

## 6. SERVICES AND SUPPORT

This section offers a starting point for older people, carers and families to access the support, information and services they need. For more information you can contact Healthy Ageing on 9658 9190 or email [healthyageing@melbourne.vic.gov.au](mailto:healthyageing@melbourne.vic.gov.au)





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## Local support

### City of Melbourne

#### Customer service

City of Melbourne is here to help. You can contact us by phone, or visit our Customer Service Centre. You can also visit our website to report an issue, submit an enquiry, feedback or complaint, make online payments, or access commonly requested services. We aim to respond within two working days.

#### **Customer Service Centre at Melbourne Town Hall**

120 Swanston Street, Melbourne

8.30am to 5pm, Monday to Friday (public holidays excluded).

9658 9658

Submit a query from [services.melbourne.vic.gov.au/ask/question](https://services.melbourne.vic.gov.au/ask/question)  
[melbourne.vic.gov.au](https://melbourne.vic.gov.au)

## Local support

### Community Connector

The Community Connector helps older people with information and support to connect with services they need, including:

- Understanding the aged care system including eligibility, access, assessment and how to find a service provider
- Linking with social, health and community support
- Getting involved in healthy ageing programs and community participation opportunities.

9658 9190

[healthyageing@melbourne.vic.gov.au](mailto:healthyageing@melbourne.vic.gov.au)

[melbourne.vic.gov.au/olderpeople](https://melbourne.vic.gov.au/olderpeople)

## Local support

### Helping Out Guide

The Helping Out guide provides a comprehensive list of free and low-cost services for people experiencing hardship and homelessness. You can pick up a free physical copy of the guide from venues across the city, like our libraries, at Melbourne Town Hall and cohealth venues, or visit the website to download a digital copy.

[melbourne.vic.gov.au/helping-out-guide](https://melbourne.vic.gov.au/helping-out-guide)

### Community Food Guide

City of Melbourne's Community Food Guide is a resource for anyone in the community who needs information about how to access affordable, fresh and healthy food. Visit the website to explore an interactive community food map and to access a digital copy of the guide.

[melbourne.vic.gov.au/communityfoodguide](https://melbourne.vic.gov.au/communityfoodguide)

## Local support

### Fareshare Library Feeds

We have teamed up with FareShare to offer free, healthy frozen meals for people who need them. Collect during opening hours from the freezer in the foyer at Kathleen Syme Library and Community Centre. Halal, vegetarian and other options are available.

**251 Faraday Street, Carlton**  
**9658 7300**

## Local support

### Service directories

#### Ask Izzy

A service referral website connecting people in need with housing, a meal, financial help, family violence support, counselling, recreation and much more. It is free and anonymous, with thousands of services listed across Australia. Visit the website to connect with local services today!

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

#### Seniors Online Victoria

Providing information to senior Victorians to participate in community life, maximise their health and wellbeing, and age well. This includes overseeing the Victorian Seniors Card program, which encourages older Victorians to keep active and engaged in the community through offers and incentives that make it affordable to get out and about. Visit the website to apply today.

1300 797 210

[seniorsonline@dffh.vic.gov.au](mailto:seniorsonline@dffh.vic.gov.au)

[seniorsonline.vic.gov.au](http://seniorsonline.vic.gov.au)

## Aboriginal and Torres Strait Islander Services

### Aboriginal Community Elders Services

This service provides support for Aboriginal Elders to access individualised care while living independently in the community and in residential aged-care settings. Services are designed to meet individual, cultural, physical, intellectual, emotional, and social needs. Programs include residential care services, Koori Community Aged Care Program, HACC Planned Activity Group and support for carers.

9383 4244

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

## Aboriginal and Torres Strait Islander Services

### Djirra

Djirra is an Aboriginal Community Controlled Organisation providing a place where culture is shared and celebrated, and where practical support is available to all Aboriginal women and particularly to Aboriginal people who are currently experiencing family violence or have in the past.

