



Seniors & Pensioners Kit 2026



Matt Thistlethwaite MP

Member for Kingsford Smith

Published April 2026. Authorised by Matt Thistlethwaite MP, ALP, Shop 6, 205 Maroubra Road, Maroubra NSW 2035.

Please note: This booklet is designed as a guide and is subject to change and individual circumstances.
Please consult with your local Services Australia (Centrelink) Branch or government department before making any decisions.

Contents

Message from Tanya Plibersek MP, Minister for Social Services	4
Message from Matt Thistlethwaite MP, Member for Kingsford Smith	5
Key Local Contacts	5
Government Services	10
Age Pension	12
Overseas Travel	15
Rent Assistance	16
Concession Cards, Medicare and Health	19
Carer Payment & Carer Allowance	23
Disability Support Payments	24
Aged Care Services	25
Commonwealth Home Support Program	28
Support at Home Program	30
Other Useful Contacts	32
Support for Carers	33
Help for Grandparent Carers	34
Other Useful Numbers	38
Local Organisation and Support Services	41
Noise Complaints	51
Notes	53
Contacting Matt	54



Message from Tanya Plibersek MP

Minister for Social Services

I'm so grateful to my parents and their generation for all they have done to make our country the best in the world.

The Albanese Labor Government respects the enormous contribution older Australians have made and continue to make to our society and to our economy. You helped build this country, and Labor believes that you deserve a fulfilling and secure retirement. That's why we're working hard to protect your pension, improve aged care, strengthen Medicare and ease cost of living pressures to help you keep more of your money.

Since coming to government, Labor has:

- Raised the full single rate of the Age Pension, Disability Support Pension and Carer Payment by over \$5000.
- Made workforce participation easier and less punitive. We changed the pension Work Bonus to help older Australians who want to work to keep more of their pension.
- Provided the largest increase in rent assistance in over 30 years to help around 500,000 pensioners who are renting.
- Helped more than 26,000 pensioners and other income support recipients to downsize by extending the assets test exemption for principal home proceeds.
- Helped more than 44,000 self-funded retirees get and keep the Commonwealth Seniors Health Card so they're able to access cheaper medicines and bulk-billed doctor visits.

We're also making a difference for your health costs, delivering cheaper medicines and more bulk billing GPs.

This Seniors Kit sets out ways we are supporting older Australians. You'll find lots of information about services, general safety tips and ways to keep hold of more of your money, as well as the latest pension payment rates.

I hope you find this a valuable resource.

Tanya Plibersek MP
Minister for Social Services

Message from Matt Thistlethwaite MP

Member for Kingsford Smith

On behalf of our community, I thank you for your contribution to our community and nation.

The Albanese Labor Government is dedicated to supporting you through your older years. We are working hard to protect your pension, improve aged care and strengthen Medicare. I know that many in our community are feeling cost of living pressures. That's why I am working hard to help older Australians keep more in their pockets.

The Albanese Labor Government opened a Medicare Urgent Care Clinic in Maroubra Junction, benefitting our community with 100% bulk billing. It is open extended hours, seven days a week, with no need for an appointment.

Our support for Medicare means that bulk billing rates are rising across our community, with more GPs and clinics offering 100% bulk billing.

And we're restoring dignity and respect to aged care, because every older Australian deserves to feel safe, supported, and valued.

Inside this kit, you'll find up-to-date details about the latest pension rates, concession programs, aged care services, and helpful services available locally. All payment rates are current as of March 2026.

I am here to support you in any way I can. Should you require any assistance please do not hesitate to contact me.

Yours sincerely,



Matt Thistlethwaite MP
Member for Kingsford Smith



→ Get in touch



(02) 9349 6007



matthistlethwaite.com.au



Matt Thistlethwaite MP



@thistlethwaitem



Matt.Thistlethwaite.MP@aph.gov.au



Shop 6, 205 Maroubra Road
(Corner of Anzac Parade)
Maroubra NSW 2035

Key Local Contacts

Your New South Wales Members of Parliament

Your state member of parliament is best placed to assist you with state government issues such as:

- Department of Housing
- Services NSW
- Transport NSW
- Revenue NSW
- NSW Health
- Department of Education
- Fair Trading NSW

The state members of parliament in Kingsford Smith are:

Maroubra – **The Hon. Michael Daley MP**

The electorate of Maroubra includes the following suburbs: Banksmeadow, Botany, Chifley, Daceyville, Eastgardens, Hillsdale, Kingsford (part), La Perouse, Little Bay, Malabar, Maroubra, Matraville, Pagewood, Phillip Bay, South Coogee (part).

Address: Ground Floor, 219 Maroubra Road, MAROUBRA NSW 2035

Phone: [\(02\) 9349 6440](tel:(02)93496440)

Email: maroubra@parliament.nsw.gov.au

Postal: PO Box 535, Maroubra NSW 2035

Coogee – **Dr Marjorie O'Neill MP**

The electorate of Coogee includes the following suburbs: Bondi, Bondi Junction, Bronte, Clovelly, Coogee, Kensington, Kingsford, Queens Park, Randwick, South Coogee, Tamarama, University Of NSW, Waverley.

Address: 15/53-55B Frenchmans Road, Randwick NSW 2031

Phone: [\(02\) 9398 1822](tel:(02)93981822)

Email: coogee@parliament.nsw.gov.au

Heffron – **The Hon. Ron Hoenig MP**

The electorate of Heffron includes the following suburbs: Alexandria, Beaconsfield, Eastlakes, Kensington (part), Kingsford (part), Mascot, Rosebery, St Peters, Sydenham, Tempe, University Of NSW, Waterloo, Zetland.

Address: Shop 117, 747 Botany Road, Roseberry NSW 2018

Phone: [\(02\) 9699 8166](tel:(02)96998166)

Email: heffron@parliament.nsw.gov.au

Rockdale – The Hon. Steve Kamper MP

The electorate of Rockdale includes the following suburbs: Arncliffe, Banksia, Bardwell Park, Bardwell Valley, Beverley Park, Bexley, Bexley North, Brighton-Le-Sands, Dolls Point, Kogarah, Kogarah Bay, Kyeemagh, Monterey, Ramsgate, Ramsgate Beach, Rockdale, Sandringham, Sans Souci, Turrella, Wollie Creek.

Address: 478 Princes Highway, Rockdale NSW 2216

Phone: [\(02\) 9597 1414](tel:(02)95971414)

Email: rockdale@parliament.nsw.gov.au

Council

Council is your go to contact for local issues and community matters. You can also contact them to receive information regarding seniors' groups and community activities.

The Councils in Kingsford Smith are:

Randwick City Council

Suburbs: Chifley, Clovelly, Coogee, Kensington, Kingsford, La Perouse, Little Bay, Malabar, Maroubra, Matraville (minor part located in Bayside Council), Pagewood (most is located in Bayside Council), Phillip Bay, Port Botany, Randwick, South Coogee, and University of New South Wales

Website: www.randwick.nsw.gov.au

Email: council@randwick.nsw.gov.au

Phone: [1300 722 542](tel:1300722542)

Hours: 8.30am to 5pm, Monday to Friday

Address: 30 Frances Street Randwick NSW 2031

Bayside Council

Suburbs in Kingsford Smith: Banksmeadow, Botany, Botany Bay, Daceyville, Eastgardens, Eastlakes, Hillside, Matraville (most is located in City of Randwick), Mascot, Pagewood (minor part is located in City of Randwick), Rosebery (parts are located in City of Sydney council), and Sydney Airport.

Website: www.bayside.nsw.gov.au

Email: council@bayside.nsw.gov.au

Phone: [1300 581 299](tel:1300581299) (operates 24/7)

Hours: Monday to Friday - 8:30am to 4:30pm

Eastgardens Address: Ground floor, 152 Bunnerong Road, Eastgardens NSW 2036

Rockdale Address: 444-446 Princes Hwy, Rockdale NSW 2216

Postal: PO Box 21, Rockdale NSW 2216

Medicare Centres

Maroubra Urgent Care Clinic

The Maroubra Urgent Care Clinic offers fully bulk billed urgent care for non-life-threatening conditions. Opens 7 days a week from 7am to 9pm.

Address: Cnr Gale Rd & Anzac Pde, Maroubra NSW 2035

Phone: [\(02\) 9349 9001](tel:(02)93499001)

Carlton Urgent Care Clinic

The Carlton Urgent Care Clinic offers fully bulk billed urgent care for non-life-threatening conditions. Opens 7 days a week from 8am to 8pm.

Address: 354 Railway Pd, Carlton NSW 2218

Phone: [\(02\) 8580 1790](tel:(02)85801790)

Bondi Medicare Mental Health Centre

The Bondi Mental Health Centre provides a safe and supportive environment for adults aged 18 and over to access free, professional mental health care. Walk-ins are welcome – no appointment or referral needed. Opens Monday to Friday, 9am to 5pm.

Address: 59 Newland St, Bondi Junction NSW 2022 (located in the Junction Neighbourhood Centre)

Phone: [1800 595 212](tel:1800595212)

Email: bondimmhc@newhorizons.org.au

Website: www.medicarementalhealth.gov.au/service/bondi-medicare-mental-health-centre-interim-18898

Services Australia and Service NSW

Services Australia – Eastgardens

Address: Shop 230/233, Level 2, Westfield Eastgardens, 152 Bunnerong Rd, Eastgardens NSW 2036

Hours: Monday to Friday, 8:30am to 4:30pm

Services Australia – Bondi

Address: 19 – 23 Hollywood Ave, Bondi Junction NSW 2022

Hours: Monday to Friday, 8:30am to 4:30pm

Services Australia – Rockdale

Address: 75 Railway St, Rockdale NSW 2216

Hours: Monday to Friday, 8:30am to 4:30pm

Services NSW – Eastgardens

Next to Myer entrance, opposite Services Australia.

