired

106 (through National Relay Service)

Police Assistance

For non-emergency reports and enquiries.

Phone: 13 14 44

Department of Fire and Emergency Services (DFES)

Emergency Information

Phone: 13 33 37

State Emergency Service

For emergency response in floods and storms.

Phone: 13 25 00

Non-Emergency response

Phone: 9271 3347

City of Bayswater Security Watch

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

Phone: 1300 360 333



City Contacts 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, you can visit the City's website or contact the City.

Phone: 9272 0622

Fax: 9272 0665

Email: mail@bayswater.wa.gov.au

Web: www.bayswater.wa.gov.au

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

Need help reading our website or need information translated?

Text can be resized by adjusting the settings in your web browser.

The City's website has BrowseAloud digital software installed (also known as a screen reader), to make content more accessible with reading and translation support.

Follow these simple steps to use BrowseAloud:

- Click on the orange BrowseAloud icon that appears on the bottom right of your computer screen to launch the support toolbar.
- Click on any text to hear it read out loud. All the features are accessed from a floating toolbar - allowing you to drag and drop it anywhere on screen.

The City's website also has information relating to Translating and Interpreting Services.

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.

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 located at the following City of Bayswater facilities:

- The RISE – 28 Eighth Avenue, Maylands
- Bayswater Public Library – 27 King William Street, Bayswater
- Bayswater Waves – Cnr Broun Avenue & Priestley Street, Embleton
- City of Bayswater Civic Centre – 61 Broun Avenue, Morley

Phone: 9272 0622

Web: www.rechargescheme.org.au





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

Please refer to the Concession and Discounts section of this directory for more information.

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

The City's Annual Event Calendar is included in the pouch at the back of this directory for your reference. This calendar contains details about up-coming City events.

Every year, we encourage you to collect the latest City Annual Event Calendar to add to your directory pouch.

Phone: 9272 0622

Web: www.bayswater.wa.gov.au

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.

The RISE

The RISE is an acronym for Recreation, Information, Socialising and Entertainment and offers a wide-range of facilities and services to the City's residents.

Phone: 9208 2400

Email: rise@bayswater.wa.gov.au

Address: 28 Eighth Avenue, Maylands WA 6051

Bayswater Waves

Bayswater Waves has a number of indoor and outdoor pools with varying temperatures and depths, as well as a number of dedicated walking lanes and water aerobic classes. With a hydrotherapy pool, spa, sauna and steam room, there is something for everyone.

Phone: 9276 6538

Email: waves@bayswater.wa.gov.au

Address: Cnr Broun Avenue & Priestley Street, Embleton WA 6062

Membership and Fees

Discounted membership and concession entry fees are available for older adults and Senior Card holders - see the Concessions and Discounts section in this directory.

City of Bayswater Community Centres are located in Bayswater and Morley, and are activity hubs where older people can socialise and build connections.

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

Other services that the Community Centres provide are podiatry, hairdressing, and computer lessons.

The aim is to promote a happy, fun environment that supports an active and healthy lifestyle. New members are always welcome.

Visit www.bayswater.wa.gov.au to find out more, or contact the Centres below.

Bayswater Community Centre

Phone: 9271 5198

Address: 27 King William Street, Bayswater WA 6053

Morley Community Centre

Phone: 9276 6108

Address: 6A Blades Close, Morley WA 6062 (formerly 1A Lee Street)

Throughout the City of Bayswater, there are many other 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 City's Community Directory and find a group that meets your interests.

Web: www.bayswater.wa.gov.au

Bayswater Community Men's Shed

The Bayswater Community Men's Shed provides men with a place to be productive, socialise and share a variety of skills.

The Men's Shed promotes men's health and wellbeing by providing a safe and supportive environment for all men to meet in a relaxed atmosphere.

Phone: 9370 5136 (Secretary)

Email: Secretary@baysieshed.org.au

Address: 21 King Street, Bayswater 6053 (Corner Raymond Ave)

Web: www.baysieshed.org.au

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 Development Team. Conditions apply.

