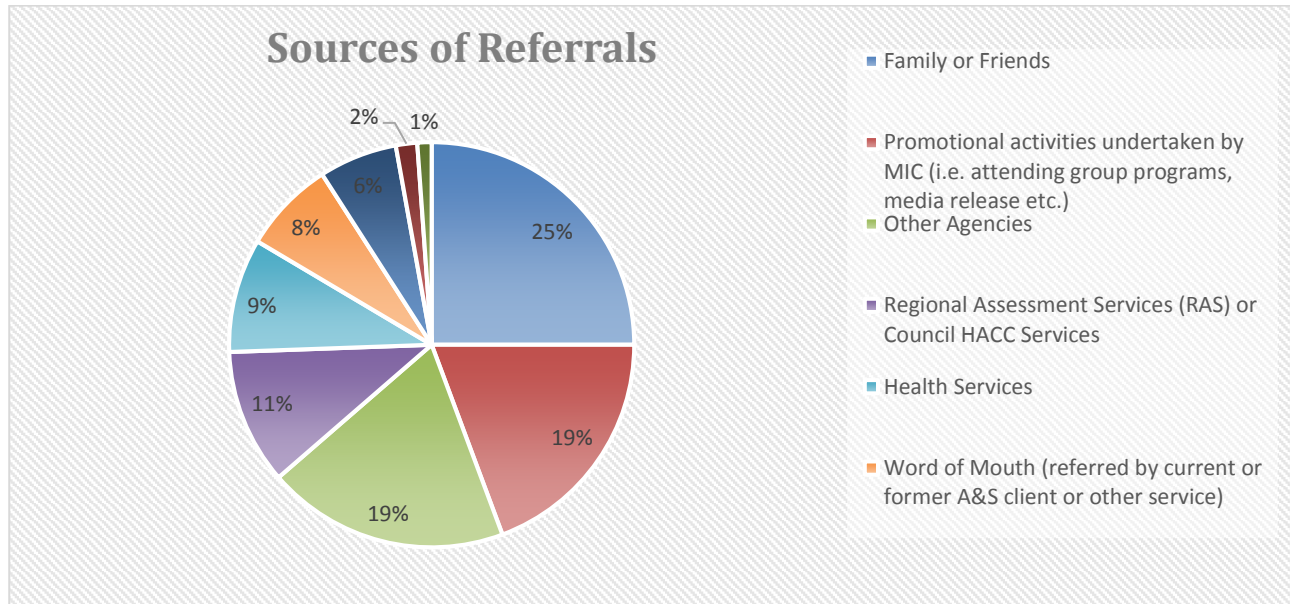


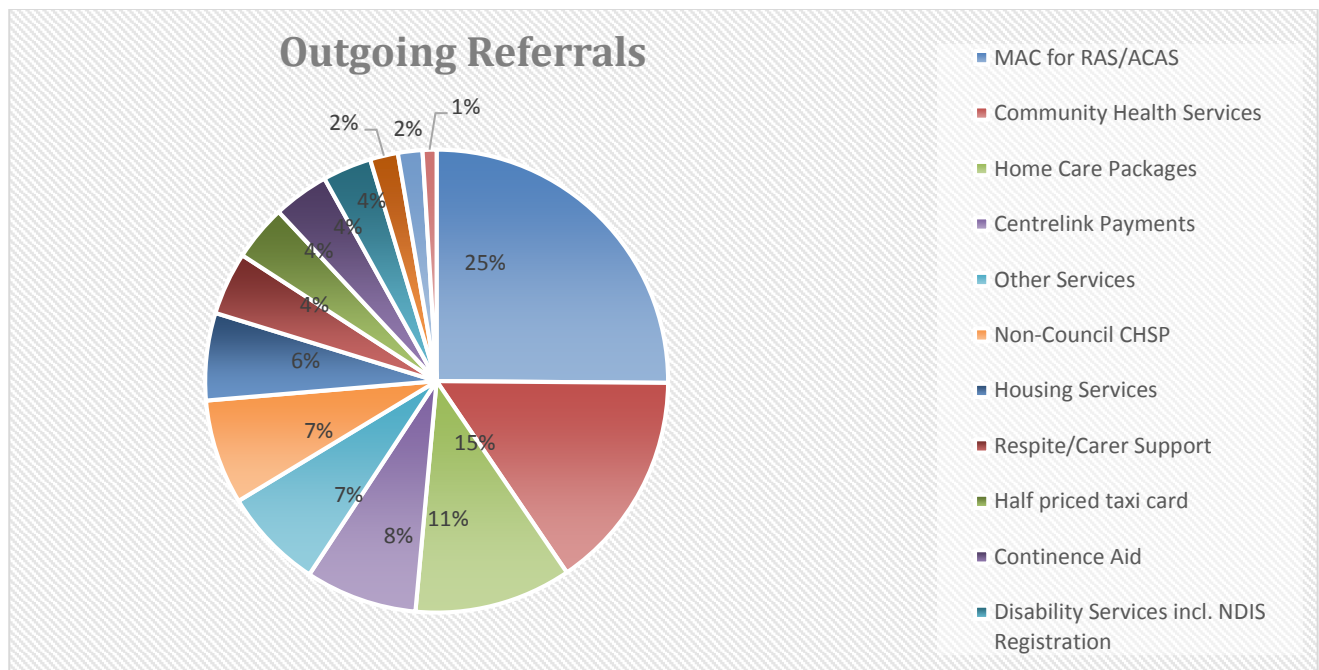
## Access & Support Program – Client Statistics 2016/2017

In 2016/2017 MIC received a total of 176 new referrals. Of those, 34 referrals were through promotion of the program to groups and assertive outreach, 34 from other agencies and 44 from family members and friends, the latter being the largest percentage of referrals received.



## Outgoing referrals and services accessed by clients

A total of 410 referrals were made to external services and programs on behalf of A&S clients in 2016/2017. This included 103 to My Aged Care (MAC) for registration and assessment, 63 to Community Health Services, 45 to Home Care Package Providers, 32 to Centrelink, 30 to other CHSP services such as Social Support, RDNS, and 25 to housing support services.



## **With the assistance of the A&S program, in 2016/2017**

- 103 clients were registered with My Aged Care (MAC)
- 78 clients were assessed by the Aged Care Assessment Services (ACAS).
- 57 clients received Commonwealth Home Care Packages
- 48 clients received allied health services such as physiotherapy, occupational therapy etc.
- 26 clients accessed other non-council CHSP/HACC social support services such as Planning Activity Groups (PAG), Volunteer Visiting and Pet Pal programs and Volunteer Transport programs
- 25 clients received Centrelink Payments such as the Age Pension, Disability Support Pension, Carer Payment and Allowances
- 20 clients accessed Council CHSP services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance
- 16 clients were assisted to link in with appropriate housing support services
- 14 clients were approved for the Multi-Purpose Taxi Program (MPTP)
- 10 clients received health services such as nursing
- 9 clients received assistance from disability support services
- 8 clients received Council HACC PYP services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance
- 8 clients received respite and carer support services
- 8 clients received Continence Aids Payments
- 7 clients were assessed by the Regional Assessment Services (RAS)
- 7 clients obtained a Council Disability Parking Permit
- 3 clients received dementia support services
- 3 clients received mental health support services
- 20 clients received other services such as counselling, power of attorney, English language programs, exercise programs, church volunteer gardening services, senior citizen's clubs, and other social support programs