Address: Shop 227/9B, Level 2, 152 Bunnerong Rd, Eastgardens NSW 2036

Hours: Monday to Friday, 8:30am to 5pm, Saturday, 8:30am to 12:30pm

Services NSW – Bondi

Address: Shop G2 19/23 Hollywood Ave, Bondi Junction NSW 2022

Hours: Monday to Friday, 8:30am to 5pm, Saturday, 8:30am to 12:30pm

Services NSW – Rockdale

Address: Rockdale Plaza, Mezzanine Level, Shop 6/ 1 Rockdale Plaza Dr, Rockdale NSW 2216

Hours: Monday to Friday, 9am to 5pm, Saturday, 8:30am to 12:30pm

Local Police Stations (Open 24/7)

Maroubra

Cnr Bennetts Pl and Maroubra Rd, Maroubra 2035

Phone: [\(02\) 9349 9299](tel:(02)93499299)

Randwick

196 Alison Rd, Randwick NSW 2031

Phone: [\(02\) 9697 1099](tel:(02)96971099)

Mascot

965 Botany Rd, Mascot NSW 2020

Phone: [\(02\) 8338 7399](tel:(02)83387399)

St George

13 Montgomery St, Kogarah NSW 2217

Phone: [\(02\) 8566 7499](tel:(02)85667499)

Government Services

Health care and complaints

If you think you need an ambulance or your injury or illness is critical or life threatening, call triple zero [\(000\)](#) for an ambulance immediately. For health advice or to find a health service near you, call the **Healthdirect** helpline on [1800 022 222](#) or visit [healthdirect.gov.au](#). Registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.

For urgent but not life-threatening illnesses and injuries, our network of Medicare Urgent Care Clinics are available for extended hours, every day. To find your nearest **Medicare Urgent Care Clinic** head to [health.gov.au/find-a-medicare-ucc](#)

Australian Tax Office

[ato.gov.au](#)

The ATO can assist with your taxation enquiries. This may include lodging your annual tax return, locating and using your Tax File Number, or assistance looking for lost superannuation.

Many Australians have been victims of fraud schemes that appear to be from the ATO. If you are in doubt about contact from someone claiming to be from the ATO, you can phone the ATO on [1800 008 540](#) 8.00am–6.00pm Monday to Friday to check.

Australian Financial Complaints Authority

[afca.org.au](#) [1800 931 678](#)

The Australian Financial Complaints Authority (AFCA) replaces the older Financial Ombudsman Service, the Superannuation Complaints Tribunal and the Credit and Investments Ombudsman.

AFCA aims to provide consumers and small businesses with fair, free and independent dispute resolution for most financial complaints. Including credit, finance and loans, insurance, banking deposits and payments, investments and financial advice and superannuation.

Complaints

To make a complaint about a health provider or service, contact the Health Complaints Commission in your state or territory:

ACT	(02) 6205 2222	South Australia	1800 232 007
New South Wales	1800 043 159	Tasmania	1800 001 170
Northern Territory	1800 004 474	Victoria	1300 582 113
Queensland	133 646	Western Australia	1800 813 583

Elder Care Support Program

health.gov.au/our-work/elder-care-support aged.care@naccho.org.au

Elder Care Support workers can help older Aboriginal and Torres Strait Islander people understand aged care services, assessments and choose between different providers. The Elder Care Support Program is delivered by the National Aboriginal Community Controlled Health Organisation (NACCHO).

Medicare

servicesaustralia.gov.au/medicare [132 011](tel:132011)

Medicare and its related programs provide Australians with access to a range of health services. Additional programs are available to families, Indigenous Australians, older Australians and people living in remote areas. Visit the website, call the phone number above or visit a Medicare office to find out what is covered by Medicare, or to claim a Medicare benefit.

Medical Costs Finder

medicalcostsfinder.health.gov.au

The Medical Costs Finder helps patients find the typical cost of private specialist medical services. It covers common services in and out of hospital.

Financial Information Service

servicesaustralia.gov.au/financial-information-service

The Financial Information Service helps you make informed decisions about your finances. Financial Information Service Officers can help you plan for your future financial needs.

How to contact? If you get a payment from us, you can call us on the same number you use to call Centrelink. If you don't get a payment from us, you can call us on the Centrelink Older Australians line. Say 'Financial Information Service' when asked why you're calling.

Note: You can bring someone with you when you visit us. You can also arrange for someone else to speak to us for you. You must give them authority to do this. If you're a member of a community group you may be able to have a FIS Officer visit to speak to your group.

National Disability Insurance Scheme

ndis.gov.au [1800 800 110](tel:1800800110)

The National Disability Insurance Scheme (NDIS) is Australia's first national scheme for people with disability.

It provides funding directly to individuals. The NDIS aims to support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

To find out whether you are eligible for the NDIS, visit the website or call the hotline. People must be under 65 when they first enter the NDIS.

Age Pension

The Age Pension is the primary social security payment for people who have reached Age Pension age.

Australia has a non-contributory age pension system. This means you are usually eligible if you are:

- Over Age Pension age (**67 years** or above)
- An Australian resident (an Australian citizen or permanent visa holder residing in Australia), normally for more than 10 years
- Under the income and assets test limits

Current Age Pension rates (as of 20 March 2026):

Per fortnight	Single	Couple (each)	Couple (combined)	Couple apart due to ill health
Maximum basic rate	\$1,100.30	\$829.40	\$1658.80	\$1,100.30
Maximum Pension Supplement	\$86.50	\$65.20	\$130.40	\$86.50
Energy Supplement	\$14.10	\$10.60	\$21.20	\$14.10
Total	\$1,200.90	\$905.20	\$1810.40	\$1,200.90

Residency Rules

To get the Age Pension you generally need to have been an Australian resident for at least 10 years. For at least 5 of these years, there must be no break in your residency.

There are exemptions to these residency rules, including for:

- People who have lived and worked in some countries Australia has a social security agreement with
- Some New Zealanders
- Refugees and former refugees

Income and Assets Tests

To be eligible for the Age Pension you must be under the Income and Assets Test limits.

Both the income and assets test apply to you. Your payment will be determined by whichever of the two tests gives you the lowest Age Pension rate.

You are required to report your income and assets to Services Australia (Centrelink).

You need to report employment income regularly, generally every two weeks, but for other income and assets you need to report when there has been a change in circumstances or when Centrelink asks you to confirm the information they have.

Income Tests

The income test applies to you and your partner's income. Income from all sources is assessed, including work, financial assets, savings, and superannuation.

Your income from financial assets is calculated using the deeming rates, not the actual income the assets produce. See the section on deeming rates for more information.

Once you earn more than **\$218** per fortnight for a single, or more than **\$380** per fortnight for a couple, your pension will start to reduce and you will receive a part-pension.

If you are a single person

Income per fortnight	Amount your pension will reduce by
Up to \$218 (free area)	\$0
Over \$218	50 cents for each dollar over \$218

If you are a pensioner couple

Combined income per fortnight	Amount each member of the couple's pension will reduce by
Up to \$380 (free area)	\$0
Over \$380	25 cents for each dollar over \$380

Age Pension fortnightly cut off points

Your situation	Income cut off point
Single	\$2,619.80
A couple living together	\$4,000.80
A couple living apart due to ill health	\$5183.60

Deeming Rates

Deeming is used to work out your income from financial investments for social security purposes. This is added to income from other sources to work out your payment rate using the income test. Deeming assumes that your financial investments earn a certain amount of income, no matter what they really earn.

Financial investments include shares, savings accounts and term deposits, superannuation, managed investments and loans, and some gifts.

If your investments earn more than the deeming rates, the extra amount does not count as your income.

Current Deeming Rates

If you're single	The first \$64,200 of your financial assets is deemed to earn 1.25 per cent. Anything over \$64,200 is deemed to earn 3.25 per cent.
If you're a member of a couple and at least one of you receives a pension	The first \$106,200 of your combined financial assets is deemed to earn 1.25 per cent. Anything over \$106,200 is deemed to earn 3.25 per cent.
If you're a member of a couple and neither of you receive a pension	The first \$53,100 of each of your own and your share of joint financial assets is deemed to earn 1.25 per cent. Anything over \$53,100 is deemed to earn 3.25 per cent.

Work Bonus

Age Pensioners have a **\$300** Work Bonus each fortnight. This means that when your eligible income is \$300 per fortnight or less, it will be reduced to zero for the purposes of the Age Pension income test. Any unused portion of your Work Bonus will accrue each fortnight in an income bank.

You can then draw down on this balance in the fortnights you earn more than \$300. The maximum amount that can be earned in the income bank is \$11,800. New entrants commenced with a \$4,000 starting balance.

To be eligible for the Work Bonus, the income earned must be from employment, or self-employment that involves active effort e.g. bookkeeping or plumbing. It does not include passive income from investments or the management of investments.

The Work Bonus applies to individuals only. Couples cannot pool the Work Bonus.

You do not apply for the Work Bonus – all you need to do is contact Centrelink and declare your income.

Assets Test

There are limits to how much you can have in assets before they affect how much Age Pension can be paid.

Your principal home – and up to the first 2 hectares of land it is on – is not included in the assets test.

Assets include:

- Superannuation and managed funds
- Shares, savings accounts, term deposits, money loaned and financial investments
- Home contents and personal effects e.g. cars, boats, jewellery, furniture and appliances
- Real estate
- Annuities, income streams and superannuation pensions
- Gifts or assets given away
- Businesses including sole traders, partnerships, private trusts, and private companies

What the limits are for a full pension

Your situation	Homeowner	Non-homeowner
Single	\$321,500	\$579,500
A couple, combined	\$481,500	\$739,500
A couple, separated due to illness, combined	\$481,500	\$739,500
A couple, one partner eligible, combined	\$481,500	\$739,500

Assets above this amount reduce your pension by \$3 per fortnight for every additional \$1,000 (singles and couples combined).

What the limits are for a part pension

Your situation	Homeowner	Non-homeowner
Single	\$722,000	\$980,000
A couple, combined	\$1,085,000	\$1,343,000
A couple, separated due to illness, combined	\$1,282,500	\$1,540,500
A couple, one partner eligible, combined	\$1,085,000	\$1,343,000

If you get Rent Assistance with your pension, your cut off point is higher.

Overseas Travel

The Age Pension can generally be paid while you are overseas, regardless of whether you leave Australia temporarily or permanently.

However, the payment rate may change depending on time spent overseas. For instance, if you are travelling overseas temporarily, the Pension Supplement will reduce to the basic rate after six weeks. If you are moving overseas permanently, the Pension Supplement will reduce to the basic rate on your departure.

Before travelling or moving overseas, contact Centrelink to see how it will impact your pension.

If you are overseas for longer than six months and you were an Australian resident for less than 35 years during your working life (age 16 to Age Pension age), your payment rate may be reduced.

Australia has social security agreements with many countries. In some cases, these agreements determine how much pension you will get if you live overseas. If you have lived in both countries, you may receive a part-pension from Australia and from the other country you have lived in.



Before travelling or moving overseas, contact Centrelink to see how it will impact your pension.

