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- [Site Navigation](#)
- [Page Content](#)

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[A gateway to the strategies, policies, programs and services delivered by the Department of Health & Human Services.](#)



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[Seniors Online](#)

[Victorian government portal for older people, with information about government and community services and programs.](#)

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Navigation

[Home](#) [Close Menu](#)

- - [Conversation-Going-travelling](#)
- [Conditions and treatments](#)
 - [Conditions and treatments](#)
 - [Allergies](#)
 - [Allergies](#)
 - [Allergic reaction to packaged food](#)
 - [Anxiety](#)
 - [Arthritis](#)
 - [Asthma](#)
 - [Behavioural conditions](#)
 - [Birth defects](#)
 - [Blood and blood vessels](#)
 - [Bones muscles and joints](#)
 - [Bones muscles and joints](#)
 - [Foot care - podiatrists](#)
 - [Brain and nerves](#)
 - [Cancer](#)
 - [Complementary and alternative care](#)
 - [Dementia](#)
 - [Healthy living](#)
 - [Healthy living](#)
 - [Alcohol](#)
 - [Babies and toddlers \(0-3\)](#)
 - [Children \(4-12\)](#)
 - [Drugs and addictive behaviours](#)

- [Environmental health](#)
- [Family Violence](#)
- [Older people in hospital – Get well soon](#)
- [Health checks](#)
- [Healthy Eating](#)
 - [Nutrition for life](#)
- [Healthy mind](#)
- [Healthy pregnancy](#)
- [Immunisation](#)
- [Services and support](#)
 - [Services and support](#)
 - [Aged care services](#)
 - [Alcohol and drug services](#)
 - [LGBTI support](#)
 - [Carers, caring and respite care services](#)
 - [Child, family and relationship services](#)
 - [Disability services](#)
 - [Emergency, crisis and support services](#)
 - [End of life and palliative care services](#)
 - [Hospitals, surgery and procedures](#)
 - [Mental health services](#)
 - [Planning and coordinating healthcare](#)
 - [Pregnancy and birth services](#)
- [A-Z](#)
 - [A-Z](#)
 - [Conditions and treatments](#)
 - [Healthy living](#)
 - [Services and support](#)
 - [Videos](#)
 - [Service profiles](#)
- [Blog](#)
 - [Blog](#)
 - [Blog authors](#)
 - [Topics](#)
- [Podcast](#)
 - [Podcast](#)
 - [Influenza - Dr Brett Sutton & Prof Kanta Subbarao](#)
 - [Trauma - Anne Leadbeater OAM & Dr Rob Gordon](#)
 - [template](#)
- [Other sites](#)
 -  [Health.vic](#)  [DHHS](#)  [Seniors Online](#)
- [Sitemap](#)
- [My Health Life](#)
- [Facebook](#)
- [Googleplus](#)
- [Twitter](#)
- [Youtube](#)
- [Rss](#)
- [Conditions and treatments](#)
- [Healthy living](#)
- [Services and support](#)
- [A-Z](#)
- [Blog](#)
- [Podcast](#)



[Back to Aged care services](#)

- [Home](#)
- [Services and support](#)
- [Aged care services](#)
- Falls – services for older people

Falls – services for older people

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Tags:

- [Aged care services](#)

Also called

- senior

Summary

- Falls are a major cause of injury for older people.
- You can lower your risk of falls by improving safety in and around your home and managing your health.
- Contact your local council for information about the Commonwealth Home Support Program, which can help install support rails, ramps and other safety aids in your home, or help with basic home maintenance.
- Consider installing a personal alarm. Personal alert systems notify emergency services and caregivers of an accident, such as a fall. While such systems won't stop you from falling, they can provide prompt response and assistance should you fall. Contact your local council for further information.
- If you live in a residential aged care home, you may wish to find out what programs they have in place to help prevent or lower the risk of falls.

Falls are a major cause of injury for older people.

It is estimated that at least one in three people aged 65 years or over fall one or more times a year. Older people are almost 12 times more likely to have a fall than a motor vehicle or pedestrian accident.

Most falls happen in and around the home, but falls can also happen in residential aged care homes and hospitals.

You can prevent or lower your risk of falls by following some simple safety measures and by managing your health.

Various services are available to help you prevent falls, or to provide help if you have a fall.

Falls prevention

Falls can be prevented. Some risk factors for falls are easy to manage and, when falls occur, the severity of injuries can be reduced. Taking safety measures around your home, or in hospital, and looking after your health and physical wellbeing can make a big difference.

If you feel unsteady or have a fall, even one that does not cause an injury, make an appointment to discuss it with your doctor.

Find information on [preventing falls at home](#).

Services to help you minimise the risk of falling

There are various services that can help people lower the risk of falls and provide assistance, should a fall happen.