Phone: 9272 0974

Web: www.bayswater.wa.gov.au

City of Bayswater Volunteer Program

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

The City offers many opportunities for older adults to contribute to building the strength of our community through sharing their time and valuable skills. Older adults wishing to volunteer their time in a variety of different City programs are encouraged to apply to become City registered volunteers.

Coordinator Active Ageing and Volunteers

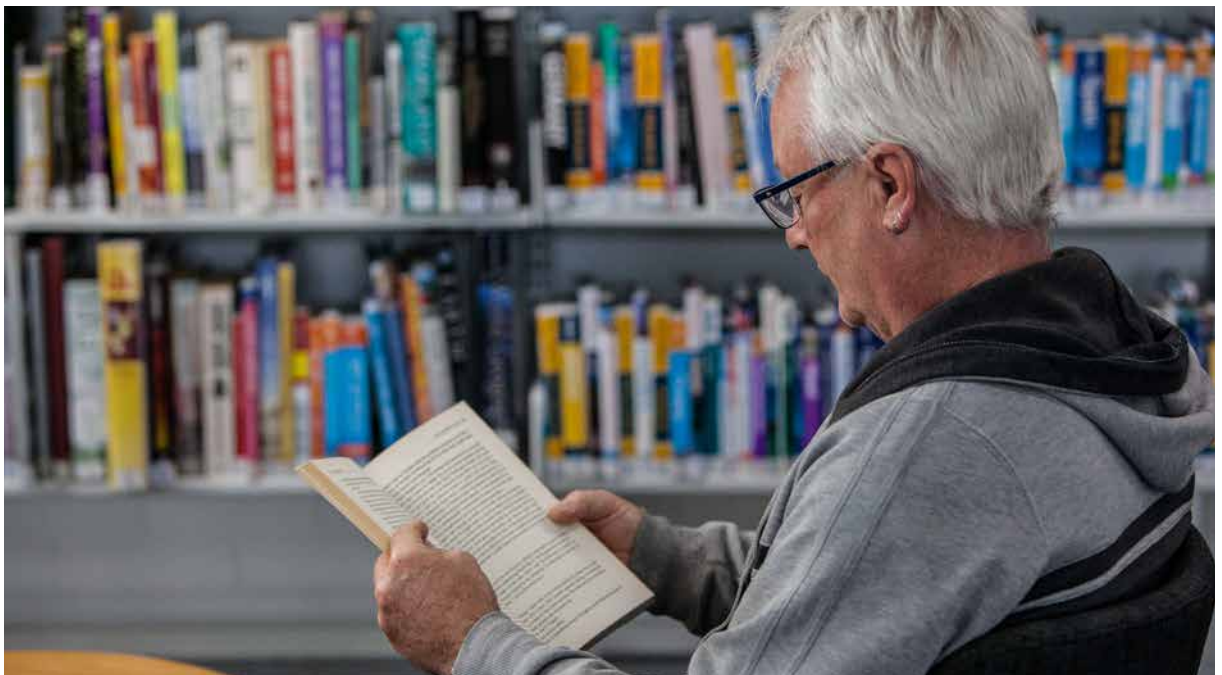
Phone: 9270 4107

Email: mail@bayswater.wa.gov.au

The City of Bayswater has three libraries located in Morley, Bayswater and Maylands.

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

- Free monthly adult events for the over 55s, including talks, presentations, and workshops on topics that are of current interest
- Board game afternoons, book clubs and various other activities
- Deliveries of library items for City of Bayswater residents living in their own homes who are homebound
- Magnifying glass
- Library material ranging from books, large print books and audio books, to magazines and newspapers
- 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, Trove - the holdings of the National Library of Australia.





Maylands Library

Phone: 9208 2450

Email: maylibrary@bayswater.gov.au

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



Bayswater Library

Phone: 9271 2340 or 9370 3370

Email: baylibrary@bayswater.wa.gov.au

Address: 27 King William Street,
Bayswater WA 6053



Morley Library

Phone: 9272 0980

Email: morleylibrary@bayswater.wa.gov.au

Address: 240 Walter Road West,
Morley WA 6062



Health and Wellbeing

Walking Groups

Whether you want to do it for exercise, for social contact, or just enjoy being active outdoors, why not join one of the two walking groups located within the City of Bayswater. Walking groups are free, suitable for all ages and bookings are not required.

