

## Support Options will:

- Ask for consent for collection of personal information and for sharing that information with other services
- Keep personal information private and confidential
- Welcome feedback (both compliments and complaints), so we can provide the best support possible
- Offer referrals to alternative services, if Support Options cannot meet your needs
- Provide information about advocacy.



Support Options can organise an interpreter or for information to be translated into your language of choice.

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Reg No. A5357 ABN 99 081 624 768

Supporting Local  
Families for over  
30 years

# support options individual support

Information and support for  
individuals with a disability,  
carers and their families

caring • nurturing • strengthening



upper murray family care

## Support Options

### Individual Support assist:

- People with a disability
- Their families and carers
- In the local government areas of Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta and Wodonga.

### A disability (as defined by the Disability Act 2006):

- Can be a sensory, physical, neurological or intellectual disability or an acquired brain injury or a developmental delay
- Must be permanent and seriously impact on the person's life. The person must need ongoing support and be considered a priority for access to services.

### Individual Support will:

- Work with you and provide contact and support both face-to-face and by telephone
- Help you to identify and organise the supports you need
- Support you in speaking with other services
- Help you to plan for now and into your future
- Provide you and your family with the information and tools needed to support you to live as independently as possible
- Support you and your family in relation to your Individual Support Package.



### Individual Support can:

Help you in arranging services, including:

- Recreation and leisure
- Accessing your local community
- Education and employment
- Day activities
- Health and wellbeing
- Short and long term flexible support and funding
- Having time out or having a break (respite).

### Other Support Options Services are:

#### Carer Support:

- Assist people who have a disability, or who are ageing or have dementia and their carers, with respite planning, support coordination and flexible respite funding.

#### Hospital to Home:

- Assist in arranging short term additional support services for people who are frail aged or have a disability following discharge (for example, personal care, assistance with meals and other support based on individual needs).