

Skilled and kind-hearted team

The Ageing Well Team at the City of Whittlesea are skilled and committed to delivering a person-centered, safe and high-quality service. Staff hold relevant qualifications and have completed all screening requirements.

All our staff adhere to the City of Whittlesea Staff Code of Conduct, the Aged Care Code of Conduct and the Strengthened Aged Care Quality Standards.

Your Safety

We are committed to your health and safety. Our staff undertake assessments and home safety checks as necessary prior to service commencement.

Fees

Clients are required to make a contribution to their services. Our CHSP services are subsidised through the Commonwealth Home Support Programme (CHSP) for people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over.

The Ageing Well Team will discuss any costs to you prior to your services commencing. Service costs are invoiced monthly.



Council Offices

25 Ferres Boulevard, South Morang

ageingwell@whittlesea.vic.gov.au

whittlesea.vic.gov.au

Postal address

City of Whittlesea

Locked Bag Bundoora, MDC VIC 3083

9217 2170 option 4

National Relay Service: 133 677

(ask for 9217 2170)

Connect with us in
your preferred language:



Free telephone
interpreter service

131 450

Supported by the Australian Government Department of
Health, Disability and Ageing

Although funding for CHSP services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



Ageing Well Services

Services that work with you to keep
you active within the community and
support your independent living.



City of
Whittlesea

Whittlesea
2040
A place for all



Our Services & Programs

We provide services and programs for individuals aged 50+ who are wanting to be more active in the community and/or require assistance with daily activities.

There are a range of programs and services available to support people at home, helping them stay connected, participate in their community, and maintain independence within the City of Whittlesea.

Council delivers services as part of the Commonwealth Home Support Programme (CHSP), as well as standalone Council initiatives designed to meet local community needs.

Our services are tailored to support you in maintaining a safe and independent lifestyle within the comfort of your own home and community. Services can be provided at a frequency that aligns with your assessed needs, which will be discussed with you.

Please note: service provision is subject to availability at the time of your referral.

For more information visit
 whittlesea.vic.gov.au/seniors

Commonwealth Home Support Program (CHSP) Services



Domestic Assistance

We are here to help you with general household tasks. This includes household cleaning, such as vacuuming, mopping, dusting, laundry services, and unaccompanied shopping.



Personal Care

Support is available for a range of daily tasks, including showering, washing, dressing, meal preparation, and more.



Respite & Support for Carers

We offer a range of flexible respite services to support carers to take care of themselves. You can take a break or get things done knowing your loved one is in great care. This can be in the home, centre based or in the community.



Meals

We offer flexible meal options to suit your needs, including meals delivered to your home or the chance to enjoy a meal at a local café or restaurant. Our delivered meals include a wide selection of fresh and frozen choices to cater to different dietary requirements.



Social Support Individual and Escorted Shopping

We can pick you up from home and support you to do your own shopping and other errands like going to the doctor's or specialist appointment.



Social Support Group

Our Social Support Groups provide social activities, connection, and support. Enjoy shared activities, meet new people, and spend time in conversation. Groups are offered at our centres and within the community. We support you to stay socially connected, participate in activities, and feel comfortable and included.



Home Maintenance & Modifications

We provide minor home maintenance and modifications/adjustments to support your safety, comfort, and independence at home.

Home maintenance includes minor repairs (that do not require trade qualifications) along with upkeep tasks such as smoke alarms, light globes, tap washers and general gardening for safety around your home.

- Home modifications/adjustments include the installation of safety supports such as handrails and ramps (*note: Occupational Therapist assessment required*)

Note: To be eligible for CHSP services you must be 65 and above (or 50 and above for Aboriginal or Torres Strait Islander peoples).

To access CHSP Funded Services

Step 1: Call My Aged Care on  **1800 200 422** to discuss an assessment.

Step 2: Once the assessment has been completed, you can choose City of Whittlesea as your provider and inform My Aged Care of your choice.

Step 3: If you select City of Whittlesea as your service provider, we will receive a referral and contact you to discuss service needs and how we can support you. We will work with you to develop a care plan, and then services will commence.

Whittlesea Council – Let Everyone Actively Participate (LEAP) Program

We provide services and programs for individuals aged 50+ who are wanting to be more active in the community and /or require assistance with daily activities.

To access LEAP programs, visit our website or call council on  **9217 2170** and select **option 4** or visit  whittlesea.vic.gov.au/leap