



Intereach Aged Care Services

Commonwealth Home
Support Programme

intereach 



Intereach is a not-for-profit community organisation that has been working across the Riverina-Murray region of NSW and central and northern Victoria for 50 years.

We are committed to developing community infrastructure and supporting rural and regional communities.

Today, we have 17 offices, which are located in Albury, Balranald, Bendigo, Cootamundra, Corowa, Deniliquin, Echuca, Finley, Gisborne, Griffith, Hay, Maryborough, Mildura, Seymour, Shepparton, Swan Hill and Wagga Wagga.

Our Vision

Strong connected communities

Our Values

Leadership

We use our social influence to motivate others to reach their full potential.

Partnership

We work collectively with others toward a common goal of positive social and cultural change.

Social Justice

We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

What We Do

Intereach offers a wide range of services, support and information for:

- Children and Families
- Community
- People with Disability
- Mental Health
- Older People



Intereach is the National Disability Insurance Scheme Partner in the community across the Murrumbidgee region of NSW and Loddon, Campaspe and Mallee regions of Victoria.



Delivering the NDIS in your community



Intereach acknowledges the Traditional Owners and Custodians of the land and their strong spiritual connection to the land and the waterways.

We pay our respects to their Elders both past and present and to those of the future, for they hold the memories, the traditions, the cultures and aspirations of Aboriginal and Torres Strait Islander people.

We must always remember that despite major physical changes, this land is, was, and always will be Aboriginal land.

Intereach welcomes every person irrespective of gender or gender identity, age, Aboriginal or Torres Strait Islander heritage, cultural background, physical or intellectual abilities, country of birth, religious beliefs, sexual identity and other real and perceived differences.

Commonwealth Home Support Programme

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P: 1300 488 226

Welcome

to the Commonwealth Home Support Programme - Delivered by Intereach

At Intereach, we understand the importance of maintaining independence and continuing to live in your own home and remain connected to your community as you age. That's why we are proud to be a provider of the Commonwealth Home Support Programme (CHSP), a government-funded program that aims to support older Australians in doing just that.

Through the CHSP, eligible individuals can access a range of services and support from Intereach to help them stay safe, healthy, and comfortable in their own homes for as long as possible. These services include things like home maintenance and modifications, personal care, transport, meal delivery, and social support.

At Intereach, we strive to provide high-quality and personalised services to our clients to help them maintain their independence and quality of life. We make this possible by working as a team; you and your family together with Intereach Aged Care staff and any other relevant person you wish to include, work together to develop the best possible plan for your needs..

This booklet provides you with information about the CHSP services that Intereach provides. Whether you are an older person looking for support, a carer, or just want to learn more about the program, this will support and guide you through CHSP.

We look forward to working with you and helping you access the support you need through the CHSP.





Why you will love Intereach

If you're considering Intereach as your provider for the Australian Commonwealth Home Support Program (CHSP), here are some compelling reasons why we should be at the top of your list:

Expertise: Intereach is a leader in providing a wide range of services to older people, including those available under the CHSP and Home Care Package programs. Our expertise and experience means we understand the specific needs of older people and can provide tailored, high-quality care that truly makes a difference in people's lives.

Personalised Care: Intereach understands that every person is unique and their care needs are specific to them. We take a person-centred approach to care, working closely with older people and their families to create personalised support plans that are tailored to meet the specific needs and preferences of each individual.

Quality Services: Intereach is committed to providing high-quality services to older people. We regularly review and update our services to ensure our service delivery and support is meeting the needs of older people and that we are in line with the latest Aged Care Quality Standards.

Strong Community Connections: Intereach staff live in the communities they serve. This allows us to understand the specific needs of older people and to provide services that truly make a difference in people's lives.

Flexibility: Intereach offers flexibility in the services we provide, allowing older people to access services as and when they need them, and to make changes to their support plans as their needs change. This ensures that older people have the support they need to live independently in their own homes for as long as possible.

With Intereach, you can trust that you will receive expert, personalised care tailored to your specific needs and we have a deep understanding of your community.

Accessing the Service

The Commonwealth Home Support Program (CHSP) is a government-funded program that is designed to support older Australians to live independently in their own homes. Eligibility for the program is based on factors such as age and level of need.

