

Meet Amir



About Amir

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- Amir is 74, he is an **Arabic speaker with no immediate family and limited supports**. Both his **physical and mental health were compromised** and he had a recent history of falls. He is living in a private rental property that was **not suitable** for his needs.

Engagement

- **Amir's friend** called **Merri Outreach Support Service** (MOSS) where he had been a previous client of their Assistance with Care and Housing program.
- When **care finders first contacted Amir** he was not aware that his friend had referred him to the program, but was very grateful for the contact. He agreed to an in-person assessment of his needs and **an interpreter was engaged for this meeting**.
- At assessment Amir disclosed that his **health was severely compromised**; he was suffering from osteoarthritis with nerve compression, diabetes, reduced muscle strength and weakness in his feet. There had been several hospital admissions over the preceding 6 months, due to falls. On one occasion Amir had spent 4 hours trying to get out of the bath, following a fall onto the bath taps.
- Amir had been in his rental property for 30 years but there was **no possibility of modifying the bathroom** for his needs.

Supporting the process

- Amir had received personal care support following his last hospital admission, but this support was only **short term and had ended**. Amir was **not confident** to contact My Aged Care directly to discuss the possibility of continuing this support.
- With **Amir's approval**, care finders contacted the previous service provider to check if there was capacity to re-engage. The service provider advised that the support was short term and Amir needed to go through MAC for re-assessment.

Post-assessment

- **Care finders assisted Amir** to contact MAC and referred him for assessment.
- Amir was well linked for his medical needs but his housing was clearly unsuitable and he required immediate assistance to source suitable alternative accommodation. Care finders contacted the Department of Families, Fairness and Housing and discovered that a public housing application had been approved for Amir in 2011.
- Through internal MOSS networks, care finders learnt of a vacant property that would be suitable for Amir. **This property was modified**, with a free-standing shower and support rails in the bathroom. The property was **located in an area that he was familiar with** and there was also support onsite that Amir could access for any issues that might arise during his tenancy.
- To assist with the move, **care finders sourced funds for the moving costs and engaged Amir's nephew to assist** with the packing of Amir's personal items.
- After moving into his new home, Amir was introduced to the **support service** on-site via a warm referral and care finders updated his new address with MAC.

Check-in

- Care finders are **regularly checking in with Amir** to ensure that he is confident to connect with the supports on-site, where needed. Care finders are also monitoring his referral to My Aged Care and will maintain contact with him through MAC assessment and post-assessment, to assist him with choosing service providers if required.