

GOC CARE



GOC Care

Aged • Disability • Community

*GOC Care is a not-for-profit
community based aged &
community care provider
that is committed to:*

- *Supporting & assisting
YOU to continue living
independently in your home*
- *Offering choice and flexibility
on how that care & support
is provided*

GOC CARE

HEAD OFFICE

36 Browning Street
South Brisbane 4101

IN-HOME SERVICES

Brisbane — Gold Coast

Monday to Friday
8.00am — 5.00pm

Phone: (07) 3844 3669
Fax: (07) 3844 0967

CENTRE-BASED DAY RESPITE

South Brisbane: Monday to Friday
Gold Coast: Monday & Thursday
Taigum: Tuesday & Thursday

Staff: 8.00am — 4.00pm
Care Recipients: 10.00am — 2.00pm

*You are collected from your home by
the Centre bus to arrive at the Centre at
10.00am, where you can enjoy delicious
refreshments and interesting activities,
& then driven home at 2.00pm.*

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*~ HACC ~
HOME &
COMMUNITY
CARE PROGRAM*

*Assisting eligible persons
to remain at home &
connected with
their community.*

HACC Services

HACC services are available to eligible persons who require assistance to remain at home and connected to their community.

HACC services include:

- ✧ Domestic Assistance
- ✧ Social Support
- ✧ Shopping Assistance
- ✧ Personal Care
- ✧ Case Management
- ✧ Cultural & language support in accessing health care & community services
- ✧ Centre-based Day Respite
- ✧ Dementia Specific Centre-based Day Respite Services
- ✧ Bus Trips within Brisbane area
- ✧ Gentle Exercise Programs:
 - *Brisbane & Mt. Gravatt*
- ✧ Hydrotherapy Program
- ✧ Home Delivered Meals:
 - *limited geographic location*

Who is Eligible?

Older people and others, who require assistance, support and services to remain at home independently, and be able to participate within the community.

How to access services?

A referral or request for a HACC Service can be made by any person or agency.
You can also refer yourself.

What happens next?

After your enquiry or referral, our staff will make an appointment to visit you in your home to discuss your needs.

Should the you be found eligible to receive services, a **Care Plan** is created with you and/or your family or carer.

Our staff will then arrange for the agreed upon services to commence within the next 2 weeks.

Our staff will continue to consult with you on an on-going basis to ensure your needs are being met and that you are receiving quality services.

Fees

As government funding is a subsidy only, you will be asked to make a small contribution towards the cost of your services via fees.

Right to Quality Service

As a Care Recipient you have the right:

- ✧ **To be treated** with respect, dignity.
- ✧ **To be provided** with services of high quality, which are managed, planned & coordinated well.
- ✧ **To receive information and be aware of** rights and responsibilities, services and options.
- ✧ **To use an advocate of their choice**, to negotiate with, or on your behalf, regarding services or other issues.
- ✧ **To know** that you can access information/ records held about you.
- ✧ **To understand** the complaints procedure; to know you can make a complaint without fear of retribution; and expect complaints to be dealt with promptly, privately, and with integrity.

Complaints can be taken to the Management of GOC Care 3844 3669.

Should the complaint not be resolved, the Aged Care Complaints Scheme, Department of Health can be contacted:

Phone: 1800 550 552.