



Your rights to privacy:

When you start with the Aged Care Navigation service at MIC, you will be asked to give consent for us to keep your information about you and the service you use. This information is kept private and secure. Only the staff working with you are able to see it. When this information is no longer needed, it will be destroyed using legal guidelines. You will also be asked to give consent when staff refer you to a service or discuss your situation with your family members or friends.

A full copy of the MIC Privacy Policy is available on our website.

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, please contact:

Migrant Information Centre (Eastern Melbourne) (MIC)

 **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

A.B.N. 27 084 251 669

Aged Care Navigation



A free service to help older people from diverse backgrounds and communities to understand, apply for and engage with aged care services



What is the Aged Care Navigation program at MIC?

The aged care system can be too complicated for many older people. The lack of language or technology skills or familiarity with the systems making it almost impossible to access the services they need. This program can help people who may not be connected with support services or may need assistance in establishing services in the way they want. MIC focuses on supporting people from culturally and linguistically diverse (CALD) backgrounds.

Who is eligible?

To be eligible to receive support from this program, a person must:

- ☑ be aged 65 and over
- ☑ live in the Cities of Manningham, Monash or Whitehorse
- ☑ come from CALD 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, the person should have one or more of these reasons needing help:

- ☑ 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 this is the right service for you, or the person you care for, please contact us. We can organise a free interpreter to talk with you if needed.

Our staff will visit you at your home or another place you would like to meet. We will ask questions to understand your situation, what is important to you and what you want to achieve. We can help you to understand what aged care services are available, and find and choose services that meet your needs.

The work we do may include:

- ☑ helping you understand the steps involved to apply for a service and how services work
- ☑ contacting My Aged Care and guiding you through the registration and screening processes
- ☑ arranging an assessment and appointments
- ☑ attending and providing support at the assessment
- ☑ finding aged care providers in your area and checking their availability
- ☑ completing forms and providing assistance with understanding service agreements
- ☑ working through income and means testing
- ☑ 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

The Aged Care Navigation services are FREE and confidential

