



INFORMATION KIT FOR

SENIORS

With the compliments of

Sarah Connolly MP

STATE MEMBER FOR LAVERTON



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(03) 9916 1778



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[SarahConnollyMP](#)

Welcome to my Seniors Information Kit.

I have prepared this kit as a handy local resource that can be referred to for a variety of supports currently available from the Allan Labor Government.

I have also included some information regarding supports that are available from the Commonwealth Government as well as from local Council and community organisations.

If you would like to arrange some additional copies of this kit or seek further information about any of the topics in this publication, please contact my office on (03) 9916 1778 during business hours.

Yours sincerely,



Sarah Connolly MP
State Member for Laverton



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Health

NURSE-ON-CALL

NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock.



Note: for non-emergency health advice only.

If you think your situation is an emergency, you should always call 000 or go to a hospital emergency department.

You may need **NURSE-ON-CALL** when:

- 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.

Phone: 1300 606 024

Available 24/7.

Local call costs apply.



PRIORITY PRIMARY CARE CENTRES

Priority Primary Care Centres provide GP-led care to people who need urgent care but **not** an emergency response.



The centres are open after hours (up to 16 hours a day, seven days a week).

If you think your situation is an emergency, you should always call 000 or go to a hospital emergency department.

LOCAL PRIORITY PRIMARY CARE CENTRES LOCATIONS

■ Sunshine Priority Primary Care Centre

421 Ballarat Rd, Sunshine VIC 3020
Open 7 days a week, 8.00am to 10.00pm

Phone: (03) 8539 2772

You can book online, call or walk-in appointments are also available.

> sites.google.com/view/sunshineppcc

■ Werribee Priority Primary Care Centre & Medical Urgent Care Clinic

1-5 Station Pl, Werribee VIC 3030
Open 7 days a week, 8.00am to 10.00pm

Phone: (03) 8734 0340

You can book online, call or walk-in appointments are also available.

> urgentcarenetworkaustralia.com.au

WESTERN HEALTH

Western Health provides a comprehensive, integrated range of clinical services from its various sites ranging from mental health and wellbeing services, and acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to sub acute care and onsite and virtual ambulatory clinics.

Western Health provides a combination of hospital, community-based and in-reach services to aged, adult and paediatric patients and newborn babies.

■ **Sunshine Hospital**

176 Furlong Rd, St Albans VIC 3021
Phone: (03) 8345 1333

■ **Footscray Hospital**

160 Gordon St, Footscray VIC 3011
Phone: (03) 8345 6666

> www.westernhealth.org.au





**Ambulance
Victoria**

If you need to call an ambulance, please dial 000.

Please provide the operator with your address, details of the emergency situation, and your contact information.

Do not hang up the phone before the operator asks you to do so.

Ambulance services are not free unless you hold a government concession card or are an Ambulance Victoria member.

Ambulance Victoria (AV) aims to improve the health of the community by providing high quality pre-hospital care and medical transport.

AV provides emergency medical response to more than 6.7 million people in an area of more than 227,000 square kilometres.

Phone: 1800 648 484

> www.ambulance.vic.gov.au



BREAST CANCER SCREENING

Women aged between 50 and 74 in Victoria can receive free breast screening, which is the best way to prevent breast cancer.



BreastScreen Vic

You can make an appointment through the website at www.breastscreen.org.au or by scanning the QR code.

You can get a local screening at:

- 338 Hampshire Crescent, Sunshine VIC 3020
- 27 Princes Highway Service Rd, Werribee VIC 3030
- 240 Hoppers Lane, Werribee VIC 3030

NATIONAL BOWEL CANCER SCREENING

The National Bowel Cancer Screening Program invites people aged 50-74 to screen for bowel cancer using a free, simple test at home.

Screening can save lives by detecting the early signs of bowel cancer.

You can contact the National Cancer Screening Register on 1800 627 701.

DEMENTIA

Dementia is not a normal part of getting older - and it isn't one specific disease.

Instead, it's a broad term that covers the effects on people of a number of different medical conditions.

Those conditions include Alzheimer's, vascular dementia, the Lewy body dementias and more.

Dementia can happen to anybody, but it is much more common after the age of 65.

There's currently no known cure for dementia, but there are treatments for many of the symptoms and support is available.

