

# Your home, Your support



Your care and support  
options, clearly explained



**Dovida**  
Your Life, Your Way

# Contents Page

## Dovida

Thank You For Choosing Dovida

Together, We Create Care Centred Around You

The Dovida Way

## Support at Home

Eligibility and Reassessment

Classifications and Services

Funding Your Care

## Care Management

Starting Your Journey with Dovida

## Protecting You and Your Rights

Your Privacy

Giving Feedback, Making Complaints and Speaking Up

Whistleblower Protections & Open Disclosure

The Aged Care Quality Standards

Protecting Your Health

Keeping Everyone Safe

## Planning Ahead and Making Decisions

Advance Care Planning

## Useful Information and Resources

3

4

5

6

7

8

9

10

12

13

14

15

16

17

18

19

20

21

22

23

# Your Life, Your Way



## Dovida

Our name is inspired by the Latin words for Home (Domus) and Life (Vida). This name reflects our dedication to supporting our clients in their home, enhancing their lives and empowering their independence.



## Vision

Our vision is to create a world that centres around individuals, empowering and supporting them to live their life, their way.

## Mission

Our mission is to support, empower, and uplift people by putting them at the heart of every decision we make.



## Thank You for Choosing Dovidá

Dovidá recognises that your uniqueness is key to providing the highest quality of care. You're at the centre of everything we do; we help you live the life you want in the comfort of your own home for as long as possible.

Dovidá is a national provider of high-quality, person-centred home care. We provide a range of services, including everyday companionship, domestic assistance, personal care, meal preparation, medication reminders, and transport to appointments, shopping, and social outings. Our trained caregivers can also provide dementia care, 24-hour care, live-in care and palliative care.

Care is available from two hours to 24 hours a day, 7 days a week, including overnight, weekends, and public holidays. You can adapt your schedule or change your caregivers to suit your needs and circumstances. We are responsive and quickly adapt services when your needs change.

### Your Life, Your Way

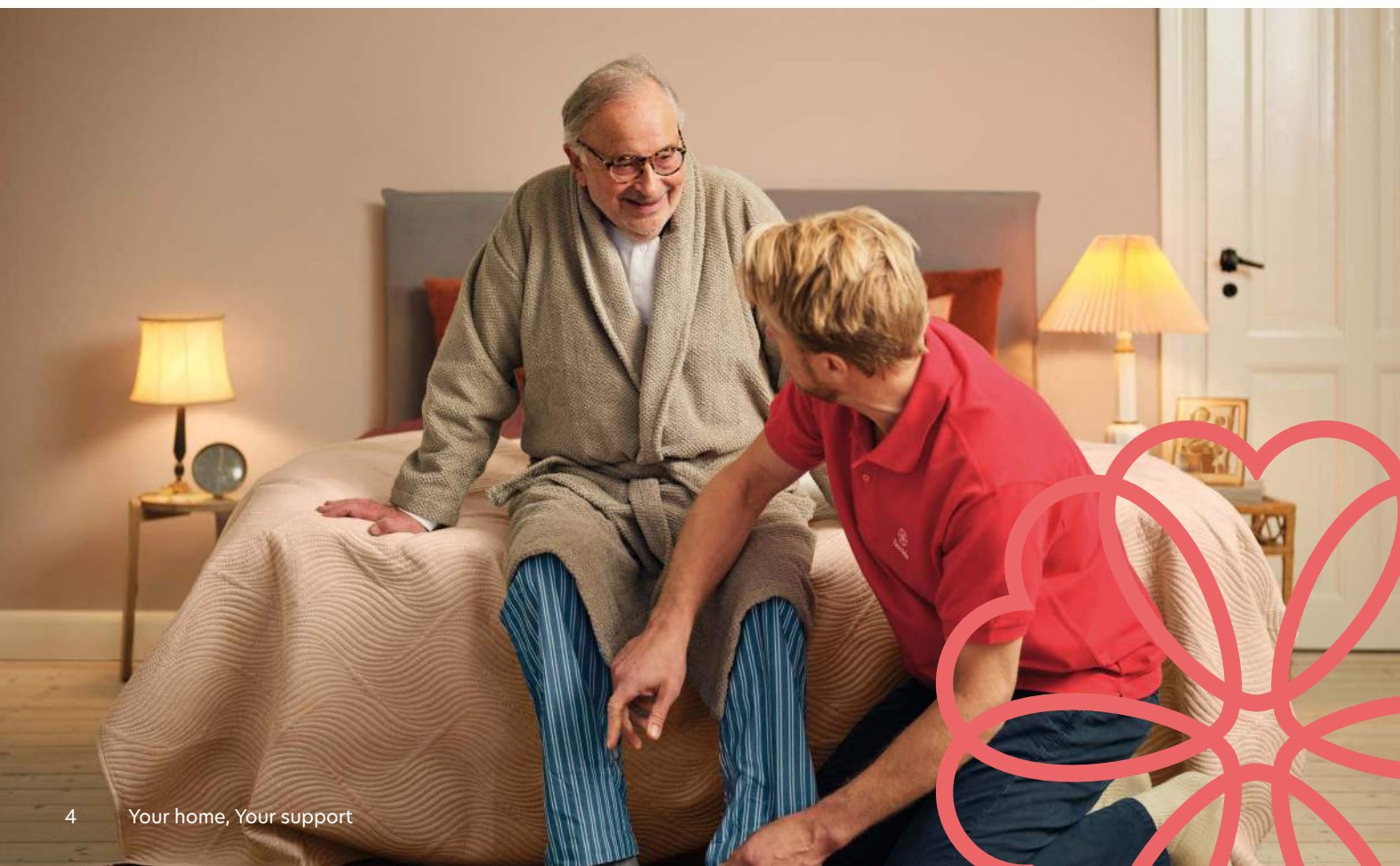
We are committed to recognising you as an individual and supporting you to feel empowered and independent.

