



Seniors and COVID-19: Information, support and services for older Western Australians

The uncertainty of coronavirus (COVID-19) and the precautions put in place to keep our community safe can be challenging for all Western Australians.

Older people can be at a greater risk of adverse health outcomes as a result of COVID-19. However, there are things that you can do to help keep yourself and your loved ones safe and supported during this time. This resource is a quick guide to supports and services. Many of these services are Western Australian and have been developed specifically for older Western Australians.

How is the State Government responding?

The State Government, through the Department of Communities, formed the Seniors COVID-19 Taskforce to focus on ensuring the needs and concerns of older Western Australians are well understood and considered in the development of COVID-19 responses.

Support available for older Western Australians during COVID-19

Information is available on the Department of Communities website at www.communities.wa.gov.au/seniors-covid-19 and will be updated as the situation changes.

National COVID Older Persons Information Line

Older people and carers are encouraged to call the Information Line to speak to friendly, specially trained staff.



1800 171 866

(Monday to Friday, 8.30am–5pm AEST)

Australian Government Department of Health

The National Coronavirus Helpline can provide information 24 hours-a-day, seven days-a-week.



1800 020 080



<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-older-people>

Western Australian Department of Health

For up-to-date COVID-19 health information and advice.



13 COVID (13 268 43)



http://www.healthywa.wa.gov.au/Articles/A_E/Coronavirus

Community Connect, Injury Matters

This program for older adults in Western Australia is free and easy to join. The program links members with like-minded people in the WA community for a free chat. Each month, members will be connected with another person in the program to share stories, activities and create a positive connection.



1300 303 540



<https://www.stayonyourfeet.com.au/updates/community-connect/>

Aged Care

Australian Government My Aged Care

COVID-19 information and support for older Australians in Australia Government funded aged-care.



1800 200 422



<https://www.myagedcare.gov.au/covid-19-information-support>

Older Persons Advisory Network (OPAN)

The COVID-19 frequently asked questions page provides answers to common questions regarding COVID-19 and aged care services. The COVID-19 resources page gives access to reliable and accurate sources of information about COVID-19.



1800 237 981

(7 days a week, 6am–10pm AEDT)



<https://opan.com.au/covid>

Carers

Carers WA can assist people providing unpaid daily care to a spouse, relative or friend to navigate the system of supports aimed to help you cope with the COVID-19 situation.



1800 007 332

(Monday to Friday, 8.30am–4.30pm AWST)



<https://www.carerswa.asn.au/resources/covid19-carer-support/>

Elder abuse and legal support

Advocare Elder Abuse Helpline

Elder abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

If you are experiencing any type of elder abuse, Advocare can listen to your concerns and work with you, and with your consent, a family member, or another representative who is working in your best interests, to resolve the situation.

Services are free and confidential, and you can choose how much you would like Advocare involved in resolving the issue.



1300 724 679



rights@advocare.org.au



<http://www.advocare.org.au/seniors-and-families/elder-abuse-support/>

Older People's Rights Service (OPRS), Northern Suburbs Community Legal Centre

Comprised of a senior lawyer and nurse advocate team. The service is funded through the Department of Communities to provide legal advice, information and support to older adults who are at risk of, or are, experiencing elder abuse in the Perth Metropolitan and City of Mandurah area.

OPRS also operates the Senior Addressing Risks at Home (SARaH) program. The program is operated by trained volunteers who make weekly calls to older adults who may be feeling isolated and appreciate a social chat with a peer.



08 9440 1663

(Northern Suburbs Community Legal Centre Mirrabooka)



08 9301 4413

(Northern Suburbs Community Legal Centre Joondalup)



info@nsclegal.org.au



<https://www.nsclegal.org.au/>

For more information on elder abuse, including support services and resources, go to <https://www.communities.wa.gov.au/strategies/elder-abuse/>

Emergency and food relief

There are community organisations around the state that provide emergency relief to people experiencing financial hardship, in the form of food vouchers, assistance with bills, referrals to other services, and more.


Essential shopping service – Cahoots Connects

This service is accessible to people living with a disability, facing other exceptional challenges and older people (over the age of 65), with no other informal or formal supports to access essential supplies due to being isolated.

Cahoots Connects is a free delivery service. Customers only pay for goods purchased.

Contact Cahoots Connects to confirm your eligibility for the service.

 **1300 103 880**


 <https://www.cahoots.org.au/cahootsconnects>

WAConnect

This online directory can help you and your family find extra help in these challenging times.

 <https://wacconnect.org.au/>

The Emergency Relief and Food Access Service provides support in identifying and applying for emergency relief.

 **1800 979 777**
(9am–5pm Monday to Friday AWST).

Financial hardship

National Debt Hotline

Free, independent and confidential financial information and support provided by financial counsellors. The hotline can also help you find other financial support services in your community.


 **1800 007 007**

 <https://ndh.org.au/>

Financial Counsellors' Association of WA

Financial counsellors work for not-for-profit organisations and can help you to sort out your debts and work with your creditors.

You can locate your nearest financial counsellor online through typing in your postcode. There are also updates and resources about COVID-19 on the website.


 <https://financialcounsellors.org/>


Information and resources for older people from Aboriginal and Culturally and Linguistically Diverse (CALD) backgrounds

Western Australian Government – COVID-19 advice in other languages

A list of resources is available about COVID-19 in languages other than English. The resources include fact sheets, guidelines and other publications.

If you have a COVID-19 question and are from a CALD background and need an interpreter:

 **131 450** and request the National Coronavirus Helpline on **1800 020 080**

 <https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/covid-19-coronavirus-advice-other-languages>

SBS Radio

News and information about COVID-19 is available in 63 languages.

 <https://www.sbs.com.au/language/coronavirus>

Australian Government Department of Health – Coronavirus (COVID-19) advice for Aboriginal and Torres Strait Islander peoples and remote communities

The National Coronavirus Helpline provides information on coronavirus 24 hours-a-day, seven days-a-week.



1800 020 080



<https://www.health.gov.au/coronavirus-covid-19-advice-for-aboriginal-and-torres-strait-islander-peoples-and-remote-communities>

Local Government support and services

Many local governments have put in place services and programs specifically to support older residents during this time. Some of these services include phone welfare checks to ensure the wellbeing of older residents and ensuring appropriate referrals or services can be implemented; delivering mystery boxes from the local library; and neighbour programs so that residents have someone to talk to.

Contact your local government directly to find out what they are providing, or if you don't know which local government area you are in, you can call WA Local Government Association (WALGA).



08 9213 2000

Support for LGBTIQ+ older adults

GLBTI Rights in Ageing Inc (GRAI)

The GRAI mission is to be responsive and inclusive while promoting and supporting quality of life for older people of diverse sexualities and gender identities. GRAI has information on its website to provide LGBTI elders with some useful resources to help with day-to-day challenges in the coming weeks due to COVID-19.



<https://www.grai.org.au/grai-covid-19-response>



info@grai.org.au



<https://www.facebook.com/groups/1598830016932437/>

to join their facebook support group

QLife

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.



1800 184 527
(6pm–10pm AEDT)



<https://qlife.org.au/>
to access web chat
(3pm–midnight AEDT)

For further information
please contact us at:

Email: seniors@communities.wa.gov.au

Online: www.communities.wa.gov.au/contact/