DEMENTIA AUSTRALIA NATIONAL HELPLINE

Free and confidential, the National Dementia Helpline provides expert information, advice and support, **24 hours a day, seven days a week, 365 days a year.**

No issue too big, no question too small.

Phone: 1800 100 500

> www.dementia.org.au



COMMONWEALTH SENIORS HEALTH CARD

Cardholders are eligible for discounts on medical services and medications. You may apply for this card if you meet the following criteria:

- Age Pension age or older;
- Meet residence rules;
- Not be getting an income support payment from Centrelink or the Department of Veterans' Affairs;
- Provide a Tax File Number or be exempt from doing so;
- Meet identity requirements;
- Meet the income test.



More Information

Phone: 132 300

HEALTH COMPLAINTS COMMISSIONER

The Commissioner is responsible for investigating and adjudicating complaints against medical institutions (hospitals), as well as complaints about the collection and disclosure of personal health information.

Phone: 1300 582 113

Level 26, 570 Bourke St, Melbourne

> www.hcc.vic.gov.au

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

If you are **under 65 years of age** the NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and improved quality of life.

A local area coordinator for the NDIS can help you to understand the NDIS, apply and connect with other government and community supports.

The NDIS is only available to:

- Australian citizens
- Permanent Visa holders
- Protected Special Category Visa holders

Phone: 1800 800 110

> www.ndis.gov.au



NDIS

VIC SENIORS CARD

The Seniors Card encourages older Victorians to keep active and engaged in the community through offers and incentives that make it affordable to get out and about.



Apply for the Seniors Card

There are no fees or application charges and an application takes less than five minutes to apply via the online form (scan the code above to apply or learn more).

With a Seniors Card you are eligible for free or concession public transport and are exempt from a fishing license fee in Victoria.

All card holders can take advantage of discounts and services from businesses via our Discount Directory.

To apply for a Seniors Card you need to be:

- Over 60 years of age, a permanent resident of Australia, residing in Victoria;
- Working less than 35 hours per week in paid employment or fully retired

If you are working more than 35 hours per week apply for the **Seniors Business Discount Card** (details overleaf).

Phone: 1300 797 210

(9am to 2pm, Monday to Friday)

> www.seniorsonline.vic.gov.au

Cost-of-Living

SENIORS BUSINESS DISCOUNT CARD

Residents of Victoria who are 60 years old or above and work 35 hours or more per week can apply for this card.

This card does not provide public transportation discounts.

Phone: 1300 797 210

(9am to 2pm, Monday to Friday)

> www.seniorsonline.vic.gov.au/seniors-card



Apply for the
Business Card

PENSIONER CONCESSION CARD

If you receive certain benefits from Centrelink, you will automatically receive a pensioner concession card, which will be valid for 2 years.

The Pensioner Concession Card enables access to cheaper health care, medicines and some discounts.

Phone: 132 300

(8am to 5pm, Monday to Friday)



More
Information

Cost-of-Living

UTILITY RELIEF GRANT SCHEME

This relief grant scheme helps low-income residents experiencing any unexpected hardship to pay overdue energy or water bills.

The grant provides assistance paying a mains electricity, gas or water bill that is overdue to a temporary financial crisis.

To be eligible you must be an account holder who has one of the following types of concession card:

- Pensioner Concession Card
- Health Care Card
- Veterans' Affairs Gold Card

The amount of the grant is based on the amount you owe at the time of application.

It is also based on the reasons you have given for applying in your application form.

You can receive a maximum of \$650 on each utility type in a two-year period (or \$1,300 for households with a single source of energy for example, electricity only).

Phone: 1800 658 521



Utility Relief
Grant Scheme

CENTRELINK

Centrelink is a Federal Government agency that provides welfare services to retirees, jobseekers, families, carers, parents, disabled individuals, Indigenous Australians, and people from culturally and linguistically diverse backgrounds.



They also provide support to individuals who are currently experiencing significant changes in their lives.

PHONE NUMBERS:

132 300 for inquiries about Age Pensions, Commonwealth Seniors Health Cards, and Pensioner Concession Cards.

132 717 for inquiries about Disability Support Pensions, Mobility Allowances, Carer Allowances and Carer Payments.

