

## **What is the Service Access and Care Coordination (SACC) Team?**

The Service Access and Care Coordination (SACC) team will aim to improve access to all our services and better coordinate your care by providing a comprehensive intake, assessment and care planning service.

SACC is made up of a team of professionals with extensive experience in a range of health and community services.

You are welcome to involve a carer, other family member, or friend in your discussions or appointments with SACC.

## **What can the Service Access and Care Coordination (SACC) Team do for me?**

SACC can assist you by:

- Providing information about the services available at MCHS and elsewhere.
- Thoroughly exploring your individual needs, and identifying which services might appropriately address them.
- Conducting formal assessments so you can access particular services, for example Home and Community Care (HACC) services. Depending on circumstances, assessments may take place over the phone, at one of the MCHS sites or in your home.
- Coordinating the range of services you access through the development of a Care Coordination Plan. Where appropriate this will include contact with your doctor(s) and other (non- MCHS) service providers.
- Effectively managing waiting lists and booking appointments with service providers. You will be kept up to date about your progress on waiting lists and where appropriate, SACC team members will provide one on one support while you are waiting.

## **What services can the SACC team help me to access?**

MCHS provides a range of services across the Mitchell and Murrindindi Shires. The SACC team can advise you about your eligibility and the availability of these services in your area.