Rent Assistance

You may be eligible for Rent Assistance if you pay rent to a landlord or community housing organisation. Rent Assistance may also be available to age pensioners who pay fees in a retirement village, board and lodging, or site and mooring fees if your main home is a caravan, relocatable home or a boat.

If you own your own home, or live in state/territory government public housing, you cannot get Rent Assistance.

All payment rates are as current as May 2026.

Current Age Pension rates (as of 20 March 2026):

If you're	Your fortnightly rent is more than	To get the maximum payment your fortnightly rent is at least	The maximum fortnightly payment is
Single	\$154.80	\$447.34	\$219.40
Single, sharer	\$154.80	\$349.83	\$146.27
Couple, combined	\$250.80	\$526.54	\$206.80

Common Questions

For the pension assets test, does it matter how much your principal residence is worth?

No, your principal place of residence is not included in the Age Pension Assets Test.

Can I speak to Centrelink in a language other than English?

Yes. Centrelink has a free translation and interpreter service in over 200 languages. This includes international languages, Auslan and Aboriginal and Torres Strait Islander languages.

The Multilingual Phone Service can be contacted on [131 202](tel:131202) – Monday to Friday 8 am to 5 pm.

Common Questions continued.

How is the pension indexation calculated?

The rate of the Age Pension is indexed by the higher of the Consumer Price Index or the Pensioner and Beneficiary Living Cost Index. The pension is then benchmarked to a per cent of Male Total Average Weekly Earnings (MTAWE).

The Consumer Price Index and Pensioner and Beneficiary Living Cost Index are measures of price changes that impact pensioners. Benchmarking the pension to MTAWE helps keep it in line with community living standards.

Can I apply for the Age Pension if I am living overseas?

You can, if you live in a country with a social security agreement that permits applications for the Age Pension from outside Australia. Otherwise you will need to be a resident of Australia when you apply. This means Australia needs to be your settled or usual place of residence. Contact Centrelink for more advice on your personal situation.

Australia currently has international social security agreements with: Austria, Belgium, Canada, Chile, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Malta, the Republic of North Macedonia, the Netherlands, New Zealand, Norway, Poland, Portugal, Republic of Serbia, the Slovak Republic, Slovenia, Spain, Switzerland, and the United States of America.

Who do I need to tell if someone I love dies and they're still receiving the pension?

It's important that you tell Centrelink when someone you love has died while receiving the pension.

You need to tell Centrelink within 28 days in one of these ways:

1. Call the **Older Australians line** on **132 300** and say "someone has died"
2. Complete and submit the **Advice of Death form** at servicesaustralia.gov.au/sa116
3. Visit a Centrelink service centre

How often is the pension indexed?

The pension rate is indexed on 20 March and 20 September each year.

Can Centrelink pay bills on my behalf?

Yes. Centrepay is a free bill paying service operated by Centrelink. You can arrange for Centrepay to automatically pay regular bills like rent, electricity and phone. Contact Centrelink to set up Centrepay.

What if I disagree with a Centrelink decision?

There are things you can do if you think Centrelink has made an incorrect decision about your payment:

1

As a first step you should contact Centrelink. A Centrelink officer will check your details and explain the reason for the decision and clear up any misunderstandings. This will also provide you with the opportunity to tell Centrelink about any new information which may be helpful.

2

Secondly, you can ask for an Authorised Review Officer to review the decision. The Authorised Review Officer will not have had any involvement in the original decision. If they think the initial decision was wrong, they can change it.

3

If the Authorised Review Officer has not found in your favour, you can appeal the Centrelink decision to an independent body, the Social Services and Child Support division of the Administrative Review Tribunal.

4

An Administrative Review Tribunal review can only commence once the Authorised Review Officer has completed their review. The Administrative Review Tribunal has the power to change decisions.

5

You can appeal to the Administrative Review Tribunal for a second review.

6

Finally, you can appeal a decision to the Federal Court and then the High Court.

If you are not satisfied with any aspect of the service that Services Australia is providing, you can contact the Commonwealth Ombudsman on [1300 362 072](tel:1300362072).

Concession Cards, Medicare and Health

Pensioner Concession Card

If you **receive one of the following payments**, you will automatically be sent a Pensioner Concession Card:

- Age Pension
- Carer Payment (excluding Carer Payment recipients with either episodic or short term care of the child)
- Parenting Payment – Single
- Disability Support Pension
- JobSeeker Payment or Youth Allowance and are single, principal carers of a dependent child and looking for work

If you are **55 or over**, you can also get a Pensioner Concession Card if you have been on **income support for 9 continuous months** and are getting one of the following payments:

- JobSeeker Payment
- Parenting Payment partnered
- Special Benefit

You may also get a card if you have a **partial capacity to work** and you're getting any of the following payments:

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

The Pensioner Concession Card gives you benefits, including:

- Cheaper medicines under the Pharmaceutical Benefits Scheme – at the concessional rate of up to \$7.70 instead of the general rate of \$25
- Access to the lower, concessional threshold of the Pharmaceutical Benefits Scheme Safety Net
- Bulk billed doctor visits – at the discretion of your doctor
- Extra refunds for medical costs when you reach the Extended Medicare Safety Net threshold
- Free hearing tests, fully or partially subsidised devices, fittings, annual reviews, and other services through the Hearing Services Program
- Discounts on Australia Post including mail redirections; and
- Other concessions on utility bills, rates, drivers licenses, motor vehicle registration charges, ambulance subscriptions and public transport – depending on your state or territory

If your pension payment was cancelled on 1 January 2017 because of changes to the assets test, you will also receive a Pensioner Concession Card.

State Concessions for Concession Card Holders

State governments offer concessions for common expenses such as car registrations, council rates on your home and a range of other State government costs. Check with your State service provider to see what concessions are available to you.

Commonwealth Seniors Health Card

The Commonwealth Seniors Health Card (CSHC) is a concession card to get cheaper health care and some discounts if you've reached the Age Pension age.

You can get a card if you meet a number of conditions, including that you are not receiving another payment from Services Australia or the Department of Veterans' Affairs.

To meet the income test, you must earn no more than the following:

- \$101,105 a year if you're single
- \$161,768 a year for couples

Essential Medical Equipment Payment

The Essential Medical Equipment Payment is an annual support payment of \$196 that assists eligible people with the additional home energy costs of operating essential medical equipment or medically necessary heating and cooling.

The payment is available in addition to any other existing state and territory government medical equipment rebate schemes. To claim, you must have a Commonwealth concession card and the person with medical needs and their carer, if applicable, must live at home together in Australia.

To access this payment, you need to apply to Centrelink. You may be asked to provide evidence of the medical need for equipment and proof that you pay the relevant energy bill.

People with listed medical conditions will be automatically assessed as eligible for the scheme. Contact Centrelink for more information.

Pharmaceutical Benefits Scheme Safety Net Card

You can get access to cheaper medicines with a Pharmaceutical Benefits Scheme (PBS) Safety Net Card if you spend a certain amount on medicines in a year. On 1 January 2026, the PBS Safety Net thresholds were updated to:

- \$277.20 for concession card holders; and
- \$1,748.20 for general patients

Concession Card Holders reach the safety net after 36 fully priced prescriptions and thereafter their PBS scripts are free for the balance of the year (plus any applicable premiums).

Above these thresholds, your PBS Safety Net Card will give you access to cheaper medicines. Your medicine will be free for **concession card** holders; and cost up to \$7.70 for **general patients**.

To get a PBS Safety Net Card, ask your pharmacist to keep track of you and your family's prescriptions. When you reach the threshold, your pharmacist can give you a card.

If you do not always use the same pharmacist, you can keep track of your expenditure using PBS/Repatriation PBS Safety Net prescription record form and application for a Safety Net card form (PB240) available from Services Australia.



If you do not always use the same pharmacist, you can keep track of your expenditure using the **PBS Safety Net** record and the application for a **Safety Net** card form available from Centrelink.

Private Health Insurance Rebate

If you have private health insurance, you may be eligible for the Private Health Insurance Rebate.

The Private Health Insurance Rebate is means tested. Your rebate rate also depends on the age of the oldest person covered by the policy. It provides a rebate for a proportion of your hospital and general treatment (extras) cover. You can claim the rebate as a reduction to your health insurance policy, or as a tax offset in your annual tax return.

Income thresholds for 2025-26, and rebate rates effective from 1 April 2026 to 30 June 2026:

	\$101,000 or less	\$101,001 -118,000	\$118,001 -158,000	\$158,001 or more
	\$202,000 or less	\$202,001 -236,000	\$236,001 -316,000	\$316,001 or more
	Base tier	Tier 1	Tier 2	Tier 3
< Age 65	24.118%	16.079%	8.038%	0%
Age 65-69	28.139%	20.098%	12.058%	0%
Age 70+	32.158%	24.118%	16.079%	0%

The Government has announced that it will remove all age-based rebate increases that currently apply to people aged 65 years and over. The changes will apply from 1 April 2027, lining up with the start of the private health insurance premium year.

Medicare Safety Nets thresholds

The Medicare Safety Nets can lower your out of pocket medical costs, including the cost of seeing a doctor or specialist, as well as many tests and scans. When your out of pocket costs exceed one of the Medicare Safety Net thresholds, you'll start getting higher Medicare benefits.

If you have a Pensioner Concession Card or a Commonwealth Seniors Health Card, you are eligible for the Extended Medicare Safety Net – Concessional. This means you can get up to 80 per cent of your out of pocket costs back.

You do not need to register for the Medicare Safety Nets as an individual. Your out-of-pocket costs will be automatically calculated by Medicare and the money you get back from Medicare will be automatically adjusted. However, if you register as a couple or family, you can combine your costs for the Medicare Safety Nets. This means you will reach the thresholds sooner and receive more back from Medicare. Contact Services Australia to register as a couple or a family.

See the table below for the 2025 thresholds, which can be found on Services Australia's website: servicesaustralia.gov.au/what-are-medicare-safety-nets-thresholds?context=22001

2026 Medicare Safety Nets thresholds

Thresholds	Threshold amount	Who it's for	What counts towards the threshold	What benefit you'll get back
Original Medicare Safety Net (OMSN)	<u>\$594.40</u>	Everyone in Medicare	Your gap amount for the calendar year.	100% of the schedule fee for out of hospital services.
Extended Medicare Safety Net (EMSN)- General	<u>\$2699.10</u>	Everyone in Medicare	Your out of pocket amount for the calendar year.	80% of out of pocket costs or the EMSN benefit caps for out of hospital services.
Extended Medicare Safety Net (EMSN) - Concessional and Family Tax Benefit Part A	<u>\$861.20</u>	Concession cardholders and families eligible for Family Tax Benefit Part A	Your out of pocket amount for the calendar year.	80% of out of pocket costs or the EMSN benefits caps for out of hospital services.