133 677 for people who are deaf or have a hearing impairment.

LOCAL SERVICE CENTRE LOCATIONS

- 103 Harvester Rd, Sunshine
- 12 Werribee Street South, Werribee
- > www.servicesaustralia.gov.au

LOCAL GOVERNMENT

If you reside within the State District of Laverton you are in one of the following Councils:

Wyndham City Council, Hobsons Bay City Council, Brimbank City Council and Maribyrnong City Council.

The main responsibilities of local government include:

- **Transport and infrastructure services**, such as local roads, footpaths, traffic management, as well as leisure and recreation facilities;
- **Environmental and sanitation services**, such as waste management;
- **Building and planning services**, such as planning and land use controls, and building and planning permit approvals;
- **Health services**, such as aged care programs, maternal and child health centres, and food safety regulation;
- **Emergency management services** such as disaster response and recovery;
- **Social and community services**, such as early childhood education services, youth programs, and libraries.

Local Government

Wyndham City Council

45 Princes Hwy, Werribee VIC 3030
Phone: 1300 023 411

Hobsons Bay City Council

115 Civic Parade, Altona VIC 3018
Phone: 1300 179 944

Brimbank City Council

301 Hampshire Rd, Sunshine VIC 3020
Phone: (03) 9249 4000

Maribyrnong City Council

56 Paisley St, Footscray VIC 3011
Phone: (03) 9688 0290

Local Government

SUPPORT SERVICES AT WYNDHAM CITY COUNCIL

Wyndham City Council provides direct support services including free Community Counselling, food relief with the Food Bank at the Youth Resource Centre, and information and referrals via the Community Connector.



More
Information

Phone: 1300 023 411

MARIBYRNONG CITY COUNCIL

Maribyrnong City Council provides a wide range of programs and services to older adults and people with disabilities to support independent living, including home and personal care, meals, transport and respite care.



More
Information

Phone: (03) 9688 0200

Local Government

HOBSONS BAY CITY COUNCIL

Hobsons Bay City Council provides support options for people (and their carers) who have difficulties performing daily living tasks due to disability or frailty. This assists people to stay active, remain independent community members and avoid the need for early residential care.



More
Information

Phone: 1300 179 944

BRIMBANK CITY COUNCIL

At times of crisis or emergency finding the support you need can be tricky. Brimbank City Council can put community members in touch with the Council services, as well as other community and charitable services in Melbourne's West.



More
Information

Phone: (03) 9249 4744

Transport

VICROADS

VicRoads are the body responsible for driver's license applications, vehicle registration, payment, road safety regulations and other related matters in Victoria.



VicRoads

PHONE NUMBERS:

131 171 for general inquiries

(03) 9280 0783 for interpreter services

1300 650 266 for all account services

DIGITAL DRIVER LICENCES

Digital driver licences are now available to all Victorian full licence holders.

A digital licence is a quick and secure way to provide your licence status and access licencing information to verify your identity when needed.



Digital Licence

Transport

Your digital driver licence can be accessed directly from the *myVicRoads* or *Service Victoria* app.

Note: Using a digital licence is optional.

Physical licences will continue to be issued for all Victorian drivers and can continue to be used for identification purposes.

> www.vicroads.vic.gov.au

SHORT TERM REGO

In order to reduce the financial burden on residents, the Victorian Government has introduced a service for paying your registration fees in installments.

You can choose to pay every 3, 6, or 12 months.

Note: Pensioners, DVA Gold Card holders (non-dependants) and Health Care Card holders are eligible for discounts on vehicle registration fees.

Transport

SENIORS MYKI

If you hold a Victorian Seniors Card, you can get a free Victorian Seniors Public Transport Card and enjoy the following benefits:



Seniors Myki

- **50% discount on full-fare tickets** for trains, trams, and buses (including V/Line trains and regional buses)
- **Free weekend travel** across any two consecutive zones and regional town buses
- **Free travel** during the annual Victorian Seniors Festival
- **Free off-peak travel** in Victoria

You can also use your Pensioner Concession Card for discounted fares.

Phone: 1800 800 007

> www.ptv.vic.gov.au

ACCESSIBLE PARKING PERMITS

The permit provides parking concessions for people with mobility difficulties.

