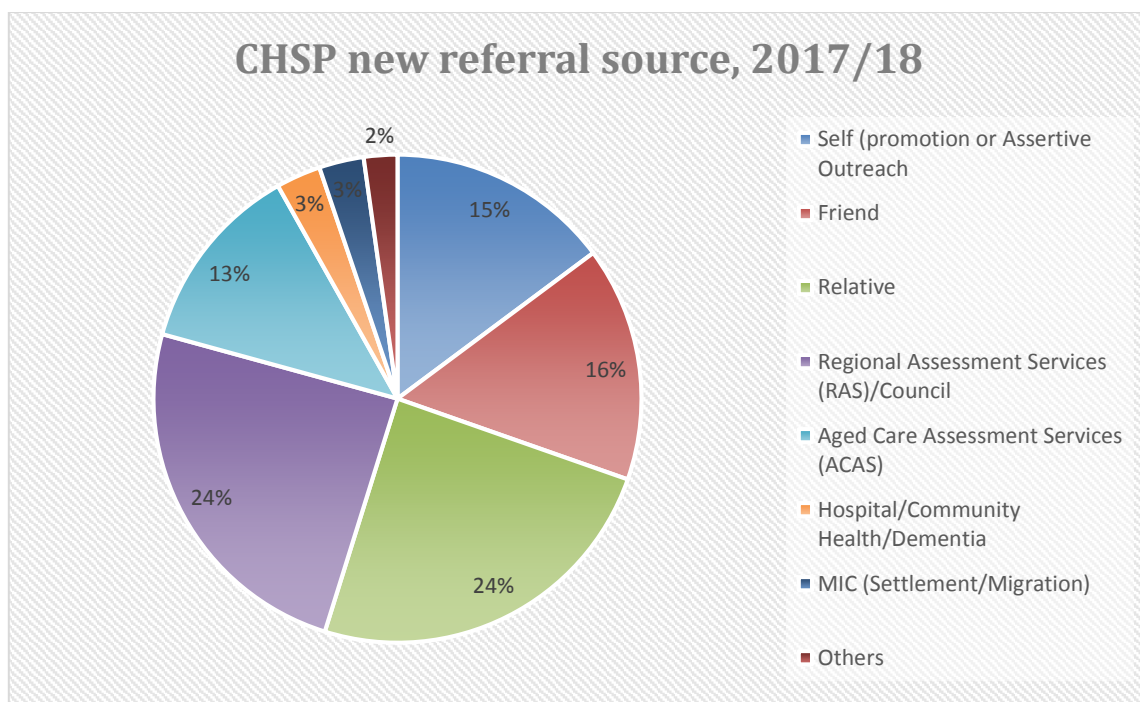


Access & Support Program – Client Statistics 2017/2018

CHSP referrals and services:

In 2017/18, 220 clients (85 were from previous years) were assisted under CHSP program.

135 new referrals were received under CHSP program. 20 (15%) referrals were self-referrals through promotion of the program to groups and assertive outreach, 54 (40%) from family members and relatives, 61 (45%) from other agencies such as Regional Assessment Services, Aged Care Assessment Services and other community services.

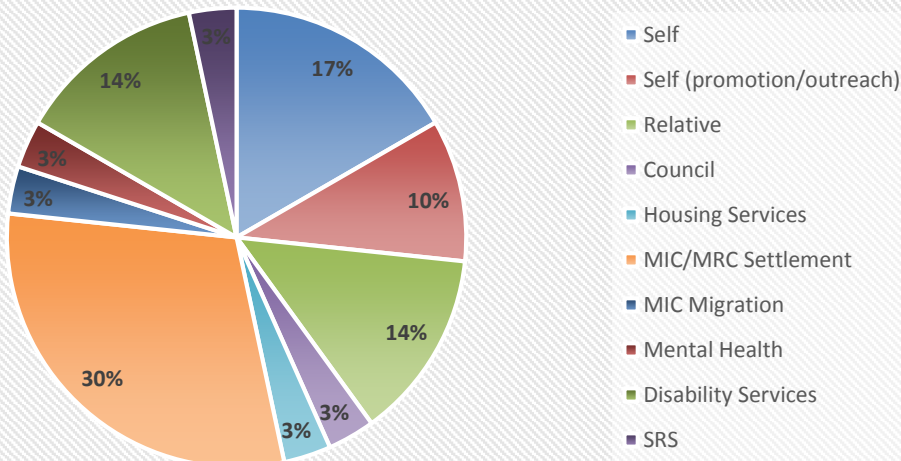


HACC-PYP referral source:

In 2017/18, 37 clients (7 from previous year) were assisted under HACC PYP program.

30 new referrals were received under HACC PYP program. 12 (41%) referrals were referred by clients themselves or relatives, 12 (41%) from MIC's settlement/migration programs and 6 (18%) from organisations such as mental health services and disability support services.