The Medicare Safety Net threshold amounts are indexed to the Consumer Price Index on 1 January each year when patient threshold accumulations are reset.

- The Original Medicare Safety Net (OMSN) increases the 85% Medicare rebate to 100% of the MBS fee for the remainder of the year once the threshold is reached. The current 2026 OMSN threshold for everyone enrolled in Medicare is \$594.40.
- The Extended Medicare Safety Net (EMSN) provides an increase in benefits of up to 80% of out-of-pocket costs once an annual threshold has been reached. All out-of-hospital out-of-pocket costs (the difference between the MBS out-of-hospital rebate and the doctor's charge) contribute to the EMSN. There are two 2026 EMSN thresholds. The EMSN non-concessional threshold is \$2699.10 and the concessional threshold/Family Tax Benefit Part A threshold is \$861.20.

It is important to note that Medicare safety nets do not apply to in-hospital services, which may be partially or fully covered by private health insurance.

Free RSV Vaccines

From April 2026, Respiratory Syncytial Virus vaccine for Australians aged 75 and over are now free. Please contact your local GP, immunisation clinic, community or Aboriginal health services as well as participating pharmacies to receive your free vaccination.

Carer Payment & Carer Allowance

Carer Payment

Carer Payment is available to carers who provide constant care to a child (under 16 years of age) or adult (16 years and over) with a disability or a medical condition. Constant care is considered to be the equivalent of an average working day. In order to get Carer Payment you must be:

- An Australian resident
- Providing constant care for someone who is an Australian resident with an illness or disability likely to last 6 months or more (unless they are terminally ill); and
- The care is provided in the home of the person being cared for

A 2 year waiting period applies to most new Australian residents before they can receive Carer Payment.

To qualify for Carer Payment, the person receiving care must also pass an income and asset test (if they don't receive a pension or benefit from Services Australia):

- Income must be less than **\$143,752** a year before tax
- Assets must be worth less than **\$886,750**

These amounts change on 1 January each year.

If the care receiver's assets exceed the assets limit, the carer may still qualify for Carer Payment if the care receiver passes the income test and liquid asset test.

Note: The carer must also meet the pension income and assets tests (these are the same as for the Age Pension).

If you are caring for more than one child or an adult and a child, each with disability or a medical condition, this will be taken into account when determining your eligibility. Contact Centrelink (Services Australia) to determine if your caring responsibilities make you eligible for Carer Payment.

Carer Allowance

Carer Allowance helps Australian residents (Australian citizens and permanent visa holders residing in Australia) who provide daily care and attention at home to a child (under 16 years) or an adult (16 years and over) with disability or a medical condition, or who is frail aged. A 52-week waiting period applies to most new Australian residents before they can receive Carer Allowance.

The amount of daily care you need to provide is not as intense as is required for Carer Payment, however some care needs to be provided every day. Carer Allowance may be paid in addition to other payments, such as the Age Pension. If you receive Carer Payment for a child younger than 16, you will automatically be entitled to Carer Allowance.

Carer Payment recipients caring for an adult can also qualify for Carer Allowance but there are some differences in eligibility criteria. Carer Allowance is **\$162.60** per fortnight. A carer can receive multiple payments of Carer Allowance - when caring for up to two adults (16 years and over), or an unlimited number of children (under 16 years).

You do not need to be receiving a social security payment to get Carer Allowance, but an income test of \$250,000 applies to you and your partner. There is no assets test.

Carer Supplement

Carer Supplement is an annual payment for carers who receive a qualifying payment on 1 July each year. Eligible payments are:

- Carer Payment
- Carer Allowance
- DVA Carer Service Pension
- DVA Partner Service Pension with Carer Allowance

An additional \$600 is paid if you are receiving Carer Payment or one of the DVA pensions listed above. You do not need to apply for Carer Supplement. Centrelink will automatically make the payment into your bank account.

The payment is made in July of each year.

Disability Support Payments

Disability Support Pension

The Disability Support Pension helps people who are unable to work or be retrained for work of at least 15 hours per week due to a physical, intellectual or psychiatric impairment.

To receive the Disability Support Pension, you must:

- Be an Australian resident for at least 10 years (or have a qualifying exemption)
- Be aged from [16 up to the Age Pension age](#) at date of claim
- Have a specific impairment such as being permanently blind; or have an impairment that has been assessed to be at 20 points or more using the Impairment Tables
- Be assessed as having a continuing inability to work 15 hours per week within the next 2 years or be participating in the supported wage system
- You also need to meet the income and asset tests thresholds

For people over 21, the Disability Support Pension is paid at the same rate as the Age Pension.

If you are receiving the Disability Support Pension when you reach Age Pension age, you can choose which payment to receive.

Contact Centrelink to find out if you are eligible for the Disability Support Pension.

Mobility Allowance

Mobility Allowance is a [\\$122.80](#) fortnightly payment for a person with disability who cannot use public transport without substantial assistance and are required to travel in order to undertake approved activities. You can get it if you are doing the below activity/s for at least 32 hours every four weeks being:

- Paid work
- Voluntary work
- Study
- Vocational training
- Job search

If you receive a qualifying payment, such as, Disability Support Pension and are doing more than 15 hours of paid work per week or looking for work through an Employment Service Provider, you may qualify for a higher rate of [\\$171.70](#) per fortnight.

Aged Care Services

The Albanese Government is working hard to improve the quality of aged care for older people and to make aged care equitable, sustainable and trusted. The Royal Commission into Aged Care Quality and Safety made it clear that more needed to be done to improve the standard of care, and that is what our Government has been doing. We are improving the aged care experiences of older people in Australia to ensure they receive high quality, safe care – and we have made great progress already.

Older people, along with their families and carers, are at the heart of these changes. The new Aged Care Act, which started on 1 November 2025:

- makes sure you have explicit rights, and ways to protect them
- enables you to make your own decisions and be supported to do so
- makes it easier to access aged care with clear eligibility requirements and a fair, culturally safe assessment process
- improves information about aged care providers to help you make informed decisions
- makes it clear what you should expect from aged care providers and workers
- allocates a permanent residential care place to you directly, if you need one.

We know that older people want to stay living in their own homes for longer, so we're improving in-home aged care so you can stay living independently at home – and making it safer for you to do so.

Under the new Support at Home program, you will have improved access to services, products, equipment and home modifications so you can remain healthy, active and socially connected to your community.

My Aged Care

My Aged Care is the starting point to help you find out what Australian-Government-funded aged care services may be available to help you.

Visit the My Aged Care website myagedcare.gov.au to find information about how to access aged care services. You can also call [1800 200 422](tel:1800200422) Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm.

My Aged Care can provide:

- Information on the different types of aged care services available
- An assessment of needs to identify eligibility and the right type of care
- Referrals and support to find service providers that can meet your needs

You can visit any Services Australia service centre for general My Aged Care support or book an appointment with an Aged Care Specialist Officer in selected locations by calling [1800 227 475](tel:1800227475) (Monday–Friday, 8am to 5pm).

Translating and interpreting services (TIS National)

To request an interpreter, call [131 450](tel:131450) and ask to call My Aged Care on [1800 200 422](tel:1800200422).

National Relay Service

To use the **National Relay Service** visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on [1800 555 660](tel:1800555660).

Planning for your future

It's never too early or too late to talk about aged care. Talking about getting some extra help doesn't mean you can't live an independent or active life. Eligibility is based on factors like your health, how you're managing at home, and any support you currently receive.

My Aged Care can assist you in understanding what kind of care you need:

Help at home If you're finding it harder to do the things you used to, you can ask for some help.

Short-term care

Maybe you need some help after a hospital stay, or support if your regular family carer is taking a holiday. Short-term care can help you cope with life's interruptions.

Aged care homes

You might be at a stage where you no longer feel able to live independently at home, even with carer support or home care services to help you.

Helping you make choices

Star Ratings for aged care homes are available through the '**Find a provider**' tool on the My Aged Care website. Star Ratings allows you to compare the quality of aged care homes. Residential aged care homes receive an overall Star Rating as well as ratings against four sub-categories: Residents' Experience, Compliance, Staffing and Quality Measures.



Find out more by visiting myagedcare.gov.au/quality-aged-care

Older people, their families and carers can now see how much aged care services spend on care, food, wages and more. You can access this information through the 'Find a Provider' tool's new 'finance & operations' tab on My Aged Care. Publishing this information provides greater transparency on what aged care providers spend their money on. Older people and their carers can use this information to compare providers and make an informed choice about which aged care service suits their needs.



Visit: myagedcare.gov.au/find-a-provider

How to access aged care services

1

Apply for an assessment

You can apply for an assessment of your needs at myagedcare.gov.au/apply-online, by phoning **1800 200 422** or in person at a dedicated Services Australia service centre.

- You will be asked questions to help work out your needs and whether you are eligible for an assessment
- You will need your Medicare card.
- If you would like someone to call My Aged Care for you, you will need to give them your consent.
- If you're calling for someone else, they will need to give their consent.

2

Have your assessment

If you are eligible for aged care, My Aged Care will arrange for a trained assessor to conduct an assessment.

- With your consent they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- You may like to prepare any questions that you have, for example: what services are available locally? And, how long will I have to wait?
- Someone else can be with you during your assessment.

3

Find out about costs

Aged care assessments are free. However, most people will need to contribute to their cost of care once they are approved for government-funded aged care services. My Aged Care and service providers can give you information about how much you may be asked to pay. You may need to complete a financial assessment through Services Australia

4

Following your assessment

You will receive a letter that will let you know if you are eligible for government funded aged care services and if so, what services you are eligible for.

5

Find a provider

The online Find a provider tool can help you find and compare aged care service providers in your area: myagedcare.gov.au/find-a-provider

Your assessor and My Aged Care can also help you find a provider(s) in your local area that meet your needs.

Commonwealth Home Support Program

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) helps you access entry-level support services to live independently and safely at home. CHSP works with you to maintain your independence rather than doing things for you.

Eligibility

Eligibility for this program is based on your support needs and age.

To be eligible for government-funded aged care services, people must be registered with My Aged Care and have had an aged care assessment.

