



SENIORS INFORMATION

- MONEY MATTERS ▪ HOME & COMMUNITY CARE
- LOCAL COUNCIL ▪ CENTRELINK ▪ CONSUMER ADVICE
- PENSIONER CONCESSION CARD ▪ VETERANS' AFFAIRS
- PUBLIC TRANSPORT

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NURSE-ON-CALL

Seniors needing immediate health advice now have it at their fingertips with Victoria's NURSE-ON-CALL 24-hour hotline - 1300 606 024.

NURSE-ON-CALL is a phone service that provides immediate, expert health advice from a registered nurse, 24 hours a day, 7 days a week.

If you think your situation is an emergency, you should always call 000 or go to an emergency department at a hospital.

NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock.

You may need NURSE-ON-CALL when:

- 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
- you simply want advice or information about health services in your area.

NURSE-ON-CALL gives all Victorians the peace of mind of knowing that professional health advice is only a phone call away, any time of the day or night.

Tel: 1300 606 024.

Pensioner Concession Card

You can get a Pensioner Concession Card if you receive:

- Age Pension
- Carer Payment
- Disability Support Pension
- JobSeeker Payment or Youth Allowance and are single, caring for a dependent child and looking for work
- Parenting Payment single

You don't need to apply for a Pensioner Concession Card. Centrelink will send you one if you are eligible.

If you are 55 years of age or older you can get a card if for more than 9 months you have been getting:

- Jobseeker Payment
- Parenting Payment partnered
- Partner Allowance
- Special Benefit, or

You may also get a card if you have a partial capacity to work and you are getting:

- JobSeeker Payment
- Parenting Payment partnered
- Youth Allowance as a job seeker

If you find a job, you may be able to keep your card for a short time.

For contact details see Centrelink on Page 7.

Commonwealth Seniors Health Card

You may be eligible for a Commonwealth Seniors Health Card if you have reached Age Pension age and you do not get an income support payment from Centrelink or the Department of Veterans' Affairs and meet the income test, meet residence rules, meet identity requirements and provide your Tax File Number.

For contact details see Centrelink on Page 7.

Seniors & Seniors Business Card

Seniors Card and Seniors Business Discount Card holders can take advantage of discounts and special offers on goods and services from more than 4,000 participating businesses.

If you're a Seniors Card holder, you're also eligible for free or concession public transport.

Any permanent resident of Victoria who is aged 60 years and over and who is retired or working less than 35 hours per week can have a Seniors Card. There is no income or assets test, and people may apply irrespective of the age or employment status of a partner.

Seniors Card application forms are available at all Post Offices or apply online.

The Seniors Business Discount Card is available to Australian residents aged 60 years and over who permanently reside in Victoria, and work 35 hours or more per week. The Seniors Business Discount Card does not provide public transport concessions.

You will need to use the online Application Form to apply for a Seniors Business Discount Card.

Tel: 1300 797 210

Web: www.seniorsonline.vic.gov.au

Centrelink

Centrelink is a Federal Government agency that delivers payments and services for retirees, the unemployed, families, carers, parents, people with disabilities, Indigenous Australians, and people from culturally and linguistically diverse backgrounds. Centrelink provides services at times of major change. To contact Centrelink:

Seniors - Tel: 132 300

For calls about Age Pension, Commonwealth Seniors Health Card and Pensioner Concession Card, Financial Information and Home Equity Access Scheme.

Disability, Sickness and Carers - Tel: 132 717

For calls about Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance, Sickness Allowance and Essential Medical Equipment Payment.

TTY Users - Tel: 1800 810 586 and request the phone number you wish to contact.

Multilingual Phone Service - Tel: 131 202

A free service for people who wish to speak to Centrelink in their own language.

Centrelink: Boronia 3 William Street

Centrelink: Box Hill 3-13 Harrow Street

Centrelink: Glen Waverley 7 Bogong Avenue

Centrelink: Heidelberg 21 Yarra Street

Centrelink: Ringwood 2-6 Bond Street

Web: www.servicesaustralia.gov.au

Department of Veterans' Affairs

300 La Trobe Street, Melbourne 3000

Tel: 1800 838 372

Web: www.dva.gov.au

The Department of Veterans' Affairs provides support and information to veterans and their dependants, serving and former serving ADF members, war widows/ widowers, Australian participants in British Nuclear Tests in Australia, members of the Australian Federal Police and students, teachers and historians.