To access the CHSP services provided by Intereach, eligibility for the program must first be established by My Aged Care (MAC).

My Aged Care (MAC)

My Aged Care is your starting point to access government-funded aged care services. MAC has been established by the Australian Government to help you navigate the aged care system. It is part of the Australian Government's changes to the aged care system, which have been designed to give people more choice, more control and easier access to a full range of aged care services.

Contact Intereach directly and our friendly team will talk you through the process to help you access My Aged Care for your eligibility assessment.

You can contact Intereach by:

Phone: [1300 488 226](tel:1300488226)

Visit: www.intereach.com.au

Email: agedcare@intereach.com.au

Alternatively, you can access MAC directly through their website and via phone:

Phone: [1800 200 422](tel:1800200422)

Visit: www.myagedcare.gov.au

Intereach works closely with MAC to ensure your needs are being met throughout your journey with us, whether it be from the beginning on receipt of your referral from MAC to support you through your plan implementation process, or if your needs have changed, to have a reassessment completed by MAC. Wherever you are in your journey, we are there to support you every step of the way.

Steps to Access CHSP

Determine eligibility: You will need to provide some basic information about yourself and your situation to MAC to determine whether you are eligible for the CHSP.

Assessment: An assessment, conducted by MAC will determine your individual needs, preferences and eligibility. On approval your assessment will form your referral to Intereach Aged Care Services.

Accessing support: On receipt of your referral from MAC, your support plan will be developed based on your assessment, and you can start accessing the support services provided by Intereach.

Review and reassessment: Your support plan will be reviewed periodically and if your needs have changed, we will support you to connect back to MAC for reassessment to ensure you have the right level of support.

The process may vary depending on your location and the services available in your area.

Intereach is committed to offering services to people based on their individual needs and circumstances. Access to our services is based on need and is free from discrimination.

If we are unable to provide services we will offer information, support and referral to another service which may be internal or external.



Support access

Once eligibility for a Commonwealth Home Care Package is determined by My Aged Care, your assessment is conducted by the Victorian Regional Assessment Service (or RAS) or the Aged Care Assessment Team (or ACAT). Intereach is here to help and explain this process further. Your assessment determines which services you will have access to.

At Intereach we provide:

- 
 - General house cleaning
- 
 - Shopping assistance
- 
 - Personal Care - assistance with showering, dressing, eating, stockings
- 
 - Flexible Respite
- 
 - Transport to appointments (Designated areas only please ask your care worker around eligibility)
- 
 - Home Maintenance & Garden Maintenance
- 
 - Home Modifications
- 
 - Delivered Meals
- 
 - Exercise program
- 
 - Social Support activities



Contributions and Charges

Fees apply to all of our services. You are subsidised by the Commonwealth Government for our services. You will be required to pay a small contribution for the support you receive, if you can afford to.

We will provide you with a schedule of fees, as well as information on how to pay, during our intake. We recognise that some people may have difficulties contributing to the cost of their services. In cases of identified financial hardship, please speak with our office.

We review our fees annually and we advise you in writing of any changes to these. We issue our accounts every four weeks.

Your account statement will be sent to you at your nominated postal address or emailed.

You can pay your account using the options explained on the bottom of your account.

These include:

- **By mail** – cheques or money orders.
- **Direct Debit** – call us for an application form to pay directly from your bank account monthly.
- **BPAY** - refer to the Biller Code and Customer Reference Number on your invoice.
- **By phone** with your credit card.
1300 488 226.
- **Online** using the secure payment portal on our website - www.intereach.com.au



Person-Centred Care

Everyone in aged care has the right to be safe, treated with dignity and respect, and receive high quality care and services. Person-centred care supports you to be an active partner in your care.

You can work with our team to ensure you receive care that meets your needs by telling us your goals and which relationships and activities are important to you – so you can live the life you choose.

The following extract from the Aged Care Commission explains how we support person-centred care as the provider:



Talk with you about your preferences

Person-centred care involves lots of conversations about you and your preferences. Tell your provider how they can help you to be as independent as possible, support your wishes and keep your connections to people and community.



Support you to take risks

Dignity of risk is a big part of person-centred care. This means you have choices and should be supported to take risks. If something you want to do involves risks, your provider should help you to understand the risk and work with you to manage the risk.