Government-funded services are available to people with care needs who are:

- aged 65 years and over
- Aboriginal or Torres Strait Islander and aged 50 years or over
- homeless or at risk of homelessness and aged 50 years or over
- existing clients who were approved for aged care before 1 November 2025.

Younger people already accessing aged care must have been assessed before 1 November 2025 to continue receiving government-funded services.

If you are unsure whether you have been assessed, contact My Aged Care on [1800 200 422](tel:1800200422) or online at myagedcare.gov.au for advice. You can also ask your service provider — they may be able to support you to register with My Aged Care.



Check your availability for an assessment by visiting myagedcare.gov.au/am-i-eligible, phoning [1800 200 422](tel:1800200422), or enquiring in person at a dedicated Services Australia Centre.

Services available through the Commonwealth Home Support Program

The Commonwealth Home Support Program can provide services such as:

- help around the house
- transport
- meals
- personal care
- home adjustments
- social support
- nursing and allied health
- planned respite care

Common Questions

Who provides the services?

To make sure you can access the help you need at an affordable price, the government subsidises a variety of organisations across Australia. These organisations are called service providers. They deliver care and services to you at a subsidised price.



To find out what services are available near you, use our **Find a Provider** tool: myagedcare.gov.au/find-a-provider

How much will it cost me?

If you are eligible, you're expected to contribute to the cost of your care if you can afford to. The cost depends on the type of support and the provider.

Each provider sets their own prices. You'll need to talk to them to get exact costs.



You can find CHSP service providers using the **Find a Provider** tool: myagedcare.gov.au/find-a-provider

Read more about how CHSP service costs work: myagedcare.gov.au/commonwealth-home-support-programme-costs

How long will it take to get some help at home?

First you will need to be assessed. After that it will depend on the availability of service providers in your area to offer the service you need.

Support at Home Program



The **Support at Home program** replaced the Home Care Packages Program from 1 November 2025.

About the Support at Home program

The Labor Government is improving in-home aged care to help older people live independently at home for longer.

A new program called **Support at Home** replaced the Home Care Packages Program and Short-Term Restorative Care (STRC) Programme on 1 November 2025. The Commonwealth Home Support Program (CHSP) will also transition to Support at Home, no earlier than 1 July 2027.

The Support at Home program can be accessed through My Aged Care.

We are investing \$1 billion to make personal care services through Support at Home free of charge alongside clinical care. This includes showering and continence management. We are improving Support at Home so more people can live independently at home for longer and can do so safely. This change will take effect from 1 October 2026.

Older people can continue to access personal care and showers through their Support at Home funding. Under Support at Home, older people can ask their provider at any time to change the mix of services they receive from the approved list. Providers will work with Support at Home participants to make sure the services they receive meet their needs.

Support at Home has 8 ongoing service classifications, which represent the level of funding available based on your assessed needs.

Classification	Quarterly budget	Annual amount
1	<u>\$2,682.75</u>	<u>\$10,731.00</u>
2	<u>\$4,008.61</u>	<u>\$16,034.45</u>
3	<u>\$5,491.43</u>	<u>\$21,965.70</u>
4	<u>\$7,424.10</u>	<u>\$29,696.40</u>
5	<u>\$9,924.35</u>	<u>\$39,697.40</u>
6	<u>\$12,028.58</u>	<u>\$48,114.30</u>
7	<u>\$14,537.04</u>	<u>\$58,148.15</u>
8	<u>\$19,526.59</u>	<u>\$78,106.35</u>

Note: Figures subject to indexation

If you were already on the National Priority System waiting for a Home Care Package Program, you will automatically get a Support at Home classification when a place is available. You won't need a new assessment unless your needs change.

What services are available?

Under Support at Home, services are classified into three categories; **clinical supports, independence and everyday living**.

Support at Home offers a wide range of support so you can continue to live well at home. Based on your aged care assessment and eligibility, you will have access to an approved list of services. You will be supported to choose the mix of services you can access within your budget.

Under the Support at Home program, you can request to change the mix of services you access from the approved list at any time with your provider, who will support you to make sure the services you receive meet your needs.

This includes support for:

- Clinical care – such as nursing care, occupational therapy and continence care
- Independence – such as help with getting dressed, taking medications, transport or respite care
- Everyday living – such as cleaning, gardening, shopping or meal preparation

➔ For a classified service list, visit: health.gov.au/resources/publications/support-at-home-service-list

Support at Home Costs

Contribution rates are based on your income and assets and vary by the amount and type of service you have received. An income and asset assessment similar to the Age Pension means test will be used to determine your contribution rate. Those on the Age Pension and Commonwealth Seniors Health Card holders will pay lower contributions than self-funded retirees.

Standard participant contribution rates from 1 November 2025

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.50%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

People who were receiving a Home Care Package Program or approved for a package on 12 September 2024 are covered by the 'no worse off principle'. These participants are now making contributions to Support at Home that are the same, or lower, than they did on the Home Care Packages Program. This is even if they are re-assessed into a higher Support at Home classification at a later date.

➔ To get an estimate of how much you might need to pay, visit: myagedcare.gov.au/upcoming-changes-aged-care-funding-how-they-affect-you

Other Useful Contacts

Aged Care Quality and Safety Commission

1800 951 822 agedcarequality.gov.au

Postal Address: Aged Care Quality and Safety Commission, GPO Box 9819, Sydney NSW 2001

The Aged Care Quality and Safety Commission makes sure that aged care services provide the best care and services possible and meets the Aged Care Quality Standards. The Commission's information and resources can help you understand the care and services you should receive from your provider. The Commission can also help you to resolve any concerns you might have about an aged care service.

It does this by:

- Checking aged care services to make sure they meet the Aged Care Quality Standards
- Looking into complaints about services made by people receiving care, their families and others
- Requiring aged care providers to make changes when they are not meeting the standards or respecting the rights of aged care consumers
- Making sure that aged care providers manage your fees and contributions properly, as well as the government funding they receive
- Making sure that new organisations that want to provide aged care services are suitable
- Investigating serious incidents that happen in aged care services
- Publishing information about their findings when they check on services
- Explaining what good quality care is, and what you can expect from services

Food, Nutrition and Dining Hotline

For concerns about food, nutrition or the dining experience at an aged care home, you can call the dedicated Food, Nutrition and Dining Hotline.

The hotline can be reached on [1800 844 044](tel:1800844044) between 9am and 5pm AEST Monday to Friday.

The Food, Nutrition and Dining Hotline is run by the Aged Care Quality and Safety Commission. The hotline can give people receiving aged care, their families, carers and advocates direct access to a dedicated team to discuss issues about food, nutrition and dining in aged care.

Older Persons Advocacy Network

opan.org.au

[1800 700 600](tel:1800700600)

The Older Persons Advocacy Network (OPAN) is a free service that supports older people and their representatives to address issues related to Australian Government funded aged care services. OPAN delivers advocacy support, information and education services to older people across Australia. You can contact OPAN by phone, Monday to Friday, 8am to 8pm and 10am to 4pm on Saturday.

Support for Carers

Support for Carers – Carer Gateway

The Carer Gateway is a single entry-point for carers to access help and advice, including respite.

The Carer Gateway can be found at carergateway.gov.au or contacted on [1800 422 737](tel:1800422737).

Whilst changes are being made to improve the interaction between MyAgedCare and the Carer Gateway, at the moment, you will need to contact the Carer Gateway separately to MyAgedCare.

Translating and Interpreting Service (TIS National)

If you are receiving care, you can get immediate phone interpreting through TIS National for the cost of a local call.

Call [131 450](tel:131450) 24 hours a day, every day of the year, or to book an interpreter visit: tisnational.gov.au

National Dementia Support Program

The National Dementia Support Program helps people living with dementia and their carers and families understand more about dementia. It also aims to connect people living with dementia, their families and carers with services that support them to self-manage and live well with dementia for as long as possible.

Find out more by contacting the National Dementia Helpline on [1800 100 500](tel:1800100500).

Help for Grandparent Carers

Many grandparents care for children through formal or informal care arrangements. Help for grandparent carers depends on your individual circumstances and includes:

- Payments to help with the cost of raising children
- No-cost or low-cost child care
- Health care cards to reduce the cost of medical care and pharmaceuticals

You do not need to have a formal foster care arrangement in place to access Commonwealth Government support. Generally, all that is required is that you are the primary carer for the child and make day-to-day decisions for the child.

Can grandparents access Family Payments?

Yes. Grandparents can access Family Tax Benefit if they care for a child at least 35 per cent of the time. You do not need to be a child's legal guardian to be eligible for social security purposes. Family Tax Benefit is a payment that helps eligible families with the cost of raising children.

The Family Tax Benefit residence and income tests apply.

There are two parts to the Family Tax Benefit – **Part A and Part B.**

Family Tax Benefit – Part A

Family Tax Benefit – Part A is paid per child. Families with a combined income of \$66,722 or less can access the maximum rate of the payment.

Family Tax Benefit – Part A: Maximum Rate

Age of child	Maximum rate per fortnight
Under 12	<u>\$227.36</u>
13-15	<u>\$295.82</u>
16-19 who meets the study requirements	<u>\$295.82</u>

Family Tax Benefit – Part B

Family Tax Benefit – Part B is a per family payment that provides extra assistance to single parent families, non-parent carers and some couple families with one main income earner. Pensioners and other social security recipients, including part-pensioners, may be eligible for Family Tax Benefit – Part B. Single carers automatically receive the maximum rate of Family Tax Benefit – Part B provided their income is under the primary earner income limit. For couple families, the payment is also subject to an income test on the lower earner. The payment rate starts to taper off once the secondary income earner earns more than \$6,935 per year.

This means that people who are single and receive the Age Pension or other social security payment will be eligible for the maximum rate. Couple Age Pensioners will usually be eligible for a part-rate of Family Tax Benefit - Part B.

Family Tax Benefit – Part B is also paid to grandparent and non–parent carers who do not receive social security payments. Family Tax Benefit – Part B is payable when the primary income earner has an income of under [\\$120,007 or less per year](#).

The payment rate starts to taper off once the secondary income earner earns more than [\\$6,935 per year](#). Family Tax Benefit – Part B is also payable to grandparents with a youngest child 13 years and older, whereas for other couple families it ceases when the child turns 13.

Family Tax Benefit – Part B: Maximum Rate

Age of youngest child	Maximum rate per fortnight
0 to 4	\$193.34
5-18 years of age	\$134.96

Do Family Tax Benefit payments give you access to Commonwealth Rent Assistance, if you are paying rent to a landlord or community housing provider?

