

# Active Ageing & Community Access

## Client Information



**Our Values:** Integrity Creativity Accountability Respect Excellence

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## Welcome to Moorabool Shire Council: Active Ageing & Community Access

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### General Enquiries

For Information about Active Ageing & Community Access support services or to notify of a cancellation please call:

**Monday to Friday 8.30am – 5.00pm (03) 5366 7100**

**After hours emergency cancellations 0409 138 201**

**Office:** Moorabool Shire Council  
Darley Campus, 182 Halletts Way, Darley Vic 3340

**Mailing Address:** PO Box 18, Ballan VIC 3342

**Email:** [haccadmin@moorabool.vic.gov.au](mailto:haccadmin@moorabool.vic.gov.au)

**Website:** [www.moorabool.vic.gov.au](http://www.moorabool.vic.gov.au)

**Do you need an Interpreter?**

You can access information in your preferred language. Present your interpreter card to customer service staff to request language assistance. If you do not have a card, simply point to the interpreter sign.



If you need to telephone Council with the help of an interpreter, please call the interpreter service listed below.

### **VITS Language Link**

Phone: (03) 9280 1955

Fax: (03) 9280 1960

Email: [vits@vits.com.au](mailto:vits@vits.com.au)

Website: [www.vits.com.au](http://www.vits.com.au)

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### **The National Relay Service**

The National Relay Service is a telephone relay service that allows people who are deaf or have a hearing, speech or other communication impairment to make phone calls.

TTY and Modem Callers, please call the National Relay Service by dialing 133677 and then quote 8290 3224.



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### **Easy Read Format**

To receive this guide in an Easy Read Format please contact the Active Ageing & Community Access Office on (03) 5366 7100.



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# Welcome to Moorabool Shire Council: Active Ageing & Community Access

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## About the Client Information Handbook

Welcome to Moorabool Shire Council Active Ageing and Community Access Service.

Our aim is to assist you to continue to live in the community with as much independence as possible.

This handbook explains what we can and cannot offer and what you can expect from us and some things we expect from you.

If the Active Ageing and Community Access Unit cannot help you, we will let you know as soon as possible, and we will work with you to help you to access the services you need somewhere else.

Please do not hesitate to contact the Active Ageing & Community Access Unit to discuss any concerns or queries regarding support services.

If you would like this booklet translated into another language, please let us know. We can also arrange an interpreter to be part of the home visit and any subsequent reviews.





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## Our Vision and Mission

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### Vision

Working with our older people and people living with disabilities and their carers to deliver valued outcomes that improve community wellbeing.

We are committed to building inclusive communities where diversity is celebrated and valued. Our community includes people from a variety of backgrounds, identities, beliefs and abilities and Council welcomes this diversity as an asset to our community.

Council Plans and Strategies including:

- Age Well Live Well & Access and Inclusion Strategy
- Municipal Public Health Plan
- Diversity Plan
- Reablement and Wellness Plan

Wellness and Reablement are an essential part of service delivery in the home care setting with:

- Wellness builds on your strengths and goals to promote your independence in fulfilling daily living tasks
- Reablement involved short-term interventions to help you to adapt to functional loss, (for example, diminished eye sight) or to regain your confidence and capacity.

Both these approaches promote independence, improved quality of life, and support a 'doing for' approach. The approaches deliver positive outcomes for clients, carers and communities<sup>1</sup>.

Diversity is a concept that recognises that each person is unique and has different beliefs, values, preferences and life experiences. Consideration of diverse social, environmental and economic factors that influence a person's knowledge of and capacity to access a service is central to diversity planning and practice.

It is important that our services understand the diversity of our community and work to remove barriers that our residents people face in accessing services, so that you they can remain living independently in their homes and communities.

We are guided by these plans in our work with diverse communities to:

- Make Council services inclusive and accessible
- Advocate on important issues for diverse communities
- Promote greater community awareness and appreciation of diverse communities;
- Improve the quality of life by helping people maintain their safety and independence at home and in the community;
- We actively promote capacity building and a wellness, reablement and restorative approach to care provided in the community;
- We embrace the wellness philosophies of an Active Ageing and Person-Centered Approach which is based on the premise that all clients have the potential to make gains in their wellbeing and that Active Ageing & Community Access can improve their capacity to make these gains;
- Working with our older people and people living with disabilities and their carers to deliver valued outcomes that improve community wellbeing.

