

# Supporting you to access the services you need to stay living at home, active and connected with your community

## What is Access and Support?

Access & Support services provide short term support for frail older people, younger people with a disability and their carers, who need help to stay living at home and who:

- have diverse needs or circumstances
- need help to understand the range of support services that may be available
- need help to access services

If you, or someone you are caring for, is:

- Aboriginal or Torres Strait Islander
- culturally and linguistically diverse
- living in a rural or remote area
- financially or socially disadvantaged
- a veteran (including spouse, widow or widower)
- homeless or at risk of becoming homeless
- lesbian, gay, bisexual, transgender or intersex

- a Care Leaver (Forgotten Australian, Former Child Migrant or Stolen Generation)
- a parent separated from children by forced adoption or removal
- living with dementia

and has trouble accessing services, an Access and Support worker may be able to help you.

No fees are charged for Access and Support services.

## We will listen to you

The Access and Support worker can talk with you about the range of support services that may be available to you and how to access them.

The Access and Support worker can work in partnership with other people who support you such as family members, friends, your community, your doctor and other health professionals.

## How can an Access and Support worker help you?

An Access and Support worker can **help you** to:

- understand how services work
- find out what services may be available
- understand the steps involved to apply for a service
- contact My Aged Care for aged care services (if you are an older person)
- contact an assessment service for HACC – Program for Younger People services (if you are a younger person)
- contact the National Disability Insurance Scheme (if you think that you may be eligible for this service)
- think about any questions you have for the assessment process
- think about how you would like the service to be provided





Access and Support is funded in Victoria by:

- the Australian Government Department of Health (CHSP)
- the Victorian Government Department of Health and Human Services (HACC PYP)

### Commonwealth Home Support Programme (CHSP)

Support for frail people aged 65 and over (50 and over for Aboriginal people)

and

### The Home and Community Care Program for Younger People (HACC PYP)

Support for people with disabilities aged under 65 (under 50 for Aboriginal people)

### Catchment area

The Access and Support service is available in the areas of:


- Boroondara
- Knox
- Manningham
- Maroondah
- Monash
- Whitehorse
- Yarra Ranges





### Find out more

Your local Access and Support service is:

### Migrant Information Centre (Eastern Melbourne)

 **Phone:** (03) 9275 6901

 **Fax:** (03) 9285 4882

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

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

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



*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

# Access & Support Program



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