Yes. Age pensioners and other social security recipients, including part-pensioners, who receive Family Tax Benefit – Part A, are eligible for Rent Assistance (Family Tax Benefit).

Grandparent and non-parent carers who do not receive a social security payment may be eligible for Rent Assistance (Family Tax Benefit) if they qualify for more than the basic rate of Family Tax Benefit – Part A. If you are in this situation, contact Centrelink to determine your eligibility.

Rent Assistance (Family Tax Benefit) rates (as at 20 March 2026)

Family situation	Your fortnightly rent is more than	To get the maximum payment your fortnightly rent is at least	The maximum fortnightly payment is
Single with one or two children	\$203.28	\$547.12	\$257.88
Single with three or more children	\$203.28	\$591.92	\$291.48
Couple with one or two children	\$300.58	\$644.42	\$257.88
Couple with three or more children	\$300.58	\$689.22	\$291.48

Common Questions

Can grandparents access **Carer Payment** if they are under the Age Pension age?

If a grandparent is the principal carer of a child under 14 (if single) or under 6 if partnered, they **may be eligible** to access Parenting Payment. The Parenting Payment income and asset tests apply. For more information contact Centrelink Carers Line [132 717](tel:132717)

Can grandparents access **Carer Allowance** if they are looking after a child with disability or an illness?

Yes. Carer Allowance is automatically payable to grandparents looking after a child whose disability appears on a list of disabilities and conditions, or if the disability/condition causes the child to function below the standard for his or her age level. Contact Centrelink to determine your eligibility. The current rates of Carer Allowance per child, are:

- [\\$162.60](#) per fortnight
- Up to \$1,000 Child Disability Assistance Payment, paid annually on 1 July for each child being cared for under 16 years of age

Carer Allowance is paid on top of other social security payments.

You do not need to be receiving a social security payment to get Carer Allowance, but an income test of \$250,000 applies to you and your partner. There is no asset test.

Children who are not eligible for Carer Allowance may be eligible for a Health Care Card if they require substantially more care and attention than a child of the same age without disability.

Can grandparents get a Health Care Card to help with the cost of medical appointments and prescription medicine for children they are looking after?

Yes. Grandparent carers can access a **Foster Child Health Care Card**.

You do not need to be a formal foster carer to be eligible and the card is available to grandparents in both formal and informal care arrangements.

The Foster Child Health Care Card gives children access to cheaper prescription medicines, medical services and other concessions, depending on your state or territory. There is no income or assets test.

Can grandparents get help with the cost of childcare?

Yes. Grandparent carers can access 100 hours per fortnight of subsidised child care for a grandchild.

The **Additional Child Care Subsidy (Grandparent)** is available to carers who receive an income support payment, such as the Age Pension.

Support is available equal to the actual fee charged, up to 120% of the Child Care Subsidy hourly rate cap.

There are no requirements for grandparents to be working or undertaking other activities to be eligible for this child care assistance. There is no time limit on how long you can get the additional subsidy.

For many grandparent carers this means there will be no out-of-pocket cost for child care.

Grandparents who don't receive an income support payment can still access up to 100 hours per fortnight of the Child Care Subsidy without any activity test requirement.

→ Need to know more?

Every grandparent carer's situation is different. The Centrelink Grandparent Adviser Line can give you specialist advice relating to your circumstances.

[Grandparent Adviser Line: 1800 245 965](https://www.centrelink.gov.au/1800245965)

Other Useful Numbers

Aged Care Complaints Investigation Scheme	1800 550 552
Aged Care Quality and Safety Commission – Lodging Complaints	1800 951 822
Al Anon Family Groups	1300 252 666
Arthritis Australia	1800 011 041
Asthma Australia	1800 278 462
Australian Taxation Office	13 28 65
Australian Taxation Office – Scams Hotline	1800 008 540
Beyond Blue	1300 224 636
Bowel Cancer Australia Helpline	1800 727 336
Cancer Council Helpline	13 11 20
Centrelink: Carers Payments	13 27 17
Centrelink: Older Australians	13 23 00
Commonwealth Respite and Carelink Centres	1800 422 737
Emergency Respite	1800 422 737
Diabetes Australia	1800 177 055
Domestic Violence (1800 RESPECT)	1800 737 732
Elder Abuse Helpline	1800 353 374
Financial information (pensions and allowances) Centrelink (financial assistance for carers)	13 27 17
Multilingual information	13 12 02
Get Healthy Information and Coaching Service (NSW number)	1300 806 258
Grief Line	1300 845 745
Hearing Australia	134 432

Health Services for Veterans (1800 VETERAN)	1800 838 372
Healthy Bones Australia	1800 242 141
Heart Health Information Line	13 11 12
Hepatitis Australia National Information Line	1800 437 222
Home Support and Care – Call MyAgedCare	1800 200 422
Immunisation Programs for Older Australians: Immunise Australia Information Line	1800 671 811
Kidney Health Australia	1800 454 363
Lifeline	13 11 14
Medicines Line	1300 633 424
MensLine Australia	1300 78 99 78
My Aged Care	1800 200 422
National Bowel Cancer Screening Program	1800 118 868
National Cancer Screening Register	1800 627 701
National Continence Helpline	1800 330 066
NDIS Hotline	1800 800 110
National Dementia Helpline	1800 100 500
National Relay Service Helpdesk	1800 555 660
National Stroke Foundation Stroke Line	1800 787 653
Older Persons Advocacy Network	1800 700 600
Poisons Hotline	13 11 26
Quitline	13 QUIT or 13 78 48
Reading and Writing Hotline	1300 655 506
Telecommunications Industry Ombudsman	1800 062 058
Translating and Interpreting Service (TIS)	13 14 50
Victims Access Line	1800 633 063
Vision Australia	1300 847 466

Veterans & Veterans' Families Counselling Services

[Veterans' Home Care: 1800 011 046](#)

To arrange an assessment call a **VHC Assessment Agency** on [1300 550 450](#).

For information about services available for veterans, war widows and war widowers, contact the Department of Veterans' Affairs on [1800 838 372 \(1800 VETERAN\)](#).

Help is also available through the **Veterans' Access Networks (VANs)**.

They provide up-to-date information for veterans, war widow(er)s and their carers, and are located in all capital cities and in areas with large veteran communities.

For more information or for your nearest VAN office, call [1800 838 372 \(1800 VETERAN\)](#).

Scamwatch

Our Government is committed to making Australia safer from scammers.

If you've been scammed, it's important you act quickly.

- If a scammer has stolen your money, contact your bank or card provider.
- Contact ID CARE on [1800 595 160](#) or [idcare.org](#)

For more information and to help others by reporting scams visit [scamwatch.gov.au](#)

13 Yarn

[\(13 92 76\)](#)

13YARN is a 24-hour crisis support line, staffed by First Nations counsellors. The service helps Aboriginal and Torres Strait Islander peoples seek immediate support and connection to broader services.

Note:

- Calls to **1800 numbers** are generally **free** to the caller when made from a land line.
- Calls to **13 or 1300 numbers** are charged at a **low fixed amount** to the caller when made from a land line.
- All calls made from **mobile phones** are charged at the rates applicable to each telephone provider.
- All calls made from **public phones** are charged at the rates applicable to each telephone provider.

Local Organisations and Support Services

Randwick Council Libraries

Lionel Bowen Library and Community Centre, Maroubra

Address: 669-673 Anzac Parade Maroubra

Phone: [\(02\) 9093 6400](tel:(02)90936400)

Hours: Monday – Friday 9.30am - 8pm; Saturday 9.30am - 4pm; Sunday 12pm - 4pm

Margaret Martin Library, Randwick

Address: Level 1, Royal Randwick Shopping Centre Randwick

Phone: [\(02\) 9093 6100](tel:(02)90936100)

Hours: Monday, Tuesday, Wednesday, and Friday 9.30am - 6pm; Thursday 9.30am - 7pm; Saturday 9.30am - 4pm; Sunday 12pm - 4pm

Malabar Community Library, Matraville

Address: 1203 Anzac Parade Matraville

Phone: [\(02\) 9093 6120](tel:(02)90936120)

Hours: Monday - Friday 9.30am - 5pm; Saturday 9.30am - 12pm; Sunday CLOSED

Bayside Council Libraries

Eastgardens Library

Address: Ground Floor Westfield Eastgardens, 152 Bunnerong Road, Eastgardens

Phone: [\(02\) 9366 3888](tel:(02)93663888)

Email: eastgardens.library@bayside.nsw.gov.au

Hours: Monday, Tuesday, Wednesday - 8:30am to 6pm; Thursday - 8:30am to 8pm; Friday - 8:30am to 5pm; Saturday - 9am to 5pm; Sunday - 1pm to 4pm

Mascot Library

Address: 2 Hatfield Street, Mascot

Phone: [\(02\) 8338 0313](tel:(02)83380313)

Email: mascot.library@bayside.nsw.gov.au

Hours: Monday to Friday - 10am to 6pm

Rockdale Library

Address: 444-446 Princes Highway, Rockdale NSW 2216

Phone: [\(02\) 9562 1821](tel:(02)95621821)

Email: rockdale.library@bayside.nsw.gov.au

Hours: Monday to Thursday - 8:30am to 8pm, Friday - 8:30am to 5pm, Saturday - 9am to 5pm, Sunday - 12pm to 4pm

Senior Citizens Centres

Little Bay Coast Centre for Seniors

The Little Bay Coast Centre for Seniors is located on the Old Prince Henry Hospital site at Little Bay. The Centre is a strong and vibrant community for seniors over age 55 and not in full time employment. Since it was formed in 1994 it has won various awards for services to the community.

The Centre provides activities and classes for physical, mental, social, cultural and artistic enrichment. Contact them directly for information on the wide range of activities and classes available.

Website: www.coastcentre.org.au **Address:** 2 Curie Ave, Little Bay 2036

Phone: [\(02\) 9311 4886](tel:(02)93114886) **Email:** manager@coastcentre.org.au

Mascot Senior Citizens Centre

Join Mascot seniors and continue this wonderful tradition that has provided so many with long standing friendships and mind and body activities to keep fit and healthy. A place for you to meet new friends, learn a new craft, be active or just visit for a “cuppa and a chat.” Activities include line dancing, chair yoga, mahjong/cards, board games, and many more.

