

AGENDA

Seniors Interests Advisory Committee

MEETING OF THE SENIORS INTERESTS ADVISORY COMMITTEE TO BE HELD ON

MEETING DATE



WEDNESDAY, 20 FEBRUARY 2008
commencing at 9.30 am

in Conference Room 3
JOONDALUP CIVIC CENTRE,
BOAS AVENUE, JOONDALUP

Note:

Clause 77 of the City's Standing Orders Local Law 2005 states:

"Unless otherwise provided in this local law, the provisions of this local law shall apply to meetings of committees with the exception of:

- (a) clause 29 (Members seating;) and
- (b) clause 54 (Limitation on members speaking.)"



GARRY HUNT
Chief Executive Officer
14 February 2008

www.joondalup.wa.gov.au



City of
Joondalup

CITY OF JOONDALUP

Notice is hereby given that a meeting of the **SENIORS INTERESTS ADVISORY COMMITTEE** will be held in Conference Room 3, Joondalup Civic Centre, Boas Avenue, Joondalup on **Wednesday, 20 February 2008** commencing at **9.30 am**

GARRY HUNT
Chief Executive Officer
14 February 2008

Joondalup
Western Australia

AGENDA

Committee Members

<i>Cr Brian Corr</i>	<i>South Ward</i>
<i>Cr Fiona Diaz</i>	<i>South-East Ward</i>
<i>Ms Margaret March</i>	<i>Community Member</i>
<i>Ms Joy Coleman</i>	<i>Community Member</i>
<i>Ms Valerie Corey</i>	<i>Community Member</i>
<i>Ms Patricia Geary</i>	<i>Community Member</i>
<i>Mr Allyn Bryant</i>	<i>Association of Independent Retirees</i>
<i>Mr Peter Boam</i>	<i>WA Retirement Complexes</i>
<i>Ms Maria Bunn</i>	<i>Multicultural Aged Care Services WA</i>
<i>Ms Lynda Waterman</i>	<i>Senior Community Liaison Officer</i>
<i>Mr Alex Cilia La Corte</i>	<i>National Seniors</i>
<i>Vacant</i>	<i>Commercial or not-for-profit organisation that provides services to seniors in the City</i>

Terms of Reference

- *To oversee the strategic coordination of all seniors' issues across Council.*
- *To provide advice to Council to ensure that the concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.*

DECLARATION OF OPENING

ELECTION OF PRESIDING PERSON

Section 5.12 of the Local Government Act 1995 requires a committee appointed by a local government, to elect a presiding person as the first item of business at its first meeting. Schedule 2.3 of the Act requires the Chief Executive Officer to preside. Nominations for the position of presiding person are to be given to the Chief Executive Officer in writing, with the vote to be conducted by ballot.

ELECTION OF DEPUTY PRESIDING PERSON

It is advisable that the committee elects a deputy presiding person, who would chair the meeting in the absence of the presiding person. The procedure for electing the deputy presiding person is also determined by Schedule 2.3 of the Act.

APOLOGIES/LEAVE OF ABSENCE

Apology - Mr Alex Cilia La Corte - National Seniors

CONFIRMATION OF MINUTES

MINUTES OF THE SENIORS INTERESTS ADVISORY COMMITTEE HELD 3 OCTOBER 2007

RECOMMENDATION

That the minutes of the meeting of the Seniors Interests Advisory Committee held on 3 October 2007 be confirmed as a true and correct record.

ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION**DECLARATIONS OF INTEREST****IDENTIFICATION OF MATTERS FOR WHICH THE MEETING MAY SIT BEHIND CLOSED DOORS****PETITIONS AND DEPUTATIONS****REPORTS**

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MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN

REQUESTS FOR REPORTS FOR FUTURE CONSIDERATION

CLOSURE

ITEM 1 SENIORS INTERESTS ADVISORY COMMITTEE - MEETING DATES 2008 - [55511]

WARD: All

RESPONSIBLE DIRECTOR: Mr Clayton Higham
Planning and Community Development

PURPOSE

To propose meeting dates for the Seniors Interests Advisory Committee for 2008.

EXECUTIVE SUMMARY

The terms of reference of the committee state “that the committee must meet bi-monthly.” The dates have been set to ensure that the terms of reference are adhered to.

BACKGROUND

During 2007 the committee met every two months on the first Wednesday of the month in which it fell. A majority of the 2008 members are continuing from last year, so the meeting dates have been set taking their past availability into consideration.

DETAILS

The meeting dates proposed for the committee are:

2 April 2008
4 June 2008
6 August 2008
1 October 2008
3 December 2008

COMMENT

It is important that the dates are set ahead of time to allow for the preparation of agenda items and information provided to the committee.

ATTACHMENTS

Nil.

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee ADOPTS the following dates for its meetings, to be held at 9.30 am in the Joondalup Civic Centre, Boas Avenue, Joondalup:

- **2 April 2008**
- **4 June 2008**
- **6 August 2008**
- **1 October 2008**
- **3 December 2008**

ITEM 2 THE ART OF AGEING - EVALUATION OF THE SENIORS EVENT HELD 9 TO 14 SEPTEMBER 2007 - [55511]

WARD: All

RESPONSIBLE Mr Clayton Higham
DIRECTOR: Planning and Community Development

PURPOSE

To provide the Seniors Interests Advisory Committee (SIAC) with an evaluation of “Seniors – The Art of Ageing” event held 9 to 14 September 2007 for information.

EXECUTIVE SUMMARY

The response to “Seniors: The Art of Ageing” was very positive, providing an opportunity for seniors to attend and participate in a wide range of activities. Overall the week was very successful and provided an excellent opportunity to build on the event successes to date.

It is recommended that the Seniors Interests Advisory Committee NOTES the evaluation report on the “Seniors: The Art of Ageing” event held 9 to 14 September 2007 forming Attachment 1 to this Report.

BACKGROUND

Since 2004 a range of formats has been tested to celebrate seniors within the City. In 2004 the inaugural seniors event the “Live Life Festival: A Regional Event for Seniors” was held by the City. This event took place between 15 – 20 November 2004. In 2005 “Living Now: A Seminar for Seniors” was the second annual seniors event, held in a single venue on one day.

The third annual seniors event “Seniors: This is Your Life” was held during the week 11-15 September 2006. Members of the SIAC were involved in the organising committee for this event. Events were held in a range of venues.

The fourth annual seniors event “Seniors: The Art of Ageing” was held during the week 9-14 September 2007. Members of the SIAC were involved in the organising committee. Activities were also held in a number of venues.

DETAILS

The 2007 event continued to promote the principles of positive active ageing. The focus was on forming collaborative relationships and promoting existing City programs as well as involving external stakeholders.

The ‘Seniors: The Art of Ageing’ event was based at two central locations – City of Joondalup Leisure Centres, Craigie (CJLC) and the Joondalup Library. The event was launched on Sunday 9 September 2007 at CJLC and entertainment/activities were provided at CJLC and the Joondalup Library throughout the week.

An Expo took place on Thursday 13 September 2007 at CJLC, providing an opportunity to involve external stakeholders and offer seniors information about programs and services available in the community.

Community-based activities offered during the week included: Joondalup Police Academy tours, blend(er) gallery – showcasing artworks created by seniors involved in the *Art Education Program for Seniors* and Centrelink seminars on various financial issues facing seniors.

Evaluation

Surveys were distributed and filled out at the completion of most sessions during the week. There was a 26.7% response rate to the evaluation surveys.

Highlights

Highlights of the event were the sessions conducted by Sabrina Hahn – the Gardening Guru and the Joys of Women – Italian Women’s Choir concert hosted by Woodvale Senior High School.

The Seniors Special Lunch at the West Coast TAFE Pavilion Restaurant was also a key attraction. TAFE Management reported that the restaurant was fully booked each day during the week.

Challenges

Strategies to overcome key challenges identified by the organising committee were –

- Allow more time for printing and distribution of the program.
- City of Joondalup Leisure Centres, Craigie was not a suitable venue for some activities.
- Ensure that the restaurant gives priority to City of Joondalup residents while booking in the event week.

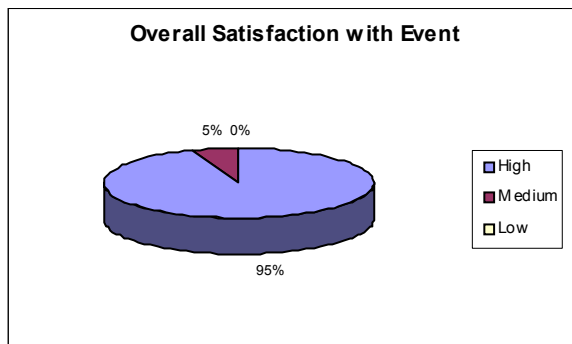
Attendance and Levels of Satisfaction

The table below lists key events during the week, the attendance rates and the satisfaction levels of participants.

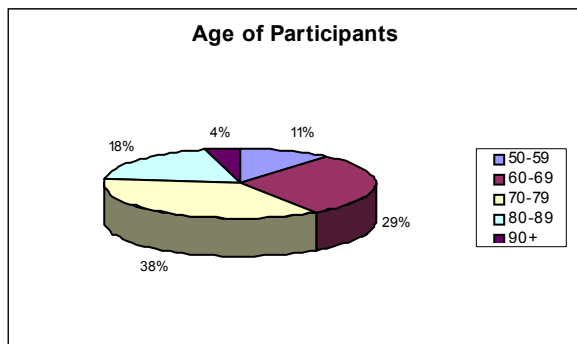
Date	Time	Event	Attendance	Satisfaction Levels
10.09.07	10.00am	Bullseye Productions	44	100% high rating
	2.00pm	Police Academy tour	40	No evaluation
	2.30pm	Medicines	7	100% high rating
11.09.07	10.00am	Joys of Women	67	89% high rating
	11.00am	Police Academy Tour	40	No evaluation
	2.00pm	Wills	30	89% high rating
12.09.07	10.00am	Sabrina Hahn	42	100% high rating
	12.00pm	Equity Loans	3	100% high rating

	1.00pm	Shirley and the Starlets	66	79% high rating
	2.00pm	Silver Threads	56	100% high rating
13.09.07	All day	Expo	200	100% high rating
14.09.07	10.00am	Sabrina Hahn	30	100% high rating
Total			625	

Overall satisfaction of all activities is shown in the graph below. Respondents were asked to rate their satisfaction of the event at high, medium or low. The level of “low” had a 0% response rate.



The ages of participants are depicted in the graph below. The largest representation was in the 70 to 79 age bracket.



Link to Strategic Plan:

The provision of events and activities for seniors is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Financial/Budget Implications:

\$7,600 was allocated in the 2006/2007 budget to enable the City to host a seniors event.

The working group included activities that attracted either low or no cost in order to host an event that balanced quality with value for money.

Account No:	1.4500.5131.0001.A134
Budget Item:	
Budget Amount:	\$7,600
YTD Amount:	\$6,676 as at 30.10.07
Actual Cost:	\$7,700

COMMENT

Feedback from 625 participants' demonstrated high levels of satisfaction of the activities offered during the 2007 Seniors Event. The organising committee supports the continuation of the event in 2008.

The seniors event provides opportunities for the City to provide information and promote all of the relevant programs and services (from all areas of the City) to this growing sector of the community.

ATTACHMENTS

Attachment 1 Seniors Event Program

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee NOTES the evaluation report on the "Seniors: The Art of Ageing" event held 9 to 14 September 2007 forming Attachment 1 to this Report.

Appendix 1 refers

ITEM 3 SERVICES, EVENTS AND ACTIVITIES PROVIDED FOR SENIORS - [55511]

WARD: All

**RESPONSIBLE
DIRECTOR:** Mr Clayton Higham
Planning and Community Development

PURPOSE

To provide the Seniors Interests Advisory Committee (SIAC) with information about services, events and activities provided by the City in 2007.

EXECUTIVE SUMMARY

At its meeting in October 2007, the SIAC requested that a report be presented to the next meeting. The report was to be about services provided by the City to seniors in 2007.

It is recommended that the (SIAC) NOTES the report about services, events and activities provided by the City to seniors in the community in 2007.

BACKGROUND

The City of Joondalup currently provides a wide range of services, activities and subsidies that benefit senior members of the community. The information in this report provides an outline of what was offered in 2007 and summarises the attendance and satisfaction levels of participants.

DETAILS

Details of services, events and activities offered by the City are outlined below:

Seniors Interests Advisory Committee (SIAC)

The SIAC consists of 2 elected members, 6 representatives from not-for-profit or commercial organisations that provide services to seniors and 4 seniors who are members of the community who have an interest in seniors' issues.

The role of the SIAC is to provide advice to Council to ensure that the concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.

Seniors Plan

The Seniors Plan was developed to assist in the strategic development and planning of the current and future needs of seniors and address the City's changing population demographics. The Plan, which is reviewed regularly, guides the work of the City. It enables Council to make decisions on current and future seniors services and support the ongoing work of community groups, organisations and agencies in meeting the needs of seniors.

Use of Community Facilities

The City provides free use of its community facilities for senior citizen groups who are ratepayers of the City of Joondalup.

Seniors Centres

The City provides its buildings to seniors clubs and groups on a rent-free basis. The City also subsidises telephones and hairdressing services for seniors at various City facilities. Senior Citizens Centres and Clubs supported by the City of Joondalup are:

- Duncraig Seniors Citizens Club - 49 Beddi Road, Duncraig
- Greenwood / Warwick Senior Citizens Club - Dorchester Avenue, Warwick
- Whitfords Senior Citizens Club - Cnr Banks and Marmion Avenues, Hillarys
- Ocean Ridge Seniors Citizens Club - Constellation Drive, Beaumaris
- Kingsley Seniors Citizens Club - Kingsley Reserve Clubrooms 72 Kingsley Drive, Kingsley
- WANJOO Seniors - Timberlake Drive, Woodvale

Library Services

Seniors Circle - A monthly program where seniors can enjoy a presentation, information session or simply be entertained.

Seniors Games - A monthly event where seniors play games such as Scrabble, Chess, Rummikub, Mahjong, Upwords, Bridge and many more.

Internet and Catalogue training for seniors at Joondalup Library, provides an opportunity for seniors to learn and confidently use the internet and the Library's online computer catalogue.

Books on Wheels delivers books to people who are unable to reach their public library because they are house bound due to frail health or limited mobility.

Other programs offered by the Libraries to all ages but are predominantly utilised by Seniors are:

- Book Clubs
- Criminal Profiling Clubs
- Mahjong Club
- Discovery Sessions
- Book Launches

Platinum 50+ Adventure

This year round program offers a wide range of activities from practical lifestyle leisure workshops to adventurous challenges. Activities for 2007 included snorkeling, archery, abseiling and walking the Bibbulmun Track. The City Leisure Centres program focuses on City of Joondalup residents and Leisure Centre members over 50 years of age. The cost is \$8.00 / person / activity.

Community Transport Program

The Community Transport Program provides a service for seniors in the City of Joondalup who experience difficulty accessing the public transport system.

The bus service picks people up from their home, taking them to either local shopping centres for shopping excursions or to various senior clubs for social and leisure activities.

Seniors Events

The City regularly holds events for seniors to promote positive active ageing, health and wellbeing. In previous years, events have included: the “Live Life Festival”; “Living Now: A Seminar for Seniors”; and “Seniors: This is Your Life”. The City attempts to work in partnership with existing groups and services when planning events.

Through the wide range of activities offered, people are encouraged to remain connected and engaged with their community as they age, through social, physical, cultural, spiritual and economic participation. The City’s SIAC members are actively involved in planning and developing these major seniors events.

Prevention of Elder Abuse Network

This program initiated by the City, is unique in local government. The purpose of the network is to provide a networking forum for service providers and to raise awareness of elder abuse / elder rights in the community. The network meets on a quarterly basis.

Sunday Serenades

The series is an ongoing initiative of the Arts Development Scheme, following feedback from the community requesting more events for seniors. Presenting musical performances in the City’s Civic Chambers is also an audience development initiative in advance of the opening of proposed performing arts facilities.

Tickets are \$9 adults / \$7 concession and are available at the door only.

Community Funding Program

Grants are available to not-for-profit incorporated community organisations for projects that benefit the community. Seniors are identified as a priority group in the objectives of the grant. Numerous seniors groups have received grants over the years for projects that benefit the local community.

Attendance and satisfaction levels of the programs targeted specifically to seniors are listed in the table below. All information relates to activity from 1 January to 30 October 2007.

Activity	Attendance	Satisfaction Level
Seniors Circle	469	90% of participants rated the program very good or excellent
Seniors Games	257	94% of participants rated the program very good or excellent
Internet Training	77	96% of participants rated the program very good or excellent
Catalogue Training	9	98% of participants rated the program very good or excellent
Books on Wheels	251	94% of participants rated the program very good or excellent

Platinum 50+	3,694	73% of participants were extremely or very satisfied
Community Transport Program	245 per week	85% of participants rated the service at high or very high
Sunday Serenades	691	Information not available

Link to Strategic Plan:

The provision of services, events and activities by the City is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

COMMENT

The City offers excellent opportunities for seniors to engage with their community through the provision of its current services, events and activities. This engagement promotes positive active ageing and encourages optimal wellbeing in the growing seniors demographic.

ATTACHMENTS

Nil.

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee NOTES the report about services, events and activities provided by the City to seniors in the community in 2007.

ITEM 4 REVIEW OF SENIORS PLAN 2004 – 2008 - [55511]**WARD:** All**RESPONSIBLE** Mr Clayton Higham
DIRECTOR: Planning and Community Development

PURPOSE

To present a timeline for the review of the Seniors Plan to the Seniors Interests Advisory Committee (SIAC) for information.

