A GUIDE TO POSITIVE AGEING IN MITCHELL
This guide has been developed by Mitchell Shire's Positive Ageing Ambassadors under the Age-Friendly Communities project 2017-18. It brings together a range of information relating to local services, activities and programs across the shire and throughout Victoria available for older people in support of ‘Positive Ageing’.

This guide marks a move toward Mitchell Shire becoming an Age-Friendly community in line with the World Health Organisation’s (WHO) definition of ‘Age-Friendly’:

“An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.”

Throughout this guide you will find brief overview information and contact details for various service providers, community organisations and government bodies, arranged in the following groupings:

- **COMMUNITY SUPPORT AND HEALTH SERVICES**
- **SOCIAL PARTICIPATION**
- **HOUSING**
- **TRANSPORTATION**
- **COMMUNICATION AND INFORMATION**
MITCHELL SHIRE LEISURE SERVICES

Community Bank® Adventure Playground
All ages, all abilities playground and seasonal splash park
📍 Hadfield Park, corner Bentinck Street and Queen Street, Wallan
📞 (03) 5734 6200

Splash Park Operating Hours
10am - 8pm between December and March

Broadford Stadium
📍 35 Mollison Street, Broadford
📞 (03) 5784 1182

Operating Hours
Please note, the Stadium is only staffed during class times and competition hours. For facility or program enquiries, please contact on Council on (03) 5734 6200.

Kilmore Leisure Centre
📍 10-16 White Street, Kilmore
📞 (03) 5734 0600

Gym Operating Hours
Monday - Thursday: 6am - 9pm
Friday: 6am - 7pm
Weekends: 8am - 1pm

Pool Operating Hours
Monday - Thursday: 6am - 8.45pm
Friday: 6am - 7pm
Weekends: 8am - 1pm

Gym and Pool Extended Summer Hours
Saturday and Sunday: 8am - 4pm
Public Holidays: 10am - 2pm
Closed: Christmas Day, New Years Day and Good Friday

Seymour Sports and Aquatic Centre
📍 Chittick Park, Pollard Street, Seymour
📞 (03) 5735 1500

Operating Hours:
Monday - Thursday: 6am - 8pm
Friday: 6am - 7.30pm
Saturday: 8am - 1pm
Sunday: 8am - 1pm
Public Holidays: 10am - 2pm
Closed: Christmas Day, New Year’s Day and Good Friday
**Seniors Strength**

Exercise activities specifically designed for older community members are offered throughout the shire. Resistance exercises are particularly important as you get older:

> Exercise can help you perform daily activities more safely and decrease the risk of falls and other injuries.

> It can help reduce the likelihood of heart disease, type 2 diabetes, hypertension, osteoporosis and sleep disorders.

> It can increase bone mass and density, protecting against osteoporosis.

> It prevents muscle loss which helps maintain independence.

> It can minimise pain associated with osteoarthritis, rheumatoid arthritis and lower back problems.

Senior Strength is a very low intensity, land-based program for those new to resistance exercise or with health complications. It aims to improve mobility, strength, stability, posture and everyday function. Exercises you can expect to see include body weight exercises, chair-based exercises, and the use of equipment including fit balls, dumbbells and ankle weights.

Senior Strength Classes are offered weekly at the following locations, contact each centre for session times and pricing:

**Wallan Multi-Purpose Community Centre**
☎️ (03) 5734 6200

**Broadford Living and Learning Centre**
☎️ (03) 5784 4006

**Kilmore Leisure Centre**
☎️ (03) 5734 0600

**Seymour Sports and Aquatic Centre**
☎️ (03) 5735 1500
NEXUS PRIMARY HEALTH

Nexus Primary Health is the first port of call for local primary health information and access to a range of allied and specialist services to support you to live well in our community.

All services are confidential and respectful of individual needs, circumstances and culture.

