

# Turn to us, a trusted aged care advisor

Many families need support understanding the aged care system. Southern Cross Care (Vic) offers a **free Access and Advisory Service** to help your patients/clients find the home care services they need to live safely and independently in their own homes.

## What we can offer

- ✓ Free aged care advice for your patient/client and their family
- ✓ Help with aged care referrals and applications (assessments and My Aged Care)
- ✓ Support to access services for a patient/client in a timely manner
- ✓ Aged care support and advice 7 days a week
- ✓ Service available throughout Victoria



Call 1300 478 776

[www.sccv.org.au](http://www.sccv.org.au)  
[homesupport@sccv.org.au](mailto:homesupport@sccv.org.au)

# How we can help you and your patients/clients



## HEALTH PROFESSIONALS

- Advice to help patients/clients navigate the My Aged Care referral process **effectively**
- Support to access both short-term and ongoing in-home service options **in a timely manner**
- Assistance to **follow up** and check on patients'/clients' progress and wellbeing after discharge

### Why use this service?

Work in partnership with an experienced not-for-profit community aged care provider to:

- further understand the most recent government referral, assessment and allocation for Home Care Packages
- stay up to date with all of the interim care options available to patients/clients
- arrange timely ongoing support for patients/clients

## PATIENTS/CLIENTS

- **Support** to understand the My Aged Care system including the referral process and eligibility assessment
- Support and follow-up with the **approval and allocation** process of a Home Care Package
- Access to reliable **short-term services** while waiting for an approved Home Care Package to become available

### Why use this service?

Get personalised support and guidance from a trusted and experienced aged care professional who will:

- guide you through the referral process and arrange access through My Aged Care to the care you need
- provide timely, personalised support and advice to arrange the services you need to live safely and independently at home



Mercy Health  
Care first

Southern Cross Care (Vic) joined Mercy Health in July 2017. Our highly qualified and compassionate care teams support you to live life well, the way you choose.