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<sup>1</sup> Commonwealth Home Support Programme Manual (2017); Living well at home: CHSP Good Practice Guide (CHSP); Victorian Home and Community Care program manual, 2013

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## Active Ageing and Community Access

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We all age, but we all age differently. The Active Ageing & Community Access Unit is committed to the management and provision of high-quality support services to ensure that frail aged people and their carers are supported to:

- Stay as healthy as possible while living in the community
- Stay as independent as possible while living in the community
- Stay connected to the community

We have a range of home and community-based support services to enhance the health and wellbeing of our older community members.

### **Support Services Provided by the Active Ageing & Community Access Unit:**

- Assessment
- Occupational Therapist
- Domestic Assistance
- Respite Care
- Food Services
  - ⇒ Delivered Meals
  - ⇒ Independent Cooking Program
- Personal Care
- Home Maintenance
- Community Support Services
  - ⇒ Social Support Groups
  - ⇒ Community Meals Programs
  - ⇒ Companion Visiting Program (out sourced)

Referrals can also be made to the Community Transport Programs that is coordinated by Djerriwarrh Health Service.

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### **Domestic Assistance (General Home Care) and Home Maintenance**

**Around the house:** Working with you to keep your house clean and safe and working with you to undertake basic maintenance tasks.

**Eating well:** Helping you to eat well by assisting you with shopping, working beside you to prepare meals, or providing delivered meals.

**Out and about:** Connecting you with an interest group or social opportunity, helping you get to the places you want to go.

### **Personal Care**

After an Occupational Therapy assessment, you may be eligible for Personal Care which aims to support your self-care with a variety of essential and basic personal care tasks which may include assistance with:

- Showering and bathing
- Grooming, hair care, shaving (preferably electric razor)
- Continence and toileting
- Meal times
- Fitting of aids and equipment i.e. calipers, pressure stocking, hearing aids
- Monitoring, prompting and assistance with medication requirements (Webster packs only)
- Activities of daily living i.e. shopping, banking, paying bills

### **Important Information about Medication**

Monitoring, supervising, promoting and assistance with medication, (as long as your medication is in Webster Packs).

### **Respite Care**

Respite care aims to provide primary carers with a break from their usual caring responsibilities and duties. Carers have the opportunity to enjoy social activities, attend appointments, shopping or participate in leisure activities, in the knowledge that the person they care for is also enjoying activities. Respite care can be provided within the home or local community.

Respite care can be:

- Allocated hours provided at the same time each week, fortnight or month.
- Requested on an infrequent basis or at irregular times.

**Requests should be made at least 5 working days in advance where possible.**

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### **Delivered Meals (Meals on Wheels)**

Three course meals are home delivered to eligible residents Monday-Friday in the townships of Bacchus Marsh and Ballan. Frozen meals are delivered to the outlying areas on a weekly basis. Special diets such as diabetic, vegetarian, low fat, low cholesterol and high fibre are available on request. Individual requirements (cultural background, religion, lifestyle & allergies) can be accommodated.

We will discuss your needs prior to commencing the delivered meals service.

### **Property Maintenance**

The Property Maintenance Service aims to ensure older people can remain safe and independent in their own home. It may include minor repairs, installation of rails and garden maintenance. The service is provided on an occasional or regular basis depending on need.

### **Social Support Groups**

For many of us, living a positive life in the community requires access to social and community stimulation. Social Support Groups provide opportunities for many older people to enjoy outings, activities and friendship resulting in greater social, emotional and physical well-being and independence.

These centre-based programs operate in Bacchus Marsh, Ballan & Dunnstown (mobile) providing community-based group activities. The programs can also be used to provide respite for carers. Transport and a hot two-course meal are provided.

### **Community Transport (Volunteer Transport)**

Community Transport provides transport to medical appointments to eligible clients. This Service is coordinated by Djerriwarrh Health Services and requires a referral through *My Aged Care on 1800 200 422*.

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## Eligibility and Assessment

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### Assessment and Reviews

If you are aged 65 and over and you want to access services at Council you will need to call My Aged Care for an assessment or a review.

You can contact My Aged Care yourself as per below or you can call the Council office to assist you with accessing My Aged Care.

#### How to access services:

**1. Call My Aged Care on 1800 200 422\* or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes.
- You will need your Medicare card.
- If you're calling for someone else, they will need to give their consent.

**2. Have a face-to-face assessment**

- My Aged Care may arrange for a trained assessor to come to your home.
- With your consent they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences
- Someone else can be with you during this visit.

