

# Access & Support Program

## Secondary Consultation

The Migrant Information Centre (Eastern Melbourne) (MIC) Access & Support (A&S) Program supports workers and agencies by providing information and advice on working with individuals, communities or groups who have barriers to accessing services.

### What is secondary consultation?

Secondary consultation is where a service provider contacts the A&S Program to seek information, advice and expertise on how to best support a particular person, community or group.

### Who can access secondary consultation?

Service providers and health professionals can access secondary consultation to assist their clients with diverse needs to access aged and disability services.

### What types of secondary consultation are offered?

Secondary consultation can be by telephone, email or in person and is flexible to meet the needs of the service provider.

### What are the benefits of secondary consultation?

- ✓ Promotes understanding of diversity considerations for particular individuals, communities or groups
- ✓ Facilitates access to Commonwealth Home Support Program (CHSP) and Home and Community Care for Program for Younger People (HACC PYP) services
- ✓ Promotes better practice in CHSP and HACC PYP service delivery to meet the needs of diverse communities and the individuals within them

***A secondary consultation may lead to a referral of an individual to the A & S Program***

## Examples of how we can help service providers

Re-engaging a person from a diverse background in personal care services they have withdrawn from

Skills for working well with interpreters

Culturally specific resources to support an individual from a diverse background

Information about services refugees & migrants can access

How to promote your service to CALD communities

Being more inclusive of a participant from a diverse background in a social group



*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.*

# Access & Support Program Individual Client Services

The Access & Support Program is a free service that assists individuals on a short-term basis to link in to services to help them stay living independently at home.

## Eligibility


This service is for people who:

- ✓ Experience barriers to accessing CHSP and HACC PYP services due to their diversity\*
- ✓ Are eligible for CHSP and HACC PYP services—either older and frail, younger and with a disability, or are a carer
- ✓ Live in the Eastern Metropolitan Region of Melbourne—Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges

*\*Diversity can be defined as (but is not limited to) cultural and linguistic diversity, people who are financially or socially disadvantaged, people living in a rural or remote area, people from Aboriginal and Torres Strait Islander backgrounds, a veteran including spouse, widow or widower, people at risk of or experiencing homelessness and LGBTI (Lesbian, Gay, Bisexual, Transgender, Intersex)*

## Referrals

Referrals may be made by telephone, fax, email, or via My Aged Care portal.

 **Phone: 9275 6901**

**Fax: 9285 4882**

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

**Email:**

[accessandsupport@miceastmelb.com.au](mailto:accessandsupport@miceastmelb.com.au)

**Website:** [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

## Examples of how we can help people

Provide information and choices about appropriate services that can best meet the client's needs

Explain eligibility and how services work

Assist carers to access respite services

Attend home support assessment, comprehensive assessments and other appointments with clients

Assist the client to be as independent as possible

Identify client's issues of concern and highlight these to service providers

Follow up with clients once services are established

Support clients during care planning and care plan reviews



A & S uses interpreters or the National Relay Service to meet individual communication needs