Commonwealth Home Support Program (CHSP)

The CHSP (formerly known as the [Commonwealth Home and Community Care Program](#), or HACC) is Victoria's main program for providing in-home help to frail older people, younger people with disabilities and carers.

The program provides a wide range of services including specific help to minimise your risk of falling, such as help with [home maintenance](#) (general repairs and house and yard upkeep to reduce trip hazards) and [home modification](#) (such as installing safety aids such as alarms, ramps and support rails).

To be eligible for CHSP, you must be aged 65 years or over (50 years or over for Aboriginal and Torres Strait Islander people) or have a disability

Before you can receive CHSP home support services, you will have a basic assessment to work out what sort of help and how much you need, and what it might cost. What you pay depends on your income and the type and number of services you want.

For information on the CHSP or agencies in your area, contact [My Aged Care](#) on 1800 200 422 (free call) or your local council.

Falls prevention in residential aged care homes

More than half of all people living in residential aged care have at least one fall each year. Injuries from falls are common, with up to a half of these falls causing serious injuries such as fractures.

However, falls can be reduced for people living in aged care homes by identifying your individual risk factors and developing a care plan to address the risk factors.

Find out what actions or falls prevention programs the staff and management at your residential aged care home have put in place to reduce falls, and what this involves. Ask them to develop a care plan for you to help reduce your risk of falling.

Falls prevention in hospital

During a hospital stay, you may be more unsteady on your feet because of your illness or surgery, or because you are unfamiliar with your hospital environment or taking new medication.

Injuries from falls can result in a longer hospital stay. The BHC page [Preventing falls in hospital](#) provides further information about how to reduce the risk of having a fall while you are in hospital.

Services to help you if you have a fall

Emergency services

If you have had a fall and you are able to reach a telephone, [call triple zero](#) (000) for an ambulance.

Personal alert systems

You may want to consider installing a personal alert system in your home for prompt assistance if you fall. Personal alert systems notify emergency services and caregivers of an accident, such as a fall.

Personal alert systems or services can provide you with confidence to live in your own home, and offer you and your family greater peace of mind.

[Personal Alert Victoria \(PAV\)](#) is a personal monitoring service that responds to calls for assistance 24 hours a day. To be eligible for PAV you must be assessed by a designated PAV assessment organisation.

If you are not eligible for PAV, there are a lot of alternatives available for personal alert systems, refer to [Alternatives to PAV](#).

Falls and mobility clinics

Falls and mobility clinics (or falls and balance clinics) are specialist clinics for people who are having near-falls or falls, particularly where the cause is not known.

These clinics provide detailed assessments of your balance and mobility. Assessments are carried out by a multidisciplinary team, which may include a physiotherapist, occupational therapist, rehabilitation physician or geriatrician. The aim of the assessment is to:

- work out what is causing you to fall
- refer you to medical or allied health professionals for therapy, treatment or ongoing case management
- help you establish a management plan that aims to prevent you having falls in the future

Your management plan might include:

- referrals to physiotherapists or exercise groups
- home safety information and advice
- medication management advice
- counselling.

You will need a referral from your doctor to attend a falls and mobility clinic.

Where to get help

- Your [GP](#), about your fall, safe use of medications and for referral to a Falls and Mobility Clinic
- [My Aged Care](#), call 1800 200 422
- Personal Alert Victoria
- your doctor or [pharmacist](#), about the safe use of medications
- an [occupational therapist](#), about making your home environment safer
- a [physiotherapist](#), about suitable exercise programs and walking aids
- an [optometrist](#), about checking your eyesight
- a [podiatrist](#) about footcare and footwear
- a [dietitian](#), or community nurse about eating a healthy diet
- local council, about help with personal care, home maintenance, community hazards
- community health organisations, about managing specific chronic health conditions
- Commonwealth Respite Carelink Centres Tel. 1800 052 222
- [Carers Australia](#) Tel. 1800 242 636
- [Seniors Information Victoria](#) Tel. 1300 13 50 90
- Independent Living Centre Victoria Tel. (03) 9362 6111

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More information

Aged care services topics

The following content is displayed as Tabs. Once you have activated a link navigate to the end of the list to view its associated content. The activated link is defined as Active Tab

- [Aged care services explained](#)
- [Aged care options and settings](#)
- [Assessing your needs and planning for the future](#)

- [Help with living at home](#)
- [Aged care residential homes](#)
- [Managing your health and healthcare](#)
- [Aged care rights and representation](#)
- [Support for carers](#)

Aged care services explained

- [Changing needs and aged care](#)

[There is a wide range of aged care services available to help meet the health and care needs of older people, including home support services, residential care and services for people leaving hospital...](#)

- [Who's who in aged care](#)