As most of Djirra's contact is with women, the work they do is predominantly designed by and for Aboriginal women. This includes services like the Aboriginal Family Violence Legal Service operated by Djirra. Their legal team help Aboriginal and Torres Strait Islander people with both legal and non-legal support. They are client-led and have a positive, professional and non-judgmental approach to their work.

1800 105 303

[info@djirra.org.au](mailto:info@djirra.org.au)

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

## Aboriginal and Torres Strait Islander Services

### Elizabeth Morgan House: Aboriginal Women's Service Inc

The peak body in Victoria for Aboriginal women and children, advising peak Aboriginal organisations, Government and the NGO sector on issues affecting Aboriginal women & families.

Elizabeth Morgan House provides refuge accommodation, specialist family violence services, therapeutic support and works with women in the justice system to uphold and defend their rights to live a life free from violence. Support also extends to parents of Aboriginal children, as well as partners and ex-partners of Aboriginal people.

9403 9400 or 1800 364 297

[info@emhaws.org.au](mailto:info@emhaws.org.au)

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

## Aboriginal and Torres Strait Islander Services

### Ngwala Willumbong Aboriginal Corporation

Ngwala provides individuals and families support through a range of outreach and residential services aimed at holistic health and healing. These span alcohol and other drug misuse, housing and homelessness, family violence and others. Outreach services provide assistance to Aboriginal people who are able to support themselves in the community, while receiving help from Ngwala programs.

9510 3233

[reception@ngwala.org.au](mailto:reception@ngwala.org.au)

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

## Advocacy and elder abuse response services

### 1800RESPECT

This is a free service available 24 hours a day, seven days a week to support people impacted by domestic, family or sexual violence. Support is also available via a live chat service on the website.

1800 737 732

[1800respect.org.au](http://1800respect.org.au)

### Better Place Australia: Respecting Elders service

This service supports older people in addressing conflict relating to family or carers in their lives and preventing elder abuse. It prioritises the safety, rights, and independence of the older person, working with them and, when safe, involving family or carers. If there is a risk of harm, appropriate action is taken, including collaboration with police when needed.

1800 214 117

[respectingelders@betterplace.com.au](mailto:respectingelders@betterplace.com.au)

[betterplaceaustralia.com.au](http://betterplaceaustralia.com.au)

## Advocacy and elder abuse response services

### cohealth - Legal service for older people

cohealth has partnered with Justice Connect to help older people experiencing elder abuse and other legal issues. This is a free, confidential legal service for people aged 55+ years. Eligibility criteria apply.

9448 5537

[cohealth.org.au/service/legal-service-for-older-people](https://cohealth.org.au/service/legal-service-for-older-people)

### Compass

Compass is a national website created to help older Australians navigate the complex issue of elder abuse and to guide action to end the problem. They make resources and information available both for older Australians and for the people who care for and support them.

1800 ELDERHelp (1800 353 374)

[compass.info](https://compass.info)

## Advocacy and elder abuse response services

### Council on the Ageing (COTA) Victoria

The leading not-for-profit organisation representing the interests and rights of people aged 50 and older in Victoria. Today, COTA focuses on promoting opportunities for, and protecting the rights of, older Victorians. This includes supporting the delivery of community group activities. Contact the COTA WISE Information Line for help to navigate access to the services and information you need.

1300 135 090

[askcota@cotavic.org.au](mailto:askcota@cotavic.org.au)

[cotavic.org.au](https://cotavic.org.au)

## Advocacy and elder abuse response services

### Older Persons Advocacy Network: Elder Rights Advocacy (OPAN)

OPAN is a national network of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people across Australia.

Elder Rights Advocacy is the OPAN organisation in Victoria.

ERA helps older people, their families and representatives with issues related to aged care services. The service is free, confidential and independent.

1800 700 600

[admin@era.asn.au](mailto:admin@era.asn.au)

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

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

## Advocacy and elder abuse response services

### The Orange Door

Sometimes things at home or in a relationship are not OK.

The Orange Door listens and helps you to get the support you need, quickly and easily. It's free and you don't need a referral. Help is available for people who are experiencing family violence or who need support with the care and wellbeing of children and young people.