Just a few of the general and specialist services offered include:

- Medical and Nursing services such as: General Practitioners (GPs), Practice Nursing, Continence Nursing as well as Community and District Nursing.
- Allied Health services to help manage chronic conditions such as: Diabetes Education, Exercise Physiology, Nutrition and Dietetics, Occupational Therapy, Physiotherapy, Podiatry and Speech Pathology.
- Community Support services including Alcohol and Other Drug Counselling, Family Violence Support, Financial Counselling, Home Maintenance, Meals on Wheels, Personal Care, Home Care and Respite Care.
- Mental Health and Wellbeing services such as: Counselling services, Horses Assisting You and Personal Helpers and Mentors scheme.
- Health Promotion and Community Engagement services to improve health of the entire community such as: Access and Support, Healthy Eating and Food Security, LGBTI Support, Education Groups, Disability Access and Inclusion, Social Support Groups and Activities as well as volunteering opportunities.

For a complete list of services, how to access them and more information:

☎ 1300 77 33 52
✉ www.nexusprimaryhealth.org.au

THE KILMORE & DISTRICT HOSPITAL

The Kilmore & District Hospital is a public health service funded by the State and Commonwealth Government and supported by local community members.

Services offered are a combination of hospital and community-based services for all life stages including newborn babies, children, adults and the elderly.

Specific services include acute medical and surgical services, sub-acute care, residential aged care, specialist consulting suites, and community nursing.

The hospital also operates a 24 hour Urgent Care Centre attended by highly skilled and experienced nursing staff who collaborate with local GPs to provide first line care to all urgent attendances, and with Ambulance Victoria and receiving hospitals to stabilise and coordinate transfer to a higher level of care, where necessary.
Home Based Services

Home-based services include District Nursing Services and Meals on Wheels. The services are provided to support and assist elderly people or young people with disabilities living at home or in the community and their families. Home based services also provide care and support to palliative clients and families.

- Rutledge Street, Kilmore
  - (03) 5734 2000
  - kilmoreweb@humehealth.org.au
  - www.kilmore.humehealth.com.au

Aged and Residential Care

Caladenia Nursing Home and Dianella Hostel provide a home-like atmosphere with the security of assistance when required. Each facility has the capacity to support 30 care recipients with Respite Care also available.

Caladenia Nursing Home
- Rutledge Street, Kilmore
  - (03) 5734 2155
  - kilmoreweb@humehealth.org.au
  - www.kilmore.humehealth.com.au

Dianella Hostel
- Rutledge Street, Kilmore
  - (03) 5734 2170
  - kilmoreweb@humehealth.org.au
  - www.kilmore.humehealth.com.au
SEYMOUR HEALTH

Seymour Health offers a range of acute, specialist and ambulatory care services including:

- Aged Care
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Strength Training for over 50’s
- Hip and Knee Group
- Hydrotherapy at Seymour Sports and Aquatic Centre
- Hand Therapy
- Neurological group
- Upper Limb group
- Dietitian
- Diabetes Educator
- Chronic Disease Management and Hospital Risk Management Program
- Oral Health Service

Please note many of the services require a referral, are subject to eligibility criteria and fees apply.

Contact

📍 Bretonneux Street, Seymour
☎️ (03) 5735 8050 (Ambulatory Care Centre)
☎️ (03) 5793 6100 (General inquiries)
✉️ info@syemourhealth.org.au

Community Services Social Support Group

Community Social Support Group provides a friendly relaxed and informal setting to help older people and younger people with disability to live a healthier, more rewarding and socially engaged life. A program of activities is operated from Monday to Friday – offering a range of opportunities to share a meal, catch up with friends or make new ones, and enjoy socially inclusive activities weekly.

- Affordable social activities
- Social interaction and inclusion
- Maintain skills needed for independent living
- Keeping the mind and body active
- Respite for carers

Referrals

All requests for Social Support Group for people aged over 65 years and older (50 years and older for people who identify as Aboriginal or Torres Strait Islander person) must be made through MY AGED CARE. The Social Support Group are more than happy to help you through the process if you are not already a MY AGED CARE recipient (www.myagedcare.gov.au).
MEDICAL CLINICS

Seymour
Goulburn River Group Practice
📍 58/60 Station Street, Seymour
📞 (03) 5792 1977
✉ seymour@grgp.com.au