### **3. Choose services**

- The service finder on the My Aged Care website can help you locate and compare some services in your area.
- Your assessor and My Aged Care can also help you find a service provider(s) in your local area that meets your needs.

#### **If you are under 65 years:**

If you are under 65 years, you can contact Council directly on 5366 7100 and ask to speak to our Intake officer who will assess your eligibility for service. Please note we do not service people who are NDIS eligible. We may require proof that NDIA have rejected your application.

### **Ineligibility and Appeals**

If you are determined ineligible for a service, we will advise you of the reason for the decision. You have the right to appeal the decision.

Appeals should be made in writing to:

Manager Active Ageing & Community Access,  
Moorabool Shire Council,  
PO Box 18, Ballan Vic 3342

### **Reviews**

Reviews are undertaken on a regular basis to ensure services are appropriate to current needs. You may request a review at any time.

Services are never infinitely allocated and are always based upon a review of changing needs.

### **Refusal of Service**

Clients may refuse service from the Active Ageing & Community Access service. Refusal will not hinder you from accessing services in future.



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## Service Planning

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### Service Planning

Once an assessment has determined that you are eligible for services, your service plan will be developed.

Service plans:

- (a) Maximise your strengths, independence, health and wellbeing
- (b) Identify assessment outcomes
- (c) Identify specific care strategies that have been identified for you

Your service plans and requirements will be monitored against your needs regularly. Reviews will be conducted periodically.

**A copy of your service plan is in this pack; please keep it handy in case a staff member needs it.**

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## Commencement of Support Services

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Once you have been referred to Council service our Intake Officer will call you to organise the service.

We will do our best to accommodate your request in relation to preferred day and time.

### Costs

Clients are asked to contribute towards a cost of care which takes into account your capacity to pay and will not exceed the actual cost to deliver the service.

Revenue from client contributions are used to support ongoing service delivery and expand the service we are currently funded to deliver.

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## Access to Services

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### Waiting Lists

From time to time, the demand for services is such that Active Ageing & Community Access may need to use waiting lists. Those on the waiting list are prioritised according to their assessed needs.

Waiting lists are reviewed regularly, and as resources become available, people are offered support services according to their waiting list placement.

### Transition to other Support Services

Your care needs may change over time and you may need services that are beyond what we can provide. We will discuss with you other options of care and assist you to transition to suitable community programs or residential support services.

This may include a referral to the Aged Care Assessment Services (ACAS). An Aged Care Assessment will determine your eligibility and what level of support will most benefit you.

This may include:

- Residential respite (High or Low level)
- Long term residential care
- Individual package of Commonwealth funded care – Level 1-2, Level 3-4 and Consumer Directed Care Packages.

## **Ceasing your Support Service – Exit Process**

In the event of service withdrawal or if your needs increase and we are no longer able to offer a service, our staff will work with you to provide options for on-going care and support.

Information and/or referral to other services and support options will be provided as appropriate to your needs.

If an improvement in your health or situation occurs, services may be withdrawn or reduced according to your current needs and care requirements.

If you wish to cease support services, please contact the Active Ageing & Community Access Unit or Case Manager as soon as possible. We are required to seek a reason for ceasing support services.

This information is confidential and used for reporting purposes only. Ceasing a service does not prevent you from accessing support services in the future.

The Active Ageing & Community Access Unit may cease support services to a client who displays behaviours of concern that are unable to be addressed in the care plan. In this case the client will be referred to an appropriate service.



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## Staff Allocation

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### Allocation of our Staff

All Community Support Workers are qualified to assist with a wide range of services. Their employment is based on their skills, knowledge and experience. All staff are provided with ongoing training and professional development along with support and supervision.

The Active Ageing & Community Access Unit cannot always guarantee continuity of Community Support staff and service times when your regular worker is on leave or when we need to make changes due to demand on services. You will be notified and consulted of any changes.