Work with you and your representatives or family

You may like to have a partner in care involved in any discussions with your provider about your care and services. A partner in care can be a family member, friend or representative.

Your rights

Human Rights

Intereach promotes the United Nations Universal Declaration of Human Rights
“All human beings are born free and equal in dignity and rights; without distinction of any kind.”

We are committed to embedding human rights standards in alignment with the 30 rights outlined by the Declaration of Human Rights and empower our workers, people using our services and community members who interact with Intereach by ensuring they:

- are treated with respect;
- do not encounter discrimination based on their status;
- experience a safe and secure environment;
- have their privacy and confidentiality maintained;
- are provided with clear and accessible information about services, including any fees;
- are actively encouraged to contribute to decision-making around services and issues that affect them;
- are appropriately supported and represented by an advocate if needed, and;
- are informed of their rights and avenues to provide feedback about our services.

It is our expectation that all those who engage with Intereach maintain the same commitment to Human Rights in their interactions with our workers.



Charter of Aged Care Rights

The Charter of Aged Care Rights describes your rights as a consumer of a Government-subsidised aged care service. These rights apply to all consumers, regardless of the type of care and services they receive.

The Charter makes it easy for you, as well as your family, carer or representative, to understand what should be expected from the care and services you receive from your aged care provider.

Intereach will help you to understand the Charter and give you a copy that we have signed. You can choose to also sign the Charter to acknowledge that Intereach has given you a copy and helped you to understand:

- your rights about the services you receive; and,
- your rights under the Charter.

You do not have to sign the Charter. You can start or continue to receive care and services even if you choose not to sign it.

The Charter of Aged Care Rights are as follows:

As someone who receives aged care and services, I have the right to:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture, and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risks
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs, and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

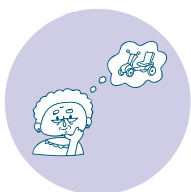
Everybody involved in the delivery of your care must respect your rights

Dignity of Risk and Supported Decision Making

Dignity of risk is a big part of our commitment to person-centred care. This means clients have the right to make decisions about their own care and services. Intereach recognises and respects our clients unique identity, culture, social connections, wellbeing and needs to maintain their independence.

Intereach acknowledges that all clients have a human right to make decisions about their own life and to have those decisions respected. We understand and affirm that cognitive impairment is not a reason for a person to be excluded from the decision-making process about their own life.

Intereach understands that not all decisions require assistance and will support clients primarily when they make significant decisions which have immediate or long-term consequences regarding their health, finances or lifestyle. Our role as defined by the Aged Commission is to:



Make sure you understand the risks to you and others



Work with you to manage those risks



Respect your decisions

Intereach is committed to supporting clients with complex care and communication needs to make their own decisions regarding their life. The will and preferences of a client will only be overridden if a decision is deemed by workers or advocates to be dangerous to the wellbeing of the client or others.

Quality of Care

Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

What you can expect in aged care

It doesn't matter whether you are getting care at home or you are living in a residential service. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, let someone know. Raising concerns isn't 'being difficult', it is a normal and important part of service delivery.

