

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

If you need an interpreter

Telephone the Translating and Interpreting Service on 143 14 50 and ask to be connected to 03 5723 8000.

If you have other communication needs

If you are deaf, have a hearing impairment, or complex communication needs, telephone the National Relay Service on 13 36 77, or speak to the Speech to Speech Relay Service on 1300 555 727 and ask to be connected to 03 5723 8000.



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Wangaratta VIC 3677

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Fax: 03 5723 8008

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BRC011

**Local People
Helping
Local People**

Support to Older Carers Program

**Ovens, Murray & Goulburn
DHHS Regions**



Support to Older Carers Program

About the Support to Older Carers Program

The Support to Older Carers Program is designed to provide information and support for older carers who care for a person with a disability.

People eligible for assistance include:

- ✦ Carers aged 60 years and over, caring for a person aged under 65 years with a recognised disability under the guidelines of the Disability Services Act 2006 (amended 2012)
- ✦ Aboriginal and Torres Strait Islanders aged 50 years and over caring for a person aged under 65 years with a disability
- ✦ All enquiries are considered individually
- ✦ Must live in the Ovens, Murray or Goulburn DHHS Regions



Information and support:

There are many things to think about for both you and the person you care for, particularly as you get older. Health, age, daily work load or not having adequate support may be impacting on your care role.

Do you require information which will assist you in your care role?

The program offers you:

A planning coordinator will meet with you to provide practical information and support on

- Community respite services
- Residential respite services
- Social and recreational services
- Disability services
- Aged care service
- Funding
- Permanent accommodation
- Power of Attorney