Seymour Medical Clinic
📍 30 Anzac Avenue, Seymour
📞 (03) 5792 1222

Broadford
Broadford Medical Clinic
📍 28 Powlett Street, Broadford
📞 (03) 5784 1736

Broadford Doctors
📍 84 High Street, Broadford
📞 (03) 5784 1199

Kilmore
Kilmore Medical Centre
📍 36-38 Melbourne Street, Kilmore
📞 (03) 5783 0555

Kilmore Medical Practice
📍 105 Powlett Street, Kilmore
📞 (03) 5781 0088

Wandong
Wandong Medical Centre
📍 3307 Epping-Kilmore Road, Wandong
📞 (03) 5787 2277

Online appointment booking:
✉️ www.healthengine.com.au

Wallan
Wallan Medical and Specialist Centre
📍 57 Wellington Street, Wallan
📞 (03) 5783 1637

Online appointment booking:
✉️ www.wallanmedical.com.au

Wallan Family Practice
📍 65 High Street, Wallan 3756
📞 (03) 5783 1522

CENTRELINK

Centrelink provides a range of payments and services for people at times of major life change. Services and support payments include: job seekers, your health, carers, older Australians, people with disability, rural and remote Australians, Indigenous Australians, and help in an emergency.

Specific Centrelink phone numbers include:
> Disability, sickness and carers 132 717
> Income Management 1800 132 594
> Job Seekers 132 850
> Older Australians 132 300
> Online Accounts 132 307
> Phone Self Service 136 240

✉️ www.humanservices.gov.au
NATIONAL HOME DOCTOR SERVICE

The National Home Doctor Service is a network of qualified doctors who provide bulk-billed after hours medical care to patients in their home and/or aged care facilities. Doctors are available from 6pm weeknights, 12 noon Saturday, and all day Sunday and public holidays.

☎ 13 SICK (13 7425)
☞ www.homedoctor.com.au

NURSE ON CALL

Nurse on Call is a free phone service providing immediate, expert health advice from registered nurses, 24 hours a day, seven days a week.

They can help with issues such as: if you or someone you’re caring for is feeling unwell; you are not sure if you should seek medical help; you’re away from home or situated a long way from medical help; or you simply want advice or information about health services in your area.

☎ 1300 606 024

AGED CARE COMPLAINTS COMMISSIONER

A free service for anyone to raise concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government:

> Home Support (previously known as Home and Community Care or HACC)
> Home Care Packages
> Residential care

Complaints may be lodged in writing, addressed to:
Aged Care Complaints Commissioner
GPO Box 9848
Melbourne VIC 3001

☞ www.agedcarecomplaints.gov.au

DEMENTIA AUSTRALIA

Dementia Australia advocates for, provides supports services and delivers education and information about the needs of people, their families and carers living with all types of dementia.

☎ 1800 100 500
☞ www.dementia.org.au

CARERS VICTORIA

Carers Victoria is a state-wide voice for family carers, representing and providing support to carers in Victoria.

☎ 1800 242 636
☞ www.carersvictoria.org.au
NATIONAL DEBT HELPLINE
The National Debt Helpline is a not-for-profit service that helps people tackle their debt problems and help manage day to day living expenses.
They are not a lender, nor will they try and ‘sell’ financial products.
Their team of professional financial counsellors offer free, independent and confidential advice.
☎ 1800 007 007
ⓔ www.ndh.org.au

GAMBLING HELP ONLINE
Gambling Help Online offers counselling, information and support, 24 hours a day, seven days a week. The service provides a confidential online and email alternative to face-to-face counselling and information services.
☎ 1800 858 858
ⓔ www.gamblinghelponline.org.au

JUSTICE CONNECT
A service offering ‘Pro bono’ work by a lawyer for free or without expectation of a fee. Advice is available specifically for older people experiencing elder abuse, or with a legal issue associated with ageing.
☎ (03) 8636 4400
ⓔ www.justiceconnect.org.au

OFFICE OF THE PUBLIC ADVOCATE
For information and concerns about enduring powers of attorney (financial and medical treatment), enduring guardianship and administration and Advanced Care Planning.
☎ 1300 309 337
ⓔ www.publicadvocate.vic.gov.au

