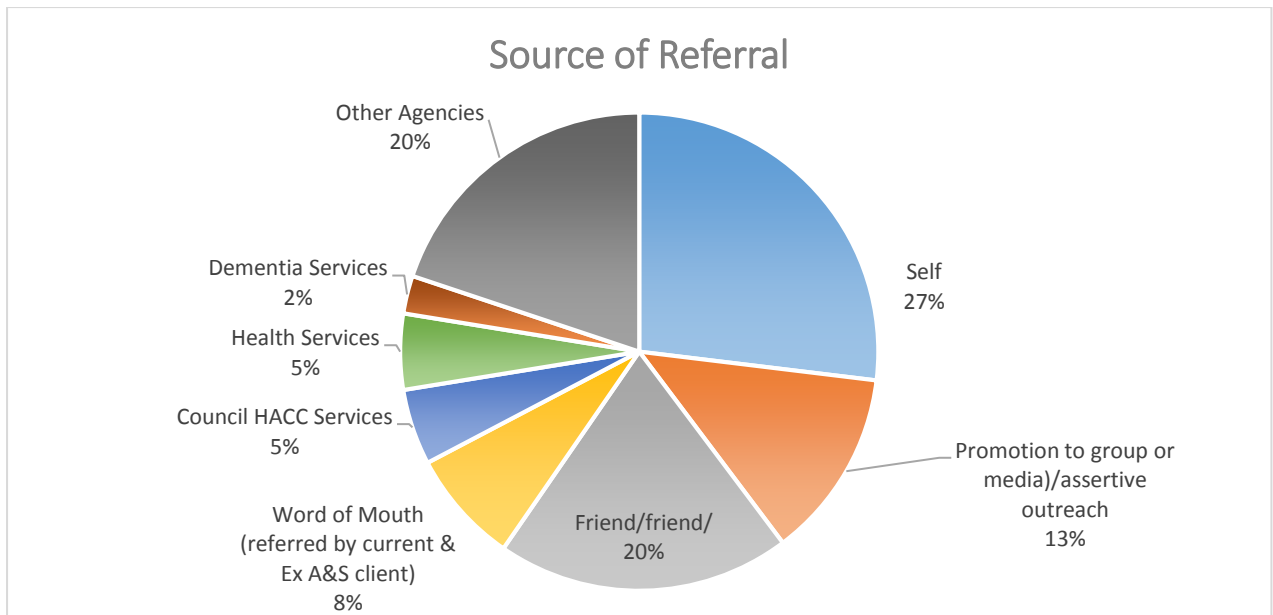


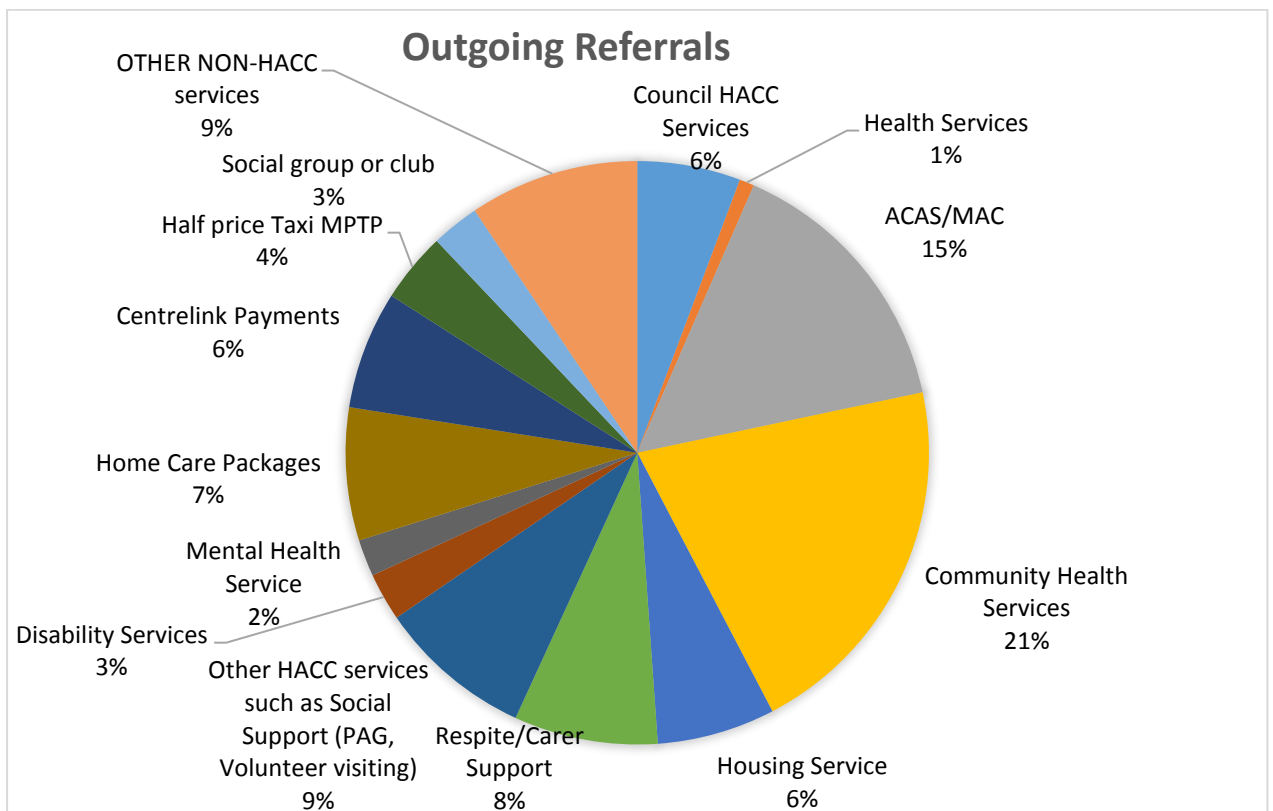
Client Statistics 2015 2016 – Access and Support