EXECUTIVE SUMMARY

The Seniors Plan, which was developed to guide the City in its work with seniors, is required to be reviewed every three years. The SIAC is integral to the review process as its objective is to ensure that seniors' concerns are adequately represented in planning and strategic processes being developed by the City for older people. The SIAC participated in discussions in 2007 and identified areas of priority for the City's seniors.

It is recommended that the Seniors Interests Advisory Committee CONTINUES to contribute to the review of the Seniors Plan 2004 – 2008 forming Attachment 1 to this Report.

BACKGROUND

The Committee's Terms of Reference Objective 3.1 states:

"Provide advice to Council to ensure that the concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City."

In 2007, Committee members identified the following issues as being important for seniors:

- Health
- Personal safety
- Transport – accessible and affordable
- Access to information – what services are available, appropriateness of print (size etc), internet, life issues
- Entertainment
- Family support
- Social isolation – loneliness, language barriers, health
- Financial difficulties – lack of finances
- Positive image of ageing
- Staying active - exercise
- Future accommodation needs – contract advise/legal advice issues, retirement, access to aged care facilities.

DETAILS

The table below outlines a framework for the comprehensive review of the seniors Plan. It includes a timeline, stakeholder groups, consultation method and comments.

Consultation Framework

Timeline	Stakeholder Group	Method	Comment
February 2008	SIAC members	Workshop	The SIAC will review the priorities as discussed in 2007
March to May 2008	Seniors Groups in the community i.e. Senior Citizens Clubs, Probus Clubs etc	Awareness raising on issues that impact on seniors Focus Groups Workshops Questionnaires	Workshops to be facilitated by suitably qualified personnel. Workshops to be held in different locations in the community.
March to May 2008	Service providers, government and peak agencies	Focus Groups Workshops Questionnaires	Groups could be clustered into geographic regions
March to May 2008	Individual seniors in the community	Telephone/mail survey	Questions targeted to identify future needs as well as review of Plan
June 2008		Report preparation	Officers will prepare the report for Council

City officers will facilitate consultation sessions with groups identified above, which will enable the members to participate in a process that will be meaningful, effective and useful.

This consultation will:

- Identify the strengths and limitations of the Seniors Plan 2004 - 2008;
- Provide an opportunity for participants to contribute their knowledge, expertise and ideas for the new Plan;
- Produce an outcome that includes the identification of issues and strategies for contribution towards the development of a new Plan that reflects and incorporates contemporary concepts and trends whilst acknowledging any uniquely local issues and concerns.

Link to Strategic Plan:

The Seniors Plan is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Risk Management considerations:

The City has an ageing population and by implementing the tasks of the Seniors Plan, it is implementing measures that will benefit residents now and in the future, as well as assisting in preventing relevant issues from escalating.

Financial/Budget Implications:

Budget Amount: \$ 2000

Associated costs of the review will include advertising and printing of posters and pamphlets to promote the review to community members. Funds have been allocated in the 2007/08 budget to assist with the implementation of the Seniors Plan.

Any future initiatives that are to be undertaken by the City as a result of their inclusion in the Seniors Plan would need to seek funding approval through normal Council budget allocation processes.

Policy Implications:

The existing policies that are deemed to have the most impact on seniors are:

- Access and inclusion (access to community facilities and public space: overcoming barriers that could prevent participation in community activities)
- Rates (reduced rates for seniors)
- Fees and Charges (reduced fees for seniors for some services)
- Use of community facilities (accommodation provided free of charge to seniors groups under the “subsidised use” policy).

Consultation:

A consultation plan has been developed to ensure that the Plan captures current issues, trends and concerns.

COMMENT

The SIAC consultation is the first component of a community-wide consultation process designed to review the Seniors Plan 2004 –2008. Additionally, a reviewed Plan, delivered after wide consultation, will provide the City with a working document, aligned with other components of the Community Development Strategy.

ATTACHMENTS

Attachment 1 Seniors Plan 2004 -2008

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee CONTINUES to contribute to the review of the Seniors Plan 2004 – 2008 forming Attachment 1 to this Report.

Appendix 2 refers

ITEM 5 RESOURCE FOR SENIORS AND PEOPLE WITH DISABILITIES - [55511]

WARD: All

**RESPONSIBLE
DIRECTOR:** Mr Clayton Higham
Planning and Community Development

PURPOSE

For the Seniors Interests Advisory Committee (SIAC) to review the content of the Seniors Directory and suggest direction for an updated publication.

EXECUTIVE SUMMARY

The Directory for Older People and People with Disabilities was last printed in 2003 and is in need of review and updating. Since last published it has been identified as a valuable source of local services and programs for seniors and people with disabilities.

It is recommended that the Seniors Interest Advisory Committee:

- 1 DISCUSSES elements of the Directory for Seniors and People with Disabilities;*
- 2 OFFERS direction about the content and format of the publication.*

BACKGROUND

The City of Joondalup Directory for Older People and People with Disabilities was first developed and printed in 1999. During an 2003 update and reprint, 5000 copies were printed and distributed to individuals at their request, through Seniors Citizens Clubs and organisations that provide services to seniors and people with disabilities.

The City's Seniors Plan 2004-2008 highlights key strategies associated with information dissemination and provision of resources. The objectives in the Plan underpin the reasons for producing the Directory.

DETAILS

The City previously sought input from the (SIAC) and from various disability sources, completed a review and evaluation of the Directory for Seniors and People with Disabilities. During this process the Officer identified gaps in the Directory and recommended changes, which will enhance the resource and make it a more socially relevant and user-friendly resource.

Research into directories offering similar information was undertaken in 2008 in order to finalise the review and evaluation of the Directory for Seniors and People with Disabilities. This investigation found that though the information was useful it is not specific to the City of Joondalup local community.

Similar resources researched and identified:

Title	Publisher	Content
Western Australian Guide to Planning for an Active Retirement	Office of Seniors Interests & Volunteering	Format: 45 pages A5 directory Target: West Australian seniors Overview: finance, living arrangements, relationships, health, life long learning, safety, legal matters
Seniors Directory	City of Armadale	Format: A4 guide 28 pages Target: Albany seniors Overview: emergencies, care and support, rights, active living, health matters, special needs, spiritual health, quick website guide
Australian Government Directory of Services for Older People 2007/2008	Commonwealth Department of Health and Ageing	Format: 156 pages A5 directory Target: Australian seniors Overview: employment, health, care, finances, CaLD information
A Guide to services for older people in Western Australia	West Australian Council on the Ageing (no longer in print)	Format: A5 booklet Target: West Australian seniors Overview: home support services, health and welfare services and accommodation
Access and Inclusion Community Guide	City of Melville	Format: A4 booklet 51 pages Target: Melville carers and residents with disabilities. Overview: emergencies, security, hospitals, support services, information services, mobility, access to buildings, advocacy, equipment, carers support, employment, volunteers, training, legal support, recreation, transport, CaLD services
Commonwealth Carelink Centre	Community Care Branch, Aged and Community Care Division, Commonwealth Department of Health and Ageing	Format: database accessible online www9.health.gov.au/ccsd/ or via freecall 1800 052 222 Target: older people, people with disabilities and those who provide care and services Overview: Free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia

Resources for seniors and/or people with disabilities with specific content were:

Title	Publisher	Content
Western Australian Seniors and the Law	Office of Seniors Interests & Volunteering	Format: A5 booklet 73 pages Target: Western Australian Seniors and the Law Overview: Legal information relating to accommodation, debts/guarantor, decision making, disputes, community safety, elder abuse, grandparents, volunteering
2007/2008 Add Life to Your Years	Seniors Recreation Council of WA	Format: A5 booklet 96 pages Target: Western Australian older people Overview: a directory of sport & recreation for older adults
Safety Advice for Seniors	WA Police	Format: A5 booklet 51 pages Target: Western Australian seniors Overview: Safety advice at home, out and about, financial, legal, elder abuse, computer technology, emergency contacts
Stay On Your Feet	Department of Health	Format: A5 booklet 54 pages Target: Western Australian seniors Overview: Falling preventative Information and advice
Grandfamilies: A Resource Guide for Western Australian Grandparents raising Grandchildren	Department of Seniors Interests and Volunteering	Format: Target: Western Australian grandparents raising grandchildren Overview: Resource Guide to assist grand parents in meeting the needs of their grandchildren while maintaining their own lifestyle needs and well being
WA Seniors Card Directory	Office for Seniors Interests and Volunteering	Format: DL booklet 148 pages Target: Western Australian seniors Overview: directory of discounts for senior card holders
Active People with a Disability	The National Information Communication Awareness Network (NICAN)	Format: Database accessible online www.nican.com.au or via freecall 1800 806 796 Target: Australian people with disabilities and those who provide care and services Overview: Directory of organisations, activities and services relating to sports, recreation, tourism, and the arts

Choose Health: Be Active booklet	Department of Veterans Affairs	Format: A5 booklet 29 pages Target: older Australians Overview: Information to promote exercise and activity as integral to healthy aging
Commonwealth Carelink Centre	Community Care Branch, Aged and Community Care Division, Commonwealth Department of Health and Ageing	Format: database accessible online www9.health.gov.au/ccsd/ or via freecall 1800 052 222 Target: older people, people with disabilities and those who provide care and services Overview: Free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia
HACC Directory of Services	Aged Care Policy Directorate, Federal Department of Health	Format: A4 booklet 63 pages Target: Australian Seniors and their care providers Overview: home and community care providers directory of services

Link to Strategic Plan:

The Seniors Plan 2004–2008 and therefore the Directory is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Legislation – Statutory Provisions:

The directory is produced and distributed as a community service.

The Seniors Interests Advisory Committee is an official Council Committee.

Financial/Budget Implications:

Funding has been allocated in the Community Development budget to meet publication costs. Grant funding to assist with the cost of producing the directory (\$3,000) has also been secured as a component of the “You’re Welcome” grant which is provided by the Disability Services Commission and administered by WALGA.

Sustainability Implications:

The Directory is a living resource, sustainable in that it continues through revision and development according to research to be relevant.

The Directory will be amended to reflect the diverse, growing and changing needs of the community, specifically seniors, people with disabilities and people with culturally and linguistically diverse backgrounds.

Revenue raised through City funding, grants, advertising fees and sponsorship will contribute to the sustainability of reviewing, developing and publishing this resource.

The development and design of a holistic resource that promotes active ageing and living beyond a simple directory has the potential for broader application across WALGA. The resource could be adopted by other Western Australian local governments to integrate their local community services information into this resource.

COMMENT

Current community services resources and directories available are useful but do not provide the local information specific to the needs of the City's community. This identified gap has confirmed the need to produce a directory as outlined in the 2004-2008 Seniors Plan which was developed in consultation with the community.

From the evaluation and research conducted an opportunity to produce a resource that reflects locally relevant contemporary ideas and information has been identified in the following recommendations:

- A positive holistic approach to be taken in promoting active aging and living
- Greater focus on the readability of information provided (presentation, style, format, print size, plain English) and general user-friendliness
- The inclusion of information on relevant social issues for the directory's target group/s
- The inclusion of full colour visual agency spreads would add to the "user-friendliness" of the resource
- Information on how to access further resources (including those referenced above)
- Include information for people with culturally and linguistically diverse backgrounds
- The resource is distributed directly to seniors, people with disabilities and relevant agencies in Joondalup

Format

The directory size is consistent with directories reviewed, which appears to be universal for similar types of resources.

Suggested improvements of the general "user-friendliness" of the directory by making changes that relate to:

- print size and colour (larger print)
- page finish (matt - no gloss)
- information presentation (succinct/dot points)
- availability of space for recording important additional information
- index/content directions
- basic practical ease of use (spiral bound)
- dual covers – both leading to centre
 - Living Now: A Positive Ageing Resource
 - Living Now: A Resource for People with Disabilities

All of these suggested changes are consistent with the intent of the Access and Inclusion Plan 2008 –2011 which was adopted by Council on 19 December 2007.

Agency Information

Examples of Agencies that could be approached for paid advertising space:

- Commonwealth Carelink
- Community Vision Inc
- Seniors Recreation Council
- Department of Veterans Affairs
- Office of Seniors Interests & Volunteering
- Joondalup Volunteer Centre
- Office of Multicultural Interest
- Disabilities Services Commission

Social Issues

The current directory lacks some agency information and actual information on some key social issues. The publication of an updated directory provides the opportunity for the directory to be a more holistic and meaningful resource, by the inclusion of information on various relevant social issues that are important as people make transitions through life-cycle stages.

Identified relevant social issues:

- Carers
- Decision Making
- Depression
- Elder Abuse
- Finances
- Grandparents Raising Grandchildren
- Health and Well Being
- Lifecourse Transitions Loss and Grief
- Safety
- Technology
- Volunteering
- Loneliness and Social Isolation
- Inclusion Versus Discrimination
- Protecting your Right

ATTACHMENTS

Attachment 1 Directory for Seniors and People with Disabilities – 2003

(Please Note: This attachment has been distributed to committee members under separate cover)

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interest Advisory Committee:

- 1 DISCUSSES elements of the Directory for Seniors and People with Disabilities;**
- 2 OFFERS direction about the content and format of the publication.**

Appendix 5 refers

ITEM 6 SENIORS INTERESTS ADVISORY COMMITTEE INDUSTRY REPRESENTATIVE VACANCY - [55511]

WARD: All

RESPONSIBLE Mr Clayton Higham

DIRECTOR: Planning and Community Development

PURPOSE

To provide the Seniors Interests Advisory Committee (SIAC) with options for filling the “industry representative” vacancy.

EXECUTIVE SUMMARY

A committee vacancy exists because one community organisation declined its representation during the reformation which occurred after Council elections in 2007.

According to the terms of reference an industry representative is a person nominated from a commercial or not for profit organisation that provide services to seniors within the City. This report provides information about a number of community organisations that would be eligible for membership of the SIAC.

It is recommended that the Seniors Interests Advisory Committee ENDORSES a preferred organisation to be invited to nominate a representative to join the Committee as a member.

BACKGROUND

The SIAC Terms of Reference, which outlines membership and terms of appointment, informs the process of filling Committee vacancies. The Terms of Reference state that -

“If a casual vacancy is created, the Committee shall recommend the appointment of a person for the remainder of the Committee’s term of office.”

DETAILS

City officers have researched organisations that provide services to seniors at a local level. Details of the organisations are outlined in the table below. The SIAC will nominate an organisation to be invited to nominate a representative to join the committee from those listed.

Organisation	Services Provided	Comment
Community Vision Inc	Home Support Services Adult Day Centre - Woodvale Meals service Podiatry Community Aged care packages Veterans Home care	Currently invited member to the SIAC
Silver Chain	Variety of services including home nursing, respite care and home help.	Provided a representative 2005 and 2006
Senior Citizens Clubs	Social activities for seniors held in various Council buildings	6 clubs in CoJ Whitfords Ocean Ridge (Beaumaris) Duncraig Greenwood/Warwick Kingsley Wanjoo (Woodvale)
Retirement Homes	Independent Units, Hostel and Nursing Home accommodation	16 organisations in CoJ
Wanneroo/Joondalup RSL	The chief concern of the Wanneroo/Joondalup RSL Sub-Branch is the welfare of members. The group provides visits to members who are in hospital or house bound.	Eligibility to join - ex-service men and women who have served in all conflicts which Australians have participated in; also ex-service men and women who have served in the reserves of the services.
Edith Cowan University – Occupational Therapy Department	Provide education to Occupational Therapists. Seniors is specialised area of study and research.	Nominated a representative in 2007 – were not successful.
Red Cross	Variety of support services for seniors	Provided a representative in 2004 and 2005
Seniors Recreation Council of WA	Support the establishment of new groups wishing to provide active recreation for the over fifties and provide advice to the community where required.	Provided representative 2005 and 2006
Church groups	Social activities and excursions for seniors. Some provide support services.	13 groups in CoJ

Older People's Rights Service	Legal service for people aged 60 years and over. Deals with Financial Abuse Psychological Abuse Physical Abuse Sexual Abuse Social/Spiritual Abuse Neglect	This service is provided in partnership with the Northern Suburbs Community Legal Centre Inc. and Advocare, Inc.
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Link to Strategic Plan:

The Seniors Interests Advisory Committee is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Legislation – Statutory Provisions:

The SIAC is a Council Committee; therefore membership needs to be endorsed by Council. The Committee's Terms of Reference require that the tenure of the Committee be for a period of two years and that the two-year period coincide with the election cycle of the elected Council.

COMMENT

All organisations listed provide services to seniors in the community and would nominate a representative who can advocate on the needs of seniors. This is an excellent opportunity for the Committee to endorse a quality representative, adding to the depth of knowledge and experience and importantly, the diversity of industry representation on the SIAC.

ATTACHMENTS

Nil .

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee ENDORSES a preferred organisation to be invited to nominate a representative to join the Committee as a member.

ITEM 7 2008 SENIORS EVENT/S - [55511]**WARD:** All**RESPONSIBLE** Mr Clayton Higham**DIRECTOR:** Planning and Community Development

PURPOSE

To seek the endorsement of the Seniors Interests Advisory Committee (SIAC) for the format, budget and name for the City's 2008 Seniors event/s.

EXECUTIVE SUMMARY

A seniors event will be held in 2008, reflecting the objectives of the Seniors Plan 2004 –2008 to hold an annual seniors event for residents of the City. The event will continue to promote the principles of holistic positive active ageing, with a theme, activities and a name complementing this concept.

It is recommended that the Seniors Interests Advisory Committee:

- 1 ENDORSES one of the listed options for the running of Seniors event/s for 2008;*
- 2 ENDORSES the name “The Art of Ageing” for the event/s; and*
- 3 NOMINATES a subcommittee which will oversee the organisation of the event/s.*

BACKGROUND

The City has hosted events around September each year since 2004. The fourth annual seniors event “Seniors: The Art of Ageing” was held during the week 9-14 September 2007. Members of the SIAC Committee were involved in the organising committee. Activities were held over five days and in a number of venues around the City.