### To assist us:

- Please allow 30 minutes either side of the allocated service time to provide for traffic, unexpected delays or emergencies.
- If the Community Support Worker does not arrive within 30 minutes of the scheduled time, please contact the Active Ageing & Community Access unit on 5366 7100.
- Access and entry to your property and home must be maintained to enable safe and easy access for Community Support Staff.
- All pets must be restrained for the duration of the visit and to allow staff to enter and leave your property safely.
- Please do not smoke while Community Support Staff are in your home.
- During extremely hot days please turn on air conditioners to enable Community Support Workers to undertake tasks comfortably. If you do not have an air conditioner, Community Support Staff may not be able to undertake all tasks identified on your Service Plan.
- Community Support Staff are not to hold a key to your premises, so please do not give them one. Key lock boxes can be purchased and installed for emergency access if required.
- If you require a change to your regular support services, where possible contact the Active Ageing & Community Access Unit on 5366 7100 with **at least 24 hours'** notice to consider your request.
- You or your representative must be present while Community Support Staff are working in your home.
- Please do not offer gifts to our Community Support Staff as refusal may offend.

### Cancelling your Support Service

Please contact the Active Ageing & Community Access Unit on 5366 7100 if you wish to cancel or reschedule your support service. Where possible a **minimum of 24 hours' notice** is required.

Where the appropriate notice for cancellation of service has not been provided you may be charged for this visit. If you feel that the cancellation was unavoidable, and you should not be charged, please contact our office.

## Unproductive Visits

If you cancel a service when or after the Community Support Worker arrives at your home, this will be recorded as an “unproductive visit”. The Community Support Staff are instructed to contact our office directly to report this.

If the Community Support Worker is not able to perform specified tasks when in your home due to an identified occupational health and safety risk, the worker will contact our office to seek advice.

A minimum charge will apply to all “unproductive visits” unless exceptional circumstances apply.

## Emergency Response

If you are not home or we are unable to raise you for your scheduled support service, the Community Support Staff are instructed to contact our office immediately.

An Active Ageing & Community Access staff member will attempt to contact you via telephone. If we are unsuccessful, your nominated emergency contacts or emergency services will be contacted to ensure your safety and wellbeing.

## Public Holidays

All domestic assistance and respite care will be cancelled on a public holiday. Every effort will be made to reschedule support services to another day if requested and resources are available.

Personal care will be provided on public holidays if requested and resources are available. However due to demand we are not able to guarantee your regular time and Community Support Worker.

Workplace Occupational Health and Safety Guidelines and safe work instructions provide clear direction for the Community Support Staff.

Please do not request the Community Support Worker to undertake any tasks that have not been previously approved as part of your Service Plan.

## Occupational Health & Safety

During your assessment, the Assessment Officer will undertake a Home and Equipment Safety check.

### **Community Support Staff are not permitted to:**

- Use caustic cleaning products (such as bleach, chlorine and ammonia-based products)
- Move heavy furniture
- Use faulty equipment
- Climb on ladders or furniture
- Over extend their reach
- Wash/hang curtains
- Work in your home without you or a representative present
- Wash walls/ceilings
- Wash exterior windows
- Remove large rubbish items from your home

Home Maintenance may be able to assist with some tasks listed above. Please contact our office to discuss your home maintenance requests.

Pets must be confined to an area, preferably outside, whilst the Community Support Worker is present.

Council provides a “Smoke Free Work Environment to all Employees”. Please refrain from smoking whilst Community Support Staff are present in your home. Employees can refuse to work in an environment that subjects them to smoke. Community Support Staff are not permitted to smoke in or around your home.

The support services provided by the Active Ageing & Community Access Unit are provide by skilled and experienced Community Support staff who are dedicated to assisting people to maintain their quality of life and general wellbeing.

All Community Support staff adhere to legislation relating to matters such as OHS and Privacy Acts. All Community Support staff undergo Police [including international police checks if required] and reference checks. Community Support staff also undergo continuous personal development.



### **What information is collected?**

You will be required to provide basic information such as your name, date of birth, address, country of birth, preferred language, Medicare number, emergency contacts and living situation. Information relating to health, medical history and current illness will be collected as appropriate and relevant to the level of assessment being undertaken.

### **Why is your information collected?**

We need to ensure that we have current information about your circumstances, including contact details. This information will assist us to develop your Service Plan and ensure the most appropriate level and type of support services are provided.

### **Access to Your information**

Your information is stored on a secure database and can only be accessed by employees directly involved in the planning and administration of the support services you receive.

### **Consumer Consent and Authorised Representative**

The collection of your information for the provision of support services requires your consent.

Where a client does not have the capacity to understand what they are consenting to and the implications of providing or withholding consent, or is deemed to be incapable of giving consent, an authorised representative can give consent on their behalf.

### **Do you have to disclose private information?**

We rely on the information you provide to ensure that the appropriate assistance and support is provided. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible support services.