1800 271 045

[wma@orangedoor.vic.gov.au](mailto:wma@orangedoor.vic.gov.au)

[orangedoor.vic.gov.au](http://orangedoor.vic.gov.au)

### Safe Steps

Safe Steps is Victoria's 24/7 family violence crisis service. It is a phone-based service. This crisis line is answered by highly trained, experienced and compassionate Family Violence Crisis Specialists.

1800 015 188

[safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

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

## Advocacy and elder abuse response services

### Seniors Rights Victoria

Seniors Rights Victoria advances the rights of older people and works to prevent elder abuse. Visit the Seniors Rights Victoria website for community education resources and referral information. **If you, or someone you know is experiencing elder abuse in Victoria, help is available through the confidential helpline. Call the number listed and select option 1. If your matter is an emergency, please call 000.**

1300 368 821

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

## Aged care

### My Aged Care

**If you are 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), you may be eligible for Commonwealth subsidised aged care services.**

The first step to accessing support is to contact My Aged Care - the Australian Government system that connects you with services that can help you stay independent for longer. This support includes, but is not limited to:

- **transport to appointments**
- **home delivered meals**
- **mobility aids and equipment to live safely at home**
- **housework and personal care support**
- **respite services**

For more information and to arrange an assessment to access services, call My Aged Care or visit the website.

1800 200 422

[myagedcare.gov.au](http://myagedcare.gov.au)

## Aged care

### Services Australia

Supporting Australians through services and payments on behalf of the government. Payments, services and resources are available for people entering retirement, accessing aged care or in need of general assistance. Help is also available for those who care for older Australians.

Services Australia Aged Care line:  
1800 227 475

Centrelink older Australians line:  
132 300

[servicesaustralia.gov.au/ageing](https://servicesaustralia.gov.au/ageing)

## Aged care

### Care finder

Some older people need extra, intensive support to access aged care services and other support in the community. Care Finder is a free service to support vulnerable older people - who have no one else who can support them - to learn about, apply for and set up support services. In these situations, a care finder may be able to help. Go to [myagedcare.gov.au/help-care-finder](https://myagedcare.gov.au/help-care-finder)

### Care Finders in the City of Melbourne

**Care finders can help people from all backgrounds, but some provide specialised support to certain groups.**

#### cohealth

This service focuses on people who are experiencing homeless/at risk of homelessness.

9448 5536

## Aged care

### Care Finders in the City of Melbourne (cont.)

#### **The Housing for the Aged Action Group Inc.**

This service focuses on people who are experiencing homeless/at risk of homelessness, people living with a disability and people from culturally and linguistically diverse backgrounds.

1300 765 178

[intake@oldertenants.org.au](mailto:intake@oldertenants.org.au)

#### **VincentCare**

This care finder service focuses on people who are experiencing or at risk of homelessness.

8327 7400

#### **Wintringham**

This service focuses on people who are experiencing homeless/at risk of homelessness, people living with a disability, people from culturally and linguistically diverse backgrounds and Aboriginal and/or Torres Strait Islander people.

9034 4824

[intake@wintringham.org.au](mailto:intake@wintringham.org.au)

## Aged care

### Residential aged care

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.

Visit [myagedcare.gov.au](http://myagedcare.gov.au) to create a personalised 4 step guide to discover what you need to do to access aged care home services.

### Residential aged care facilities in the City of Melbourne

#### **Coppin Centre – Royal Freemasons**

Melbourne

1300 623 642

[royalfreemasons.org.au/aged-care](http://royalfreemasons.org.au/aged-care)

#### **Elderly Chinese Home**

Parkville

9328 4558

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

## Aged care

## Residential aged care facilities in the City of Melbourne (cont.)

**Lynch's Bridge - Doutta Galla Aged Services**

Kensington  
9680 3300  
[dgas.org.au](http://dgas.org.au)

**Mercy Place East Melbourne - Mercy Health**

East Melbourne  
9413 1777  
[residential-care.mercyhealth.com.au](http://residential-care.mercyhealth.com.au)

**Mercy Place Parkville - Mercy Health**

Parkville  
9385 9222  
[residential-care.mercyhealth.com.au](http://residential-care.mercyhealth.com.au)

**Rathdowne Place Aged Care - Australian Unity**

Carlton  
9240 7000  
[australianunity.com.au/assisted-living](http://australianunity.com.au/assisted-living)

## Carer support

## Carer Gateway

Carer Gateway is an Australian Government program providing free services and support for carers.

