

## 4.5

**Is This The First Time You Have Tried To Access Services?****Do I need to contact DHS?**

The **Department of Human Services (DHS)** are often the best starting point for information and support services. The DHS Intake and Response Team can be contacted on 1800 783 783.

**What do I need to know?**

The new Disability Act 2006 was implemented in July 2007. The Act states that people who have a physical, sensory or neurological impairment, an acquired brain injury, intellectual disability or developmental delay may access disability services.

**What is the Disability Support Register (DSR)?**

The Disability Support Register (DSR) is a way of recording a person's current and ongoing support needs. The Register also helps with future planning for the needs of people with a disability.

**For further information regarding eligibility to services under the Disability Act 2006 and to find out more about the Disability Support Register contact DHS Intake and Response Team on 1800 783 783.**

<http://www.cmaq.org.au>

**How do I know what my needs are?**

A person with a disability (or their family member/friend) can approach any disability organisation and ask for help. You may not be clear about what your needs are, and that is OK. They will work out with you what you need and which service is the best one to assist you.

**How much help can I get?**

Getting help from a disability organisation is not just based on whether you have a disability, but also how much in need you are, in comparison to everyone else who is asking for the same help.

**Do services have a waiting list?**

Generally all services will have an eligibility criteria and waiting times will vary for different services. It is best to phone the services and programs you are interested in and ask about possible waiting lists so that you can get your name onto them.

**What is Advocacy?**

Some organisations can provide you with advocacy. They assist you to make informed choices and decisions. They can provide you with information and support to help get you what is the best outcome.

**Why do I need to repeat my story so often?**

All of the different services and programs run separately so there is no way for every one to know your circumstances. This can be very frustrating. You can request that a worker from one service talk to a worker from another if you feel that this will be easier, however, due to privacy laws you do need to specifically request this.

**What are privacy laws?**

The Victorian *Information Privacy Act* sets standards for the way Victorian government organizations, statutory bodies and local councils collect and handle your personal information. Discuss the confidentiality of your information with the organisation you are dealing with. All services will have a privacy statement and other written information on the rights and responsibilities of both the service provider and for you as the user of the service.

**What is case management?**

Case Management provides support and assistance to you and your family. A Case Manager will assist you in assessment, planning and obtaining the resources and supports you need and then co-ordinate these services. Contact DHS Intake and Response Team for more information on 1800 783 783.