



Position Description

Position title:	Access & Support Worker
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Level 4
Reports to:	Community Support Manager
Status:	Full time or Part time
Date updated:	July 2026

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Job Purpose

Mullum Mullum Aboriginal Gathering Place (MMAGP) is a strong, proud, culturally connected and self-determined Aboriginal Community Controlled Organisation in the Eastern Metropolitan Region (EMR). Our purpose is to provide a safe and welcoming environment for people to connect with culture, learn new skills and contribute to community health and wellbeing.

The Access and Support Worker plays a key role in improving access, advocacy and culturally safe support for Aboriginal and Torres Strait Islander clients who are eligible for the Home and Community Care Program for Younger People (HACC PYP), Commonwealth Home Support Program (CHSP), My Aged Care and NDIS support services. The role provides targeted and episodic support at critical stages of the care pathway, assisting community members to navigate complex service systems and connect with appropriate supports that enhance independence, wellbeing and quality of life.

Working closely with local Aboriginal organisations, government agencies, health providers and community services across the Eastern Metropolitan Region (EMR) of Melbourne, the position supports clients to access culturally responsive aged care, disability and community support services. The role also develops strong partnerships and knowledge of local services to strengthen service coordination, advocacy and referral pathways, while promoting Aboriginal cultural identity, self-determination and community connection through culturally informed programs, activities and support.

**HACC PYP provides basic support and maintenance services for Aboriginal and Torres Strait Islander people aged under 50 who experience difficulty performing the activities of daily living and their carers to help them remain independent at home and in the community.*

***CHSP supports Aboriginal and Torres Strait Islander people (50 years and over) who need assistance with daily living to remain living independently at home and in the community.*

Key Responsibilities

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- Promote the HACC PYP and CHSP programs and increase awareness and participation among eligible Aboriginal and Torres Strait Islander community members across the Eastern Metropolitan Region.
- Provide culturally safe, client-centred access and support, assisting community members to navigate HACC PYP, CHSP, My Aged Care, NDIS and other relevant aged care, disability, health and community service systems.



- Provide advocacy, information, referrals and practical assistance to address barriers to accessing services and support clients to achieve greater independence, wellbeing and quality of life.
- Build respectful and trusted relationships with Aboriginal community members, using early intervention and assertive engagement approaches to identify needs, access barriers and appropriate service responses.
- Develop and maintain effective partnerships and referral pathways with ACCOs and ACCHOs, government agencies, health and community services, aged care and disability providers and other relevant organisations.
- Maintain current knowledge of aged care, disability, HACC PYP, CHSP, My Aged Care and NDIS service systems, eligibility requirements and local service pathways.
- Work collaboratively with MMAGP staff, programs and community groups to coordinate culturally responsive support and strengthen community connection.
- Maintain accurate and confidential client records, including participant information, referrals, service activity, outcomes and other documentation required by MMAGP and funding bodies.
- Support program monitoring, data collection and reporting to ensure Access and Support activities meet funding agreements, program outcomes and organisational requirements.
- Ensure all work complies with MMAGP policies and procedures, the Code of Conduct, relevant legislation, funding requirements and workplace health and safety obligations.
- Undertake other duties consistent with the position as directed by the Programs Manager or CEO.

Key Selection Criteria

- Demonstrated understanding of the Victorian Aboriginal community, including the cultural, historical and contemporary issues impacting Aboriginal and Torres Strait Islander people, and the ability to engage with community in a culturally safe and respectful manner.
- Demonstrated experience working with Aboriginal and Torres Strait Islander people in a community services, aged care, disability, health or related setting.
- Demonstrated knowledge of HACC PYP, CHSP, My Aged Care and NDIS systems, including eligibility, referral and service access pathways.
- Demonstrated ability to support and advocate for clients to navigate complex service systems, address barriers to access and connect with appropriate culturally responsive services.
- Strong relationship-building, liaison and networking skills, with the ability to work collaboratively with ACCOs, government agencies, health and community services and other stakeholders.
- Demonstrated ability to maintain accurate client records, manage confidential information and meet program reporting and compliance requirements.
- Well-developed written and verbal communication, organisational, problem-solving and computer skills.
- Ability to work independently, use initiative and contribute effectively as part of a multidisciplinary team.

Required

- Minimum Certificate IV in Community Services/Development and or equivalent experience in working as an Access and Support Worker and or other related community support services.
- A current first aid certificate or willingness to obtain once employed
- A current Working with Children Check and National Police Check
- A current Victorian Driver's License



- Available to work flexible hours including weekends, school holidays and afterhours where required

Personal Attributes

- Client and Community focused
- Culturally aware and inclusive
- Strong team player with effective interpersonal skills
- Ability to make sound and timely decisions
- Exceptional written and verbal communication at all levels
- Strong organisational skills and high working ethics
- Attention to detail and results orientation
- Problem solving and solutions outlook together with self-initiative

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