If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you. Carer Gateway provides many services to support carers in their caring role, including:

- **peer support groups**
- **tailored support packages**
- **counselling, coaching and courses**
- **emergency respite**

Check out the Healthy Ageing section of this guide for details of City of Melbourne's Carer Support Program.

1800 422 737  
[carergateway.gov.au](http://carergateway.gov.au)

## Carer support

### Carers Victoria

Carers Victoria is the leading organisation supporting carers in the state. Working with Carers Australia and other state-based associations, it advocates for carers nationwide. Their core focus includes being the 'voice' of carers, raising awareness, providing quality services and information, and creating innovative programs to support carers' diverse needs.

1800 514 845

[reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

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

## Companionship support services

### Aged Care Volunteer Visitors Scheme (ACVVS)

The ACVVS arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised aged care services. If you are interested in requesting a volunteer visitor, visit the website and fill out a request form.

[health.gov.au/acvvs](http://health.gov.au/acvvs)

## Companionship support services

### Friendline

Friendly volunteers are ready for anyone who needs to reconnect or just wants a chat. All conversations with FriendLine are anonymous.

1800 424 287

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

### Telecross

The Red Cross Telecross service can provide a daily telephone call to check on your wellbeing. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning.

1300 885 698

[redcross.org.au/services/telecross](http://redcross.org.au/services/telecross)

## Dementia

### National Dementia Helpline

Dementia Australia exists to support and advocate for the estimated half a million Australians living with dementia and almost 1.6 million people involved in their care.

If you or someone you know is living with or caring for someone with dementia, support is available. The National Dementia Helpline is available 24 hours a day, seven days a week.

1800 100 500

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

## Emergency contacts

### Hospital emergency departments

Visit the Better Health website to familiarise yourself with your nearest hospital with an emergency department.

In an emergency, call 000

[betterhealth.vic.gov.au/health/servicesandsupport/hospital-emergency-departments](https://betterhealth.vic.gov.au/health/servicesandsupport/hospital-emergency-departments)

### SES

Call 132 500 from anywhere in Victoria for flood, storm, landslide, tsunami and earthquake emergency. For life-threatening emergencies call Triple Zero (000). Know when you can call for help.

132 500

[ses.vic.gov.au](https://ses.vic.gov.au)

### Triple Zero

Stay focused, stay relevant, stay on the line:

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered YES call Triple Zero (000). Triple Zero calls are free.

000

[triplezero.gov.au](https://triplezero.gov.au)

## End of life and advance care planning

### Advance Care Planning Australia

Advance care planning enables you to make decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions. Contact Advance Care Planning Australia for more information.

1300 208 582

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

### Grief Australia

An independent, not-for-profit organisation and the largest provider of grief and bereavement education in Australia.

9265 2100

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

### Griefline

Offers a variety of services that provide help-seekers the opportunity to access free grief support and resources, seven days a week. Trained volunteers are here for you and are ready to listen when you are ready to talk.

1300 845 745

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

### Office of the Public Advocate

The Office of the Public Advocate (OPA) is a human rights organisation which promotes the diversity and inclusion of all people. The Public Advocate has significant powers to investigate allegations of abuse of vulnerable Victorians, reporting directly to Parliament. The OPA offers support, information and official documentation relating to appointing an enduring power of attorney, medical treatment decision maker and advance care planning.

1300 309 337

[publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

## End of life and advance care planning

### Palliative Care Victoria

Palliative care is person and family-centred care provided for a person with a life limiting illness, for whom the primary goal is to optimise the quality of life. To find out more please explore the website or call to discuss your specific information needs.

