

# Positive Ageing

## Information Guide



## About this directory

Welcome to Nillumbik Shire Council's inaugural Positive Ageing Information Guide. This guide is a direct result of the Positive Ageing Strategy 2013-2018 Action Plan in which Council aimed to "develop a Nillumbik-specific Positive Ageing Information Guide including information that is relevant to the older adult life stages and critical transition points".

Inside this guide there are five sections listing information and contact details for various groups, organisations, and government bodies.

### The five sections are:

1. Health and Wellbeing
2. Housing and Accommodation
3. Information
4. Social Connectedness
5. Transportation.

This guide was developed by Nillumbik Shire Council's Community Services and Social Development team.

All information is correct at time of printing. May 2016.

## Table of Contents

Health and Wellbeing.....	2 – 9
Housing and Accommodation .....	10 – 16
Information .....	17 – 24
Social Connectedness.....	25 – 31
Transportation .....	32 – 36



Key:



Address



Phone



Email



Web

# Health and Wellbeing

## Better Health Channel

Better Health Channel is fully funded by the Victorian Government and provides health and medical information that is quality assured, reliable, up-to-date, easy to understand and locally relevant.

☎ 1800 126 637  
 📧 [betterhealth.vic.gov.au](http://betterhealth.vic.gov.au)

## Carerlinks North Service

Carerlinks North Service can help carers of all ages with support, respite, and advocacy, particularly aged carers and older family carers. This free service is available to parents, partners, spouses, children or friends who provide support for people who are aged, disabled or chronically ill.

☎ 9495 2500  
 📧 [carerlinksnorth@mchs.org.au](mailto:carerlinksnorth@mchs.org.au)  
 🌐 [mchs.org.au/services](http://mchs.org.au/services)

## Carers Victoria

Carers Victoria is the statewide voice for family carers, representing and providing support to carers across Victoria. They offer free counselling, information and advice, in addition to work in policy and research.

☎ 1800 242 636  
 📧 [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)  
 🌐 [carersvictoria.org.au](http://carersvictoria.org.au)

## DirectLine (Alcohol and Drugs)

DirectLine is a 24-hour telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue. They provide information, counselling and referral around alcohol and drug issues and have an immediate and highly accessible alcohol and drug response service, especially to populations in remote areas.

☎ 1800 888 236  
 🌐 [directline.org.au](http://directline.org.au)

## Diamond Creek Community Centre

The Diamond Creek Community Centre is located in the heart of Diamond Creek, and close to public transportation. The centre features a health club, cardio/stretching room, cycle studio, group fitness classes, function room hire, stadium, child care and community spaces.

📍 Main Road, Diamond Creek  
 ☎ 9438 5299  
 📧 [diamondcreek@ymca.org.au](mailto:diamondcreek@ymca.org.au)  
 🌐 [diamondcreek.ymca.org.au](http://diamondcreek.ymca.org.au)

## Diamond Creek Outdoor Pool

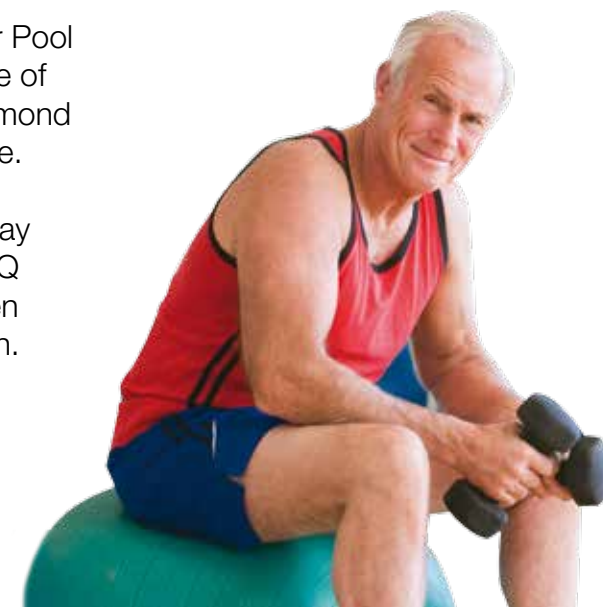
Diamond Creek Outdoor Pool is within walking distance of the train station and Diamond Creek Community Centre. It features a heated 25m shaded pool, toddlers play pool with shade and BBQ facilities. The pool is open from November to March.

📍 1 Elizabeth Street,  
 Diamond Creek  
 ☎ 9438 1883

## Diamond Valley Sports and Fitness Centre

Diamond Valley Sports and Fitness Centre offers a number of features including a health club, group fitness classes, childcare, personal training, a food kiosk and stadium. Sports include basketball, badminton, netball, table tennis, squash, and dodge ball.

📍 44 Civic Drive,  
 Greensborough  
 ☎ 9435 8444  
 📧 [enquiry@diamondvalleysfc.com.au](mailto:enquiry@diamondvalleysfc.com.au)  
 🌐 [diamondvalleysfc.com.au](http://diamondvalleysfc.com.au)





## Disease and chronic condition-specific organisations

Many disease and chronic conditions have their own peak body or organisation providing information, education, support, assistance, and advocacy. Speak with your doctor or other health care professional about your diagnosis and what specific information, support, services and assistance may be available to you.

