

## Program Limitations

ACHA does not provide an on-going service to clients; however the length of involvement can vary significantly depending on a client's needs and case plan.

ACHA does not provide direct personal care in relation to activities of daily living such as meal preparation, personal hygiene, house-keeping etc.

The program is funded 0.5 EFT.

## Accessing ACHA

Clients are referred to ACHA by the commonwealth government's "My Aged Care" service, which is the entry point to the aged care service system. My Aged Care is responsible for assessing client needs and then referring on to local services as required. My Aged Care can be contacted by clients, carers or other services on:

1800 200 422 Monday to Friday 8am – 8pm, and Saturday 10am – 2pm.

The My Aged Care website is:  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Where there is an urgent need, such as a person experiencing homelessness, it is recommended that support be accessed via the Haven Home Safe intake system. Haven are located at 143A Lime Avenue Mildura, and can be contacted on 50184200. If homelessness support is required outside normal business hours (that is, after 5pm weeknights, and on weekends) please contact 1800 825 955.

## Contact Details:

### MASP

Ph- 50216500  
118-124 Pine Avenue, Mildura  
Monday to Friday 9am – 5pm  
[www.masp.org.au](http://www.masp.org.au)

Haven Home Safe  
50184200

143A Lime Avenue, Mildura  
Monday to Friday 9am – 5pm  
[www.haven.org.au](http://www.haven.org.au)

Statewide After Hours Homelessness Service  
**1800 825 955**

"An Australian Government Initiative"



118-124 Pine Avenue Mildura  
**Telephone** 03 5021 6500  
**Email** [info@masp.org.au](mailto:info@masp.org.au)  
**[www.masp.org.au](http://www.masp.org.au)**



**ASSISTANCE WITH CARE AND  
HOUSING FOR THE AGED (ACHA)**

## About the program

The Assistance with Care and Housing for the Aged (ACHA) program is aimed at supporting those members of the community who are aged, frail and homeless (or at risk of homelessness) by linking them into community services and assisting them in finding affordable, appropriate long term housing which meets their needs.

Homelessness can include a range of situations including sleeping rough, or residing in accommodation that:

- \* Is temporary in nature and does not offer ongoing stability
- \* Places the client at risk
- \* Limits access to required care and health services
- \* Exacerbates an existing health issue
- \* Does not meet their physical needs

***This includes clients that are residing in the private rental market.***

The program is funded federally by the Department of Social Services to auspice organisations such as MASP.



## Target Group

The target group of the ACH Sub-program is:

- \* Frail older people or prematurely aged over 50 (45 years and over for Aboriginal and Torres Strait Islander people) who are on a low income and who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.

For the purposes of program eligibility, frail relates to the need for some level of care as a result of functional decline. This may include assistance with activities of daily living, domestic assistance, personal care, assistance with mobility and / or case management.

Prematurely aged people are people aged 50 years and over (45 and over for Aboriginal and Torres Strait Islander people) who's life experiences such as active military service, homelessness or substance abuse has seen them age prematurely.

## The aim of the ACHA program is to assist clients with:

- \* Accessing interim options where required to address homelessness
- \* Applying for long term sustainable housing that is affordable and meets the clients needs
- \* Organising services required to maintain independence within the community (such as home help, meals etc.)
- \* Gaining specific property requirements necessary to meet the clients needs, such as modifications for wheelchair access etc.
- \* Provision of information and advocacy
- \* Budgeting
- \* Transportation to some appointments, where this is related to the case plan, no other option is suitable/appropriate, and time and vehicle availability permits this
- \* Organising additional supports as required