The services DVA provide include:

- financial support
- health care
- rehabilitation
- mental health care
- help returning to civilian life
- home care assistance
- help with housing
- commemoration and recognition
- historical information

DVA's commemorations program promotes understanding of Australia's wartime history and the significance of national events such as Anzac Day, Remembrance Day and Vietnam Veterans' Day.

Veterans' Review Board

Level 11, 300 La Trobe Street, Melbourne 3000

Tel: 1300 550 460

Web: www.vrb.gov.au

Hears appeals by people who have had an application for a pension or benefit rejected by the Department of Veterans' Affairs.

Local Council

Local government (also known as local council) handles community needs like waste collection, public recreation facilities and town planning.

Council services include:

- environment services such as greenhouse gas mitigation, waste management, and natural resource and coastal management
- health services such as aged care programs, disability support and food regulations
- emergency management services such as disaster response and recovery
- transport and infrastructure services such as roads, footpaths, traffic management, telecommunications and leisure facilities
- planning and building services such as land use regulation, economic development and environmental conservation
- social and community services such as early childhood services, libraries and employment.

Your local councils:

Manningham Council Tel: 9840 9333
699 Doncaster Road, Doncaster 3108

Maroondah City Council Tel: 1300 882 233
179 Maroondah Highway, Ringwood 3134

Yarra Ranges Council Tel: 1300 368 333
Anderson Street, Lilydale 3140

Shire of Nillumbik Tel: 9433 3111
32 Civic Drive, Greensborough 3088

Money Matters

Australian Taxation Office

19 George Street, Dandenong 3175

To check if you need to visit the ATO phone 132 861.

Individuals: 132 861

Superannuation: 131 020

Web: www.ato.gov.au

The Australian Taxation Office administers Commonwealth taxes and major aspects of the Superannuation system.

State Trustees Limited

Shop 4, 157 Lonsdale Street, Dandenong 3175

Tel: 1300 138 672

Web: www.statetrustees.com.au

Provides clients with financial and legal assistance offering products and services including Will Writing, Powers of Attorney, Executor Services, Trustee Services and Personal Financial Administration for Victorians who, due to mental illness, injury or disability, are unable to fully manage their own affairs.

Utility Relief Grant Scheme

Department of Families, Fairness and Housing

Tel: 1800 658 521

The Utility Relief Grant Scheme and the Non-Mains Utility Relief Grant Scheme provide assistance to eligible customers who are unable to pay their utility bills due to a temporary financial crisis.

For further information and to check eligibility telephone the Concessions Information Line on 1800 658 521.

Money Matters

Free Financial Guidance for women over 50

The Labor Government is helping improve the financial security of older women by supporting a free financial wellbeing kit.

The My Money Conversation Kit includes a guide with questions to uncover individual attitudes to money, tips on having difficult conversations and advice on financial abuse, as well as links to useful financial and government services. It also includes an organiser to bring all financial information together in one place.

This kit was developed by Women's Information Referral Exchange (WIRE). You can order a copy or print one out via their website www.wire.org.au/my-money-conversation-kit/ or visiting their walk-in centre located at Level 1, 673 Bourke Street, Melbourne 3000.

Tel: 1300 134 130

Or alternatively call our office on 9937 2566 for a similar type of My Money Booklet.

If required to visit WIRE please book an appointment, email support@wire.org.au or call 8326 7100

Consumer & Legal Advice

Advice to consumers is part of the Victorian Government's commitment to make consumers smart shoppers at any age. Organisations exist to help seniors make better decisions when purchasing goods and to give them the confidence to demand good service.

