



# Polish Community Resource Manual

**FEDERATION OF POLISH ORGANISATIONS IN SA (INC)**



**FEDERATION OF POLISH ORGANISATIONS IN SA (INC)**  
**Polish Community Resource Manual**

---

Federation of Polish Organisations in SA Inc  
230 Angas Street, Adelaide SA 5000  
Phone (08) 8232 1464 • Fax (08) 8232 2714

**Project funded by Department of Families and Communities**



# Table of Contents

<b>Introduction</b>	6
---------------------	---

## **CHAPTER 1: POLISH COMMUNITY IN SA**

Profile	8
Culture and Customs	9
Holidays and Celebrations	11
Attitude to Medical Care	12
Food and Diet	14
Key Issues for the Polish Community	16
The Federation of Polish Organisations in SA	17

## **CHAPTER 2: CULTURE SPECIFIC ACTIVITIES**

Polish Clubs and Organisations in SA	19
Dom Polski Centre	20
Polish Society Dom Kopernika	21
Millennium Cooperative	22
Polish Community Credit Union	22
Polonia Adelaide Sports Club "Croydon Kings"	23
Polish Hill River Museum	24
Polish Association in SA	25
Polish Association in SA – Mount Gambier	25
Polish Women's Association	26
Polish Ex-Servicemen's Association	26
Polish Home Army Association	27
Society of Polish Highlanders in SA	27
Polish Educational Society	28
Polish School T. Kosciuszko	29
Polish Theatre "Stary"	30
Polish Theatre "Ottoway"	30
"Cantores" Choir	31
"Polanki" Choir	31
Polish Folklore Ensemble "Tatry"	32
Polish Festival "Dożynki"	32
Church Services and Pastoral Support	33
Libraries – Polish books, videos, CDs and DVDs	37
Polish Programs - Radio and TV	38

### **CHAPTER 3: POLISH COMMUNITY SERVICES**

General Information	39
Polish Community Aged Care Packages (CACP)	40
Polish Social Support Service: Volunteer Program	41
Polish Meals Program	42
Polish Seniors Clubs	43
Polish Active Seniors Program	45
Emergency Relief Program	46
Residential Care Facilities with Priority Access to Polish Patients	47
Polish Speaking General Practitioners	48
Polish Speaking Medical Specialists	49
Polish Speaking Dentists	50
Polish Speaking Justice of the Peace Practitioners	51
Interpreting Service	53

### **CHAPTER 4: AGED CARE SERVICES**

General Information	54
Home Care Support	55
Respite Care	56
Residential Care	57
Retirement Living	58
Aged Care Assessment Team (ACAT)	59
Aged Care Services – Key Agencies	60
Glossary of Aged Care Terms	67
Aged Care – Acronyms	71

### **CHAPTER 5: SERVICES FOR CARERS**

General Information	73
Carer Support Programs and Services	74
Carer Support Program	75
National Carer Counselling Program	76
Young Carers Project	76
Carers Association	77

## **CHAPTER 6: HEALTH**

Healthy Lifestyle	78
Medical Appointments	79
Managing Medications	80
Arthritis	81
Arthritis – Services and contacts	82
Cancer	83
Cancer – Services and contacts	84
Dementia and Memory Loss	85
Dementia and Memory Loss – Services and contacts	86
Dental Problems	88
Dental Problems – Services and contacts	89
Depression	90
Depression – Services and contacts	91
Diabetes	93
Diabetes – Services and contacts	94
Hearing Loss	95
Hearing Loss – Services and contacts	96
High Blood Pressure	98
High Blood Pressure – Services and contacts	99
Incontinence	100
Incontinence – Services and contacts	101
Osteoporosis	102
Osteoporosis – Services and contacts	103
Stroke	104
Stroke – Services and contacts	105
Vision Impairment	106
Vision Impairment – Services and contacts	108
Life Limiting Illness	109
Life Limiting Illness – Contacts	110
Loss and Grief	111
Loss and Grief – Services and contacts	113

## **CHAPTER 7: LEGAL AND CONSUMER**

Frequently Asked Questions	114
Advisory Service – Contacts	119
Advocacy Service – Contacts	120
Powers of Attorney and Guardianship – Contacts	120
Preparation of Wills – Contacts	121
Justice of the Peace Service – Contacts	122
Consumer Protection – Contacts	123

## **CHAPTER 8: RIGHTS AND RESPONSIBILITIES**

General Information	124
Right to Complain	125

## **CHAPTER 9: TRANSPORT**

Public Transport	129
Transport – Special Needs	129
Transport – Taxi Service	131
Transport – Community and Country	131

## **CHAPTER 10: CONCESSIONS FOR SENIORS**

General Information	132
Age Pensioner Card	133
Commonwealth Health Seniors Card	134
Seniors Card	134
State Concession Card	134
Veteran Entitlement Cards	135
Centrelink and DVA Payments	135
Other Concessions	136

<b>Useful Telephone Numbers</b>	<b>138</b>
---------------------------------	------------

# Introduction

The Federation of Polish Organisations in SA Inc (the Federation) has an ongoing commitment to both monitor and meet the needs of the Polish Community. Reflecting the signs of the time, the Federation has placed its attention on the needs of the Polish aged and their carers.

The Federation strives to continually improve and expand its services for the aged and endeavours to respond to the many issues faced by the ageing Polish population in South Australia.

One of the many challenges facing the Polish aged people in South Australia is access to services available to the broader community and access to services which are culturally and linguistically appropriate. The Federation recognises this and therefore employs people of Polish background in the provision of service delivery, thus ensuring that these services are provided in a culturally and linguistically appropriate way.

Access to appropriate information to make informed decisions pertaining to health, well being and lifestyle choices is another concern. To address this issue, the Federation has commissioned Robert Samoraj to prepare a Polish Community Resource Manual (Manual).

It is hoped that the information compiled in this Manual will assist the Polish aged and their carers to access both Polish and mainstream community and health services. The Federation also hopes the Manual to be a source of information and be used as a cultural guide for mainstream service providers for a broader and better understanding of the complex issues confronting the Polish aged, their families and carers.

The first part of this Manual (Chapters 1- 3) gives an overall picture of the Polish Community in South Australia, its social and cultural activities, its religions and traditions. A list of Polish associations and clubs, churches, doctors, dentists and Polish specific services provided by the Federation are also included. The aim of this section is to

provide an easily accessible resource on the many Polish specific activities and services available to the aged and their carers in South Australia. Service providers, dealing with clients of Polish background may find this section of particular benefit as it also gives the reader an insight into the Polish psyche and Polish attitudes.

The second part of this Manual (Chapters 4-10) offers the reader comprehensive information on aged care services, information and support for carers – health, legal issues, rights and responsibilities, and includes a chapter on transport and concessions available to seniors. It was written with the Polish aged and their carer in mind – giving them access to mainstream services and allowing them to make informed choices. It may also prove a valuable resource to other ethno-specific and mainstream service providers.

The Federation of Polish Organisations in SA hopes that this Manual will become a valuable and much used resource and will continue to expand and update this Manual to maintain its relevance. Your comments and feedback are always welcome.

I extend my sincere thanks to Robert Samoraj for the many hours of research and compilation needed in the preparation of this Manual, and to all who have in any way contributed to bringing this project to fruition.

I also acknowledge the Department of Families and Communities for funding this project.

Krzysztof Balcerak

President

# Polish Community in SA

## Profile

### Chapter

# 1

Polish migrants began arriving in South Australia in the 1830's as single families. The largest group of Poles arrived in the 1850's and settled in the Sevenhill area. The community grew steadily and became known as Polish Hill River with its own priest, church, and school. It was a unique example of a Polish "colony" in Australia because they maintained their language, cuisine, customs and even a different style of architecture, and house decoration.

In the 20th century, Polish migrants arrived in three broad waves to Australia. The major settlement came after World War II, when over 7,500 Polish Displaced Persons came to South Australia. Many were employed under two-year government contracts in quarries, hospitals, food processing, textile and other factories, on railways and in forestry work.

A second influx occurred between the 1950s and 1960s, when many families migrated under a relaxed family emigration policy in Poland.

In the 1970s and early 1980s, a third wave of Polish people migrated to Australia. They came to escape the ever-increasing difficulty of living under communist regime and martial law imposed in 1981. The relaxation of passport acquisition also increased the possibility of families leaving the country together.

According to the 2006 Australian Bureau of Statistics Census the Polish community is the fifth largest ageing culturally and linguistically diverse (CALD) community group in South Australia and it has many organisations catering for various interests, ranging from sports clubs, choirs, Polish language schools, dance groups and libraries.

Adapted from:  
"Working Cross Culturally: A Guide, 2005, reprinted 2007"



## Culture and Customs

**P**oles as a group tend to share thoughts and ideas freely and are very friendly. A guest in a Polish home is warmly welcomed and may be overwhelmed by the outpouring of generosity. Most Poles enjoy a robust conversation and have a keen sense of humour. Poles talk of their jobs, politics, health problems and misfortunes as an Australian would of footy. They are very fond of music and joke telling.

Touch as a form of caring is common among family members and friends, but Poles may be quite formal with strangers. In formal situations a handshake is considered polite. For some Poles, alcohol can serve a culturally important function, particularly during social occasions, such as name day or birthday celebrations. The amount and strength of drinks consumed at such occasions may be seen as excessive by non-Poles.

Punctuality is important to Poles. To be late is a sign of bad manners. Depending on the status of the person for whom they are waiting, Poles may be intolerant of lateness in others. Even in social situations, people are expected to arrive on time.

Traditional family values and loyalty are strong in most Polish households. The elderly play an active role in helping grandchildren learn Polish customs and in helping adult children in their daily routine with families. Extended family, consisting of aunts, uncles, and godparents, is very important to Poles.

Some Polish people believe in the special properties of prayer books, rosary beads and medals. Pictures of the Pope John Paul II, Virgin Mary, Jesus and various saints can be found in many Polish homes, some people carry them in their wallets.

Many Polish people enjoy taking part in senior citizens club activities which allow the Polish elderly to communicate their thoughts, feelings and ideas on a deeper level. The Polish community in South Australia has 9 Seniors Clubs that meet monthly and provide a very valuable social support service to about 600 members.

The Polish elderly are very practically minded. They would not take part in activities just for the sake of "killing time" They want to be involved in creating something useful, slightly challenging and with a defined purpose.

### **Religious affiliation**

The majority of Poles in South Australia are of Roman Catholic faith. Some older members may show very strong adherence to Sunday, as the day of rest. Sunday Mass is, for many Polish elderly a strict ritual. The Catholic Church calendar is marked by two major cycles, these being Christmas and Easter.

Christmas Eve called *Wigilia* is the most important ritual.

Other practices are in accordance with usual Catholic practices.

Other Christian denominations followed by Poles include Seventh Day Adventists and Pentecostals.

### **Burial and rituals associated with death**

Funeral customs are determined by the Church and wishes of the family. For Polish Catholics, religious rituals include the administration of Holy Communion and the Last Rites. After the burial, mourners are invited for a wake, or *stypa*, where drinks and food are served in memory of the person. Most Poles have a stoic acceptance of death as part of the life process, and a strong sense of loyalty and respect for their loved ones. Family and friends stay with the dying person so that the dying does not feel abandoned. Graves of loved ones are visited for years to come, particularly on All Souls Day (1st November), when flowers and candles are placed on the graves.

Adapted from:

"*The Polish Way Information Kit, 2004*"

Australian-Polish Community Services, Melbourne, Victoria

## Holidays and Celebrations

### **Name Days**

Most Polish Catholics are named after saints. Their Patron Saint's Day or Name day is traditionally considered far more important than their birthday.

### **Easter**

The preparation for Easter begins with the six week period of Lent or *Wielki Post*. It begins on Ash Wednesday and ends on Easter Saturday, but fasting is observed until after the celebration of the Resurrection on Easter Sunday. On Easter Saturday eggs (*pisanki*) are painted and a basket of food is taken to church to be blessed. The basket consists of painted eggs, boiled eggs, bread, salt, and sausage. After morning Mass on Sunday, the blessed food is eaten for breakfast with close family and friends. *Babka*, a rich tea cake is traditionally eaten during Easter. The traditional Easter symbols include a small lamb made of sugar, butter, pastry or chocolate, coloured hard-boiled eggs, and small pieces of the green box plant.

### **Christmas**

Traditionally celebrated on Christmas Eve. Polish families begin the festive meal after the sighting of the first star. The meal begins with the *opłatek*, a church-blessed wafer that is shared amongst the family. Traditionally meat is not eaten, but the meal consists of 12 dishes to signify the 12 Apostles. An extra place is always set at the table for any unexpected visitor. After the festive meal, carols are sung and presents are opened. At midnight the whole family attends midnight mass or *Pasterka*.

### **3rd May**

Polish Constitution of 1791 - The main national holiday, celebrating the first Polish Constitution. Polish South Australians celebrate this day with poetry and cultural performances.

### **Polish Independence Day**

11 November - celebrated with cultural activities and poetry readings.

### **Dożynki Polish Festival**

An old Polish Festival celebrating the end of the grain harvest showcasing Polish culture and tradition.

## Attitude to Medical Care

The role of the family in caring is very important to Polish people, however many elderly Polish people do not have extended family and live alone. Families often consider it a moral obligation to care for their loved ones at home and often are reluctant to place them in a residential care facility. The research conducted as part of the 10 Year Polish Aged Care Plan (2001-2011) confirms that most Polish elderly prefer to stay in their own homes for as long as possible, regardless of their health status and financial circumstances. Statistics show that older people from Polish background often resist seeking help until crisis point is reached. This is a result of unwillingness to lose their independence and self-sufficiency as well as a notion of embarrassment connected to the necessity of seeking help from outsiders.

### **Medical practitioners and medication**

Traditionally, doctors and other health professionals are given great authority in various aspects of life and are well respected in the Polish community. Poles are polite to authority figures and, not wanting to offend a doctor, may not ask for clarification on questionable issues. Poles typically follow medical orders carefully and submit to various kinds of medical treatment, including tests, operations and medication. On the other hand, alternative ways of treatment are also sought alongside mainstream medical advice, often without informing the medical practitioner. Herbal medicine and pharmaceuticals are sometimes privately imported from Poland. Many Polish elderly people have lost their ability to speak English due to dementia, and a significant number have never learned to communicate in this language. Due to the language barrier, older Polish people usually seek out Polish speaking medical practitioners but may change physicians if they believe they are not getting better fast enough.

### **Attitude to pain**

Polish people can at times display stoicism towards pain and may "suffer" in silence; however others will seek treatment as soon as symptoms develop. Some Polish people may use inadequate pain relieving medication and choose distraction as a means of coping with pain, while others are comfortable with taking medication when needed.

## **Attitude to terminal illness**

Traditionally, the diagnosis of a terminal illness would not be communicated to the person concerned but rather to their families who then decide when and how, if at all, to convey it to the patient. Occasionally families, relatives and friends may wish to 'protect' the patient from diagnosis and prognosis of a terminal illness. Some may believe that if the prognosis is communicated to the patient he or she may lose the will to live and therefore would not appreciate such a direct approach. Some patients prefer not to know that they have a terminal illness.

Adapted from:  
"The Polish Way Information Kit, 2004"  
Australian-Polish Community Services, Melbourne, Victoria

## Food and Diet

**P**olish cuisine is rich and very filling, consisting of thick soups, sauces and savoury meats which can be relatively high in fat. Favoured ingredients which give Polish food a distinct taste include dill, marjoram, flat leaf parsley, juniper berries, caraway seeds and wild mushrooms. Many Polish households prefer traditional Polish or similar cuisine but some foods popular in Australia may also be enjoyable, eg pizza, spaghetti, common Chinese takeaways and fried or charcoal chicken and chips.

It's worth keeping in mind that traditional Polish meal times differ from the Australian, with breakfast often consisting of bread and savouries (sausage, ham, soft-boiled eggs, cheese or cottage cheese) rather than toast and cereal. The main meal of the day is served around 2-3 p.m. and supper (often sandwiches with cold meats) in the evening. This tradition has most likely evolved from different working hours in Poland which was 7 a.m. - 3 p.m. and may still be preferred by some Polish people.

Some popular Polish foods include Polish sausage, smoked ham or bacon, cottage cheese, pickled cucumbers, sauerkraut, potatoes, pork or chicken schnitzels, scrambled eggs (with chives, tomatoes and onion but no milk).

Beef, chicken and pork are strongly preferred over lamb dishes. Curries and hot foods are generally not popular but salt and black pepper are used liberally.

Widely popular condiments are mustard, horseradish, grated cooked beetroot with or without horseradish in preference to tomato sauce and chutneys. Polish people like their vegetables well cooked.

Typical Polish salads are tomatoes with finely sliced onions or chives, radishes, pickled cucumbers, potato salad, Russian salad, lettuce with cream, lemon and sugar dressing, sauerkraut with chopped apple, onion and carrot.

Pumpkin, raw mushrooms, sprouts and Asian greens are not widely used. Neither are vegemite, salted butter, peanut butter, pies, rice. Continental rye bread is preferred over soft Australian sliced bread.

Some traditional Polish dishes include *bigos* (a rich sauerkraut and meat based dish), *gołąbki* literally “little pigeons” (cabbage rolls with rice and mince meat), *barszcz* (beetroot soup), *flaczki* (tripe soup), *pierogi* (dumplings made with a variety of sweet or savoury fillings), dried or stewed fruit compote, a variety of yeast cakes and pastries, for example *babka*, *kopytka* (similar to gnocchi), *mizeria* (cucumber, dill and cream salad) and *naleśniki* (pancakes).

The above food preferences are to be regarded as a guideline only, and it is always advisable to ask about personal preferences. As it is the case in most communities, Polish people have varied tastes, likes and dislikes, and one must not assume that we are a homogenous group.

A variety of Polish recipes can be found by typing the phrase “Polish food” in any of the internet search engines. *Smacznego!* (May your food be tasty!)

Adapted from:

“*The Polish Way Information Kit, 2004*” - Australian–Polish Community Services, Melbourne, Victoria

## Key Issues affecting the Polish Community

**M**ost Polish people in Australia lead a very fulfilling life. Many can speak English, work, study or enjoy their retirement and feel part of the Australian fabric. While maintaining strong links with the Polish community in Australia and their families in Poland, they feel Australia is their home. The elderly of Polish background however, have a range of un-met needs. Service needs of the Polish community have increased dramatically in recent years as it is one of the most rapidly ageing communities, being the fifth largest number of over 65 years amongst non-English speaking background people in South Australia.

### **Some issues affecting the Polish community include**

- fear of authority and reluctance to seek assistance until crisis point is reached;
- social isolation due to limited English and difficulty of access to transport;
- service system disorientation;
- refusal to accept outside help due to cultural expectations of the family as main provider of support;
- feeling of shame and embarrassment of having to deal with one's personal problems in public.

### **Language barrier**

Although many Polish elderly may be able to speak English, some may have never learned to read or write in English. They encounter difficulties in receiving written information in English and even in filling out basic forms.

Adapted from:

"*The Polish Way Information Kit, 2004*" - Australian-Polish Community Services, Melbourne, Victoria

## The Federation of Polish Organisations in South Australia

The Federation of Polish Organisations in SA (Inc) was established as an umbrella body in 1968 to represent the Polish community in SA and provide coordination of the cultural and social activities of various Polish community organisations.