We are more than a care service - we provide a personalised experience for you and your family, centred on empowerment, choice and independence. We don't just want to improve your day, we want to empower you to live your life, your way.

Our Circle of Care is more than a concept; it's a holistic approach that sets us apart.

Our Circle of Care philosophy reflects our commitment to placing you at the centre of everything we do - throughout every stage of your care journey. Our skilled caregivers and experienced office teams work in partnership with you, your family members and healthcare professionals to provide a holistic support system.

It underscores that Dovidá is not just about providing a service; we foster connections built on respect, empathy, and empowerment.



## Together, We Create Care That Centres Around You.

### Care grounded in connection

We believe in building genuine relationships. All of our caregivers are directly employed based on their life experience, skills and personality. They are reliable, compassionate and are matched to you based on your values and interests, which paves the way for meaningful connections. Visits are on your preferred days and times, from a familiar team of caregivers who know your preferences and routines. This provides continuity of care and helps foster deeper connections.

Our caregivers are skilled and thoroughly trained in our specialist training centre, the Dovidá Academy, which is a Registered Training Organisation. This ensures they are confident and empowered to deliver high-quality, person-centred care. Many of our caregivers have also undergone specialist dementia and palliative care training.

### An expert team you can trust

We are committed to your independence, providing high-quality, person-centred care that empowers you with complete choice, flexibility and control. We understand and value the trust you have placed in us to care for you at home, and we are committed to ensuring you have an exceptional personal experience.

### Dedicated to Excellence

Dovidá is internationally certified in ISO 9001:2015 for Quality Management, demonstrating our commitment to delivering care that exceeds regulatory standards. This certification confirms that our systems are robust, reliable, and consistently applied across the organisation. It reflects our dedication to transparency, accountability, and continuous improvement—providing peace of mind that Dovidá is one of Australia's most trusted home care providers.





## The Dovidá Way

- Experienced, trusted and local with strong ties to the community.
- High-quality, person-centred care, with consistent, skilled and compassionate caregivers matched to your values and interests.
- We work in partnership with you, your family, and your healthcare professionals to provide a holistic support system – our Circle of Care.
- 24/7 support – care is available 24 hours a day, 7 days a week – including overnights, weekends and public holidays, with round-the-clock phone support.
- Flexible scheduling with visits at your preferred days and times.
- No wait lists and we are responsive to your care needs, with private services able to start immediately.
- Experienced Care Managers helping you plan, navigate and coordinate your care
- Local and directly employed caregivers, trained in the Dovidá Academy.
- Our quality management processes are internationally certified by ISO 9001:2015, ensuring our commitment to quality and continuous improvement of our processes and systems to meet our clients needs and regulatory requirements.



### Care Centred on You

We provide a range of home care services that empower you to live your life, your way:

- Everyday companionship
- Home help
- Hospital to home
- Meal preparation
- Medication reminders
- Transport services
- Personal care
- Dementia care
- 24hr care
- Live-in care
- Overnight care
- Palliative care

### Funding Your Care

Dovidá is an approved provider under the government-subsidised Support at Home program. We also offer private services, available immediately, with no wait lists, income requirements, or means testing. Private services can be used on an ongoing basis, to top-up your government-funded care, or while you're waiting for funding approval.