Consumer Affairs Victoria

Tel: 1300 558 181 for advice

Web: www.consumer.vic.gov.au

Consumer Affairs Victoria is Victoria's consumer regulator. Consumer Affairs provides:

- information to business, consumers, landlords and tenants about their rights and responsibilities
- registers and licenses organisations and occupations
- enforces compliance with consumer laws, and
- reviews and advises government about Victoria's consumer protection framework.

Health Complaints Commissioner

Level 26, 570 Bourke Street, Melbourne 3000

Tel: 1300 582 113

Web: www.hcc.vic.gov.au

The Health Complaints Commissioner (HCC) is an independent statutory authority established to investigate and review complaints about health service providers. The HCC also handles complaints about disclosure of health information and access to health information.

Elder Rights Advocacy

Tel: 9602 3066 or 1800 700 600

Web: www.elderrights.org.au

Elder Rights Advocacy (ERA) is an independent agency funded by the Federal Government.

Consumer & Legal Advice

ERA offers a free, confidential and independent service to older people (or their representatives) who are receiving an Australian Government subsidised aged care service in Victoria.

Victorian Equal Opportunity & Human Rights Commission

Level 3, 204 Lygon Street, Carlton 3053

Tel: 1300 891 848 TTY: 1300 289 621

Web: www.humanrights.vic.gov.au

The Commission helps people resolve complaints of discrimination, sexual harassment, victimisation and racial or religious vilification through a free, fair and timely dispute resolution service.

Seniors Information Victoria

Tel: 1300 135 090

Web: <http://cotavic.org.au/information>

Seniors Information Victoria offers free information as an independent service, supported by the State Government, on a wide range of issues of interest to older Victorians including housing options for independent living through to residential care, home based and community services, general information on financial and legal issues, health and wellbeing, retirement, new learning opportunities, and much more.

Seniors Rights Victoria

Tel: 1300 368 821

Web: www.seniorsrights.org.au

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. Services include a Helpline, specialist legal services, short-term support and advocacy for individuals and community and professional education.

Consumer & Legal Advice

Victorian Ombudsman

Level 2, 570 Bourke Street, Melbourne 3000

Tel: 9613 6222

Web: www.ombudsman.vic.gov.au

The Victorian Ombudsman investigates complaints about administrative actions taken by Victorian government agencies, including departments, most statutory authorities and local government.

Disability Services Commissioner

Level 20, 570 Bourke Street, Melbourne

Tel: 1800 677 342

Web: www.odsc.vic.gov.au

Email: complaints@odsc.vic.gov.au

The Disability Services Commissioner provides a free, confidential and supportive complaints resolution process.

Council on the Ageing Victoria (COTA Vic.)

Level 2, Suite 2.5, 424 St Kilda Road,
Melbourne 3004

Tel: 9655 2100

Web: www.cotavic.org.au

Email: askcota@cotavic.org.au

COTA is a leading advocate, educator, and source of trusted information for older Victorians.

Victoria Legal Aid (VLA)

Level 9, 570 Bourke Street, Melbourne 3000

Tel: 1300 792 387

Web: www.legalaid.vic.gov.au

Outer-eastern suburbs

23 Ringwood Street, Ringwood 3134

Tel: 9259 5444 Tel: 1300 792 387

Web: www.legalaid.vic.gov.au

Consumer & Legal Advice

VLA provides phone advice and referral, as well as casework services for those eligible for legal assistance in relation to criminal law, family law and some civil law matters.

Eastern Community Legal Centre (ECLC)

3/27 Bank Street, Box Hill 3138

Tel: 1300 325 200

Web: www.eclc.org.au

Email: eclc@eclc.org.au

Offers free legal assistance from offices in Box Hill, Boronia and Healesville during the day, at night and at outreach locations across Melbourne's east.

ECLC serves the local government areas of Boroondara, Knox, Manningham, Maroondah, Whitehorse and the Yarra Ranges. In addition to direct legal services, ECLC actively engages in law reform and undertakes community development to educate and empower people in the community. ECLC has a small staff team and over 70 volunteers.

West Heidelberg Community Legal Service

21 Alamein Road, West Heidelberg 3081

Tel: 9450 2000

West Heidelberg Community Legal Service (WHCLS) is a not-for-profit programme that provides a range of free legal services to the local community.