[Aged care services are provided by a range of skilled and experienced professionals and aged care support staff...](#)

- [About aged care services \(video\)](#)

[A broad range of services is available to support your health and wellbeing as you age...](#)

- [Disability and aged care](#)

[For older people living with a disability, it can be hard to manage household chores and day-to-day tasks without support. Here are some support services that can help...](#)

- [What to do after someone dies](#)

[When someone dies, it will help you to have a written plan of what you need to do including who you need to contact...](#)

Aged care options and settings

- [Advance care plan - personal stories](#)

[Advance care plan personal stories...](#)

- [Changing needs and aged care](#)

[There is a wide range of aged care services available to help meet the health and care needs of older people, including home support services, residential care and services for people leaving hospital...](#)

- [Palliative care - personal stories](#)

[Palliative care - personal stories...](#)

- [Residential aged care homes](#)

[Residential aged care homes provide safe and comfortable accommodation as well as ongoing healthcare, support and social interaction that can adapt to your changing needs...](#)

- [Respite supports and services for people with a disability](#)

[Respite supports and services aim to support people with a disability, their families and carers, to maintain positive family and carer relationships, by giving carers a break from their regular role...](#)

- [Retirement villages](#)

[Retirement villages provide independent accommodation for retirees \(over the age of 55\) and often include extra facilities and services such as swimming pools, libraries, tennis courts, meeting rooms...](#)

- [What to do after someone dies](#)

[When someone dies, it will help you to have a written plan of what you need to do including who you need to contact...](#)

Assessing your needs and planning for the future

- [Planning for future aged care needs](#)

[If you are getting older or looking after someone who is older, you may be thinking about getting home help, getting your legal and financial affairs in order or applying for aged care homes \(also...](#)

- [Medical treatment decision makers](#)

[You can appoint someone to be your medical power of attorney, also known as 'enduring power of attorney \(medical treatment\)', to make medical decisions on your behalf when, in certain circumstances...](#)

- [Making plans and decisions for the end of your life](#)

[Planning and making decisions about the end of your life can be a positive experience. It is a good opportunity to reflect on the things that are important to you, and to make arrangements that suit...](#)

- [Retirement villages](#)

[Retirement villages provide independent accommodation for retirees \(over the age of 55\) and often include extra facilities and services such as swimming pools, libraries, tennis courts, meeting rooms...](#)

- [Advance care plan - personal stories](#)

[Advance care plan personal stories...](#)

- [End of life and palliative care for children, teenagers and young adults](#)

[There are age sensitive palliative care services that will help you and your family...](#)

- [Palliative care for culturally and linguistically diverse communities](#)

[There are culturally sensitive palliative care services that will help you and your family...](#)

- [Palliative care for the LGBTI community](#)

[There are end of life and palliative care services that provide safe, inclusive care for people who identify as LGBTI...](#)

- [Palliative care - personal stories](#)

[Palliative care - personal stories...](#)

- [Palliative care services for Aboriginal and Torres Strait Islander people](#)

[There are culturally sensitive palliative care services that will help you and your family...](#)

Help with living at home

- [Healthcare and support at home](#)

[Home care services are available for people recovering from illness or surgery, frail older people, the elderly and people with disabilities...](#)

- [Living at home as you get older](#)

[As you get older, living at home can be made easier by using home care services, setting a routine and keeping socially active...](#)

- [End of life and palliative care at home](#)

[Some people prefer having palliative care at home because of the familiar environment, feeling of independence and close access to family, friends and the local community...](#)

- [Home and Community Care Program for Younger People \(HACC PYP\)](#)

[The Home and Community Care Program for Younger People provides services to support younger people with disabilities, and their carers. These services help people live as independently as possible in...](#)

- [Advance care plan - personal stories](#)

[Advance care plan personal stories...](#)

- [Aids and equipment at home](#)

[Disability aids and equipment such as wheelchairs, walking frames and braces can help people with disabilities and the elderly gain more independence...](#)

- [At the end – dying explained](#)

[Some people prefer having palliative care at home because of the familiar environment, feeling of independence and close access to family, friends and the local community...](#)

- [End of life and palliative care volunteers](#)

[Some people prefer having palliative care at home because of the familiar environment, feeling of independence and close access to family, friends and the local community...](#)

- [Maintaining your quality of life during a life-limiting illness](#)

[End of life and palliative care is based on person-centred and holistic care. Talk with your family, close friends, doctor and your palliative care team about what they can do to help you to make the...](#)

- [Palliative care – dealing with common symptoms](#)

[Some people prefer having palliative care at home because of the familiar environment, feeling of independence and close access to family, friends and the local community...](#)

Aged care residential homes

- [Residential aged care homes](#)

[Residential aged care homes provide safe and comfortable accommodation as well as ongoing healthcare, support and social interaction that can adapt to your changing needs...](#)