## Support at Home

### Services to help you live your life, your way

The Australian Government's Support at Home program enables older people to remain living independently at home for as long as possible. Under Support at Home, you will have access to services, products, equipment and home modifications to help you remain healthy, active and socially connected.

### Support at Home includes:

- Eight classification levels to address complex care needs
- Assessment and reassessments as your needs change
- Three short-term funding pathways to support your changing needs:
  - The Restorative Care Pathway
  - The Assistive Technology & Home Modifications (AT-HM) Scheme
  - The End-of-Life Pathway

Based on your aged care assessment and eligibility, you will have access to an approved list of services.

As your aged care provider, Dovidá ensures that you are supported to choose the mix of services that best suits your needs within your allocated budget, and to coordinate the delivery of those services to you in your home.



# Eligibility and Reassessment

## Who is eligible for Support at Home?

To be able to access services under the Support at Home program, you will need to register with My Aged Care. An aged care assessment will then be arranged to determine your eligibility for services.

You will be eligible for an assessment if you are over the age of 65, are Aboriginal and/ or Torres Strait Islander person over the age of 50, or a person who is at risk of, or experiencing, homelessness and over the age of 50.

## How does the assessment process work?

You will be assessed for Support at Home through the Single Assessment System by an organisation working with My Aged Care. An in-home assessment will determine whether you are eligible for funding and what services you can access.

If you are approved for Support at Home, you will receive a Notice of Decision with a copy of your individual support plan, which includes the following information:

- A summary of your aged care needs and goals
- An ongoing quarterly budget based on your assessed classification, and/or
- An approval for short-term supports, which may include a budget for:
  - Assistive technology and/or home modifications
  - Short term restorative support (e.g., intensive allied health services) or
  - End-of-life care

Once your services are approved and funding becomes available, you will be assigned a budget and can begin receiving services. Contact your local Dovidia team (or another Support at Home provider) and share your Notice of Decision and support plan with them to ensure you receive your assessed services. You will need to sign a Service Agreement for services to begin.

## Re-assessment

Under Support at Home, you can only access the services you have been assessed as needing. If your needs have changed or you may benefit from additional services (e.g. reablement services under the Restorative Care Pathway), a reassessment or support plan review is required. Your Support at Home provider can make this request with My Aged Care who will determine whether changes to the support plan are required.



# Classifications

The Support at Home program has eight classifications of support, designed to match your care needs. If your needs change, you can be re-assessed and moved to a higher level of support if eligible.

It also includes additional funding for:

Pathway/Scheme	Funding Available
Assistive Technology and Home Modifications Scheme (AT-HM) to access products, equipment and home modifications to meet your assessed needs.	Upfront funding for 12 months with separate allocations for assistive technology and home modifications: <ul style="list-style-type: none"><li>• Low needs: \$500</li><li>• Medium needs: \$2,000</li><li>• High needs: \$15,000</li></ul>
The Restorative Care Pathway to maintain and improve your independence through allied health services.	Up to \$6,000 for each restorative episode (up to 16 weeks), can potentially be extended to \$12,000. Can access a maximum of two episodes a year.
The End-of-Life Pathway which provides extra funding to support older people to stay at home in their last 3 months of life.	\$25,000 for 12 weeks of support, replacing any ongoing Support at Home classifications. This can potentially be extended to 16 weeks.

# Services Available

There are three categories of services available under the Support at Home program:

Category	What it covers
<b>Clinical care:</b> Specialised services to maintain or regain functional and/or cognitive capabilities, delivered by qualified or accredited health professionals.	Nursing care, allied health and other therapeutic services, prescribed nutrition, restorative care
<b>Independence supports:</b> Support to help manage the activities of daily living.	Personal care, social support and community engagement, respite, transport, assistive technology and home modifications
<b>Everyday living support:</b> Ensuring homes are safe and liveable, to enable staying independently at home.	Domestic assistance (cleaning, laundry and shopping), home maintenance and repairs, meals, gardening

You are not automatically eligible for all services on the service list. You will be assessed as needing certain services and these will be documented in your Notice of Decision and accompanying support plan after a formal aged care assessment.



# Funding Your Care

## Participant contributions

Under Support at Home, participants are expected to contribute to their aged care costs where they have the means to do so. How much you contribute will be based on the age pension means-test by Services Australia.

You only pay for the services you actually receive. Your contribution is calculated based on the time or unit of each service, as a set percentage of the service's price (where this applies).

The government pays for all of your clinical care (where you have been assessed as needing this). Your contributions cover everyday living costs and services that help you stay independent - things you would normally pay for in daily life.