### Alzheimer's Australia

☎ 1800 100 500  
🌐 vic.fightdementia.org.au

### Arthritis Association

☎ 1800 263 265  
🌐 arthritisvic.org.au

### Australian Aphasia Association

☎ 1800 274 274  
🌐 aphasia.org.au

### Better Hearing Australia

☎ 1300 242 842  
🌐 betterhearing.org.au

### Beyond Blue

☎ 1300 224 636  
🌐 beyondblue.org.au

### Cancer Council Victoria

☎ 13 11 20  
🌐 cancervic.org.au

### Diabetes Australia

☎ 1300 136 588  
🌐 diabetesaustralia.com.au

### Heart Foundation

☎ 1300 362 787  
🌐 heartfoundation.org.au

### Parkinson's Victoria

☎ 1800 644 189  
🌐 parkinsonsvic.org.au

### Stroke Foundation

☎ 1800 787 653  
🌐 strokefoundation.com.au

### Vision Australia

☎ 1300 847 466  
🌐 visionaustralia.org

### Eltham Leisure Centre

Eltham Leisure Centre offers a range of health and aquatic facilities including a 25m indoor heated pool, learn to swim pool, spa and sauna, health club, exercise classes, cycle studio, stadium, tennis courts, program room, childcare, health suites and an indoor/outdoor café.

📍 40 Brougham Street,  
Eltham  
☎ 9439 2266  
✉ eltham@ymca.org.au  
🌐 eltham.ymca.org.au



### Family Planning Victoria

The desire for sex and intimacy in relationships continues as we age. Sometimes however, chronic diseases and the ageing process can affect one's desire or ability to continue sexual relationships. Contact FPV for general advice or visit one of their clinics.

Coming out later in life is also not as uncommon as people might think. Many individuals do not realise or act on their true sexual orientation until mid-life for a variety of reasons. If you or someone you know is in this situation, FPV can provide general advice and information about this realisation.

☎ 9257 0100  
✉ fpv@fpv.org.au  
🌐 fpv.org.au

## Gambling Help Online

Gambling Help Online offers counselling, information and support, 24 hours a day, seven days a week. The service provides individuals with an opportunity to access counselling and information services if they are unable or reluctant to access face-to-face services by providing both online and email counselling.

-  1800 858 858
-  [gamblinghelponline.org.au](http://gamblinghelponline.org.au)

## healthAbility

healthAbility promotes and supports people's health by delivering affordable and accessible health services. A range of services and group programs are offered for health and wellbeing including dentistry, occupational therapy, and counseling.

-  917 Main Road, Eltham
-  9430 9100
-  [healthability.org.au](http://healthability.org.au)

## Health Services Commissioner

The Health Services Commissioner provides a free and confidential service for people with any concerns about a health service or health privacy. They also protect your right of access to your health information and assist in the resolution of complaints.

-  1300 582 113
-  [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)
-  [health.vic.gov.au/hsc](http://health.vic.gov.au/hsc)

## National Health Services Directory (NHSD)

The NHSD enables consumers/patients access to reliable and consistent information about local health services. With listings for general practices, pharmacies, emergency departments, hospital services, physiotherapy, podiatry, and more, the NHSD is a valuable resource of local health services information.

-  [nhsd.com.au](http://nhsd.com.au)

## Medicare

Medicare provides payments and services that can help when you, or someone you provide care for, use health care services or buy medicines. It covers free or subsidised treatment by health professionals; free treatment and accommodation as a public Medicare patient in a public hospital and; 75 per cent of the Medicare Schedule fee for services and procedures if you are a patient in a public or private hospital.


### Medicare Safety Net

Once you reach a relevant threshold, the Medicare Safety Net provides an additional benefit for eligible services, on top of the standard Medicare benefit. This may mean that visits to a doctor or having tests could cost less for the rest of that calendar year.

### Pharmaceutical Benefits Scheme (PBS)

Many types of medicines cost much more than the price you pay. The PBS and the PBS Safety Net can reduce the cost of these medicine. If you have an Australian Government concession card, you will pay even less for PBS medicines when you show your card.

### Specific Medicare phone numbers include:

- |                                                                                                                                 |                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Medical general enquiries<br> 132 011      | Special Assistance Scheme<br> 1800 660 026      |
| Medicare Compensation Recovery<br> 132 127 | <a href="http://humanservices.gov.au">humanservices.gov.au</a>                                                                       |
| Pharmaceutical Benefits Scheme<br> 132 290 | Continence Aids Payment Scheme<br> 1800 239 309 |
|                                                                                                                                 | Health Identifiers Service<br> 1300 361 457     |

## National Home Doctor Service

The National Home Doctor Service is a network of qualified doctors who provide bulk-billed after hours medical care to patients in their home and/or aged care facilities. Doctors are available from 6pm weeknights, 12 noon Saturday and all day Sunday and public holidays.

- ☎ 13 SICK (13 7425)
- 🌐 [homedoctor.com.au](http://homedoctor.com.au)

## Nurse on Call

Nurse on Call is a free phone service providing immediate, expert health advice from registered nurses, 24 hours a day, seven days a week. They can help with issues such as: you or someone you're caring for is feeling unwell; you are not sure if you should seek medical help; you're away from home or situated a long way from medical help; or you simply want advice or information about health services in your area.

