

## Who are we?

It can be overwhelming and daunting to seek the right Aged Care services for yourself or someone you care for. Our experienced team is here to help you find what you need. Contact us today and let us help you.

The care finder team will provide you with intensive support and help you navigate and access aged care services. Our multilingual team will come to you and guide you through the My Aged Care portal. You will be assigned a care finder coordinator, who will assist you in choosing services from a wide range of providers. We take into account your specific needs such as gender, age, religion, and cultural interests.

Our unique team of coordinators specialise in working with multicultural, multilingual, multifaith, and sexuality and gender diverse (LGBTI+) clients. We will make an effort to speak to you in your first language, utilising our extensive network of resources and bilingual team members.



### Address

234 Great Eastern Highway, Ascot,  
WA 6104

### Postal Address

PO BOX 311, Belmont, WA 6984



### Telephone

(08) 9275 4411



### Email

[cfs@umbrellacommunitycare.com.au](mailto:cfs@umbrellacommunitycare.com.au)

### Website

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



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umbrellamulticultural/](http://www.facebook.com/umbrellamulticultural/)



**care finder  
services**

*Bridge the gap with care finder  
services;  
your trusted guide to quality care*

**Care finder services are provided at  
no cost as they are fully funded  
through Primary Health Networks.**

This program is supported by WA  
Primary Health Alliance under the  
Australian Government's Primary  
Health Network Program.



## Who is eligible?

The care finder program is not for everyone. This program applies to people who lack the support needed from friends and family to access aged care and other possible supports.

- Risk of homelessness, socially or financially disadvantaged
- Have difficulty communicating because of language or literacy trouble
- Difficulty understanding information and making decisions
- Reluctance to engage with aged care or government



## Care finder Principles

We will endeavour to:

- Put you at the centre of our delivery by respecting your unique needs, preferences, values & life experiences
- Treat you with dignity and respect in a way that values your identity & diverse background
- Respect and facilitate your choice and control in the decision making process
- Provide you with accurate, relevant, timely & independent information
- Continuously support and tailor your services to your needs



Call us today!

0413 638 124



## How can we help you?

Our care finder team can help you:

- Understand the types of support you may be entitled to
- Talk to My Aged Care on your behalf and arranging an assessment
- Attend and provide support during assessments and support to understand & complete applications & paperwork
- Find and short-listing aged care providers in your area
- Solve other challenges and connecting you to supports in the community

## Scan me!

This QR code will take you to an interactive map showing you the distance our services go! Just insert your address and ensure you live within our boundary.

Using your phone or device's camera, hover it over the image and tap the screen! It should manifest a link for you to follow.



“

*Thank you for all that you do for me and all the others struggling to understand the system.*

*You do a great job.*

*- Laura*

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