9662 9644

[info@pallcarevic.asn.au](mailto:info@pallcarevic.asn.au)

[pallcarevic.asn.au](http://pallcarevic.asn.au)

## Financial support services

### Moneysmart

Moneysmart offers guidance for all Australians, whatever your situation and wherever you find yourself in life. The website is a self-help portal offering simple tools, tips and calculators to help people of all ages, backgrounds and incomes to be in control of their finances.

[moneysmart.gov.au](http://moneysmart.gov.au)

### National Debt Helpline

A not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service.

1800 007 007

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

## Financial support services

### WIRE: Financial Planning Clinic

WIRE is the only state-wide, free support, information and referral service for Victorian women, non-binary and gender-diverse people. WIRE can help you kickstart your financial plan with a free one-hour appointment with a financial professional on the first Thursday of every month. Book in by calling or emailing WIRE.

1300 134 130

[support@wire.org.au](mailto:support@wire.org.au)

[wire.org.au/events/financial-planning-clinic](https://wire.org.au/events/financial-planning-clinic)

## Healthcare

### cohealth

cohealth offers a range of services, which promote your wellbeing and connect you to your community. At cohealth, you can see a doctor, dentist or allied health clinician. You can also socialise and connect to your community at a social group. These are designed to support you, or the person you care for, to stay active and independent and living at home for as long as possible.

9448 553

[cohealth.org.au](https://cohealth.org.au)

### DirectLine

Provides a 24-hour telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue.

1800 888 236

[directline.org.au](https://directline.org.au)

## Healthcare

### Urgent care services

When you need urgent healthcare now, but it's not life-threatening and you can't wait to see your GP, help is available. [betterhealth.vic.gov.au/urgent-care-services](https://betterhealth.vic.gov.au/urgent-care-services)

#### Your urgent care options

##### Nurse-On-Call

The NURSE-ON-CALL helpline provides Victorians health advice from a registered nurse, 24 hours a day, seven days a week.

1300 60 60 24

[healthdirect.gov.au/nurse-on-call](https://healthdirect.gov.au/nurse-on-call)

##### Victorian Virtual Emergency Department

Visit the website to access virtual emergency care 24/7 - from your computer or mobile - make sure you have access to a device with a camera (mobile phone, computer, laptop or tablet).

[vved.org.au](https://vved.org.au)

##### Urgent Care Clinic

For urgent care now, walk into a Medicare Urgent Care Clinic or a Priority Primary Care Clinic. These are accessible seven days a week and open early to late.

[betterhealth.vic.gov.au/urgent-care-clinics](https://betterhealth.vic.gov.au/urgent-care-clinics)

## Housing

### City of Melbourne: Homes Melbourne and Alternative Housing Pathways

For more information on housing pathways, visit our housing webpage for older people, where you'll find a podcast recording discussing alternative housing options and further resources.

To learn more about City of Melbourne's commitment to reducing homelessness and increasing safe, secure, and affordable housing in our city, visit the Homes Melbourne webpage.

[melbourne.vic.gov.au/alternative-housing-pathways-older-women](https://melbourne.vic.gov.au/alternative-housing-pathways-older-women)

[melbourne.vic.gov.au/homesmelbourne](https://melbourne.vic.gov.au/homesmelbourne)

### cohealth: Housing support for the aged

This free service is for people over 50 years old who live in the City of Melbourne or City of Moonee Valley. It aims to provide support and links to relevant services for older public tenants at risk of losing their public housing. If you are a carer for someone in this situation, you are also welcome to use this service.

0459 455 005 or 9448 5537

[cohealth.org.au/service/housing-support-for-the-aged](https://cohealth.org.au/service/housing-support-for-the-aged)

## Housing

### Council on the Ageing (COTA) Victoria

COTA's role as an advocate for the needs of older people extends to support around housing and accommodation options for older people. Service navigation and referral information can be found on the housing webpage or by phone or email.

1300 135 090

[askcota@cotavic.org.au](mailto:askcota@cotavic.org.au)

[bit.ly/3EyrTtw](https://bit.ly/3EyrTtw)

### Housing for the Aged Action Group - Home at Last

Housing for the Aged Action Group's (HAAG's) Home at Last service offers free and confidential advice, support and advocacy to older people who are homeless, at risk of homelessness, or are wanting to plan their housing future. This service is available to any person aged 50 years and older in Victoria on a low income with low assets.