- ☎ 1300 606 024
- 🌐 [health.vic.gov.au/nurseoncall](http://health.vic.gov.au/nurseoncall)

## Recreation, leisure and fitness

A number of private health clubs, gyms, and fitness classes operate in various locations throughout the Shire, including Council's Living & Learning Centre's and healthAbility.

### Living & Learning Nillumbik

- 🏠 739 Main Road, Eltham
- ☎ 9433 3744
- 🌐 [livinglearningnillumbik.vic.gov.au](http://livinglearningnillumbik.vic.gov.au)

### healthAbility

- 🏠 917 Main Road, Eltham
- ☎ 9430 9100
- 🌐 [healthability.org.au](http://healthability.org.au)



## Recreation trails

Nillumbik has over 50km of regional and local trails. Many of these trails are shared use for walking, cycling and equestrian.

A list of these trails can be found on Council's website. There are also a number of user groups within the Shire using the trails network including, horse riding, cycling, running, walking, and orienteering. Search 'trails' on Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

## Sporting clubs

Nillumbik has a number of sporting clubs that include older adults. To find or try a sport or club near you visit Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

## Val's Café

Val's Café was established to improve the health and wellbeing of older lesbian, gay, bisexual, trans and intersex (LGBTI) people. Central to their aim is creating safe and inclusive services that recognise and value older LGBTI clients. Val's Café provides education, resources, and events for older LGBTI people and the wider community.

- ☎ 9479 8740
- 🌐 [valscafe.org.au](http://valscafe.org.au)

## Yarrambat Golf Course

Yarrambat Golf Course features an 18 hole course as well as virtual golf, bar, bistro, pro shop, driving range and function centre.

- 🏠 649 Yan Yean Road, Yarrambat
- ☎ 9436 2201
- 🌐 [yarrambatgolf.com.au](http://yarrambatgolf.com.au)

# Housing and Accommodation

## Aged Care Assessment Services (ACAS)

ACAS are independent teams who assist frail older people and their carers identify what kind of care will best meet their needs.

Assessment teams are multi-disciplinary and can include health professionals such as medical officers, social workers, nurses, occupational therapists and physiotherapists.

For an older person to access Commonwealth-funded residential aged care and residential respite care they must first be assessed as eligible by an ACAS.

ACAS Bundoora services Nillumbik and provides assessment and information to assist older adults to make informed decision on whether community supports can be provided in the home to maximise independence and safety and/or whether alternate short or long term residential aged care services may be required.

ACAS Bundoora also conduct community, residential care and hospital assessments from Monday to Friday during business hours. There is no fee for an ACAS assessment.

🏠 1231 Plenty Road, Bundoora  
☎ 9495 3443 or 9495 3180

## Aged Care Homes

As people age some may find that they need more help with day-to-day tasks, health care or additional support. Often people will move into an aged care home due to illness, disability, incontinence, an emergency or because of the needs of their family, friends, or carer. Staff at aged care homes help with and/or provide day-to-day tasks such as cleaning, cooking, laundry, personal care (dressing, grooming, going to the toilet), or 24-hour nursing care (wound or catheter care). Aged care homes are owned and run by organisations who are approved by the Australian Government.

**In Nillumbik there are three aged care homes:**

### Bupa Greensborough

🏠 264 Diamond Creek Road,  
Greensborough  
☎ 9434 6100  
🌐 [bupaagedcare.com.au](http://bupaagedcare.com.au)

### Estia Health Wattle Glen

🏠 45 Silvan Road, Wattle Glen  
☎ 9718 2267  
🌐 [estiahealth.com.au](http://estiahealth.com.au)

### St Vincent's Care Services Eltham

🏠 43 Diamond Street,  
Eltham  
☎ 9431 0100  
🌐 [scvs.org.au](http://scvs.org.au)





## Commonwealth Home Support Program (CHSP)

Transition to the new Commonwealth Home Support Program commenced in July 2015 to provide support for older adults to retain their independence in their homes and communities for longer.

The new CHSP brings together the four previous programs of:

- Commonwealth Home and Community Care (HAAC)
- Planned respite from the National Respite for Carers Program (NRCP)
- Day therapy centres (DTC)
- Assistance with Care and Housing for the Aged (ACHA)

A Regional Assessment Service (RAS) can approve an older person as eligible for either a low level (Levels 1 or 2) package or a Aged Care Assessment Service (ACAS) for a high level (Levels 3 or 4) package.

- ☎ 1800 200 422
- ✉ [chsp@dss.gov.au](mailto:chsp@dss.gov.au)
- 🌐 [dss.gov.au](http://dss.gov.au)

## DPS Guide

The DPS Guide has an informative website providing information on older adult housing options in Australia.

The DPS Guide to aged care is published annually and offers a state-by-state directory of aged residential, community care and retirement living options. The Guide educates consumers on a number of considerations when choosing accommodation and care options for later in life. It also includes a comprehensive directory of nursing homes, home care packages, retirement villages and home and community care products and services.

