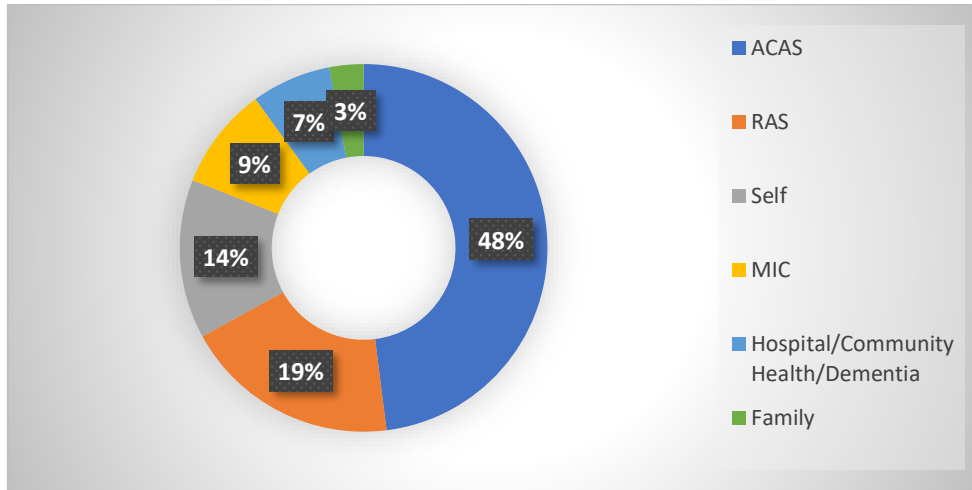


Access & Support Program – Client Statistics 2018/2019

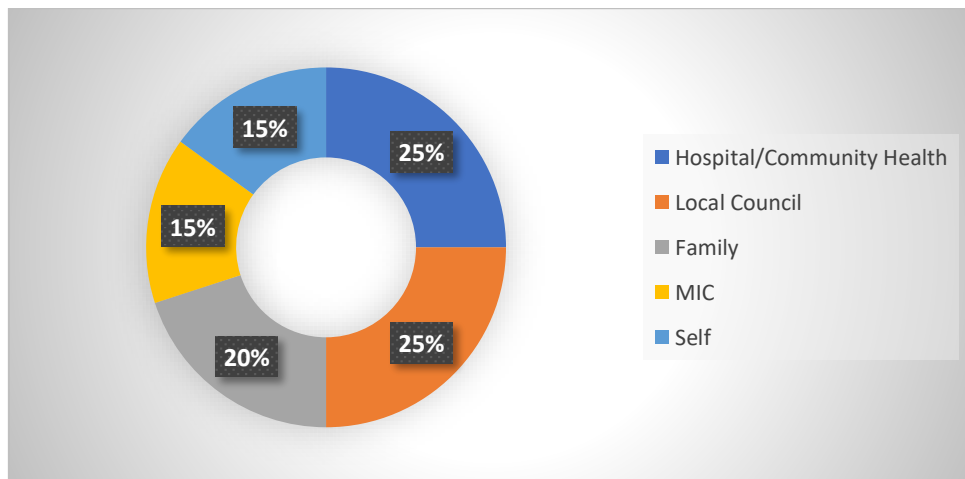
CHSP Referrals and Services

In 2018/19, 268 clients were assisted under CHSP. 118 new referrals were received - 17 (14%) were self-referrals through promotion of the program to groups and assertive outreach, 4 (3%) from family members and relatives, 11 (9%) internal MIC referral, 22 (19%) from the Council's Regional Assessment Services (RAS), 56 (48%) Aged Care Assessment Services (ACAS), and the remaining 8 (7%) from the hospitals and other health & community services.



HACC-PYP Referral Sources

In 2018/19, 55 clients (35 from the previous year) were assisted under HACC PYP program. 20 new referrals were received under HACC PYP program. 3 (15%) of new referrals were made by clients themselves, 4 (20%) of new referrals were made by client's family members, 3 (15%) were referred by MIC's settlement/ migration programs, 5 (25%) were received from the Local Council's Maternal Health and Children services, and the remaining 5 (25%) of new referrals were made by the hospitals and other community services.



Outgoing Referrals and Services Accessed by Clients

A total of 303 referrals were made to external services for clients under both CHSP and HACC PYP programs. These included but are not limited to My Aged Care (MAC) for

registration and assessment, Community Home Support Services for services such as domestic assistance, social support, transport, Allied health services, Centrelink, National Disability Insurance Scheme (NDIS) and other disability support services, disability parking permits, Continence Aids Payment Scheme and Housing support services.

Achievements of A&S Program in 2018/2019

A total of 284 services were accessed through the help of MIC's Access & Support Program in 2018/19. These included but are not limited to CHSP services, NDIS planning and implementation, carer support, Centrelink payments, mental health services, home care packages.

Non Direct Client Work - Promotion

In 2018/19, the A&S Program continued to be promoted to both community members and service providers in the EMR. Promotional activities undertaken included formal and informal presentations about My Aged Care, CHSP, HACC PYP and A&S to seniors groups, participation at Expos, and outreach to older people and people with disabilities at community events.

Non Direct Client Work - Secondary Consultations and Working With the Services System

The A&S Program spent 421 hours assisting other service providers through providing information and advice about working with a particular community group or individual to deliver best practice to better meet the needs of people with diverse needs. Information and secondary consultations were provided to Community Health Services, Aged Care Assessment Services, Regional Assessment Services, Councils, Home Care Package providers, CHSP service providers, disability support services, carer support services, public and community housing support services, Neighbourhood houses, hospital social workers, aged care homes, NDIS providers, and mental health services such as Partners in Recovery.