Since then, the Federation has achieved significant milestones in serving its constituency and the Polish community. Some of these achievements are the following:

- **1974** - established the Polish Radio Committee
- **1976** - published the monthly bulletin, The "Słowo Polskie"
- **1981** - through funding from the then Department of Immigration and Ethnic Affairs, employed a full time social welfare worker under the Grant-in-Aid Scheme. This scheme was to assist in the settlement and to provide social support to the newly arrived Polish people. The program, later called the Community Settlement Services Scheme, ceased to receive funding in 2003.
- **1984** - the Emergency Relief Program, funded by the Department for Families and Communities was introduced. This program continues and provides limited financial relief to people in crisis.
- **1988** - the Federation through funding from the Department of Health and Ageing and in partnership with the Port Adelaide Central Mission, negotiated priority access for Polish residents at St Teresa's Nursing Home in Croydon.
- **1992** - with funding from Department of Health and Ageing negotiated priority access for Polish residents with Southern Cross Care leading to establishing the John Paul II Hostel in Klemzig.
- **2001** - through funding from the Department of Health and Ageing, the Federation began delivery of 25 Community Aged

Care Packages. This program started as a collaborative venture with Uniting Care Wesley based in Bowden, but from 2006, has operated completely independently. The program provides care to Polish frail aged wishing to remain to live at home. All staff members are of Polish background ensuring that the service is culturally and linguistically appropriate.

- **2003** - through funding from the Home and Community Care Program (HACC), the Federation commissioned Kate Barnett and Associates to research, and together with the Board, develop a strategic plan addressing the needs of the increasingly ageing Polish community. This paved the way for the development of many of the programs currently in place.
- **2003** - through funding from the HACC program, a Polish Social Support Service was established. This service coordinates volunteers to provide social support and transport to the Polish elderly living in metropolitan area.
- **2004** - through funding from Home and Community Care, the Polish Meals program was established, delivering hot Polish meals, five days a week to Polish clients.
- **2006** - through funding from the Department of Families and Communities, the Polish Active Seniors Program was established. This program coordinates a number of activities to promote and encourage active and healthy ageing amongst the Polish people in SA.

The Federation is conscious of the increasing need of the ageing Polish population in SA. In 1985, it established the Polish Link with Seniors Coordinating Committee which provides support and coordination to the 9 seniors clubs within the Metropolitan area. The Vice-President of the Federation is automatically elected to the position of Chairperson of this Committee.

# Culture Specific Activities

## Polish Clubs and Organisations in SA

Chapter

2

Dom Polski Centre - Centralny Dom Polski

Polish Society "Dom Kopernika" – Związek Polaków Dom Kopernika

Millennium Cooperative - Dom Millennium

Polish Community Credit Union - Polska Kasa Kredytowa

Polonia Adelaide Sports Club - Klub Sportowy Polonia

Polish Hill River Museum - Muzeum w Polish Hill River

Polish Association in SA - Związek Polaków w Południowej Australii

Polish Association in SA - Mount Gambier - Związek Polaków w Południowej Australii w Mount Gambier

Polish Women's Association - Koło Polek w Adelaide

Polish Ex-Servicemen's Association - Koło SPK nr 2

Polish Home Army - Koło Armii Krajowej

Society of Polish Highlanders in SA - Stowarzyszenie Górali Polskich w Południowej Australii

Polish Educational Society - Polska Macierz Szkolna

Polish School "T.Kosciuszko" - Szkoła Polska im. T. Kościuszki

Polish Theatre "Stary" – Polski Teatr "Stary"

"Ottoway" Theatrical Ensemble - Teatr "Ottoway"

"Cantores" Choir - Chór "Cantores"

"Polanki" Choir - Chór "Polanki"

Polish Folklore Ensemble "Tatry" - Zespół "Tatry"

"Dożynki" Polish Festival - Polski Festiwal "Dożynki"

Polish Cultural Society – Polskie Towarzystwo Kulturalne

**Dom Polski Society Co-op Ltd**  
**Centralny Dom Polski**

232 Angas Street,  
Adelaide 5000

Tel: 8223 3884

Fax: 8223 2151

Email: office@dompolski.com.au

Website: www.dompolski.com.au

Contact: Ms Irena Janiszewska



Dom Polski has two large halls for hire and provides

- Cultural and traditional functions and events – main venue
- Smorgasbord Lunch – Sundays 12.30pm (including bar facilities)
- Meeting place for Jazz Club, Arts Club, and Music Group

Dom Polski is also used for functions /activities by other clubs such as:

- Information sessions for Polish seniors and their carers  
- Last Wednesday of the month at 11.00am
- *Polish Seniors Club Kombatant* monthly lunch  
- Third Tuesday of the month at 12.00pm
- Polish Women's Association monthly meeting  
- Last Saturday of the month at 2.00pm
- *Cantores Choir* rehearsals  
- Mondays 7.30pm – 10.00pm
- *Polish Folklore Ensemble Tetry* rehearsals  
- Tuesdays "Senior Tetry" 7.30pm – 9.30pm;  
- Tuesdays "Male Tetry" Junior Group 6.00pm – 7.30 pm
- *Polish Cultural Society* – monthly talks and discussion meetings

**Office Hours:**

Monday – Friday 10.00 am – 4.00 pm

Saturday 9.00 am – 3.00 pm

Sunday 9.00 am – 5.00 pm

**Polish Society "Dom Kopernika"  
Związek Polaków Dom Kopernika**

260-262 Grand Junction Road  
Athol Park 5012

Tel: 8447 4957

Contact: Ryszard Chaustowski

Mob: 0419 861 913



Dom Kopernika has 2 large halls for hire and provides own functions such as

- Cultural and traditional functions and events
- BBQ with live band twice a month at 12.00pm

Dom Kopernika is also used for activities/functions by other clubs:

- *Polish Seniors Club Kopernik* monthly lunch  
- First Tuesday of the month at 12.00pm
- *Polish Seniors Club Enfield* monthly lunch  
- Second Tuesday of the month at 12.00pm
- *Polish Educational Society* (Polish school)  
- Fridays 6.30pm – 8.45pm and Saturdays 9.30am – 1.00pm
- Polish library – Thursdays 7.00pm – 9.00pm  
(also open during Seniors Club monthly lunches)
- *Millenium School of Martial Arts* training  
- Tuesdays, Wednesdays, Thursdays 6.00pm – 8.30pm
- *Polish Theatre Ottoway* rehearsals – Tuesday 7.30 – 10.00pm
- *Polish Theatre Stary* rehearsals – Wednesday 7.30pm – 10.30pm
- Bridge – Fridays 7.00pm
- Table tennis – Fridays 7.00pm
  
- Legal advice (Mr. Kaminski) – Thursdays 4.00pm

<b>Hours:</b>	Tuesday	6.00 pm – 10.00 pm
	Wednesday	6.00 pm – 10.00 pm
	Thursday	6.00 pm – 10.00 pm
	Friday	5.00 pm – 1.00 am
	Saturday	10.00 am – 1.00 am
	Sunday	12.00 am – 7.00 pm

**Millennium Cooperative  
Dom Millennium**

1 Flint Street, Enfield  
Tel: 8272 6050  
Contact: Stanisław Kulikowski  
Tel: 8445 1261



Dom Millennium has hall for hire and provides regular functions such as

- Monthly dinner and dance function
- Monthly BBQ 12.00pm – 5.00pm
- *Polish Seniors Club Millennium* monthly lunch - second Thursday of the month at 12.00pm

**Hours:** Please contact Mr Janusz Rajkowski for details  
Tel: 8272 6050

**Polish Community Credit Union  
Polska Kasa Kredytowa**

232 Angas Street  
Adelaide 5000  
Contact: Jacek Ścieżka  
Tel: 8232 5960  
Fax: 8232 5447  
Email: pccujack@senet.com.au



**Services:**

- At call and term deposits (3, 6 and 12 months)
- Personal loans
- Home loans

**Hours:** Monday – Thursday 9.30 am – 4.30 pm  
Friday 9.30 am – 6.30 pm  
Saturday 9.00 am – 12.00 pm

**Polonia Adelaide Sports Club  
Croydon Kings  
Klub Sportowy Polonia  
Croydon Kings**

Affiliation with SA Soccer Federation  
7 Essex Crescent  
Croydon Park 5008  
Contact: Irena Pamuła  
Tel: 8340 2525



Polonia Club has a bar and restaurant, and a hall for hire. It is the venue for the following:

- Soccer – junior: under 8's to under 17's
- Soccer – senior: under 19's, under 23's and seniors
- *Polish Seniors Club Polonia* monthly lunch  
- First Thursday of the month at 12.00pm
- *Polish Seniors Club Adelaide* monthly lunch  
- Third Thursday of the month at 12.00pm
- Table tennis – senior citizens Thursdays 10.00am

This is the venue for the *Polish Link with Seniors* monthly executive meeting

- Fourth Thursday of the month at 1.00 pm

<b><u>Hours:</u></b>	Monday, Thursday	9.00 am – 9.00 pm
	Friday	6.00 pm – 1.00 am
	Saturday	12.00 pm – 1.00 am
	Sunday	12.00 pm – 10.00 pm

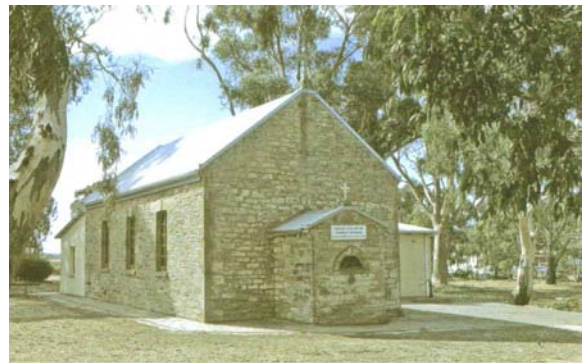
## Polish Hill River Church Museum Muzeum w Polish Hill River

Affiliated with History Trust of SA

Contact: Irena Sosnowski

Tel: 8336 1601,

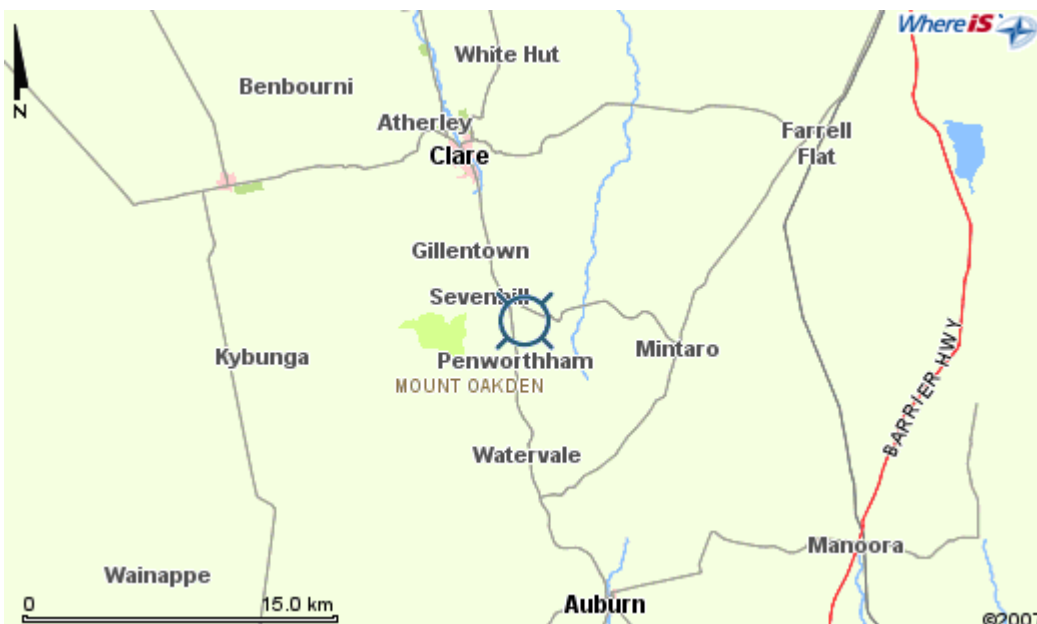
Tel: 8336 3646



### Activities:

- Preserving and documenting over 150 years of history of Polish migration and settlement in South Australia
- Displays on three main waves and generations of migrants: 1850's, 1950's and 1980's (*Solidarity* movement) commemorating their contribution to the development of the State of SA
- Introducing and propagating Polish history and culture to the ethnic and mainstream Australian communities

**Open:** First Sunday of the month 11.00am – 4.00pm  
(Except New Year's Day and Easter Sunday)  
or by appointment  
Committee meeting once every 2 months



**Polish Association in SA**  
**Związek Polaków w Południowej Australii**

Contact: Józef Glapa

Tel: 8395 0064

**Activities:**

- Providing total care for the Polish Hill River property - the first place of Polish settlement in South Australia
- Collaboration with other member organisations of the Federation of Polish Organisations in SA
- Participating in all cultural, patriotic and national events and functions

Meets at various venues

**Polish Association in SA – Mount Gambier**  
**Związek Polaków w Południowej Australii w Mount Gambier**

148a Commercial Street, East Mount Gambier 5290

Contact: Władysław Szulecki

Tel: 8725 7891

**Activities:**

- Providing assistance to Polish newcomers to Mount Gambier
- Visiting Polish priest, Easter and Christmas

**Polish Women's Association  
Koło Polek w Adelaide**

Contact: Gosia Skalban  
Mob: 0416 205 439

**Activities:**

- Visiting patients in homes, hospitals, nursing homes and hostels
- Collecting goods and sending parcels to needy and disadvantaged in Poland, and former Republic of the Soviet Union

Monthly meeting: last Saturday of the month at 2.00 pm at Dom Polski - 232 Angas Street, Adelaide

**Polish Ex-Servicemen's Association  
Koło SPK nr 2**

Contact: Antoni Sakowski  
Tel: 8364 0173

**Activities:**

- Cultivating Polish ethos by documenting and preserving personal stories as told by soldiers and freedom fighters
- Organizing and providing support (including financial) to ex-servicemen and their families in SA and in Poland
- Participating in cultural, patriotic, religious and national events and functions
- Taking part in ANZAC Day March

Executive Meeting: Second Wednesday of the month at 2.00pm at Dom Polski - 260 Angas Street, Adelaide  
ANZAC Day dinner at Dom Polski - 230 Angas Street, Adelaide

**Polish Home Army Association  
Koło Armii Krajowej**

Contact: Stanisław Szymkiewicz  
Tel: 8277 3870

**Activities:**

- Cultivating memory and ethos of the Polish Home Army
- Organising and providing support (including financial support) to the remaining members of the Polish Home Army and their families in South Australia and in Poland
- Taking part in historical and patriotic events such as Warsaw Uprising anniversaries and other Polish national days of remembrance
- Taking part in Anzac Day March

Meets monthly at various venues

**Society of Polish Highlanders in SA  
Stowarzyszenie Górali Polskich w Południowej Australii**

Contact: Stanisław Kołodziej  
Mob: 0431 372 360

**Services:**

- Preserving history and custom of the Polish highlander's culture
- Keeping the highlander's language alive
- Participating in cultural events by playing and singing folk music, reciting traditional poems and wearing traditional costumes
- Running monthly radio program on PBI FM
- Entertaining seniors at aged care facilities

Monthly meeting "*Posiady Góralskie*" at Tembys Road, Marble Hill, Ashton 5137

Monthly radio program PBI FM 87.9 Fridays - 6.30pm – 8.30pm  
"*Watra góralaska*" – celebration of culture, food and tradition

## **Polish Educational Society**

### **Polska Macierz Szkolna**

260-262 Grand Junction Road

Athol Park 5012 Tel: 8447 4957

Contact: Elżbieta Bukowska

Tel: 8296 8343

### **Activites:**

- Providing educational program in Polish language for children from reception through to year 12
- Lessons in Polish language, geography and history in accordance with the official Polish curriculum and using Polish school books
- Annual day excursion for students including sporting competitions, BBQ, dancing and singing

Lessons conducted at Dom Kopernika

260-262 Grand Junction Road, Athol Park 5012

Fridays 6.30pm – 8.45pm

Saturdays 9.30am – 1.00pm

**Polish School "T.Kosciuszko"**  
**Szkoła Polska im. T.Kościuszki**

Contact: Grażyna Urbaniec

Tel: 8355 5705

**Activities:**

- Providing educational program in Polish language for children from reception through to year 12
- Lessons in Polish language, geography and history in accordance with the official Polish curriculum and using Polish school books
- Annual daily excursion for students including sporting competitions, BBQ, Dancing and singing

Lessons conducted at Morphett Vale High School,

Lawrence Street Morphett Vale

Thursdays 5.45pm – 8.45pm

Saturdays 10.00am – 1.00pm

Meeting with parents: monthly

**Polish Theatre "Stary"  
Polski Teatr "Stary"**

Contact: Andrzej Munk  
Tel: 8260 6151

**Activities:**

- Cultivating traditional Polish values through theatrical performances of classic and modern Polish literature
- Educating Polish youth in various aspects of Polish language, culture and tradition
- Introducing and propagating Polish culture to multicultural and mainstream Australian communities
- Music and dance functions

Rehearsals at Dom Kopernika 260-262 Grand Junction Road, Athol Park 5012  
Wednesdays 7.30pm – 10.30pm

Performances at Parks Community Centre Theatre, Angle Park

**"Ottoway" Theatrical Ensemble  
Teatr "Ottoway"**

Contact: Father Marian Szablewski  
Tel: 8326 1555

**Activities:**

- Cultivating traditional Christian and Polish values through theatrical performances of classic and modern Polish literature
- Educating Polish youth in various aspects of Polish language, culture and tradition
- Introducing and propagating Polish culture to multicultural and mainstream Australian communities

Rehearsals at Dom Kopernika 260-262 Grand Junction Road, Athol Park 5012  
Tuesdays 7.30pm – 10.00pm  
Performances at Parks Community Centre Theatre, Angle Park

**"Cantores" Choir**  
**Chór "Cantores"**

Contact: Irenuesz Lasocki  
Mob: 0403 177 726

**Activities:**

- Celebrating Polish culture and language through singing traditional Polish, classical, religious, patriotic and contemporary songs in Polish, English and Latin
- Entertaining Polish seniors at aged care facilities and other venues
- Performing during special cultural, patriotic and religious events
- Singing during church services, weddings and funerals

Rehearsals at Dom Polski - 232 Angas Street, Adelaide  
Mondays 7.30 pm – 10.00 pm

**"Polanki" Choir**  
**Chór "Polanki"**

Contact: Jola Kozak  
Tel: 8234 4626

**Activities:**

- Celebrating Polish culture and language through singing traditional Polish, classical, religious, patriotic and contemporary songs in Polish, English and Latin
- Entertaining Polish seniors at aged care facilities and other venues
- Performing during special cultural and religious events

Rehearsals at John Paul 11 Hall - 85 Rosewater Tce, Ottoway  
Mondays 7.30pm – 9.30pm

## **Polish Folklore Ensemble "Tatry"**

### **Zespół "Tatry"**

Contact: Paweł Zając

Mob: 0403 388 703

### **Activities:**

- Celebrating traditional Polish folk culture through dancing and singing songs from various regions of Poland
- Entertaining Polish seniors at aged care facilities
- Performing during special cultural events
- Representing SA at POLART Festivals

Rehearsals at Dom Polski 232 Angas Str, Adelaide

Tuesdays

"*Małe Tatry*" (children) 6.00pm – 7.30pm

"*Senior Tatry*" 7.30pm – 9.30pm

## **"Dożynki" (Harvest) Polish Festival**

### **Polski Festiwal "Dożynki"**

Contact: Lilia Żyżniewska

Tel: 8268 4327, 8294 2033

Annual event celebrating Polish culture and tradition.

