



**Umbrella**

Multicultural Community Care

# Care finder services





## Why was the care finder service created?

The Western Australia Primary Health Alliance has commissioned care finder service organisations as part of a national network of care finders who will support better integration between the health, aged care and other support systems at the local level.

The care finder service is available free of charge to people 65 years or older and 50 years and over for Aboriginal or Torres Strait Islander people. It is also available to people 50 years or older and 45 years or older for Aboriginal or Torres Strait Islander people on a low income and homeless, or at risk of being homeless, who:

- need intensive support to understand and access aged care services.
- need help to connect with any other supports they need, such as health, housing services and social integration.
- could otherwise fall through the cracks due to isolation, language or literacy barriers, cognitive issues or a history of poor past experiences with institutions or government.

## What does the care finder service offer?

The care finder service supports vulnerable seniors to access the services they need to live independently at home for as long as possible.

Care finder clients are seniors who need one-on-one support to navigate the aged care system and do not have family members or friends who can help them.

The service is provided at no cost to clients as care finder is fully funded by the Commonwealth Department of Health and Aged Care under the Primary Health Networks Program.

## Who can receive support from care finder?

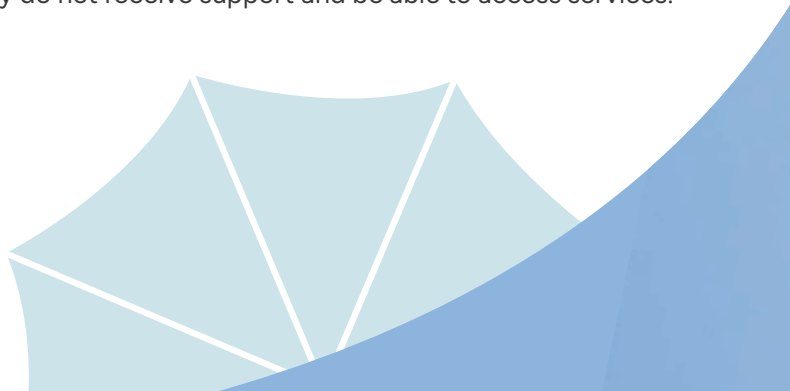
The program is not open to all seniors. It is designed specifically to help vulnerable older seniors to access aged care and allied health services.

To receive care finder support, seniors must:

- have no carer or support person; or
- prefer not to rely on their usual carer or support person to help them; and
- be eligible for government-funded aged care.

In addition, they should meet one or more of the following criteria:

- face language or literacy barriers;
- find it difficult to understand information and make decisions;
- be reluctant to engage with aged care services or government departments;
- be at risk if they do not receive support and be able to access services.



## How can care finder help?

Our care finder team can help clients by:



Building rapport with clients, arranging interpreters if required and providing them with contacts for other support services.

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Explaining types of support available and helping the client register and be assessed for My Aged Care.

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Meet with providers and visit aged care facilities with the client, helping them to complete forms, understand agreements and access support services such as housing if required.

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Call or visit the client once services are in place to identify any concerns and proactively identify any other services to support the client if needed.

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Follow up if the client's needs change or services have lapsed.

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## What happens next?

Seniors, their carers or family members can contact us directly or clients can be referred to us through an allied health service or community organisation.

We will usually arrange a face-to-face meeting and we will meet clients in their homes or at a location of their choice.

We will ask some questions about why the client needs help. The client must give consent for us to collect information about them and provide it to other services if required.

We can help clients register through the Commonwealth's My Aged Care portal if required and can provide them with referrals to the services they require.

## What if care finder isn't right for me?

Clients who don't need intensive support to access aged care services can call My Aged Care directly on **1800 200 244** or visit **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)** to discuss their needs and arrange an assessment.

Seniors needing help to talk to My Aged Care or to use the website can contact a Services Australia centre. Aged care specialist officers are located at 70 Services Australia centres to offer face-to-face support.

Please visit **[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)** to find your closest centre or call **1800 227 475**.

Other support is also available:

**Advocacy support** – call OPAN on 1800 700 600

**Carer support** – call Carer Gateway on 1800 422 737

**National Dementia Helpline** – call 1800 100 50



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### Contact us



[www.umbrellacommunitycare.com.au](http://www.umbrellacommunitycare.com.au)



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