There are three types of disability parking permits available to Victorian residents:

- Australian Disability Parking Permit (Individual)

Transport

- Australian Disability Parking Permit (Organisation)
- Victorian Double Time Parking Permit (Individual)

You can scan the QR code to check your eligibility, apply for a new permit, update your permit or replace your permit.

You can also apply through your family doctor or your local council.



Home & Community Care

MY AGED CARE

My Aged Care is a series of aged care service programs provided by the Federal Government.

To determine if you are eligible to receive services, staff members need to conduct a face-to-face assessment of your care needs.

If you pass the assessment, you can then access relevant care services. The online application is the fastest way to access My Aged Care services, taking only 15-20 minutes to complete.



Home & Community Care

The application forms for home help, short-term care, and nursing home care are the same.

Once the assessment is passed, you can apply for the following services based on your personal needs, and the assessors will provide specific recommendations based on your situation and recommend that you contact relevant organisations.

Phone: 1800 200 422

Monday to Friday: 8am to 8pm,
Saturday: 10am to 2pm

> www.myagedcare.gov.au

COMMONWEALTH HOME SUPPORT PROGRAMME

The Commonwealth Home Support Programme (CHSP) helps elderly Australians access support services so that they can live independently, safely, and healthily at home.

If you are experiencing difficulties in managing daily living tasks and feel that a little support could improve your health, then the CHSP may be the perfect choice for you.



To be eligible you must be:

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

Home care services are different for everyone.

It can include assistance with shopping and cooking, personal care such as bathing, dressing, and getting in and out of bed, as well as installing indoor safety equipment to improve safety and mobility.

The CHSP can also recommend services provided by other organisations, such as social outings and gardening activities to promote the physical and mental health of older people.

> www.myagedcare.gov.au

HOME CARE PACKAGE

If your needs are more complex, the Home Care Package may be more suitable for you.

Depending on the level of your care plan, you can receive help from different types of services, which are divided into three categories:

- Services that help you maintain a good condition and independence - including personal care, nursing services, and healthcare.
- Services that ensure your safety at home - including cleaning, home maintenance and modifications, and assistive equipment.
- Services that connect you with the community - including transport and social support services.

SHORT-TERM RESTORATIVE CARE

This program is designed for those who are starting to need help with daily tasks and want to delay or even avoid long-term care and support services.

Short-term restorative care is designed to help you reverse or slow the difficulties you are having with everyday tasks.

TRANSITION CARE

This program is designed to help you recover after hospitalisation, by providing short-term specialised care. It also helps you regain functional independence and confidence as soon as possible, without the need for long-term care and support.

Your care is tailored to your needs and goals, and is provided in the most appropriate place, whether this be in a nursing home, your own home, or in the community.

COMMONWEALTH RESPITE AND CARELINK CENTRES

When caring for a loved one, you may not have enough time to care for yourself, which can make caring for your loved one even more difficult.

Short-term or temporary breaks can be beneficial for both you and your care recipient, and this is called respite care.

Commonwealth Respite and Carelink Centres provides short-term and emergency respite services for caregivers or care providers to enable them to take appropriate breaks.

Phone: 1800 052 222

> www.myagedcare.gov.au

CARER GATEWAY

Carer Gateway is a Federal Government initiative to help carers connect to services in their local area.

It provides a single point of entry to have their needs assessed and be referred to supports in their region such as in-person counselling, coaching and peer support.

Phone: 1800 422 737

> www.carergateway.gov.au



PUBLIC LIBRARIES

As an important resource centre in the community, the library provides free book borrowing and other services and public spaces for everyone.

There are computers, shared study rooms, leisure reading areas, free Wi-Fi, roadside parking, and more.

Additionally, libraries regularly host free workshops, book clubs, English classes, children's Storytime, and other events.

Here are some of your local libraries:

- **Sunshine Library**
301 Hampshire Rd,
Sunshine VIC 3020
- **Braybrook Library**
107-109 Churchill Ave,
Braybrook VIC 3019
- **Truganina Library Lounge**
1 Everton Rd,
Truganina VIC 3029
- **Williams Landing Library Lounge**
1/101 Overton Rd,
Williams Landing VIC 3027

AMEP

The **Adult Migrant English Program (AMEP)** is a free service to help eligible migrants and humanitarian entrants with low English levels to improve their English language skills and settle into Australia.

