Catchment area

The Aged Care Navigation program at MIC is available in the areas of:

- ☑ Manningham
- ☑ Monash
- ☑ Whitehorse

How to connect a person with the Aged Care Navigation program at MIC?

The person must give consent for you to provide any information about them. It is best if the person is with you when you make the call.

You will need to answer some questions about why the person needs help from this service.

What if the Aged Care Navigation program isn't right for someone?

Not everyone needs this intensive support. Below are other supports and their contact details:

- ♦ My Aged Care - 1800 200 422
- ♦ Services Australia - 1800 227 475
- ♦ OPAN Advocacy support - 1800 700 600
- ♦ Carer Gateway - 1800 422 737
- ♦ National Dementia Helpline - 1800 100 500

For more information or to make a referral, please contact:

Migrant Information Centre (Eastern Melbourne)

☎ **Phone:** (03) 9275 6906

🖷 **Fax:** (03) 9285 4882

🏠 **Address / ✉ Post:**
Suite 2, 27 Bank Street, Box Hill VIC 3128

⌨ **Email:**
carefinder@miceastmelb.com.au

💻 **Website:**
www.miceastmelb.com.au

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

The MIC acknowledges the traditional owners and custodians of the land in which we work, the Wurundjeri people of the Kulin Nation. We pay our respects to their Elders past, present and emerging.

MIC values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

MIGRANT INFORMATION CENTRE
eastern melbourne

Aged Care Navigation

A free service to support vulnerable people from culturally and linguistically diverse backgrounds to understand, apply for and engage with aged care support services

What is the Aged Care Navigation program at MIC?

Some older people need extra support to navigate the aged care system and access other supports in the community due to their diversity. The Aged Care Navigation program can help them by providing one-on-one specialist and intensive support in their pathways to services. MIC focuses on supporting people from culturally and linguistically diverse backgrounds. This program is fully funded through the Primary Health Networks and it is a free service.

Who can use the Aged Care Navigation program at MIC?

To receive help from the Aged Care Navigation, a person must:

- be eligible for government-funded aged care
- come from culturally and linguistically diverse backgrounds
- have no carer or support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them

In addition, they should have one or more of these reasons for needing intensive support:

- have difficulty communicating because of language or literacy problems
- find it difficult to understand information and make decisions
- be reluctant to engage with aged care or government
- be in an unsafe situation if they do not receive services

How does the Aged Care Navigation program work?

If someone requires this support, then a local organisation can connect them with MIC. Our staff will meet with them, usually in person. This can be at their home or another place they choose. Our staff will ask questions to understand the person's situation and support them to work through the steps to address their needs.

What help can be provided?

Our staff can help people understand what aged care services are available, set up an assessment and find and choose services. We also help people with access to other supports in the community. We can help with both accessing services for the first time or changing and finding new services and supports.

We can help someone by:

- ☑ talking to My Aged Care on their behalf and arranging an assessment
- ☑ attending and providing support at the assessment
- ☑ finding and short-listing aged care providers in their area
- ☑ completing forms and understanding aged care service agreements
- ☑ checking-in once services are up and running to make sure everything is OK
- ☑ solving other challenges and connecting to supports in the community, such as health, mental health, housing, drug and alcohol services and community groups.