

Access & Support Program

Information for Workers

The Migrant Information Centre (Eastern Melbourne) (MIC) Access & Support (A & S) Program will provide short-term, individual support to Home and Community Care (HACC) eligible people who need help to access HACC services, due to their diversity.

Some individuals lack the knowledge or confidence to access HACC and other services, or are concerned that the service response will not meet their diverse needs. The A & S role will assist the client to navigate the service system and will promote understanding of diversity considerations to service providers on behalf of particular clients or client groups.

WHO CAN WE HELP? ELIGIBILITY

To be eligible for this service, clients need to meet ALL of the following criteria:

have difficulties accessing HACC services due to their diversity*

AND

be HACC eligible i.e. A frail older person or younger person with a disability who is experiencing difficulties in managing daily tasks but wishes to continue living at home

AND

live in Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse or 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)*

SERVICES PROVIDED

The A & S program will provide short-term, individual client services for eligible people that:

- ✓ Are client-focused
- ✓ Use a strengths based and capacity building approach to supporting the client through initial needs identification, assessment, service planning, service provision and monitoring
- ✓ Form a bridge between the client and service providers
- ✓ Assist and support the client to independently access the service system
- ✓ Actively engage with HACC services and work collaboratively to facilitate improved client access

The A & S service is not a case management service and does not have brokerage dollars available to purchase direct support for clients.

The Access & Support Program is free and confidential

An information brochure for clients is available by contacting 9275 6901



Linking people to services to help them stay at home

Examples of how we can help people

Provide information about appropriate services so that they can make decisions and choices

Explain eligibility and how services work

Help clients to understand what is happening and why

Help clients to make telephone calls to service providers and complete forms

Assist carers to access respite services

Attend HACC or Aged Care assessments and other appointments with clients

Involve family members in discussions regarding service provision with the client's consent

Support clients during care planning and care plan reviews

Follow up with clients once services are established

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

REFERRALS

- ✓ Referrals will be accepted from the client, family members, friends, community leaders, health professionals and service providers, with verbal or written consent from the prospective client.
- ✓ Referrals may be made by telephone, fax, secure email, in person or in writing. Wherever possible, it is preferred that service providers use the E-Referral system (S2S) to make a referral.

Once a referral has been made, the A & S worker will contact the person to determine their eligibility for the service. If the person is eligible, the A & S workers will contact the person to discuss their needs and determine a service plan to meet those needs.


SERVICE HOURS


The A & S Program is a flexible service that focuses on the client and their needs. Usual operating hours are 9am to 5pm in the Town Hall Hub, Box Hill. The service can be provided by telephone or in person and outside of the usual hours where required. The service does not provide emergency or crisis care.




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

CONTACT INFORMATION:

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Box Hill 3128 (Melways: 47 E10)

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home and community care

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