

Blind Citizens Australia

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My Aged Care

# Receiving Information in an Accessible Format

As a person with disability, you have a right to have information provided to you in an accessible (your preferred) format. The United Nations convention for the Rights of Persons with Disabilities in [Article 9](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/article-9-accessibility.html) on Accessibility and [Article 21](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/article-21-freedom-of-expression-and-opinion-and-access-to-information.html) on Freedom of expression and opinion, outline the obligations for providing information to persons with disability in their preferred format.

On request, your service provider must provide all documents and information related to your package in your preferred format. If a service provider isn’t able to provide a certain document or piece of information to you in your preferred format, they are required to make provisions for the information to be provided or explained to you at no additional cost. To have your documents provided in alternate formats will not cost you any money and funding will not be taken from your package to provide this service.

As a person who is blind or vision impaired, you will need to tell your assessor or Case Manager if you would like to receive information in one of the following formats:

* Braille
* Large Print
* Electronic
* Audio (on a CD)

You might consider specifically requesting the following documents in your preferred format as you might need to refer to them at a later stage:

* Your Home Care agreement
* Your care plan and goals
* Your monthly statements
* Information about fees and charges charged by your provider.
* Charter of Rights and responsibilities for Home Care recipients.
* Your service provider’s complaints procedure.
* *[User Rights Principles 2014](https://www.legislation.gov.au/Details/F2019C00619)*[.](https://www.legislation.gov.au/Details/F2019C00619)

If you’re an older person from a culturally and linguistically diverse (CALD) background, or you’re caring for an older person from a CALD background, there are aged care services specifically for you. If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to My Aged Care or with your aged care provider about your services.

TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call. My Aged Care can help you [access aged care information in other languages](https://www.myagedcare.gov.au/other-languages).

If you have difficulty receiving your plan or any other information in a format that is accessible to you, please contact BCA for further advice and support.