



GENERAL INFORMATION SHEET

Service Co-ordination



What changes will there be to Service Coordination?

Service Coordination will no longer be provided by the Government but instead will be provide by the Gateway.



What is the Gateway?

The Gateway service is a place where people with disability and families can call when they need support. The Gateway works with family support agencies and disability agencies to find the support that is best for you.

The Gateway will keep a list of all people who need supported accommodation, community access (day support), Respite or funding and they will work with all services who can help.



Where is the Gateway?

There are Gateway Services in Launceston, Burnie, Devonport, Hobart and Rosny. You will be able to contact the Gateway or call into an office to speak to someone.



Will I still have a Service Coordinator and who will that be?

It will be a little different. If you have regular contact with your Service Coordinator at Disability Services you will still have people that can help you when Service Coordination stops:



People that can help you with your support include
In the Gateway, a **Local Area Coordinator** can help you organise your support like your Service Coordinator used to do.



Your support service can also help you organise your support.



If you want to organise the support yourself or have a family member/friend who wants to help you, the Gateway Service can give you information and advice to help you.



What will a Local Area Coordinator do?

Local Area Coordinators are in the Gateway and can help you manage your support and help you develop a plan of what you want in the future.



Will they visit me at home if I can't get to their office?

Yes, if it is easier for you or you can visit them in their Gateway Office.



Will my Service Coordinator tell the Gateway about me?

Your Service Coordinator will not give the Gateway any information about you without your consent.

Your Service Coordinator will talk to you about your information and get your consent before they give it to the Gateway so your new Local Area Coordinator will be able to help you.



Who can I talk to if I have a problem or concern with my support?

If you have concerns or a problem with your support service, you should talk to your support service first.

If the problem can't be worked out, you can talk to the Gateway Service or your Advocate and they will help you to talk to the Government Disability Office about your problem.



When will these changes happen?

The Gateway has already started helping families, and will start helping people with a disability to find support from July 2010.



How can I contact the Gateway?

You can contact the Gateway on **1800 171 233** wherever you are in Tasmania.



Who can I talk to if I need help now?



You can contact **Advocacy Tasmania**

Hobart 6224 2240 Launceston 6331 0740

Devonport 6441 0201



You can contact **Speak Out Advocacy**

Hobart 6231 2344 Launceston 6343 2022

Burnie 6431 9333



Your Disability Area Office

Hobart 6230 7600 Launceston 6336 4130

Burnie 6434 4103

You can find information on the Internet at

http://www.dhhs.tas.gov.au/future_communities/reform_implementation_unit