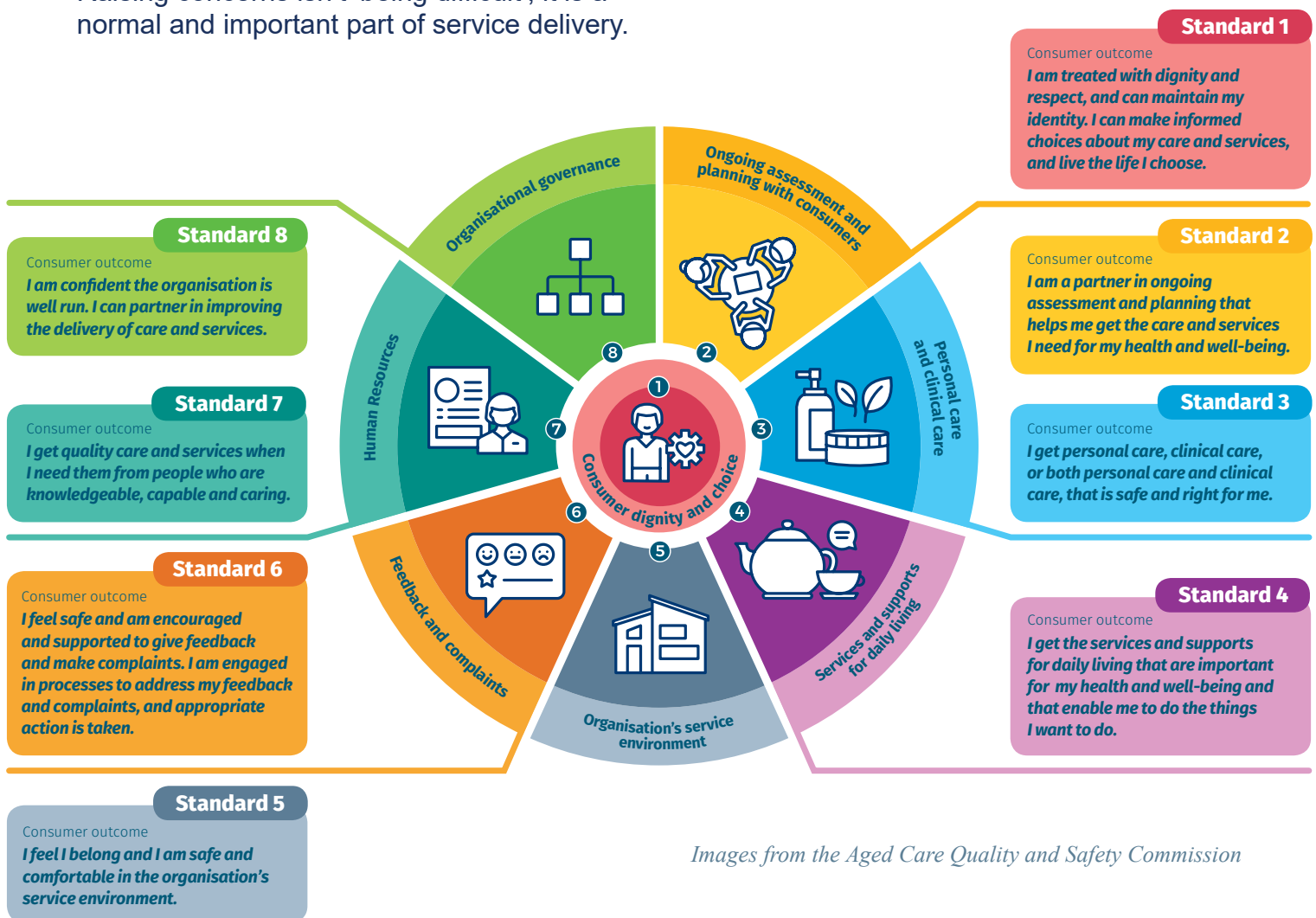
The Aged Care Quality Standards

All Australian Government-funded aged care providers need to meet Aged Care Quality Standards.

The eight Quality Standards focus on quality outcomes for care recipients, and aim to make it easier for care recipients, their families, carers, and representatives to understand what to expect from services.

Everything we do at Intereach Aged Care Services not only aims to deliver services that meet these standards, but to deliver services that exceed expectations. If you have any questions about the Aged Care Quality Standards or would like to learn more about them, visit www.agedcarequality.gov.au

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well-being.



Code of Conduct for Aged Care

The introduction of the Code of Conduct for Aged Care (the Code) reinforces your rights to make decisions about your care, to have your wishes respected and to live a life free of harm, with dignity and autonomy. The Code describes how providers and the people providing your care must behave and treat you.

Intereach takes all reasonable steps to ensure our aged care workers and governing persons comply with the Code. The following extract from the Aged Care Commission provides a summary of the eight elements of the Code of Conduct for Aged Care:



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

Diversity and Cultural Inclusion

Intereach is committed to ensuring that our services are delivered in a manner that respects and values the customs, cultures and beliefs of our clients.

We will:

- ensure information on our services and programs is available in languages other than English which reflect the demographics of our target service areas;
- engage in active consultation to identify and prioritise needs in planning services;
- adopt flexible approaches in response to clients that recognise and meet cultural and linguistic needs;
- demonstrate respect for clients and workers cultural or religious customs and health practices including beliefs and taboos by adopting flexible approaches in our service delivery; and,
- arrange for interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English.