- Entertainment for the whole family including art and craft, music, dancing
- Variety stalls
- Polish food and BBQ
- Polish and Australian beers, wines and spirits

## Church Services and Pastoral Support

### **Polish Migrant Chaplaincy – Society of Christ Church of the Resurrection Catholic Church**

31-33 King William Road North Unley

Church Services (in Polish):    Sunday    9.30 am 11.00 am  
    Wednesday    7.00 pm  
    Saturday     7.00 pm



### **St Margaret Mary Catholic Church**

286 Torrens Road, Croydon Park 5008

Church Service (in Polish):    Sunday

8.30 am



### **St Stanislaus of Cracow Catholic Church**

22 George Street, Royal Park

Church Service (in Polish):    Sunday

10.00 am



**St Augustine Catholic Church**

23 Commercial Road, Salisbury 5108

Church Service (in Polish): Sunday

12.00 noon



**Resurrection Fathers**

**St Maximilian Kolbe Catholic Church**

85 Rosewater Tce, Ottoway 5013

Church Services (in Polish): Sunday  
Daily

10.30 am

6.30 pm



**Morphett Vale Parish Catholic Church**

**Mary Help of Christians Chapel**

Cnr Main South Road and Bains Road, Morphett Vale 5162

Parish Office, 3 Venning Street, Morphett Vale 5162

Church Service (in Polish): Sunday

12.00 noon





## Libraries – Polish books, videos, CDs and DVDs

### **Centralny Dom Polski**

#### **Dom Polski Centre**

232 Angas Street, Adelaide 5000

Tel: 8223 3884

Hours: Sunday 1.00 pm – 3.00 pm

Tuesday 11.00 am – 1.00 pm

### **Dom Kopernika**

#### **Polish Society "Dom Kopernika"**

260 Grand Junction Road, Athol Park 5012

Tel: 8447 4957

Hours: Thursdays 7.00 pm – 9.00 pm

First and second Tuesday of the month 12.00pm – 2.00pm

### **St Maximilian Kolbe Catholic Church**

85 Rosewater Tce, Ottoway 5013

Tel: 8447 3223

Hours: Sunday 11.00 am – 2.00 pm

Last Tuesday of the month 12.00 pm – 2.00 pm

### **Public Library Service**

#### **Special Polish Language Collection**

The following list shows libraries holding more than 20 titles. Other Libraries may also have small collection of Polish language material. You can always request an inter-library transfer at your local branch.

#### **Greenacres Library (Port Adelaide Enfield)**

Tel: 8405 6540

2 Fosters Road, Greenacres 5086

#### **Enfield Library (Port Adelaide Enfield)**

Tel: 8405 6530

1 Kensington Crescent, Enfield 5085

#### **Parks Library (Port Adelaide Enfield)**

Tel: 8243 5504

2 – 46 Cowan Street, Angle Park 5010

#### **Port Adelaide Library (Port Adelaide Enfield)**

Tel: 8405 6580

2 – 4 Church Street, Port Adelaide 5015

#### **Semaphore Library (Port Adelaide Enfield)**

Tel: 8405 6570

14 Semaphore Road, Semaphore 5019

- Len Beadell Library (Salisbury)** Tel: 8406 8283  
55 John Street, Salisbury 5108
- Ingle Farm Library (Salisbury)** Tel: 8265 4717  
Beovich Road, Ingle Farm 5098
- Mawson Lakes Library (Salisbury)** Tel: 8302 5555  
Mawson Centre - 2-8 Main Street, Mawson Lakes 5095
- Salisbury West Library (Salisbury)** Tel: 8258 2788  
Hollywood Blvd, Salisbury Downs 5108
- Noarlunga Library (Onkaparinga)** Tel: 8384 0655  
Noarlunga Centre - Nannah Road, Port Noarlunga 5168
- Woodcroft Library (Onkaparinga)** Tel: 8384 0050  
175 Bains Road, Morphett Vale 5162
- Hub Library (Onkaparinga)** Tel: 8384 0100  
Hub Drive, Aberfoyle Park 5159
- Woodville Civic Library (Charles Sturt)** Tel: 8408 1333  
72 Woodville Road, Woodville 5011
- West Lakes Library (Charles Sturt)** Tel: 8408 1333  
Cnr Brebner Dr & West Lakes Blvd, West Lakes 5021
- Cultural Centre Library (Marion)** Tel: 8375 6785  
Marion Cultural Centre - 287 Diagonal Road, Oaklands Park 5046
- Park Holme Library (Marion)** Tel: 8375 6745  
Duncan Avenue (Cnr Duncan Ave & Davidson Ave), Park Holme 5043
- Hilton Library (West Torrens)** Tel: 8416 6228  
1 Brooker Tce, Hilton 5033
- Burnside Library and Information Centre (Burnside)**  
401 Greenhill Road, Tasmore 5065 Tel: 8366 4280

## Polish Programs - Radio and TV

### AM and FM Broadcasts

#### Monday

Radio SBS FM 106.3 MHz	1.00 pm – 2.00 pm
5 EBI FM 103.1	5.00 pm – 6.00 pm

#### Wednesday

Radio SBS FM 106.3 MHz	1.00 pm – 2.00 pm
------------------------	-------------------

#### Thursday

5 EBI FM 103.1 MHz	4.00 pm – 5.00 pm
--------------------	-------------------

#### Friday

Radio SBS FM 106.3 MHz	1.00 pm – 2.00 pm
PBA FM 89.7 MHz	6.30 pm – 8.30 pm

#### Saturday

5 EBI FM 103.1 MHz	8.00 am – 9.00 am
--------------------	-------------------

#### Sunday

Radio SBS FM 106.3 MHz	1.00 pm – 2.00 pm
Radio Adelaide FM 101.5 MHz	3.00 pm – 4.00 pm
Radio Coast FM 88.5 MHz	8.00 pm – 8.30 pm
Radio WOW FM 100.5 MHz	8.00 pm – 10.00 pm
Radio Adelaide FM 101.5 MHz	3.30 pm – 4.30 pm

**Radio SBS Programs can be also listened to on the internet**

**On demand: [www.radio.sbs.com.au](http://www.radio.sbs.com.au)**

### TV Broadcast

#### Monday

SBS-TV Channel 29	11.30am – 12.00 pm
-------------------	--------------------

#### Sunday

SBS-TV Channel 29	9.00 am – 9.30 am
-------------------	-------------------

# Polish Community Services

## General Information

Chapter

3

**T**he Federation of Polish Organisations in SA coordinates the following support services:

### **Polish Community Aged Care Packages (CACP)**

Individually tailored support services to enable older people to enjoy quality of life whilst living in their own homes. Care is provided by Polish Care workers assisting Polish frail and aged in activities of daily living such as showering assistance, domestic help, shopping and transport.

### **Polish Social Support Program**

The service is delivered by a group of dedicated volunteers visiting clients in their homes, assisting with transport to appointments, shopping and various seniors meetings and lunches to lessen the social isolation of Polish frail aged.

### **Polish Meals Program**

The program delivers hot Polish meals, 5 days a week to Polish clients in the metropolitan area. The meals are prepared by a Polish cook and delivered by volunteers to the client's home.

### **Polish Link with Seniors Program**

The Federation also provides administrative support to the 9 Polish Seniors Clubs.

### **Active Seniors Program**

The program promotes healthy lifestyles for seniors through various activities and information for healthy living and well being.

### **Emergency Relief Program**

Provides limited financial assistance in emergency situations.

## Polish Community Aged Care Packages (CACP)

Individually tailored support services to make it possible for older people of Polish background to enjoy quality of life whilst living in their own homes.

### **What are the services offered?**

- Personal care
- Emotional and social support
- Assistance with meals and dietary requirements
- Domestic assistance
- Transport for shopping and appointments
- Other assistance as negotiated individually
- Mobility aids on loans: wheelchairs, shower/toilet chairs, walking frames and rails on the bathroom/toilet

### **Who is eligible?**

- Frail aged people of Polish background who have complex medical, physical, social needs and /or emotional needs.
- People with a current ACAT approval for Low Level Community Care
- Polish people who live in the metropolitan area of Adelaide

### **How much does it cost?**

A small service fee may be charged, the amount to be negotiated with the Coordinator.

### **How to get an assessment?**

Contact the Aged Care Assessment Team (ACAT). Requests can be accepted from older people themselves, family, friends, doctors and community agencies. Approvals are valid for 12 months.

### **What happens next?**

The coordinator arranges a home visit to discuss with the person and his/her advocate their needs. A package of services is negotiated and a service agreement completed.

### **How to contact?**

Jola Kozak (Coordinator)

Tel: 8223 6155, Mob: 0400 547 651, Fax: 8232 2714

Email: [jolak@polishfederation.org.au](mailto:jolak@polishfederation.org.au)

## Polish Social Support Program

**A** Support service delivered by dedicated volunteers to lessen the social isolation of Polish elderly still living at home.

### **What services are offered?**

- Social support
- Transport to appointments and senior's lunches
- Home and hospital visiting
- Assistance with correspondence
- Assistance with shopping

### **Who is eligible?**

- Isolated, Frail and aged people of Polish background

### **Which areas is it available in?**

Metropolitan area of Adelaide

### **How much does it cost?**

A small service fee may be charged, the amount to be negotiated with the Coordinator.

### **How to contact?**

Grażyna Ścieżka (Coordinator)

Tel: 8227 1008, Mob: 0408 884 989, Fax: 8232 2714

Email: [grazynas@polishfederation.org.au](mailto:grazynas@polishfederation.org.au)

## Polish Meals Program

**A** program delivering hot Polish meals, 5 days a week to clients in the metropolitan area. The meals are prepared by a Polish cook and delivered by volunteers to the client's home.

### **What is being offered?**

A nutritiously rich, three-course meal consisting of soup, main course and dessert. The meals are delivered at lunch time by Polish volunteers.

### **Who is eligible?**

- Frail aged persons, with or without disabilities and their carers.
- Frail aged persons who live alone.
- Persons convalescing from illness or after hospital discharge.

The Polish Meals Service is available on both short term and ongoing basis.

### **Which areas is it available in?**

Metropolitan area.

### **How much does it cost?**

Currently the cost per meal is \$ 4.50

### **Who to contact?**

The Coordinator  
Tel: 8232 1464

## Polish Seniors Clubs

There are 9 Seniors clubs in Metropolitan Adelaide under the auspice of the Federation of Polish Organisations (Polish Link with Seniors Committee) which offer culturally appropriate activities in a friendly atmosphere, where Polish specific lunches are served on a monthly basis.

All seniors and their carers have the opportunity to meet monthly and discuss interesting issues with invited guest speakers.

- **Kopernik**

Lunch: 1st Tuesday of the month – 12.00 noon

Dom Kopernika Hall

260-262 Grand Junction Road, Athol Park 5012

President: Krystyna Woltyński

Tel: 8297 3104

- **Polonia**

Lunch: 1st Thursday of the month – 12.00 noon

Polonia Adelaide Sports Club

7 Essex Crescent, Croydon Park 5074

President: Jerzy Demczuk

Tel: 8336 5851

- **Enfield**

Lunch: 2nd Tuesday of the month – 12.00 noon

Dom Kopernika Hall

260-262 Grand Junction Road, Athol Park 5012

President: Marysia Marusarz

Tel: 8240 1768

- **St. Marys**

Lunch: 2nd Wednesday of the month – 12.00 noon

Clovelly Park Community Hall

York Avenue, Clovelly Park 5042

President: Stanisław Puczkowski

Tel: 8277 5360

- **Millennium**

Lunch: 2nd Thursday of the month – 12.00 noon

Millenium Hall

1 Flint Street Enfield

President: Janusz Rajkowski

Tel: 8272 6050

- **Kombatant**

Lunch: 3rd Tuesday of the month – 12.00 noon

Dom Polski Centre

230 Angas Street, Adelaide 5000

President: Irena Szumlińska

Tel: 8261 5738

- **Adelaide**

Lunch: 3rd Thursday of the month – 12.00 noon

Polonia Soccer Club

7 Essex Crescent, Croydon Park 5008

President: Janusz Rajkowski

Tel: 8272 6050

- **Ottoway**

Lunch: Last Tuesday of the month – 12.00 noon

John Paul II Hall

85 Rosewater Terrace, Ottoway 5013

President: Trudzia Stencil

Tel: 8243 2039

- **Salisbury**

Lunch: Last Friday of the month – 12.00 noon

Jack Young Centre

Orange Avenue, Salisbury 5108

President: Mieczysław Wyszyński

Tel: 8250 2742

### **Can transport be provided?**

Yes – please contact the Polish Social Support Program Coordinator.

### **How much does it cost?**

Lunches are provided at very reasonable costs.

A small fee is charged for transport.

### **How to contact**

Grażyna Ścieżka (Coordinator for volunteers)

Tel: 8227 1008, Mob: 0408 884 989, Fax: 8232 2714

Email: [grazynas@polishfederation.org.au](mailto:grazynas@polishfederation.org.au)

## Polish Active Seniors Program

**O**ffers organised activities and provides relevant information in Polish in order to:

- Encourage older Polish people to take responsibility for maintaining good health and wellbeing through promoting healthy lifestyles.
- Ensure that older Polish people have up to date and accurate information in Polish allowing them to make informed decisions about matters of everyday life, health, recreation etc.
- Support carers of older Polish people, including carers of individuals with dementia to fulfil their caring role.
- Provide older Polish people with new opportunities to spend leisure time in a way that enhances their quality of life, health, mobility and social contacts.

### **What is being offered?**

Programs and activities include:

- Gentle water based exercises  
The Parks Fitness Centre - Monday 3.00pm - 3.45pm
- Computer Classes  
Dom Kopernika – Wednesdays 10.00am – 12.00pm
- Polish Australian Friends at Marion Social Group meetings
- Bower Cottages Social Group meetings

### **Can transport be provided?**

Yes, please contact the program coordinator.

### **How much does it cost?**

Usually a gold coin donation, unless the program offered by Polish Active Seniors Program is delivered by a different provider who charges own fee.

### **How to contact?**

Coordinator

Tel: 8447 6976, Mob: 0438 806 985, Fax: 8232 2714

Email: dorotan@polishfederation.org.au

## Emergency Relief Program

**E**mergency Relief Program is funded by the Department for Families and Communities and provides limited financial assistance to those in emergency situations. It assists people to deal with their immediate crisis situation in a way that maintains their dignity and encourages self-reliance.

### **What is being offered?**

- Short term emergency financial assistance.
- Appropriate referrals to other services such as financial counselling services to help to address the underlying causes of financial crisis.

### **Who is eligible?**

Individuals and families of Polish background who are in immediate financial crisis

### **Will my personal details be kept confidential?**

Yes, all clients' personal details are kept confidential

### **How to contact**

Grażyna Ścieżka (Coordinator)

Tel: 8227 1008, Mob: 0408 884 989, Fax: 8232 2714

Email: [grazynas@polishfederation.org.au](mailto:grazynas@polishfederation.org.au)

## Residential Care Facilities

with priority access to Polish people

**T**he Federation of Polish Organisations in SA has a strong commitment to ensure aged care services for the Polish aged are culturally and linguistically appropriate.

The Federation has a collaborative relationship with the following residential facilities and has members of the Polish community sitting on their Advisory Committees. These facilities provide priority access to people of Polish background. Many members of staff speak Polish. Polish cultural and religious events are regularly celebrated.

### **High Care Residential Facility (Nursing Home)**

#### **St Teresa Aged Care**

92 Robert Street, West Croydon 5008

Tel: 8346 3052

Fax: 8346 0230

Email: [jgarrard@ucwpa.org.au](mailto:jgarrard@ucwpa.org.au)

Website: [www.ucwpa.org.au](http://www.ucwpa.org.au)



### **Low Care Residential Facility (Hostel)**

#### **John Paul II Village**

6A Diane Street, Klemzig 5087

Tel: 8369 0377

Fax: 8369 0336

Email: [chris.minshaw@southernxc.com.au](mailto:chris.minshaw@southernxc.com.au)

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



## Polish Speaking General Practitioners

**Dr. Iwona Baczyk**

453 Morphett Road, Oaklands Park 5046

Tel: 8375 7000

**Dr. Anna Bakshi**

803 Main North Road, Pooraka 5095

Tel: 8260 2677

**Dr. Romuald V. Czechowicz**

1251 North East Road, Ridgehaven 5097

975 North East Road, Modbury 5092

Tel: 8264 3333

Tel: 8264 4555

**Dr. Zofia Dziemborowicz**

127 Whites Road, Salisbury North 5108

Tel: 8258 8988

**Dr. Steven Klaric and Dr. Sanja Klaric**

517 Regency Road, Sefton Park 5083

325 Hampstead Road, Northfield 5085

Tel: 8269 1900

Tel: 8349 8686

**Dr. Peter Kreminski**

78 O.G. Road, Klemzig 5087

Tel: 8369 0444

**Dr. Ewa Maczuba-Pilch**

193 North East Rd, Hampstead Gdns 5086

Tel: 8266 5100

**Dr. Bogdan Karpinski**

77 Main South Rd, O'Halloran Hill 5158

Tel: 8322 5888

**Dr. George Kisiel**

**Dr. Tomasz Suszko**

**Dr. Antoni Tragarz**

1202-1210 Old Port Rd, Royal Park 5014

Tel: 8447 0000

**Dr. Joseph Przybylko**

1 Longview Road, Windsor Gardens 5087

132 Fosters Road, Oakden 5086

Tel: 8261 1822

Tel: 8266 7788

**Dr. Hanna Wilczynska**

7 Addison Road, Pennington 5013

306 Diagonal Road, Oakland Park 5046

Tel: 8447 3566

Tel: 8296 8622

## Polish Speaking Medical Specialists

**Dr. Zbigniew Gieroba** (Geriatrician)

Repatriation General Hospital  
Blackwood Hospital

Tel: 8276 9666

Tel: 8278 0400

**Dr. Marek Litwin** (Rheumatologist)

Western Specialist Centre  
63 Cudmore Terrace, Henley Beach 5022  
North Eastern Hospital  
580 Lower North East Road, Campbelltown

Tel: 8353 0400

Tel: 8337 7200

**Dr. Romuald T Czechowicz** (Dermatologist)

128 Fullarton Road, Norwood 5067  
51 Park Terrace, Salisbury

Tel: 8332 4155

Tel: 8285 8444

**Dr. Edward Marzec** (ENT Specialist)

267 Melbourne St, North Adelaide 5006  
2 Ann Street, Salisbury

Tel: 8267 2133

Tel: 8250 4700

**Dr. Andrew S Czechowicz** (Psychiatrist)

13 Cross Road, Kingswood 5062

Tel: 8272 6570

**Dr. Michal Wrzesinski** (Counsellor / Psychotherapist)

11 Geraldine Street, Valley View 5093

Tel: 8264 8338

**Leszek Kowalski** (Psychologist)

68 Anzac Highway, Everard Park 5035

Tel: 8293 8883

## Polish Speaking Dentists

**“Smiles are us”**

**Dr. Ben Nowicki**

**Dr. Anna Puzio**

**Dr. Jagoda Stawska-Syrek**

142 North Terrace, Adelaide 5000

622 Marion Road, Park Holme 5043

1 Longview Road, Windsor Gardens 5087

Tel: 8231 9297

Tel: 8277 9747

Tel: 8261 1822

**Dr. Marcin Zielinski**

151 C Anzac Highway, Kurralta Park 5037

Tel: 8351 6969

**Dr. Chris Sokolowski**

Highbury Dental Care Shop 2

1015 Lower North East Rd, Highbury 5089

Tel: 8265 6082

## Polish Speaking Justice of the Peace Practitioners

### **Adelaide**

- Ms Danuta Zabrowarny Tel: 8237 7368

### **Athelstone**

- Ms Christine Teresa Slawinski Tel: 8365 0412

### **Ethelton**

- Mr Romuald Szewczuwianiec Tel: 8449 3833

### **Golden Grove**

- Ms Krystyna Kowal Tel: 8289 1535

### **Hackam West**

- Mr Tadeusz Philips Tel: 8382 5101

### **Hillcrest**

- Mr Jozef Lewicki Tel: 8261 5488

### **Hope Valley**

- Mr Jerry Magoch Tel: 8395 1828

### **Walkerville, Lenswood**

- Mrs Lidia Kaminski Tel: 8389 8398

### **Nailsworth**

- Ms Zyta Zieleniecki Tel: 8344 7709

### **Novar Gardens**

- Mr Aleksander Cmielewski Tel: 8295 1253

### **Renown Park**

- Ms Maria Golebiowski Tel: 8346 8188

### **Rosetrevor**

- Mr Joseph Zientara Tel: 8337 6618

### **Royal Park**

- Mr Eugeniusz Gerard Hejka Tel: 8447 3638
- Mr Gregory Nikolaus Sierocinski Tel: 8227 1666

**Salisbury Heights**

- Mr Adam Wojciech Zalewski

Tel: 8250 7491

**Semaphore Park**

- Mr Edward Bak

Tel: 8449 6191

**Sturt**

- Mrs Licia Gasiorek

Tel: 8296 6275

**Terengie**

- Mr Jerzy Julian Dudzinski
- Mrs Margaret Mary Teresa Frensham

Tel: 8332 3035

Tel: 8332 9457

**Tusmore**

- Mrs Christina Rebecca Litt

Tel: 8332 6447

**Vista**

- Mrs Lucyna Dorota Biggs

Tel: 8395 3129

**West Lakes**

- Mr Andrew Tadeusz Slecza

Tel: 8356 5191

**Whyalla, Sturt**

- Mrs Anna Claire Jakszewicz
- Mrs Teresa Nowak

Tel: 8649 1438

Tel: 8649 1438

## Interpreting Service

**I**nterpreters are NAATI (National Accreditation Authority for Translators and Interpreters) accredited professionals. Their role is to provide a service of facilitating communication between a client and a service provider.

