

Examples of how we can help you

Provide information & talk with you about services that can help you

Explain how services work

Contact services on your behalf

Help you to apply for services you need

Attend appointments with you

Help you to complete forms

Find out if there are any fees for services

How can you find us?

You can contact us directly on the telephone number below or you can come and visit us at the office. A family member, friend, carer, doctor or other health professional can contact us on your behalf.

 **Phone:** 9275 6901

 **Fax:** 9285 4882

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

 **Email:**
wzhang@miceastmelb.com.au

 **Website:**
www.miceastmelb.com.au



If you would like an interpreter, the service can organise free interpreting

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service
TTY: 133 677 | Speak & Listen: 1300 555 727

Access & Support Program



Linking you to
services to help you
stay at home

Are you unsure of where to get help? Do you want to stay living at home?

We can help you

The **Access & Support Program** provides short term, individual support for people who need help to access services so they can stay living at home.

Who can we help?

People who:

Need help to access services that meet their diverse needs*

AND

Are older and frail or younger and have a disability, and their carers

AND

Live in Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse or Yarra Ranges

**Needs related to language, culture, religious background, dementia, financial disadvantage, lifestyle and/or risk of homelessness*

Our services are free and confidential



The Home and Community Care (HACC) Program provides basic support to people living at home. The HACC program helps people to:

- Keep active
- Stay living at home
- Be connected to their community

The program also supports their carers and families.

We help people to access the following services:

- **Personal Care** such as showering and dressing
- **Domestic Assistance (Home Care)** such as cleaning, shopping and washing
- **Delivered Meals** (Meals on Wheels)
- **Social Activities** and groups
- **Respite Care** to give carers a break
- **Property Maintenance** such as cleaning gutters
- **Allied Health** such as physiotherapy, occupational therapy and podiatry
- **Nursing** such as health advice and wound care



Rights and Responsibilities

You have the *right* to:

- be treated with respect and courtesy
- have your needs assessed
- be informed and part of the decisions made about your care
- receive quality services
- have the right to make a complaint
- have someone represent you

You have the *responsibility* to:

- treat staff with respect and courtesy
- provide a safe work environment for staff
- take responsibility for the results of any decisions which you make

Privacy and Confidentiality

You have the right to have your privacy and confidentiality respected and to access all personal information kept about you by the service.