

The Access and Support Service is confidential, free and no referral is required. You can be anonymous when contacting Access and Support to discuss your or someone else's support needs.



Access and Support

Helping you get the support you need

Who is eligible?

People over 65 (50 and over for Aboriginal People) who are eligible to be supported by the Commonwealth Home Support Program (CHSP)

Catchment Area

The Access and Support service is available in the region of North East Victoria



Commonwealth Home Support Program is funded by the Australian Government Department of Health.

Access and Support Gateway Health

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What is Access and Support

The Access and Support service helps people who have difficulty finding out about services or getting the services they need.

The Access and Support service provides short term support for frail older people and their carers, who:

- ✓ Need help to stay living at home
- ✓ Have diverse needs
- ✓ Need help to access services

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

- Aboriginal and Torres Strait Islanders
- culturally and linguistically diverse
- financially disadvantaged
- veteran
- living in an isolated or remote area
- homeless or at risk of becoming homeless
- lesbian, gay, bisexual, transgender or intersex
- care leavers
- parents separated from children by forced adoption or removal

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

We will listen to you

The Access and Support worker will talk with you about:

- What is most important to you
- What you need help with to stay safe and well at home
- What you want to be able to do or keep doing.

The Access and Support worker can talk with you about the range of support services that are available in your area.

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

An Access and Support worker can help you to:

- ✓ Contact My Aged Care
- ✓ Think about any questions you have for the assessment process
- ✓ Understand how services work
- ✓ Understand the steps involved to apply for a service
- ✓ Find out if there are any costs involved
- ✓ Find out what services may be available and how they can suit your needs and lifestyle
- ✓ Think about how you would like the services provided