### **Why use an interpreter?**

Accredited interpreters are professionally trained and tested in various areas of language and cross-cultural issues. They must strictly adhere to the rules and regulations as set by NAATI.

### **Interpreters are:**

- accurate – they are familiar with specific vocabulary – you can ask for clarification
- impartial – they don't work for you or the service provider – they simply facilitate the process of communication
- culturally aware – when requested they can assist in explaining these issues to the service provider

### **Will my private details be kept confidential?**

Yes, according to the ethics of their profession interpreters must respect confidentiality.

### **How much does it cost?**

If you are contacting a government service or agency the service is free, otherwise a fee might be charged.

### **How to access?**

- For free telephone interpreting service please call:  
**TIS** Tel: 131 450
- For face-to-face interpreting service ask your service provider to book one for you.

# Aged Care Services

Chapter

4

## General Information

**A**ged care services can be divided into two main types – **in home** and **residential**.

These can be provided in the following forms:

### **Home Care Support**

Maintenance and support service for frail aged people to help them remain in their own homes. Services are individually tailored according to needs and delivered by various service providers.

### **Respite Care**

Short term support and assistance for older people and people with disabilities provided in their homes or in residential or community settings to relieve carers, generally for up to 9 weeks per year in total.

### **Transitional Care**

Short term support and assistance for older people after a hospital stay. Accommodation and care services are provided in residential or community settings, generally for period of 8 to 12 weeks.

### **Residential Care - High and Low level Care**

Accommodation and care services for frail aged people and people with disabilities provided in government approved facilities.

### **Retirement Living**

Accommodation and care services for people who wish to maintain their independence in a safe environment.

## Home Care Support

**H**ome Care Support provides maintenance and support service for frail aged people to help them remain at home. Services are individually tailored according to needs and delivered by various service providers.

### **Types of Home Care Support:**

- **Community Aged Care Packages (CACP)**  
Individually tailored support services offering low level care to make it possible for older people to enjoy quality of life whilst living in their own homes.
- **Extended Aged Care at Home Packages (EACH)**  
Assistance for frail aged people to remain at home, supported by high level care provided by approved service providers.
- **Private Home Care**  
Range of home care services provided in conjunction with CACP or EACH, or independently, which are totally paid for by the client.
- **Day Therapy Centres**  
Range of therapy services such as physiotherapy, occupational therapy, speech therapy and podiatry offered to older people to maintain or recover a level of independence.

### **Where to start?**

Speak to your doctor, or ask a family member to arrange an assessment by the Aged Care Assessment Team (ACAT).

### **How to organise Home Care Support?**

- Check the literature received from ACAT – it tells you about available support services and facilities.
- Get to know and understand different types and levels of Home Care Services available in your area.
- Contact Home Care Support Provider or ask ACAT for assistance.
- For Polish specific Home Care Support contact Federation of the Polish Organisations in South Australia – Tel: 8232 1464

## Respite Care

**R**espice Care is a form of physical and emotional relief for carers by taking a break from their caring role, while someone else takes over. It may be for few hours a week, overnight, weekends, or longer - up to 9 weeks per year in total. Respite can be planned or unplanned and taken regularly or occasionally. Emergency out of hours respite care can also be provided.

### **Types of Respite Care**

- **Home-based**

Provided in own home by local community group, church group, local agencies or local council. Familiar person visits and provides care for the person for a few hours at a time.

- **Residential**

Provided in a residential facility or setting outside the home. Person enters an aged care facility for a short period of time.

- **Day Care**

Provided in a residential or a community facility. Person accesses a day care centre for full or half day care.

### **Who provides Respite Care?**

Depending on the type it can be provided by:

- Residential Aged Care facilities with allocated respite places.
- Community care services under Home and Community Care Programs (HACCP) and National Respite for Carers Programs (NRCP).

### **How to organise Respite Care?**

Contact Commonwealth Carer Respite Centres – they provide:

- Information on respite services in your area.
- Referral and access to other appropriate organizations.
- Coordination of short term and emergency respite.
- Brokerage funding for short term and emergency respite.
- 24 hours Emergency Response Service.

## Residential Care

**R**esidential Care provides accommodation and care services in government approved facilities for frail aged people who are unable to continue living independently at home.

### **Types of Residential Care:**

- **Low Level Residential – Hostels**  
For people, who are semi-independent and require minimal assistance.
- **High Level Residential – Nursing Homes**  
For people, who need 24 hour nursing care.

### **Where to start?**

Speak to your doctor, or ask a family member to arrange an assessment by the Aged Care Assessment Team (ACAT).

### **How to organise Residential Care?**

- Check the literature received from ACAT – it tells you about available support services and facilities.
- Get to know and understand different types of homes available in your area as this may affect the cost.
- Visit as many homes as possible to compare the different “cultures” of each place.
- Find out about waiting period.
- Contact residential aged care facility or ask ACAT for assistance
- For residential facilities with priority access for Polish people, contact the Federation of Polish Organisations in SA:  
Tel: 8232 1464

## Retirement Living

**R**etirement Living is a lifestyle change, where accommodation and care services are provided for people who don't necessarily have medical or nursing care needs and wish to maintain their independence.

Levels of service, care and support vary and depend on the type of accommodation.

### **Types of Retirement Living:**

- **Retirement Villages**

Housing developments offering a range of accommodation options, services and facilities for people aged over 55, who want to maintain their independence, while benefiting from greater security, support and company of others.

Some retirement villages may offer residential care accommodation (both low and high level) and aged care packages for people with high personal needs.

- **Independent Living Units - Villas**

One to four bedroom units, stand-alone or semi-detached within high or medium rise complex, designed for active retirees.

- **Serviced Apartments**

One or two bedroom apartments designed for people requiring daily assistance with personal care, cleaning and laundry. Meals are provided.

## Aged Care Assessment Team

**A**ged Care Assessment Team (ACAT) is a team of health professionals responsible for making accurate and complete assessments of a person's needs.

### **What do ACAT do?**

ACAT provides assessment, information and advice to people who are finding it difficult to manage at home, and who may be thinking of:

- Accessing Community Care Packages (CACP and EACH).
- Accessing respite care.
- Moving into residential high and low level care.

### **What is an assessment?**

One or two members of the Team visit the person referred either at home, in hospital or in a residential care facility to talk about specific issues dealing with their health and their ability to manage at home.

### **Why do I need to be assessed?**

Only those people assessed and approved by an ACAT can access residential aged care (including respite care) or Australian Government funded community and flexible care such as Community Aged Care Packages or Extended Aged Care at Home Packages.

### **What happens next?**

The information is provided about available services and facilities. A care plan is recommended and approved. The wishes of the person are respected and are vital in developing an agreed care plan. Assistance can be provided to access available services.

### **Who can refer?**

Referrals can be made by anyone – self, family member, friend or a carer. Consent of the older person is required.

### **How to contact ACAT:**

#### **Metropolitan Access Team - Referrals Office**

Level 1, Building 2, 300 Richmond Road, Netley 5037  
PO Box 758, Marleston Business Centre, Marleston 5033  
Tel: 8193 1203, Fax: 8193 1201

## Senior's Information Service (SIS)

Information and referral service for older people, their families, carers and service providers.

### **Services offered:**

- Information and referral on general issues concerning older people.
- Information to assist older people to live independently in their own homes.
- Information on aged care facilities including locations, current vacancies and costs. Assistance with application forms.
- Information on housing options including retirement village accommodation, rental and entry contribution units.
- Referral to appropriate complaints agencies regarding residential care, retirement villages, home support and other services.
- Fact sheets on health and well-being, housing options, care and support options, legal issues.
- Seminars on topics for younger retirees on activities and retirement lifestyle.
- Seniors Internet Lounge - free internet access for older people, assistance with access to information and training in computer skills provided by volunteers.

### **How to contact?**

45 Flinders Street, Adelaide 5000  
Tel: 1800 636 368

## **Commonwealth Carelink Centres**

Information service providing assistance for older people and people with disabilities to remain living independently in their own homes.

### **Services offered:**

- Information about community care and other services available to assist older people, people with disabilities and carers - including home help, personal care, home nursing, meal services, social support, home modifications, respite care, day care centres, day therapy centres, special services for dementia, continence assistance, allied health services and aged care assessment.

### **How to contact?**

Tel: 1800 052 222

Information is also available from shopfront centres:

North and West Country  
33 Mackay St, Port Augusta 5700

North and West Metropolitan  
77 Gibson St, Bowden 5007

South and East Country  
4 Third St, Murray Bridge 5253

South and East Metropolitan  
290 Glen Osmond Rd, Fullarton 5063

## **Council on the Ageing (COTA)**

Protecting and promoting the well-being of older people in South Australia, with priority given to the needs of disadvantaged, culturally and linguistically diverse (CALD) and special needs groups. COTA supports the development of senior citizens centres and activity groups for the over 50s age group. It offers membership services for individuals, including special insurance and newsletter. Free service on general legal matters.

### **Services offered:**

- Advocacy for well-being and full participation in the community of seniors.
- Networking clubs - socialisation program for older people throughout South Australia.
- "*Every Generation*" - annual festival held in October celebrating the contribution made by older South Australians to the community.
- Financial planning advice - including investments, pensions and assistance with completing forms.
- Legal advice and referral.
- Peer education programs on health and well being topics including medicines, falls prevention, depression, safety for seniors.
- Physical activity programs - *Strength for Life, Get Going Stay Active*.
- Public education and awareness - conferences and seminars
- Social action and advocacy.
- Recreation - day trips, short holidays, choir.
- Tax Help - July to October.

### **How to contact?**

45 Flinders Street, Adelaide 5000

Tel: 8232 0422, Country callers: 1800 182 324, Fax: 8232 0433

## **Aged Rights Advocacy Service (ARAS)**

Information and free advocacy assistance for older people and their carers who receive Home and Community Care (HACC) funded services, Residential Care Services, Community Aged Care Packages (CACP), Extended Aged Care at Home Packages (EACH) or who are at risk of, or are being abused by family or friends.

Abuse may include one or more of the following forms of abuse: financial, psychological, physical, sexual, social and/or neglect.

### **Services offered:**

- Information, support and representation regarding rights and entitlements of older people using aged care services.
- Offer strategies and options to assist older people to protect and safeguard themselves.
- Assistance with policies that ensure older people's rights.
- Assistance with development of consumer groups.
- Public education and awareness including the provision of speakers for residential care services, community groups, service providers and students.

### **How to contact?**

3 rd Floor, 45 Flinders Street, Adelaide 5000

Tel: 8232 5377, Country callers: 1800 700 600, Fax: 8232 5388

## **Multicultural Communities Council of SA (MCCSA)**

The peak body representing multicultural community interests and promoting the benefits of cultural diversity and multiculturalism

### **What is being offered?**

- Advocacy for culturally and linguistically diverse communities in South Australia.
- Assistance provided in grant application writing to member groups.
- Community Visitors Scheme - companionship and social support provided by bilingual volunteers to people in residential aged care facilities.
- Sharing Through Active Recreation - participation in sport and recreational activities for young people from culturally and linguistically diverse backgrounds.
- Transport service - mini-bus for ethnic organisations to transport frail aged and younger people with disabilities.

### **How to contact?**

113 Gilbert Street, Adelaide 5000  
Tel: 8410 0300, Fax: 8410 0311

## **Multicultural Aged Care Inc (MAC)**

Works with organisations to identify the needs of multicultural aged people, develop culturally appropriate services, identify funding sources and assist with funding applications.

### **Services offered:**

- Facilitation of networks and partnerships across multicultural aged care organisations and communities.
- Information and support - to policy makers and service providers.
- Professional education and training for community groups and organisations operating aged care services.

### **How to contact?**

77 Gibson Street, Bowden 5007  
Tel: 8241 9900, Fax: 8241 5456

## **Ethnic Link Services**

Language and culture specific service, which employs bilingual, bicultural workers to provide assistance in gaining access to supports that will help people to remain living in their own homes.

### **Services offered:**

- Help with identifying needs.
- Information about available services.
- Advocating - to ensure that services are culturally appropriate.
- Assistance in accessing services.
- Linking with appropriate support.
- Arranging medical and other appointments.
- Help with paperwork such as letters, documents and forms.
- Help to settle into social and therapeutic activities.
- Assistance with language.

### **How to contact?**

There are four regional offices in metropolitan Adelaide and two more in Riverland and Whyalla.

Head Office:

George Martin Centre, Cnr Glebe St and Port Rd, Alberton 5014

Dorota Dudziński (Polish speaking worker)

Tel: 8241 0201, Country callers: 1800 648 598

## **Domiciliary Care**

A multidisciplinary service providing home-based assessment, care planning, service coordination, clinical and personal support services to help people to continue living independently in their own homes.

### **Services offered:**

- Information and referral.
- Health promotion/early intervention, including falls prevention.
- Equipment provision.
- Home modification.
- Home help.
- Personal care.
- Rehabilitation (in home and centre based).
- Respite care.
- Assistance for people with memory loss.
- Aged care assessment.
- Services responsive to culturally and linguistically diverse populations.
- Palliative care.

### **How to contact?**

Metropolitan Access Team

Tel: 8193 1234

## Glossary of Aged Care Terms

### **Accommodation bond**

A contribution towards accommodation costs in low level residential aged care facilities paid as a lump sum or by periodic payments.

### **Accommodation charge**

A contribution towards accommodation costs in high level residential aged care facilities, calculated as a daily charge.

### **Accreditation**

Recognition given to a residential aged care facility by the Aged Care Standards and Accreditation Agency when that facility is operating in accordance with the Aged Care Act 1997 and meeting the standards of care (called Accreditation Standards).

### **Advocacy**

Acting on behalf of another party. An advocacy service provides confidential advice and information to residents and potential residents of approved aged care facilities about their rights and undertakes individual casework on issues of concern.

### **Aged Care Act 1997**

The legislation that regulates the residential aged care program – The Act covers high and low care facilities, Extended Aged Care at Home and Community Aged Care Packages.

### **Aged Care Assessment Team (ACAT)**

A multidisciplinary team of health professionals that determines if a person is eligible for high or low level residential care, Extended Aged Care at Home (EACH) or a Community Aged Care Package (CACP) and Respite.

### **Aged Care Complaints Investigation Scheme**

A free and accessible service introduced by the Australian Government to handle and investigate complaints about government-funded aged care services. Complaints can be made verbally or in writing and, if requested, confidentiality or anonymity can be maintained.

**Ageing in place**

Provision of flexible care according to an individual's changing care needs, allowing a resident to remain in a low care facility if their care needs increase to high care.

**Assisted resident**

Residents who can only afford to pay a small accommodation bond/charge because they have assets of between 2.5 and 4 times the annual single basic age pension amount.

**Basic daily care fee - see also income-tested fee**

A contribution paid by all residents towards the cost of their care. It is paid at either a pensioner or non-pensioner rate.

**Certification** – recognition that a facility has met certain standards relating to the quality of the accommodation (not the quality of care). These standards must be met to enable facilities to ask for accommodation bonds and charges and be eligible to receive Australian Government subsidies.

**Community Aged Care Packages (CACP)**

An individually tailored package of care services which helps people with complex low care needs to stay living at home by coordinating the different services they need. It can be considered an alternative to low level residential care.

**Concession, "concessional"**

Where a person has assets under 2.5 times the annual single basic age pension amount and is therefore not required to pay an accommodation payment to a residential aged care facility. The Australian Government pays an additional subsidy to homes concession residents.

**Extended Aged Care at Home (EACH)**

An individually tailored package of care services which enables frail aged people to remain in their homes, supported by high level care through an approved service provider. Extended Aged Care at Home Dementia is a special type of EACH for people with complex high care needs associated with dementia.

**Extra services**

Where an aged care facility provides a significantly higher standard of accommodation and services to residents and charges a bond and higher daily fees.

**Financial hardship**

Residents who experience difficulty in paying the daily care fees, an accommodation bond or an accommodation charge may apply to the Australian Government for assistance.

**High level care facility (Nursing Home)**

A Government-approved residential aged care facility providing care services for people who need greater assistance and 24-hour nursing care. Formerly called nursing homes.

**Hostel – see Low level care facility****Income-tested fee**

A fee paid in addition to the basic daily care fee if a person is not a full pensioner. Income is assessed by Centrelink or the Department of Veterans' Affairs.

**Low level care facility (Hostel)**

A Government-approved residential aged care facility providing care services for people who are semi-independent and require minimal assistance. Formerly called hostels.

**Nursing home – see High level care facility****Opting out**

When people enter an aged care facility, they may choose to fill in a form electing not to supply income information. No income details will be collected from them unless they later revoke this election. Persons who opt out will be required to pay the maximum resident fee.

**Pensioner supplement**

A payment made direct to facilities by the Australian Government for residents who are in receipt of an income support payment (such as Centrelink age pension or Department of Veterans' Affairs service pension) or who are respite residents. This is equivalent to and takes the place of Centrelink's rent assistance payments to residents.

## **Prudential arrangements**

Arrangements to ensure that a resident's accommodation bond will be protected and not at risk in the event that a provider gets into financial difficulty.

## **Resident agreement**

An agreement between the resident and the aged care facility which must include, the levels of care and services that the facility will provide to the resident, the fees and charges, the circumstances in which the resident may be asked to depart, complaints mechanisms, and the resident's responsibilities as a resident in the aged care facility.

## **Residential Respite**

A short-term stay in a residential aged care facility with the main purpose of giving a carer or a client a break from their usual care arrangements. This is allocated at the rate of 63 days per person per financial year.

## **Respite care booking fee**

A prepayment of daily fees, paid to an aged care facility in advance to ensure a period of respite care. The fee must not exceed the equivalent of the fee for one week's respite care or 25% of the fee for the proposed period of respite care, whichever is the lesser.

## **Retention amount**

An amount deducted from an accommodation bond balance for each month or part of a month the resident occupies an approved place in the aged care facility. These amounts can be deducted for up to 5 years.

## **Sanctions**

Penalties or actions taken against the approved provider of an aged care facility for non-compliance with Accreditation Standards.

## **Specified care and services**

Those basic services which all aged care facility must provide to a resident, based on their level of care needs.