Website: www.mascot seniors.com.au **Address:** Cnr Coward and Aloha Streets, Mascot

Phone: [\(02\) 9693 2200](tel:(02)96932200) **Email:** mascot.seniorcitizens@gmail.com

Pagewood Seniors Citizens Centre

A long-established seniors that offers social support, and activities such as chair yoga, indoor bowls, tai chi, line dancing and organised outings. Activities include socialisation, chair yoga, tai chi, regular bus outings, celebrations of birthdays and events, special luncheons, and lots more.

Address: 35 Dalley Avenue, Pagewood **Email:** pagewoodseniors@gmail.com

Contact: Anne Nye **Phone:** [0484 644 320](tel:0484644320)

Ramsgate Seniors Centre

The Centre offers a mix of activities aimed at helping older adults stay active and socialise.

Address: 382 Rocky Point Road, Ramsgate

Contact: Julie Burton **Email:** julieburton@outlook.com.au

Health and Fitness

Dance That Walk

Keep fit with Zumba dancing. An exercise groups full of fun and modern music. Show off your talents at regular performances. Enrolment essential. Please contact Bayside Council, Community Life Team.

Address: Alf Kay Community Centre 2 Florence Avenue Eastlakes

Contact: Positive Ageing Specialist Community Life Team

Phone: [1300 581 299](tel:1300581299)

Email: admin.community.life@bayside.nsw.gov.au

SHARE

SHARE (a community-based organisation) provides a range of exercise classes for over 50s at locations across Bayside. For further information on local classes:

Phone: [\(02\) 8580 0628](tel:0285800628)

Website: share.org.au

Active and Healthy NSW

Provides information and advice to help you find local health activities.

Website: activeandhealthy.nsw.gov.au

Email: moh-activeageing@health.nsw.gov.au

Walking Football (Soccer) @ Bayside

Walking Football NSW runs a weekly game designed for older adults and those with limited physical abilities to participate in a regular activity with physical and social benefits. It is a mixed gender game that involves passing the ball while walking. Go along to the field and have a look or take your boots and join in on a game.

Days: Every Wednesday (10am – 12pm)

Address: Jim Graham Field Ador Reserve, Farr Street Rockdale

Contact: Nick or Frank from the Walking Football Association

Email: rockdale@walksoccer.au

Fridays Senior Exercise Group

Held at the Alf Kay Community Centre in Eastlakes at 9:30am and 10.30am

Phone: [\(02\) 9366 3665](tel:0293663665)

Social and Learning Activities

Lakes Singers Choir

The Lakes Singers Choir is a friendly group that welcomes seniors to join the fun and spread the joy of singing. There are no auditions and no previous experience required. Enrolment is essential. Please contact Bayside Council, Community Life Team.

Days: Every Monday during school term 1pm – 2:30pm

Address: Alf Kay Community Centre 2 Florence Avenue Eastlakes

Contact: Positive Ageing Specialist Community Life Team

Phone: [9366 3665](tel:93663665)

Email: admin.community.life@bayside.nsw.gov.au

Rock & Wool Knitting

Group knitting and crochet group. Create fabulous squares for Wrap with Love with new friends. All skills levels welcome.

Days: 3rd Wednesday of the month 10am – 12pm

Address: Rockdale Library 444-446 Princess Highway Rockdale

Contact: Zulma

Phone: [0401 426 571](tel:0401426571)

Email: knittingzulma@gmail.com

Rockdale Adult Leisure Learning

A range of seniors focused classes on offer such as fitness and gentle exercises, dance, yoga, tai chi, and ukulele lessons on offer.

Days: Tuesday and Thursday 9am – 12pm

Address: Uniting Church Hall 9-11 Bay Street Rockdale

Contact: Lily [0413 793 641](tel:0413793641) or Fey [0415 622 267](tel:0415622267)

Email: Lilia.vinall@gmail.com

Rockdale Garden Club

A monthly get together for those interested in all things gardening. Join the group to share gardening experience and plans, hear talks from experts, and join outings to garden shows and exhibitions. Meet us for a cuppa and a chat. All welcome, including non gardeners.

Days: 1st Friday of the month 10am – 12pm

Address: 36 George Street Rockdale

Contact: Christopher Eddy

Phone: [0452 424 460](tel:0452424460)

Email: rockdalegardenclub@gmail.com

Fix It Sisters Shed

Fix it Sisters Shed works with women of all ages to encourage practical and creative skills through educational workshops and facilitated DIV sessions. We want to change social norms to allow women to reach their potential and find new passions in a creative, safe, and supportive environment.

Address: Kyeemagh Boat Ramp Reserve, Mutch Avenue & Tancred Avenue Kyeemagh

Contact: Linda Prince

Phone: [0417 020 937](tel:0417020937)

Email: hello@fixitsistersshed.org.au

Facebook: fixitsistersshed

Mature Men's Meeting Group

Mature Men's Meeting (MMM) Group is an opportunity for older men to have meaningful contact with other older men, to share their experiences, ideas, and feelings in a safe and supportive environment. Days: 1st and 3rd Wednesday of the month 10am – 12pm

Address: Alf Kay Community Centre 16 Florence Avenue Eastlakes

Contact: Eddy Everett

Phone: [0448 239 510](tel:0448239510)

Email: eddyeverett@yahoo.com.au

Bayside Men's Shed

A welcoming meeting space for all men focusing on mateship and respect for all DIY. Work on your own projects or shed projects. Social events and monthly BBQ's.

Days: Monday, Wednesday and Friday 10am – 3pm

Address: 100B Bestic Street Kyeemagh

Contact: Costa Vlamis or Fred Poole

Phone: [0409 019 1766](tel:04090191766)

Email: baysidemshed@gmail.com

Australian Men's Shed Association

Phone: [1300 550 009](tel:1300550009)

Transport Services

Randwick Waverly Community Transport (RWCT)

Randwick Waverley Community Transport supports frail aged, people with disabilities and the transport disadvantaged.

They provide shopping, recreational, and medical transport using modified minibuses and station wagons. These services are often provided at a subsidised or reduced rate.

Phone: [\(02\) 9369 5366](tel:0293695366) **Website:** rwctg.org.au **Email:** info@rwctg.org.au

Address: 2 Curie Ave, Little Bay, NSW, 2022

Hours: Mon- Fri Enquiries 8am-5pm Bookings 10am-4pm

Access Sydney Community Transport

Access Sydney is a not-for-profit community organisation that offers accessible and affordable transport and social connection for older people, people with disability and people who are transport disadvantaged.

Phone: [\(02\) 8241 8000](tel:(02)82418000) **Website:** accesssydney.org.au

Email: customerservice@accesssydney.org.au

Office hours: Mon – Fri 9:00am – 5:00pm (Excluding public holidays)

Operating hours: 7:30am – 5:00pm (May vary)

Charitable and Support Services

Meals on Wheels – Food & Groceries

The Meals on Wheels service delivers nutritionally balanced meals to customers in their homes and is available to:

- frail older residents
- people with disabilities and their carers
- people recovering from surgery or a chronic illness

NSW Phone: [1300 679 669](tel:1300679669)

You can reach out to the local Meals on Wheels service below:

Randwick Meals on Wheels

Phone: [\(02\) 9661 3781](tel:(02)96613781)

Address: Shop 1, 523 Bunnerong Road, Matraville NSW 2036

Mascot Meals on Wheels

Phone: [\(02\) 8219 4200](tel:(02)82194200)

Address: Ground Floor, 15 Bourke Road, Mascot NSW 2020

OzHarvest Market – Food

This free market provides a variety of rescued fresh produce and pantry staples to people in need based on a 'take what you need, give if you can' philosophy.

Hours: Tuesday to Saturday 10am – 2pm

Address: 95 Wellington St, Waterloo 2017

Phone: [1800 108 006](tel:1800108006)

Anglicare

For assistance with food and groceries, welfare, and financial support.

Anglicare offers food relief through a network of mobile community pantries; and you can request an emergency food hamper tailored to your needs. Call or visit their website to find locations near you.

Anglicare also provides financial assistance including no- and low-interest loans, financial counselling, and help with utility and medical bills.

You can call the National Anglicare Line and ask for the financial team at: [1300 111 278](tel:1300111278)

Website: www.anglicare.org.au/what-we-offer/food-and-financialassistance

Their local contact details are below:

Anglicare Bondi Junction Office

Address: 240 Birrell St, Bondi Junction 2022

Phone: [\(02\) 9328 3014](tel:(02)93283014)

Mobile Community Pantry – South Coogee

Provides fresh food items at low cost.

Phone: [0407 891 306](tel:0407891306)

Address: St Paul's, 1 Gregory St, South Coogee, 2034, NSW

Hours: Every second Thursday 1.30pm - 2.30pm

Phone: [0407 891 306](tel:0407891306)

Pantry Food – Malabar

Address: St Mark's Anglican Church, Cnr of Franklin St & Victoria Ln, Malabar, NSW, 2036

Hours: Every second Friday 10.00am - 11.00am

Phone: [\(02\) 9311 0309](tel:(02)93110309)

Fresh Food - Brighton-Le-Sands

Address: St Mark's Anglican Church, 1-3 Trafalgar St, Brighton-Le-Sands, NSW, 2216

Hours: Every second Monday 10.30am - 11.30am

Phone: [0420 347 937](tel:0420347937)

Email: mobilecommunitypantry@anglicare.org.au

South Eastern Community Connect (SECC)

South Eastern Community Connect (SECC) is a not-for-profit community organisation partially funded by the government to support people of all ages in south-east Sydney. With offices in Eastlakes and Mascot, SECC exists to reduce isolation – and its associated risks – via a range of community inclusion programs designed for children, young people, families, carers, and seniors with vulnerabilities and multiple risk factors. SECC can also provide assistance for people who aren't fluent in English.

Their services include:

- Community transport
- Flexible respite care
- Home care packages
- Dementia support
- Food services & shopping
- Social support and activities

Phone: [\(02\) 8338 8506](tel:(02)83388506) (Eastlakes)

Phone: [\(02\) 7903 0607](tel:(02)79030607) (Mascot)

Head Office: 21 Vernon Ave, Eastlakes **Website:** www.secc.sydney

Hours: Monday to Friday 9am to 4pm

Community Hub: 1007 Botany Road, Mascot NSW 2020

Junction Neighbourhood Centre (JNC)

The JNC is a not for profit that provides a diverse range of community services and programs for the communities in Eastern Sydney and Inner Sydney. They are a great service for support. If they are unable to assist you, they are also well placed to redirect your issue to a service that can help.

They focus on people who are socially isolated, disadvantaged, and vulnerable. Their community services and programs support the wellbeing and resilience of individuals and the community to enhance your quality of life and wellbeing.

