

# Access & Support Program

## 使用及支援项目

Linking people to services  
to help them stay at home  
协助您申请及使用有关服务  
使您能继续住在家中



# What aged care service are available? 澳洲政府有哪些养老护理服务?

- ✓ Care at Home 居家养老护理服务
- ✓ Short-term help 短期帮助
- ✓ Care in an aged care home 养老院护理



Will I be eligible for government-funded aged care?

什么条件可以申请政府的养老服务？

- ✓ Eligibility is based on factors like your health, how you're managing at home, any support you currently receive and your age
- 您的健康状况;
- 您居家应对生活的情况;
- 您目前所获得的任何支持;
- 65岁以上



# How to access services 如何获得服务?

## Call My Aged Care 致电我的养老护理服务

- ✓ 致电 Call Myagedcare on 1800 200 422
- ✓ Or Apply online 或网上申请
- ✓ They asked questions over phone to find out your needs and care arrangement (10 minutes) 询问问题
- ✓ You will need your Medicare Card 准备好您的 Medicare 卡
- ✓ Interpreters can be arranged 提供翻译



# What kind of face to face assessment will I get?

## 我会得到什么样的评估？

- ✓ 通过Regional Assessment Service (RAS)进行的居家支持评估 得到Commonwealth Home Support Programme服务。
- ✓ 通过Aged Care Assessment Team (ACAT)进行的综合评估
  - 居家护理计划。
  - 短期护理方案
  - 养老院。



# How to access services? 如何获得服务

## Have a face-to-face assessment 进行面对面评估

- ✓ My Aged Care may arrange for a trained assessor to come to your home 安排评估员到你家评估
- ✓ With your consent, they will assess your care needs and eligibility for services. 评估你的护理需求和服务资格
- ✓ They will work with you to develop a support plan which suits you 和你一起制定适合你需求的支持计划
- ✓ Support Plan may include services approval 批准有关服务
- ✓ They will make referrals or organise services for you according to your needs 根据你的需求为你安排或转介服务



# Care at home 居家养老护理服务

居家护理

- ✓ Care at Home – Commonwealth Home Support Program (CHSP) 联邦居家支持计划 – provided by local councils, Community Health services and other local community organisations.
- ✓ Care at Home – Home Care Package (居家养老护理计划/配套服务组合) – provided by Home Care Package providers, there is a National Wait List



# Care at home 居家养老护理服务

居家护理

## 居家养老护理计划/配套服务

第4级：高级护理需求



第3级：中级护理需求



第2级：低级护理需求



第1级：基本护理需求



过渡



通过“联邦居家支持计划”获得初级、持续或短期支助服务



# Care at home 居家养老护理服务

- ✓ Personal Care like help with getting dressed 个人护理
- ✓ Transport 交通
- ✓ Modifications to your home like hand rails or ramps 家居改动
- ✓ Nursing, physiotherapy and other care 护理, 理疗及其它服务
- ✓ Meals 送餐
- ✓ Household jobs like cleaning or gardening 家务如清洁或花园
- ✓ Social Activities and Groups 社交或小组活动
- ✓ Equipment like walking frames 提供设备如步行架



# How to access services?

## Find out about cost 了解费用

- ✓ 澳大利亚政府支付全国大部分的养老服务费用。但如果您能够支付得起，就会要求您为您所用的养老服务支付一部份费用。
- ✓ 您获得的家庭养老服务的资助计划或组合将决定您需要支付多少费用。