Tenants Victoria

Level 2, 255 Bourke Street, Melbourne 3000

Tel: 9416 2577

Web: www.tenantsvic.org.au

Tenants Victoria offers free and confidential advice, assistance and advocacy for tenants and residents renting residential accommodation in Victoria.

Family Violence

DONCARE

Tel: 9856 1500

Web: www.doncare.org.au

Doncare's Family Violence Prevention and Recovery program provides support, information and referrals, including referrals for women and children who are experiencing financial hardship. It includes DAWN Mentoring Program, counselling (free or low cost sessions), Family Violence Recovery Groups, Dorothy Rose Fund and SaSSing choir.

Doncare's Social Support for Seniors Program provides social and recreational outings for seniors living in their own homes and who are, or could be, at risk of becoming isolated socially.

EACH

Tel: 1300 003 224

Web: www.each.com.au

Specialised family violence counsellors and community health counsellors assist people affected by family violence to develop a plan to strengthen their safety and the safety of their children, to reduce the impact of the ongoing effects of family violence and to heal from traumatic experiences at home.

FVREE

Tel: 9259 4200

Web: www.fvree.org.au

Email: getintouch@fvree.org.au

Provides a broad range of integrated services to support you and your children to respond to family violence. We prioritise your safety as a fundamental human right, while working to ensure perpetrators are held accountable for using violence.

Family Violence

ORANGE DOOR

4/16 Devon Street, Croydon 3136

Tel: 1800 271 150

Web: orangedoor.vic.gov.au

Email: OEMA@orangedoor.vic.gov.au

Orange Door provides women, children and families across local councils of Knox, Maroondah and Yarra Ranges access to coordinated family violence and child wellbeing services in Croydon.

The Orange Door network has helped more than 140,000 Victorians since first opening in 2018 including more than 55,000 children, by offering counselling and support for victims, as well as programs to address perpetrator accountability to help curb future incidents.

Home & Community Care

My Aged Care

Tel: 1800 200 422

Web: www.myagedcare.gov.au

You may be eligible for Australian Government funded aged care services if you're an older person (usually 65+ or 50+ for Aboriginal and Torres Strait Islander people) finding it harder to do the things you used to do.

You will need to have a face-to-face assessment of your care needs to find out if you are eligible.

If eligible you maybe able to access services that:

- may be partly or fully funded by the Australian Government; and
- are regulated by the Australian Government.

You may be eligible to receive services such as:

1. Help at home:

- personal care like help getting dressed
- transport
- modifications to your home, such as hand rails or ramps
- nursing, physiotherapy and other care
- shopping and cooking
- household jobs like cleaning or gardening
- equipment like walking frames
- social activities.

2. Short-term help:

- reverse or slow the difficulties you are having with everyday tasks
- recovery from an accident or illness, including after a hospital stay
- when you or your carer needs a break (respite care).

Home & Community Care

3. Care in an aged care home:

If you find you need ongoing help with day-to-day tasks or health care, an aged care home lets you live in a supported environment where help is available 24 hours a day.

If you're not assessed as eligible, or are waiting for services, you can access privately funded services at any time.

Commonwealth Respite & Carelink Centres (CRCC)

Tel: 1800 052 222 - business hours

Tel: 1800 059 059 - after hours emergency respite support

The centres provide a link to carer support services and assists carers with options to take a break through short-term and emergency respite. Where appropriate, a CRCC can help with putting in place regular respite for a carer to reduce the need for unplanned and emergency respite. CRCCs also provide information about carer support services in their local area.

Carers Victoria

Level 1, 485 Latrobe Street, Melbourne 3000

Tel: 1800 514 845

Web: www.carersvictoria.org.au

Carers Victoria is a not-for-profit organisation which provides advice, information and support to unpaid, mostly family carers to improve their health, wellbeing, capacity and resilience.

Carers Victoria can also connect carers to a range of services, including:

- support services
- counselling
- funding opportunities
- carer education and training, and
- respite services.

