Where to start when you need help

Health Alliance

A practical first-contact guide for older people, families and carers in the community.

Finding the right support can be confusing. This resource provides information, so you do not need to work it all out yourself. The services listed below can help connect you with the right support. Choose the area that best matches what you need, then contact one of the services. They can help connect you with the right support.

What do you need help with today?

Staying independent at home

Housework, personal care, meals, shopping and equipment

- **Phone support:** My Aged Care: 1800 200 422
- **Online support:** check Find Care Fast: findcarefast.com.au

Transport

Appointments, shopping, activities and outings

- **Phone support:** Council Cabs: 07 3403 2227
- **Phone support:** St John Transport: 1300 785 646

Caring for someone

Respite, counselling, advice, peer support and planning

- **Phone support:** Carer Gateway: 1800 422 737
- **Phone support:** Carers Queensland: 1300 747 636
- **Phone support:** Council of the Ageing Queensland: 1300 738 348

Housing options

Home safety, downsizing, retirement living, residential aged care and housing support

- **Phone support:** My Aged Care: 1800 200 422
- **Phone support:** Seniors Enquiry Line: 1300 135 500

Health concerns

New concerns, medicines, referrals, allied health and mental health support

- **Phone support:** Healthdirect: 1800 022 222
- **Phone support:** Team Care Coordination Service Navigator: 1800 250 502
- Visit your GP, medical centre or pharmacist

Social connection

Groups, exercise, learning, volunteering and community events

- **Phone support:** Brighton Wellness Hub: 07 3631 7568
- **Phone support:** Inclusee: 1800 287 687
- **Phone support:** LiveUp: 1800 951 971

Mental wellbeing and memory

Memory, mood, grief, loneliness, and dementia

- **Phone support:** Medicare Mental Health: 1800 595 212
- **Phone support:** Dementia Australia: 1800 100 500
- **Phone support:** 13YARN: 13 92 76
- Visit your GP, medical centre or Medicare Mental Health Centre

Money and legal matters

Age Pension, concessions, powers of attorney, consumer issues, advocacy, elder abuse support, and financial counselling

- **Phone support:** Public Trustee Qld: 1300 360 044
- **Phone support:** Aged and Disability Advocacy Australia: 1800 818 338
- **Phone support:** Older Persons Advocacy Network: 1800 700 600
- **Phone support:** Elder Abuse Prevention Unit: 1300 651 192
- **Phone support:** Statewide Office of Advance Care Planning: 13 14 50
- **Online support:** Department of Human Services: servicesaustralia.gov.au

Technology help

Phones, computers, online services or safety

- **Phone support:** contact LiveUp: 1800 951 971
- **Phone support:** contact Inclusee: 1800 287 687
- **Online support:** Scam Watch: scamwatch.gov.au/report-a-scam

Urgent help and safety

EMERGENCY — CALL 000

If someone is seriously ill, injured or in immediate danger.

HEALTH ADVICE

Contact your GP, medical centre, urgent care service or hospital.
For non-life-threatening advice, call Healthdirect on **1800 022 222.**

WELFARE OR SAFETY CONCERNS

Speak with a trusted professional or community organisation.
Call Lifeline on **13 11 14** or 1800RESPECT on **1800 737 732.**

Complaints

Health Ombudsman Queensland: **133 646**
Aged Care Quality and Safety Commission: **1800 951 822**

Interpreting

Call TIS National on **131 450** and ask to be connected to the service you need.

My important contacts	Name	Phone / notes
My GP		
Pharmacy		
My Aged Care contact		
Community organisation		
Emergency contact		

For people aged 65+, families and carers.

phn BRISBANE NORTH
An Australian Government Initiative
Queensland Government
Metro North Health