

Find out more

**Your local Access and Support service is**

**Rights Information and Advocacy Centre**

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Visit RIAC at Mildura office at:  
272 Eleventh Street, Mildura

Or find us on Facebook



### **The Access and Support service is funded by:**

- The Commonwealth Home Support Programme (CHSP) to support people aged 65 and over (50 and over for Aboriginal people); and
- The HACC Program for Younger People to support people aged under 65

These services work with you to stay living at home, active and connected with your community.

### **Catchment area**

The Access and Support service is available within the Mildura Rural City area.



## **Access and Support**

**Helping you get the support you need**

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

The HACC Program for Younger People services are funded by the Victorian Government

The history, culture, diversity and value of all Aboriginal and Torres Strait Islanders, their Elders and Respected Persons are recognised and acknowledged.



**Rights Information & Advocacy Centre Inc.**

**RIAC**

## What is Access and Support?

The Access and Support service helps people who have difficulty finding out about services or applying for the services they need due to their diversity.

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

- need help to stay living at home
- have diverse needs or circumstances
- need help to access services.

If you, or someone you are caring for, is from a Culturally and Linguistically Diverse background (CALD), financially disadvantaged, living with dementia, lives in a rural or remote area, a Veteran or a Care Leaver and has trouble accessing services, an Access and Support worker may be able to help you.

Support from an Access and Support worker is confidential. No fees are charged for Access and Support.

## We will listen to you

The Access and Support worker will talk with you about:

- what is most important to you (your needs and goals)
- 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 may be available to you and how to access them.

The Access and Support worker will 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:

- contact My Aged Care (if you are an older person)
- contact an assessment service for HACC – Program for Younger People (if you are a younger person)
- contact the National Disability Service (if you think that you may be eligible for this service)
- 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 service to be provided