An evaluation report has been provided as information for this SIAC meeting and will be used as a basis for making decisions about the 2008 event.

DETAILS

It is proposed that the 2008 event will continue to promote the principles of positive active ageing, with a focus on forming collaborative relationships, promoting existing City programs as well as involving external stakeholders. As a result of discussions with the SIAC in 2007, however it proposed that the event be held on more occasions, each with fewer days, throughout the year.

Options for hosting of a seniors event or events are outlined below –

Option	Description	Advantages	Disadvantages
Option 1	One five-day event in September/October	<ul style="list-style-type: none"> • Higher profile • Greater ability to market event as a whole 	<ul style="list-style-type: none"> • Resource intensive over a longer period of time • Many seniors will only attend a select one or two morning or afternoon of activities that interest them due to energy levels or prior commitments.
Option 2	Two x two-day event in May and September	<ul style="list-style-type: none"> • More manageable in terms of staff time and resources • Seniors more likely to attend two days than a program of week-long activities • 	<ul style="list-style-type: none"> • Lesser profile from a marketing perspective
Option 3	Four x one-day of activities held in May, August, October and December	<ul style="list-style-type: none"> • More manageable in terms of staff time and resources • More manageable for seniors to schedule attendance • Gives seniors a highlight event to look forward to throughout the year • Strengthen the profile from the perspective of the target market 	<ul style="list-style-type: none"> • Decreased profile within the broader community
Option 4	Do not hold events or activities	<ul style="list-style-type: none"> • Save money and staff time 	<ul style="list-style-type: none"> • Does not comply with the Seniors Plan • Seniors will lose the benefits associated with events held

Budget

The funds allocated in the 2007/08 budget will be expended in full for a five-day event or distributed evenly over a number of days if the event is offered in accordance with one of the options outlined in the table above.

Suggested Name for 2008 Seniors Event

The “Art of Ageing” name was positively received last year, it is proposed the City retains this brand for the series of Senior’s events into the future, this will increase brand recognition of the City’s Seniors events within the community.

Consistency is an important element to building ownership, trust and recognition within the community to expect quality events.

Keeping the name consistent will not limit the City in terms of flexibility in programming.

Link to Strategic Plan:

The seniors’ event is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Budget Implications:

\$7,600 was allocated in the 2007/2008 budget to enable the City to host a seniors event.

Further planning will be undertaken and will form part of a budget submission for the 2008/2009 budget.

COMMENT

The City’s seniors events provide excellent opportunities for the City and includes opportunities to engage with seniors in the community through the provision of events and activities which promote positive active ageing and wellbeing; facilitating connections, links and relationships with the community; and enabling the development and building of collaborative partnerships with groups, agencies, and service providers.

Having considered the advantages and disadvantages, Option 3 is recommended.

ATTACHMENTS

Nil.

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee:

- 1 ENDORSES one of the listed options for the running of Seniors event/s for 2008’;**
- 2 ENDORSES the name “The Art of Ageing” for the event/s; and**
- 3 NOMINATES a subcommittee which will oversee the organisation of the event/s.**

**ITEM 8 WORLD ELDER ABUSE AWARENESS DAY -
[55511]****WARD:** All**RESPONSIBLE
DIRECTOR:** Mr Clayton Higham
Director Planning and Community Development

PURPOSE

To provide information to the Seniors Interests Advisory Committee about World Elder Abuse Awareness Day for its consideration.

EXECUTIVE SUMMARY

World Elder Abuse Awareness Day is an international event to promote awareness of the recognition and prevention of abuse to older adults. The awareness day is conducted on 15 June each year with the aim of raising awareness in communities.

It is recommended that the Seniors Interests Advisory Committee CONSIDERS ways in which it can incorporate activities into its program of seniors events and promote awareness of elder abuse on 15 June 2008.

BACKGROUND

Older people have the right to live in a safe environment and not be fearful that they will be abused, neglected or taken advantage of because of their age. Elder Abuse can be physical, psychological, financial or result due to neglect. Elder Abuse can go unreported because it is often carried out by family members and the older person is vulnerable to potential repercussions if a report is made.

The City created an Elder Abuse Network in 2000 and the group continues to be active. The Network was the first of its kind in Western Australia and was the forerunner to the formation of a state government group known as the Alliance for the Prevention of Elder Abuse WA (APEA-WA). The alliance promotes a whole-of-government policy framework that values older people and supports the rights of older people.

World Elder Abuse Awareness day is for raising awareness of the mistreatment of older adults and the need to take appropriate action. Organisations throughout the world participate in a variety of ways with the primary objective of providing information about the types of abuse and the resources available to people when they want help.

DETAILS

In order to promote awareness, organisations are encouraged to –

- Hold a ceremony
- Support a declaration or proclamation
- Present an award
- Join or form a group
- Host a workshop or conference
- Host a lecture or debate
- Submit an article or letter to the editor
- Use a quote or develop a slogan
- Hold a community event
- Create a display or mural
- Produce an artwork

The SIAC could choose one of these options and incorporate it into its program of events for seniors for 2008.

Link to Strategic Plan:

The provision of services, events and activities by the City is linked to the current Strategic Plan through the outcomes, objectives and strategies under the Key Focus Area – Community Wellbeing.

Financial/Budget Implications:

There are funds allocated in the City's budget for the implementation of seniors events throughout the year. If the World Awareness Day is incorporated into the program of seniors events costs be expended from this allocation.

COMMENT

The City is well-placed to take some action for Elder Abuse awareness through the work of the SIAC, the program of events for seniors or the review of the Seniors Plan.

ATTACHMENTS

Attachment 1 World Elder Abuse Awareness Day Brochure

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

That the Seniors Interests Advisory Committee CONSIDERS ways in which it could contribute to World Elder Abuse Awareness day on 15 June 2008.

ITEM 9 NEIGHBOUR DAY - [55511]

WARD: All

**RESPONSIBLE
DIRECTOR:** Mr Clayton Higham
Planning and Community Development

PURPOSE

To provide information to the Seniors Interests Advisory Committee (SIAC) about Neighbour Day and to consider how the concept could be supported by the City.

EXECUTIVE SUMMARY

The Office of Seniors Interests and Volunteering lead a “Neighbour Day” in the last week in March each year. The aim is to encourage people to develop a greater sense of community caring, looking after the vulnerable and isolated – especially those who are growing older and living alone.

The concept can be easily promoted by word-of-mouth and in local newspapers and does not cost money to implement. It relies on people taking action and developing ongoing interactions with their neighbours.

It is recommended that the Seniors Interests Advisory Committee SUPPORTS the City's participation in the promotion of Neighbour Day.

BACKGROUND

In 2007, the SIAC discussed the issue of Social Isolation of Seniors. Officers have been researching ways in which the City can reduce isolation and make a difference in the lives of the residents. The concept of Neighbour Day is simple and effective. People are encouraged to make contact with their neighbours, get to know them and keep an eye out for those who are living on their own, in their senior years or noticeably isolated.

The City can contribute to reducing the isolation of seniors, simply by promoting the concept and encouraging people to participate in their neighbourhoods. The concept could be listed as an objective in the revised Seniors Plan, thus ensuring it is implemented.

DETAILS

Neighbour Day can be promoted leading up to the last day in March and the concept then prompted in various ways throughout the year. Once people have made contact with their neighbours, there is potential for long-lasting relationships to develop. The Neighbour Day concept encourages people to consider taking the following actions –

- Hold a street party or get-together in the local park for the whole community - this could be a breakfast, picnic lunch or family fun day.
- Organise a group tour activity, such as a visit to a winery, historical place of interest or eco tour.
- Hold a group activity to clean up their suburb or street.
- Take the time to knock on a neighbour's door and say 'hello'
- Be welcoming - if someone new moves into the neighbourhood, make that first move to welcome them and make them feel included.

- Organise a get-together; inviting neighbours to their house for an afternoon tea or BBQ could be the start of a regular social network. Find out their neighbours' favourite activities and hobbies.
- Offer their services - would the neighbour like a little assistance in the garden, some help with the weekly shopping, or even someone to keep an eye on the house while they are away?
- Organise a Neighbourhood Watch scheme - this helps to foster unity and a sense of safety.

Link to Strategic Plan:

The seniors' event is directly linked to the following key focus areas of the City's Strategic Plan.

Community Wellbeing

Outcome:

The City of Joondalup is recognised as a community that values and facilitates Lifelong Learning.

Objective 1.1:

To develop, provide and promote a diverse range of lifelong learning opportunities.

Outcome:

The City of Joondalup provides social opportunities that meet community needs.

Objective 1.3:

To continue to provide services that meet changing needs of a diverse and growing community.

Strategy 1.3.1:

Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment.

Strategy 1.3.2:

Provide quality of life opportunities for all community members.

Financial/Budget Implications:

There are funds allocated in the City's budget for the implementation of key objectives of the Seniors Plan. Other methods of promoting the concept are word-of-mouth and inclusion in newsletters published by organisations which provide services to seniors. There is no cost associated with the latter two methods of promotion.

COMMENT

The Neighbour Day concept is simple and cost effective. If people in the community take it on board and look out for a neighbour, the potential for reduction of isolation of seniors could be significant.

ATTACHMENTS

Attachment 1 Neighbour Day brochure 2007

VOTING REQUIREMENTS

Simple Majority

RECOMMENDATION

It is recommended that the Seniors Interests Advisory Committee SUPPORTS the City's participation in the promotion of Neighbour Day.



APPENDICES FOR AGENDA OF SENIORS INTERESTS ADVISORY COMMITTEE

ITEM	TITLE	APPENDIX	PAGE
Item 2	The Art of Ageing – Evaluation of the Seniors Event held 9 – 14 September 2007 Attachment 1 Seniors Event Program	1	1
Item 4	Review of Seniors Plan – 2004 – 2008 Attachment 1 Seniors Plan	2	
Item 5	Resource for Seniors and People with Disabilities Attachment 1 Directory for Seniors and People With Disabilities – 2003 <i>(Please Note: This attachment has been distributed to committee members separately)</i>	5	
Item 8	World Elder Abuse Awareness Day Attachment 1 World Elder Abuse Awareness Day Brochure	3	
Item 9	Neighbour Day Attachment 1 Neighbour Day brochure 2007	4	



Centrelink Seminar Understanding Your Pension

Time: 2:00 pm – 4:00 pm

Location: Joondalup Library, Boas Ave, Joondalup.

Notes: Bookings essential **9400 4315**.

Week-Long Activities

Physical activities for seniors at Leisure Centres

All classes will be FREE of charge, include morning tea, along with lifestyle changes for disease management talk lead by Craig Cheetham, Western Chronic Disease Management.

Craig is a leading health care professional who specialises in the management chronic heart and lung disease. He will be a feature presenter at the Australian Cardiac Conference in August. For further information about any activities please contact **9400 4600**.

City of Joondalup promotional display at Lakeside Joondalup Shopping City

A promotional display including the week's activities and other City Programs for Seniors.

Promoting Volunteering

Find out about volunteering – what you can offer and what it offers you.

Seniors Lunch Special (12:00 noon – 2:30pm, last orders taken 1:30pm)

West Coast TAFE Pavilion Restaurant. Get in early and take advantage of this great offer. 3 courses/\$12

– limited capacity. Booking essential **9233 1755**.

For further information about any activities, or if you have special requirements, please contact **9400 4315**. To obtain this information in an alternative format, please call **9400 4315**.

SENIORS: THE ART OF AGEING

9–14 September 2007



The City of Joondalup will be holding a series of activities celebrating seniors in the community from **9 – 14 September 2007**.

Come along and join in the exciting and varied program of FREE events, throughout the City, designed to promote active ageing, health and wellbeing.

For further information please contact **9400 4315**.

To obtain this information in an alternative format, please call **9400 4315**.



Boas Avenue Joondalup WA 6027 • PO Box 21 Joondalup WA 6919
Telephone: 9400 4000 • Facsimile: 9300 1383
www.joondalup.wa.gov.au





SENIORS: THE ART OF AGEING

Official Launch: Sunday 9 September

Welcome to Country

Neville Collard will perform this ceremony. Launch of activities by Councillor Brian Corr:

Date: Sunday, 9 September
Time: 1:00pm – 1:30 pm
Location: Craigie Leisure Centre, Whitfords Ave.

Afternoon Variety Entertainment Show

Performers The Grey Company, an interactive Medieval Performance Group.

Date: Sunday 9 September
Time: 1:30pm – 3:30pm
Location: Craigie Leisure Centre, Whitfords Ave.

Monday 10 September

Morning Variety Entertainment Show

Come along and enjoy Bullseye a singing & dancing troupe.

Time: 10:00am – 11:30am
Location: Craigie Leisure Centre, Whitfords Ave, Craigie.

Senior Week City of Joondalup Public Art Tour

The Joondalup Community Arts Association invite you to visit the **blend(er)** gallery, meet the dedicated volunteers and local artists, who run this exciting and unique venue. At the same time you will be able to see the Joondalup Community Arts Association 'It is a Small World' Members' Exhibition. Refreshments and meeting with JCAA volunteers. The JCAA Members' Exhibition can be seen at the **blend(er)** gallery at the same time.

Time: 10:00am - 12:00 noon
Location: blend(er) gallery, 4/48 Central Walk, Joondalup.
Notes: Morning tea will be provided.
For information contact Judy Rogers Gallery Coordinator on **9300 3088**.

Beyond Blue Maturity Blues – Depression in Older People

Time: 1:00pm – 2:00pm
Location: Whitfords Public Library, cnr Banks & Marmion Avenues, Hillarys.
Notes: Bookings essential **9400 4315**.

Police Academy Tour

Participate in this specially arranged guided tour through the Police Academy. Tour lasts about 90 minutes.

Time: 2:00pm – 3:30pm
Location: West Australia Police Academy, Lakeside Drive, Joondalup
Notes: Limited numbers, bookings essential **9400 4315**.



Friday 14 September

*Evergreen Social Club

"Fancy That" come along and enjoy a morning of entertainment.

Time: 9:30am – 11:00am
Location: Lake Joondalup Baptist Church, 8 Kennedy Drive, Joondalup.
Notes: Morning tea provided, \$5.00 cover charge. Bookings essential: **9400 4315**.
*** There is a cover charge on this event only**

Police Academy Tour

Participate in this specially arranged guided tour through the Police Academy. Tour lasts about 90 minutes.

Time: 10:00am – 11:30pm
Location: West Australia Police Academy, Lakeside Drive, Joondalup.
Notes: Limited numbers, bookings Essential **9400 4315**

Meet Sabrina Hahn ABC Radio Gardening Guru

A fun, informative and interactive presentation by well-known ABC gardening personality.

Time: 10:00am – 12:00 noon
Location: Craigie Leisure Centre, Whitfords Ave, Craigie
Notes: Morning tea provided, booking Essential phone Val: **9408 0108**.

Family History Research Group

Morning tea provided.

Time: 10:00 am – 12.00 noon
Location: Joondalup Library, Boas Avenue, Joondalup.
Notes: Bookings essential **9400 4746**.



SENIORS: THE ART OF AGEING

Afternoon Variety Entertainment Show

Performers Salvation Army Band "Silver Threads International".

Time: 2:30pm – 3:30pm

Location: Craigie Leisure Centre, Whitfords Ave, Craigie.

Notes: Bookings essential phone Val: 9408 0108.

Expo Open to All: Thursday 13 September

A wide range of organisations & service providers will be available to provide information, including Country Women's Association, Community Vision, Joondalup Volunteer Centre, Volunteer Task Force, Transperth, Red Cross, Centrelink and many more.

Sabrina Hahn ABC gardening personality

(10:00am-12:00noon)

Come along and enjoy a fun, informative interactive demonstration/presentation. Ask Sabrina your gardening problem: Questions and answer session available throughout the afternoon (1:00pm-4:00pm)

Janni Goss "The Laughter Lady"

Find out about the health benefits of laughter and how to invite more laughter into your life. Share some tips for healthy longevity and enjoy your best years.

Life Laughter and Longevity (1:00 am – 2:00 pm)

Life Laughter and Longevity (Repeated session, 3:00 pm – 4:00 pm)

Craigie Leisure Centre:

Receive a free mini health test, plus a lucky dip with a prize every time. including free passes to the pool, spa lounge, gym, Platinum50+ fitness and 1 months Platinum50+ membership.

Time: 10:00 am – 4:00 pm

Location: Craigie Leisure Centre, Whitfords Ave, Craigie.

Platinum 50 + Body Vive

Time: 9:00am – 10:30am

Location: Duncraig Leisure Centre, 40 Warwick Rd.

Mahjong

Do you like a game that requires intelligence, luck and social interaction? Join the club that welcomes all skill levels.

Time: 9:30am – 12:30pm

Location: Joondalup Library, Boas Ave, Joondalup.

Notes: Bookings essential: **9400 4761**

Medicines Without Mix-ups/Brand Name or Generic Medicine Choosing Wisely.

Time: 2:30pm – 4:00pm

Location: Whitfords Public Library, cnr Banks & Marmion Avenues, Hillarys.

Notes: Bookings essential **9400 4315**.

ECU The Art & Science of Ageing

Take the opportunity to get your occupational health questions answered by ECU Occupational Health students.

Time: 2:30pm-4: 30pm

Location: Lakeside Joondalup Shopping City, Joondalup Drive, Joondalup.

Tuesday 11 September

Mind Your Mind

Learn how to follow the 'Mind Your Mind' signposts - they may help reduce the risk of dementia.

Time: 10:00am – 12:00 noon

Location: Joondalup Library, Boas Ave, Joondalup.

Notes: Bookings essential: 9400 4707.