POLICE
Ring 000 if you are in danger or witness a dangerous situation. To find a police station near you, search the website address.
ⓔ www.police.vic.gov.au

SENIORS RIGHTS VICTORIA
Free and confidential service offering information, referral and support relating to elder abuse.
☎ 1300 368 821
ⓔ www.seniorsrights.org.au

VICTORIA LEGAL AID
A government funded agency to provide eligible people with legal representation.
☎ 1300 792 387
ⓔ www.legalaid.vic.gov.au
# Community Support and Health Services

## General Health and Wellbeing

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Details</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Aphasia Association</td>
<td>1800 274 274</td>
<td><a href="http://www.aphasia.org.au">www.aphasia.org.au</a></td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>1300 224 636</td>
<td><a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></td>
</tr>
<tr>
<td>Heart Foundation</td>
<td>13 11 12</td>
<td><a href="http://www.heartfoundation.org.au">www.heartfoundation.org.au</a></td>
</tr>
<tr>
<td>Parkinson’s Australia</td>
<td>1800 644 189</td>
<td><a href="http://www.parkinsonsvic.org.au">www.parkinsonsvic.org.au</a></td>
</tr>
<tr>
<td>Vision Australia</td>
<td>1300 847 466</td>
<td><a href="http://www.visionaustralia.org">www.visionaustralia.org</a></td>
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</tbody>
</table>
SENIORS CARD

The Victorian Seniors Card provides holders with discounts from over 4,000 participating businesses across Victoria. Most participating businesses offer a minimum of 10% discount on goods or services. Victorian Seniors Card holders also receive public transport concessions and senior’s fares.

☎ 1300 797 210

SENIOR CITIZEN CLUBS

Senior citizens clubs offer a variety of social, leisure and recreational activities for their members. Activities are fun and varied, and may include:

- Playing cards
- Bingo
- Line dancing
- Luncheons
- Occasional day trips

Most local clubs meet on a weekly basis and charge a small weekly and/or annual membership fee.

Broadford Senior Citizens Club
📍 125 High Street, Broadford
☎ (03) 5784 3040

Kilmore Senior Citizens Club
📍 7 Sydney Street, Kilmore
☎ (03) 5782 1022

Seymour Senior Citizens Club
📍 6 Anzac Avenue, Seymour
☎ (03) 5792 1972

Wallan Senior Citizens Club
📍 42-47 Bentinck Street, Wallan
☎ (03) 5783 1462

U3A

University of the Third Age (U3A) provides creative, educational, and recreational opportunities for older adults. Activities are low cost and held in a friendly and informal environment at various local venues.

Seymour and District U3A
☎ 0448 153 572
✉ seymu3a@gmail.com
✉ www.u3aseymour.org.au

Kilmore U3A
☎ (03) 5783 1940
✉ u3akilmore@y7mail.com

Wallan U3A
✉ secretary@u3awallan.org.au
✉ www.u3awallananddistrict.org.au
NEIGHBOURHOOD HOUSES

Neighbourhood Houses bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities. They:

> Provide a range of services that cater to the community
> Provide places the community can utilise to conduct and attend courses
> Facilitate access to computers and the internet
> Provide places to meet for leisure activities and family services such as playgroups

Puckapunyal and District Neighbourhood Centre (PDNC)

📍 Labuan Street, Puckapunyal
📞 (03) 5735 7719
✉ puckapunyalndncentre@gmail.com

Pyalong Neighbourhood House

📍 13 High Street, Pyalong
📞 (03) 5785 1462
✉ pyalong@gmail.com

Seymour and District Community House Inc.

📍 47 Angelsey Street, Seymour
📞 (03) 5792 3152
✉ seymcom1@bigpond.net.au

Wallan Neighbourhood House

📍 42 Bentinck Street, Wallan
📞 (03) 5783 1450
✉ wallanneighbour@gmail.com

Broadford Living and Learning Centre

📍 156/158 High Street, Broadford
📞 (03) 5784 4006
✉ bllc@mitchellshire.vic.gov.au

MEN’S SHED

Men’s Sheds offer a safe and active environment where men can feel good about themselves, be a productive and valuable member of the community, connect with other men and maintain an active mind and body. There is no pressure to participate or get involved; pop ins just for a for a chat and cuppa are welcome.