The Adult Migrant English Program is delivered at around 300 locations across Australia.

- **Laverton Community Integrated Service**
Phone: (03) 9369 2726
- **Djerriwarrh Community and Education Services - Sunshine**
Phone: (03) 9009 7900

Community Resources

U3A

Universities of the Third Age (U3As) provide low-cost learning to older people to encourage them to stay active and engaged, Australia wide.

U3A offers courses and activities in a wide range of interest areas, including music, languages, science, painting, dance, sports and more.

Most courses are free, however occasionally a small charge is required to cover materials or tutor's expenses.

There are many U3As across Victoria. The nearest U3As to this community are as follows:

- **Brimbank**
PO Box 97
Deer Park VIC 3023
Phone: 0490 341 643
Email: info@u3abrimbank.org.au
- **Maribyrnong**
U3A Maribyrnong
Email: info@u3amaribyrnong.org.au
- **Werribee**
Werribee Region
PO Box 1264
Werribee Plaza VIC 3030
Email: sec.u3awbee@hotmail.com



U3A Victoria

Community Resources

VOLUNTEER WEST

Volunteer West is the volunteer resource centre of Australian Multicultural Community Services (AMCS) and the only one in Melbourne's Western Region.

Volunteer West's focus is inclusive volunteering experiences that sustain personal well-being and build community resilience.

Suite 111, 44-56 Hampstead Rd,
Maidstone VIC 3012

Phone: 1800 123 865

> www.volunteerwest.org.au



Volunteer
West

WEST WELCOME WAGON

West Welcome Wagon is a non-for-profit incorporated organisation committed to providing material aid donations and assistance to asylum seekers in our community.

Unit 6/42-46 Vella Dr,
Sunshine West VIC 3020

> www.westwelcomewagon.org.au



West Welcome
Wagon

Community Resources

NEIGHBOURHOOD HOUSES VICTORIA



There are over 400 Neighbourhood Houses across Victoria, providing a common space for community activities, enhancing communication and connection as well as accessing support and services for local residents and neighbours.

Our local Neighbourhood Houses:

■ Truganina

Arndell Park Community Centre
29-49 Federation Blvd,
Truganina VIC 3029
Phone: (03) 8734 8911

■ Laverton

Laverton Community Centre
12 Crown St, Laverton VIC 3028
Phone: (03) 8368 0177

■ Sunshine West

West Sunshine Community Centre
25 Kermeen St, Sunshine West VIC 3020
Phone: (03) 9249 4555

■ Brooklyn

Filipino Community Council of Victoria
Unit 10, 463A Somerville Rd,
Brooklyn VIC 3012
Phone: (03) 9687 9011

Community Resources

■ Albion

Kororoit Creek Neighbourhood House
61A Selwyn St, Albion VIC 3020
Phone: 0408 797 776

■ Sunshine

Duke Street Community House -
Food Relief Service
27 Duke St, Sunshine VIC 3020
Phone: (03) 9311 9973

■ Braybrook

Braybrook Community Hub
107-139 Churchill Ave, Braybrook VIC 3019
Phone: (03) 9188 5800

■ Braybrook & Maidstone

Braybrook and Maidstone
Neighbourhood House
113 Melon St, Braybrook VIC 3019
Phone: (03) 9317 5610

> www.nhvic.org.au



ORANGE DOOR

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.



Orange Door

The Orange Door is a free service and operates during business hours (9am to 5pm) from Monday to Friday (closed public holidays).

Local residents can access help and support via phone, email and in person.

Sunshine: 1800 271 046

Werribee: 1800 271 045

> www.vic.gov.au/about-the-orange-door

INTOUCH

inTouch Multicultural Centre Against Family Violence supports migrant and refugee women and their communities to move on from experiences of family violence and thrive.

They work across the family violence continuum, and provide a range of supports including perpetrator programs, specialised migration assistance, crisis recovery, learning and development programs.

**Phone: (03) 9413 6500
or 1800 755 988**

> www.intouch.org.au



inTouch

Crisis Support

1800RESPECT

1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

Phone: 1800 737 732

> www.1800respect.org.au

1800RESPECT



1800RESPECT

MENSLINE AUSTRALIA

Supports men who are dealing with family and relationship difficulties.

