

## Who do I speak with regarding a complaint about the service?

Informal complaints or feedback can be directed to our office by phone or you can fill out the Complaints/Feedback form included in our correspondence. Return the form to:

The Coordinator  
Tweed Community Options  
PO Box 651  
TWEED HEADS NSW 2485

## Other Useful Contacts and Services

### Community Health

Tweed Heads: Phone (07) 5506 7540  
Murwillumbah: Phone (02) 6670 9400

### Funding provided by:

Department of Human Services, Ageing,  
Disability and Home Care (ADHC)  
A Home and Community Care (HACC) Service

## Auspice/Managed by:

Tweed Shire Council  
Civic and Cultural Centre  
Tumbulgum Road  
Murwillumbah NSW 2484  
Phone (02) 6670 2440

Tweed Community Options  
is a  
Home and Community Care  
Case Management Service



**TWEED**  
SHIRE COUNCIL



**Human Services**  
Ageing, Disability & Home Care



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

# Tweed Shire Community Options

## Podiatry Service



Providing support, advocacy and links into  
Community Services. Allowing flexible choices  
for staying at home.

### Tweed Office:

The HACC Centre  
Cnr of Heffron Street and  
Minjungbal Drive, Tweed Heads South  
PO Box 651 Tweed Heads NSW 2485

[copemails@tweed.nsw.gov.au](mailto:copemails@tweed.nsw.gov.au)

[www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)

Phone: (07) 5569 3110

Fax: (07) 5569 3111



# Tweed Community Options Project



## Podiatry Services

Tweed Community Options has limited government funding from Ageing, Disability and Home Care, Department of Human Services NSW (ADHC) for frail, aged and young people with a disability living in the Tweed, who require podiatry. A limited number of places are available, so applications are prioritised according to urgency and individual needs.

### Where?

The podiatry consultations can be provided in a clinic or in your home, at a time that suits you.

Transport to your appointments can be arranged if required.

### Who is eligible to receive the service?

Applicants must be assessed as eligible for Home and Community Care (HACC) services.

### How much will it cost?

Our policy is not to refuse services identified as being essential because of an inability to pay. However, you may be asked to contribute towards the initial assessment.

All other fees are discussed with you before services commence.

**\* Please note that funding for clients in Community Options is never permanent or ongoing.**



### Who can refer?

You or your carer can phone and refer to our service. Alternatively, with your permission, a service provider such as your doctor, community nurse or podiatrist, can make a referral on your behalf.



### Referral Process

Please contact Tweed Community Options intake officer on:

**(07) 5569 3110**

Following this we send you a letter containing consent forms for completion, that we ask you to return to our office in the envelope provided.