

# Multicultural Access and Support

## Patient Information



Northern Health

### Key Points

- Commonwealth Home Support Program to help older people from diverse backgrounds to remain independent and living at home for as long as possible
- Staying independent, healthy and safe at home is important, but sometimes you may need assistance in the home to provide you with that extra support.

**This information is for education purposes only. This does not replace discussions with your doctor and healthcare professionals.**

Our Multicultural Access and Support worker will provide information and assistance about available services in the local community (if required, we can organise an interpreter) such as:

- home cleaning
- meal services and grocery shopping
- social groups such as planned activity or respite care services
- personal care assistance
- health care needs such as your local doctor or health professionals

You may be eligible to receive Multicultural Access and Support, if you:

- Are an older person
- Are from diverse cultural background (i.e. English is not your first language) and are facing difficulties in accessing services, due to language barriers
- Live in one of the following local government areas: Whittlesea, Hume, Darebin, Nillumbik, Moreland and Banyule

- Wish to continue living independently and safely at home.

Who can refer to Multicultural Access and Support?

Any person can refer and consent must be provided to access the service.

How to refer to Multicultural Access and Support:

Monday to Friday, 8.30am -5.00pm  
Telephone: (03) 9495 3180  
Fax: (03) 9495 3253

\* Multicultural Access and Support will contact you to organise a convenient time to visit.

**For more information:**  
Please contact Multicultural Access and Support on:  
Telephone: (03) 9495 3180

**If you need an interpreter, please speak to a staff member, or call us via TIS on 131 450**



# Get involved: understand your health

Your health depends on good communication. Asking questions and providing information to your doctor and other care providers can improve your care.

Sometimes, after an appointment, you may think of questions you would like to have asked. Use this page as a reminder for when you are next speaking with your doctor, nurse or other health professional. If you require answers before the next appointment contact the number shown on this information.

## 1. What is my main concern?

---

---

---

---

---

---

---

---

## 2. What do I need to do?

---

---

---

---

---

---

---

---

## When can I ask questions?

You can ask questions when you speak with any health professional (such as your doctor):

- Before a test or procedure
- When you get your medicines

## What if I ask and still don't

- Let our staff know that you would like more information.
- Ask them to explain things in a different way to help you understand.

### References:

<http://www.nh.org.au/services/access-and-support-service>

Northern Health  
Foundation

Find out how you can donate to your local health service at [www.nhfoundation.org.au](http://www.nhfoundation.org.au)



Northern Health  
[www.nh.org.au](http://www.nh.org.au)