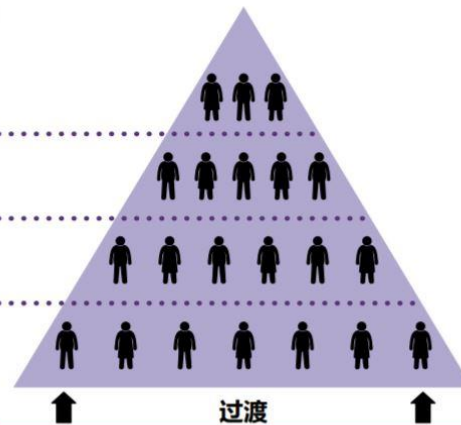
### 老年护理服务组合类别：

第4级：高级护理需求

第3级：中级护理需求

第2级：低级护理需求

第1级：基本护理需求



通过“联邦居家支持计划”获得初级、持续或短期支助服务



# How to access services?

## Choose services 选择服务

- ✓ My Aged Care website's Service Finder can help you locate and compare some services in your area
- ✓ Assessor, Access & Support Worker can help you find a service providers in your local area that meets your needs.



# Short-term help 短期帮助

- ✓ Recovery from an accident or illness, including after a hospital stay
- ✓ When you have had a setback and want to get your independence back
- ✓ When you or your carer needs a break (respite 暂休服务)



# Care in an aged care home 养老院护理

- ✓ For people need ongoing help with day-to-day tasks or health care, a residential aged care home lets them live in a supported environment where help is available 24 hours a day



# Access & Support Program

## What do we do? 我们的项目

- ✓ Linking people to services to help them stay at home  
协助您申请及使用有关服务使您能继续住在家中
- ✓ Short-term, individual support 提供短期，一对一服务
- ✓ Ask the person about what they want 咨询你的需求
- ✓ Help the person to find the right services 协作您寻找适合您的服务
- ✓ Form a bridge between person and service 为您和有关服务建立桥梁
- ✓ Give people choices about the services that can help them 为您提供能帮助您的服务选择



# Access & Support Program

## What do we do?



- ✓ Give information about services 提供服务资讯
- ✓ Explain how services work 解释服务的运作方式
- ✓ Help to make calls or complete forms 帮您打电话或填表
- ✓ Contact services on the person's behalf 协助您填写表格
- ✓ Attend appointments or visit services with the person 和您一起参加面试
- ✓ Help the person to understand what is happening 帮您理解所发生的事情和原因
- ✓ Talk to the person's family or carer 与您的家人或照顾者交谈



# Access & Support Program

## Who can we help? 为符合以下条件者提供服务

- ✓ People who need help to access services that meet their diverse needs 有不同需求且需要协助申请和使用相关服务
- ✓ People who are older and frail 年老体弱
- ✓ People who are younger and have a disability 残障
- ✓ People who live in 居住在 Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, Yarra Ranges 市



# Access & Support Program

## What happens when you contact us?

- ✓ We will talk to you about your situation 了解你的具体情况
- ✓ We will find out what you want 了解你的需求
- ✓ We will give information about services 提供服务资讯
- ✓ You can make choices about the services 帮助你选择有关服务
- ✓ We will link you to the services you choose 帮助你和有关服务联系
- ✓ Our service is FREE & confidential 我们的服务免费且保密



# Access & Support Program

## 服务举例- 李太

李太, 78 岁, 单独居住. 有记忆力丧失和做家务困难。女儿住在附近但全职工作, 难以照顾母亲。

- Receive a call from daughter that she thinks she and her mum need help
- Confirm that Mrs Lee fits eligibility
- Meet with daughter and Mrs Lee at her home together to talk about the issue and identify any other help Mrs Lee may need
- Draw up plan of suggested referrals and make referrals once agreed, including:
  - Registration with My Aged Care
  - Assist Mrs Lee's daughter to apply for Carer Allowance, Companion Card
  - Attend assessments with Mrs Lee
- Follow up calls to Mrs Lee and daughter and services once they start and resolve any outstanding issues
- Exit Mrs Lee from A & S Program once services are established



# Access & Support Program

How to access service? 如何与我们联系?

电邮 – [wzhang@miceastmelb.com.au](mailto:wzhang@miceastmelb.com.au)

Telephone – **9275 6901**

Visit – **Suite 2, 27 Bank St, Box Hill**