Adapted from:

"*Care and support options - Glossary of Aged Care Terms*" - Seniors Information Service

Web Site Publication: [www.seniors.asn.au](http://www.seniors.asn.au)

## Aged Care - Acronyms

### **Organisations**

**ACAT** – Aged Care Assessment Team

**ACOSS** – Australian Council of Social Service

**ACROD** – National Industry Association for Disability Services

**ARAS** – Aged Rights Advocacy Service

**CVS** – Community Visitors Scheme

**COTA** – Council on the Ageing

**DVA** – Department of Veterans' Affairs

**HCSCC** – Office of the Health and Community Services Complaints Commissioner

**MAC** – Multicultural Aged Care Inc

**MALSSA** – Multicultural Advocacy Liaison Services of SA Inc

**MCCSA** – Multicultural Communities Council of SA

**MRCSA** – Migrant Resource Centre of SA

**OFTA** – Office for the Ageing

**OCBA** – Office for Consumer and Business Affairs

**RDNS** – Royal District Nursing Service

**SIS** – Senior's Information Service

**TIAS** – Tenants Information and Advocacy service

**TIS** – Translating and Interpreting Service

## **Other terms**

**CAAS** – Contenance Aids Assistance Scheme

**CALD** – Culturally and Linguistically Diverse

**CACP** – Community Aged Care Packages

**EACH** – Extended Aged Care at Home

**HACC** – Home and Community Care

**HACCP** – Home and Community Care Program

**MPS** – Multipurpose Services

**NCCP** – National Carer Counselling Program

**NRCP** – National Respite for Carers Program

**PATS** – Patient Assistance Transport Scheme

**RAP** – Rehabilitation Appliances Program

**RCS** – Resident Classification Scheme

**SATSS** – South Australian Transport Subsidy Scheme

**SRF** – Supported Residential Care Facility

## General Information

**A** carer is someone who provides care and support for their parent, partner, child or friend who has a disability, is frail aged or who has a chronic mental or physical illness. Carers come from all cultural and social backgrounds and range greatly in age from the very young to the very old. They give up their time, their income and resources to care.

### **What kind of support do carers provide?**

Depending on person's condition and level of independence they assist with various tasks of daily living: feeding, bathing, dressing, toileting, transferring or administering medications. They provide supervision, help with finances, transport and provide emotional support.

### **Do carers get paid?**

Most carers do not, but they may receive either Carer Allowance or Carer Payment from Centrelink.

- Carer Allowance is a payment for carers who are looking after a person with a severe disability or medical condition.
- Carer Payment is an income support payment for carers who are unable to support themselves due to their caring commitments.

More information is available from Centrelink.

### **How can I learn more about being a carer?**

1. **Carer Support Kit** is available from Carers SA

The kit includes:

- Information regarding the supports and services available to carers in their area.
- Fact sheets on specific conditions.
- A relaxation tape CD.
- Legal and financial information.
- An emergency care kit.
- Other practical assistance.

2. **Carer Information Pack** - a set of fact sheets providing practical information is available from Aged and Community Care Division of the Australian Department of Health and Ageing.

## Carer Support Programs and Services

### **Respite Care**

Respite care offers the opportunity to take a break from your caring role while someone else takes over.

Refer to chapter 2 - Aged Care Services: Respite Care for details.

### **Carer Support Program**

Carers can join Carers Support Group network to:

- Meet, talk and share their experiences.
- Receive information about local and special events.
- Organise carer retreats.

### **National Carer Counselling Program (NCCP)**

“Talking it over with someone who cares”

Short term counselling program available through Carers SA and delivered by professionally qualified counsellors.

### **Young Carers Project**

Support program run by Carers SA offering age specific information, services, resources and activities for young carers.

### **Advocacy Service**

Support service offered by a network of agencies to assist carers with issues regarding their rights and responsibilities.

### **Carers Week**

A week - full of activities and celebration in recognition of the valuable work of carers and their contribution to the community.

### **Carer Contenance Pack**

A package developed by Carers SA, RDNS, Resthaven and the Alzheimer’s Association. The package includes a booklet, magnet and Emergency toilet card.

Available from:

- Carer Advisory Service - Free call: 1800 242 636
- Government Aged and Community Care Information Line - Free call: 1800 500 853

## Carer Support Program

**C**arer Support Program offers the opportunity for carers to join support groups and become part of a network and receive information about local and special events and gatherings. Carers can meet, talk and share their experiences. These gatherings offer support, time out from the caring role, and an opportunity to share information.

### **What areas does the Carer Support Program cover?**

Carer Support program covers metropolitan Adelaide and various country areas of South Australia.

### **Are there any illness or disability specific Carer Support Groups?**

Some groups are made up of carers who care for a person with a specific illness or disability. Some groups are associated with a Carer Support Program and some are connected to specific organisations.

### **What other services do Carer Support Groups offer?**

- **Carer Retreats**  
Carers with support from the service provider or an agency organise for themselves the opportunity to "take a break", to meet with other carers and to learn new skills.
- **Education**  
Trained staff and carers provide community education talks.

### **How to contact?**

To locate a particular group in your area contact:  
Carer Advisory Service - Free call: 1800 242 636

## National Carer Counseling Program

**T**he **National Carer Counselling Program (NCCP)** called “Talking it over with someone who cares” is available through Carers SA as a short term counselling program delivered by professionally qualified counsellors.

### **It covers issues, such as:**

- Managing stress.
- Coping skills.
- Grief and loss issues.
- Transition issues.
- Practical problem-solving techniques.
- Emotional support.
- Health and wellbeing.

## Young Carers Project

**Y**oung Carers Project is a support program run by Carers SA offering age specific information, services, resources and activities for young carers.

### **Services include:**

- Coordinated age specific information, advice and referral services.
- Access to age specific counseling and support services.
- Various social and recreational activities.
- Young Carers Information and Advice Kits - a one-stop resource.
- Young Carers in Education Presentation to your school or class.
- Young Carers Issues Affecting Their Education booklet for your teachers and school counselors with information about your caring role at home.

### **How to contact:**

#### **Carers SA**

Young Carers Project Worker

58 King William Road, Goodwood, South Australia 5034

Tel: 8271 6288, Free call: 1800 815 549, Fax: 8271 6388

Email: [info@carers-sa.asn.au](mailto:info@carers-sa.asn.au)

Website: [www.carers-sa.asn.au](http://www.carers-sa.asn.au)

## Carers Association

**C**arers SA is a non-profit community-based organisation responsible for advocating the needs and concerns of carers to government, policy makers, health professionals, service providers and the community.

### Services:

- Area specific information and referral service:  
information about benefits and services, support kits, access to interpreting service, direct referrals to other services, information on rights.  
Free call: 1800 242 636
- Counselling service:  
short term programs run by professionally accredited counsellors.  
Free call: 1800 242 636
- Carer support programs:  
opportunity to join a network of support groups, share experiences and receive information  
Free call: 1800 242 636
- Carer retreats:  
Opportunity to take a break from caring role and learn new skills.  
Free call: 1800 814 549
- Special support for Young Carers:  
age specific information, resources, services and activities.  
Free call: 1800 815 549  
Email: [info@carers-sa.asn.au](mailto:info@carers-sa.asn.au)
- Education and development:  
community workshops and information sessions.  
Respite coordination
- Carers newsletters.

### How to contact:

#### Carers SA

58 King William Road, Goodwood, South Australia 5034

Tel: 8271 6288, Free call: 1800 815 549

Fax: 8271 6388

Email: [contact@carers-sa.asn.au](mailto:contact@carers-sa.asn.au)

Website: [www.carers-sa.asn.au](http://www.carers-sa.asn.au)

## Healthy Lifestyle

**H** **healthy lifestyle** helps your body to stay fit and the mind alert. It restores and maintains the level of physical and mental energies necessary to:

- Protect you from or fight off diseases.
- Help to prevent chronic diseases from getting worse.

Staying healthy improves your quality of life as you are able to live independently.

### **Tips on maintaining good health and preventing disease:**

#### **Prevention**

- Have regular medical checkups, cancer screenings, flu and pneumococcal vaccinations.
- Report all new symptoms to your doctor.
- Take your medications as directed.
- Be prepared for any medical emergency.
- Live in a safe environment minimising possibility of falls and other accidents.

#### **Nutrition and weight control**

- Diet: low in fat, high in fibre with variety of fruits, vegetables and wholegrain foods.
- Follow special diet if required by medical condition.
- Eat regularly: 3 or 4 small well balanced meals a day.
- Check your weight regularly.

#### **Physical activities and recreation**

- Regular exercises: walking, aerobic, swimming and dancing.
- Regular relaxation through recreational activities, using both physical and mental energies to restore sense of worth through rechanneling of energy.

#### **Mental and emotional health**

- Stay mentally active, maintain regular social contacts.
- Continue to learn new things and be challenged.

#### **Avoid**

- Excessive use of alcohol.
- Smoking.

## Medical Appointments

**I**t is important for the doctor and hospital staff to know all they need to know to assist the diagnosis of your problem and to prescribe the proper medicines. It is also important for you to understand your doctor's instructions and to comply with the treatment prescribed for you.

### **What should you do?**

1. Prepare a list of things to tell your doctor and the questions you want to ask.
2. Bring your medicines or a written list of them to the appointment, including medications or remedies that don't require a prescription.
3. Make sure that you get clear written instructions from the doctor and you know and understand:
  - What you are taking.
  - When and how often should you take it.
  - How long should you take it.
  - Will there be any side effects and should you report them.
  - What should you avoid – eg. certain foods, alcohol, driving a car, operating machinery.
4. Ask your pharmacist to explain how to store your medications and how to take them in the safest and best possible way.

Adapted from:

*"Health and Wellbeing – safe use of medications"* - Seniors Information Service

Web Site Publication: [www.seniors.asn.au](http://www.seniors.asn.au)

## Managing medications

**M**anaging medications safely and effectively is very important and everyone must take responsibility for using their medications properly.

### **Taking medications**

- Always follow the instructions on the label and any other instructions given by your doctor.
- Store your medicines in a safe place and according to the instruction on the label – ask your doctor or the pharmacist if unsure.
- Do not use medicines which are out of date.
- Use only the medications specifically prescribed for you.
- Do not give your medicines to others.

### **Organising a system for taking medicines**

To help you remember which medicine to take and when you can:

- Prepare a medication chart.
- Use a medication organiser – several types of specially marked containers can be purchased from the pharmacy.
- Have your pharmacist fill your medication organiser (Webster pack).

Ask your pharmacist about these systems and how they can help you to take your medication in the safest and best possible way.

### **Useful contacts:**

**Medicines Line** - Tel: 1300 888 763

**The Poisons Information Centre 24-hour Emergency Service**  
**Women's and Children's Hospital** Tel: 13 11 26

### **Drug Information Centres at major hospitals:**

Royal Adelaide Hospital	Tel: 8222 4000
The Queen Elizabeth Hospital	Tel: 8222 6000
Flinders Medical Centre	Tel: 8204 5511

## Arthritis

**A**rthritis is a group of diseases causing damage to body joints. Arthritis is a leading cause of disabilities in people over 55 years of age.

There are about 150 types of arthritis requiring different treatments.

Most common types of arthritis include:

- Osteoarthritis – it affects joint spaces by damaging cartilages, which act as shock absorbers.
- Spondylosis – it affects spinal joints.
- Rheumatoid arthritis – it affects lining of joints causing inflammation.
- Gout – uric acid crystals cause joint inflammation.

### **Who can be affected?**

Different types of arthritis have different causes.

Risk factors, including increased age, are type specific.

Some types of arthritis develop in early or middle life.

In some cases initial symptoms can be quite severe and then with treatment they cause far less trouble.

### **How is it treated?**

Depending on a type and condition, a health care team might be required to work with the patient.

- General Practitioner – initial assessment and management
- Rheumatologist – diagnosis and treatment
- Orthopedic surgeon – surgical treatment, joint replacements
- Plastic surgeon – specialised surgical treatment
- Physiotherapist – exercises to relief symptoms, improve the working of the joints and strengthen the muscles
- Self management courses

## Arthritis – services and contacts

### **Programs and services:**

The following programs are provided by The Arthritis Foundation of SA

- Information and education on care and self management of arthritis.
- Arthritis support groups.
- Equipment and supplies.

### **The Arthritis Foundation of SA**

Unit 1, 202-208 Glen Osmond Road, Fullarton 5063

Tel: 8379 5711, Country callers: 1800 011 041

### **For information on services available in your area contact:**

- Arthritis helpline: 8379 5711, Country callers 1800 011 041
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Osteoporosis SA**

Information, education and training, support groups

Unit 1, 202-208 Glen Osmond Road, Fullarton 5063

Tel: 8379 5711, Free call: 1800 242 141

#### **Australian Rheumatology Association**

National Branch

145 Macquarie Street

SYDNEY NSW 2000

Tel: (02) 9256 5458

#### **Public hospitals with outpatient rheumatology clinics**

Treatment and additional support

- |                                 |                |
|---------------------------------|----------------|
| • Flinders Medical Centre       | Tel: 8204 5193 |
| • Queen Elizabeth Hospital      | Tel: 8222 7020 |
| • Repatriation General Hospital | Tel: 8275 1837 |
| • Royal Adelaide Hospital       | Tel: 8222 5910 |

## Cancer

**Cancer** is a group of diseases in which cells grow and multiply abnormally, rapidly forming a mass of cancerous tissue known as a tumor. Tumor cells invade and destroy adjacent tissues. Parts of tumor may spread and affect other organs such as lungs, liver, bone and brain.

### **What is the difference between cancer and benign tumor?**

There are three malignant properties of **cancer**, which differentiate it from **benign tumors**. Cancer cells are:

- Aggressive – grow and divide without respect to normal limits.
- Invasive – invade and destroy adjacent tissues
- Metastatic – spread to other locations in the body

### **Who can be affected?**

Cancer may affect people at all ages, but risk for the more common types to develop tends to increase with age.

There are many factors that lead to development of cancer:

- Tobacco smoking, exposure to radiation or chemicals.
- Viruses – HIV, Hepatitis B, HPV.
- Genetic – errors in DNA.
- Inherited predisposition – present from birth.

### **How is it treated?**

Many forms of cancer can be treated and early detection increases the chance of a cure. Having regular medical check-ups is vital.

There are four main methods of treatment:

- Surgery
- Radiotherapy
- Chemotherapy
- Hormone therapy

People diagnosed with cancer need information and various forms of support to deal with emotional and physical impact of the disease. Understanding of the disease often helps to deal with the illness itself.

## Cancer - services and contacts

### **Programs and services:**

- **Cancer treatment**  
Offered through the network of public and private hospitals and community health centres.
- **Palliative care services**  
Wide range of care and support services for people with life limiting illness.
- **Education**  
Group programs to manage changes to the body and mind and reconnect with life, for people undergoing treatment or those who recently completed treatment.
- **Counselling**  
Opportunity to discuss and be listened to, be respected and learn new ways to deal with stress.
- **Cancer Connect program and cancer specific support groups**  
Opportunity to talk to others who have had similar experiences.
- **Practical assistance**  
Range of in-home support services and care coordination.
- **Financial assistance**  
Financial counseling to deal with changes to financial situation due to cost of medication or loss of income.
- **Assistance with temporary accommodation**

### **For information on services available in your area contact:**

- The Cancer Council Helpline: 13 11 20
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **The Cancer Council Shops**

202 Greenhill Road, Eastwood 5063

Tel: 8291 4102

Shop 11, Regent Arcade, Adelaide 5000

Tel: 8232 4832

#### **Palliative Care Council in SA**

Tel: 8291 4137

#### **Metropolitan Domiciliary Care**

Tel: 8193 1234

## Dementia and Memory Loss

**Dementia** is a general term referring to symptoms of decline in a person's day to day functioning such as loss of memory, intellect, rationality and social skills.

### **More common forms of dementia include:**

- **Alzheimer's disease** – a progressive physical condition of the brain which affects memory, thinking and behaviour. Symptoms include gradual memory loss, decline in ability to perform routine tasks, general disorientation, loss of language and communication skills and personality change.
- **Vascular dementia** – multiple tiny strokes damage areas of the brain causing deterioration of mental capabilities. General symptoms are similar to Alzheimer's disease.
- **Alcohol related dementia: Korsakoff's disease** – a condition caused by excessive drinking and nutritional problems over a period of years. Symptoms include personality change, loss of memory, inability to learn new things, poor judgment and difficulty with making decisions.

### **Depression is NOT a form of dementia.**

### **Who can be affected by dementia?**

There are many different forms and causes of dementia. Dementia is more common after the age of 65 years.

### **How is it treated?**

Depending on a type and condition, a health care team might be required to provide help and support for the patient, family members and carers:

- General Practitioner – Assessment, referral.
- Geriatrician – Medication, management.
- Other allied health professionals – Counselling and support, help with structuring daily activities.

## Dementia and Memory Loss – services and contacts

### **Programs and Services:**

The following programs are provided by the Alzheimer's Australia SA:

- **Dementia Behaviour Management Advisory Service.**  
Intervention service offering support and advice for carers.
- **Information and counselling services.**  
Telephone, face to face meetings and home visits.
- **Carer education and support program.**  
Courses for carers and regular support group meetings.
- **Living with Memory Loss Program.**  
6 week program for people in the early stage of dementia.
- **Library resources such as books, videos, CDs, audiotapes and activity material.**

### **Alzheimer's Australia SA**

27 Conyngham Street, Glenside 5065

Tel: 8372 2100

### **For information on services available in your area contact:**

- National Dementia Helpline - Free call: 1800 100 500
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Mental Health Services for Older People**

Mental health assessment, support and treatment provided directly or in conjunction with hospitals, domiciliary care units, UnitingCare Wesley Adelaide Inc. and Royal District Nursing Service.

- **Eastern Community Team**  
398a Payneham Rd, Glynde 5070  
Tel: 8336 7301
- **Northern Community Team**  
c/- Lyell McEwin Hospital  
Haydown Rd, Elizabeth Vale 5112  
Tel: 8182 9204
- **Western Community Team**  
33 Woodville Rd, Woodville 5011  
Tel: 8222 7810
- **Southern Community Team**  
1020 South Rd, Edwardstown 5039  
Tel: 8357 6155

- **Regional and country areas**

Aged Mental Health Care Services, Country Liaison  
Glenside Campus, Fullarton Rd, Eastwood 5063  
Tel: 8303 1307, Mob: 0419 808 907

**Mental Illness Fellowship of SA**  
**Mood Disorder Association of SA**

Information, referral, self management programs and activity centres.  
1 Richmond Rd Keswick 5035  
Tel: 8221 5170

**Parkinson's SA Inc**

23a King William Road, Unley 5061  
Tel: 8357 8909

**Parkinson's disease** (not a form of dementia) – a progressive disorder of the central nervous system affecting control of muscle activity. Symptoms include tremors, stiffness in limbs and joints and speech impairment.

## Dental Problems

**D**ental problems usually result from dental diseases, tooth decay and gum diseases and can be prevented.

**You can do the following to keep your mouth healthy:**

### **Teeth, gum and denture hygiene**

- Clean your teeth and gums twice daily with a soft, frequently replaced toothbrush.
- Floss your teeth daily.
- Use a fluoride toothpaste to strengthen the tooth enamel.
- Clean your dentures with a denture brush using soap or toothpaste to remove plaque and growth of bacteria.
- When not wearing store your dentures in a glass of water to prevent them from drying.

### **Healthy diet**

- Reduce the frequency of consuming sweets, foods and drinks with added or hidden sugar.
- Be careful with biting on some hard foods such as nuts and bread crusts as they can damage your teeth or gums.
- Drink plenty of water, not soft drinks or fruit juice.

### **Have regular dental check-ups**

Visit your dentist at least annually and without delay if you have any of the following problems:

- Toothache.
- Red, swollen, tender or bleeding gums.
- Lose or broken teeth.
- Sensitivity to hot, cold or sweet foods and drinks.
- Persistent bad breath or unpleasant taste.
- A dry mouth.

## Dental Problems – services and contacts

### **Programs and Services:**

#### **Dental Services**

Routine and emergency service for pensioners and health card holders  
Provided through:

- **Community Dental Clinics.**  
South Australian Dental Service.  
Tel: 8222 8222, After hours emergency Tel: 8232 1034

#### **Denture Services**

Pensioner Denture Scheme.

New dentures and denture repairs for pensioners and health card holders provided through:

- **Community Dental Clinics**  
South Australian Dental Service  
Tel: 8222 8222, After hours emergency Tel: 8232 1034
- **Selected private dentists in country areas**

#### **Visiting dentists**

General and denture services for people at home or residential facilities.

