

# Access & Support Program Secondary Consultation

The Migrant Information Centre (Eastern Melbourne) (MIC) Access & Support (A & S) Program supports workers and agencies by providing information and advice on working with individuals, communities or groups who have barriers to accessing services.

## What is secondary consultation?

Secondary consultation is where a service provider contacts the A & S Program to seek information, advice and expertise on how to best support a particular person, community or group.

## Who can access secondary consultation?

The A & S Program supports workers and volunteers of HACC funded agencies and other health and aged care workers who are assisting clients with diverse needs to access HACC services.

## What types of secondary consultation are offered?

Secondary consultation can be by telephone, email or in person and is flexible to meet the needs of the service provider.

## What are the benefits of secondary consultation?

- ✓ Promotes understanding of diversity considerations for particular individuals, communities or groups
- ✓ Facilitates access to HACC services
- ✓ Promotes better practice in HACC service delivery to meet the needs of diverse communities and the individuals within them

*A secondary consultation may lead to a referral of an individual to the A & S Program*

## Examples of how we can help service providers

Re-engaging a person from Chinese background in personal care services they have withdrawn from

Skills for working well with interpreters

Culturally specific resources to support an individual from Iranian background

Information about services refugees can access

Where to find "welcome" signs in other languages

Culturally appropriate food for Muslim clients

Being more inclusive of a participant from Egyptian background in a PAG

Phone: 9275 6901

Email: [wzhang@miceastmelb.com.au](mailto:wzhang@miceastmelb.com.au)

Website: [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

# Access & Support Program

## Individual Client Services

The Access & Support Program is a free service that assists individuals on a short-term basis to link in to services to help them stay living independently at home.

### Eligibility

This service is for people who:


- ✓ Experience barriers to accessing HACC services due to their diversity\*
- ✓ Are eligible for HACC services—either older and frail, younger and with a disability, or are a carer
- ✓ Live in the Eastern Metropolitan Region of Melbourne—Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges

*\*Diversity can be defined as (but is not limited to) cultural and linguistic diversity, people living with dementia, people who are financially disadvantaged, people living in remote or isolated areas, people from Aboriginal and Torres Strait Islander background, people at risk of or experiencing homelessness and GLBTI (Gay, Lesbian, Bisexual, Transgender, Intersex)*

### Referrals

Referrals may be made by E-Referral (S2S) telephone, fax, secure email, in person or in writing.

***Our client brochure is available in 8 community languages***

 **Phone: 9275 6901**

**Fax: 9285 4882**

**Address:** Suite 2, 27 Bank Street  
Box Hill 3128 (Melways: 47 E10)

**Email:** [wzhang@miceastmelb.com.au](mailto:wzhang@miceastmelb.com.au)

**Website:** [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

## Examples of how we can help people

Provide information and choices about appropriate services that can best meet the client's needs

Explain eligibility and how services work

Assist carers to access respite services

Attend HACC or Aged Care assessments and other appointments with clients

Assist the client to be as independent as possible

Involve family members with the client's consent

Identify client's issues of concern and highlight these to service providers

Follow up with clients once services are established

Support clients during care planning and care plan reviews



A & S uses interpreters or the National Relay Service to meet individual communication needs

**Linking people to services to help them stay at home**