You have the right to request access to your information and to ask for it to be corrected if necessary. Formal consent needs to be obtained and evidenced, prior to any of your information being provided to a third-party including family, unless they have legal guardianship or power of attorney.

## **Feedback**

Moorabool Shire Council conducts regular client satisfaction surveys. Survey results are incorporated into our program planning and service delivery. We also have a Feedback form which we encourage you to fill in to assist us to continuously improve our service.

## **Complaints and Disputes**

The Active Ageing & Community Access unit encourage and welcome all feedback. If you have a concern or you are not satisfied with any aspect of the support services provided, please do not hesitate to raise your concern with us. All complaints are dealt with fairly, equitably, and without retribution, and in accordance with unit's Complaints and Grievance Policy.

### **When should I raise a complaint?**

We encourage you to contact the Active Ageing & Community Access Unit as soon as you become aware of an issue that needs addressing.

### **With whom should I raise my complaint?**

You have the right to raise a complaint with any staff member. Community Support Staff are instructed to report all complaints directly to their supervisor. The supervisor will then contact you to discuss the issue and how the issue can be resolved. Your issue will be documented and, in some instances, may be able to be resolved immediately.

If the issue is not urgent you will be contacted within 2 business days. If you consider your issue to be urgent, every effort will be made to have the appropriate person contact you within the day.

If the issue is complex, please contact the Active Ageing & Community Access Manager and arrange a time to discuss your issues without feeling rushed. You may also choose to bring an advocate or a family member with you.

If you are raising a concern on behalf of someone else, make sure the person or their representative knows about it and has consented to you lodging the complaint on their behalf.

If your concern is not resolved, you may you may wish to contact any of the following:

<b>General Manager Social and Organisational Development</b> Moorabool Shire Council PO Box 18 Ballan, VIC 3342	<b>The Chief Executive Officer</b> Moorabool Shire Council PO Box 18 Ballan, VIC 3342
<b>Ombudsman Victoria</b> Level 9, 459 Collins Street Melbourne, VIC 3000 677 Phone: 1800 806 314 <i>or via</i> Website: <a href="http://ombudsman.vic.gov.au">ombudsman.vic.gov.au</a>	

**Alternatively, you can contact:**

<b>Aged Care Complaints Scheme</b> Phone: 1800 550 552 TTY 1800 555 677 Website: <a href="http://agedcarecomplaints.gov.au">agedcarecomplaints.gov.au</a>	<b>Aged Care Information Line</b> Phone: 1800 500 853 TTY 1800 555 677
<b>Human Rights Unit Department of Justice</b> 24/121 Exhibition St, Melbourne VIC 3000 Phone: 03 8684 0859 Fax: 03 8684 7500	<b>Disability Service Commissioner</b> Phone: 1800 677 342 TTY 1300 726 563 Website: <a href="http://odsc.vic.gov.au">odsc.vic.gov.au</a>

## Abuse and Neglect

Abuse or neglect is any act which causes harm to a person and is carried out by someone they know and trust. The abuser may be a:

- Son or daughter
- Grandchild
- Partner
- Other family member
- Friend
- Neighbour

Abuse can be unintentional or deliberate. The harm caused to a person may range from the unintended effects of poor care through to serious physical injury inflicted deliberately. Harm can also include emotional harm and financial loss including the loss of a home and belongings.

### **What are the types of abuse?**

Abuse can take many forms. Often more than one type of abuse can be used.

**Emotional (or psychological) abuse:** Using threats, humiliation or harassment causing distress and feelings of shame, stress or powerlessness. It often occurs in combination with other forms of abuse.

**Neglect:** Failing to provide the basic necessities of life, either intentionally or unintentionally.

**Financial abuse:** Using someone's money, property or other assets illegally or improperly or forcing someone to change their will or sign documents. This is the most common form of abuse seen at Seniors Rights Victoria.

**Physical abuse:** Inflicting pain or injury by hitting, slapping, pushing or using restraints.

**Social abuse:** Forcing someone to become isolated by restricting their access to others including family, friends or services. This can be used to prevent others from finding out about the abuse.

**Sexual Abuse:** Any sexual activity for which the person has not consented. Some forms of abuse are criminal acts, for example physical and sexual abuse. Alleged criminal activity should be reported to the police.



