

## Who we are

MiCare provides aged services, retirement living, social support programs, settlement & community services.

## Our Mission

To enable migrants to have comfortable, enjoyable, dignified and meaningful lives.

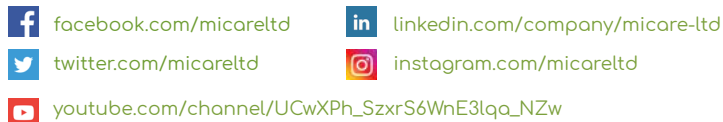
## How to access our services:

- You may telephone us directly
- A friend or relative may contact us on your behalf
- A service provider may refer you to our service (with your consent)

## Privacy & Confidentiality

MiCare respects your privacy. Your personal information and records will remain confidential and will be stored securely. If you have any concerns, please call your Privacy Officer on

(03) 9788 9020.



Home Care | Residential Care | Retirement Living |  
Settlement Services | Social Support Services | MiMeals



## Find out more

Please contact one of our MiCare staff:

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 athina.sergianis@micare.com.au

**Sheryl Cheung (Chinese speaking)**

 (03) 9728 7441 | 0410 799 771

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**Lara Lau**

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## Access and Support

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

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 or Younger People (HACC PYP)

[www.micare.com.au](http://www.micare.com.au)



### Access and Support is funded in Victoria by:

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

### Your local Access and Support is available in:

Bayside   Cardinia   Casey   Frankston  
Glen Eira   Greater Dandenong  
Kingston   Mornington Peninsula  
Port Phillip   Stonnington

### What is Access and Support?

Access and Support services provide short term support for frail older people, younger people with a disability (not eligible for the National Disability Insurance Scheme), 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

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

- 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
- 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 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