➡️ www.mensshed.org

Broadford Men’s Shed

📍 156/158 High Street, Broadford
📞 (03) 5784 2043

Kilmore Men’s Shed

📍 2 Hunts Road, Kilmore
📞 (03) 5781 1473
✉ kilmoremensshed@gmail.com

Seymour Men’s Shed

📍 Worrough Road (off Wimble Street), Seymour
📞 (03) 5799 1119
✉ seymourmensshed@gmail.com
MITCHELL SHIRE FESTIVALS AND EVENTS

Council supports and organises a number of community festivals and events throughout the year. Community events and festivals are a great way to get out of the house and do something different, to catch up with friends or enjoy the company of the larger community. Search ‘events’ on Council’s website.

☎ (03) 5734 6200
✉ www.mitchellshire.vic.gov.au

VOLUNTEERING MITCHELL

Volunteering Mitchell offers a one-stop portal for volunteering in the local community. Whether you are a voluntary organisation seeking volunteers, a community member looking for that perfect volunteer role, or just after some general information about volunteering, you’ll find it here all in one place!

✉ www.volunteeringmitchell.com.au

If you are not sure where to start or would like some more information and support with volunteering or volunteer recruitment, please contact:

Mitchell Shire Council’s Community Development Team

☎ (03) 5734 6200
✉ community.development@mitchellshire.vic.gov.au
**HOUSING**

**RETIREMENT VILLAGES**

**The Elms, Retirement Estate Kilmore**  
📍 33 The Elms Boulevard, Kilmore  
📞 (03) 5734 2800  

**Kingsgate Village**  
📍 40 Royal Parade, Kilmore  
📞 (03) 5781 0388  

**BlueCross Willowmeade – Residential Aged Care Kilmore**  
📍 70 Kilmore-Lancefield Road, Kilmore  
📞 (03) 5734 3400  

**AGE CARE FACILITIES**

**Dianella Hostel – The Kilmore & District Hospital**  
📍 Anderson Road, Kilmore  
📞 (03) 5734 2000  
🌐 [www.kilmoredistricthospital.org.au](http://www.kilmoredistricthospital.org.au)

**Caladenia Nursing Home – The Kilmore & District Hospital**  
📍 Anderson Road, Kilmore  
📞 (03) 5734 2000  
🌐 [www.kilmoredistricthospital.org.au](http://www.kilmoredistricthospital.org.au)

**Karingal Seymour (Nursing Home)**  
📍 3 Bretonneux Street, Seymour  
📞 (03) 5735 2200
CONCESSIONS

Victorian Seniors Card holders (available from Seniors Online Victoria) are entitled to a range of benefits on public transport services - including a free myki, concession fares on trains, trams, and buses during the week, V/Line concessions, free off-peak travel vouchers, and free travel on Saturdays and Sundays.

Application forms are available from Australia Post outlets and from Seniors Online Victoria website.

☎ 1300 797 210
@ seniorscard@health.vic.gov.au
💻 www.seniorsonline.vic.gov.au

V/LINE – TRAIN SERVICES

Mitchell Shire is serviced by 7 stations operating along the Seymour – Melbourne train line (Seymour, Tallarook, Broadford, Kilmore East, Wandong, Heathcote Junction and Wallan).

Timetables, fares, live updates including service interruptions and more information is available at the V/Line website, via the V/Line smart phone app or calling V/Line 7 days a week phone number.

☎ 1800 800 007
💻 www.vline.com.au

TRAVELLERS AID AUSTRALIA

Travellers Aid supports travellers of all abilities to confidently and independently get to and around Melbourne’s CBD via public transport. Services include personal care assistance, a Companion Service to assist with getting to, and from, appointments and at Southern Cross and Flinders St Stations tourist information, rest facilities, mobility equipment hire and a buggy and personal guidance service.