Your Retirement Living is a second DPS resource specifically for older adults contemplating moving from the family home to something more suitable to their current lifestyle and needs. It provides detailed information on the legal, financial, and social considerations of choosing a retirement community.

- 🌐 [agedcareguide.com.au](http://agedcareguide.com.au)

## Extensions, renovations, rebuilds and new builds

Before embarking on any changes to your property, you are strongly encouraged to contact Council's Planning Services Unit for advice. Many plans require a planning permit, building permit or both, so it is important to understand when a permit may be necessary. In general, planning permits relate to the use and development of the land, and building permits relate to structural matters and compliance with building regulations. They are different in what they approve and in their purposes; as such they are two separate application and approval processes. Many people ask whether they need a permit when undertaking work. The Victorian Building Authority governs what work needs a building permit. Additions and/or structural alterations to a dwelling or any other building always require a building permit. For a list of other common types of building

work requiring permits it is best to visit [vba.vic.gov.au](http://vba.vic.gov.au)

You can discuss your building or planning ideas at a free pre-application meeting with one of Council's Planning Officers, and based on your proposal, they will be able to assist you in the permit application process.

- ☎ Planning Services Unit 9433 3343
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

## Home at Last (HAL)

HAL is a free and confidential housing service provided by Housing for the Aged Action Group (HAAG) that offers information, advice, and support that can help people find a housing solution. The four services provided through HAL include:

- information, support and referral
  - outreach care and housing
  - tenancy support
  - retirement housing options
- ☎ 1300 765 178
  - ✉ [oldertenants.org.au/home\\_at\\_last](http://oldertenants.org.au/home_at_last)



## Home and Community Care (HACC)

HACC provides a range of basic support services to older people and people with a disability who wish to continue living at home. In Nillumbik these services are provided by Nillumbik Shire Council. HACC services available in Nillumbik include: personal care, home care, respite care, property maintenance and meals on wheels. People living at home who have a disability, are frail, 65 and older, and/or are caring for someone with a moderate or severe disability must first be assessed by a Council Assessment Officer as needing support. At assessment, the Officer will determine eligibility, level of need, priority for service, and individual cost. Fees for services are means tested and discussed during assessment and review. Referrals to HACC services can be made by individuals, family members, general practitioners, Aged Care Assessment Services, and community service agencies.

- 📞 9433 3138
- ✉️ [intake@nillumbik.vic.gov.au](mailto:intake@nillumbik.vic.gov.au)
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

## Housing for the Aged Action Group (HAAG)

HAAG is the state-wide organisation representing older renters and tenants in Victoria across all housing types including private rental, public and community managed housing, caravan and residential parks, rooming houses, independent living units, and a range of new models of older persons' housing including rental villages and semi-independent living. HAAG provides free and confidential housing information and advice.

- 📞 9654 7389
- 🌐 [oldertenant.org.au](http://oldertenant.org.au)

## My Aged Care

The My Aged Care website has been established by the Federal Government to help people navigate the aged care system. My Aged Care is made up of the website and a contact centre that operates on weekdays between 8am and 8pm and Saturdays from 10am to 2pm. Both resources provide people with information on aged care for oneself, a family member, friend or someone being cared for.

- 📞 1800 200 422
- 🌐 [myagedcare.gov.au](http://myagedcare.gov.au)

## Retirement villages

Retirement villages offer the option for older adults (aged over 55) to move into a community that is specifically designed to meet their accommodation, social, and recreational needs. Many people choose to move to a retirement village when they want to downsize from the family home and/or are looking for a lifestyle change.

**Nillumbik has three retirement village options:**

### Kooringa Close Retirement Village

- 🏠 144 Bible Street, Eltham
- 📞 9439 7312
- 🌐 [kooringaclose.com.au](http://kooringaclose.com.au)

### St Thomas Retirement Village

- 🏠 259 Diamond Creek Road, Greensborough
- 📞 9422 4040
- 🌐 [catholic-homes.org.au](http://catholic-homes.org.au)

### Calvary Retirement Village

- 🏠 1 Oldstead Road, Greensborough
- 📞 9435 2033
- 🌐 [calvaryretirement.com.au](http://calvaryretirement.com.au)



## Supported Residential Services (SRS)

SRS provide accommodation and support for people who need support in their everyday life. They are privately operated services, and must be registered with the State Government. Services are monitored to ensure they provide certain standards of personal support and accommodation.

It is important to note that SRS are registered and regulated by the Victorian Department of Health and Human Services but are not part of the Australian Government's aged care system.

### Nillumbik has two older adult-specific Supported Residential Services:

#### Kilara House

🏠 124 Main Hurstbridge Road,  
Diamond Creek  
☎ 9438 5710

#### Eltham Villa

🏠 1120 Main Road, Eltham  
☎ 9431 3687

## Information

### Age Discrimination Commissioner

The Age Discrimination Commissioner is responsible for raising awareness of age discrimination, educating the community about the impact of age discrimination and monitoring and advocating for the elimination of age discrimination across all areas of public life. The Commissioner does not provide individual advocacy or support.