If you are registered with My Aged Care the JNC can provide a range of services. Contact them directly for further information.

Phone: [\(02\) 9349 8200](tel:(02)93498200) **Website:** www.jnc.org.au **Email:** contact@jnc.org.au

Maroubra: Shop 2, 669-673 Anzac Parade, Maroubra, NSW, 2035

Bondi Junction: 59 Newland St, Bondi Junction, NSW

Centre of Activity (COA) Sydney

COA provide a range of services including:

- Kosher Meals-on-Wheels
- An Activity Centre
- Home Support
- Community Outreach
- Personal Fall Protection Alarms

Phone: [\(02\) 9389 0035](tel:(02)93890035) **Website:** www.coasydney.org

Kooloora Community Centre

Kooloora Community Centre provides assistance to residents with a priority for residents in 2035 and 2036 postcodes. It offers the following services:

- Help with electricity and gas bills on Tuesdays from 10am-2:30pm
- Exercise classes
- English and computer classes
- Vegetable and fruit boxes \$15 per bag, once per fortnight
- For those who have difficulty accessing food, Second Bite is a program to provide free food. Deliveries can also be organised.
- Social activities and groups.
- Community support worker who is available on the phone or face to face.

Address: 167 Bilga Crescent, Malabar NSW 2036 **Email:** koolooracommunity@outlook.com

Phone: [\(02\) 9661 9160](tel:(02)96619160) **Website:** kooloora.org

Salvation Army

If you find yourself in a sudden crisis you can call the phone assistance line and receive support for your immediate basic needs.

Salvos Phone Assistance Line: [\(02\) 8775 7988](tel:(02)87757988)

Eastern Beaches Salvation Army

The local Salvation Army corps offer the following services:

- Community Breakfast every Tuesday from 9am-10am
- Community Lunch every Wednesday from 12-1pm
- Community Dinner every Thursday from 5:30pm
- Social activities and welfare support

Address: 100 Boyce Road, Maroubra **Phone:** [\(02\) 9314 2166](tel:(02)93142166)

Sydney Multicultural & Community Services

Sydney Multicultural Community Services is a not-for-profit organisation. With more than 30 years of experience, they help Culturally and Linguistically Diverse (CALD) communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, disability, poverty and disadvantage.

They are an aged care provider and provide free support to refugees and migrants who have arrived in Australia within the last 5 years. They also provide social and training activities for CALD communities.

Address: 3 General Bridges Crescent, Daceyville **Phone:** [\(02\) 9663 3922](tel:(02)96633922)

Website: www.sydneymcs.org.au

Australian Red Cross

Telecross

Red Cross can provide you with a daily telephone call to check on your wellbeing through a service known as Telecross. This provides peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help.

Phone: [1300 885 698](tel:1300885698)

Community Visitors Scheme

Having good social connections is essential for all aspects of your health, especially as you get older. Red Cross can support you to improve your social connections by matching you with a friendly volunteer for a regular visit.

Website: www.redcross.org.au/visitor

St Vincent de Paul Community Support Centre Kingsford

Community Support Centres provide a welcoming, safe space where people experiencing hardship and/or social isolation can access a range of supports including:

- Financial and material assistance, including emergency relief
- Social support
- Advice and referrals
- Assistance with completing forms and applications

Address: Level 2/1A Meeks St, Kingsford **Phone:** [\(02\) 9662 7380](tel:(02)96627380)

Email: welfare.sac08145@vinnies.org.au

Kingsford Legal Centre

Kingsford Legal Centre provides free legal advice and assistance to people who live, work or study in the Randwick City LGA and the Mascot and Port Botany Wards of Bayside Council (ex-Botany Bay). Advice is by appointment only.

If needed, a free interpreter can be provided.

They can assist with matters such as:

- Domestic Violence
- Credit and Debt
- Victim's Compensation
- Criminal Law
- Employment Law
- Discrimination Law (anywhere within NSW)
- Limited advice on family law matters
- Sexual Harassment
- Centrelink Problems
- Motor Vehicle Accidents
- Consumer Matters
- Neighbourhood Disputes
- Fines
- Tenancy
- Limited advice on family law matters

They cannot assist with:

- Making a will,
- Mortgages or conveyancing;
- Workers compensation;
- Personal injury (except victims compensation);
- JP or Notary Public services
- Medical negligence;
- Commercial matters or business law;
- Taxation; and
- Immigration

Kingsford Legal Centre does not provide advice to:

- Employers in employment matters;
- Landlords in tenancy matters; and
- Against the University of New South Wales.

Phone: [\(02\) 9385 9566](tel:(02)93859566) **Fax:** (02) 9385 9566

Website: www.klc.unsw.edu.au **Email:** legal@unsw.edu.au

Address: End of International Rd, UNSW, Anzac Pde, Kingsford NSW 2032

Hours: Mon-Fri 9am-1pm & 2pm-5pm (By appointment only)

No Interest Loan Scheme (NILS)

The No Interest Loans Scheme (NILS) offers people on low incomes safe and affordable access to credit.

The scheme provides up to \$2,000 for essential goods and services including:

- household items such as furniture and whitegoods (stoves, fridges, washing machines)
- educational necessities such as computers and textbooks
- some medical and dental services
- car repairs and registration
- employment expenses like fees or a uniform
- Technology, like a phone or laptop
- other items on request.

The scheme provides up to \$3,000 for:

- bond and rent in advance for a new property
- rates
- costs associated with a natural disaster.

The loans are interest free, there are no fees, and repayments are arranged over 12 to 18 months.

Phone: [13 64 57](tel:136457) **Website:** goodshep.org.au/services/nils

Eastern Area Tenants Service

Eastern Area Tenants Service (EATS) offers free advice, information and help to renters who live in the Waverley, Woollahra and Randwick council areas in Sydney's Eastern Suburbs. EATS helps renters in private rental and public housing, boarders and lodgers and people living in share-houses.

Phone: [\(02\) 9386 9147](tel:(02)93869147) **Website:** eats.org.au

Hours: Mon-Fri 9:30am-5pm

National Debt Helpline – Advice

The National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. They're not a lender and they don't 'sell' anything or make money from you. Their professional financial counsellors offer a free, independent and confidential service.

Phone: [1800 007 007](tel:1800007007) **Website:** ndh.org.au

La Perouse Aboriginal Health Centre

The La Perouse Aboriginal Community Health Centre provides services for Aboriginal and Torres Strait Islander people and their families. Prince of Wales Hospital and other health services provide clinics at the Centre where you can see specialist Doctors and allied health staff.

Phone: [\(02\) 8347 4800](tel:(02)83474800)

Address: 1 Elaroo Avenue, La Perouse, NSW, 2036

Hours: Mon-Fri 9am-5pm

Noise Complaints

Noise source	Contact
Industrial/commercial noise	
Large industrial complexes	EPA Environment Line: 131 555
Smaller factories and backyard workshops	Council
Commercial premises - ventilation, air conditioning, refrigeration	Council
Most pubs, clubs or licensed premises - loud music or patron noise	Liquor & Gaming NSW 1300 024 720 Email contact.us@liquorandgaming.nsw.gov.au

Noise source	Contact
Transport noise	
Aircraft in flight, taxiing, taking off and landing	Air Services Australia 1800 802 584 Online: https://complaints-au.emsbk.com/asa5v
Noisy motor vehicles (including trail bikes) in a public place, such as: <ul style="list-style-type: none"> roads, verges and car parks off road, including parks and reserves 	EPA Environment Line: 131 555 Police Assistance Line: 131 444 Council
Noisy motor vehicles (including trail bikes) on private property	Police Assistance Line: 131 444 Council
Noisy exhaust	EPA Environment Line: 131 555
Road traffic: local roads	Council
Road traffic: freeways, tollways, main roads	Roads and Maritime Services: 13 22 13
Rail noise	EPA Environment Line: 131 555 Rail Greenline: 1300 656 999 , Online form Australian Rail Track Corporation EnviroLine: 1300 550 402
Port Botany	NSW Ports: 1300 922 524
Recreational boating, jet skis	Roads and Maritime Services: 13 22 13
Amplified music from vessels	Roads and Maritime Services: 13 22 13 Water Police: (02) 9320 7499 Council
Construction noise	
Road construction: <ul style="list-style-type: none"> freeways and tollways main roads other roads 	EPA Environment Line: 131 555 Roads and Maritime Services: 13 22 13 Council
Building construction	Council EPA Environment Line: 131 555
Major public infrastructure	EPA Environment Line: 131 555
Public sporting and entertainment venues	
Motor sports and gun/rifle/pistol clubs	Council
Sporting facilities	Council
Aquatic motorised sporting events	Roads and Maritime Services: 13 22 13
Concert facilities	Council
Concerts at major state venues (e.g. SCG, the Domain, Centennial Park, Moore Park)	EPA Environment Line: 131 555
Neighbourhood noise	
Noise from residential premises, animal noise, barking dogs, power tools, loud music, air conditioners, pool pumps, etc.	Council Police Assistance Line: 131 444
Building intruder or car alarms	Council Police Assistance Line: 131 444

Contacting Matt

My office is located at Shop 6, 205 Maroubra Rd, Maroubra (corner of Anzac Parade and Maroubra Road) and is open from Monday to Friday between 9am and 5pm.

My office is always here to help, if we cannot directly assist you, we'll do our best to refer your issue on to the appropriate place. The contact details for my office are below. Or you can scan the QR Code to get in touch.

Phone: (02) 9349 6007

Email: Matt.Thistlethwaite.MP@aph.gov.au

Website: www.matthistlethwaite.com.au

Post: PO Box 895 Maroubra NSW 2035



My office can assist you with a range of federal government matters including:

- Centrelink and the Aged Pension
- My Aged Care
- Immigration
- Veterans Affairs
- JP Services (call ahead to book)
- Taxation
- Medicare
- Passports
- The National Disability Insurance Scheme (NDIS)

Justice of the Peace

My office also provides Justice of the Peace services by appointment. You can make an appointment on my website or by calling my office.

Congratulatory messages and certificates

I am very pleased to organise messages and certificates to help celebrate significant milestones in our community.

Please contact me if you would like to organise a congratulatory message for a significant birthday or anniversary e.g. 100th birthdays or 50th and 60th marriage anniversaries.

Seniors Morning Tea

Every year I hold a free morning tea for seniors in Kingsford Smith, you can ring my office in January to secure your tickets early. In the leadup to the event I will also post on social media and send out an email.