Tea Morning for Seniors

The Joondalup Community Arts Association welcomes seniors and the members of the local community to come along and meet with the participants of our free art education series in 2007. Come and see the finished artworks and meet with these creative people, tutors and students. We need your suggestions and input for our future programs.

Time: 10:00am - 12:00 noon

Location: **blend(er)** gallery 4/48 Central Walk, Joondalup.

Notes: For information contact Judy Rogers Gallery Coordinator on **9300 3088**.

Platinum 50+ Circuit

A great resistance workout that will strengthen and tone your muscles, using a combination of lightweights, hydraulic equipment and cardio machines.

Time: 10:30am – 12:00 noon

Location: Duncraig Leisure Centre, 40 Warwick Rd.

Police Academy Tour

Participate in this specially arranged guided tour through the Police Academy. Tour lasts about 90 minutes.

Time: 11:00am – 12:30pm

Location: West Australia Police Academy, Lakeside Drive, Joondalup.

Notes: Limited numbers, bookings essential **9400 4315**.



SENIORS: THE ART OF AGEING



Woodvale Senior High School Ensemble Plus The Joys of Women

(The Italian Women's Choir)

Woodvale Senior High School Ensemble 10:00 am – 10:45:00 am.

The Joys of Women (The Italian Women's Choir) 11:00 am – 11:45 am.

Time: 10:00 am – 11:45 am

Location: Woodvale Senior High School 110 Woodvale Drive Woodvale 6026.

Notes: Morning tea provided, bookings Essential phone Val: **9408 0108**.

Meet Author Adriana Ellis

Her latest work 'Glass', is a new collection of short fiction, which will engage and envelop the reader. The characters in 'Glass' are often quirky, the stories always compelling.

Time: 2:00pm

Location: Joondalup Library, Boas Ave, Joondalup

Notes: Bookings essential: **9400 4707**.

Centrelink Seminar "Wills & Power of Attorney"

Time: 2:00pm – 4:00pm

Location: Joondalup Library, Boas Ave, Joondalup.

Notes: Bookings essential on **9400 4315**

ECU The Art & Science of Ageing

Take the opportunity to get your occupational health questions answered by ECU Occupational Health students.

Time: 2:30pm-4: 30pm

Location: Lakeside Joondalup Shopping City, 420 Joondalup Drive, Joondalup.



Wednesday 12 September

Meet Sabrina Hahn ABC Radio Gardening Guru

A fun, informative and interactive presentation by well-known ABC gardening personality.

Time: 10:00am – 12:00 noon

Location: Joondalup Library, Boas Ave, Joondalup.

Notes: Morning tea provided, bookings Essential phone Val: **9408 0108**.

Centrelink Seminar Home Equity Loans for Older People

Time: 12:00 noon – 2:00pm

Location: Whitfords Public Library, cnr Banks & Marmion Avenues, Hillarys.

Notes: Bookings essential **9400 4315**.

Afternoon Variety Entertainment Show

Performers Shirley & The Starlets a singing & dancing troupe.

Time: 1:00pm – 2:00pm

Location: Craigie Leisure Centre, Whitfords Ave, Craigie.

Notes: Bookings essential phone Val: **9408 0108**.

Platinum 50 + Gentle Aqua Fit

The perfect class to start with! Work at gentle pace to improve your heart health, strength, balance and coordination. Conducted in a warm water pool this low impact class is easy on the joints.

Time: 2:00pm – 3:30pm

Location: Craigie Leisure Centre, Whitfords Ave, Craigie.



SENIORS PLAN 2004 - 2008

Seniors Plan 2004 - 2008

COMMUNITY WELL BEING

OUTCOME: The City of Joondalup is recognized globally as a community that values and facilitates Lifelong Learning
 OBJECTIVE 1.1 To develop, provide and promote a diverse range of lifelong learning opportunities
 STRATEGY 1.1.3 Support whole-of-life learning and creation of knowledge opportunities

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Engage the City's Economic Development Officer to link with Learning Cities project	<ul style="list-style-type: none"> Continue to use a Learning Cities model to meet the ongoing learning needs of seniors 	Ongoing	Existing Resources	Seniors needs are considered in all Learning City projects	Library and Information Services & Strategic and Sustainable Development
	<ul style="list-style-type: none"> Support research conducted by Tertiary Institutions 	Ongoing	Existing Resources	Finalised research documents obtained by the City	
Continue to support initiatives that specifically meet the education and training needs of seniors	<ul style="list-style-type: none"> Continue to support and develop programmes that address the needs of seniors i.e. Information Technology workshops 	Ongoing	Existing Resources	Seniors needs are considered in the development of all library programmes	Library and Information Services

Seniors Plan 2004 - 2008

COMMUNITY WELL BEING

OUTCOME: The City of Joondalup provides social opportunities that meet community needs
OBJECTIVE 1.3 To continue to provide services that meet changing needs of a diverse and growing community
STRATEGY 1.3.1 Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Council to review all policies that affect seniors	1. Report to Executive with proposal to review Community Development policies that affect seniors 2. Produce project brief 3. Develop draft policies 4. Submit draft policy to Executive Management 5. Amend draft policy as required	March 2005	Existing Resources	Policies endorsed by Executive	Community Development Services & Property Management Working Group
Conduct consultation on the draft policy	1. Prepare a consultation strategy 2. Implement consultation strategy 3. Amend the policies as required 4. Submit policies to Council for endorsement	June 2005	\$1000	Policies endorsed by Council	Community Development Services Property Management Working Group

Seniors Plan 2004 - 2008

Develop information sheet to assist programmers within the City	<ul style="list-style-type: none"> Based on the consultation and findings of the Seniors Master Plan – Leisure and Social Activity Needs establish a user-friendly guide with checklists for programmers to follow and comply with. 	Dec 2004	Existing Resources	Checklists completed and distributed	Community Development Services
Conduct regular reviews of the seniors plan	<ul style="list-style-type: none"> Conduct a review of this plan every three years 	Jan 2007	\$1000	Review report finalized with recommendations	Community Development Services

Seniors Plan 2004 - 2008

COMMUNITY WELL BEING

OUTCOME: The City of Joondalup provides social opportunities that meet community needs

OBJECTIVE 1.3 To continue to provide services that meet changing needs of diverse and growing community

STRATEGY 1.3.1 Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment

STRATEGY 1.3.2 Provide quality of life opportunities for all community members

STRATEGY 1.3.3 Provide support, information and resources

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Challenge negative ageing stereotypes through media and publications and the involvement of community groups in promoting positive ageing	<ul style="list-style-type: none"> Assist key seniors stakeholders in undertaking a regional lifestyle event Establish a user-friendly Guide with checklist to follow and comply with (as detailed in access and inclusion plan) 	Ongoing	Initial \$10 000 then \$2000 each year	Evaluation report with recommendations completed	Community Development Services & Marketing, Communications and Council Support
Promote the development of intergenerational activities	<ul style="list-style-type: none"> Intergenerational activities (ie; storytelling in the libraries) Continue to support the Absolutely Everybody program 	Ongoing Ongoing	Existing Resources \$1000	Evaluation report completed Evaluation report completed with recommendations	Library and Information Services Community Development Services

Seniors Plan 2004 - 2008

Implement a strategy to help community groups and seniors organisations increase their capacity to deliver services to seniors	<ul style="list-style-type: none"> • Develop contacts and networks 	Ongoing	Existing Resources	List of contacts established	Community Development Services
	<ul style="list-style-type: none"> • Promote volunteering through the Joondalup Volunteer Centre 	Ongoing	Existing Resources	Regular promotion of Volunteer Centre to seniors	
Provide services and resources to meet the information, recreation and lifelong learning needs of seniors	<ul style="list-style-type: none"> • Continue directory for seniors detailing organisations, recreational bodies, resource and advice centres. 	Aug 2005	\$10 000	Directory completed and distributed	Community Development Services
	<ul style="list-style-type: none"> • Resources in alternative formats (as detailed in the Access and Inclusion Plan) • Continue books on wheel service to housebound members of the community • Seniors week events • Monthly seniors circle 	Ongoing	Existing Resources	Evaluation report completed	Library and Information Services

Seniors Plan 2004 - 2008

	<ul style="list-style-type: none"> • Continue Growing Old and Living Dangerously (GOLD) and other recreation programs • Continue the Network for the Prevention of Elder Abuse 	<p>Ongoing</p> <p>Ongoing</p>	<p>\$16 000</p> <p>Existing resources</p>	<p>200 participants per term</p> <p>At least 4 meetings held annually</p>	<p>Community Development Services</p>
<p>Review and formalize hairdressing services at the City's facilities</p>	<ul style="list-style-type: none"> • Investigate current arrangements • Produce a position paper detailing all findings with recommendations • Forward to the Seniors Interest Advisory Committee for comment • Forward to executive for endorsement • Undertake recommendations 	<p>Aug 2004</p>	<p>Existing Resources</p>	<p>Hairdressing services are formalized</p>	<p>Community Development Services</p> <p>&</p> <p>Property Management Working Group</p>

Seniors Plan 2004 - 2008

Financial Counsellor to undertake a range of financial workshops to assist Seniors in managing their finances	<ul style="list-style-type: none"> • Implement a course of forums to assist seniors in managing their finances • Review external funding options to undertake forums 	June 2004	External Funding	Forums undertaken and an evaluation report is completed	Community Development Services
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Seniors Plan 2004 - 2008

COMMUNITY WELL BEING

OUTCOME: The City of Joondalup is a safe and healthy environment

OBJECTIVE 1.4 To work with the community to enhance safety and security in a healthy environment

STRATEGY 1.4.1 Continue to implement the Safer Community Programme

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
In conjunction with City Watch work to reduce the perceived risk of crime	<ul style="list-style-type: none">• Develop, implement and evaluate forums to educate seniors on personal safety• Increase awareness of existing services such as City Watch	Ongoing	Existing Resources	Forums documented and evaluations completed	Community Development Services

Seniors Plan 2004 - 2008

CITY DEVELOPMENT

OUTCOME: The City of Joondalup has well-maintained assets and built environment
 OBJECTIVE 3.1 To develop and maintain the City of Joondalup's assets and built environment
 STRATEGY 3.1.1 Plan the timely design, development, upgrade and maintenance of the City's infrastructure

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Development of a Storage Standards Paper and strategy	1. Identify aspects to be covered 2. Determine desired level of community responsibility 3. Determine Council responsibility 4. Draft standards paper 5. Submit to Executive Management team 6. Submit for Council approval 7. List funding required (if any) for consideration on Draft budget	June 2005	Existing Resources	Standards approved by Council	Community Development Services & Property Management Working Group

Seniors Plan 2004 - 2008

CITY DEVELOPMENT

OUTCOME: The City of Joondalup has well-maintained assets and built environment
OBJECTIVE 3.1 To develop and maintain the City of Joondalup's assets and built environment
STRATEGY 3.1.1 Plan the timely design, development, upgrade and maintenance of the City's infrastructure
STRATEGY 3.1.3 Create and maintain parklands that incorporate nature and cultural activities accessible to residents and visitors

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Develop passive facilities throughout City	1. Future Directions for passive facilities are incorporated into the Leisure Planning process 2. Formulate a plan to establish or modify passive facilities into existing and new infrastructure. 3. Submit to Executive Management team 4. Submit for Council approval 5. List funding required for consideration on Draft budget	June 2005	Existing Resources	Plan has been adopted, funds have been allocated and works have begun.	Community Development Services & Property Management Working Group

Seniors Plan 2004 - 2008

Review the City's Community Transport Programme	<ol style="list-style-type: none"> 1. Examine existing programme 2. Determine desired level of service 3. Determine bus type 4. Identify gaps in service provision 5. Draft management and service requirements agreement 	March 2004	Existing Resources	Evaluation completed and recommendations actioned	Community Development Services
Within the work of the Urban Design, integrate the needs of seniors as integral to the ongoing development and sustainability of communities	In conjunction with the City's Sustainability Officer and Urban Designers review the sustainability needs of the community	Ongoing	Existing Resources	<ul style="list-style-type: none"> • List of needs identified • Needs are considered in future development 	Strategic and Sustainable Development & Approvals, Planning and Environmental Services – Urban Design

Seniors Plan 2004 - 2008

CITY DEVELOPMENT

OUTCOME: The City of Joondalup recognizes the changing demographic needs of the community
 OBJECTIVE 3.3 To continue to meet changing demographic needs
 STRATEGY 3.3.1 Provide residential living choices

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Work to bring together various aged care service providers with a view to help inform the City of future residential facilities and services requirements	<ul style="list-style-type: none"> A representative for seniors accommodation is included in the Seniors Interest Advisory Committee membership 	June 2004	\$500	Representative regularly attending committee meetings	Community Development Services
	<ul style="list-style-type: none"> Review the needs of the community as a strategy to identify and plan future needs 	July 2005	Existing Resources	Report completed	
Undertake consultation with the Commonwealth and State governments with a view to ascertaining their future plans for the provision of residential facilities and services	<ul style="list-style-type: none"> Develop links and networks with relevant State and Commonwealth government department in relation to seniors accommodation, facilities and services 	Ongoing	Existing Resources	Network formed	Community Development Services
	<ul style="list-style-type: none"> Review relevant State and Commonwealth government strategic plans 	Ongoing	Existing Resources	Strategic plans taken into account in future planning	

Seniors Plan 2004 - 2008

	<p>for seniors accommodation, facilities and services and provide feedback</p> <ul style="list-style-type: none">• Develop partnerships and alliances with stakeholders and neighbouring Local Govt. Authorities				
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Seniors Plan 2004 - 2008

CITY DEVELOPMENT

OUTCOME: The City of Joondalup recognised the changing demographic needs of the community

OBJECTIVE 3.3 To continue to meet changing demographic needs

STRATEGY 3.3.2 Integrate plans to support community and business development

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Identify the long term strategic impact of an ageing population on health services	<ul style="list-style-type: none">Review and identify community needs	Ongoing	Existing Resources	Report completed and constantly updated	Community Development Services

Seniors Plan 2004 - 2008

ORGANISATIONAL DEVELOPMENT

OUTCOME: The City of Joondalup is an interactive community
 OBJECTIVE 4.3 To ensure the City responds to and communicates with the community
 STRATEGY 4.3.1 Provide effective and clear community consultation
 OBJECTIVE 4.3.2 Provide accessible community information

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Assist seniors to access information and services through the Internet by expanding existing programs and services	<ul style="list-style-type: none"> Incorporate access and inclusion best practice into the planning of all future online services as appropriate (as detailed in the Access and Inclusion Plan) 	Ongoing	Existing Resources	As detailed in access and inclusion plan	Information Management
Investigate the needs of seniors born overseas to overcome existing problems in accessing aged care and other services	<ul style="list-style-type: none"> Develop strategies to address barriers to access Train internal staff to implement strategies to address barriers to access 				Community Development Services

Seniors Plan 2004 - 2008

Increase awareness across the organisation of the specific information needs of seniors	<ul style="list-style-type: none"> Develop and provide in-house training for staff on the specific information requirements of seniors (As detailed in the Access and Inclusion plan) 	June 2004			Human Resource Services
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Older People's Rights



Department for Community Development
Government of Western Australia
Office for Seniors Interests and Volunteering

Office for Seniors Interests and Volunteering

Level 7, Dumas House
2 Havelock Street
West Perth WA 6005

Seniors Telephone Information Service:

6217 8855 or
1800 671 233 (country freecall)

Administration:

Ph: 6217 8500

Fax: 9481 3886

www.osi.wa.gov.au

Help is available

Advocare Inc

provides advocacy, information and support for older people who are being abused or are at risk of being abused. Call 9221 8599 or 1800 655 566 for country callers.

The Office of the Public Advocate

protects the rights of people with a decision-making disability and can investigate situations to determine whether a guardian or administrator is required. For information and advice, call 9278 7300 or 1800 807 437 for country callers.

The Carers Counselling Line

provides carers with practical assistance, referral and support 24 hours per day, seven days a week. Call 1800 007 332.

Help is available

A Commonwealth Carelink Centre

can provide information about services available to assist older people to remain living at home independently. Call 1800 052 222 for further information.

The Seniors Telephone Information Service

can provide information about a range of services and activities for older people including social and recreational activities. Call 6217 8855 or 1800 671 233 for country callers.

Help

Abuse and exploitation of older people can only be dealt with when it is not a secret



Department for Community Development
Government of Western Australia
Office for Seniors Interests and Volunteering



Elder abuse – a hidden issue

It is only recently that abuse and exploitation of older people has been widely recognised as occurring.

Elder abuse comes in different forms and can happen to anyone. It is most commonly perpetrated by someone in a position of trust – family, friends or carers. It could be happening to you or someone you know.

There are people who can help. But older people are often reluctant to speak out because they are:

- Dependent on the person who is abusing them
- Afraid that they will lose their care or company
- Isolated from the community because of health or disability
- Ashamed to tell others what is happening
- Unaware they have a right to say no to requests for money or property
- Think that what is happening is not happening to others.

Who is at risk?

A person can be at risk from abuse or exploitation if:

- They are dependent on family due to frailty or deteriorating health
- They are increasingly isolated from others
- There is a family conflict
- A family member is dependent on them
- There is a presence of dementia, intellectual disability, mental illness or acquired brain injury.

Circumstances that can cause someone to abuse an older person:

- Carer's stress
- Drug and alcohol abuse
- Greed or financial problems.

What is elder abuse?

Elder abuse: any abusive or exploitive act (or failure to act) that causes harm to an older person and occurs within an informal relationship of trust, such as family or friends. These can include:

- **Financial or material** – illegal or improper use of an older person's finances or property.
- **Emotional or psychological** – actions causing fear or shame, intimidating or humiliating an older person.
- **Physical** – actions inflicting physical pain or injury or using physical coercion.
- **Sexual** – unwanted sexual behaviour including sexual assault, sexual harassment or embarrassment.
- **Social** – forced isolation, preventing contact with family members or friends.
- **Neglect** – failure to provide the necessities of life and care to an older person.