With MensLine 24/7 phone and online counselling, you can access free professional support, no matter where you are in Australia.

Their qualified counsellors specialise in family and relationship issues, including relationship breakdown, separation and divorce, parenting, family violence, and emotional wellbeing.

Phone: 1300 789 978

> www.mensline.org.au

MensLine
Australia



MensLine

Crisis Support

SENIORS RIGHTS VICTORIA

Seniors Rights Victoria provides free information and referrals, legal advice and legal casework on matters specifically related to elder abuse, to any Victorian aged 60 and above, or to any Indigenous Victorian aged 45 and above.

Phone: 1300 368 821

> www.seniorsrights.org.au



Seniors Rights
Victoria

ELDER RIGHTS ADVOCACY

Elder Rights Advocacy provides information, advocacy, and social support to people seeking access to or using residential or in-home aged care services.

Our service is free, confidential, and independent of government and aged care providers.

Phone: 1800 700 600

> www.elderrights.org.au



Elder Rights
Advocacy

IN AN EMERGENCY

If you are in danger, need to report a crime in progress, or request immediate police attendance,

CALL TRIPLE ZERO 000

HOME SAFETY

- It is a good idea to always keep a list of emergency numbers by every phone in your home.
- Keep your windows and doors secure at all times.
- Never let a stranger into your home when you are there alone.
- Discuss offers made by telephone sales people with a friend or family member.
- Do not share personal information, such as Centrelink Reference Number, credit card, bank information, or account passwords, with people you do not know who contact you.
- Always ask for written information about any offers, prizes, or charities and wait to respond until you have reviewed the information thoroughly.
- Do not let yourself be pressured into making purchases, signing contracts, or making donations.
- It is never rude to wait and discuss the plans with a family member or friend.

CYBER SAFETY

The Internet, though a wonderful tool when utilised properly, can pose significant risks to ones safety.

To help combat these risks the Federal Government has developed an initiative called **Be Connected** that aims to increase the confidence, skills and online safety of older Australians.

The Be Connected website engages a variety of different resources and strategies to ensure older Australians can use the Internet in a safe, meaningful way.

You can find information about:

- Avoiding online scams including impersonation scams, cryptocurrency scams and much more;
 - Advice about handling data breaches;
 - Guidance setting up accounts online;
 - Step-by-step instructions on setting up technological devices such as mobile phones, computers and tablets;
- ...& much more!

> www.beconnected.esafety.gov.au

Be Connected
Every Australian online.



Be Connected

SCAM WATCH

Scamwatch is run by the National Anti-Scam Centre to collect reports about scams and to help warn others.

They provide up-to-date information to help you spot and avoid the latest scams.

Scam reports help the National Anti-Scam Centre make Australia a harder target for scammers and protect people from becoming victims in the future.

Currently, 1-in-3 scams nationwide go unreported.

If you think you have been the target of a scam, please report it.

Access all of ScamWatch's resources by scanning the QR code above or visiting:

> www.scamwatch.gov.au



NATIONAL DEBT HELPLINE

Financial counselling is a free, confidential and independent service provided by skilled professionals, called financial counsellors, who offer practical advice and support to people experiencing financial difficulty or who are having problems with their debts.

Financial counsellor can assist you by:

- Providing advice about what options, rights and responsibilities you may have
- Developing a workable budget and money plan with you
- Advocating and negotiating on your behalf directly with your creditors

Phone: 1800 007 007

> www.ndh.org.au



AUSTRALIAN TAXATION OFFICE (ATO)

The ATO is a Federal statutory agency and the principal revenue collection body for the Australian Government.

The ATO has responsibility for administering the Federal taxation system, superannuation legislation and other associated matters.

- Personal tax: **132 861**
- Superannuation enquiries: **131 020**

> www.ato.gov.au

**STATE TRUSTEES VICTORIA**

State Trustees provides financial and legal assistance to residents of Victoria, including will writing, power of attorney, executor services, and trust services.



State Trustees also provides personal financial management services for Victorian residents who are unable to manage their own affairs due to mental illness, injury, or disability.