1300 765 178

[intake@oldertenants.org.au](mailto:intake@oldertenants.org.au)

[oldertenants.org.au](https://oldertenants.org.au)

## Housing

### Ozanam House - VincentCare

A world-class, modern and safe location where people experiencing homelessness are given every opportunity to access housing, health and social support services relevant to their individual needs. Ozanam House offers flexible accommodation options as well as the Homelessness Resource Centre - a purpose-built service that provides a health platform, support services, café, meal program and activities for people aged 18 years and over.

8327 7400

[vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

[vincentcare.org.au](https://vincentcare.org.au)

### Tenants Victoria

Tenants Victoria was formed to promote and protect the rights of renters in Victoria. It aims to both help individual renters and work for social change to improve renting conditions. Contact the renter support line to speak with a renter rights officer with specialist knowledge of Victorian rental laws.

9416 2577

[admin@tenantsvic.org.au](mailto:admin@tenantsvic.org.au)

[tenantsvic.org.au](https://tenantsvic.org.au)

## Housing

### Wombat Housing: Tenancy Plus

Tenancy Plus is a support and advocacy program that assists social housing tenants in the inner west and parts of the north of Melbourne. Tenancy Plus can assist tenants to establish, strengthen, or maintain their tenancy by providing case management, advocacy, support and information. Tenancy Plus support providers will work with you to create a support plan that is tailored to your needs and goals. Please note that Tenancy Plus has a waiting list, so there may be a delay prior to support.

8327 2222

[tenancyplus@wombat.org.au](mailto:tenancyplus@wombat.org.au)

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

## LGBTIQA+

### Bent Twig Alliance (BTA) – LGBTI Elders and Allies Social group

A safe space for older LGBTIQA+ people to meet, connect and be. It aims to open up social opportunities, support and information for members of the community.

9205 5555

[bit.ly/3UVFlwT](https://bit.ly/3UVFlwT)

### LGBTIQ+ Elders Dance Club

Rainbow elders and allies (of all ages) are invited to this fabulous, free, regular dance event that celebrates intergenerational inclusivity. Learn new dances, enjoy delicious catering and chat with fabulous people. Come one, come all. No dance experience needed. Check the website for the latest schedule.

[allthequeensmen.net](http://allthequeensmen.net)

## LGBTIQA+

## Matrix Guild Victoria

Matrix Guild Victoria Inc. was founded in 1992 for the benefit of lesbians aged 40 and older. Matrix Guild aims to:

- **promote appropriate care and support for older lesbians**
- **challenge ageism and oppose discrimination**
- **provide accommodation in Victoria for older lesbians who are financially disadvantaged.**

[secretary@matrixguildvic.org.au](mailto:secretary@matrixguildvic.org.au)

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

## Memory Lane Café – Victorian Pride Centre

A safe and inclusive space for people from LGBTIQA+ communities living with dementia and their carers, this pop-up café is a space where participants can socialise while enjoying refreshments and entertainment. Bookings are essential.

9815 7864

[vic.memorylanecafe@dementia.org.au](mailto:vic.memorylanecafe@dementia.org.au)

## LGBTIQA+

## Rainbow Connection – Community Support

Rainbow Connection aims to reduce social isolation among older members of the LGBTIQA+ community. Volunteers can join participants in their home or aged care facility for a chat over a cuppa, a walk around the neighbourhood or even a trip to the cinema.

9863 0426

[rainbowconnection@thorneharbour.org](mailto:rainbowconnection@thorneharbour.org)

[thorneharbour.org](http://thorneharbour.org)

## Rainbow Door

Rainbow Door is a free, specialist LGBTIQA+ helpline providing information, support, and referral to all LGBTIQA+ Victorians, their friends and family. Rainbow Door supports people of all ages and identities to navigate access to the support they need.