Older people's rights

Independence – the right to have food, shelter and health care, live in safety and stay at home for as long as possible.

Participation – the right to share their knowledge, contribute to the community and tell government what they want.

Care – the right to access culturally appropriate care and protection; to receive services for the improvement of their health; to have their wishes, dignity and beliefs respected.

Self-fulfilment – the right to be able to develop their own interests and to participate in educational, cultural, spiritual and social activities.

Dignity – the right to be free of mental and physical mistreatment and not to be discriminated against.

Abuse and exploitation of older people is an erosion of their rights.



INTERNATIONAL NETWORK for the PREVENTION OF ELDER ABUSE



World Elder Abuse Awareness Day

The International Network for the Prevention of Elder Abuse (INPEA) was founded in 1997 and is dedicated to global dissemination of information as part of its commitment to world-wide prevention of elder abuse. The United Nations International Plan of Action adopted by all countries in Madrid, April 2002, clearly recognizes the importance of elder abuse and puts it in the framework of Universal Human Rights. INPEA is dedicated to supporting the plan of action. As part of INPEA's research agenda we are launching a World Elder Abuse Awareness Day to be held on June 15, 2006. This project will be in partnership and collaboration with interested individuals, agencies, organizations, NGO's, governments and corporations.

Among those who have offered support are: the International Association of Gerontology (IAG), The World Health Organization (WHO), The International Federation of Aging (IFA), Help Age International, Pan American Health Organization (PAHO), the Subcommittee on Elder Abuse of the UN NGO Committee on Ageing, International Longevity Center (ILC – USA), American Association of Retired Persons (AARP), Canadian Network for the Prevention of Elder Abuse (CNPEA) and the Ontario Seniors Secretariat/Government of Ontario.. Many more are expected to participate. The day will focus efforts across the globe to raise awareness of elder abuse in a coordinated fashion for the first time. Dr. Emilio Moriguchi, Chair of the Scientific Committee of the 2005 IAG World Congress in Brazil is not only supporting us but providing us with a booth at the Congress. Although the project is in the early stages of development now, by the time of the IAG World Congress of Gerontology in June 2005 we will be in an excellent position to present and promote activities related to the World Elder Abuse Awareness Day. This will be an exceptional opportunity to share information and resources and to encourage international participation.

Implementation & Objectives of the World Elder Abuse Awareness Day

An official statement to mark the day will reflect messaging around abuse of older persons and will stress the need for people to understand what elder abuse is and how it can be prevented as well as initiatives around the world to reach this goal. Communities and municipalities will make proclamations declaring World Elder Abuse Awareness Day and hold events designed to raise their communities' awareness of elder abuse. A planning committee comprised of national and regional representatives has been established. The planning committee will recommend priorities and innovative approaches to promoting the World Elder Abuse Awareness Day and ensure that linkages are made with governments, organizations and communities across the world.

Development of Program and Activities

As the project develops, suggested activities designed to help people of all ages and from all sectors of our communities to recognize World Elder Abuse Awareness Day will be provided. INPEA will design a Resources Kit to assist regions in planning the event. Concrete, usable tools and techniques will enable individuals/groups to participate in this global event. These materials will be presented at the IAG World Congress in Brazil (June 2005).

Expected Outcomes

Expert consultation will explore and promote the theme of elder abuse awareness. Promotional events may include cultural, educational, art and social activities, as well as the launching of posters and calendars with the Day's logo. All activities will bring to the Day a global relevance that will sustain and move elder abuse awareness forward throughout the day, the year and years to come. It will involve national and international activities developed by countries, communities, neighborhoods and organizations collaborating in multigenerational initiatives that span information technology, cultural and art events, volunteer and educational programmes aiming to create an awareness of elder abuse and its consequences.

Please check our website for emerging details at www.inpea.net

Dr. Lia Daichman, President liadaichman@fibertel.com.ar

Dr. Elizabeth Podnieks, Vice-President onpea.info@utoronto.ca

Susan Somers, Secretary-General sbsomers5@aol.com

HOW CAN I GET INVOLVED?

This year, led by the Office for Seniors Interests and Volunteering, Western Australia is taking part in National Get to Know Your Neighbour Day.

Everyone, from councils, local organisations and community groups to families and individuals can do something to build better neighbourhoods – and Get to Know Your Neighbour Day on Sunday 25th March 2007 is the perfect time to start!

If you are thinking of organising an event or activity for Get to Know Your Neighbour Day here are some suggestions:

- A street party or get-together in the local park for the whole community – this could be a breakfast, picnic lunch or family fun day.
- A group tour activity, such as a visit to a winery, historical place of interest or eco tour.
- A group activity to clean up your town or suburb.

Remember, building a better neighbourhood takes more than just one day! So here are some steps you can take:



- Take the time to knock on a neighbour's door and say 'hello'
- Be welcoming – if someone new moves into the neighbourhood, make that first move to welcome them and make them feel included.
- Organise a get-together; inviting your neighbours to your house for an afternoon tea or BBQ could be the start of a regular social network. Find out your neighbours' favourite activities and hobbies.
- Offer your services – would your neighbour like a little assistance in the garden, some help with the weekly shopping, or even someone to keep an eye on the house while they are away?
- Organise a Neighbourhood Watch scheme – this helps to foster unity and a sense of safety.

GET TO KNOW YOUR NEIGHBOUR DAY - SUNDAY 25TH MARCH 2007

What are you doing for Get To Know Your Neighbour Day?

Please take a moment to tell us by emailing
david.mitchell@dcd.wa.gov.au



**Office for Seniors Interests
and Volunteering**
Government of Western Australia

Office for Seniors Interests and Volunteering

Level 7, Dumas House
2 Havelock Street
West Perth WA 6005

Seniors Telephone Information Service:

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1800 671 233 (country freecall)

Administration:

Ph: **6217 8500**
Fax: **9481 3886**
www.osi.wa.gov.au



how well
DO YOU
know your
neighbour?

GET TO KNOW YOUR NEIGHBOUR DAY -

Sunday
25th March 2007

WHO IS YOUR NEIGHBOUR?

Pick a home in your street or block; it could be the home next door, across the street or around the corner. Now ask yourself these simple questions:

1) Do you know how many people live in the home?

- No - 0 points ☐
- Not sure - 1 point ☐
- Yes - 3 points ☐

2) Do you know the names of any of the people who live in the home?

- None of them - 0 points ☐
- Some of them - 1 point ☐
- All of them - 3 points ☐

3) Do you know what they do for a living?

- None of them - 0 points ☐
- Some of them - 1 point ☐
- All of them - 3 points ☐

4) Do you know their telephone number, or mobile phone numbers?

- No - 0 points ☐
- Yes - 3 points ☐

5) How often have you been inside their home?

- Never - 0 points ☐
- Once - 1 point ☐
- More than once - 3 points ☐



CALCULATE YOUR SCORE:

0-2 POINTS - YOU DON'T KNOW YOUR NEIGHBOURS AT ALL
3-8 POINTS - YOU DON'T KNOW YOUR NEIGHBOURS VERY WELL
9-13 POINTS - YOU KNOW YOUR NEIGHBOURS FAIRLY WELL
14-15 POINTS - YOU KNOW YOUR NEIGHBOURS VERY WELL.

So how did you fare? If you scored upwards of eight points, then you are showing signs of being a good neighbour. Now pick another home and try the same exercise!

If you scored 8 points or fewer, then maybe it's time to Get to Know Your Neighbour! And when better to start than on **National Get to Know Your Neighbour Day on Sunday, 25 March 2007?**

Your contribution can be as big or as small as you wish. Whether organising a 'Know Your Neighbour' community event or project, a morning tea or simply popping in to 'say hello' to your neighbour across the street or in the next block, you will be doing your bit to help foster a better, more supportive community.

Taking that step to know your neighbour has benefits for you and for them.



WHY ARE NEIGHBOURS IMPORTANT?

Would you go to your neighbours for help?
Would they come to you if they needed help?
Would they be happier knowing they had a friend living close by to talk to, or even to enjoy social activities with?
And would you check on your neighbour if you did not see them for a period of time, or if something seemed amiss?

Knowing your neighbours is not only about doing a good deed for someone else. Good neighbours support each other, look out for each other, and even socialise with each other.

Good neighbours help to create happier, healthier and safer communities.

WHO IS MOST IN NEED OF NEIGHBOURLY SUPPORT?

While we all benefit from having good neighbours, for many older people it can be vitally important.

After retirement, some find it difficult to become involved in their communities through social groups or clubs. If they have suffered bereavement or live far away from friends and family, they can become lonely. This can often lead to depression, which affects one in five seniors.

A simple 'hello' or occasional cup of tea could make a huge difference to an elderly neighbour's life - and yours!



Recreation and Leisure

Employment

Health Services

Support Service

Accommodation

Transport

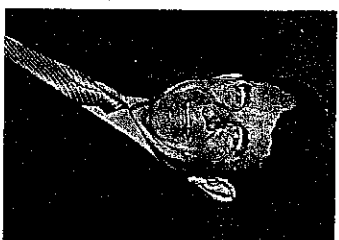
Financial/Legal Services

Education

Directory for

Seniors and People with Disabilities

Welcome



As in all of Australia, our population of seniors and people with a disability in the City of Joondalup is growing.

As many as 13% of our population of approximately 160,000 is now over the age of 55 and this is expected to grow to 22% by the year 2016*.

The 2001 Census showed that 20% of the City's residents at that time, or approximately 29,000 people had a disability of some degree.

While WA is at the forefront throughout the world in providing access for people with disabilities, the City of Joondalup believes it is necessary to forge ahead in establishing universally accessible environments.

It is essential that we move towards providing excellent services and a good quality of life for people with disabilities and those of retirement age.

In fact, seniors' interests was one of the platforms upon which I stood for election as Mayor of the City of Joondalup — and it is with pleasure that I present this Directory for Seniors and People with Disabilities.

The City of Joondalup has been actively involved in developing and coordinating a diverse range of community services for seniors and people with disabilities for more than 20 years.

The City, through the Community Development Services Business Unit, has compiled this directory to keep the community well informed on the range of services available.

I hope you find it a valuable resource.

Don Carlos

Mayor Don Carlos
City of Joondalup

*Source: Ministry for Planning 2000

INFORMATION IN OTHER LANGUAGES IS AVAILABLE

AT THE BACK OF THE DIRECTORY.

While every attempt has been made to compile a comprehensive collection of information, the City acknowledges that some services may have been omitted. Should you know of a service that is not included, please fill in the update form at the back of the directory and forward it to PO Box 21 Joondalup 6919.

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City of Joondalup Services

What services are available?

FINANCIAL COUNSELLING

A free Financial Counselling Service is available to all residents of the City of Joondalup. The Financial Counsellor can assist you with queries and information relating to the following areas:

Advocacy
Negotiations
Debt Recovery
Bills
Budgeting
Housing
Appeals
Bankruptcy
Complaints
Referral
Community Education

For further information contact the Financial Counsellor on:

Telephone 9400 4213

Fax 9400 4928

The service is available from 8.30am to 5.00pm Monday to Friday.

COMMUNITY INFORMATION

<http://living.joondalup.wa.gov.au/links/comminfo.htm>

For information about local agency services, clubs or associations, local facilities and activities, contact the Community Information Librarian on 9400 4705, visit the Community Information Desk in the Joondalup Library or view our website. New groups can now register online.

City of Joondalup Services

COMMUNITY TRANSPORT

The Community Transport Program provides services to senior citizens in the City of Joondalup. When seniors experience difficulty accessing public transport, they can contact the City for a bus to pick them up from their home address and take them to local shopping centres for shopping excursions or senior citizen centres for social and leisure activities.

Community Transport is available to:

Greenwood/Warwick Senior Citizens Club
Ocean Ridge Senior Citizens Club
Whitfords Senior Citizens Club
Retirees WA
Duncraig Senior Citizens Club
Warwick Grove Shopping Centre
Whitford City Shopping Centre
Lakeside Joondalup Shopping City

The buses also operate a service for a number of retirement facilities in the City of Joondalup over the month, taking residents on excursions around the metropolitan area.

Placements depend on people residing in the City of Joondalup, their inability to access public transport, and seating availability on the buses.

To make enquiries about this community service, please telephone the Community Services Coordinator on 9400 4202.



City of Joondalup Services

YOUTH ACTION PROGRAM

The Youth Action Program runs from Anchors Youth Service in Sail Terrace, Heathridge, during school holiday periods. The aim of the program is to include young people with special needs in structured and non-structured activities that suit the needs of 12 to 18-year-olds.

The program has places for 20 young people. Of these places, five are reserved for young people with special needs. The program is staffed by two qualified and experienced Youth Workers and three Carers.

Examples of activities offered include roller-skating, SciTech, movies, tenpin bowling, art and craft, cooking, sporting activities and music.

For further enquiries, contact the Youth Development Officer on 9400 4223.

BUS SHELTERS

Requests for bus shelters are evaluated on patronage and site location. For more information, contact Infrastructure Management Services on 9400 4437.

COMMUNITY FUNDING

Sport & Recreation	9400 4922
Culture & the Arts	9400 4926
Community Services	9400 4202
Environment & Sustainable Development	9400 4219
Economic Development	9400 4967

Small grants of less than \$2500 are available to not-for-profit organisations in the above five categories for small projects, the purchase of capital items or for conducting training programs for volunteers or members.

Applications for grants of more than \$2500 will be accepted, however, a formal contractual agreement must be entered into and additional information about your organisation is required, such as a strategic plan and the previous year's audited financial statement.

Keep a lookout in the Wanneroo Times Community Newspaper for the next application deadlines.

City of Joondalup Services

RUBBISH COLLECTION

To organise for any special service regarding your rubbish collection, please call 9405 5200.

VOLUNTEERING

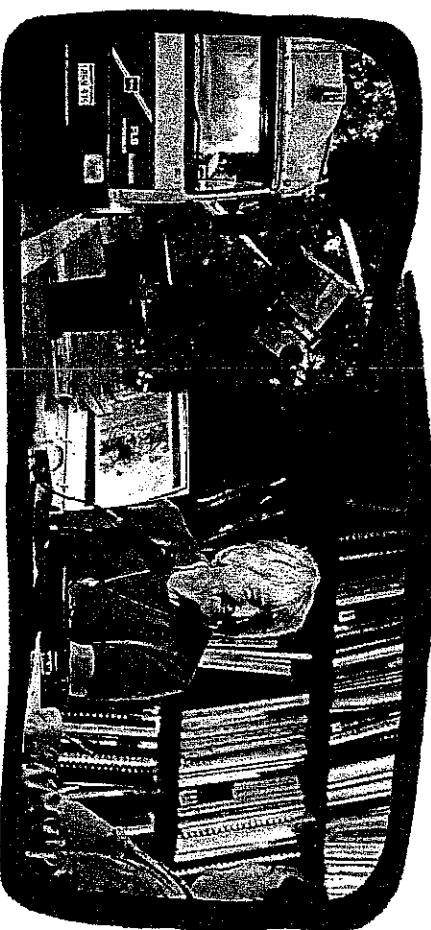
The City is in the process of becoming a regional centre for volunteers. If you would like to volunteer or require further information regarding this service, please telephone 9400 4202.

ADVISORY COMMITTEES

Currently, there is a Seniors Interests Advisory Committee that oversees the strategic coordination of all seniors' issues across Council. The Committee also provides advice to Council to ensure that the concerns of seniors are adequately represented. If you would like any information regarding this committee or would like to become a member, please telephone 9400 4315.

DISABILITY PLAN, SENIORS' MASTER PLAN AND SENIORS' ACTION PLAN

These plans are working documents that identify the most pressing needs of the City of Joondalup community and propose strategies and processes to address these needs. The plans play a key role in setting the future direction of Joondalup City Council in terms of its allocation of resources and commitment to service and facility development. For further information, telephone 9400 4315.



City of Joondalup Services



CITY WATCH

City Watch is a community security patrol service, travelling every street, every day and responding to resident requests for assistance.

City Watch Officers patrol the City to provide a visible deterrent to crime and antisocial behaviour. They act as the eyes and ears of the City, reporting any incidents of interest to the Police and the City of Joondalup.

The role of the City Watch service is not to be a substitute for the Police, but rather to provide a complementary service that works closely with the Police Service and the community.

City Watch can be contacted on 1300 655 860, 24 hours a day, 7 days a week. Our City Watch Officers deal with a wide variety of requests and tasks, including customer requests, damage to property, noisy parties, antisocial behaviour, graffiti reporting, suspicious behaviour and a variety of other issues that may affect the safety and security of the community.

PARKING CONTROL

Rangers ensure vehicle parking is properly managed and controlled within the City. Rangers enforce disability access parking at shopping centres and public buildings. For further enquiries, please phone 9400 4960.

COMMUNITY VISION

Administration of Community Vision is located on the 2nd Floor of the City of Joondalup Administration Centre, Boas Avenue, Joondalup.

Information on all services is available by:

TELEPHONE: 9301 8222

FAX: 9301 8282

EMAIL: info@communityvision.asn.au

POSTAL Community Vision

ADDRESS: PO Box 1682

WANGARA WA 6947

What services are available?

HOME SUPPORT SERVICES

Include domestic assistance, personal care, social support, respite, and home and garden maintenance to older members of the community and people with disabilities.

ADULT DAY CENTRE

Is located at Woodvale Community Centre. Older members of the community enjoy social contact and take part in recreational activities. The program also provides activities for people experiencing the onset of dementia.

