

Huntington's Victoria specialist Client Support Services team connects those impacted by Huntington's disease (HD) with services and support, including support for families and carers. Additionally, the team provides information and advice around HD and educates health professionals and direct care staff about how to best support those affected by HD. Huntington's Victoria works with individuals of all ages.

Huntington's Victoria currently provides support and services to individuals who may be:



Information & Support

We have a telephone based service that runs from Monday to Friday from 9:00am to 5:00pm also accessible via the HV website. It is a confidential service which provides the following:

- Relevant information in relation to HD, including research
- Appropriate resources and services to meet current needs
- Support to navigate the community & health service sectors.
- Point of referral to direct you to an appropriate support/services
- A website which provides an alternate method of accessing information, including links to external sources of information.
- Emotional support as members of the HD community deal with the impact of HD.



Huntington's Victoria Services

Education

HV provides professional education sessions to external agencies about HD/the impacts of HD as well as sessions tailored to a specific need or request (you can find education session request form on our website). These sessions can be delivered on-site at the requesting agency or delivered via skype, teleconference or at the HV office.



Case Management

HV's Case Management program is a person-centered program where the individual identifies concerns that they require assistance with and are assigned a case manager until these concerns are resolved. You can access this service as many times as you need. Those eligible for this program include those diagnosed with HD, at risk of HD, gene positive, gene negative and carers. Referral form for case management can be accessed via the HV website.

Some examples of issues that our case managers have helped resolve include:

- Financial issues and seeking government funding
- Securing stabilised housing
- Connecting clients with services such as HD specialists and specialist allied health services and attending appointments where necessary

Individualised Support Package (ISP) Facilitation

HV facilitates ISP funding that is allocated by the Department of Human Services (DHS). The purpose of the ISP is to fund activities that help the client maintain independence, strengthen family relationships and participate in the community. Individuals allocated a DHS Huntington's Disease Package will be automatically referred to HV. For individuals allocated a mainstream package, you will need to request Huntington's Victoria as the preferred facilitation agency. A fee for service will be negotiated in this instance.

National Disability Insurance Scheme Coordination

As HV is a registered service provider for NDIS, you can contact us if you wish to discuss your eligibility for NDIS or if you want HV to be included in your plan and provide services.



Community Engagement

HV engages with members of its wider community to provide opportunities for input into the development and implementation of services. This strengthens the quality and safety of services delivered by HV. This program includes volunteer engagement, HD awareness raising and providing assistance to support groups.