Phone: 1300 138 672

> www.statetrustees.com.au

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

AFCA is an independent external dispute resolution body.

It provides free services to individuals and small businesses to resolve complaints related to financial products and services.

The service is free to access. If you need more support, there are other support services such as community legal centres and financial counsellors you can talk to.

Phone: 1800 931 678

> www.afca.org.au



CONSUMERS AFFAIRS VICTORIA (CAV)

Consumer Affairs Victoria (CAV) is the regulatory body for consumer affairs in Victoria.

It provides Victorian consumers with advice and education on their rights and responsibilities, as well as legal changes affecting consumers, tenants, businesses, and landlords.

It enforces and ensures compliance with consumer laws.

CAV provides free information and impartial advice on the following topics:

- Building and renovating
- Business licenses and regulations
- Property buying, selling and renting
- Registering associations and limited partnerships
- Property owners corporations
- Food and product safety
- Fraudulent behaviour
- Shopping and transactions

Phone: 1300 558 181

9am to 5pm Monday to Friday
(except public holidays)

> www.consumer.vic.gov.au



VICTORIA LEGAL AID

Victoria Legal Aid helps residents with a range of legal matters including criminal, family breakdown, domestic violence, child custody, immigration, social security, mental health, debt and traffic violations.

It provides **free legal services**, including information via telephone, resources, seminars, and workshops and legal advice via appointment face-to-face.

Phone: 1300 792 387

> www.legalaid.vic.gov.au



WESTJUSTICE

WEstjustice is a community organisation that provides free legal help to people in the Western suburbs of Melbourne. Please call the number below to make an appointment.

WEstjustice



Phone: (03) 9749 7720

L7, 12 Clarke St, Sunshine VIC 3020

1/8 Watton St, Werribee VIC 3030

> www.westjustice.org.au

Legal Matters

THE WOMEN'S LEGAL SERVICE VICTORIA

The Women's Legal Service is a non-profit organisation that provides free and confidential legal information, advice, referrals, and advocacy for women residing in Victoria.

They can assist with issues such as separation and divorce, property division and domestic violence intervention orders.

1800 133 302

> www.womenslegal.org.au

women's legal
service victoria



Women's Legal
Service Victoria

VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION

The commission investigates complaints related to discrimination, harassment, and racial and religious persecution.

Phone: 1300 292 153

Multilingual Service:
1300 152 494

Level 3, 204 Lygon St, Carlton VIC 3053

> www.humanrightscommission.vic.gov.au



VEO & HRC

Legal Matters

VICTORIAN OMBUDSMAN

This Ombudsman is responsible for investigating and resolving complaints from residents against various government departments and local governments in Victoria. Their services are impartial and free.

Phone: 1800 806 314

(9am-5pm Monday to Friday)

Level 2, 570 Bourke St, Melbourne VIC 3000

> www.ombudsman.vic.gov.au

VICTORIAN
ombudsman



Ombudsman

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

The TIO is responsible for investigating and mediating disputes between you and providers of Internet and telephone services.

Their services are independent, impartial and free. You can make a complaint by phone, letter, or online.

Phone: 1800 062 058

(8am-8pm Monday to Friday)

> www.tionline.com.au

Telecommunications
Industry
Ombudsman



TIO

TRANSLATING AND INTERPRETING SERVICE (TIS)

TIS is an interpreting service provided by the Department of Home Affairs for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.



Phone: 131 450

(24 hours a day, every day of the year)

> www.tisnational.gov.au

VISION AUSTRALIA

Vision Australia is the leading national provider of personalised technology, services and information for anyone experiencing or supporting those with vision loss.



Phone: 1300 847 466

(Vision Australia's National Contact Centre is open 8:30am-7pm Monday to Friday)

> www.visionaustralia.org

DEAF AUSTRALIA

Deaf Australia is a not-for-profit organisation that represents all Deaf, hard of hearing people and others who are fluent and knowledgeable about Auslan. The organisation's focus has and continues to be on developing access to information and accessible communication.

If you need to speak with a staff member at Deaf Australia, please email:
info@deafaustralia.org.au



> www.deafaustralia.org.au

HOUSING FOR THE AGED ACTION GROUP (HAAG)

Housing for the Aged Action Group can provide assistance and emergency housing services to people 50 years and older.



