



Access and Support

Helping you get the support you need

If you have difficulty finding out about and accessing the aged care support services you need, we can help you.

Who is eligible?

People over 65 years, or Aboriginal and Torres Strait Islander people over 50 years, who are eligible to be supported by the Commonwealth Home Support Programme (CHSP) and who have trouble accessing aged care services.

- Aboriginal and Torres Strait Islanders
- Culturally and linguistically diverse
- Living in rural and remote areas
- Financially or socially disadvantaged
- Veterans
- Homeless or at risk of becoming homeless
- Lesbian, gay, bisexual, transgender or intersex
- Care leavers
- Parents separated from children by forced adoption or removal

We provide this service to people living across North East Victoria.

How can we help you?

We talk with you to find out what is most important to you, what you need help with to stay safe and well at home, and what you want to be able to do or to keep doing. We can help you:

- contact My Aged Care
- find out what services are available that suit your needs and lifestyle
- understand how these services work
- find out if there are any costs involved
- think about questions you have for the assessment process
- understand the steps involved to apply for the service.

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

**If you would like to find out more or to access this service please contact us.
Phone (03) 5723 2000 or email accessandsupport@gatewayhealth.org.au**