1800 729 367

[support@rainbowdoor.org.au](mailto:support@rainbowdoor.org.au)

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

## LGBTIQA+

### Switchboard – Out & About

Out & About is a peer service connecting LGBTIQA+ people across Victoria. It is a free community visitors program run specifically for older members of the LGBTIQA+ community, aiming to reduce social isolation and loneliness by creating community connection.

1800 729 367

[outandabout@switchboard.org.au](mailto:outandabout@switchboard.org.au)

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

## Mental health support

### Anxiety Recovery Centre Victoria

This telephone helpline provides support, information and referral to people with anxiety disorders and their families and carers, and mental health care providers.

1300 269 438 or 9830 0533

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

### Beyond Blue Mental Health Line

Mental health line counsellors are ready to listen to you any time of day or night and will help you find the extra mental health help you need. Access free, confidential counselling (local call costs apply).

You can also chat with an experienced counsellor online via Beyond Blue's webchat support service. Visit the website for more information.

1300 224 636

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

## Mental health support

### Gambler's Help

Gambler's Help services include online, telephone and face-to-face counselling, advice and information. There are also services tailored for First Nations communities, and in-language support for at-risk culturally and linguistically diverse communities.

1800 858 858

[gamblershelp.com.au](http://gamblershelp.com.au)

### Lifeline

Providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. Lifeline exists so that no person in Australia has to face their darkest moments alone.

13 11 14

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

## Mental health support

### MensLine Australia

MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime. Access free professional 24/7 telephone counselling support for men with concerns about mental health, anger management, family violence, addiction, relationships, stress and wellbeing.

1300 789 978

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

### North Western Mental Health - Triage Service

North Western Mental Health Triage Service offers 24-hour information, assessment, and referral for people with mental health concerns in Melbourne's north west region. The Older Adult Community Team provides assessment, treatment, rehabilitation and case management to people with complex and compounding mental health issues related to ageing.

1300 874 243

## Mental health support

### Suicide Line

Free counselling and support for people at risk of suicide and anyone experiencing or caring for someone with mental health issues. Help is available 24 hours a day, seven days a week.

1300 651 251

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

## Online safety and fraud

### Australian Cyber Security Centre

The Australian Government has developed easy-to-follow cyber security information and resources to support people from non-English speaking backgrounds to be more cyber secure. Visit the website and type your preferred language in the search box to find support. You can also call the Australian Cyber Security Hotline for assistance and advice.

1300 292 371

[cyber.gov.au/learn](http://cyber.gov.au/learn)

### Scamwatch

Scamwatch is run by the National Anti-Scam Centre to collect reports about scams to help warn others and to take action to stop scams. They also provide up-to-date information to help you spot and avoid scams.

[scamwatch.gov.au](http://scamwatch.gov.au)

## Transport

### LINK - Community and Transport

LINK is a not-for-profit, community-based social enterprise connecting clients to an integrated community of care of volunteers, services, transport, health systems, outings, and friendships. LINK operates Victoria's largest community transport fleet of accessible vehicles, specially trained drivers, mobility assistants and in-home carers. Staff and volunteers speak over 25 languages, ensuring everyone can access the services and support they need.

1300 546 528

[admin@lct.org.au](mailto:admin@lct.org.au)

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

## Transport

### Multi Purpose Taxi Program (MPTP)

This Safe Transport Victoria program assists with the travel needs of people with accessibility and mobility needs by offering subsidised commercial passenger vehicle fares to members. Eligibility criteria apply, speak to your doctor to request an application for membership.

Members get 50 per cent off the total fare, up to \$60, with some restrictions.

Most taxi providers accept MPTP member cards, however not all of them. It is best to check with providers before booking.

Rideshare services Oiii, Uber and Get Picked Up offer MPTP services.

[safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program](http://safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program)

## Transport

### Travellers Aid

Travellers Aid Australia operates from service sites at Southern Cross and Flinders Street Stations in Melbourne. Travellers Aid services are provided with the highest level of care, respect and dignity and are designed to enable travellers with special requirements to fully participate in life activities. Available services include: **transit connection assistance, mobility equipment hire, luggage storage, appointment companion services, crisis travel assistance, personal care and station lounge services.**

9654 2600

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