	Clinical care	Independence supports	Everyday living supports
Full-pensioner	0%	5%	17.5%
Part-pensioner	0%	5% - 50%	17.5% - 80%
Self-funded Retiree Holding or eligible for a Commonwealth Seniors Health Card	0%	5% - 50%	17.5% - 80%
Self-funded Retiree Not eligible for a Commonwealth Seniors Health Card	0%	50%	80%

A lifetime contribution cap of \$130,000 will apply to the contributions a person makes to both their Support at Home and to the cost of their non-clinical care in residential care.

If you have been assessed for a Home Care Package on or before the 12th of September 2024, you will be no worse off in regards to your contributions, as outlined below:

	Clinical care	Independence supports	Everyday living supports
Full-pensioner	0%	0%	0%
Part-pensioner	0%	Between 0% and 25%	Between 0% and 25%
Self-funded Retiree	0%	25%	25%

Your Care Manager will consider your individual circumstances, needs and goals to ensure they align with your assessed care needs in your care plan.

Aged Care providers are required under legislation to ensure that all funding is used appropriately and transparently. You will be actively involved in deciding how your Support at Home funding is spent, including any legislated exclusions.

## Quarterly budgets for ongoing services

Your Support at Home budget will be divided into four roughly equal budgets, each covering three months of the year.

You can only use your budget for services that you have been assessed as requiring and as documented in your Notice of Decision and the accompanying support plan. Any additional services and supports you would like can be privately funded.

If you do not spend your budget within the quarter, you will be able to accrue a maximum of \$1,000 or 10% of your quarterly budget (whichever is higher) from one quarter to the next. You may use this to meet any unexpected/unplanned needs.

Budgets will be held on your behalf in an account managed by Services Australia. If you have been assessed for a Home Care Package on or before the 31st October 2025, any accrued funds from your Home Care Package can be retained. These funds must be used prior to requesting additional funds or a reassessment.

## Hardship provisions

If you can't afford your aged care contributions for reasons beyond your control, you may be eligible for financial hardship assistance.

You will be assessed on your specific circumstances by Services Australia. If you're approved for hardship assistance, the Australian Government will pay some (or all) of your aged care fees. The government will pay any approved amounts to Dovich as your aged care provider on your behalf. If you are required to pay some of your fees, you will continue to pay those to Dovich.

Speak to your Care Manager or Services Australia for more information about applying for hardship assistance.





# Care Management

All clients will receive care management to ensure that high-quality care is being delivered. Your Care Manager will make sure your care is person-centred and safe, prioritising your health, wellbeing, and quality of life. Care should respect your individual needs, including being trauma-informed, culturally safe, and respecting your rights.

If you are receiving services under Support at Home, 10% of your quarterly budget will be set aside for care management. Care Partners, also known as Care Managers, will deliver your care management activities and can help you apply for a support plan review as required.

Care management includes:

- **Care planning:** Identifying and assessing your needs, goals, preferences and existing supports to create a care/support plan that helps you achieve these outcomes. Your care plan and service agreement will be reviewed as required.
- **Service coordination:** Setting up services and ensuring effective communication between your Circle of Care (including you, your caregivers, your family and healthcare professionals). They will help you to manage or have oversight of your budget and can facilitate any transitions in care, including from hospital to home.
- **Monitoring and reviewing your care:** Ensuring this continues to meet your needs, goals and outcomes, responding to any changing needs and emerging risks. This may also include case conferencing with your Circle of Care support system.
- **Providing support, resources and education:** Helping you to make informed decisions about your care, navigating the funding system, and linking you to additional services that support your health and wellbeing.
- **Facilitating feedback:** Ensuring your views, rights and concerns are heard and escalated as required, including assisting you to provide feedback or managing any complaints.

Your Dovidá Care Manager

Our Care Managers have experience in planning and coordinating care services, including knowledge about a wide range of community, nursing and allied health service providers within your local community. Care Managers are knowledgeable about costs, access to, and availability of other services you may need at home.

Your Care Manager will coordinate services delivered by Dovidá, one of our approved service partners or a service provider of your choice who has met our approval requirements.

They will guide and support you throughout your journey with Dovidá and are available to answer any questions or concerns you may have.



# Starting your Journey with Dovidá

1 Care Consult

We will meet with you, when and where it suits you and your family to discuss your goals, needs and preferences and explain how our services can support you.

2 Care Plan

Your dedicated Care Manager will work with you to develop your individual Care/Support Plan that meets your assessed goals, needs and personal preferences.

