

## R.I.A.C.

### DEFINITIONS:

Advocacy—To stand up for your rights or the rights of another person

### ADVOCATE:

To give the level of support required to enable a person to stand up for his or her rights.

An advocate can be a trusted friend, family member or worker. Or you can contact the HACC Advocacy Service which is funded by the Department of Human Services and operated by the Regional Information and Advocacy Council Inc.

## R.I.A.C.

If you need an advocate you can contact the:

**Regional Information and  
Advocacy Council Inc.**

**1800 221 944**

**Local Government Areas of:**

- Loddon Shire
- Gannawarra Shire
- Campaspe Shire
- Mount Alexander Shire
- Central Goldfields Shire
- Macedon Ranges Shire
- City of Greater Bendigo
- Rural City of Swan Hill
- Rural City of Mildura
- Buloke Shire

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## HOME AND COMMUNITY CARE (HACC)



**LODDON MALLEE**



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

## HACC

### **What is HACC?**

Home and Community Care (HACC) is a joint Commonwealth/ State Government program, which provides services to support frail elderly people, younger people with disabilities and their carers and families living at home or in the community.

HACC offers a comprehensive range of integrated support services which enable people to stay in the community and live as independently as possible, where they may have felt that their only choice was to move into a hostel, nursing home or other supported residential facility.

HACC services are provided/ sponsored by local governments, community and voluntary organisations.

## HACC

### **What services are offered by HACC?**

- Home care
- Personal care
- Respite
- Home maintenance
- Planned Activity Groups
- Meals on wheels
- District nursing
- Allied Health
  - Dietician
  - Occupational Therapy
  - Physiotherapy
  - Podiatry
  - Speech Therapy

### **Priority for Service**

HACC Services are allocated to eligible people on the basis of relative need. All people requesting a service will be treated fairly at all times. Because HACC services are limited, not everyone who is eligible is able to be provided with a service and sometimes you may be required to go on a waiting list.

## HACC

HACC Services are keen to listen to your comments and concerns about the services. Your feedback provides an opportunity for ensuring that services are of a high quality and relevant to your needs.

If you have some positive feedback or a complaint that you want to raise about your HACC services, you can discuss this with Aged and Disability services through the Team Leader.

If this is not successful or you feel uncomfortable doing this, you may contact an advocate to support you through any stage of the process.