☎ 1300 656 419  
🌐 [humanrights.gov.au](http://humanrights.gov.au)

### Centrelink

Centrelink delivers a range of payments and services for people at times of major life change. They have a range of services including; job seekers, your health, carers, older Australians, people with disability, rural and remote Australians, Indigenous Australians and help in an emergency.

There are a number of services and payments you may be entitled for.

### Specific Centrelink phone numbers include:

Disability, sickness and carers  
☎ 132 717

Income management  
☎ 1800 132 594

Job seekers  
☎ 132 850

Older Australians  
☎ 132 300

Online accounts  
☎ 132 307

Phone self-service  
☎ 136 240

🌐 [humanservices.gov.au](http://humanservices.gov.au)



## Commissioner for Senior Victorians

The Commissioner for Senior Victorians is committed to working towards an age-friendly and inclusive Victoria for all. The Commissioner provides independent advice to ministers and government departments. The Commissioner does not provide individual advocacy for resolving complaints about government services for seniors.

☎ 9096 1052

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

## Council on the Ageing (COTA)

COTA is the primary organisation representing the interests and voices of older Victorians. They are a leading advocate, educator, and source of trusted information, including Seniors Information Victoria and offer free information on a range of issues of interest to older Victorians.

A paid COTA membership offers products and services tailored to the needs of older adults.

📍 Level 4, Block Arcade,  
98 Elizabeth Street, Melbourne

☎ 9654 4443

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

🌐 [cotavic.org.au](http://cotavic.org.au)

## CFA

Country Fire Authority (CFA) is a volunteer and community-based fire and emergency services organisation working together to keep Victorians safe from fire and other emergencies. From warnings and restrictions to planning and preparing, CFA offer information and education for all areas of Victoria.

Victorian Bushfire Information Line

☎ 1800 240 667

CFA Headquarters

☎ 9262 8444

Burn-off notification

☎ 1800 668 511

🌐 [cfa.vic.gov.au](http://cfa.vic.gov.au)

## Justice Connect

Justice Connect helps people facing disadvantage who are ineligible for legal aid and cannot afford a lawyer to access free legal assistance. They currently have four programs operating in Victoria:

- Seniors Law
- Self-Representation Service
- Not-for-profit Law
- Homeless Law

☎ 8636 4400

🌐 [justiceconnect.org.au](http://justiceconnect.org.au)

## National Seniors

National Seniors are a not-for-profit organisation for over 50s, providing members with a strong voice in Canberra to improve the quality of life of Australians over 50. Paid membership also provides exclusive member benefits.

☎ 1300 765 050

🌐 [nationalseniors.com.au](http://nationalseniors.com.au)

## Nillumbik Shire Council

Council provides a wide range of information for the community including; website, Facebook, Twitter, e-newsletters, Nillumbik News and other hard copy information booklets and publications.

Council's Ageing Well in Nillumbik is a quarterly newsletter keeping residents up to date with Council, community news, events and information to help keep people living well and ageing even better. The newsletter can be delivered directly to your preferred address. If you would like to be added to the Ageing Well in Nillumbik mailing list phone 9433 3348 or email [positive.ageing@nillumbik.vic.gov.au](mailto:positive.ageing@nillumbik.vic.gov.au) and leave your preferred contact address.

☎ 9433 3111

🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

## Office of the Public Advocate

The Victorian Office of the Public Advocate provides services to protect and promote the rights, interests, and dignity of people with disability living in Victoria. Services include guardianship, advice, education, information, research, advocacy, and support.

- ☎ 1300 309 337
- ✉ opa\_advice@justice.vic.gov.au
- 🌐 publicadvocate.vic.gov.au

## Police

Nilumbik has three police stations with Eltham open 24 hours.

### Eltham Police Complex

(open 24 hours)

- 🏠 21 Pryor Street, Eltham
- ☎ 9430 4500

### Diamond Creek Police Complex

- 🏠 83 Main Hurstbridge Road, Diamond Creek
- ☎ 9438 8300

### Hurstbridge Police Station

- 🏠 790 Main Road, Hurstbridge
- ☎ 9718 2111

In cases of emergency always dial 000.

## Seniors Information Victoria

Seniors Information Victoria offers free information as an independent service.

Funded by the Victorian Government, it provides information across a range of issues of interest to older Victorians, such as housing options, home-based and community services, retirement, new learning opportunities and more.

- 🏠 Fourth floor, Block Arcade, 98 Elizabeth Street, Melbourne
- ☎ 1300 135 090
- ✉ askcota@cotavic.org.au
- 🌐 cotavic.org.au

## Seniors Online

Seniors Online is a Victorian Government website and an online first port of call for older Victorians.

Topic areas include:

- Victorian Seniors Card program
- Victorian Seniors Festival events
- Better Health Channel information
- Victorian Government programs
- news, features, polls, and photo galleries
- community contacts and directories
- 🌐 seniorsonline.vic.gov.au





## Seniors Rights Victoria

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older adults. Services include a helpline, specialist legal services, short-term support and advocacy for individuals, and community education. If you or someone you know is experiencing elder abuse contact their free, confidential helpline.

- ☎ 1300 368 821
- ✉ [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)
- 🌐 [seniorsrights.org.au](http://seniorsrights.org.au)

## Victorian Legal Aid

Victorian Legal Aid helps Victorians with legal problems by providing free legal information and education, with a focus on prevention and early resolution of legal problems.