- Hillcrest Walking Group
 - Thursdays from 7am at Hillcrest Reserve - Coode Street, Bayswater
- Bayswater Walking Group
 - Tuesdays and Fridays from 8am at AP Hinds Reserve - Milne Street, Bayswater

If you have your own walking group that you wish to promote through the City, please send relevant information through to mail@bayswater.wa.gov.au.



Falls Prevention

Stay on Your Feet – Move Improve Remove

‘Stay on Your Feet’ is WA’s falls prevention program for older adults living in the community. This program can help you to reduce falls and fall related injuries. Referrals to appropriate services which assist with investigating falls risk factors and risk reduction strategies can be provided.

Phone: 6166 7688 or 1300 303 540 (local rate call in WA)

Web: www.stayonyourfeet.com.au

The Seniors’ Recreation Council of WA

Ask for a free copy of ‘Add Life to your Years’ – a directory of sport and recreation for over 50s. Also available online.

Phone: 9492 9773

Web: www.srcwa.asn.au

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

Health Direct

Delivers free 24-hour health advice and practical health information. Experienced nurses provide immediate professional medical advice on how urgent a health concern may be and what to do about it.

Phone: 1800 022 222

Web: www.healthdirect.gov.au

National Disability Insurance Scheme (NDIS)

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.

Phone: 1800 800 110

Web: www.ndis.gov.au

GP2U

An online service providing consultations with Australian GPs and specialists via video conferencing.

Phone: 1300 472 866

Web: www.gp2u.com.au

Alzheimer's WA

Offers advocacy, information, training, services and supports 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

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: 9271 5198 (Bayswater Community Centre)
or 6457 7373 (Parkinson's Association)

Web: www.parkinsonswa.org.au

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

Independent Living Centre (ILC) WA

ILC services are for older people, and people with disability and their carers. They assist people to choose and access equipment, technology and services to increase and maintain independence and wellbeing.

Phone: 1300 885 886

Web: www.ilc.com.au

Beyondblue

Beyondblue can provide you with 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 – 24 hours/ 7 days a week

Web: www.beyondblue.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 to work through difficult feelings and assist with a range of emotional, relational and financial issues. This service is confidential, non-judgemental and non-religious.

Phone: 13 52 47

Web: www.thesamaritans.org.au



English conversation group volunteers, Maylands Library.

Multicultural Services Centre of WA

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

Phone: 6150 9326

Web: www.mscwa.com.au

Address: 64 Wellington Road, Morley WA 6062

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 or 6164 0171 (Elder Relationship Services)

Web: www.relationshipswa.org.au

Lifeline WA

Provides access to 24-hour crisis support and suicide prevention services including urgent 24-hour counselling, information and referrals.

Phone: 13 11 14

Web: www.lifelinewa.org.au

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: www.griefline.org.au

Cancer Council WA

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

Phone: 13 11 20

Web: www.cancerwa.asn.au



Housing

Aged Care Facilities - City of Bayswater

Mertome Village

Mertome Village is a retirement village situated in Bayswater.

Phone: 6462 7200

Web: www.juniper.org.au

Address: 30 Winifred Road,
Bayswater WA 6053

Juniper Ella Williams

Juniper Ella Williams in Noranda offers 66 Beds including Dementia Care.

Phone: 9288 4600

Web: www.juniper.org.au

Address: 77 Camboon Road,
Noranda WA 6062

City of Bayswater Hostel

City of Bayswater Hostel in Embleton Avenue is a modern residential care facility near Bayswater Waves.

Phone: 6465 0111

Web: www.juniper.org.au

Address: 21 Embleton Avenue,
Embleton WA 6062

Salisbury Retreat

Salisbury Retreat in Salisbury Street, Bedford (opposite the Filipino Club) is an independent living complex of 8 villas.

Phone: 6462 7200

Web: www.juniper.org.au

Address: 135 Salisbury Street,
Bedford WA 6052

Carramar Village

Carramar Village is a mix of independent living and residential care.

Phone: Residential Care - 9378 8200
Independent Living - 6462 7200

Web: www.juniper.org.au

Address: 23A Redgum Way,
Morley WA 6062

Noranda Village

Noranda Village is a small independent living complex of 12 villas.