Accessible for all

Australia is a multicultural and diverse country. If you come from a culturally diverse background, speak a language that is not English, or have particular needs, such as hearing or vision impairment, you are not alone. Interpreter and advocacy services can be arranged if needed.

- A friend or a family member can speak to Intereach on your behalf by becoming your representative.
- If you are deaf, deaf-blind, or hard of hearing, you can also access Intereach via Deaf Connect.
- If you are visually impaired, you can request information in large print or braille by contacting us to arrange support via a third party.
- If you require an alternative language, you can call us via an interpreting service (see below).

Translating and Interpreting Service (TIS National)

People who have difficulty speaking or understanding English can contact Intereach through the Translating and Interpreting Service (TIS National), for the cost of a local call:

1. Call TIS National on [131 450](tel:131450)
2. Tell the operator the language you speak
3. Ask the interpreter to call Intereach on [1300 488 226](tel:1300488226)

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

When you are speaking with the interpreter, they will call Intereach for you and interpret your conversation.

Please note that TIS is unable to offer re-booking with the same interpreter for follow up appointments with participants and the service is only available via telephone, face to face or on-site interpreter requests can be arranged by contacting Intereach who will book the service on your behalf.

Support for hearing impairment

If you are Deaf, Deaf-blind, or hard of hearing, you can access free interpreting or captioning services, through Deaf Connect. They can provide in-person sign language interpreting and Video Remote Interpreting (VRI) services.

This service is available for people who don't have access to interpreting services through aged care programs or the National Disability Insurance Scheme (NDIS). You don't need an aged care assessment to access this service.

To make a booking, call [1300 773 803](tel:1300773803) or email interpreting@deafconnect.org.au well in advance to ensure an interpreter is available.

Website accessibility

Intereach takes seriously its obligation to provide information to all Australians and has taken steps to improve the accessibility of the information on our website.

All content produced for publishing on our website is designed in accordance with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 standard, making the website usable for a wide range of people with special needs.

If you have any comments on the accessibility of the website, or if you have any suggestions for how we might improve it, please contact us.

Supporting your independence

We work with older people, their carers or their representatives to build capacity and independence. Intereach uses an 'enablement' approach where your existing strengths combined with your specific needs and circumstances are the basis for setting realistic and achievable goals.

Intereach has strong networks and partnerships with other service providers and community groups in your local community which ensures resources and information are available to support you to live independently.

In-home folder

We will provide you with an Intereach Aged Care Services In-Home Folder. This is where you can keep copies of the documents which relate to your services, including your:

- CHSP Client Handbook (this information guide)
- Charter of Aged Care Rights (Signed by Intereach)
- Client Support Plan (your goals and needs)
- Client Service Delivery Plan (services delivered)
- CHSP Fee Schedule
- Consent Form



Open communication and disclosure

Our dedicated team are committed to working with you as a partnership, clear communication is key to ensure we are working together to achieve your goals.

Sometimes things go wrong, in this case open disclosure is the open discussion with a client and/or their support person(s) about incidents that resulted, or could have resulted, in harm to a client while receiving care.

Intereach is committed to creating a positive culture of trusted and productive communication between clients, support persons and the workforce, in which open disclosure is standard practice.

What to expect from our workers

A high standard of professionalism and personal presentation is required from anyone representing Intereach. Our workers should present neatly, with appropriate footwear for the task and a name badge.

Our friendly team will maintain respectful boundaries with our clients to ensure both yours and their privacy, with a focus on you and your goals.

There are some things we can't do. Please note our workers cannot:

- Collect prescriptions or purchase over the counter medications from the Chemist unless accompanied by you.
- Buy you alcohol or cigarettes.
- Conduct work other than the assigned and agreed tasks within your service plan.
- Work in your home when you are not there or have keys to your home (except key safe locks).
- Our workers are generally not permitted to handle money. If you need a worker to purchase something for you, please notify us ahead of time to discuss.

Changes to your service

Intereach is committed to enabling you to live the life you choose, we understand that at times you will need to change your service time or day to suit other commitments. Where this is the case, we make every effort to accommodate your changing needs, however there are times where we may not have staff available at the proposed time. Where this is the case we will work with you to find the best solution.

Except in exceptional circumstances, we require 24 hours' notice of any changes to your service. If we are unable to accommodate changes to the day or time of your service, you may have to wait for your next scheduled visit (except where a lack of support may affect your health or wellbeing).