If you require further information or support, contact:

<b>Seniors Rights</b> Email: <a href="mailto:info@seniorsrights.org.au">info@seniorsrights.org.au</a> Website: seniorsrights.org.au	<b>Council on the Ageing Seniors Info Line</b> Phone: 1300 305 090
<b>Helpline</b> Phone: 1300 368 821 Available Monday-Friday 10am-5pm	<b>Grampians Disability Advocacy Association</b> Phone: (03) 5333 7344
<b>Office of the Public Advocate</b> Phone: 1300 309 337	



## Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### Consumer

Signature

Full Name of Consumer

Full Name of authorised person (if applicable)

### Provider

Signature

Name of Provider

/ /

Date staff member gave a copy of the Charter to the consumer

/ /

Date staff member encouraged the consumer to sign the Charter

Charter of Aged Care Rights takes effect from 1 July 2019

# Charter of Aged Care Rights

## Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

## Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign);
- the full name of the consumer (and authorised person, if applicable);
- your signature;
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

You will also need to retain a copy of the signed Charter for your records.

## Other Useful Information and Contacts

<b>Aged Care Complaints Scheme</b> Phone: 1800 550 552 TTY 1800 555 677 Website: <a href="http://agedcarecomplaints.govspace.gov.au">agedcarecomplaints.govspace.gov.au</a>	<b>NDIS</b> Phone: 1800 800 110 Website: <a href="http://ndis.gov.au">ndis.gov.au</a>
<b>Aged Care Information Line</b> Phone: 1800 500 853 TTY 1800 555 677 Website: <a href="http://health.gov.au/agedcareadvocacy">health.gov.au/agedcareadvocacy</a>	<b>Helpline</b> Phone: 1300 368 821 Monday-Friday 10am-5pm
<b>Commonwealth Respite and Carelink Centre</b> Phone: 1800 052 222 Website: <a href="http://commcarelink.health.gov.au">commcarelink.health.gov.au</a>	<b>Australian Red Cross</b> Phone: (03) 6235 6077 Website: <a href="http://redcross.org.au">redcross.org.au</a>
<b>Disability Services Commissioner</b> Phone: 1800 677 342 TTY 1300 726 563 Website: <a href="http://odsc.vic.gov.au">odsc.vic.gov.au</a>	<b>COTA Victoria</b> The voice of older Victorians Phone: (03) 9654 4443 Website: <a href="http://cotavic.org.au">cotavic.org.au</a>
<b>Grampians Disability Advocacy Association</b> Phone: (03) 5333 7344	<b>Online Information for all Australians over 50</b> Website: <a href="http://seniors.gov.au">seniors.gov.au</a>
<b>Seniors Rights</b> Email: <a href="mailto:info@seniorsrights.org.au">info@seniorsrights.org.au</a> Website: <a href="http://seniorsrights.org.au">seniorsrights.org.au</a>	<b>Office of the Public Advocate</b> Phone: 1300 309 337

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## Stay Connected

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### Neighbourhood Community House Contacts

<b>Darley Neighbourhood House &amp; Learning Centre</b> 33-35 Jonathan Drive, Darley Phone: (03) 5367 4390	<b>Ballan &amp; District Community House &amp; Adult Learning Centre</b> 143 Inglis Street, Ballan Phone: (03) 5368 1934
<b>Neighbours Place</b> 77 Main Street, Bacchus March Phone: (03) 5367 6222	

### Senior Citizens Centres

<b>Bacchus March Senior Citizens Centre</b> 10 Bennett Street, Bacchus Marsh Phone: (03) 5367 3239	<b>Ballan Senior Citizens Club</b> 78 Steiglitz Street, Ballan Phone: (03) 5368 1598
<b>Bungaree Senior Citizens Club</b> Old Melbourne Road, Bungaree Phone: (03) 5334 0454	<b>Blackwood Senior Citizens Club</b> Martin Street, Blackwood Phone: (03) 5368 6613



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## Staying Well

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### Community Health Contacts

<b>Bacchus Marsh &amp; Melton Regional Hospital</b> Grant Street, Bacchus Marsh Phone: (03) 5367 2000	<b>Ballan District Health &amp; Care Hospital</b> 33 Cowie Street, Ballan Phone: (03) 5368 1100
<b>Djerriwarrh-Bacchus Marsh Community Health Centre</b> Turner Street, Bacchus Marsh Phone: (03) 5367 9674	<b>Ballan Centre of Community Health</b> Steiglitz Street, Ballan Phone: (03) 5366 7999