

# Seniors Program

Access & Support  
Helping you get the support you need



## About Mentis Assist

With over 30 years' experience, Mentis Assist provides specialised mental health support for people experiencing mental illness and their carers and for those culturally or linguistically diverse.

Mentis Assist helps people to identify their personal strengths, values and goals, while supporting and coaching them to achieve and develop these. We also help connect people with others in the community or to engage with family and friends, while providing support to remain living independently at home and in the community.

## 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 Aboriginal/ culturally and linguistically diverse / financially disadvantaged / has dementia / lives in an isolated or remote area, 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 and there are no fees 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

## 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

## About Us

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.

**For more information or referrals please contact**

Mentis Assist on 1300 MENTIS (1300 363 847) or  
visit our website [www.mentisassist.org.au](http://www.mentisassist.org.au)