- **Salisbury Dental Clinic**  
Tel: 8250 9879
- **Domiciliary Dental Teams**  
South Australian Dental Service  
Tel: 8222 8222, After hours emergency Tel: 8232 1034

#### **For information on services available in your area contact:**

- Commonwealth Carelink Centres - Free call: 1800 052 222

#### **Other useful contacts:**

##### **Adelaide Dental Hospital**

Tel: 8222 9020, TTY 8222 8390

## Depression

**D**epression is an illness mainly caused by chemical imbalances in the brain. It affects all aspects of a person's life including personal relationships, daily living and enjoyment of leisure activities. Depression is NOT a sign of weakness, state of just feeling "down" or any form of punishment for "being a bad person". Depression will not go away just by trying to think positively, it requires specific medical treatment.

### **Common symptoms include:**

- Sadness and mood changes.
- Irritability.
- Feelings of guilt and helplessness.
- Loss of energy and appetite.
- Loss of interest in personal appearance and daily life.
- Difficulty in thinking and concentration.
- Difficulty in sleeping.
- Anxiety.
- Physical symptoms of headache or backache.

### **Common causes of depression include:**

- Family history.
- Stress over a period of time.
- Death of a partner, relative or close friend.
- Loss of a family structure.
- Loss of health.
- Loss of work.

### **How is it treated?**

A team of health professionals working with the patient includes:

- General Practitioner – initial assessment, medication, counseling and referrals.
- Counsellor – counselling therapy.
- Psychologist, Psychiatrist – counselling therapy and medication.

### **What can I do to help myself?**

- Maintain a healthy lifestyle.
- Lower your stress levels through breathing exercises and relaxation techniques.
- Learn which activities make you feel better and do them more often.

## Depression – services and contacts

### **Programs and Services:**

The following programs are provided by Mental Illness Fellowship of SA:

- **Information, resources and support.**  
Telephone and face-to-face information and support, referrals.
- **Well Ways Carer Education Program.**  
Weekly group sessions for carers and family members of people recovering from mental illness run by trained carers.
- **Psychosocial Groups Program.**  
Therapeutic Groups assisting in rehabilitation, self management and relapse prevention offered in local community centres
- **Activity Centres Program.**  
Program based on rehabilitation and recovery offering social and recreational activities at centres at Keswick and Christies Beach and connecting people with their community.
- **Peer Helpers and Mentor Program.**  
Connecting people with community services on one-to-one level
- **Pananga Getabouts Project.**  
Community contact program linking socially isolated individuals in the southern region with mainstream activities.

### **Mental Illness Fellowship of SA**

Mood Disorder Association of SA  
1 Richmond Rd, Keswick 5035  
Tel: 8221 5170

### **For information on services available in your area contact:**

- Beyond Blue Lifeline (including crisis counselling) - Tel: 13 11 14
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Beyond Blue**

Telephone support and information on depression, anxiety and related substance misuse disorders in Australia.

Infoline: 1300 224 636, Mensline: 1300 789 978

#### **Sane**

Information, on-line support and referral service.

Helpline: 1800 187 263

## **Mental Health Services for Older People**

Mental health assessment, support and treatment provided directly or in conjunction with hospitals, domiciliary care units, UnitingCare Wesley Adelaide Inc. and Royal District Nursing Service.

- **Eastern Community Team**  
398a Payneham Rd, Glynde 5070  
Tel: 8336 7301
- **Northern Community Team**  
c/- Lyell McEwin Hospital, Haydown Rd, Elizabeth Vale 5112  
Tel: 8182 9204
- **Western Community Team**  
33 Woodville Rd, Woodville 5011  
Tel: 8222 7810
- **Southern Community Team**  
1020 South Rd, Edwardstown 5039  
Tel: 8357 6155
- **Regional and country areas**  
Aged Mental Health Care Services, Country Liaison  
Glenside Campus, Fullarton Rd, Eastwood 5063  
Tel: 8303 1307, Mob: 0419 808 907

## **Panic Disorder Association (PADA)**

Telephone support, referrals, anxiety management programs.  
4/309 South Terrace, Adelaide 5000  
Tel: 8227 1044

## **MoodGym**

Online help including Cognitive behaviour therapy to overcome problem emotions and develop coping skills.  
Website: [www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

## **DepressionNet**

Internet based resources and online support service, created by and for people who live with depression.  
[Http://www.depressionnet.com.au](http://www.depressionnet.com.au)

## Diabetes

**D** **diabetes** is a condition in which the body is unable to control the levels of blood glucose (or blood sugar). Glucose is produced from what we eat and drink. The body needs a certain level of blood glucose for energy.

As glucose enters the blood stream, the pancreas releases a hormone called insulin, to control the level of blood glucose. If there is not enough insulin released, the blood glucose rises. High blood glucose can severely affect short and long term health.

### **There are two main types of diabetes:**

- **Type 1**, known as insulin-dependent diabetes, where no insulin is produced by the pancreas. It usually affects people under 30 years of age.
- **Type 2**, known as non-insulin dependent, where not enough insulin is produced by the pancreas, usually develops in people over 45 years of age.

### **Who can be affected by type 2 diabetes?**

- Usually people over 45 yrs of age.
- People with family history of diabetes.
- People who are overweight.
- People with unhealthy lifestyle.

### **How is it treated?**

Diabetes affects many areas of health.

A team of health professionals working with the patient includes:

- General Practitioner – assessment and management.
- Diabetes Nurse – information about care.
- Dietician – information about healthy eating.
- Endocrinologist – specialist treatment and advice.
- Vascular surgeon – treatment of vascular complications.
- Ophthalmologist – eye specialist to monitor patient's vision.
- Optometrist – prescription for glasses.
- Pharmacist – medicine preparation and advice.
- Physiotherapist – advice about exercises.
- Podiatrist – treatment of your feet.
- Social Worker – counselling and support.

## Diabetes – services and contacts

### **Programs and Services:**

The following programs are provided by Diabetes SA and Diabetes Clinics located in hospitals and community health centres:

- Education on care and management of diabetes.
- Equipment and supplies including food items.
- National Diabetes Services Scheme (NDSS)
  - Blood syringes and needles at subsidized prices.

### **Diabetes SA**

159 Sir Donald Bradman Dr, Hilton 5033

Tel: 8234 1977

### **Diabetes Clinics**

#### **Metropolitan area and near the city**

- Royal Adelaide Hospital Tel: 8222 5111
- Ashford Community Hospital (private) Tel: 8375 5222

#### **Northern area**

- The Lyell McEwin Health Service Tel: 8182 9000
- Modbury Public Hospital Tel: 8161 2000
- Gawler Health Services Tel: 8521 2000

#### **Southern areas**

- Flinders Medical Centre Tel: 8204 5511
- Noarlunga Health Services Tel: 8384 9222
- Repatriation General Hospital Tel: 8276 9666
- Glenelg Community Hospital (private) Tel: 8294 5555
- South Coast Private Hospital (private) Tel: 8552 1066
- Inner Southern Community Health Service Tel: 8277 2488

#### **Eastern area and near city**

- Burnside War Memorial Hospital (private) Tel: 8202 7222

#### **Western area**

- The Queen Elizabeth Hospital Tel: 8222 6771

#### **Adelaide Hills**

- Adelaide Hills Community Health Service Tel: 8393 1833
- Blackwood Community Hospital (private) Tel: 8278 0400

### **For information on services available in your area contact:**

Commonwealth Carelink Centres - Free call: 1800 052 222

## Hearing Loss

**H**earing Loss is a full or partial decrease in the ability to detect or understand sounds, caused by a wide range of biological and environmental factors.

### **Main types of hearing loss:**

- Conductive hearing loss – sound is not normally conducted through the outer or middle ear. The quality of hearing is still good as long as the sound can be amplified loud enough to be easily heard.
- Sensorineural hearing loss – due to insensitivity of the inner ear or impairment of function in the auditory nervous system. The quality of sound may become so poor that speech cannot be understood.

### **Who can be affected?**

Hearing loss is one of the most common age related sensory change. Age related hearing loss affects people from the age of 50 and tends to progress gradually.

Hearing loss can also be caused by non age related factors:

- Long term exposure to environmental noise.
- Genetic predisposition.
- Disease or illness such as measles, meningitis or mumps and many others.
- Use of certain medications.
- Physical trauma to the ear itself or to the brain.

### **How is it treated?**

Depending on a type and condition, a health care team might be required to work with the patient during assessment and treatment

- General Practitioner.
- Ear, nose and throat specialist.
- Audiologist.

Use of well fitted hearing aids and assistive devices is often recommended.

## Hearing Loss – services and contacts

### **Programs and Services:**

- **Australian Government Hearing Services Program**  
Wide range of hearing services free of charge for eligible clients  
Office of Hearing Services.  
Free call: 1800 500 726, TTY 1800 500 496
- **Smoke Alarm Scheme**  
Free supply and installation of smoke alarms for the hearing impaired.  
Tel: 8203 8395, TTY 8203 8391, 1800 738 855
- **Free amplified telephones and extension ringers**  
Telstra Disability Enquiry Hotline  
Free call: 1800 068 424, TTY 1800 808 981
- **Telephone Typewriters (TTYs)**  
Text phones for individuals who cannot hear conversations on the telephone.  
Telstra TTY 1800 808 981
- **The National Relay Service**  
Assistance with making phone calls through a relay officer.  
To make a relay call: TTY 13 3677  
To make toll-free 1800 calls within Australia TTY 1800 555 677

### **For information on services available in your area contact:**

- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Adelaide Digital Hearing Solutions**

Free hearing services to eligible pensioners and veterans.

Tel: 1300 577 745

#### **Better Hearing Australia Adelaide Inc.**

Information, training, education and support for people with an acquired hearing loss.

Tel: 8431 1397

#### **Hearing Solutions**

Consultation, assessment, counselling, training and education for all hearing impaired people.

Tel: 8203 8394, TTY 8203 8391

**DeafSA**

Group rehabilitation classes for clients who are new to hearing aid use and rehabilitation. For clients who do not use hearing aids, tips and skills to help them improve the hearing they have

Tel: 8223 3335, TTY 8223 6530

Interpreting Services direct numbers:

TTY 8100 8205, Fax: 8223 7536

## High Blood Pressure

**H**igh blood pressure is one of the most common diseases affecting the heart and blood vessels. If left uncontrolled, it forces the heart to work harder and may lead to serious problems like heart attack, stroke and kidney failure.

**Blood pressure** is the pressure of blood in the arteries, as the heart pumps it around the body. As a guide, the normal blood pressure is 120/80. A blood pressure reading of more than 180/110 would be considered very high.

### **Who can be affected?**

High blood pressure usually develops in people in their 30's and is more likely to affect people who are overweight or physically inactive. In most cases the real cause is rarely known.

### **How is it treated?**

Depending on the type and condition a health care team might be required to work with the patient:

- General practitioner – assessment, treatment and management.
- Cardiovascular / heart specialist – specialist treatment and management.

### **What can I do to help myself?**

- Don't ignore alarm signs like chest pain.
- Medication must be taken regularly.
- Maintain a healthy lifestyle.
- Lower your stress levels through breathing exercises and relaxation techniques.
- Low salt diet.

## High Blood Pressure – services and contacts

### **Programs and Services:**

There is a wide range of programs and services available to people who have had a heart attack, heart surgery, cardiac angioplasty or other heart or blood vessel disease.

- **Cardiac Rehabilitation Programs.**  
Run by hospitals and community health centres.
- **Heart disease prevention programs**  
Education on healthy lifestyle and staying active run by National Heart Foundation.
- ***Just Walk It, Heartmoves, Eat Smart Play Smart Programs.***  
Heart health programs run by National Heart Foundation
- **Counselling and Support for patients and their families.**  
Offered by Heartbeat Inc.
- **Accommodation for country patients and their carers.**  
Offered by Heartbeat Inc.

### **National Heart Foundation of Australia (SA Division)**

155-159 Hutt Street, Adelaide 5000

Tel: 8224 2888

### **For information on services available in your area contact:**

- National Heart Foundation of Australia Heartline: 1300 362 787
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Heartbeat Inc**

PO Box 1721, Burnside

Tel: 8177 2270

## Incontinence

**I**ncontinence is the involuntary loss of urine or faeces. It may cause disruption to social life, may affect one's self-esteem and can result in hygiene problems. There are many types of incontinence with many different causes requiring individual treatment and management.

### **Common types and causes of urinary incontinence:**

- Stress incontinence – leakage of urine occurs when sneezing, coughing, laughing, straining or lifting.
- Urge incontinence – sudden strong urge to urinate.
- Functional incontinence – due to poor mobility or loss of memory.

### **Common causes of faecal incontinence:**

- Side effects of medications or treatment, or associated with a health condition such as irritable bowel syndrome.
- Diet low in fibre, low fluid intake, poor mobility.

### **Who can be affected?**

People of all ages, however this condition is more common in older people.

### **How is it treated?**

Depending on a type and condition a health care team might be required to work with the patient:

- General Practitioner – assessment and management.
- Urologist – specialist treatment and management.
- Urogynaecologist – specialist treatment and management.
- Continence nurse adviser – advice with strategies of emptying bladder and bowel, exercise programs, bladder and bowel retraining, use of continence aids.
- Continence physiotherapist – specialised pelvic floor muscle rehabilitation and bladder retraining.

## Incontinence – services and contacts

### **Programs and Services:**

#### **Australian Government funded schemes:**

- Contenance Aids Assistance Scheme (CAAS)  
For people with permanent and severe incontinence.
- Rehabilitation Appliances Program (RAP)  
For members of the veteran community run by National Contenance Contract Team - Department of Veterans' Affairs.

#### **Services provided by SA Contenance Resource Centre:**

- Information and advice on continence management.
- Education sessions and seminars.
- Contenance products such as pads, sheets, toileting equipment and adapted clothing.
- Contenance resources: videos, DVD's and CD's.

#### **SA Contenance Resource Centre - Independent Living Centre**

11 Blacks Road, Gilles Plains 5086

Tel: 8266 5260

#### **For information on services available in your area contact:**

- National Contenance Helpline - Free call: 1800 330 066
- Contenance Aids Assistance Scheme Helpline: 1300 366 455
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **National Contenance Contract Team**

Department of Veterans' Affairs

199 Grenfell Street, Adelaide 5001

Tel: 1300 131 945

#### **Royal District Nursing Service (RDNS)**

Tel: 1300 364 264

#### **National Public Toilet Map website**

[Http://www.toiletmap.gov.au](http://www.toiletmap.gov.au)

## Osteoporosis

**Osteoporosis** is a condition in which bone density is reduced. Calcium is lost from the bones and they become fragile increasing risk of fractures. Fractures cause pain and may lead to significant disability and a reduced quality of life to those affected. Prevention of and screening for osteoporosis in people at risk are very important, so that further bone loss may be prevented.

### Types of Osteoporosis:

- **Type I** – postmenopausal osteoporosis results from deficiency of sex hormones results in accelerated bone loss.
- **Type II** – age-related osteoporosis affects both women and men due to decreased formation of bone occurring later in life, resulting in more fragile bone structure and increased risk of fractures
- **Type III** osteoporosis usually occurs due to medications, endocrine disorders, excessive alcohol intake, smoking, cancer and gastro intestine tract (GIT) disorders.

### Who can be affected?

Osteoporosis is a common problem worldwide – 1 in 3 women and 1 in 8 men are affected.

### What are the risk factors?

- Family history.
- Small or thin build.
- Advanced age.
- Low levels of sex hormones.
- Lack of physical activity or excessive exercise.
- Poor nutrition and low intake of calcium and vitamin D.
- Some chronic medical conditions or medications.
- Smoking, excessive alcohol intake.

### How is it treated?

- Medications include calcium supplements and vitamin D.
- Lifestyle changes – weight bearing exercises, quitting smoking and increased intake of calcium in the diet.
- Physiotherapy and occupational therapy to improve safety and mobility.
- Education including falls prevention.

## Osteoporosis – services and contacts

### **Programs and Services:**

The following programs are offered by **Osteoporosis SA:**

- Information, education and training for people with osteoporosis.
- Falls and fractures prevention self management courses.
- Support groups.
- Members' library, *Osteoblast* - magazine for members.

Services provided by **The Arthritis Foundation of SA:**

- Health information about services available for treatment, exercise classes, aids and appliances for daily living.
- Education on care and self management of osteoporosis.
- Self management courses.
- Equipment and supplies.

### **Osteoporosis SA**

Unit 1, 202-208 Glen Osmond Road, Fullarton 5063

Tel. 8379 5711, Free call 1800 242 141

### **The Arthritis Foundation of SA Inc**

Tel: 8379 5711, Country callers 1800 011 041

Unit 1, 202-208 Glen Osmond Road, Fullarton 5063

Tel: 8379 5711, Country callers: 1800 011 041

### **For information on services available in your area contact:**

- Arthritis helpline: 8379 5711, Country callers 1800 011 041
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Domiciliary Care**

Taking Steps Early Intervention Falls Prevention Service.

Free home assessment and subsidised home modifications and equipment.

Head Office:

18 Fullarton Road, Norwood 5067

Tel: 8193 1234, Fax: 8193 1201

Southern - Tel: 8227 3366

Western - Tel: 8440 6700

Northern - Tel: 8256 8500

Eastern - Tel: 8222 1796

## Stroke

**S** **troke** is a rapidly developing condition causing loss of brain function due to a disturbance in the blood vessels supplying blood to the brain, potentially causing considerable effects on bodily functions.

### **Who can be affected?**

Stroke most often occurs as a result of hardening of the arteries in the neck or as a secondary effect of disease. Blood clots break away from blood vessels and flow upward in the blood stream blocking one of the arteries within the brain.

Stroke occurs when:

- A blood vessel within the brain becomes blocked.
- An artery bursts and bleeds within the brain.
- A blood vessel ruptures in the space surrounding the brain.

### **What are the risk factors?**

- High blood pressure.
- Smoking.
- Diabetes.
- Atrial fibrillation.
- High fat and salt diet, obesity, lack of exercise, stress, heredity.

### **How is it treated?**

Depending on the condition a health care team might be required to work with the patient:

- Neurologist – assessment, treatment and recommendations.
- Neurosurgeon – if surgery is required.
- Rehabilitation specialist - the head of the rehabilitation team.
- Neuropsychologist – assessment and treatment.
- Nurses – care and assistance.
- Physiotherapist – assessment of the effects of stroke on movement and re-education of normal movement patterns.
- Occupational therapist – training and assistance in regaining ability to live independently.
- Speech pathologist – therapy assistance with problems with speech, understanding, reading writing chewing and swallowing.
- Social worker – assistance with family, social and financial issues.

## Stroke – services and contacts

### **Programs and Services:**

- **Stroke SA** provides support, information and assistance to people who have experienced a stroke, their carers and family members. Services include: support groups, individual counselling and support, distribution of educational material.
- **Disability SA** assists with the overall coordination, planning, development and delivery of a full range of services and support programs for people with disabilities.  
Some services are purchased by Disability SA and delivered by other non-government organisations and private providers.

### **Stroke SA**

23A King William Road, Unley 5061  
Tel. 8373 0570

### **Disability SA**

103 Fisher Street, Fullarton 5063  
Tel: 1300 786 117, After hours emergency: Tel: 8372 1414

### **For information on services available in your area contact:**

- Disability SA Enquiry Line - Tel: 1300 786 117
- Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other useful contacts:**

#### **Office for Disability and Client Services**

Level 3, Citi Centre Building, 11 Hindmarsh Square,  
Adelaide 5000  
GPO Box 292, Adelaide 5001  
Tel: : 8226 6052, TTY: 8226 6245

## Vision Impairment

**V**ision Impairment is a functional loss of vision resulting from eye, brain or nerve disorders, diseases or trauma. Loss of vision occurs more frequently in old age.

### Common eye diseases in the elderly include:

- **Cataracts**

Cloudy or opaque areas form inside the transparent lens located inside the eye obstructing light from passing through causing gradual loss of vision. Most effective and common treatment is to surgically remove the cloudy lens and replace it with a plastic lens which stays in the eye permanently.