- ☎ 1300 792 387
- 🌐 [legalaid.vic.gov.au](http://legalaid.vic.gov.au)

## VicEmergency

VicEmergency provides a single source of information and advice to help people prepare for, respond to, and recover from fire or flood.

With a real-time Google Map displaying incidents across Victoria, the website includes fires, floods, storms, power outages, hazardous material incidents, and traffic incidents.

It is important to always access more than one source for incident information and warnings during an emergency. As well as visiting the VicEmergency website, you can also download the FireReady app, check CFA's Facebook, Twitter, listen to ABC Radio 774 Plenty Valley 88.6fm, or ring the Victorian Bushfire Information line.

- ☎ 1800 240 667
- 🌐 [emergency.vic.gov.au](http://emergency.vic.gov.au)

## Victorian Equal Opportunity and Human Rights Commission

The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body with responsibilities under three Victorian laws to work with others to eliminate inequality and build a community that respects and promotes human rights and equal opportunity. Services provided by the Commission to assist people in meeting their obligations and understanding their rights include:

- a phone enquiry line
- a free, fair and timely dispute resolution service
- information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities
- education, training and consultancy services.

Enquiry line

- ☎ 1300 292 153
- ✉ [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

General enquiries and complaints

- ☎ 1300 891 848
- ✉ [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)
- 🌐 [humanrightscommission.vic.gov.au](http://humanrightscommission.vic.gov.au)

## Victorian Seniors Card Program

Take advantage of free or concession public transport, the Tech Savvy Seniors program, and discounts on thousands of goods and services from Seniors Card businesses. Look out for the 'Seniors Card Welcome Here' logo or ask for seniors card discounts. You will need to apply directly for this free card.

- ☎ 1300 797 210
- ✉ [seniorcard@dhhs.vic.gov.au](mailto:seniorcard@dhhs.vic.gov.au)
- 🌐 [seniorsonline.vic.gov.au/seniors-card](http://seniorsonline.vic.gov.au/seniors-card)

## Victorian Ombudsman

The Victorian Ombudsman investigates state or local government actions and decisions. Their role is to decipher what has occurred and advise you on whether the actions were reasonable or unreasonable. The Ombudsman's office can make recommendations to the relevant government body about its conduct. Responsibilities of the Ombudsman include complaint handling, accountability, access and effectiveness.

- 📍 Level 1 North Tower,  
459 Collins Street,  
Melbourne
- ☎ 9613 6222
- ✉ [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)
- 🌐 [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

## Victorian State Emergency Services (SES)

SES is the lead agency for floods, storms, tsunami, and earthquakes in Victoria, managing responses to these emergencies and helping communities to prepare through planning and education. They also provide information for emergencies and disasters on planning ahead and what to do in an event.

Current emergency information is available by calling the Victorian SES Information Line on 1300 VICSES (1300 842 737). When this service is operating during a large-scale emergency, you may be connected to a call taker or hear a recorded message.

- ☎ 132 500
- 🌐 [ses.vic.gov.au](http://ses.vic.gov.au)

## Social Connectedness

### Allwood House

Allwood House is a not-for-profit community organisation providing a range of activities and services. They have an open door policy and connect people through affordable learning and social opportunities, regardless of age or background.

- 📍 901 Main Road,  
Hurstbridge
- ☎ 9718 2717
- 🌐 [allwoodhouse.org.au](http://allwoodhouse.org.au)

### Art collections and galleries

The Nillumbik community is renowned for its artistic culture, and home to many artists. Whether you practice or simply appreciate, there are a number of galleries, collections, and public art pieces to enjoy. Search 'arts and culture' on Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### Council festivals and events

Council supports and organises a number of community festivals and events throughout the year. Community events and festivals are a great way to get out of the house to do something different. Catch up with friends, or enjoy the company of the larger Nillumbik community. Search 'festivals and events' on Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### Edendale

Edendale is Council's community environment farm providing an interactive community and education centre to support sustainable practices. With fun and informative activities, sessions, and volunteer opportunities year round, there is always something new happening at Edendale.

- ☎ 9433 3711
- 🌐 [edendale.vic.gov.au](http://edendale.vic.gov.au)

### Friends groups

A friends group is a group of volunteers with an interest in a particular park, reserve or species of native plant or animal. Members are involved in activities such as planting, weed control, mulching, or plant, animal or water quality monitoring. Search 'help improve your local environment' on Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### Grandparents playgroup

Council supports a playgroup for grandparents who care for grandchildren during the week. Meet other grandparents while your grandchildren enjoy the playgroup experience.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### Historical societies

Nillumbik has a number of historical societies and organisations which celebrate the history of individual townships and districts. These volunteer organisations play an important role in preserving the unique heritage of our Shire, and provide a great opportunity to meet with like-minded people. Search 'get involved' on Council's website.

- ☎ 9433 3111
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### Living & Learning Nillumbik

Nillumbik has three Living & Learning Centres offering a range of community activities, short courses and nationally recognised qualifications. You can meet new people, learn something new, challenge yourself, volunteer or just connect with your local community.