Home & Community Care

Eastern Volunteers (EV)

1a/36 New Street, Ringwood 3134

Tel: 9870 7822

Email: info@ev.org.au

Volunteers drive/transport people over 65 and people with a disability

Granny Flats

Following the Victorian Government's Housing Statement a small second home up to 60 square metres, also known as a granny flat, secondary dwelling or an accessory dwelling unit, no longer requires a planning permit in most cases where there are no flooding, environmental or other special planning controls.

A small second home still requires a building permit, to meet siting, amenity, design and safety requirements – and cannot be subdivided or separately sold off from the main home.

For further information visit www.planning.vic.gov.au/guides-and-resources/strategies-and-initiatives/small-second-dwellings.

Owning & Driving a Car

Disabled Parking Permits

Parking permit applications are now managed via an online process on the VicRoads website or visit www.accessibleparking.vic.gov.au.

There are 3 steps in applying for a permit:

1. start your application online
2. take your reference number to your doctor or occupational therapist to complete the application
3. If your application is successful you'll receive your permit in the mail. Otherwise, you'll receive a letter explaining why your application was declined.

Owning & Driving a Car

VicRoads

Tel: 131 171

Web: www.vicroads.vic.gov.au

It is important that older drivers are aware of and accept the physical changes that come with ageing, and adapt their driving to accommodate these changes.

How ageing can affect your driving information and fact sheets are available at the VicRoads visit <https://www.vicroads.vic.gov.au/licences/health-and-driving/how-ageing-can-affect-your-driving>.

Concessional vehicle registration is available to Pension Concession Card, Repatriation Gold Card, Veterans Card Victoria and Health Care Card holders.

Short Term Registration

Owners of cars, utes, vans, motorcycles and other light vehicles are able to make the switch to shorter term registration, or continue with an annual registration fee.

The options will allow you to pay less upfront and spread the cost of registration renewal across the year to better suit your budget.

How to apply - Set up a myVicRoads account online and select your chosen registration period from three or six months.

Public Transport

Free Weekend Travel

If you're a Victorian senior, you may be eligible for a free myki and 50 per cent discount on travel.

The Victorian Seniors Card gives you:

- A 50 per cent discount on trains, trams and buses, including V/Line trains and coaches.
- Free weekend travel in any two consecutive zones and on regional town buses.
- Free travel during the annual Victorian Seniors Festival.
- Access to free travel vouchers.

You're also eligible for concession fares with a Pensioner Concession Card.

Eligibility

- You must have a Victorian Seniors Card, available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week.
- International seniors aren't eligible for a concession fare.
- The Seniors Business Discount Card doesn't give discounted public transport.

Free travel vouchers

You're eligible for annual free travel vouchers if you're a Victorian resident and a Victorian Seniors Card holder.

Depending on where you live, you're eligible for two or four off-peak free travel vouchers every year.

You'll need to register to receive your annual allocation of free travel vouchers.

Public Transport

Interstate Seniors Card holders

Seniors from other states aren't eligible for a Seniors myki, but can travel with a Concession myki. They can also buy concession V/Line paper tickets and concession tickets for regional bus services.

How to travel

- When you apply for your Victorian Seniors Card, you'll automatically receive your first Seniors myki free.
- Always carry your Seniors Card and Seniors myki when you travel.
- If you need to sit down when you travel, look for the priority seat signs and ask for a seat. You'll find priority seats on every train, tram and bus.
- Seniors with an Android phone can also use Mobile myki.

For further information please visit www.ptv.vic.gov.au or call 1800 800 007.

Alternative Transport

Multi Purpose Taxi Program (MPTP)

Web: safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program/

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with accessibility and mobility needs by offering subsidised CPV (Commercial Passenger Vehicles) fares to members.

Members get 50 per cent off the total fare, up to \$60, with some restrictions.

See website for more information about becoming a member.

Victorian Seniors Festival

The Festival is annual celebration that runs from 1st to the 31st October and is for older Victorians. Free and low-cost events and activities will be presented across Victoria, including concerts, dances, theatre shows, celebratory morning teas, tours, a host of indoor and outdoor recreation activities and much more.

Web: www.seniorsonline.vic.gov.au/victorian-seniors-festival.