- **Glaucoma**

Usually occurs when there is too much fluid pressure in the eye causing internal eye damage and subsequently loss of vision. Forms of treatment include laser and use of medications to control the fluid pressure inside the eye.

- **Age-related macular degeneration**

The centre of the inner lining, known as the macula area of the retina, suffers thinning, atrophy or bleeding causing loss of central vision. Forms of treatment include laser, radiotherapy or use of steroids.

- **Retinal detachment**

The retina peels away from the supporting structure of the eye causing sudden loss of vision and blindness. Specialised treatment is urgently required.

- **Diabetic retinopathy**

Problems with blood supply in diabetics cause damage to the retina. Forms of treatment include: laser treatment, surgery and good control of diabetes.

## **Common eye disorders and eye conditions:**

- **Presbyopia**  
Gradual decline in the ability to focus on close objects. Very common after the age of 40 – corrected with glasses.
- **Floaters**  
Tiny spots of specs float across the field of vision. Normal and harmless, but should be monitored if associated with light flashes or a sudden increase in the number of spots or flashes.
- **Dry eyes**  
Too few tears are produced causing itching and burning of the eyes. It may reduce vision if not treated. Artificial tear drops can be used (available from the chemist).
- **Excessive tears**  
Excessive amount of tears is produced due to eye infection, blocked tear canal or increased sensitivity to light, wind or changes in temperature. Depending on the cause either specialised treatment or protective measures such as wrap around sunglasses may rectify this condition.

## Vision Impairment – services and contacts

### **Programs and Services:**

The following programs are offered by The Royal Society for the Blind.

- Daily Living Skills Assessment (Occupational Therapy).
- Guide Dog Service.
- Low vision aids: magnifying glasses, telescopic devices, watches.
- Counselling Service.
- Support groups - Polish group "Okol" monthly meetings.
- Print alternatives service - audio, Braille and large print.
- Orientation & Mobility Training.

### **Royal Society for the Blind (RSB)**

- Low Vision Centre - Tel: 8232 4777, Free call 1800 657 554  
230 Pirie Street, Adelaide 5000
- Community Services - Tel: 8232 2444  
254 Angas Street, Adelaide 5000

### **For information on services available in your area contact:**

Vision Information Line (VIL) Free call: 1800 331 000

Commonwealth Carelink Centres - Free call: 1800 052 222

### **Other Useful contacts:**

#### **Blind Welfare Association of SA**

Welfare services including non-government financial assistance.

Advocacy, counselling and various recreational activities.

1-3 Burman Ave, Gilles Plains 5086

Tel: 8334 8000

#### **Guide Dogs Association of SA**

251 Morphett Street, Adelaide 5000

Tel: 8203 8333

## Life Limiting Illness

**Palliative care** is care provided for people who have a life-limiting illness, with little or no prospect of cure.

The aim is to comfort, not to cure - to relieve pain and distress and to support families and friends in approaching death and healing grief. Help and assistance is provided in respect to wide range of problems including physical, emotional, social and spiritual.

### **How can the pain be eased?**

Pain can be eased by using:

- Medication.
- Radiotherapy.
- Massage.
- Meditation, aromatherapy, acupuncture.

### **Who provides the care?**

Family, relatives and friends with help and support from:

- Palliative care team professionals.
- Volunteers.

### **Where is palliative care provided?**

Palliative care can be provided wherever the person wants it to be provided:

- The person's own home.
- Hospice.
- Hospital.
- Residential aged care facility or other health care facility.

### **What is a Hospice?**

A hospice is a place devoted to the care of the terminally ill. It provides total care for patient and family, including physical, emotional and spiritual support.

**Community Palliative Care Nursing Program** is a free, three night package of essential specialist nursing care for palliative care patients who wish to die at home. The care is normally available right at the end of life. Program also provides a once-off financial assistance with paying of household bills.

## Life Limiting Illness – contacts

### **The Palliative Care Council of South Australia**

202 Greenhill Road, Eastwood 5063  
Tel: 8291 4137, Free call: 1800 660 055

### **Metropolitan Domiciliary Care**

General Enquiries and Client Referrals  
Tel: 8193 1234

### **Cancer Council of South Australia**

202 Greenhill Rd, Eastwood 5063  
Tel: 8291 4111, Free call: 1800 188 070

### **Cancer Care Centre**

76 Edmund Ave, Unley 5061  
Tel: 8272 2411

### **Hospices:**

#### **Mary Potter Hospice**

89 Strangways Tce, North Adelaide 5006  
Tel: 8239 9144

#### **Lyell McEwin Hospice**

Lyell McEwin Health Service, Haydown Rd, Elizabeth Vale 5112  
Tel: 8182 9208

#### **Modbury Hospice**

Modbury Hospital, Smart Rd, Modbury 5092  
Tel: 8161 2000

#### **Daw House Hospice**

Daw House, 700 Goodwood Rd, Daw Park 5041  
Tel: 8275 1732

#### **Philip Kennedy Hospice**

Philip Kennedy Nursing Home, Everard St, Largs Bay 5016  
Tel: 8242 1429

## Loss and Grief

### **Loss of a partner**

The loss of a partner of many years can be particularly hard to bear. It is natural for most people to go through different stages of grief at such a time. The sadness that follows a significant loss cannot be swept away, however talking to the friends whom the person can trust can help in the adjustment process.

### **Loss of friends and colleagues**

The older we become, the more likely we are to lose friends and colleagues with whom we shared valued activities. Although lost relationships cannot be replaced, we can enjoy the company of other people and new friendships by joining some of the organisations that are available.

### **Loss of family structure**

It can be very sad when children grow up, leave home and choose their own paths in life. It is a credit to you if your children become independent and you will all derive far more pleasure and enjoyment from ties of affection than from feelings of obligation. The independence of your children also offers you the freedom to pursue new interests, which may further enhance your children's view of you.

### **Loss of health**

Growing older does not have to mean becoming ill but unfortunately the risk of illness, frailty or disability does increase with age. Subsequent loss of activities which you enjoyed and the loss of independence, can be very difficult to adjust to. You can maintain good health by the way you choose to live and by taking an active part in dealing with the health professionals involved in your care and treatment if you do become ill.

### **Loss of work**

It is very difficult to face retirement. Other interests, developed before and after retirement, can bring unexpected rewards in enjoyment, new friends, mental stimulation and increased self-esteem. Financial planning can make the difference between feeling secure and being disappointed with lifestyle and anxious about commitments.

## **Carers and loss and grief**

Some of the losses that carers talk about include:

- Being a carer and losing your sense of being an individual.
- Missing out on employment/career opportunities and your financial security being affected.
- Missing the relationship you used to have or might have had with the person you care for.
- The person you care for going into residential care causing you to feel you are no longer valued or needed.

These kinds of losses can lead to feelings of grief, may affect your self-esteem and confidence and your hopes and dreams about the future. You may also experience grief before an actual loss occurs. This may happen when someone you care for has a terminal illness and you know you will have to face the loss.

## **Who to notify when a person dies**

There are several people and organisations that need to know about a death. These may include:

- Centrelink / Veterans Affairs.
- Banks and other financial institutions.
- Employers.
- Solicitor, executor of will and/or Public Trustee.
- Landlord.
- Home care services/Meals on Wheels.
- Insurers.
- Hire purchase companies.
- Australian Taxation Office.
- Telephone companies.
- Medicare and health fund.
- Electoral office.
- Local councils/ state authorities.
- Motor vehicle registration.
- Clubs and organizations.
- Doctor, dentist.
- Post office.

When a person dies at home call your family doctor or an ambulance, then a Funeral director. He will assist you with contacting these people as well as organising the funeral.

Adapted from:  
"Healthy Mind - Grief and Loss" - Seniors Information Service  
Web Site Publication: [www.seniors.asn.au](http://www.seniors.asn.au)

## Loss and Grief – services and contacts

### **Programs and Services:**

Various agencies provide issue specific help and support for people adjusting to loss and grief.

### **For information on services available in your area contact:**

- Seniors Information Service – for special information package  
Tel: 8232 1441, Country callers: 1800 636 368
- Commonwealth Carelink Centres - Free call: 1800 052 222
- Commonwealth Carer Resource Centre – Free call: 1800 242 636

### **Useful contacts:**

#### **SOLACE Association (SA)**

Bereavement telephone and group support for people who lost their partners.

TPI Bldg South Tce, Adelaide 5000

Tel: 8272 4334

#### **Grow Centre SA**

Network of groups of volunteers offering peer support through personal friendship to overcome personal problems.

Unit 4a, 98-102 Woodville Road, Woodville 5011

Tel: 8244 9299, Free call: 1800 558 268

Website: [www.grow.net.au](http://www.grow.net.au)

#### **Aged Care Planning**

Counselling – grief and palliative care.

40 East Pde, Kingswood 5062

Tel: 8272 1846

#### **Centrelink**

Social worker Tel: 13 10 21

#### **Loss and Grief Centre, Anglicare SA**

Counselling – support for families bereaved through loss, support groups.

184 Port Road, Hindmarsh 5007

Tel: 8301 4200, Living Beyond Suicide: 1300 76 11 93

## Frequently Asked Questions

**Please note:** The information provided in this guide is not legal advice, and is not a substitute for legal advice.

It is only a method of referring you to those services that can assist you with your queries. For more specific advice you should consult a qualified practicing legal practitioner or solicitor.

### **Who can provide general legal advice?**

Legal advice and assistance can ONLY be provided by a qualified legal practitioner, no one else.

You can contact the Law Society of South Australia and they can refer you to those practitioners in your local area.

There are independent legal organisations that can provide you with FREE LEGAL ADVICE.

They are:

- Legal Services Commission
- Community Legal Centres (eg. Women's Legal Service)

The Law Society of SA will not give you legal advice. They are a professional body that keeps a list of solicitors in the state of South Australia. As mentioned above they can refer you to solicitors who can help you with your legal query.

### **What is advocacy?**

Advocacy is acting on behalf of another party. Several community groups have individuals who speak, or "advocate" on their behalf. You do not have to be a lawyer to be an advocate for community groups.

An advocacy service provides advice, information, representation and mediation on specific rights issues such as aged, welfare, disabled or tenancy. There are specific organisations that provide this type of service to residents and potential residents of approved aged care facilities or retirement homes.

Adapted from:  
Legal Services Commission – various information leaflets

## **What is mediation?**

It is a process used to resolve disputes between two or more parties. The courts recommend using this method to try and bring about a resolution in a conflict e.g. in family law matters and neighbourhood disputes.

It is also viewed as an attempt to avoid expensive court hearings. Another name for this process is the "Alternate Dispute Resolution".

A third person is used who is the "mediator"/"counsellor". They will speak to all parties in a dispute and try and reach a compromise that suits everyone. It is not necessary for these mediators to be lawyers; however, they are often qualified mediators/counsellors.

## **What is mental and legal incapacity?**

Mental incapacity refers to someone who does not have a healthy mind and are unable to look after themselves without the help of carer/family members. They may have a physical or medical condition due to an illness or injury. As a result they cannot make important decisions about their affairs; neither will it allow them to inform their carers or family members about their wishes. This affects their ability to have "legal capacity", that is, an understanding of the effect of certain documents or events. You should get a medical report from the person's own treating doctor.

Just because someone is physically incapacitated does not mean that they are legally incapacitated. For example someone who has a broken leg can still communicate with a carer or family member and friends.

## **What happens when you lose mental capacity and no prior legal arrangements have been made?**

In such a situation, the courts can appoint a GUARDIAN to look after your financial and legal affairs. This guardian can be a lawyer, accountant or a family member. Until the court appoints a "guardian", a family member can step in and make decisions on your behalf on an "informal basis".

There is a government body called the "Public Advocate", that acts as a "watchdog" over such guardians. These guardians are to act ONLY in your best interests and if they do not, the Public Advocate can step in and strip the guardian of their authority.

Adapted from:  
Legal Services Commission – various information leaflets

## **What is a Power of Attorney? (POA)**

It is a legal document that gives a person or organization the power to manage your financial affairs ONLY, while you are alive. For example it can be given to a family member or friend who will pay your bills and do your banking for you while you are overseas for a short period of time.

When you give someone a power of attorney over your affairs it does not mean you have lost control. You can withdraw the power of attorney any time you want. The person who has this power can only act in your best interests. If they do not, they can be penalized.

This document is made and used when you are alive. When you die the effect of a power of attorney stops immediately. This is when your "will" takes effect.

Power of Attorney is an important document and you should give it to someone you trust. IT CAN BE VERY DANGEROUS IF YOU GIVE IT TO SOMEONE YOU DO NOT KNOW OR TRUST. You should not give a power of attorney to someone who is under 18 years old.

### **There are two types of powers of attorney:**

- **GENERAL POWER OF ATTORNEY**

This document allows someone to deal with your financial affairs when you are not able to – e.g. paying your bills. It can be used while you have mental capacity but are not physically able to do these things. E.g. you are overseas or have a broken leg etc.

- **ENDURING POWER OF ATTORNEY**

This used to be called an enduring power of guardianship also.

This document is relevant when you cannot communicate after a stroke or you become senile.

Usually this document is made before you lose your mental capacity.

### **Who can prepare a POA?**

You can either fill it out yourself or use a solicitor to help you. You can get the appropriate forms from newsagents, stationery shops, the Legal Services Commission (they sell kits for both powers of attorney for \$17.60) or from the Land Titles Office website.

If you are not sure of how to fill it out correctly you SHOULD SEEK PROFESSIONAL LEGAL ADVICE from a qualified legal practitioner.

Adapted from:

Legal Services Commission – various information leaflets

**What is a Power of Guardianship (POG)?**

This is a document that allows a person to make personal decisions for you such as: where you should live, medical treatments, recreation decisions (e.g. cutting your hair, etc). If this document is not prepared while you are of sound mental ability, the government will request that the Guardianship Board step in and take control of your affairs.

**What is a Will?**

A will is a typed or handwritten legal document stating your wishes in regards to handling and distribution of your estate after your death.

**Who can prepare a Will?**

You can do it yourself or you can get advice and assistance of a legal professional, when drawing up your own will.

**What services are provided by the Justice of the Peace (JP)?**

JPs provide a free service of witnessing the signing of documents.

Adapted from:  
Legal Services Commission – various information leaflets

## Elder Abuse

### **What is elder abuse?**

Elder abuse is any act causing harm to an older person and carried out by someone close to them, with whom they have a relationship implying trust. Abuse may be physical, sexual, financial, psychological, social and/or neglect.

### **What can be done in case of elder abuse?**

Elder abuse is a breach of person's rights and some of these breaches may be criminal or civil offences.

People have the right to access all the current laws available.

**Aged Right Advocacy Service (ARAS)** offer strategies and options to assist older people in upholding their rights and entitlements by:

- Providing information about consumer rights.
- Supporting and/or speaking on their behalf to get their concerns resolved.
- Processing complaints.

If you are a carer supporting an older person who is experiencing abuse, your role involves assisting people through intervention strategies and steps taken will ensure their full rights such as confidentiality and freedom of choice are upheld.

In circumstances where an older person is unable to make their own decisions it might be appropriate to take action without their consent.

## Advisory Service – contacts

**Legal Helpline** Tel: 1300 366 424, TTY 8463 3691  
Telephone Advice Monday to Friday 9.00 am - 4.30 pm

### **Duty Solicitor, Adelaide Magistrates Court**

260-280 Victoria Square, Adelaide 5000  
Tel: 8463 3535

### **Family Law Duty Lawyer Service**

25 Grenfell Street, Adelaide 5000  
Level 3 Family Court or Level 7 Federal Magistrates Court  
Mob: 0434 079 387, or Mob: 0434 079 388

### **Legal Services Commission**

Free legal advice, referrals, representation and casework

**Adelaide Office** Tel: 8463 3555

82-98 Wakefield Street, Adelaide 5000

Branches:

- **Elizabeth Office** Tel: 8207 9292
- **Port Adelaide Office** Tel: 8207 6276
- **Noarlunga Office** Tel: 8207 3877
- **Holden Hill Office** Tel: 8369 1044
- **Port Augusta Office** Tel: 8648 5180
- **Mount Barker Office** Tel: 8226 8722
- **Whyalla Office** Tel: 8648 8060

### **Women’s Legal Service SA**

19 Market Street, Adelaide 5000

Tel: 8221 5553, TTY: 1800 670 864

Telephone Advice Free call: 1800 816 349, TTY: 1800 670 864

### **The Rural Women’s Outreach Service (Port Augusta)**

27A Flinders Terrace Port Augusta

Tel: 8641 3366, Free call: 1800 555 850

### **The Law Society of SA**

Legal advice at nominal fee, free referrals.

124 Waymouth Street, Adelaide 5000

Tel: 8229 0222

## **Community Legal Centres**

Free legal advice, referrals, representation and casework.

### **Specialist Centres**

- **Community Mediation Service**  
**Southern Community Justice Centre**  
Adelaide, Angle Park, Christies Beach, Holden Hill, Warradale,  
Tel: 8384 5222
- **Disability Discrimination Assistance**  
**Central Community Legal Service**  
2/59 Main North Road, Medindie Gardens 5081  
Tel: 8342 1800, Country Callers: 1300 886 220
- **Welfare Rights Centre (SA)**  
Torrens Building, 220 Victoria Square, Adelaide 5000  
Tel: 8226 4123, Free call: 1800 246 287

### **General Centres**

- **Central Community Legal Service**  
2/59 Main North Road, Medindie Gardens 5081  
Tel: 8342 1800, Country Callers: 1300 886 220
- **Roma Mitchell Community Legal Centre**  
Norwood Library, 110 The Parade, Norwood 5067  
Tel: 8362 1199
- **Northern Community Legal Service**  
26 John Street, Salisbury 5108  
Tel: 8281 6911, Free call: 1300 558 555
- **Southern Community Justice Centre**  
40 Beach Road, Christies Beach 5165  
Tel: 8384 5222
- **Westside Community Lawyers Inc**  
Mile End, Hindmarsh Library, West Lakes Library, Wesley Mission,  
Charles Sturt Council and The Parks Community Centre  
Tel: 8243 5521, Mob: 0409 403 219
- **Riverland Community Legal Service Inc**  
8 Wilson Street, Berri 5343  
Tel: 8582 2255
- **South East Community Legal Service Inc**  
9 Penola Road, Mount Gambier 5290  
Tel: 8723 6236, Country Callers: 1300 369 236
- **WestSide Community Lawyers Inc**  
1st Floor, 60 Florence Street, Port Pirie 5540  
Tel: 8633 3600, Mob: 0409 403 219

## Advocacy Service – contacts

### **Aged Rights Advocacy Service**

Information and free advocacy assistance for older people.  
45 Flinders Street, Adelaide 5000  
Tel: 8232 5377, Country callers: 1800 700 600

### **Council on the Ageing (COTA)**

Free service on general legal matters.  
45 Flinders Street, Adelaide 5001  
Tel: 8232 0422

### **Office for the Ageing (OFTA)**

Information, advice and mediation.  
Retirement villages Tel: 8207 0522, Country Callers: 1800 819 961  
Rental arrangement Tel: 8204 9544

### **Welfare Rights Centre**

Free Social Security legal advice, advocacy and representation.  
The Torrens Building, 220 Victoria Square, Adelaide 5000  
Tel: 8226 4123

### **Tenants Information and Advocacy Service (TIAS)**

Information, advice and advocacy regarding rental arrangements.  
Anglicare Family Centre North, 91 Elizabeth Way, Elizabeth  
Tel: 8305 9459, Country Callers: 1800 060 462

### **Community Mediation Services**

Free service - problems with family, neighbors, landlords.  
Tel: 8350 0376

## Power of Attorney and Power of Guardianship – contacts

**POA and POG forms** can be purchased from:

- **Services SA Government Legislation outlet** - Tel: 13 23 24
- **Legal Services Commission** - Tel: 1300 366 424

### **Public Trustee**

Assistance with preparation of legal documents.  
25 Franklin Street, Adelaide 5000  
Tel: 8226 9200, Country Callers: 1800 673 119

**Council on the Ageing (COTA)**

Assistance with preparation of legal documents.  
45 Flinders Street, Adelaide 5001  
Tel: 8232 0422

**Office of the Public Advocate**

Information regarding Guardianship and Administration Acts.  
Level 7, ABC Building, 85 North East Road, Collinswood 5081  
Tel: 8269 7575, Country Callers: 1800 066 969

**Guardianship Board**

Tribunal for Guardianship and Administration Orders.  
Level 8, ABC Building, 85 North East Road, Collinswood 5081  
Tel: 8368 5600, Country Callers: 1800 800 501

Preparation of Wills – contacts

**The Public Trustee**

25 Franklin Street, Adelaide Sa 5000  
Tel: 8226 9200, Country Callers: 1800 673 119

**Council on the Ageing (COTA)**

45 Flinders Street, Adelaide 5001  
Tel: 8232 0422

**Law Society of SA**

124 Waymouth Street, Adelaide 5000  
Tel: 8229 0222

**Australian Red Cross**

207-217 Wakefield Street, Adelaide 5000  
Tel: 8100 4500

**Salvation Army**

39 Florence Street, Fullarton 5063  
Tel: 8379 9388

## Justice of the Peace service – contacts

### **Adelaide Registry of the Family Court of Australia**

Roma Mitchell Commonwealth Law Courts Building, 3 Angas Street,  
Adelaide 5000, Hours: Monday - Friday 9.00am - 4.00pm

**Some City Councils and Post Offices may also offer this service**

**For Polish speaking JPs:**

**see Chapter 4: Polish Support Services**

## Consumer Protection – contacts

### **Office for the Ageing (OFTA)**

Information, advice and mediation.