- 🌐 [livingandlearning.vic.gov.au](http://livingandlearning.vic.gov.au)

### Diamond Creek Living & Learning

- 📍 119 Cowin Street, Diamond Creek
- ☎ 9433 3766

### Eltham Living & Learning

- 📍 739 Main Road, Eltham
- ☎ 9433 3744

### Panton Hill Living & Learning

- 📍 18 Bishops Road, Panton Hill
- ☎ 9433 3799

### Men's Sheds

Men's Sheds offer men a safe and active environment where you can feel good about yourself, be a productive and valuable member of the community, connect with other men and maintain an active mind and body. There is no pressure to participate or get involved; simply pop in for a chat and cuppa if that's all you want as well.

- 🌐 [mensshed.org](http://mensshed.org)

### Diamond Creek Men's Shed

- 📍 53 Challenger Street, Diamond Creek
- ☎ 9438 3630

### Eltham Men's Shed

- 📍 43 Diamond Street, Eltham
- ☎ 9434 3329

### Hurstbridge Men's Shed

- 📍 50 Graysharps Road, Hurstbridge
- ☎ 0432 213 495

### St Andrews Men's Shed

- 📍 35 Caledonia Street, St Andrews
- ☎ 0417 525 169



## Older Men: New Ideas OM:NI

OM:NI aims to enhance the health, wellbeing and lifestyle of older men by providing a safe place for men to meet and listen to other men while sharing their knowledge and experiences. Respect, trust, confidentiality, and acceptance of one another are paramount to your experience of OM:NI. To contact your local club ring Seniors Information.

-  [omni.org.au](http://omni.org.au)
-  1300 135 090

## Diamond Creek OM:NI

-  Netball Centre, Diamond Street, Diamond Creek

## Eltham OM:NI

-  Eltham Football Pavilion, Panther Place, Eltham

## Hurstbridge OM:NI

-  Hurstbridge Cricket and Football Pavilion, Graysharps Road, Hurstbridge

## Planned Activity Groups (PAGs)

PAGs help older adults and people with disabilities stay healthy and active by offering interesting and fun group activities enhancing independence, social interaction and quality of life. PAGs also provide respite for carers enabling them to work, rest or engage in social activities. Living & Learning Nillumbik and healthAbility both offer PAGs within the Shire.

## Living & Learning Nillumbik Panton Hill

-  18 Bishops Road, Panton Hill
-  9433 3799
-  [livingandlearning.vic.gov.au](http://livingandlearning.vic.gov.au)

## healthAbility

-  917 Main Road, Eltham
-  9430 9100
-  [healthability.org.au](http://healthability.org.au)

## Probus

Probus is an association for older members of the community no longer working full time, who have common intellectual and cultural interests. There are a number of clubs in the Shire which you are welcome to register your interest with, via their website or phone.

- Diamond Creek Probus
- Eltham Combined Probus
- Eltham North Probus
- Hurstbridge Probus
- Nillumbik Combined Probus

-  1800 630 488
-  [probussouthpacific.org](http://probussouthpacific.org)

## Rotary

Rotary clubs provide service to others as part of an international network of business, professional and community leaders striving to make the world a better place through practical efforts.

## Diamond Creek

-  Ashton Manor, 49-55 Main Street, Diamond Creek
-  [info@diamondcreekrotary.org.au](mailto:info@diamondcreekrotary.org.au)
-  [diamondcreekrotary.org.au](http://diamondcreekrotary.org.au)

## Eltham

-  360 Eltham Yarra Glen Road, Kangaroo Ground
-  [admin@rotaryeltham.org.au](mailto:admin@rotaryeltham.org.au)
-  [rotaryeltham.org.au](http://rotaryeltham.org.au)





## Senior Citizens Clubs

Senior Citizens Clubs offer fun, friendship and outings catering specifically for older adults. Whether it's bowling, cards or lunch at a pub, Nillumbik's three Senior Citizens Clubs always have something on offer.

### Diamond Creek Senior Citizens Club

📍 Corner of Elizabeth and Gibson Streets, Diamond Creek  
📞 9438 1006

### Eltham Senior Citizens Club

📍 903 Main Road, Eltham  
📞 9439 7957

### Hurstbridge Senior Citizens Club

📍 Hurstbridge Hall, 974 Heidelberg-Kinglake Road, Hurstbridge  
📞 9718 2978

## U3A Nillumbik

University of the Third Age (U3A) Nillumbik provides creative, educational, and recreational opportunities for older adults. Activities are low cost and held in a friendly and informal environment at various venues across the Shire.

📍 Old Eltham Courthouse, Corner Brougham Street and Main Road, Eltham  
📞 0468 300 764  
✉ u3a.nillumbik@gmail.com  
🌐 nillumbiku3a.org.au

## Volunteering

The benefits of volunteering are numerous and varied, and in Nillumbik there are a number of opportunities available. Whether you help your neighbour with the bins, spend a few hours helping at the local op-shop, sit on a community board, or help protect our bushland, volunteering has many looks and purposes. Council has a number of resources to help you look

for volunteers or find a volunteer role perfect for you. Search 'get involved' on Council's website.