💻 www.travellersaid.org.au

Travellers Aid Seymour Station

Opening hours:
Monday to Friday: 8:30am - 6:30pm

Buggy Service - for assistance travelling between train platforms and other modes of transport within the station precinct. (This service is offered at both Seymour and Southern Cross Station)

Companion or Personal Guide - for a volunteer to assist passengers travelling to and/or from appointments either in Seymour or Melbourne.

To book a service:
☎ (03) 5793 6210
@ seymour@travellersaid.org.au
PUBLIC TRANSPORT VICTORIA
Public Transport Victoria (PTV) manages Victoria’s train, tram, and bus services, providing a single point of contact for information on public transport services, fares and ticketing including myki.
Up-to-date departure times, service interruptions and more information is available by calling PTV, subscribing to their emails, or downloading smart phone software.
☎ 1800 800 007
✉ www.ptv.vic.gov.au

SEYMOUR TAXI SERVICE
14 Tallarook Street, Seymour
☎ (03) 5792 1644
✉ www.seymourtaxi.com.au

COMMUNITY ACCESSIBILITY
The Community Transport program provides volunteer drivers to transport community members to medical and social outings. Eligible users include:
> frail/aged
> persons with a disability
> financially challenged individuals
> geographically isolated persons who do not have access to public transport
> persons who satisfy Home and Community Care (HACC) criteria
☎ (03) 5799 2965
✉ amseymour@gettingthere.net.au

MOBILITY SCOOTER RECHARGE SCHEME
The Recharge Scheme supports people in our community who may require an accessible power point to recharge their scooter while they are out and about. Recharge locations are identified by a sticker outside the venue and at the power point.
Local recharge locations:
Wallan
Bendigo Bank
📍 51 High Street, Wallan
Wallan Multi-purpose Community Centre
📍 42-80 Bentinck Street, Wallan
Broadford
Broadford Library and Customer Service Centre
📍 113 High Street, Broadford
Nexus Primary Health
📍 72 Ferguson Street, Broadford
Kilmore
Kilmore Leisure Centre
📍 White Street, Kilmore
Kilmore Library and Customer Service Centre
📍 12 Sydney Street, Kilmore
Seymour
Seymour Library and Customer Service Centre
📍 125 Anzac Avenue, Seymour
For more general information, or to plan a journey visit:
✉ www.rechargescheme.org.au
COMMUNICATION AND INFORMATION

SENIORS INFORMATION VICTORIA
Free, confidential information service on a wide range of issues of interest to older people.
☎ 1300 135 090
✉ www.cotavic.org.au/info/siv

SENIORS ONLINE
A Victorian Government website providing a first port of call for older Victorians including information about Seniors Card program; Victorian Seniors Festival events; Better Health Channel; Victorian Government programs; community contacts and directories.
✉ www.seniorsonline.vic.gov.au

MITCHELL SHIRE COUNCIL
Council provides a wide range of information for the community including: website, social media (Facebook, Twitter and LinkedIn), e-newsletters, news and other hard copy information booklets and publications.
☎ (03) 5734 6200
✉ mitchell@mitchellshire.vic.gov.au
✉ www.mitchellshire.vic.gov.au

SENIORS NEWSLETTER
This bi-monthly newsletter promotes positive ageing in Mitchell, keeping our community up to date with Council and community services, volunteer opportunities and events.

Hard copy: Pick up at your nearest Customer and Library Service Centre, Leisure Centre or Nexus Primary Health.

Electronic copy: You can download the latest edition from Mitchell Shire Council website.

To go on the mailing list:
☎ (03) 5734 6200
✉ community.development@mitchellshire.vic.gov.au

VICEMERGENCY
VicEmergency provides a single source of information and advice to help prepare for, respond to, and recover from emergencies. With a real-time mapping displaying incidents across Victoria, the website includes, fires, floods, storms, power outages, hazardous material incidents, and traffic incidents. Please note, it is important to always access more than one source for incident information and warnings during an emergency.
☎ 1800 240 667
✉ www.emergency.vic.gov.au