- [Residential aged care home costs](#)

[The Australian Government Department of Health will assess your income and assets to work out how much financial help you will get for a place in a residential aged care home...](#)

- [Living in a residential aged care home](#)

[Residential aged care homes provide a range of care, services, social, cultural and spiritual activities, and different physical environments which give you options for how to spend your days...](#)

- [Living in a residential aged care home](#)

[Residential aged care homes provide a range of care, services, social, cultural and spiritual activities, and different physical environments which give you options for how to spend your days...](#)

Managing your health and healthcare

- [Healthy mind and older people](#)

[Physical activity, a healthy diet and mental exercises may help maintain your brain's functions, including memory...](#)

- [Managing appointments, treatments and medications as a carer](#)

[Carers often organise appointments and treatments for the person they are caring for and help with medicines...](#)

- [Services to support people with dementia and their carers](#)

[Services are available in Victoria for people with dementia, and their partners, carers and friends...](#)

- [Aids and equipment at home](#)

[Disability aids and equipment such as wheelchairs, walking frames and braces can help people with disabilities and the elderly gain more independence...](#)

- [Advance care plan - personal stories](#)

[Advance care plan personal stories...](#)

- [Dealing with grief and loss](#)

[Grief counselling and bereavement services can help you with feelings of grief and loss caused by death, loss of control and independence due to ageing...](#)

- [Falls – services for older people](#)

[Falls are a major cause of injury for older people. There are many services available to help prevent or recover from a fall...](#)

- [Healthy and active ageing](#)

[Being physically active, eating well, socialising and improving your health can help you live a healthy, happy and active life as you get older...](#)

- [Older people in hospital – Get well soon](#)

[Learn about improving and maintaining your health during a hospital stay...](#)

- [Palliative care - personal stories](#)

[Palliative care - personal stories...](#)

Aged care rights and representation

- [Health Complaints Commissioner](#)

[The Health Complaints Commissioner \(HCC\) resolves complaints about healthcare and the handling of health information in Victoria. It can also investigate providers who pose a serious danger to the...](#)

- [Making a complaint about disability services](#)

[If you are unhappy with the way a disability service has treated you, you have the right to complain and to have your concerns addressed...](#)

- [Making a complaint about a mental health service](#)

[If you are dissatisfied with a mental health treatment or service, you have the right to make a complaint and have your concerns addressed...](#)

- [Aged care rights](#)

[Whether you are receiving care at home or living in a residential aged care home, you have the right to be treated with respect and dignity at all times, and receive high-quality care and support...](#)

Support for carers

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- [Financial support for carers](#)

[The Australian and Victorian Governments offer a number of carer support services to people who provide care to someone with a disability or mental illness, with a medical condition, after an illness...](#)

- [Looking after yourself as a carer](#)

[If you are a carer, for example of a person with a disability or mental illness, or recovering from an accident or illness or an older person with care needs, you need to look after yourself or the...](#)

- [Emotional support services for carers](#)

[Look after your emotional needs so you can continue your care role, be healthy and well and enjoy life as much as possible...](#)

- [Emergency or crisis support for carers](#)

[An emergency care plan is a set of instructions about caring for someone in the event that you are not able to...](#)

Related Information

- [Older people in hospital – Get well soon](#)

Learn about improving and maintaining your health during a hospital stay...

- [Carers, caring and respite care services](#)

Learn more about the wide range of services and support available to carers in Victoria...

- [Aged care services](#)

Find information about the broad range of services available to support you as you get older...

- [Aids and equipment at home](#)

Disability aids and equipment such as wheelchairs, walking frames and braces can help people with disabilities and the elderly gain more independence...

- [National Disability Insurance Scheme \(NDIS\)](#)

The NDIS supports people with a permanent and significant disability that affects their ability to take part in everyday activities...

[Home](#)

Related information on other websites

- [Falls prevention – My Aged Care](#)
- [Health - Don't fall for it](#)
- [Personal Alert Victoria – Department of Health & Human Services](#)
- [Staying active](#)
- [Stay on your feet](#)

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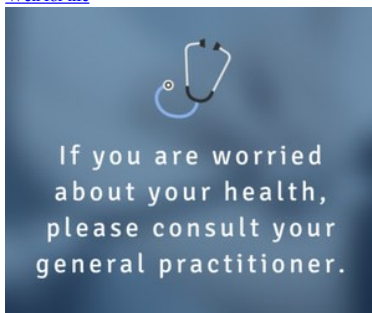
A healthy approach to ageing



Well for life - A healthy approach to ageing

The Department of Health and Human Services - Well for life - A healthy approach to ageing booklet (pdf)

[Well for life](#)



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[General practitioner \(GP\) services](#)

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