

Aged Care Program Questions and Answers

Question 1. What can PHN do about the access of elderly people to transport? Specific to retirement village - the renting properties are being sold leaving them homeless.

With the establishment of the Care Finder Program – Senior Australians will have the option to be linked in with aged care supports and services, these services include Australian Government funded services.

There is an expectation that Care Finder services will have local knowledge and a good understanding of services available in their regions. Should a senior Australian require further assistance that falls outside of the scope of practice of a Care Finder worker, such as assistance with housing, the Care Finder will be able to provide linkages to the most appropriate services and facilitate a Warm Referral to the most appropriate service, should one be identified.

Through the Communities of Practice that will be established across the Care Finder organisations, service gaps, challenges and improvement opportunities will be identified/navigated as appropriate to improve care for John and Jenny in the future.

Question 2. Housing and local taxi issues across Barossa Valley region. Local taxi does not provide disabled taxi service?

Care finders will provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community.

Care finder services will have the ability to understand the types of care and help client to connect with other relevant supports in the community. The types of support in the community will vary depending on the circumstances and preferences for each person and the complexity of their needs.

Question 3. How Community Aged Care are being included (or excluded) from the activities of Ageing Well Program mentioned in the webinar? Aged Care is more than Residential Aged Care – Community Aged Care also provides support of older South Australians.

Key initiatives for the Aging Well program include support for senior Australians to continue living in community for as long as possible. This will be done by co-designing and implementing targeted interventions to prevent, identify and reduce chronic disease and health issues for senior Australians through early intervention strategies, expanding on existing healthy aging programs where relevant, and educating primary health care providers on how to connect community with necessary psychological, health, social and welfare supports.

Question 4. Is this something on the radar, or is the Program centred on Residential Care Residents and the managing Residential Care Facilities only?

The targeted population for these Ageing Well program initiatives range from senior Australians living in community, to senior Australians living within residential aged care facilities.



Question 5. Older people from CALD backgrounds may become increasingly isolated from accessing healthy ageing messages/information due to language and IT issues, which may result in increased presentation to hospitals or earlier entry to residential aged care. How does the program address this? Care finder program targets senior Australians who need intensive support, this will include people who are not yet receiving aged care services, as well as those who are.

Care finders will mainly work directly with the person who needs to access services, they may also (where appropriate with the patient's consent) work with the person's carer(s), family and/or representatives (providing they also need intensive support to interact with My Aged Care, access aged care services and/or access other relevant support in the community) to help the person to access the services they need.

Question 6. Ageing Well Program - how Community dwelling older South Australians may be embraced in the Program and how that might also fit with CHSP and Home Care Packages too?

Early intervention activities, and ageing well health promotion strategies, along with the implementation of the care finder program will be able to assist community dwelling senior Australians to navigate and access age care services if they are requiring support. This includes support to access current government funded aged care services through CHSP, and Home Care Packages.