Please contact us if you:

- Will not be home on the regular day or time of service.
- Need to cancel your service – if we are not notified that you will not be home for your usual service, you may be charged.
- Planning or about to go on a holiday.
- Unwell or going into hospital.

Suspension and termination of services

In the event that a program is no longer meeting your needs, or another program is deemed more suitable, your service can be suspended or terminated at any time and alternative arrangements and/or options for referral can be sourced in consultation with you.

Intereach will consult and negotiate with you regarding the circumstances in which the service may no longer be provided, be changed or cease. We encourage you to use an advocate during the consultation process, if you would like to.

If service termination is due to you requiring permanent care in a residential facility, Intereach staff can assist you with the transition to placement once your eligibility has been established by the Aged Care Assessment Team (ACAT).

Rescheduling Services

Sometimes Intereach may need to reschedule or cancel your service due to unforeseen circumstances, such as your care worker being unwell. If this happens, we will phone you as soon as possible to let you know. If we are able to, we will try to arrange a new time for your service.

Services on Public Holidays

Please note we do not provide services on Public Holidays. If your rostered service falls on a Public Holiday, we will reschedule to another day.

Sometimes we have to say “no”

In some circumstance we may have to refuse, withdraw or suspend a service. We will have a discussion around the reasons why we have taken such action.

The following could be associated with a cancellation of services:

- The need for service is not established.
- Risks for you and our workers. A risk assessment identifies hazards that cannot be immediately minimised or corrected, potentially putting you and/or our workers attending at risk.
- You are not eligible for the service.
- The requested service is not provided by Intereach.
- You have failed/ refused to pay fees when financial hardship has not been established.



Health and Safety

When our workers enter your home to provide a service, your home becomes their workplace. We therefore have a shared responsibility to ensure the safety of both our workers and yourselves whilst receiving services/care.

- Intereach workers are trained in safe manual handling techniques and safe working procedures including infection control.
- A home safety assessment is undertaken to ensure the safety of both you and the worker.
- Workers must be provided with safe and appropriate equipment to use. A care coordinator can advise you as to what is required.
- Personal Protective Equipment (PPE) will be provided to our workers where required.
- Workers must act in accordance with all relevant codes of conduct and WHS legislation.

We kindly ask that you help us maintain a safe working environment for our workers by ensuring:

- Electrical items are in good working order with no frayed cords or exposed wiring.
- Pets are secured when any service is being provided at your home, with the exclusion of assistance dogs e.g., Righteous Pups or guide dogs.
- You have a working smoke detector in your home (if you need smoke alarms installed or the batteries replaced, please call Intereach and speak with the Aged Care Team who can assist you in organising the services).
- No one in the home is smoking whilst workers are on site (includes cigarettes, e-cigarettes, pipes, cigars, or other items such as vaping devices).
- Intereach is notified if you have visitors at your home when your service is scheduled. We may need to perform additional risk assessments if there are additional people in your home.

Please note our workers may request that you turn on your fans or air conditioner on very hot days for yours and their safety.

The Intereach Aged Care Team reserves the right to postpone, withdraw or cancel services if community support workers or volunteers are considered to be at risk, or services are no longer appropriate. This includes worker harassment, which can take the form of sexual harassment, bullying, unsubstantiated allegations or intimidation.

Incident Response

Because we care, if you do not respond when our worker attends your home for a scheduled service, we will have concerns for your welfare and will phone your nominated contact person, doctor or local hospital. If we are unable to locate you, we will notify the police to check on your wellbeing.

Our primary focus is on your wellbeing. Our workers have been trained in identifying signs of deterioration in your wellbeing. Workers are obliged to report these signs as well as signs of abuse or neglect to their supervisor who can provide additional support as required.

The Serious Incident Response Scheme (SIRS) helps reduce the risk of abuse and neglect for people who receive aged care. In some cases, we may be obliged to report an incident or allegation to the Aged Care Commission under SIRS if it meets the criteria for reportable incidents.

Contact us if you have any questions about SIRS or refer to the following fact sheet for more information.