HACC PYP new referral source, 2017/18

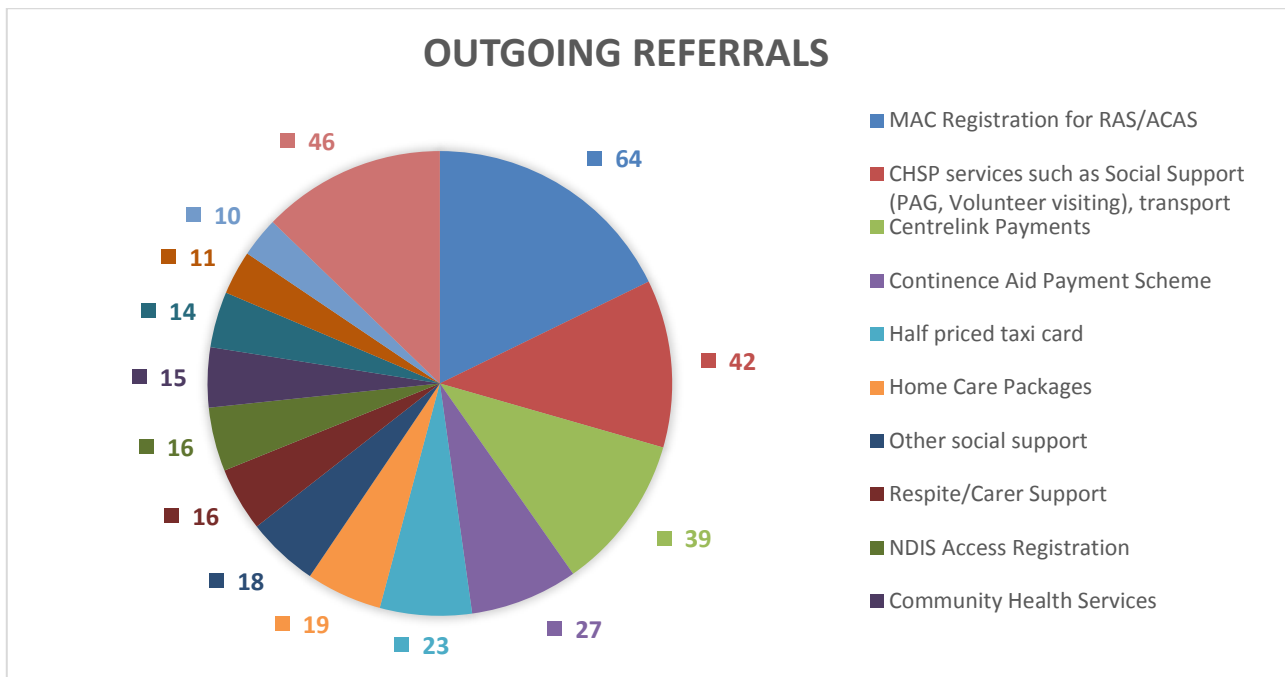


Diversity Issues

The A&S assisted clients experiencing difficulties to access CHSP and HACC/NDIS services due to their diversities e.g. CALD and Dementia, CALD Financial Hardship, CALD at risk or experiencing homelessness, Disability, CALD and Disability, etc. Many of these clients had complex needs and multiple diversities.

Outgoing referrals and services accessed by clients:

A total of 360 referrals were made to external services for clients under both CHSP and HACC PYP programs. These included 64 (18%) to My Aged Care (MAC) for registration and assessment, 42 (12%) to CHSP services such as domestic assistance, social support and Allied health services, 39 (11%) to Centrelink, 26 (7%) to disability support services and registration to access National Disability Insurance Scheme (NDIS), 19 (5%) to home care package providers, 11 (3%) to housing support services and 46 (13%) to other services such as other social support groups, applications for Multi-Purpose Taxi Program, disability parking permits or Continence Aids Payment Scheme.



Achievements of A&S Program in 2017/2018:

The following services are accessed through the help of MIC's Access & Support Program in 2017/2018:

- 39 clients were registered with My Aged Care (MAC)
- 74 clients were assessed by the Aged Care Assessment Services (ACAS).
- 22 clients were assessed by the Regional Assessment Services (RAS)
- 28 clients received Commonwealth Home Care Packages
- 4 clients were helped to register and access NDIS
- 12 clients were helped through the NDIS planning
- 36 clients received allied health services such as physiotherapy, occupational therapy etc.
- 28 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
- 27 clients received Centrelink Payments such as the Age Pension, Disability Support Pension, Carer Payment and Allowances
- 19 clients accessed Council CHSP services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance
- 12 clients were assisted to link in with appropriate housing support services
- 10 clients were approved for the Multi-Purpose Taxi Program (MPTP)
- 10 clients received assistance from disability support services
- 13 clients received respite and carer support services
- 20 clients received Continece Aids Payments
- 10 clients obtained a Council Disability Parking Permit
- 5 clients received dementia support services
- 72 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.