If you are receiving Support at Home funding, we will work with you to create an individual budget that reflects the services you have been assessed as needing within your government subsidy. Your Care Manager will discuss any contributions you may have to pay (based on an assessment by Services Australia) and can answer any questions you may have about your Support at Home funding.

If you would like additional home care services to supplement your government-subsidised home care funding, or whilst you are waiting for funding to be allocated, Dovidá can provide these privately.

3 Service Agreement

We will explain your Service Agreement, the Statement of Rights, the Code of Conduct, how you can access advocacy services, information about our privacy policy and how to make a complaint if necessary. Once you sign your Service Agreement, your journey with Dovidá can begin.

4 Caregiver Matching

After meeting you and understanding your individual goals, needs and preferences, your Dovidá team will personally match you with an experienced team of caregivers.

5 Caregiver Introduction

We personally introduce you to your caregivers and will share your Care Plan with your caregivers to ensure they understand what services you need. You will be given a copy of your Care Plan, providing clarity for you and your family about the services being delivered.

6 Visit Notes and Invoices

After each visit, your caregiver will complete an electronic shift report outlining the tasks they completed and any issues or concerns you may have. These are regularly reviewed by your Care Manager, who will work with you to make any changes to your Care Plan, if required.

For private clients, you will receive a regular invoice for the services you have. If you receive services under Support at Home, you will receive a monthly statement detailing your expenditure against your individual budget.

7 Client Review

Your Care Manager will conduct home visits and Care Plan reviews to ensure that our services continue to meet your individual needs and preferences. These take place on a regular basis, depending on the complexity of your care needs and if/how your needs are changing.



## Your rights as a Consumer of Aged Care Services

### Statement of Rights

The Aged Care Act 2024 includes a Statement of Rights outlining the rights of older people when accessing aged care services.

The Statement of Rights includes the right for every individual to have:

- Independence, autonomy, empowerment and freedom of choice
- Equitable access
- Quality and safe funded aged care services
- Respect for privacy and information
- Person-centred communication and the ability to raise issues without reprisal
- Advocates, significant persons and social connections

It is our responsibility to ensure that our actions as a provider are consistent with the Statement of Rights.

### Advocacy

You have a right to call on an advocate of your choice to represent you in your dealings with us.

An advocate can be a family member or someone from an advocacy service who works on your behalf, supporting you to make informed decisions. You may appoint an advocate to:

- Listen to your concerns
- Speak with us on your behalf
- Guide and explain your Aged Care Rights
- Help you raise and/or resolve a concern or complaint with us
- Refer you to other service providers or agencies as needed

The list of contacts on page 23 of this handbook includes contact details for a range of advocacy organisations.

### Code of Conduct

Everyone has the right to a safe, respectful and enjoyable aged care experience.

Aged care providers, governing persons (for example, Board Members), and aged care workers (including volunteers) must abide by the Aged Care Code of Conduct.

It helps ensure that people can have confidence and trust in the quality and safety of the aged care they receive.

The Code:

- Supports a person's right to personal choice, dignity and respect
- Promotes kind, honest and respectful behaviour
- Keeps people receiving aged care safe from harm

## Your Privacy

We take your privacy very seriously. Dovich protects your privacy in accordance with:

- The Privacy Act 1988 (Cth) (Privacy Act)
- The Australian Privacy Principles
- The Aged Care Charter of Rights
- Other Registered Privacy Codes

Any personal or health information you share with us is kept safe and confidential. This means:

- Your information is private. We only collect details that help us provide the best care and services for you.
- We only share with consent. Your information will not be shared with anyone outside our team unless you give permission, or if we are required by law (for example, to keep you or others safe).
- Records are stored securely, whether on paper or electronically, so that only authorised staff can access them.
- Staff will talk with you about your care in a private and respectful way.

You have the right to:

- Ask how your information is being used
- Request access to your records
- Ask us to correct any information that isn't accurate

Please visit our website to view our Privacy Policy at [www.dovich.com.au/privacy-policy](http://www.dovich.com.au/privacy-policy)



## Giving Feedback, Making Complaints and Speaking Up

Dovida acknowledges your right to provide feedback and raise concerns free from reprisal and to have your concerns dealt with fairly and promptly.

Under the Aged Care Act 2024, we are required to have a clear and fair system for managing complaints and feedback, and we take every concern seriously.