Phone: (03) 9654 7389

247 - 251 Flinders Lane,
Melbourne VIC 3000

> www.older tenants.org.au

HOW TO APPLY FOR SOCIAL HOUSING?

There are three ways to apply for social housing:

- Online application
- Paper application
- Through a support agency

You can choose up to five waiting list areas to live in. You may receive an offer for a property in any suburb from these areas.

You will be sent an acknowledgement letter when your application is received by the Department of Families, Fairness and Housing (DFFH).

Below are the contact details for the Sunshine and Footscray Housing Offices:

■ Sunshine Housing Office

16-18 Hertford Rd, Sunshine, VIC 3020
Phone: 1300 360 462
Email: Sunshine.Housing@dffh.vic.gov.au

■ Footscray Housing Office

71 Moreland St, Footscray, VIC 3011
Phone: 1300 360 462
Email: Footscray.Housing@dffh.vic.gov.au

SALVATION ARMY & UNISON HOUSING

If you would like support with housing, Salvation Army and Unison Housing may be able to assist you.

If you are within Brimbank City Council, please contact Salvation Army.

If you are within Wyndham City Council, Hobsons Bay City Council, or Maribyrnong City Council, please contact Unison Housing.

SALVATION ARMY

6/147 Harvester Rd
Sunshine VIC 3020

Phone: (03) 9313 4300



Email: Sunshine.IAP@SalvationArmy.org.au

> www.salvationarmy.org.au

UNISON HOUSING

■ Werribee: (03) 9216 0300

■ Footscray: (03) 9688 8300



Email: info@unison.org.au

> www.unison.org.au

VICTORIAN ELECTORAL COMMISSION (VEC)

The VEC is an independent body established under Victoria's *Electoral Act* to hold State and Local elections. They also maintain the electoral roll.

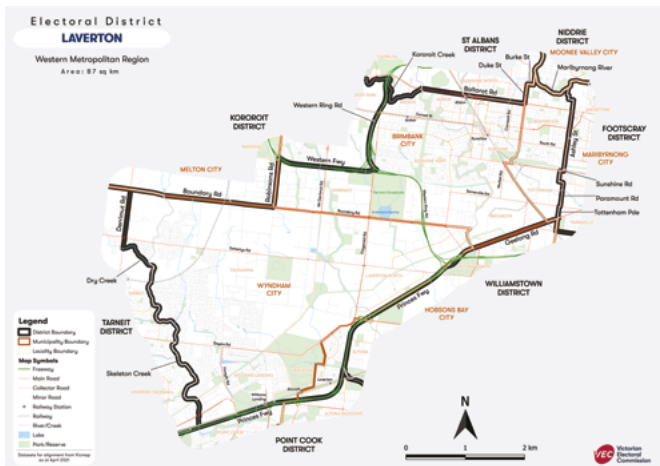
Phone: 131 832

> www.vec.vic.gov.au

ABOUT LAVERTON DISTRICT:

The district of Laverton is an electoral district of the Victorian Legislative Assembly.

It includes the suburbs of Albion, Ardeer, Braybrook, Brooklyn, Derrimut, Laverton, Laverton North, Sunshine, Sunshine West, Tottenham, Truganina & Williams Landing.



USEFUL NUMBERS

Seniors Enquiry Line **1300 135 090**

Breastscreen Victoria **132 050**

Coronavirus Hotline **1800 675 398**

Crime Stoppers Hotline **1800 333 000**

Family Violence Helpline **1800 015 188**

Lifeline **131 114**

National Home Doctor Service **137 425**

Royal Dental Hospital (03) **9341 1000**

Royal Victorian Eye and Ear Hospital
(03) **9929 8666**

Poisons Information Centre **131 126**

State Emergency Service **132 500**

Police Assistance Line
(non urgent matters) **131 444**

Translating and Interpreting Service (TIS)
131 450

Victorian Electoral Commission (VEC)
131 832

LAST UPDATED IN OCTOBER 2024

With the compliments of

Sarah Connolly MP

STATE MEMBER FOR LAVERTON



C1, L1, 100 Overton Road, Williams Landing VIC 3027



(03) 9916 1778



Sarah.Connolly@parliament.vic.gov.au



[SarahConnollyMP](#)