

# Frequently Asked Questions



## What is TasCarepoint?

A centralised contact, filtering screening, referral point for clients requiring Home and Community Care (HACC) and HACC like services from non-government organisations and/or Department of Health and Human Services in Tasmania.

## When will this be available from?

**25 May 2010.**

## What will TasCarepoint do?

- ▷ Provide information about community services
- ▷ Receive referrals
- ▷ Establish eligibility
- ▷ Identify support and/or further assessment needs
- ▷ Collect client information including consent
- ▷ Refer to appropriate services

## Where will TasCarepoint service be available?

All regions of Tasmania.

## What are TasCarepoint's hours of operation?

Monday to Friday 8am to 6pm except public holidays.

Faxes and emails may be sent anytime to be processed during business hours.

## Which service providers will be receiving referrals from TasCarepoint?

All Tasmanian non government organisations and Department of Health and Human Service areas who provide HACC and HACC like services.

### Services Available

- ▷ Allied Health Care
- ▷ Case Management
- ▷ Centre Based Day Care
- ▷ Client Care Coordination
- ▷ Community Nursing
- ▷ Counselling/Support
- ▷ Delivered meals
- ▷ Domestic Assistance
- ▷ Home Maintenance
- ▷ Home Modifications
- ▷ Personal Care
- ▷ Respite Care
- ▷ Social Support

## Contact Details

**Phone:** 1300 769 699      **Fax:** 1300 721 611

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