### Complaints Management Policy

1. If you have a compliment, concern, complaint, question, comment or suggestion on how we can improve the quality of our care please contact your local Dovida office.
2. Please contact your Care Manager or local office to discuss your concerns. You can call, email or write to us.
3. If your concerns are not resolved by speaking with your local office, you can contact the National Client Experience team on 1300 008 018
4. If your concerns are not resolved by speaking to us directly, you can lodge a complaint with the Aged Care Quality and Safety Commission.

### You can contact them via their website:

Lodge a complaint | Aged Care Quality and Safety Commission

[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)

### By letter:

Aged Care Quality and Safety Commission

GPO Box 9819, in your capital city

**By calling:** 1800 951 822

## Whistleblower Protections

The Aged Care Act 2024 includes strong protections for whistleblowers. This means if you, or someone acting on your behalf, reports serious issues like abuse, neglect, or misconduct, you may be protected under the law.

To be protected under the new laws, you must report the issue to one of the following:

- The Aged Care Quality and Safety Commission
- The Department of Health and Aged Care
- A registered aged care provider
- A senior leader or manager at Dovida
- An aged care worker
- A police officer

You can report anonymously, in writing, or verbally. To view our Whistleblower Policy please contact your Care Manager. Or email [ConfidentialReporting@dovida.com.au](mailto:ConfidentialReporting@dovida.com.au)

## Open Disclosure

We believe in being open and honest with you. If something goes wrong with your care, we are committed to telling you what happened, why it happened, and what we are doing to fix it. This is called open disclosure.

### Open disclosure means:

- You will be informed quickly if an incident affects your care
- We will explain what happened in plain language, answer your questions, and listen to your concerns
- We will work with you to fix the issue and prevent it from happening again
- You will be treated with respect and kept involved in all decisions

You are welcome to involve your family or representatives in this process if you choose. If you have concerns or want more information, you can speak with your Care Manager.





## The Aged Care Quality Standards

Under the Aged Care Act 2024, the Aged Care Quality Standards have been strengthened to ensure that the care and services you receive are:

- Safe
- High quality
- Responsive to your individual needs and preferences

All Australian Government-funded aged care providers, including Dovidia, are required to regularly demonstrate compliance with these Standards.

For home care services, Standards 1 to 5 apply (standards 6 and 7 apply only to residential aged care services). Each Standard outlines the:

- Outcomes you should expect from your care and services
- Expectations that providers must meet
- Requirements demonstrating that providers comply with the Standard

These Standards guide our practice and ensure that your care is delivered safely, respectfully, and in a manner that meets your individual needs.



If you feel that the care you are receiving does not meet these Standards, you can:

1. Speak to us directly, often an issue can be resolved by your Care Manager or local office.
2. If you are not satisfied with how your concerns are managed, you can contact our National Office on 1300 008 018.
3. Contact the National Aged Care Advocacy Program (NACAP). This program provides free, confidential, and independent advocacy support to older people receiving aged care services. You can contact them on 1800 700 600.
4. Lodge a complaint with the Aged Care Quality and Safety Commission.

## Protecting Your Health

### Vaccinations

Vaccinations can be a safe and effective way to protect your health. They help lower your risk of getting illnesses like flu, COVID-19, and pneumonia.

The Australian National Immunisation Schedule recommends certain vaccines for adults at different ages. Your GP or pharmacist can talk with you about which ones may be right for you, based on your age and health.

We strongly encourage you to discuss your vaccinations with your GP or pharmacist. If you would like more information or help arranging an appointment, your Care Manager can support you.

### Understanding your medications

No matter your age or medical condition, you have the right to be involved in decisions about your care and make informed decisions about whether to take medication.

It's important to know what your medications are for and how to take them safely.

You have the right to:

- Know why a medication is being recommended
- Understand the risks, benefits, and alternatives
- Say no to a medication
- Change your mind at any time
- Have regular reviews and ongoing conversations about your treatment

Understanding your medications helps you achieve the best health outcomes and lowers the chance of side effects or mistakes.

To do this you can:

- Ask your GP or pharmacist to explain what each medication is for
- Keep an up-to-date list of your medications
- Speak up if you notice changes in how you feel, or if you're worried about side effects

### Using antibiotics safely

Antibiotics are important medicines that treat infections caused by bacteria. If they are used when they are not needed, or not taken the right way, they may stop working in the future. This is called antimicrobial resistance.

That is why we encourage antimicrobial stewardship, which means using antibiotics carefully and only when needed.

You can do this by:

- Ensuring your GP only prescribes antibiotics if they are the right treatment for your illness
- Always taking antibiotics exactly as prescribed and finish the full course
- Never sharing antibiotics with others or using leftover medication

Using antibiotics wisely can make sure they keep working for you and for the community in the future.





