

## WHO TO CONTACT

**Centacare Fraser Coast**  
**PO Box 1840**

**6/152 Boat Harbour Drive**  
**Hervey Bay Q 4655**

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**Centacare Fraser Coast**  
**PO Box 204**

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**Maryborough Q 4650**

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NEIGHBOURHOOD CARE  
receives funding from



HACC and Fraser Coast Neighbourhood Care work together to help people live independently in the Community.

Clients of HACC Services, have the following rights which are listed in the HACC Statement of 'Rights and Responsibilities'.

1. The Right to dignity and privacy.
2. The Right to be assessed for access to services without discrimination.
3. The Right to be informed.
4. The Right to choose from alternatives.
5. The Right to complain.
6. The Right to an advocate of your choice.

*Your Responsibilities:*

*As a participant in the HACC Program, you have general responsibilities for the outcome of your decisions and a particular responsibility to respect service providers' staff and other consumers.*



## NEIGHBOURHOOD CARE PROGRAM



**IT'S ABOUT PEOPLE**

**HELPING EACH OTHER**

The  
NEIGHBOURHOOD  
CARE PROGRAM  
exists to enhance  
the quality of life and  
promote the independence  
of eligible people  
through appropriate,  
individual support for  
community interaction.

IF YOU WOULD LIKE MORE  
INFORMATION ABOUT THE  
SERVICES PROVIDED BY THE  
Neighbourhood Care Program,

PLEASE PHONE  
HERVEY BAY 4194 0172  
OR  
MARYBOROUGH 4121 6410

## **HOW OUR VOLUNTEERS AND STAFF CAN HELP**

### **VISITING:**

Visit people in their own homes for a chat and friendship.

### **ASSISTED SHOPPING:**

Accompany and assist with shopping, banking or visiting the Library.

### **SOCIAL OUTINGS / ACTIVITIES:**

- Accompany people who need physical assistance or emotional support on social outings of their own choosing.
- Regular social 'get togethers'.

### **LITERACY:**

Assist with filling out forms, reading books or newspapers, assist with mail.

### **SUPPORT:**

- Offer a friendly, supportive presence for those who require assistance when visiting a doctor, solicitor or bank.
- We also provide trained, personal support workers to assist people who are recovering from depression, anxiety or other mental health issues to integrate socially. Clients are encouraged through fun activities and personal support to participate at their own pace.

(Please note: We do not provide transport only)

To help offset our ongoing costs,  
a monetary DONATION  
from all clients,  
will be very much appreciated.

*To access any of these services,  
clients need to be assessed  
for HACC eligibility.*