📞 9433 3111  
🌐 nillumbik.vic.gov.au

You can also contact local schools and kinders, churches, residential aged care facilities, op-shops, clubs and groups to find out if they are looking for volunteers.

## Wesley Do Care

Wesley Do Care is a support service for socially isolated older adults living independently in the community. Volunteers provide social support to enable people to remain engaged with or reconnect to their personal interests within the community. Community members can sign up to either volunteer or become a recipient of the service.

📞 8199 6260  
🌐 wesley.org.au

## Yarra Plenty Regional Library Service (YPRL)

YPRL offers numerous activities, sessions and workshops across the two Nillumbik locations. From one-off speakers to regular writing groups, our two libraries offer more than just borrowing books, magazines and movies. They are also places to meet new friends, enjoy some quiet time or surf the net. Other YPRL services include the mobile library, home library and outreach service.

🌐 yprl.vic.gov.au

### Diamond Valley Library

📍 Civic Drive, Greensborough  
📞 9434 3809

### Eltham Library

📍 Panther Place, Eltham  
📞 9439 9266

# Transportation

## Concessions

Victorian Seniors Card holders (available from Seniors Online Victoria) are entitled to a range of benefits on public transport services. Benefits include a free myki entitling you to concession fares on trains, trams and buses during the week, V/Line concessions, free off-peak travel vouchers and free travel on Saturdays and Sundays.

For eligibility criteria and an application you can pick up a form from Australia Post outlets or download a copy from the Seniors Online Victoria website.

-  1300 797 210
-  seniorscard@health.vic.gov.au
-  seniorsonline.vic.gov.au

## Disabled Person's Parking Scheme

This scheme operates throughout Victoria to support people with a disability. Administered through local Councils an application form must be completed including documentation from a relevant medical practitioner.

Application forms and information are available on the Council's website. Search 'local laws, permits and parking' on Council's website.

-  9433 3111
-  nillumbik.vic.gov.au

## LINK Community Transport

Link Community Transport is a not-for-profit organisation providing transportation for older adults and their carers in Nillumbik and surrounds.

This door-to-door volunteer driver service operates Monday to Friday for Home and Community Care (HACC) eligible individuals.

-  8358 8000
-  admin@lct.org.au
-  linkcommunitytransport.org.au




## Love in the Name of Christ

Love in the Name of Christ is a local Eltham based volunteer church group providing limited medical transport for people who need assistance travelling to medical appointments.

-  9431 3022

## Multi Purpose Taxi Program (MPTP)

MPTP is a State Government initiative operating through the Taxi Services Commission. The program assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares.

-  1800 638 802
-  mptp@taxi.vic.gov.au
-  taxi.vic.gov.au

### **Nillumbik Shire Council Community Transport**

Council provides community transport for non-driving older adults and their carers. Trained volunteer drivers pick up and return passengers to their homes for the cost of a \$2 (each way) donation which contributes to the cost of fuel.

The service runs Monday to Friday covering different destinations and routes each day.

For bookings and enquiries contact Council's Community Transport Services.

- ☎ 9433 3723
- ✉ [community@nillumbik.vic.gov.au](mailto:community@nillumbik.vic.gov.au)
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### **Nillumbik Shire Council Medical Transport**

Council offers a medical transport service for residents with limited mobility who have no other options available to attend medical appointments.

The service must be booked in advance and is subject to eligibility and availability of our trained volunteer drivers. Search 'transport' on Council's website.

- ☎ 9433 3723
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### **Nillumbik Shire Council Saturday Bus**

Council provides a Saturday bus that travels from Hurstbridge Train Station to Panton Hill, Smiths Gully, St Andrews, Cottles Bridge and back to Hurstbridge Train Station. Trained volunteers drive the bus and a gold coin donation helps offset fuel costs. Search 'transport' on Council's website.

- ☎ 9433 3723
- ✉ [community@nillumbik.vic.gov.au](mailto:community@nillumbik.vic.gov.au)
- 🌐 [nillumbik.vic.gov.au](http://nillumbik.vic.gov.au)

### **Public Transport Victoria (PTV)**

PTV is a statutory authority managing Victoria's train, tram and bus services. It provides a single point of contact for information on public transport services, fares, tickets and initiatives.

Nillumbik has four train stations on the Hurstbridge to City Line (Hurstbridge, Wattle Glen, Diamond Creek, and Eltham), and a number of public transport buses running through the southern end of the Shire which include wheelchair accessible low floor buses with ramps.

You can obtain up-to-date departure times and service interruptions by calling PTV, subscribing to their emails or downloading software to your smart phone.

Note to use any of PTV's services you need a myki reusable smart card.

- ☎ 1800 800 007
- 🌐 [ptv.vic.gov.au](http://ptv.vic.gov.au)









**Nillumbik Shire Council**

Civic Drive, Greensborough | PO Box 476, Greensborough 3088

Telephone 9433 3111 | Facsimile 9433 3777 | Email [nillumbik@nillumbik.vic.gov.au](mailto:nillumbik@nillumbik.vic.gov.au)



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



[@nillumbikshire](https://twitter.com/nillumbikshire)



[www.nillumbik.vic.gov.au](http://www.nillumbik.vic.gov.au)