## Keeping Everyone Safe

Your safety and the safety of our caregivers is very important. We are committed to making sure everyone can do their job safely.

### To do this:

- Please help us make sure floors are free of clutter, spills, or obstacles that could cause falls
- Use mobility aids, lifts, or other equipment correctly, and let staff know if anything is broken or unsafe
- Caregivers will follow best practices for lifting, moving, and assisting you to prevent injuries
- Our employees will use Personal Protective Equipment (PPE) when needed and follow hygiene and infection control guidelines

### You can help by:

- Letting us know about any hazards in your home
- Keeping pets under control during visits
- Talking to your Care Manager if you have any concerns about safety

We believe in treating each other with kindness and respect as it creates a safe and supportive environment for everyone.

## Planning Ahead and Making Decisions

It's important to think about your future care, no matter your age or health. Planning ahead means your wishes are known and respected if decision-making is no longer possible.

### Advance Care Planning

Advance Care Planning helps you make choices about the health care you would or would not want to receive in the future. It may include:

- Medical treatment
- Appointing someone you trust to make decisions on your behalf
- Writing down your wishes in an Advance Health/Care Directive (AHD) - also known as a Statement of Choices in Queensland

### Planning ahead can:

- Give you peace of mind
- Reduce stress for your family and carers
- Help doctors avoid unwanted or unnecessary treatments

For more information or support, visit Advance Care Planning Australia or call their team on 1300 208 582, or ask your Care Manager for assistance.



Supported Decision-making

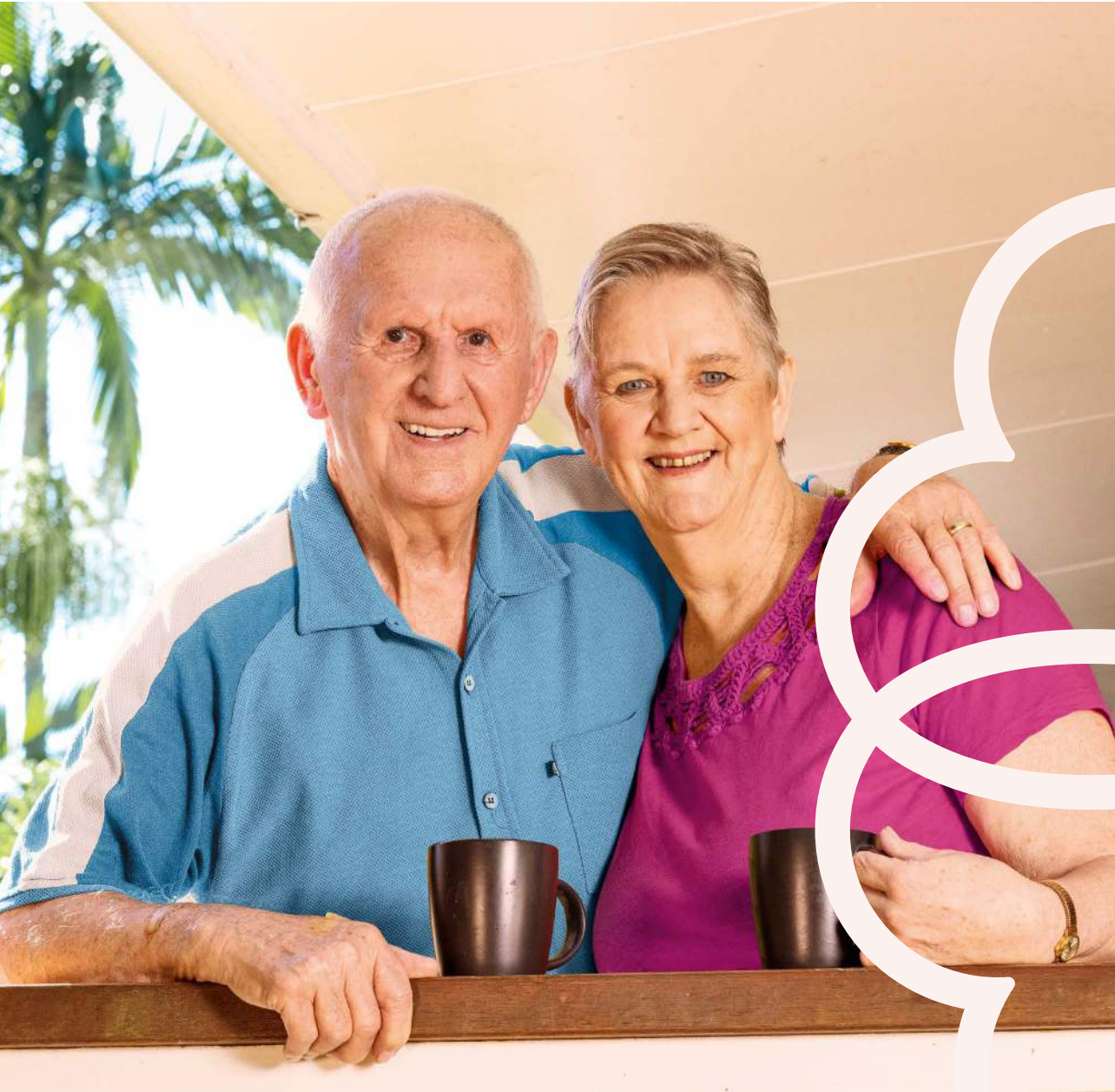
Under the Aged Care Act 2024, older people are always presumed to have the ability to make their own decisions. If you would like help, you can choose to have a registered supporter.