MEALS SERVICE

Home-delivered meals or assistance with meal preparation are options available to people who are unable to prepare their own.

PODIATRY

A domiciliary service is available for older people who are unable to travel to a clinic. There is also a clinic based fee-for-service podiatry available.



COMMUNITY AGED CARE PACKAGES

Community Vision provides coordinated packages of care to people who have been assessed by an Aged Care Assessment Team (ACAT) as being eligible for residential care but who choose to remain living at home.

A person's doctor/family doctor, can arrange an assessment with ACAT through the local hospital.

With package care, a range of services is available, including assistance with personal care, shopping, general cleaning, meal preparation, respite and gardening.

VETERANS' HOME CARE PROGRAM

Services provided under the Veterans' Home Care Program include domestic assistance, respite, personal care and minor home and garden maintenance.

CHILD AND YOUTH RESPITE

Provision of respite options to families living in the Joondalup and Wanneroo areas, who have a family member with a disability. The member must be aged between 1-18, live at home with a carer or family and meet the criteria for either Level 2 or 3 services with the Disability Services Commission.

KINSHIP

A mentor and respite program for people with disabilities between the ages of 18-35.

OTHER SUPPORT SERVICES

HOME SUPPORT SERVICES

PERTH HOME CARE SERVICES

440 Vincent Street
WEST LEEDERVILLE WA 6901
PH: 9388 6993
Email: admin@phcs.org.au

Services designed to meet individual needs, including shopping, personal care, and cultural/social support. Will provide package of home care services for seniors or people with a disability from a culturally and linguistically diverse background.

SILVER CHAIN NURSING ASSOCIATION

6 Sundercombe Street
OSBORNE PARK WA 6017
PH: 9242 0242
FREECALL: 1800 808 307
Fax 9242 0268

A variety of services, including home nursing, respite care and home help. A doctor's referral is required for nursing care only. Self-referral accepted for home help.



SPECIFIC SERVICES

ACROD

Monday-Friday 8.30am-4.30pm
U1/59 Walters Drive
OSBORNE PARK WA 6017
PH: 9242 5544

Authorised stickers for disabled parking bays.

ALCOHOL AND DRUG INFORMATION SERVICE

PO Box 126
MT LAWLEY WA 6050
FREECALL: 1800 198 024

24-hour alcohol and drug information service, 7 days per week.

ALZHEIMER'S ASSOCIATION

Monday-Friday 9.00am-5.00pm
Mary Chester Centre
9 Bedbrook Place
SHENTON PARK WA 6008
PH: 9388 2800

Information and support for people and families affected by Alzheimer's.

ASSOCIATION FOR THE BLIND OF WA - KINGSLEY

Monday-Friday 8.30am-4.30pm
Unit 4, Kingsley Professional Centre
56 Creaney Drive
KINGSLEY WA 6026

Provides a variety of services, including library, orientation and mobility, computer use etc.

Other Support Services

BETTER HEARING AUSTRALIA

Monday 9.00am-10.00am

Mildenhall

49 Beddi Road

DUNCRAG WA 6023

PH: 9328 7938

Lip-reading classes.

CATA DISABLED GROUP

Monday-Saturday 8.30am-4.30pm

Warwick Community Hall

Dorchester Avenue

WARWICK WA 6024

Ph: 9448 8804

Provides creative and therapeutic activities, support and respite for people with a disability and their carers.

COMMUNITY LINK AND NETWORK

Monday, Tuesday, Thursday 9.00am-4.00pm

30 Chesterfield Road

MIRRABOOKA WA 6061

PH: 9440 3595

Provides assistance and support to families.

COUNCIL ON THE AGEING

Monday-Friday 10.00am-3.00pm

2nd Floor, 93 William Street

PERTH WA 6000

PH: 9321 2133

Peak organisation of all matters pertinent to the aged. The Council offers a computer training centre for Seniors, and low-cost insurance for members, bimonthly magazine and other benefits.

Other Support Services

DEPARTMENT OF VETERANS' AFFAIRS

Monday-Friday 8.30am-5.00pm

Level 12, 140 St Georges Terrace

PERTH WA 6001

PH: 9366 8222

FREECALL: 1800 113 304

Provides a range of services to people in receipt of a Veterans' Affairs pension.

DISABILITY SERVICES COMMISSION

Monday-Friday 9.00am-5.00pm

Level 1, Joondalup House

8 Davidson Terrace

JOONDALUP WA 6027

PH: 9301 3800

Diagnosis, assessment and services for people with developmental disabilities.

INDEPENDENT LIVING CENTRE OF WA

The Niche

11 Aberdare Road

NEDLANDS WA 6009

PH: 9381 0600

Free information and advice for older people, people with disabilities and their carers on equipment, building and design, access and resources. Comprehensive display of aids and appliances. Equipment loan library.

JAMES BROWN HOUSE

Monday-Friday 8.30am-5.00pm

171 Albert Street

OSBORNE PARK WA 6017

PH: 9349 5266

Day Centre for people with dementia. Must have ACAT assessment.

Other Support Services

KARA EDUCATION CENTRE

Monday-Friday 10.00am-noon
Chessell Drive
DUNCRAIG WA 6023
PH: 9447 3590

Support for parents of children with brain damage, specific rehabilitation treatment program.

KOOLYARA MENTAL HEALTH SERVICE FOR OLDER PEOPLE

Monday-Friday 8.00am-4.00pm
PO Box 382
JOONDALUP WA 6919
PH: 9400 9599

Koolyara is a community-based service for elderly people with emotional, memory and social difficulties.

LANDSDALE FARM SCHOOL

80 Landsdale Road
LANDSDALE WA 6065
PH: 9343 1222

For children with a disability (ages 5-18). Respite care camps.

NATIONAL SENIORS' ASSOCIATION

City West Lotteries House
2 Delhi Street
WEST PERTH, 6005
PH: 9420 7274

Sorrento/Duncraig Branch 2nd Thursday of each month 9.30am to 11.30am at Mildenhall.

Joondalup Branch 2nd Wednesday of the month at Emerald Park Clubrooms in Edgewater 10.00am-noon.

The National Seniors Association is a community-based group that is trying to provide a better deal for persons aged over 50. It lobbies the federal, state and local government on their behalf. It also provides discounts for worldwide

Other Support Services

travel, house/contents and car insurance, independent financial advice, Avis Rent A Car, BankWest, tyres and batteries etc, and branch activities, including an interesting selection of guest speakers, outings and other social opportunities.

NORTHERN SUBURBS MIGRANT RESOURCE CENTRE

Unit 1/14 Chesterfield Road
MIRRABOOKA WA 6061
PH: 9345 5755

Provides a range of services and resources to people from culturally and linguistically diverse backgrounds.

RELATIONSHIP SERVICES OF ANGLICARE

Sanofi House
126 Grand Boulevard
JOONDALUP WA 6027
PH: 9300 0460

RETIREES WA

1st and 3rd Wednesday of the month 1.00pm-4.00pm
Whitfords Senior Citizens' Centre
Cnr Banks & Marmion Avenues
HILLARYS, 6025
PH: 9304 5050

Provides government, tax, pension and general information to its members. Plus entertainment (concerts, quizzes, games) and outings of interest around Perth.

RIDING FOR THE DISABLED

77 Monyash Road
CARINE WA 6020
PH: 9448 6376

Special horse riding classes for people of all ages with disabilities.

Other Support Services

TELSTRA

FREECALL: 1800 068 424

Large number telephones and other aides for telephone users.

TRANSLATING & INTERPRETING SERVICE (TIS)

24 hours, 7 days a week

1260 Hay Street

WEST PERTH WA 6005

PH: 13 1450



INFORMATION SERVICES

Information Services

ADVOCARE

Monday-Friday 9.00am-5.00pm

Level 3, Kings Complex

517 Hay Street

PERTH WA 6000

PH: 9221 8599

FREECALL: 1800 655 566

Information, support and advocacy on behalf of individuals or groups. Promotion of community awareness of the rights of older people and people with disabilities.

ASSOCIATION OF INDEPENDENT RETIREES

Meeting held third Thursday of every month from 9.30am

Fleur Freame Pavilion

MacDonald Reserve

Forrest Road

PADBURY WA 6025

PH: 9307 2014

CITIZENS ADVICE BUREAU

Monday - Friday 8.30am - 5.00pm

25 Barrack Street

PERTH WA 6000

PH: 9221 5711

TTY: 9221 5051

A community service offering information and referral on issues such as taxation, legal advice, consumer advice, missing persons and mediation services.

Information Services

INFO LINK

Monday - Friday 9.00am - 5.00pm

Mezzanine Floor

Alexander Library Building

Perth Cultural Centre

PERTH WA 6000

PH: 9427 3100

Referral/information service to put people in touch with government departments and community groups.

OFFICE FOR SENIORS INTERESTS AND VOLUNTEERING

Monday - Friday 8.00am - 5.00pm

4th Floor, May Holman Centre

32 St Georges Terrace

PERTH WA 6000

PH: 9220 1111

FREECALL: 1800 671 233

Free community service offering information, advice and referral concerning issues and services for seniors.

PEOPLE WITH DISABILITIES

Monday - Friday 9.00am - 5.00pm

Oasis Lotteries House

37 Hampden Road

NEDLANDS WA 6009

PH: 9386 6477

FREECALL: 1800 193 331

TTY: 9386 6451

Peak consumer organisation for people with disabilities. Advocacy and information for people with disabilities, their families and carers.

Information Services



SENIORS INFORMATION SERVICE

Monday-Friday 9.00am-3.00pm

32 St Georges Terrace

PERTH WA 6000

PH: 9328 9155

FREECALL: 1800 671 233

Free and confidential information and referral service.

ACCOMMODATION

Various organisations are involved in providing accommodation for seniors and people with a disability within the City of Joondalup. Some complexes provide all levels of care such as independent units, hostel and nursing home care, while other facilities have a single purpose. Financial arrangements may differ according to agency.

Residential accommodation is not always appropriate for seniors and people with a disability. The staff at Community Vision can advise on options that may assist people to remain in their homes. Contact 9301 8222.

RETIREMENT HOMES

- Belgrade Park Village
PH: 9306 3666
- Edgewater Mercy Hostel
PH: 9306 2449
- Glengarry Retirement Lodge
PH: 9448 8511
- Joondalup Retirement Village
PH: 9300 3254
- Keith Simpson Masonic Village
PH: 9409 2322
- Kingsley Retirement Village
PH: 9409 1849
- Lady McCusker Home
PH: 9246 2201
- Lake Joondalup Lifestyle Village
PH: 9404 5000
- Ocean Reef Retirement Country Village
PH: 9307 5075
- Patricia Teague Villas
PH: 9323 3100

- Prime Lifestyle Retirement Village
PH: 9409 2522
- Seacrest Retirement Village
PH: 9448 6260
- St Ives Northshore
PH: 9307 6066
- Timberside Villas
PH: 9309 9888
- Trinity Village
PH: 9246 2050
- Warwick Village Lodge
PH: 9448 5211

OTHER ACCOMMODATION

- HOMESWEST**
6 Ilkeston Place
MIRRABOOKA WA 6061
PH: 9344 0555

Independent units for rental accommodation and rental support for private accommodation to eligible people. Loans are available for pensioners for home modifications or building.

CRISIS ACCOMMODATION

- Patricia Giles Centre
PH: 9300 0340

Support and accommodation for women in crisis. For other refuges in the metropolitan area, contact:

- WOMEN'S REFUGE ROSTER/AFTER-HOURS CRISIS**
PH: 9325 1111

HEALTH SERVICES

PUBLIC HOSPITALS

JOONDALUP HEALTH CAMPUS

Shenton Avenue

JOONDALUP WA 6027

PH: 9400 9400

OSBORNE PARK HOSPITAL

Osborne Place

STIRLING WA 6021

PH: 9346 8000

OSBORNE LODGE

Osborne Place

STIRLING WA 6021

PH: 9346 8300

ROYAL PERTH HOSPITAL

Wellington Street

PERTH WA 6000

PH: 9224 2244

SHENTON PARK REHABILITATION HOSPITAL

(annex of Royal Perth Hospital)

6 Selby Street

SHENTON PARK WA 6008

PH: 9382 7171

SIR CHARLES GAIRDNER HOSPITAL

Queen Elizabeth II Medical Centre

Hospital Avenue

NEDLANDS WA 6009

PH: 9346 3333

PRIVATE HOSPITALS

GLENGARRY HOSPITAL

53 Arncliffe Road

DUNCRAIG WA 6023

PH: 9447 0111

HOLLYWOOD HOSPITAL

Monash Avenue

NEDLANDS WA 6009

PH: 9346 6000

JOONDALUP PRIVATE HOSPITAL

Shenton Avenue

JOONDALUP WA 6027

PH: 9400 9999

PARAMEDICAL SERVICES

DENTAL

NORTH PERTH GOVERNMENT DENTAL CLINIC

Shalom Coleman Dental Clinic

27 Sydney Street

NORTH PERTH WA 6006

PH: 9242 1236

WARWICK GOVERNMENT DENTAL CLINIC

316 Eritdale Road

WARWICK WA 6024

PH: 9447 8011

HEARING

AUSTRALIAN HEARING

16 Bishop Street (cnr Old Collier Road)

MORLEY WA 6062

PH: 9275 5077

HEARING AIDS

Refer to Yellow Pages under:
Hearing Aids

OPTICAL

Refer to Yellow Pages under:
Optical Prescription Dispensers
Optical Supplies
Optometrists

PHYSIOTHERAPY

COMMUNITY PHYSIOTHERAPY SERVICES (HOME AND COMMUNITY CARE FUNDED)

Wellington Street
PERTH WA 6000
PH: 9224 1768

Refer to Yellow Pages under:
Physiotherapists
Physiotherapists – locality guide

PODIATRY

Community Vision, either in a Senior Citizens' Centre or at home, provides subsidised services. Contact 9301 8222.

Refer to Yellow Pages under:
Podiatrists
Podiatrists – locality guide

FINANCIAL/LEGAL SERVICES

FINANCIAL SERVICES

CENTRELINK (COMMONWEALTH SERVICES DELIVERY AGENCY)

REGIONAL OFFICES

Joondalup

68 Reid Promenade
JOONDALUP WA 6027
PH: 9233 8030

Innaloo

37 Ellen Stirling Boulevard
INNALOO WA 6018
PH: 9464 5830

Mirrabooka

22 Chesterfield Road
MIRRABOOKA WA 6061
PH: 9464 7030

Responsible for administering the Australian Government's Social Security programs. These are primarily to protect people's income from involuntarily falling below an adequate and fair level, through difficulties in working due to age, sickness or disability.

DOMICILIARY NURSING CARE BENEFIT

COMMONWEALTH DEPARTMENT OF HEALTH AND AGEING

14th Floor, Central Park
152-158 St Georges Terrace
PERTH WA 6000
PH: 9346 5111

This benefit can be paid to a person caring for an ill or disabled person at home. A registered medical practitioner and nurse must sign application forms. The

person being cared for must be at least 16 years of age and living in the same home as the carer. The sick or disabled person must be assessed as requiring nursing home level of care.

The benefit is paid fortnightly, is not means tested, does not affect entitlements to pensions or other benefits and is not currently regarded as income by the Australian Taxation Office.

CONCESSIONS

HEALTH CARE CARD

CENTRELINK

Retirement: 13 2300

Disability/Sickness/Carers: 13 2717

Available to pensioners and low-income earners.

LAND RATES

CITY OF JOONDALUP

PO Box 21

JOONDALUP WA 6919

PH: 9400 4000

A concession of up to 50% of current rates is available to the owner-occupier of property who is in receipt of a pension and is the holder of a current Pensioner Concession Card. There is no concession on annual refuse charges.

Holders of a WA Seniors Card issued by the Office for Seniors Interests and Volunteering and a Commonwealth Seniors Health Card are entitled to the same level of concession as a pensioner – a 50% rebate or deferment of rates.

Holders of the WA Seniors Card without a Commonwealth Seniors Health Card are eligible for a 25% rebate of rates, up to \$188.10.

To register for this concession, you must complete an application form available from the Council Offices.

SENIORS CARD

OFFICE FOR SENIORS INTERESTS AND VOLUNTEERING

Monday-Friday 9.00am-3.00pm

May Holman Centre

4th Floor, 32 St Georges Terrace

PERTH WA 6000

PH: 9328 9155

FREECALL: 1800 671 233

Concessions available to people who are over 60 years of age, are permanent residents of Western Australia and not in the full-time, paid workforce.

SPECTACLES

HEALTH DEPARTMENT OF WA

PO Box 8172

Stirling Street

PERTH WA 6849

PH: 9222 4222

Must be aged, invalid or service pensioner and the holder of a current Pensioner Concession Card.

WATER RATES

WATER CORPORATION

629 Newcastle Street

LEEDERVILLE WA 6007

PH: 9420 2420

Davidson Terrace

JOONDALUP WA 6027

PH: 9300 7266

Rebate on annual charge for water, sewerage and drainage services on your property, if you hold a current Pensioner Concession Card, Commonwealth Seniors Health Card or a WA Seniors Card.

INFORMATION, RIGHTS AND APPEALS

SOCIAL SECURITY APPEALS TRIBUNAL

Monday-Friday 9.00am-4.00pm
9th Floor, 216 St Georges Terrace
PERTH WA 6000
PH: 9229 1300
TTY FREECALL: 1800 060 116

Appeals mechanism for decisions regarding your Social Security payment.

ADVOCARE

Monday-Friday 9.00am-5.00pm
Level 3, Kings Complex
517 Hay Street
PERTH WA 6000
PH: 9221 8599
FREECALL: 1800 655 566

Information, support and advocacy on behalf of individuals or groups.
Promotion of community awareness of the rights of seniors and people with disabilities.

