

Ageing Services Guide

As people grow older they may require additional support and services. This support can come from government-funded programs like My Aged Care, community-based programs or advocacy organisations that offer advice and assistance. This guide is designed to help you get started linking with services for older people.

Start here

My Aged Care

My Aged Care is an Australian government service for older adults aged 65 years and over (First Nations peoples aged 50 years and over). My Aged Care aims to support older Australians in maintaining their independence, wellbeing, and quality of life as they age, with care options like in-home support services, care packages, respite and residential aged care.

My Aged Care is the gateway to government funded services.

1800 200 422

www.myagedcare.gov.au

If you have concerns about someone who receives Government-funded aged care service contact the Aged Care Quality and Safety Commission.

1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

COTA (Council on the Ageing)

COTA SA is the peak body for older people in South Australia. They offer several services including the Carefinder Service to help you navigate the My Aged Care system, Advanced Care Directives, COTA Visitors volunteers' program as well as free advice on legal matters. Membership is free.

08 8232 0422

cotasa.org.au

Centrelink

Centrelink provides financial assistance and services to older Australians, including Age Pension payments, concessions, and support for retirement planning. You can visit a local 'Services Australia' office or contact Centrelink by phone.

132 300

www.servicesaustralia.gov.au/ageing
Services Australia Offices

49 Edward Street, Norwood 5076

96 Reservoir Road, Modbury 5092

Cost of Living Concessions

This concession offers financial support for low or fixed-income individuals to cover essential expenses like electricity, water, gas or medical bills. It's a one-time payment per household. Contact Concessions SA on:

1800 307 758

www.sa.gov.au/concessions

Seniors Card

The Seniors Card SA is a free program for South Australian residents aged 60 and over who work less than 20 hours per week, offering discounts and benefits at participating businesses. It also provides access to public transport concessions and special offers to support seniors to stay connected to their community.

1800 819 961

www.seniorscard.sa.gov.au

Catalyst Foundation

The Catalyst Foundation is a South Australian not-for-profit organisation offering free information and support for older people, retirees, and people living with disability. It provides guidance on topics like aged care, housing including low-cost rental options, residential aged care, concessions and benefits, technology, and wellbeing, helping individuals make informed decisions and access community services.

08 8168 8776

www.catalystfoundation.com.au

149 Currie St, Adelaide

Aged Care Rights Advocacy (ARAS)

Aged Rights Advocacy Service (ARAS) is a South Australian organisation that supports and empowers older people to uphold their rights and resolve concerns in aged care. It provides free, confidential advocacy for issues related to residential care, in-home support, elder abuse, and decision-making, ensuring the voices of older individuals are heard and respected. They also support people who are at risk of or who are experiencing Elder Abuse.

08 8232 1794

1800 700 600 (Aged Care Advocacy Line)

Elder Abuse

Elder abuse is when an older person experiences harm caused by a trusted person or a family member. It can take many forms including financial, physical, sexual, psychological, social and / or neglect. Older people have the right to be treated with respect and dignity, wherever they live including their own home or in an aged-care facility.

If you suspect that you or someone you know is at risk of abuse or is being abused, or you have questions or concerns you can contact:

Uniting Communities Elder Abuse

08 8202 5960

www.unitingcommunities.org/service/legal-services/elder-abuse

Adult Safeguarding Unit (SA Government)

1800 372 310 (Monday – Friday)

adultsafeguardingunit@sa.gov.au

Campbelltown Council

Council is committed to supporting residents to age well in their local community. Call Council for help and advice on how to contact My Aged Care, to find out how to stay active and connected in the local area. There is an ageing well newsletter you can sign up for, information series and other programs with many groups and clubs in the area.

08 8366 9222

www.campbelltown.sa.gov.au

mail@campbelltown.sa.gov.au