A registered supporter can be a trusted family member or friend. They can help you understand information, explore your options, and communicate your decisions. Their role is to support you to make your own choices - not to make decisions for you. You can have more than one registered supporter.

Sometimes, people also have a legally appointed decision-maker such as a guardian or Enduring Power of Attorney (EPOA). These people can make decisions for you, but only within the limits of their legal authority under state or territory law. They may be appointed to manage your financial and/or medical affairs.

Please let us know if you have an Advance Care Directive, a registered supporter, or an appointed decision-maker, so we can work with them to ensure your wishes are met.

For more information on supported decision-making, visit: [open.org.au/toolkit/supported-decision-making/](https://open.org.au/toolkit/supported-decision-making/)



Useful Information and Resources

Organisation	Website	Phone number
Aboriginal and Torres Strait Islander languages translation services	<a href="http://www.niaa.gov.au/our-work/culture-and-empowering-communities/indigenous-interpreters">www.niaa.gov.au/our-work/culture-and-empowering-communities/indigenous-interpreters</a>	133 677
Aged and Disability Advocacy (ADA) Australia	<a href="http://www.adaaustralia.com.au">www.adaaustralia.com.au</a>	1800 818 338
Aged Care Quality and Safety Commission	<a href="http://www.agedcarequality.gov.au">www.agedcarequality.gov.au</a>	1800 951 822
Ageing Australia	<a href="http://www.ageingaustralia.asn.au">www.ageingaustralia.asn.au</a>	1300 222 721
AMPARO Advocacy Inc.	<a href="http://www.amparo.org.au">www.amparo.org.au</a>	(07) 3354 4900
Australian Human Rights Commission	About   Australian Human Rights Commission	1300 369 711
Beyond Blue	<a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a>	1300 224 636
Carers Australia	<a href="http://www.carersaustralia.com.au">www.carersaustralia.com.au</a>	1800 422 737
Council on the Ageing (COTA) Australia	<a href="http://www.cota.org.au">www.cota.org.au</a>	(02) 6154 9740
LGBTIQ+ Health Australia	<a href="http://www.lgbtiqhealth.org.au/contact">www.lgbtiqhealth.org.au/contact</a>	(02) 7209 6301
Lifeline	<a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	13 11 14
My Aged Care	<a href="http://www.myagedcare.gov.au/">www.myagedcare.gov.au/</a>	1800 200 422
National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)	<a href="http://www.natsiaacc.org.au">www.natsiaacc.org.au</a>	
National Aboriginal Community Controlled Health Organisation (NACCHO) Affiliates	<a href="http://www.naccho.org.au">www.naccho.org.au</a>	(02) 6246 9300
National Seniors	<a href="http://www.nationalseniors.com.au">www.nationalseniors.com.au</a>	1300 765 050
National Sign Language Program	<a href="mailto:interpreting@deafconnect.org.au">interpreting@deafconnect.org.au</a>	1300 773 803 SMS:0476 857 251
Older Persons Advocacy Network (OPAN)	<a href="http://www.opan.org.au">www.opan.org.au</a>	1800 700 600
Palliative Care Australia	<a href="http://www.palliativecare.org.au">www.palliativecare.org.au</a>	(02) 6232 0700
Partners in Culturally Appropriate Care (PICAC)	<a href="http://www.mac.org.au/picac">www.mac.org.au/picac</a>	(08) 8241 9900
Translating and Interpreting Services (TIS)	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	131 450





# Your Life, Your Way



**Dovida**

**dovida.com.au | 1300 008 018**

care@dovida.com.au

©M&S Warner 2025