

Access and Support Programme (CHSP)

Programme Description:

Our Access and Support teams are available to provide short term individual support for people who need help accessing aged care, health or social support systems due to barriers experienced because of their diverse needs. Our goal is to keep aged clients independent and strong so that they can live safe and fulfilling lives in their own homes and communities, on their own terms.

Our experienced Access and Support teams guide clients through the often confusing aged and health care systems, helping them understand service options, obtain referrals to health professionals and connect with our coordinated health or residential care services.

We do this by taking the time to understand:

- what is important to them
- what they need in order to stay safe and well at home
- what they want to be able to do, or keep doing
- their support networks.

Once we understand the client's needs, we can then help clients:

- to understand the services available
- to register on My Aged Care
- manage My Aged Care referrals
- communicate their needs and wants
- organise RAS and ACAS assessments
- support clients through assessments
- access and organise services (e.g.: home care or respite care)
- with advocacy service

We also have specialists to support Aboriginal and Torres Strait Islander clients.

Eligibility

- People aged 65+ years, or 50+ years for Aboriginal and Torres Strait Islanders.
- People who are at risk because of language, culture, religious background, isolation, financial disadvantage, lifestyle, homeless or at risk of homelessness, or are experiencing memory loss or dementia.
- People living in the City of Casey, City of Greater Dandenong or Cardinia Shire.

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Why we are different:

- We are a single point of contact with the expertise to provide your clients with all levels of care.
- Monash Health is one organisation with many options which makes us ideally suited to caring for people as they age.
- We provide specialist Aboriginal and Torres Strait Islander Access and Support workers.
- We work as a team to provide our clients with the best care we can within the constraints of the aged care system.
- Our approach to care takes time, open mindedness, flexibility and relationship building.
- Clients are at the centre of our care and we respect their wishes and choices - we work with our clients to improve their quality of life.
- We can provide a range of aged care services in their client's homes or our residences.
- We can provide preventative, assistive, transitional or acute care

Services Offered:

- initial needs identification
- assessments
- service planning
- service provision and monitoring
- liaising between clients and service providers
- assisting and supporting the client to independently access the service system
- Working with other services and support providers to facilitate improved client outcomes
- independent living support
- in-home support

Referral Pathway(s):

Clients can access the service directly.

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Accessing services:

Once a referral is received, a team member will contact the person referred to arrange an appointment. Appointments are prioritised by clinical staff according to need.

A comprehensive assessment will be undertaken and a plan made with the client outlining the services to be provided.

Costs:

There is no fee for this service.

For more information about the following Access and Support services please contact:

PHONE: 9791 7747 General Access and Support Team

PHONE: 9792 7948 Aboriginal Access & Support Team