Multicultural Organisations

Victoria is renowned for its multiculturalism. Organisations provide information and support services to the local community.

A list of local multicultural organisations and services is available from your local council.

Also contact the following for details of community organisations in your area.

Migrant Information Centre – Eastern

27 Bank Street, Box Hill 3128

Tel: 9285 4888

Web: www.miceastmelb.com.au

Translation Services

Translating and Interpreting Service (TIS)

Tel: 131 450

Web: www.tisnational.gov.au

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

The service is available 24 hours a day, every day of the year for the cost of a local call.

Language Loop

Level 16, 607 Bourke Street, Melbourne 3000

Tel (Bookings): 9280 1955

Tel (General Enquiries): 9280 1941

Web: www.languageloop.com.au

Language Loop (also known as the Victorian Interpreting & Translating Service) is a Victorian Government owned business enterprise with over 40 years experience as a specialist language service provider.

Community Safety

Your personal safety is of utmost importance. Following are tips and advice on staying safe in the home.

The best way to protect against a threatening situation in the home is to plan ahead. You can do this in a number of ways, beginning with these helpful tips and tricks.

Make sure your home is secure

- Check that the locks on all your windows and doors are working
- Buy timers for your lights, TV and radio
- Ensure your alarm and locks meet Australian standards

Don't be a stranger

- Make an effort to introduce yourself to neighbours and do what you can to maintain a friendly relationship. If you know each other, you'll be more likely to look out for each other's safety.

Don't open the door to people you don't know

- Before opening the door, ask who's there. If it's a stranger, continue the conversation through a locked screen door. If someone asks to use your phone, simply direct them to the nearest public phone box, or make the call on their behalf, leaving them outside your home.

Don't give out personal details

- Try not to give people on the phone or at the door your personal details, like marital status, working hours, employment and the number of people living at the house. If a company or institution needs your information, they can request it in writing.

Don't let kids answer the phone

- If children are home alone it's better they don't answer the phone. By letting calls go through to message bank, people won't be able to obtain information about your whereabouts.

Community Safety

- Check the credentials of tradespeople
- If you're not sure they are who they say they are, don't let them in. Ask for identification and ring their company to double check.

Trust your instincts

- If you think someone is inside your home, don't enter the house. Call the police on Triple Zero (000) right away.
- Stay out of sight, at a safe distance from the house. If you see the intruders leave, take note of their appearance and car registration, make, model and colour.

Scams

Scammers tend to target elderly people because they think older people are less internet or computer savvy and have accumulated wealth.

Report a scam by visiting www.consumer.vic.gov.au/contact-us/report-an-issue/report-a-scam.

If you believe you have sent money to a scammer through a money transfer agent, such as Western Union or MoneyGram, contact those agencies immediately. If you transferred money via your credit card, contact your bank or financial institution immediately.

If you know of fake tradies (also known as travelling con men) in your area, please report them to the national travelling con men hotline on 1300 133 408.

Neighbourhood Watch

Neighbourhood Watch is made up of over 4,500 volunteers across Victoria. They work together in their local communities to make their neighbourhoods happy, welcoming, connected, safer, more vibrant places to live. They work closely with Victoria Police.

For more information visit www.nhw.com.au

Community Safety

Fire Preparedness

Victoria is one of the most fire prone areas in the world. All Victorians need to know how to plan for, and respond to fire. How you respond depends on your situation but by taking the time to prepare, you can reduce your risk and help keep your loved ones safe. The Victorian Government has created an online Fire Planner to help you get started in as little as 10 minutes.

Visit www.fireplanner.vic.gov.au to create your fire plan. Your personalised fire plan can be downloaded as a PDF so you can share the details with family, friends and neighbours.

The Victorian Bushfire Information Line – 1800 240 667 – is a free information line providing important bushfire-related information 365 days of the year.

You can visit www.cfa.vic.gov.au/plan-prepare for more helpful information.

Container Deposit Scheme

Container Deposit Scheme (CDS)

Victoria's Container Deposit Scheme is a new Victorian Government initiative that will provide a 10 cent refund for every eligible drink container returned.