[SIRS Home Services - Consumer fact sheet \(agedcarequality.gov.au\)](https://agedcarequality.gov.au)





Your privacy

We are committed to maintaining your right to privacy by upholding the Australian Privacy Principles. We will:

- only collect personal information with your prior knowledge and consent and for the purpose of providing service;
- protect personal information from misuse, loss, unauthorised access, modification or disclosure; and,
- share personal information with third parties only with consent and as authorised.

What type of information do we collect?

You will need to provide basic information such as your name, date of birth, address, country of birth, preferred language, emergency contacts and living situation. Information relating to health, medical history and current illness will be collected as appropriate and relevant to the level of assessment being undertaken.

Why is your information collected?

We need to have current information about your circumstances, including contact details. This helps us with your Support Plan and ensures the most appropriate level and type of support services are provided.

Access to your information

We store your information on a secure database and can only be accessed by employees directly involved in the planning and administration of the support services you receive.

If you would like to access your personal information, you would like to know more about how we handle your personal information, or if you feel your privacy has not been maintained.

You can download our Privacy Policy from www.intereach.com.au/key-policies/ or contact Intereach request a copy by phoning [1300 488 226](tel:1300488226)

Do you have to disclose private information?

If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible support services. You have the right to request access to your information and to ask for it to be corrected if necessary.

We are here to listen and continuously improve

You and your family should feel comfortable that you can raise questions about your care and service, we actively encourage and welcome feedback, compliments and complaints. We strive for continuous improvement and regularly seek feedback including annual client satisfaction surveys. Survey results are incorporated into our program planning and service delivery.

You can give us feedback at any time, especially if you feel that you have not been provided with the appropriate support or services. If you have a concern or you are not satisfied with any aspect of the support or services provided, please do not hesitate to contact us.

Raising concerns provides an opportunity for us to become aware of issues, find solutions and improve their care.

All complaints are dealt with fairly, equitably and without retribution, and in accordance with our Open Disclosure and Complaints Policy.

Feedback and complaints can be provided to us anonymously and are always treated confidentially. There are a number of ways you can provide feedback, compliments or complaints including:

- **In-person:** to any Intereach employee
- **Phone:** 1300 488 226
- **Email:** complaints@intereach.com.au
- **Post:** PO Box 501, Deniliquin NSW 2710
- **Online:** www.intereach.com.au/feedback-and-complaints/

Scan here to provide feedback, complaints or compliments



If you need an interpreter to speak with us, call the **Translation and Interpreting Service** on 131 450

If you can't resolve your concern with Intereach or would like to provide feedback directly to the Aged Care Quality and Safety Commission, contact them via:

- **Phone:** 1800 951 822
- **Email:** info@agedcarequality.gov.au
- **Web:** agedcarequality.gov.au
- **Write:** Aged Care Quality and Safety commission, GPO Box 9819 (in Your Capital City)



We have provided details of key aged services. If a service link is not provided here it can be requested from Intereach.

The Aged Care Quality Standards

www.agedcarequality.gov.au/consumers/standards/resources

Department of Health and Aged Care

www.health.gov.au

Charter of Aged Care Rights

www.agedcarequality.gov.au/consumers/consumer-rights

Aged Care Act 1997

www.legislation.gov.au/Details/C2023C00014

Department of Social Services

www.dss.gov.au/seniors

Victorian Government – Department of Health

www.health.vic.gov.au/ageing-and-aged-care

Aged Care Services

My Aged Care -

P: 1800 200 422 (free call)

8am - 8pm weekdays and

10 - 2pm on Saturdays.

www.myagedcare.gov.au

Dementia Services

- National Dementia Helpline

P: 1800 100 500 (free call)

www.dementia.org.au

- Cognitive Dementia and Memory Service (CDAMS)

P: (02) 6058 4830

Carer Services

- Carers NSW

P: 1800 242 636 (free call)

www.carersnsw.org.au

- Carers Vic Australia

P: 1800 514 845

www.carersvictoria.org.au

- Carer Gateway

P: 1800 422 737

www.carergateway.gov.au

Advocacy Services

- Older Person Advocacy Network (OPAN)

P: 1800 700 600

www.opan.org.au

- Carer Assist – Albury

P: 02 6021 5882

- Senior Rights Service (NSW)

P: 1800 424 079 (free call)

www.seniorsrightsservice.org.au

- Seniors Rights Victoria

P: 1300 368 821

www.seniorsrights.org.au

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