In 2015/2016 we received a total of 156 referrals and assisted 229 clients. 31 referrals were from family members and friends and 20 were from promotion to groups or assertive outreach. The largest number of referrals came from self-referrals which was 27% (42).



Outgoing Referrals and Services Accessed

489 referrals were made on behalf of A & S clients in 2015/2016. This included 101 referrals to Community Health Services, 74 to Aged Care Assessment Services and My Aged Care, 42 to other HACC services such as Social Support, RDNS and 39 to respite and carer support services.



In 2015/2016 the Access and Support program assisted:

- 72 clients to be assessed by My Aged care or the Aged Care Assessment Services (ACAS).
- 64 clients to access allied health services such as physiotherapy, occupational therapy.
- 63 clients to access Council HACC services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance.
- 44 clients to access Commonwealth Home Care Packages.
- 37 clients to access other non-council HACC social support services such as Planning Activity Groups (PAG), Volunteer Visiting and pet pal programs, Volunteer transport program
- 24 clients to access disability support services including DHS Disability Services Register, Better Start Funding and Care Connect Flexible Support Package.
- 22 clients to access appropriate housing support services
- 21 clients to access other respite and carer support services
- 18 clients to access other services such as counselling, power of attorney, English Program, Continence Aids Payment, , Exercise Program, East Care Living Well Program, Centrelink benefits () and Palliative Care.
- 12 Clients to access Centrelink Payments such as Aged Pension, Disability Pension, Carer Payment and Allowance
- 7 clients to access health services such as nursing
- 7 clients were approved for Multipurpose Taxi Program.
- 3 clients to access dementia services.
- 2 clients to access other non-HACC social support groups
- 2 clients to access mental health services.

Client Feedback

The A & S Program surveys clients who have exited the program by telephone. In 2015-16, 38 surveys were completed.

100% of surveyed clients were satisfied with the services received from the MIC and 99% stated that they will recommend the service to other people.

Comments from clients were:

- *“(The worker) did a very good job, I was encouraged and now am able to contact other services myself.*
- *“(The worker) was easily contacted and acted very quickly, he was very patient and helpful.”*
- *“(The worker) explained the eligibility very clear.”*
- *“(The worker) tried very hard to find the services for me, she has done a great job helping me. I don't know what else needs to be improved. I am completely satisfied with her services. If someone from my seniors club needs help I will let them know (MIC A&S)”*

- *“(The worker) referred my wife to council. I am completely satisfied with her services, she arranged home care assistance with cleaners and repairs around the home and OT home assessment. She explained everything including the HACC coverage”*
- *“(The Worker) referred my mother-in-law to Peter James and also to Council. I believe I would have found these services myself eventually as I work at the similar field but would have taken longer as I don’t have the knowledge”.*
- *“I don’t believe there is a need to improve the Access & Support Program as it does the best it can within the framework it works.*
- *“She helped me approach Centrelink and to get carer support. I have to do everything to help my wife after she has difficulty with her fingers”*
- *“She was very nice lady. She did everything for us”.*
- *“I really appreciate the help from the worker and the help given to me by the Australian government”*
- *“Can’t thank her enough. She set us up with a home care package and referred my husband to Strathdon Day Program”.*
- *“The worker helped me to get help from Boroondara Council who sent someone to clean my home every fortnight. She referred me to the Australian Vietnamese Women’s Association and arranged a Home Care Package. I’d like to thank her very much”.*