

There are 7 agencies in Melbourne's Eastern suburbs that provide Access and Support services. You can call any of these services and they will help you find the right Access and Support worker for you.

Carrington Health
43 Carrington Road, Box Hill
☎ (03) 8843 2251



St Vincent's Hospital Melbourne
41 Victoria Parade, Fitzroy
☎ (03) 9231 3817



Chinese Community Social Services Centre Inc.
Suite 11, Professional Suites, Box Hill Central
17 Market Street, Box Hill 3128
☎ (03) 9888 8671



Migrant Information Centre
(Eastern Melbourne)
27 Bank Street, Box Hill
☎ (03) 9275 6901



EACH Social and Community Health
2/254 Canterbury Road, Bayswater
☎ (03) 9735 7945



Yarra Valley Community Health –
Eastern Health
White Street, Healesville
☎ 1300 130 381



Mullum Mullum Indigenous
Gathering Place
3 Croydon Way, Croydon
☎ (03) 9725 2166



A phone solution for people who are deaf, have a hearing or speech impairment.

TTY / Voice: 133 677

Speak and Listen: 1300 555 727



We can organise a free interpreter or you can call **131 450**



The Access and Support Program



Helping people from diverse backgrounds remain independent and living at home

What is Access and Support?

Staying independent, healthy and safe at home is important, but finding the right services to help can be complicated. Access and Support staff can work with you to find and access the services and supports that are right for you.

Access and Support staff work with older people, people with disabilities and their carers who are from different backgrounds and communities who are having difficulty accessing Home and Community Care (HACC) services.

You could be eligible to work with an Access and Support worker if you:

- Have Dementia or are caring for someone with Dementia
- Speak a language other than English
- Are Aboriginal or Torres Strait Islander
- Are having financial difficulty or are at risk of homelessness
- Identify as gay, lesbian, bisexual, transgender or intersex.

If you are not sure if this is the right service for you, please contact us and we can help you find the right solution.

Access and Support Services are FREE and confidential

How can we help you?

The first step is for us to learn about you, understand what is important and what you want to achieve. We work with you and the people who support you, to develop a plan and find the right solution and services.

This might include:

- Providing information about the services available in the local community.
- Linking you to services and supports by making referrals, helping to complete forms and attending appointments with you.
- Helping you understand how services work and supporting you to access the right information and support.



What are HACC Services?

The HACC Program funds a range of services to support you, or the person you care for, to stay active, independent and living at home for as long as possible.

HACC services include:

Around the house: Working with you to keep your house clean and safe and helping you with basic maintenance tasks inside and out.

Eating well: Helping you to eat well by assisting you with shopping; working beside you to prepare meals, or providing delivered meals.

Out and about: Connecting you with an interest group or social opportunities; helping you get to places you want to go.

Self-care: Working with you to manage personal tasks such as having a shower and getting dressed.

Managing your health: Working with health professionals, including nurses, physiotherapists, occupational therapists and podiatrists who help you manage your health issues, offer advice and connect you to other supports such as aids and equipment or fitness programs to build your strength and ability to stay active.