

# Your rights and responsibilities

## You have the right to:

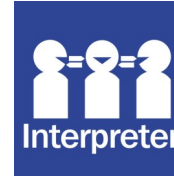
- be treated with respect and the freedom to make your own decisions
- be involved in deciding the community care that best meets your needs, including choosing from available services
- receive community care that takes into account your lifestyle, cultural, linguistic and religious preferences

## Your responsibility is to:

- inform us of concerns regarding the quality of any of the services received
- inform us of concerns regarding the professional conduct of service providers
- always act in a way that respects the rights of other service users and staff of the program

## Do you need support to access our service?

- Interpreter—call **131 450**
- Calls to TTY and SMS Relay (deaf, hearing impaired, complex communication needs)—call **133 677**
- Speak and Listen Relay—call **1300 555 727**



and ask to be connected to **03 5723 8000**.

# Uniting

12 Rowan Street  
Wangaratta VIC 3677

**Tel:** 03 5723 8000  
**Fax:** 03 5723 8008

**Email:** [admin.gne@vt.uniting.org](mailto:admin.gne@vt.uniting.org)  
**Web:** [www.unitingcaregne.org.au](http://www.unitingcaregne.org.au)

*We acknowledge the traditional owners and custodians of the land we stand on as the first people of this country.*



Uniting Goulburn North East acknowledges the support of the Victorian Government

# Uniting

Goulburn North East

# Respite Program

*Overnight, day and evening*



# Respite Program

## About the Respite Program

**The Uniting Goulburn North East respite program is designed to accommodate the individual needs of participants and their carers.**



## The respite program offers:

An opportunity to take a break from your caring role.

The person you care for is supported in a home-like environment with the chance to meet new people and be involved in activities of their choice, whilst being cared for by qualified workers.

## Who can participate in respite care?

- Adults living in North East Victoria, the Goulburn Valley or Border region of Victoria / New South Wales needing carer support.

A formal assessment will be undertaken to ensure you are eligible to participate in the program.

## Respite care options:

- **Overnight respite** is available each week from Thursday to Monday or Monday to Friday subject to demand and staff availability. Additional days may also be arranged.
- **Day respite** is available in conjunction with our overnight programs.
- **Special interest group sessions** can be created in response to the expressed wishes of clients, such as the Men's Out and About Group held in Wangaratta.



## Respite locations:

- Neil Stewart House—Wangaratta VIC 3677  
Phone 03 5721 7979
- McFarland House—Wodonga VIC 3690  
Phone 02 6024 6078
- Cornishvale—Mooroopna VIC 3629  
Phone 03 5825 4628

All houses are specifically designed to cater for most levels of care and support, and are situated in a pleasant garden setting.

**Bookings are essential**  
**Please call 03 5723 8000**