Retirement Villages Act - Tel: 8207 0522, Country: 1800 819 961

Rental arrangements - Tel: 8204 9544

### **Tenants Information and Advocacy Service (TIAS)**

Information, advice and advocacy regarding rental arrangements.

Drop in centre at: Anglicare Family Centre North

91 Elizabeth Way, Elizabeth

Tel: 8305 9459, Country Callers: 1800 060 462

### **Office for Consumer and Business Affairs (OCBA)**

Protection of rights regarding purchasing of goods and services.

Chesser House, 91-97 Grenfell Street, Adelaide

Tel: 8204 9777

### **SA Ombudsman**

Complaints against administrative actions of State or Government Agencies or Local Government Councils.

Level 5 East Wing, 50 Grenfell Street, Adelaide 5000

Tel: 8226 8699, Country Callers: 1800 182 150

### **Commonwealth Ombudsman**

Complaints against administrative actions of Commonwealth Government Departments and Authorities.

Level 5 East Wing, 50 Grenfell Street, Adelaide 5000

Tel: 1300 362 072

### **Superannuation Complaints Tribunal**

Complaints about superannuation funds and retirement savings accounts.

Tel: 1300 780 808

### **Office of the Health and Community Services Complaints Commissioner (HCSCC)**

Complaints about public and private non-government health and community services.

Tel: 8226 8666, Country Callers: 1800 232 007

# Rights and Responsibilities

## General Information

**A**s consumers we all have certain rights and responsibilities. It is important that we know and understand our rights and responsibilities, so we can access and use services safely and effectively with full consumer protection.

The following are the two main statements of rights and responsibilities applicable to the consumers of health and community care:

### **Home and Community Care (HACC) Rights and Responsibilities Statement**

#### **Rights**

- To respect for their individual human worth and dignity.
- To be treated with courtesy.
- To be assessed for access to services without discrimination.
- To be informed and consulted about available services and other relevant matters.
- To be part of decisions made about their care.
- To choose from available alternatives.
- To pursue any complaint about service provision without retribution.
- To involve an advocate of their choice.
- To receive good quality services.
- To privacy and confidentiality, and access to all personal information kept about the consumer.

#### **Responsibilities**

- To respect the human worth and dignity of the service provider staff and other consumers.
- To treat service provider and other consumers with courtesy.
- For the results of any decisions they make.
- To play their part in helping the service provider to provide them with services.
- To provide a safe work environment for staff and help them to provide consumers with service safely.

## **A Charter for Australian Public Health System Consumers Rights**

- To a high standard of health care.
- To services which respect your culture and communication needs.
- To receive only care or treatment for which you have provided consent.
- To clear information about your condition and its management.
- To dignity and respect in your care.
- To privacy and confidentiality.
- To a safe environment.
- To a second opinion.
- To be informed of any cost payable for health care services.

### **Responsibilities**

- To cooperate with your treating team.
- To provide, to the best of your ability, information to assist with your treatment.
- To tell us when you have questions or concerns about your care.
- To support us in providing an environment which is safe, clean and pleasant.
- To show respect for the people taking care of you and other users of our service.
- To pay accounts in appropriate time and provide access to your Medicare card when required.

Adapted from:

Health and Community Health Complaints Commissioner – Web Site Publication: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

## Right to complain

**F**or some elderly and people with disabilities especially those from culturally and linguistically diverse backgrounds it may be difficult to fully understand and exercise some of their rights particularly their **right to complain**.

The following are the key points referring to this right and the process of lodging a complaint about a service:

- Consumers of government funded services are entitled to have complaints investigated objectively and without fear of retribution.
- Agencies should distribute a copy of their complaints policy and procedures to all service users, carers and families.
- People from culturally and linguistically diverse backgrounds and people with disabilities have right to access a copy of the complaints policy and procedures in such a way that they understand it, and are able to participate in the process.
- Consumers who remain dissatisfied or who do not wish to raise the complaint with the service agency, do have recourse to assistance from State/Territory Departments or other complaint mechanisms, which are independent of that agency

### **What can you complain about?**

A complaint may be made about anything to do with a health service or community service including services for the aged and people with a disability including:

- Any aspect of treatment, individual rights, communication, behaviour or administration.
- A hospital, nursing home, supported accommodation, community health centre, health clinic, a private clinic or any other place, or person providing a health or community service.
- The health care and treatment received from all kinds or practitioners. This includes alternative and natural therapies such as acupuncturists, masseurs and naturopaths, as well as doctors, nurses, dentists, chiropractors, psychologists and counsellors. Carers and home care are also included.

## **Use of advocates in the complaint process**

Advocacy can play a critical role in assisting consumers to pursue and seek resolution of complaints. The HACC Statement of Rights and Responsibilities makes it clear that consumers have the right to involve an advocate of their choice in their dealings with service providers and administering government departments.

The role of the advocate is not to mediate between consumer and agency or to arbitrate in a dispute, but to speak and act on behalf of the consumer. The role of mediation and arbitration, when a complaint cannot be resolved at the provider level, lies with the State or Territory Department with primary responsibility for HACC.

## **Other resources and organisations**

Other options, which may assist service providers and consumers in resolving complaints or providing advice, include the following organisations:

- **Health Services Commission**

The Health Services Commission deals with complaints concerning any private or public health service provider, including doctors, nurses, allied health professionals and naturopaths. The aim of the Commission is to mediate and conciliate between parties.

- **State Government Ombudsman**

The Ombudsman for the State Government deals with complaints concerning actions of government departments. The Ombudsman's office also has jurisdiction over the administrative actions of local government officers. However, it cannot act if the complaint concerns a decision or action of an elected Council or Councillor.

- **Equal Opportunity Commission**

The Equal Opportunity Commission will deal with complaints concerning discrimination on the grounds of disability, sex, race, age, industrial activity, marital, parental or carer status, political or religious beliefs, sexual orientation or pregnancy. The Commission will assist people to prepare statements and to lodge a complaint. The role of the Commission is to then mediate between parties to reach resolution of the complaint.

- **Office of the Public Advocate**

The Office of the Public Advocate represents the interests of people with a disability. The office is a statutory agency, independent of government and has the power to investigate and take action in situations where people are exploited, neglected or abused. Individual advocacy can also be provided for people with a disability who are being abused or neglected, and where no other advocacy is available. Independent guardians can be provided for people with a disability when the Guardianship and Administration Board make orders.

- **Regulatory industry boards**

These are organisations, which regulate the conduct of particular professions. They also deal with complaints against professionals.

For all contact details please refer to Chapter 7: Legal and Consumer.

Adapted from:

Health and Community Health Complaints Commissioner – Web Site Publication: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)  
State Government of Victoria, Department of Human Services  
Victorian Government Health Information – Web Site Publications

## Public Transport

**I**nformation regarding all Adelaide Metro and Country bus, train and tram services including fares, special needs, routes and timetables can be obtained from:

### **Adelaide InfoCentre**

79 King William Street, Adelaide

Metropolitan Info Line Tel: 8210 1000, TTY 8303 0844

Country areas Free call: 1800 182 160, TTY 8303 0844

Day trips for groups Tel: 8303 0885

### **General Concessions**

- **Pension Concession Card and Senior Card holders**  
Seniors Card Unit  
Free call: 1800 819 961

## Transport – Special Needs

### **Assistance with transport to attend medical appointments**

- **Australian Red Cross – Transport Division**  
For people who have no other way to attend medical appts  
Tel: 8100 4550, Country callers 1800 246 850
- **Patient Assistance Transport Scheme (PATS)**  
For people who must travel more than 100km to attend specialist medical treatment  
Tel: 8226 6550, Free call: 1800 188 115
- **Greenhill Seaview and Flinders Lodges**  
Volunteer bus service to and from Royal Adelaide Hospital and the Adelaide Radiotherapy Centre on South Terrace  
Tel: 8291 4200, Free call: 1800 188 070

## **Concessions for people with special needs**

- **Plus One Free Companion Card for people with disabilities  
South Australian Transport Subsidy Scheme (SATSS)**  
Travel pass for a carer or companion of a person, who is unable to travel alone - for use in the public transport.  
Tel: 1300 360 840
- **Travel Pass for Person with Vision Impairment**  
For use in the public transport.  
Adelaide Infoline      Tel: 8210 1000
- **Disabled Persons Parking Permit**  
Transport SA – Customer Service  
Tel: 13 10 84

## **Driver Assessment, Rehabilitation and Retraining**

For people returning to driving.

- **Repatriation Hospital  
Driver Assessment and Rehabilitation Clinic**  
Tel: 8275 1219
- **Hampstead Rehabilitation Centre**  
Tel: 8222 1600

## **Powered Wheelchairs and Scooters**

- **Independent Living Centre**  
Information, professional advice and display of equipment.  
Tel: 8266 5260, 1300 885 886

## Taxi Service

### **Subsidised Taxi Vouchers (Access Cabs)**

Taxi vouchers for people with disabilities or medical condition, who are unable to use public transport.

### **SA Transport Subsidy Scheme Data Processing Services**

Free Membership - Tel: 1300 360 840

Taxi bookings - Tel: 1300 360 940

### **Concessions**

For Pension Concession Card and Seniors Card holders.

### **Seniors Card unit**

Free call: 1800 819 961

## Transport - Community and Country

### **Transport assistance for people living in country areas**

### **Community Passenger Networks**

Barossa Regional	Tel: 8563 8411
Eyre Peninsula	Tel: 8683 0551, 1300 306 551
Hills	Tel: 8391 7234
Mid North	Tel: 8842 1677
Murray Mallee	Tel: 8572 4288
Northern	Tel: 8666 2255
Riverland	Tel: 8582 1922, 1800 334 882
South East	Tel: 8725 3622, 1300 851 898
Southern	Tel: 8552 5709
Yorke Peninsula	Tel: 8853 2968, 1300 132 932

# Concessions for Seniors

## General Information

Chapter

# 10

### **Age Pensioner Concession Card**

For Centrelink and Department of Veterans' Affairs (DVA) pensioners.

### **Commonwealth Seniors Health Card**

For non-pensioners of pension age with an annual adjusted taxable income of less than \$50,000 (single), \$80,000 (couple combined) or \$100,000 (couple combined but separated by illness).

Add \$639.60 for each dependent child.

### **Veteran Entitlement Cards**

For eligible War Veterans who fought with the Allied Forces.

- Gold Card
- Orange Card
- White Card

### **Seniors Card**

For permanent residents of Australia aged 60 years and over who are not working more than 20 hours per week in paid employment.

### **State Concession Card**

For people aged 60 - 65 years who have been in receipt of a Centrelink benefit for less than 12 months, for War Widows until the age of 60.

### **Centrelink or DVA Payments**

- Rent assistance.
- Pharmaceutical Allowance.
- Bereavement Payments (Pensioners and Carers).
- Bereavement Allowance.
- Carer Payment.
- Carer Allowance.
- Passports.
- Patient Assistance Transport Scheme (PATs).
- Funeral Assistance Program.

## Age Pensioner Card

### Entitlements and concessions:

- **Electricity** - council, water and sewage rates concession
- **River Murray Levy and Emergency Services Levy** concession  
Contact State Government Concessions Hotline  
Free call: 1800 307 758
- **Prescriptions** - subsidised medicines listed in the Pharmaceutical Benefits Scheme (PBS).
- **Public transport fares** - 50% reduction
- **Utilities Allowance** - \$105.20 annually per single pensioner or pensioner couple
- **Dental treatment subsidy** - available at various community dental service sites and the Adelaide Dental Hospital  
Tel: 8222 8222
- **Medicare Safety Net**  
Contact Medicare – Tel: 13 20 11.
- **Hearing tests, aids and batteries**  
Contact Office of Hearing Services  
Free call: 1800 500 726, (TTY) 1800 500 496
- **Low cost glasses** - 25% concession on prescription glasses  
Contact SA Spectacle Scheme - Tel: 8463 6427, or  
State Government Concessions Hotline - Free call. 1800 307 758
- **Telephone allowance** - paid quarterly to a nominated account  
Contact Centrelink - Tel. 13 2300
- **Ambulance cover** - membership fee reductions of approx. \$20 for individuals, \$40 for families.  
Contact SA Ambulance Service - Tel. 1300 136 272
- **Driver's licence and motor registration fees**  
Contact your local Transport SA office - Tel: 13 10 84
- **Rail tickets** - Two free one-way tickets  
Contact Great Southern Rail services - Tel: 13 21 47
- **Dog registration** - Contact your local council
- **Mail redirection** - 50% concession, apply at your local post office

## Commonwealth Seniors Health Card

### **Entitlements:**

- Electricity concessions.
- Pharmaceutical concessions (PBS).
- Telephone allowance.
- Lower Medicare Safety Net.
- Reduced fares on Great Southern Rail.
- Seniors Concession Allowance.
- GPs may bulk-bill cardholders.

## Seniors Card

### **Entitlements:**

- Range of benefits provided by commercial and retail businesses.
- 50% reduction on public transport fares.
- Concessions on council rates and the Emergency Services Levy.

Cards may be recognised interstate by participating businesses.  
Contact Seniors Card Unit - Free call: 1800 819 961

## State Concession Card

### **Concessions:**

- Council rates.
- Water/sewerage.
- Electricity.
- Public transport fares.
- Emergency Services and Murray River levies.
- Vehicle registration.
- Driver's licences.

## Veteran Entitlement Cards

### **Gold Card entitlements:**

- Free treatment for accepted disabilities and medical conditions
- Treatment related travel expenses.
- Depending upon the level of disability pension paid some state government concessions may apply.
- All the benefits of the Veterans' Orange Card.

Card holders of veteran pension age not already receiving the Utilities Allowance will automatically receive:

- \$214 Seniors Concession Allowance

Contact the State Government Concessions Hotline.

Free call: 1800 307 758 for more details.

### **White Card Benefits:**

Free treatment for:

- Service-related conditions.
- Pulmonary tuberculosis.
- Cancer or post-traumatic stress disorder.
- All the benefits of the Veterans' Orange Card.

### **Orange Card Entitlements:**

Repatriation Pharmaceutical Benefits Scheme entitles eligible veterans to a much wider range of subsidised pharmaceutical items than the general public Pharmaceutical Benefits Scheme.

Contact the DVA Tel: 13 3254, Country callers: 1800 555 254

## Centrelink and DVA payments

**Rent assistance** - May be paid to Centrelink clients who rent privately and pay rent above an amount based on their individual family circumstances.

**Pharmaceutical Allowance** - Included in the total pension to help purchase prescription medicines available through the Pharmaceutical Benefits Scheme (PBS).

**Carer Payment** - For carers who are unable to support themselves in the workforce because they provide full-time care for a person with a disability in that person's home.

**Carer Allowance** - For parents or carers who provide personal daily care for adults or children with a disability or severe medical condition.

**Bereavement Payments (Pensioners and Carers)** - When one member of a pensioner couple dies, the surviving partner may receive a bereavement payment paid as a lump sum or by installment.

**Bereavement Allowance** - For the surviving member of a couple who was not receiving income support before bereavement.

### Other concessions

**Passports** - For Australians aged 75 and over, a Senior's Passport valid for five years at 50% of the cost of a normal 10-year passport.

**Entertainment** - Many clubs, cinemas, theatres and state-funded facilities such as museums offer concessions to seniors.

**Patient Assistance Transport Scheme (PATS)** - People who live more than 100 km from the nearest medical specialist may receive partial reimbursement of travel and accommodation costs.  
Free call: 1800 188 115

**Funeral Assistance Program** - For immediate adult relatives of a deceased person who are genuinely unable to pay for the funeral if the person's estate will not cover the cost - Tel: 1300 762 577

Adapted from:

*"Money and Work - Concessions for Seniors"* - Seniors Information Service

Web Site Publication: [www.seniors.asn.au](http://www.seniors.asn.au)



## USEFUL PHONE NUMBERS

### **Ambulance Service – Pogotowie Ratunkowe**

Emergency - Nagłe przypadki Tel: 000  
Other - Inne przypadki Tel: 1300 136 272

**Fire Service - Straż Pożarna** Tel: 000

### **Police - Policja**

Emergency - Nagłe przypadki Tel: 000  
Other - Inne przypadki Tel: 13 14 44

### **Electricity Emergency Pogotowie Elektryczne**

Tel: 13 13 66

### **Gas Emergency Pogotowie Gazowe**

Tel: 1800 808 526

### **Water Service Emergency - Pogotowie Wodno**

**Kanalizacyjne** Tel: 8207 1300

### **Public Hospitals – Szpitale publiczne**

**The Queen Elizabeth Hospital** Tel: 8222 6000  
**Royal Adelaide Hospital** Tel: 8222 4000  
**Flinders Medical Centre** Tel: 8204 5511  
**Noarlunga Hospital** Tel: 8384 9222  
**Modbury Hospital** Tel: 8161 2000  
**Lyell McEwin Hospital** Tel: 8182 9000  
**Women’s & Children’s Hospital** Tel: 8161 7000

**TIS: Telefoniczna Służba Tłumaczy** Tel: 13 12 02

## INFORMATION AND COUNCELLING

### **Alcohol and Drug Information Service**

**Nadużywanie alkoholu** Tel: 1300 131 340

### **Break Even Counselling Line**

**Hazard** Tel: 1800 060 757

### **Crisis Care - Pomoc w kryzysie**

Tel: 13 16 11

### **Domestic Violence Help Line**

**Przemoc w rodzinie** Tel: 1800 800 098

### **Lifeline - „Linia Życia”**

Tel: 13 11 14

### **Mental Health**

**Zdrowie psychiczne** Tel: 1314 65

### **Relationship Australia SA P.E.A.C.E Multicultural**

**Problemy społeczno rodzinne** Tel: 8245 8100

**Tadeusz Nasinski** Mob: 0413 724 226

### **Welfare Rights Centre**

Tel: 8226 4123

### **Prawa osób korzystających z opieki socjalnej**

### **General Consulate of the Republic of Poland**

### **Konsulat Generalny Rzeczypospolitej Polskiej**

Tel: (02) 9363 9816, Fax: (02) 9327 2216

### **Federation of Polish Organisations in SA**

### **Federacja Polskich Organizacji w SA**

Office – Biuro

Tel: 8232 1464