Phone: 6462 7200

Web: www.juniper.org.au

Address: 11 Walmsley Drive,
Noranda WA 6062

You can access further information about these facilities by visiting www.myagedcare.gov.au

Seniors Housing Advisory Centre (SHAC)

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

Commonwealth Home Support Programme - My Aged Care

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 apply.

Phone: 1800 200 422

Web: www.myagedcare.gov.au

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





Home Care and Support

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

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.

Phone: 1800 555 660 (voice calls)

Email: helpdesk@relayservice.com.au

Web: www.relayservice.gov.au

Translating and Interpreting Service

Phone: 13 14 50

Web: www.tisnational.gov.au



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



Commonwealth Respite and Carelink Centre

This national service provides a link to carer support services, and assists carers with options for regular, short-term and emergency respite.

Phone: 1800 052 222 (office hours)
or 1800 059 059 (emergency respite outside office hours)

Web: www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres

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

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

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



Transport

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 public and private businesses.

Phone: 9242 5544

Web: www.acrod.org.au

St John Community Transport

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. Eligibility criteria apply.

Phone: 9334 1300

Web: www.stjohnwa.com.au

Crown Casino Bus

If you want to spend a fun day out at Crown Casino Perth, contact the Crown Perth Bus. It's an easy and accessible way to enjoy the entertainment options at Crown Perth.

Phone: 9362 7926

Web: www.crownperth.com.au

Recharge Point – Galleria Shopping Centre

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.

A recharge point is located at the Walter Road and Wellington Road entry at the Galleria near the undercover parking area. It is situated inside the centre at the base of the travelators.

Phone: 9272 0622

Web: www.rechargescheme.org.au

Also refer to the City Contacts and Information on page 7 – Recharge Points

Wheelchair bookings and gopher hire – Shopping Centres

The Galleria Shopping Centre and Noranda Village offer wheelchair bookings. Arrangements can be made for a recurring booking if you visit the centres regularly. The Galleria Shopping Centre also offers gopher hire.

Coventry Village also provide access to a wheelchair. Call prior to visiting to check availability.

Centre: Galleria

Phone: 9375 3783

Centre: Noranda

Phone: 9426 8892

Centre: Coventry Village (wheelchairs only)

Phone: 9275 7711



Transperth

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

Transperth Infoline: 13 62 13

Web: www.transperth.wa.gov.au

National Relay Service: 13 36 77 (quote the relevant PTA phone number).

Translation and interpreters: 13 14 50

Uber Australia

Uber Australia is a service that is accessed through electronic devices via an Application (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/en-AU/cities/perth/



Aboriginal and Torres Strait Islanders

Derbarl Yerrigan - Elizabeth Hansen Autumn Centre

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: 9370 1044

Web: www.dyhs.org.au

Address: 340 Guildford Road, Bayswater WA 6053

Aboriginal Grandparents and Family Support Program (AGFS)

This free program 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

Web: www.whfs.org.au

Australian Indigenous HealthInfoNet - for the Elderly

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

Phone: 9370 6336

Web: www.healthinonet.ecu.edu.au

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

Address: 2 Finchley Crescent, Balga WA 6061

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

Web: www.noongar.org.au





Legal

Advocare Aged Care Rights

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 Line)

Web: www.advocare.org.au

Council of the Ageing (COTA)

Provide advocacy to improve and protect the wellbeing of older people. COTA offers information and advice on an extensive range of issues affecting older adults. Including housing (see Housing section in this directory) and programs such as seniors' safety online.

Phone: 9472 0104

Web: www.cotawa.org.au

Legal Aid WA

Provides free phone and internet information about many areas of the law. Call the Infoline to find out how they can help with your legal enquiry.

Phone: 1300 650 579

Web: www.legalaid.wa.gov.au

The Older Persons Advocacy Network (OPAN)

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

Web: www.opan.com.au

Ethnic Disability Advocacy Centre

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

Phone: 9388 7455

Web: www.edac.org.au

Equal Opportunity Commission of Western Australia

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

Phone: 9216 3900

Web: www.eoc.wa.gov.au

Citizens Advice Bureau - Midland

Offers information and referrals, low-cost legal advice and a mediation service.

