

Specialised services we use

Specialised providers know and understand your needs better – we have linkages in place to refer and/or contract services through providers who specialise in the needs of each group, for example:

- Advocacy Tasmania and other advocacy services
- Interpreters, translation services, the National Relay Service, liaison officers, Community Care NESB, the Migrant Resource Centre, the Italian Day Centres, and the Polish Club
- Local, rural and remote area health services and care providers in your region
- Legacy
- Tasmanian Aboriginal Health Centre (TAHC) and South East Tasmanian Aboriginal Corporation (SETAC)
- Rainbow Tas
- Care Leavers Australia Network; International Association of Former Child Migrants and Their Families; and Child Migrants Trust
- Allied Psychological Services (ATAPS) and other mainstream mental health services

More about us

- For information about our programs and services please visit www.careassess.com.au

Referral or request

- To make a referral or to request more information please contact Care Assess on the details below

**For general enquiries please contact
Monday to Friday from 8:30 – 4:30pm
You can also contact Care Assess at:**

**e. info@careassess.com.au
w. careassess.com.au
p. 1300 364 876**

Call our local office

 **1300 364 876**

South

Level 2, 6 Bayfield St, Rosny Park 7018
Phone: (03) 6244 7700
Fax: (03) 6244 7711

North

101 Stanley St, Summerhill 7250
Phone: (03) 6331 0803
Fax: (03) 6331 0688

North West

43 Best St, Devonport 7310
Phone: (03) 6423 7900
Fax: (03) 6423 7999



*We facilitate access
to services based
on need*

Special Needs

***Do you have a
special need?***

*Access services
regardless of race,
culture, language,
gender, economic
circumstance or
geographic location*

careassess.com.au/special-needs

Special needs groups

Our HACCC and Home Care Packages programs come under the *Aged Care Act 1997*, which protects the rights of people with special needs - including people who identify with or belong to one or more of the following groups:

- people from culturally and linguistically diverse backgrounds;
- people who live in rural and remote areas;
- veterans;
- people from Aboriginal and Torres Strait Islander communities;
- people who identify as lesbian, gay, bisexual, transgender or intersex;
- people who are care leavers;
- parents separated from their children by forced adoption or removal;
- people who are financially or socially disadvantaged; and
- people who are homeless, or at risk of becoming homeless.

Catering for special needs

Care Assess has policies and practices in place to ensure services are accessible to people with special needs. We have regard to consumer diversity, and take into account our clients' individual interests, customs, beliefs and backgrounds. For example:

- Our Care Coordinators have been selected in part because of their capacity for sensitivity and understanding of special needs groups
- Our service delivery staff undertake professional development regarding the special needs of consumers and therefore can appropriately assist you
- All information provided to you is designed to uphold your rights, accounting for any cultural/linguistic diversity or other special needs
- We have an *Access to Advocates Policy* to ensure you will be able to choose an advocate if and when required, and a *Fee Waiver Process* if you are unable to pay your client contributions

We ensure appropriate services

Your Care Coordinator will aim to:

- Individualise services for you. We will ensure your right to choose the service provider that you prefer, and we will broker direct-care to ensure your diversity is respected and catered for.
- Communicate and assess your needs appropriately. This might include the use of communication aids/services, close involvement with your family/carer, or the use of a specialised provider.

Specialised services we use

Specialised providers know and understand your needs better – we have linkages in place to refer and/or contract services through providers who specialise in the needs of each group.

Please turn over for a list of examples of specialised services that we use to ensure that we communicate and assess your needs appropriately.