Bottles and cans must have a 10c refund symbol, be liquid-free, uncrushed and have the barcode intact.

There are four different ways to return eligible containers – reverse vending machines, depots, over-the-counter sites, and pop-ups.

Visit www.cdsvic.org.au to find your nearest refund point.

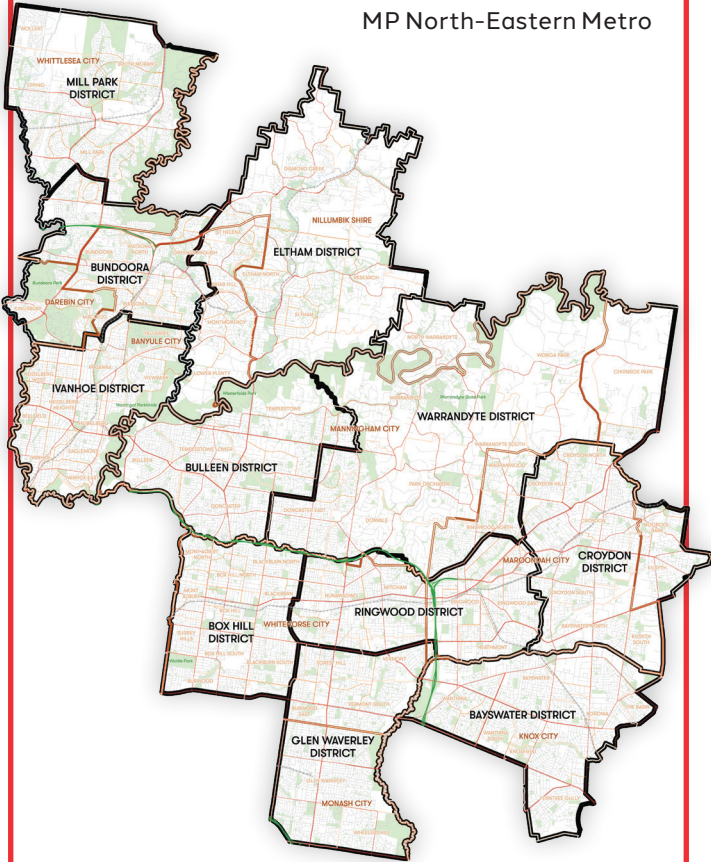
Useful Numbers

Police / Fire / Ambulance – 000

- Accident Towing - 13 11 76
- Aged Care Quality & Safety Commission – 1800 550 552
- Animal Emergency Centre - 1300 232 838
- Austin Hospital - 9496 5000
- Breastscreen Victoria - 132 050
- Box Hill Hospital - 1300 342 255
- Crime Stoppers - 1800 333 000
- Electricity Faults & Emergencies - 132 099
- Family Violence Counselling - 1800 737 732
- Hearing Australia - 134 432
- Lifeline - 131 114
- Maroondah Hospital - 1300 342 255
- Mercy Hospital for Women - 8458 4444
- My Aged Care - 1800 200 422
- National Continence Helpline - 1800 330 066
- Nurse-on-call - 1300 606 024
- Poisons Information Centre - 131 126
- Police Assistance Line - 131 444
(non-emergency)
- Public Transport (PTV) - 1800 800 007
- Royal Dental Hospital - 9341 1000
- Royal Victorian Eye and Ear Hospital - 9929 8666
- Seniors Information - 1300 135 090
- State Emergency Service (SES) - 132 500
- The Older Persons Advocacy Network – 1800 700 600
- VicEmergency Hotline – 1800 226 226
- VicRoads - 131 171
- Yarra Valley Water - 132 762

Sonja — Terpstra.

MP North-Eastern Metro



If you require further information about this booklet or any State Government or local issue please do not hesitate to contact me at:

E: sonja.terpstra@parliament.vic.gov.au

T: (03) 9937 2566

W: www.SonjaTerpstraMP.com.au

X @TerpsMLC **f** SonjaTerpstraMP

While every effort has been made to ensure the material contained in this booklet is accurate, it should be used as a guide only. June 2024