Phone: 9274 3000

Web: www.cabwa.com.au



Advance Care Planning

This phone advisory service and website provides information which can help to 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

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

Web: www.publicadvocate.wa.gov.au

State Administrative Tribunal (SAT)

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

Phone: 9219 3111 or 1300 306 017

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



Concessions and Discounts

City of Bayswater Concessions and Rebates

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 (refer to the City Contacts and Information section of this directory).

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.

Local Government Rates Rebates

Rebates for older adults are available at City of Bayswater for Local Government Rates and Emergency Services Levy (ESL) Charges. For 2018/2019 the following rebates apply:

Pensioner Concession Cards:

- Rates 50% rebate capped at \$750 per financial year
- ESL 50% rebate with no capping.

Commonwealth Seniors Health Care Card with a Seniors' Concession Card:

- Rates 50% rebate capped at \$750 per financial year
- ESL 50% rebate with no capping.

Senior Concession Card:

- Rates 25% rebate capped at \$100 per financial year
- ESL 25% rebate with no capping.

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 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 (metro) or 1800 671 233 (country free call)

Web: www.seniorcard.wa.gov.au

National Relay Service: 1800 555 677 (free call)

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



Transperth Concessions

Who is Eligible	Required	Entitlement
WA Senior	Seniors SmartRider	Concession fare or free travel
Aged Pensioner	Pensioner SmartRider	Concession fare or free travel
Veteran, War Widow or War Widower	Veteran SmartRider	Concession fare or free travel
Disability Support Pensioner	Pensioner SmartRider Companion Card issued by National Disability Services	Concession fare or free travel. Free travel for companion
Carer	Pensioner SmartRider	Concession fare or free travel
Person with a vision impairment and accompanying guide	Western Australian Vision Impairment Travel Pass*	Free travel
Holders of WA Health Care Cards and dependents listed on card	Western Australian Health Care Card issued by Centrelink	Concession fare

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

Web: 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

Web: www.concessions.wa.gov.au



General

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

Web: www.salvationarmy.org.au/morley

Address: 565 Walter Road East, Morley WA 6062

Older Australians - Centrelink

Provides income support and access to a range of concessions relevant to eligible older adults. Including Age pension, Pension Bonus Scheme, Widow Allowance, Carer Payment, Disability Support Pension and Seniors' Health Care Card.

Phone: 13 23 00

Address: 38 Rudloc Road, Morley WA 6062

Web: www.humanservices.gov.au

Department of Veterans' Affairs

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

Phone: 1800 555 254

Web: www.dva.gov.au

Justice of the Peace Signing Service

A Justice of the Peace Signing Service is available at the City's RISE in Maylands and Civic Centre in Morley.

Phone: 9272 0622

Pet Care – The Pets of Older Persons (POOPS) Program

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 apply.

Web: www.poopswa.org.au

Australian Government Services

This online platform delivers information about Commonwealth Government services.

Web: www.australia.gov.au

MyGov

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

Web: www.my.gov.au

Financial Counselling Helpline

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

Phone: 1800 007 007



National Seniors

An independent consumer lobby for older Australians.

Web: www.nationalseniors.com.au

Stay Smart Online

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

Web: www.staysmartonline.gov.au

Compare Choose Contact

This Australian website allows you to compare and choose options for retirement village living that best suits you. Listings are Australia wide.

Web: www.agedcareguide.com.au/retirement-villages

National Disability Services

Provides information about non-government disability service organisations.

Web: www.nds.org.au

Greypath

This free website offers a gateway to the internet for retirees and older adults.

Web: www.greypath.com.au

Retirees WA

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

Web: www.retireeswa.com.au

Australian Libraries

Provides access and information to Australian libraries and finding books at specific libraries around Australia.

Web: www.nla.gov.au/libraries

U3A Online

University of the Third Age delivers online learning via the Internet.

Web: www.u3auwa.org

Adult Learning Australia

Find adult learning courses in your local area, access lifelong adult learning online.

Web: www.ala.asn.au

City of Bayswater

City of Bayswater

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This directory is available in alternative formats upon request.

