

Care Finder Program



Care finders support vulnerable older people who would not be able to arrange services without intensive support and do not have a family member or friends who can help.

Care Finder Program is provided at no cost as they are fully funded through Primary Health Networks.

Who can receive assistance from a care finder?

Care finders specifically help vulnerable older people who need intensive assistance to access aged care and other supports.

To receive care finder support, a person must:

- ✓ not have a carer or support person who can help them, or
- ✓ not have a carer or support person they feel comfortable with or trust to support them, and
- ✓ be eligible for government-funded aged care services.

In addition, the person should have one or more of these reasons for needing intensive support:

- ✓ have difficulty communicating because of language or literacy problems
- ✓ find it difficult to understand information and make decisions
- ✓ be reluctant to engage with aged care services
- ✓ be in an unsafe situation if they do not receive services.

How does the Care Finder Program work?

If someone requires this support, then a local organisation can connect them with a dedicated care finder who will meet with them, usually in person. This can be at their home or another place they choose.

The care finder will ask questions to understand the person's situation and support them to work through the steps to address their needs. The person **must** give consent for you to provide any information about them to the Care Finder organisation. It is best if the person is with you when you make the call.

What help can care finders provide?

Care finders can help people with:

- ✓ understanding what aged care services are available
- ✓ setting up an assessment and finding appropriate services within the community
- ✓ accessing services for the first time and changing or finding new services and supports
- ✓ talking to My Aged Care on their behalf and arranging an assessment
- ✓ attending and providing support at the assessment
- ✓ checking-in once services are up and running to make sure everything is okay

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- ✓ finding and short-listing aged care providers in their area
- ✓ completing forms and understanding aged care service agreements
- ✓ solving other challenges and connecting to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups.

What if a care finder isn't right for someone?

Most people who need aged care should call **My Aged Care** on 1800 200 422 or visit myagedcare.gov.au to discuss their needs and arrange an assessment.

If someone would like help to talk to My Aged Care or to use the website they can go to any **Services Australia** centre.

There are also Aged Care Specialist Officers who give face-to-face help in 70 Services Australia centres. Visit [Services Australia website](http://ServicesAustralia.gov.au) to see where these are located or call 1800 227 475.

Other supports and their contact details are:

- ✓ Advocacy support - call OPAN (Older Persons Advocacy Network) on 1800 700 600
- ✓ Carer support - call Carer Gateway on 1800 422 737
- ✓ National Dementia Helpline on 1800 100 50

How can I connect someone to a care finder?

Additional details are available on the [My Aged Care](http://MyAgedCare.gov.au) website.

Organisation	Phone number	Email address
Funded by Adelaide PHN		
COTA SA	08 8232 0422	agedcarenavigator@cotasa.org.au
Catalyst Foundation (Seniors Information Service)	1800 23 2273 (1800 CF CARE)	agecareservicefinders@catalystfoundation.com.au
UnitingCare Wesley Bowden	08 8245 7196	carefinder@ucwb.org.au
Aged Rights Advocacy Service	08 8232 5377	aras@agedrights.asn.au
City of Onkaparinga	1300 156 484	carefinder@onkaparinga.sa.gov.au
Hutt Street Centre	08 8418 2500	
Resthaven	08 8408 4600	info@agedcarealternatives.net.au
Anglicare SA	1800 317 009	agedcare@anglicaresa.com.au
City of Salisbury	08 8406 8227	housing@salisbury.sa.gov.au
Community Transition	08 8249 0700	carefinder@communitytransitions.com.au
Adelaide Day Centre for Homeless Persons	08 8232 0048, workforce representing clients: 08 8223 7393	coordinator@adcentre.org.au
Funded by Country SA PHN		
Country and Outback Health Consortia	08 8643 5600	admin@cobh.org.au
Centacare Catholic Country SA Ltd	1800 759 865	cedunaadmin@cccsa.org.au
Agedcare Alternatives	08 8408 4600	info@agedcarealternatives.net.au