CITIZENS ADVICE BUREAU

Monday-Friday 8.30am-5.00pm
25 Barrack Street
PERTH WA 6000
PH: 9221 5711
TTY: 9221 5051

Information, referral on any subject. Taxation counselling, missing person service, full-time solicitor (appointment only), mediation service.

CITY OF JOONDALUP FINANCIAL COUNSELLING SERVICE

Monday-Friday 8.30am-5.00pm
Administration Centre
Boas Avenue
JOONDALUP WA 6027
PH: 9400 4213

A Financial Counsellor provides information, support and advocacy relating to bills and debts; assistance in negotiations with creditors and government departments; information on government assistance and community resources. Please phone for an appointment.

FINANCIAL INFORMATION SERVICE FOR PENSIONERS (FISP)

Monday-Friday 8.30am-4.30pm
An appointment can be arranged at your nearest Centrelink office.
PH: 13 2300 (ring this number and ask to speak to a FISP officer)
Each area office has an information service for Social Security and Veterans' Affairs pensions to explain how investments affect pensions and fringe benefits. This service also will be able to help with basic taxation queries.

GUARDIANSHIP AND ADMINISTRATION BOARD

Monday-Friday 9.00am-4.00pm
20 Terrace Road
East Perth WA 6004
PH: 9278 7350
FREECALL: 1800 191 009

DEPARTMENT OF CONSUMER AND EMPLOYMENT PROTECTION

Forrest Centre
219 St Georges Terrace
Locked Bag 14
PERTH WA 6850
PH: 9282 0777

Can accept and investigate consumer complaints. Provides advice and information on protection of the rights of consumers. Relief to consumers unable to meet credit commitments due to sickness or unemployment.

OFFICE OF THE PUBLIC ADVOCATE

Monday-Friday 8.30am-5.00pm
Level 1, Hyatt Centre
30 Terrace Road
EAST PERTH WA 6004
PH: 9278 7300
FREECALL: 1800 807 437

ADMINISTRATIVE APPEALS TRIBUNAL

Monday-Friday 8.30am-5.00pm
8th Floor, Quadrant Building
1 William Street
PERTH WA 6000
PH: 9327 7200
TTY FREECALL: 1800 650 662

If you disagree with the decision, you can appeal to the Administrative Appeals Tribunal. The appeal should be made in writing within 28 days of the date you receive the decision.

TAX HELP

Monday-Friday 8.30am-4.30pm
11th Floor, International House
26 St Georges Terrace
PERTH WA 6000
PH: 13 2861

Taxation assistance and advice available locally at selected community centres from July to October each year. Please phone for an appointment.

COMMONWEALTH OMBUDSMAN

Monday - Friday 8.30am - 4.30pm
18th Floor, St Martins Tower
44 St Georges Terrace
PERTH WA 6000
PH: 9220 7541

Outside Metro area FREECALL: 1800 133 057

Investigates' complaints about Commonwealth departments and prescribed agencies.

STATE OMBUDSMAN

Monday-Friday 8.15am-4.30pm
18th Floor, St Martins Tower
44 St Georges Terrace
PERTH WA 6000
PH: 9220 7555
Outside metro area FREECALL: 1800 117 000

The Ombudsman is authorised to investigate complaints concerning State Government departments, local governments and certain statutory authorities.

LEGAL SERVICES

CONSUMER CREDIT LEGAL SERVICE

Monday-Friday 9.00am-5.00pm
207 Murray Street
PERTH WA 6000
PH: 9481 7662

Assists in consumer credit, banking and finance contracts. Free legal advice given over the phone.

DUNCRAIG INFORMATION AND CARE CENTRE LEGAL SERVICE

6.00pm-8.00pm on second and fourth Thursday of month
29 Wandoo Road
DUNCRAIG WA 6023
PH: 9448 5111

Legal advice service. Please phone for appointment. Fees negotiable for low-income earners.

GRANNY SPIERS COMMUNITY HOUSE

Monday-Friday 8.30am-4.00pm
2 Albatross Court
HEATHRIDGE WA 6027
Ph: 9401 2699

Provides a financial counselling service.

LAW ACCESS

89 St Georges Terrace
PERTH WA 6805
PH: 9322 4911

May assist with referral to free or discounted legal service when legal aid is unable to assist.

LEGAL AID WESTERN AUSTRALIA

Monday-Friday 8.30am-5.00pm
55 St Georges Terrace
PERTH WA 6000
PH: 9261 6222
TTY: 9221 8920

Provides a legal advice and legal assistance service. Also provides a duty lawyer service in many courts of petty sessions and some children's courts.

PUBLIC TRUSTEE (WILL ADVISORY SERVICE)

Monday-Friday 8.00am-5.00pm
565 Hay Street
PERTH WA 6000
PH: 9222 6777
FREECALL: 1800 642 777

WILLS ON WHEELS

565 Hay Street
PERTH WA 6805
PH: 9222 6777

Home service to those unable to attend office. Please phone for appointment. No charge in preparing documents.



THE HOMESTEAD

Monday-Friday 9.00am-4.00pm
255 Eddystone Avenue
BELDON WA 6027
PH: 9307 6900

Legal advice service. Alternate Thursday afternoons. Ring for an appointment.

UNIVERSITY OF WESTERN AUSTRALIA LEGAL ADVICE AND COUNSELLING SERVICE

Monday 6.00pm - 9.00pm (only available between semesters)
8 Parkway Street
NEDLANDS WA 6009
PH: 9380 2945

Provision of free legal advice. Run by law students under the supervision of law school staff or legal practitioner.

WHITFORDS SENIOR CITIZENS CENTRE

Friday 1.30pm-3.30pm
Car Banks & Marmion Avenues
HILLARYS WA 6025
PH: 9401 9650 (Tues & Thurs only)

Advisory service and assistance in drafting wills if person requires the Public Trustee to administer an estate.

RECREATION AND LEISURE

LEISURE COMPLEXES WITH POOLS

CRAIGIE LEISURE CENTRE

Whitfords Avenue

CRAIGIE WA 6025

PH 9307 4566

The pool at Craigie is currently closed due to redevelopment. Other features include sports courts, gymnasium, aerobics, crèche, function room and meeting rooms. Craigie currently offers the Growing Old and Living Dangerously (GOLD) program for seniors.

ARENA JOONDALUP

Kennedya Drive

JOONDALUP WA 6027

PH 9300 3355

Indoor pools - 10-lane 50m pool, 3-lane 25m teaching pool, leisure pool integrated into same water body, toddlers' splash pool, sauna and steam room, lazy river and other water features, 42m fully enclosed water slide ending in a splash pool, pool hoist.

Other facilities include gymnasium, aerobics program, sports courts, function rooms, outdoor courts and sporting fields, exercise programs for people with disabilities, café, specialty services and sports bar.

AQUAMOTION

Civic Drive

WANNEROO WA 6065

PH 9306 2882

Heated indoor pool, recreation/aerobics room and spa, sauna, gymnasium, crèche. Programs include Nifty Fifties for over-50s, and the dolphin program for children with special needs.

OTHER LEISURE CENTRES

OCEAN RIDGE LEISURE CENTRE

Cnr Siren Road & Sail Terrace

HEATHRIDGE WA 6027

PO Box 21

JOONDALUP WA 6919

PH: 9401 0500

SORRENTO/DUNCRAIG LEISURE CENTRE

Cnr Warwick Road & Marmion Avenue

DUNCRAIG WA 6023

PO Box 21

JOONDALUP WA 6919

PH: 9246 4722 or 9246 4856

WARWICK LEISURE AND SPORTS CENTRE

Cnr Wanneroo and Warwick Roads

WARWICK WA 6024

PH: 9247 2266

SENIOR CITIZENS' CLUBS/GROUPS

Provide leisure activities and social contact.

DUNCRAIG SENIOR CITIZENS' CLUB

Mildenhall

49 Beddi Road

DUNCRAIG WA 6023

PH: 9447 2682

GREENWOOD WARWICK SENIOR CITIZENS' CLUB

Warwick Community Hall

Dorchester Avenue

WARWICK WA 6024

PH: 9448 0856

Recreation and Leisure

KALLAROO ANGLICAN SENIORS' GROUP

Cnr Dampier and Aristide Avenues
KALLAROO WA 6025
PH: 9300 0215

KINGSLEY SENIOR CITIZENS' CLUB

Kingsley Reserve Clubrooms
72 Kingsley Drive
KINGSLEY WA 6026
PH: 9309 2219

OCEAN RIDGE SENIOR CITIZENS' CLUB

Beumaris Community Centre
Constellation Drive
BEALMARIS WA 6027
PH: 9307 4231

WARWICK OVER 45s CLUB

Warwick Church of Christ
77 Ellersdale Avenue
WARWICK WA 6024
PH: 9447 7877

WHITFORDS SENIOR CITIZENS' CLUB

Whitford Senior Citizens' Centre
Cnr Banks & Marnion Avenues
HILLARYS WA 6025
PH: 9401 9650

WANJOO COMMUNITY GROUP

Woodvale Adult Day Centre
Trappers Drive
WOODVALE WA 6026
PH: 9309 9380

Recreation and Leisure

SPECIAL INTEREST GROUPS

ABORIGINAL AGED SUPPORT GROUP

PH: 9345 3800

Social contact for Aboriginal aged people living in the metropolitan area.

BELBRIDGE BUDDIES

PH: 0401 134 338
www.wnc.com.au

A non-profit, parent run organisation that provides social skills, sporting opportunities and integration into the wider community for young people with disabilities.

CARERS' SUPPORT GROUPS

Red Cross Heathridge
1st Friday-11.00am-1.00pm
PH: 9401 7768
Granny Spiers Community House
PH: 9401 2699

DISABILITY IN THE ARTS DISADVANTAGE

Monday - Friday 9.30am - 4.00pm
21 Beach Street
FREMANTLE WA 6160
PH: 9430 6616

To develop arts and cultural services that are responsive to and enhance the artistic presence of people with disabilities in the Western Australian community.

ITALIAN SENIORS' SOCIAL GROUP

Wanneroo Seniors' Citizens Centre
Wanneroo Road
WANNEROO WA 6065
PH: 9405 1071

Recreation and Leisure

MULTIPLE SCLEROSIS SOCIETY OF WA

Support Group

Friday 10.00am - 2.00pm

Wanneroo Function Centre

Civic Drive

WANNEROO WA 6005

PH: 9365 4888

Social contact for people with multiple sclerosis.

PRIME MOVERS

Various locations

PH: 9387 5935 or 9456 4350

Prime Movers Movement to Music Association is a community-based-non-profit organisation which holds low-impact exercise classes for the older adult - 50 years +. The aim of Prime Movers is to provide exercise programs which promote health, fitness and wellbeing in a social atmosphere with the guidance of trained accredited instructors.

HEATHRIDGE RED CROSS

Ocean Ridge Leisure Centre

Cnr Siren Road & Sail Terrace

HEATHRIDGE WA 6027

PH: 9401 7768

PADBURY RED CROSS

Fleur Freame Pavilion

Forrest Road

PADBURY WA 6025

PH: 9447 3004

SORRENTO/DUNCRAIG RED CROSS

Sorrento Soccer Club

Beddi Road

DUNCRAIG WA 6023

PH: 9447 8598

Recreation and Leisure

RED CROSS CARERS' SUPPORT GROUP

PH: 9225 1914 or 9225 1952

Provides support to carers.

ROYAL NAVAL ASSOCIATION

Whitfords Sea Sports Club

PH: 9304 7017

Meet second Tuesday of each month at the Whitfords Sea Sports Club. Formed in 1950 the association is for serving and ex service members.

VISION IMPAIRED SUPPORT GROUP

Greenwood Anglican Church

15 Calectasia Street

GREENWOOD WA 6024

PH: 9447 9243

Social contact for people with sight impairment. Activities include guest speakers, outings.

WIDER VISIONS

Fleur Freame Pavilion

Forrest Road

PADBURY WA 6025

PH: 9401 3235

Wider Visions is for those in the community who are seeking mental stimulation, social contact and sharing of knowledge and experience.

SENIORS RECREATION COUNCIL OF WA

PO Box 66

WEMBLEY WA 6913

PH: 9387 8811

The council was established for the over-50s, with the aim of helping people realise their potential through recreational pursuits and skill development. The Council provides an advisory service and seniors' advocacy. Various projects are developed to contribute to the varied recreational opportunities for the over-50s. The council also produces a directory of sport and recreational activities for adults.

NEIGHBOURHOOD CENTRES

Also have social and educational activities as well as recreational programs.

GRANNY SPIERS COMMUNITY HOUSE

Monday-Friday 8.30am-4.00pm

2 Albatross Court

HEATHRIDGE WA 6027

PH: 9401 2699

THE HOMESTEAD

255 Eddystone Avenue

BELDON WA 6027

PH: 9307 6900

LIBRARY & INFORMATION SERVICES

All City of Joondalup libraries have large collections of fiction and non-fiction books and periodicals with larger print. These separate collections include the same variety of popular authors and genres as the general collections in each library. Magnifying sheets are available for use in the libraries to assist with reading regular-sized print.

Additionally, each library also has a collection of spoken word cassettes and audio CDs, consisting of fiction and non-fiction titles.

Members also may be interested in borrowing issues of the City of Joondalup newsletter, Council News, on audiotape or in large print. Joondalup Library has a special Oral History collection available for loan that contains tape recordings of local people's recollections of past events.

AVAILABLE FROM YOUR LOCAL LIBRARY

- Books of all types for general readers
- Videos, pamphlets, magazines, information
- Foreign language books on request
- Large-print books, audio CDs and talking books for those with impaired vision
- Internet access

SPECIAL EVENTS

Senior Circle: Held on a monthly basis, each session features a guest speaker and provides the opportunity to meet other seniors over tea and coffee. All sessions are currently free.

Sunday Serenades: Chamber music and opera takes place on the first Sunday of each month at 2.30pm in Joondalup Council Chambers. Tickets \$8/Adults / \$6 Concession including tea and coffee. Information about upcoming events is available through all City of Joondalup libraries.

BOOKS ON WHEELS

The Books on Wheels service brings books to people who are unable to reach their public library because they are housebound due to frail health or limited mobility. Contact your local library for further information.

LIBRARY LOCATIONS

JOONDALUP

Boas Avenue

JOONDALUP WA 6027

PH: 9400 4707

WHITFORD

Cnr Banks & Marmion Avenues

HILLARYS WA 6025

PH: 9401 8222

SORRENTO/DUNCRAIG

Cnr Warwick Road & Marmion Avenue

DUNCRAIG WA 6023

PH: 9447 9533

WOODYALE

Trappers Drive

WOODYALE WA 6026

PH: 9309 4717



TRANSPORT

CITY OF JOONDALUP

Administration Centre
Boas Avenue
JOONDALUP WA 6027
PH: 9400 4202

The City provides a community transport service that operates within its boundaries. Further information can be obtained by telephoning the above number.

DEPARTMENT FOR PLANNING AND INFRASTRUCTURE

Taxi Users' Subsidy Scheme

PO Box C102
PERTH WA 6000
PH: 9216 8068
TTY: 9321 5777

The 'Taxi Users' Subsidy Scheme provides taxi travel at a reduced rate for people who have a severe disability that permanently prevents them using a conventional public bus service. Most members are entitled to a 50% subsidy, up to a maximum of \$25 for each trip. Members who use a wheelchair or scooter and take it with them when travelling in a taxi are entitled to a 75% subsidy, up to a maximum of \$25 for each trip.

DRIVER'S LICENCE CONCESSIONS

A 100% concession and exemption from paying the licence fee component on the transfer or registration of a vehicle is available to disability support pensioners in receipt of the maximum rate of pension. The concession may be granted to the spouse provided the pensioner does not hold a concessional licence.

A 50% concession on vehicle licence fees is available to all other Pensioner Concession Card (PCC)holders not eligible for the 100% concession.

Aged pensioners who hold a PCC receive their driver's licence free. All other pensioners who hold a PCC are entitled to a 50% concession.



HOME AND COMMUNITY CARE TRANSPORT

U/5, 3 Castlegate Way
WOODVALE WA 6026
PH: 9309 8100

Provide transport for frail aged older people or people with disabilities to assist them with shopping and doctor's appointments.

MULTI-PURPOSE TAXIS

Operated by Swan Taxis and Black & White Taxis
PH: 9333 3377

PEOPLE WHO CARE

48 James Street
GUILDFORD WA 6055
PH: 9379 1944

Volunteers provide transport and other home-care services.

TRANSPERTH

PH: 13 6213
TTY: 9428 1999

All timetable and route enquiries for buses, ferries and suburban trains.

EDUCATION

Education opportunities and information services for adults.

EDITH COWAN UNIVERSITY

JOONDALUP CAMPUS

100 Joondalup Drive
JOONDALUP WA 6027
PH: 9400 5510

TAFE

JOONDALUP CAMPUS

35 Kendrew Crescent
JOONDALUP WA 6027
PH: 9233 1000

CARINE CAMPUS

Almadine Drive
CARINE WA 6020
PH: 9235 7670

OTHER EDUCATIONAL FACILITIES

TRINITY SCHOOL FOR SENIORS

Trinity Uniting Church
72 St Georges Terrace
PERTH WA 6000
PH: 9481 1077

UNIVERSITY OF THIRD AGE

North Coast Region meets Fridays
Clubrooms
Mt Flora Museum
Elvire Street
WATERMAN WA 6020
PH: 9244 4083 or 9380 1857

EMPLOYMENT

ACTIV FOUNDATION

Monday-Friday 8.30am - 4.30pm
116 Jersey Street
JOLMONT WA 6014
PH: 9387 0555

Supporting people with an intellectual disability.

BEEHIVE INDUSTRIES OF WA

Monday-Friday 8.30am - 4.30pm
69 - 73 Brewer Street
PERTH WA 6000
PH: 9328 3830

A non-profit charity workshop for the aged and people with disabilities providing on-the-job training.

COMMONWEALTH REHABILITATION SERVICE

Monday-Friday 8.30am - 5.00pm
U/10, 189 Lakeside Drive
JOONDALUP WA 6027
PH: 9233 1600

A range of rehabilitation services - job training, preparation for employment, home and workplace modifications, counselling, independent living training.

DON'T OVERLOOK MATURE EXPERTISE (DOME)

Monday-Friday 9.00am - 3.30pm
City West Lotteries House
2 Delhi Street
WEST PERTH WA 6005
PH: 9420 7233

Job placement, advice and counselling. Support services for unemployed persons over 40 years of age. Advice on how to find work, job clubs over-55+.

Employment

GOOD SAMARTIAN INDUSTRIES

Monday-Friday 8.00am-4.00pm
47 Magnet Road
CANNING VALE W/A 6155
PH: 9455 1222

Employment and training of people with disabilities.

INTEWORK

Monday-Friday 8.30am-5.00pm
U8, 210 Winton Road
JOONDALUP W/A 6027
PH: 9300 2544

Assist young people with moderate to severe disabilities to secure and maintain integrated paid employment.

VOLUNTEERING WESTERN AUSTRALIA

Monday-Friday 9.00am-5.00pm
Thursday evening closes at 8.30pm
City West Lotteries House
2 Delhi Street
WEST PERTH W/A 6005
PH: 9420 7288

Volunteer referral service, retired senior volunteer program, support and referral, training and consultancy. New Joondalup Volunteer Centre opening soon.

WORKPLUS

Monday-Friday 8.30am-4.30pm
1/12 Burton Street
CANNINGTON W/A 6107
PH: 9451 9988

Competitive employment training program for people with a disability who require support in obtaining open employment.



Local Business Guide

LOCAL BUSINESS GUIDE

Many local businesses support their community by providing discounts for seniors and holders of certain pension cards. Some of those that do are listed here. To access these discounts, simply present your card when purchasing goods or services. The City of Joondalup has made every effort to ensure that the list below is accurate and up to date. If your business would like to be included in future editions, please complete the form at the back of this directory.

DISCLAIMER: The City of Joondalup has not evaluated the businesses listed, in any way and cannot accept responsibility for the suitability or safety of the goods and services listed.

OFFICE OF SENIORS INTERESTS AND VOLUNTEERING

PH: 9328 9155
FREECALL: 1800 671 233

The Office of Seniors Interests has compiled a very comprehensive list of discounts available statewide.

APPLIANCE REPAIRS

EXPRESS APPLIANCE HEATING AND AIRCONDITIONING
Special rate for pensioners
1/182 Winton Road
JOONDALUP W/A 6027
PH: 9300 1633

KINROSS REFRIGERATION AND WASHER SERVICE
Cheaper rates for all pensioner card holders
PO Box 114
JOONDALUP W/A 6919
PH: 9305 6556

AUTOMOTIVE REPAIR

AUTO MASTERS

(Pensioner Concession Card, Disability, WA Seniors Card, Commonwealth Seniors Card)

10% off fixed price menu service

Exclusion: Specials and mechanical repairs

261 Eddystone Avenue

BELDON WA 6027

PH: 9307 7811

JOONDALUP TYRE AND BRAKE CENTRE

(Pensioner Concession Card, Disability, WA Seniors Card, Commonwealth Seniors Card)

\$135 of free tyre maintenance with every 4 new tyres and wheel alignment

purchased and up to 20% off brake and mechanical repairs

Exclusion - Advertised specials

3/196 Winton Road

JOONDALUP WA 6027

PH: 9300 0011

TOMS TYRES AND BRAKES

(Pensioner Concession Card, Disability, WA Seniors Card, Commonwealth Seniors Card)

5% off tyres and all mechanical

Exclusion - Advertised specials

65 Joondalup Drive

JOONDALUP WA 6027

PH: 9300 0326

COMPUTER INFORMATION / REPAIR

COUNCIL ON THE AGEING

Monday-Friday 10.00am-3.00pm

20% off for seniors (50 and over) and card members on computer training services.

2nd Floor, 93 William Street

PERTH WA 6000

PH: 9321 2133

GARDENING / HOME MAINTENANCE

PEOPLE WHO CARE

48 James Street,

GUILDFORD WA 6055

PH: 9379 1944

VOLUNTEER TASK FORCE

935 Wanneroo Road

WANNEROO WA 6065

PH: 9206 1344

RECREATION

ANGUS AND ROBERTSON - HILLARYS

Shop 109-110, Whitford City Shopping Centre

Marrion Avenue

HILLARYS WA 6025

PH: 9307 4766

On presentation of Pensioner Concession Card - Disability, WA or Commonwealth Seniors Card, a free paperback book is given when more than \$20 is spent. Selected paperbacks only as giveaways.

AQWA

91 Southside Drive
HILLARYS WA 6025
PH: 9447 7500

State Seniors Card and Pensioner Concession Card - Disability holders must present cards. Bookings essential.

Single admission	\$16.50
Group bookings (6 or more)	\$13.50 ea
Morning visits include morning tea	\$16.50
Lunchtime visits includes lunch	\$22.50

GOLFBOX

85/93 Joondalup Drive
Joondalup Gate
JOONDALUP WA 6027
PH: 9300 3515

Discounts available to W/A Seniors Card holder and Pensioner Concession Card - Disability holders.

POT BLACK FAMILY POOL & SNOOKER CENTRES

Hillarys Boat Harbour
HILLARYS WA 6025
PH: 9246 2856

10% off standard hourly table charge or play any table from 10.00am - 1.00pm any day for \$5.00 per person, which includes a free cup of tea/coffee. Cardholders need to book in advance when using the café. Group bookings only for Pensioner Concession Card - Disability holders. Not valid in conjunction with any special offers.

TRAX MUSIC

Locations:

Lakeside Joondalup Shopping City
PH: 9300 3822

Warwick Grove Shopping Centre
PH: 9246 1862

Whitford City Shopping Centre
PH: 9407 0762

10% off retail price (excludes special offers, discounted items and Sony Playstation products). W/A Seniors Card, Pensioner Concession Card - Disability must be shown before discount can be given.

SECURITY

JOONDALUP SECURITY DOORS & SCREENS
4/133 Winton Road
JOONDALUP WA 6027
PH: 9300 1587

Discount rates negotiated for pensioners on certain jobs. Exclusion: applies only to certain jobs.

TOWER SECURITY

8/8 Paramount Drive
WANGARA WA 6065
PH: 9302 1901

5% discount for Pensioner Concession Card - Disability and W/A Seniors Card holders only.

SHOPPING CENTRES

Many local shopping centres provide services for seniors or people with a disability. For example, wheelchairs are provided free at the shopping centre for use within the complex. Contact centre management for the relevant shopping centre to book a wheelchair and to find out about other services offered, like home delivery.

LAKESIDE JOONDALUP SHOPPING CITY
420 Joondalup Drive
JOONDALUP WA 6027
PH: 9300 3888

GENERAL GOODS & SERVICES

OUTLET	DISCOUNT
Baines Manchester	10% off non-sale items
Barber Shop	Haircuts from \$10.00
Bright Eyes	10% off non-sale items
Buckles & Bows	10% off non-sale items
Cobbler Plus	10% off all goods and services (excludes sale and special offers)
Dial A Basket	10% off fresh flowers (excludes delivery)
Ella Express	10% off treatments (Mon, Tues, Wed)
EyeQ	10% off spectacle frames and lenses (not valid in conjunction with any other offer)
Greater Union	\$9.00 tickets (Adult price \$13.50) or \$7.00 tickets on Tuesdays

Join the Seniors' Club for \$6.00 annual fee, which entitles the cardholder to one free movie ticket, after which tickets are \$6.50 each. Discounts on candy bar offers and a newsletter mailed quarterly.

Head Girl	10% off storewide
JT's Hairdressing	25% Ladie's cuts (Mon, Tues, Wed) Men's cuts \$13.95 daily 10% (Thur-Sat)
Kay's Bags	10% off non-sale items
Lakeside Jewellers	10% off all jewellery, repairs and watches (excludes Swarovski/Lladro)
Lakeside Night & Day	10% off non-sale items (excludes prescriptions, nappies and baby formula)
Laubman & Pank	Free lens-cleaning kit with new spectacles purchased
Leading Edge Music	12.5% off non-sale items
Optus	10% off all mobile accessories and wireline products
Photoland	Discounts on developing and printing 12 exposure \$4.95, 24 exposure \$7.95, 36 exposure \$10.95
Renos' Hairdressing	10% off all services (Mon, Tues, Wed)
Showcase Jewellers	10% off all jewellery, repairs and watches (excludes Swarovski/Lladro)
Sports Power	10% off non-sale items
STA Travel	Speak to a travel adviser for seniors' discounts
Telechoice	20% off all accessories
Telstra Shop	5% off all non-sale items
Thingz	10% off non-sale items
Trax	10% off non-sale items
Watch Works	10% off non-sale items
Williams the Shoemen	10% off merchandise (except sale or special items)

RESTAURANTS / FOOD

Bucking Beef	10% off all purchases (excludes combos or special offers)
Chicken Treat	20% off all full-price menu board items (excludes mobile outlets or specials)
Fortunate Gardens	10% off all food items
Jesters	10% off all products
Kebab Co.	10% off total purchase
KFC	10% off all items at all times
Lenard's	10% off (excludes specials or other promotions)
McDonald's	50% off McCafe coffees Free percolated coffee with any food purchase (excludes cakes)
Peaberry's Cafe	10% off the bill when a minimum of \$8.00 per person is spent
Pure & Natural	10% off all purchases (excludes specials and sale items)
Red Rooster	10% off normal price of regular board items (excludes specials)

WHITFORD CITY SHOPPING CENTRE
Whitfords Avenue
HILLARYS WA 6025
PH 9401 4599

GENERAL GOODS & SERVICES

OUTLETS	DISCOUNT
Acacia Flower Shop	15% off fresh flowers and arrangements (excludes delivery and relay services)
Edments	10% off all purchases (excludes catalogue items)
Greater Union	\$9.00 per ticket on presentation of WA Seniors Card. Or \$6.00 if you become a Greater Union Seniors' Club member
Mazzechelli's	10% off retail on all stock. Watch batteries fitted in store \$5.95
Midstream Boutique	10% off all items (excludes sale and discount items)
Miller's Fashion Club	10% off all items (excludes reduced clothing)
Pharmacy 777	10% off all purchases (excludes specials and pharmaceutical lines)
Sam Rifici Hair	15% off hairdressing from Monday to Thursday (excludes home-care products, specials, Easter week, Christmas and New Year)
Soul Patinson Chemist	10% off everything in the store (excludes NHS prescriptions and special items). Sunday shoppers 20% off
Thingz Gifts	10% off (excludes sale items)
Watch Works	10% off all products and services (excludes sale and special offers)
Williams The Shoemen	10% off merchandise (excludes sale or special offers)

RESTAURANTS / FOOD

Aroma Café

10% off all food, cakes and coffee (excludes cold drinks and not to be used with any other offer)

Chicken Treat

20% off regular menu items (excludes promotions or special offers)

Darrell Lea

10% off normal price (excludes sale items)

Chocolate Shop

6% off during lunch 11.00am to 2.00pm (excludes drinks, side salads, chips and daily specials)

Fine Fish

McDonald's

On presentation of Seniors Card, you may purchase anything on the menu and receive a small filtered coffee or medium drink free (excludes cones and cookies). Limited to one purchase per customer per day

Montagu's Café

10% off (excludes daily specials)

Muffin Break

10% off all food and beverages (excludes special offers)

Pure & Natural

10% off all food purchases (excludes any specials)

Wendy's

10% off (excludes specials and meal deals)

WARWICK GROVE SHOPPING CENTRE

Cnr Beach and Erindale Roads

WARWICK WA 6024

PH: 9447 4800

TRAVEL

FOUR CORNERS TRAVEL

Suite 8, 9 Coolibah Dve

GREENWOOD WA 6024

PH: 9246 2500

Special seniors' discounts on all international packages, airlines and cruises. Exclusion: Domestic air tickets (Seniors' fare only).

QANTAS

PH: 13 13 13

Qantas offers a 50% discount on full economy fares for seniors' Conditions apply.

SKYWEST

PH: 13 13 00

Skywest offers a 50% discount on full economy fares for seniors' Conditions apply.

ARABIC

يُزوّدكم هذا الدليل بتفاصيل عن الخدمات المتوفرة في منطقتكم، المسنين والحوزة، علاوة على تشكيلة من العاملين لمنظمات أخرى.

قد تتوفر المساعدة للذين لا يتكلمون الإنكليزية من خلال مصلحة الترجمة والإنكليزية. ١٣١ ٤٥٠. والترجمة الشفوية على الرقم ١٣١ ٤٥٠.

ENGLISH

This directory lists a full range of services for aged people and those with disabilities. People who require information please telephone the Community Services Centre on 9400 4315 for assistance.

Assistance may be given through the Telephone Interpreter Service. Telephone 131 450.

CHINESE

本指南提供了詳細的有關對老年人、傷殘人員的服務，以及一系列與其他組織機構的聯絡。

不會講英語的人可通過 TIS (翻譯傳譯服務處) 而得其幫助，聯絡電話：131 450。

FRENCH

Ce guide contient des renseignements sur les services mis à la disposition des personnes âgées et des handicapés dans la communauté ainsi qu'une liste de contacts variés pour d'autres organisations.

Les non-anglophones peuvent obtenir de l'aide par l'intermédiaire du Service des Traducteurs et Interprètes au 131450.

CROATION

Ovaj imenik sadržava pojedinosti o uslugama za starije osobe i invalide koje pružava društvena zajednica kao i popis prijava o tome kako biste se mogli obratiti nizu drugih ustanova.

Ljudi koji ne govore engleski mogu dobiti pomoć preko službe za usmeno i pisano prevodjenje na 131 450.

GERMAN

Dieses Verzeichnis enthält Angaben über Dienstleistungen für Senioren und behinderte Personen in der Gemeinde. Außerdem werden eine Reihe von Kontakten zu anderen Organisationen aufgeführt.

Dolmetscherhilfe kann von Personen, die nicht englisch sprechen, vom telefonischen Dolmetscherdienst (Translating and Interpreting Service) unter der Rufnummer 131 450 erhalten werden.

DUTCH

Deze gids bevat informatie over de diensten die beschikbaar zijn voor ouderen en minder validen in de gemeenschap alsmede een lijst met contacten van andere organisaties.

Mensen die het Engels niet beheersen kunnen assistentie verkrijgen via de Tolk en Vertalings Dienst op nummer

GREEK

Ο κατάλογος αυτός παρέχει πληροφορίες για υπηρεσίες που προσφέρονται σε ηλικιωμένους και ατόμους από μειονότητα, όπως επίσης και μια σειρά πληροφοριών για επικοινωνία με άλλους οργανισμούς.

Τα άτομα που δεν μιλούν άγγλικά μπορούν να αποκτήσουν την βοήθεια από Τμήματα Μεταφραστών και Διερμηνέων στο 131450.

ITALIAN

Questa guida offre informazioni relative ai servizi di assistenza per gli anziani e i minorati nella comunità' ed inoltre fornisce un elenco di nomi e indirizzi di varie altre organizzazioni.

Chi non parla l'Inglese può ricevere assistenza tramite il Translating and Interpreting Service (Servizio Traduttori e Interpreti) telefonando al 131450.

MASCEDONIAN

Ovaj Imenik sadrži informaciju za Službuite vo polza na stari i iznemoshteni liica vo zajednicata, kako i brojni kontakti za drugi organizaciji.

Na liica koji ne zboruvaaat angliiski može da im se pruži pomoš preko Službata za prevod i tolkuvaae na 131 450.

POLISH

Niniejszy spis zawiera szczegóły dotyczące usług dla starszych i niepełnych członków społeczeństwa i wykaz adresów i numerów telefonu wielu innych organizacji.

Osoby nie mówiące po angielsku, mogą uzyskać pomoc za pośrednictwem Biura Tłumaczy pod numerem 131450.

SERBIAN

Ovaj adresar sadrži detaljne o uslugama za starije građane i invalide koje pruža zajednica, kao i listu za druge organizacije.

Licima koja ne govore engleski pomoš može da se pruži preko Tumačke i prevodilačke službe na 131 450.

SPANISH

Esta guía proporciona información sobre servicios comunitarios para ancianos y minusválidos, así mismo como una variedad de contactos con otras organizaciones.

Aquellas personas que no saben inglés, pueden obtener asistencia por medio del Servicio de Traducciones e Intérpretes llamando al 13 14 50.

VIETNAMESE

Quyển Niên Giám này cung cấp các chi tiết về những dịch vụ dành cho người cao niên và tàn tật trong cộng đồng cũng như liệt kê nhiều nơi liên lạc với các cơ quan khác.

Những người không nói được tiếng Anh có thể được sự giúp đỡ qua Cơ Quan Thông Ngôn và Phiên Dịch số 131450.

Update Your Organisation's Directory Entry

With the help of your organisation, this directory will be kept up to date.

If the information regarding your agency is inaccurate, or if you would like your organisation or business included in the next edition, please complete the following and return to:

The Manager
Community Development Services
City of Joondalup
PO Box 21
Joondalup WA 6919

Name of Agency:

Parent Organisation (if applicable):

.....

Address:

.....

Email Address:

Telephone Number:

Mobile Number:

Other Numbers:

Hours:

Services Provided:

.....

.....

.....



Boas Avenue Joondalup WA 6027
PO Box 21 Joondalup WA 6919

T: 9400 4000

F: 9300 1383

www.joondalup.wa.gov.au