



Providing Health & Wellbeing Solutions

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 to see where these are located or call **1800 227 475**.

Other supports and their contact details are;

- Advocacy support – call OPAN on **1800 700 600**
- Carer support – call Carer Gateway on **1800 422 737**
- National Dementia Helpline **1800 100 500**

Healthy communities, healthy people.

This service has been made possible through funding provided by the Australian Government Department of Health and Aged Care under the Primary Health Networks Program



Providing Health & Wellbeing Solutions

care finder program Great Southern & Wheatbelt Regions



Helping older people access aged care
and other supports

www.amityhealth.com.au

Who can receive assistance from the care finder program?

The care finder program is not for everyone.

The care finder program helps vulnerable **older people** who need support and assistance to access aged care and other services.

The age eligibility is:

- 65 years and older (50 years and older for Aboriginal people) or,
- 50 years and older (45 years or older for Aboriginal people) for people on a low income and homeless, or at risk of being homeless.

To receive care finder support a person must:

- ✓ have limited access to family support or someone the person trusts and,
- ✓ be eligible for government-funded aged care.

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

- ✓ difficulty communicating because of language or literacy problems
- ✓ difficulty understanding information and making decisions
- ✓ reluctance to engage with aged care or government services
- ✓ be at risk of homelessness, socially or financially disadvantaged.

How does the service work?

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

Please arrange consent for the care finder to contact the person. This can be verbal consent, and then written as such, on the referral form.

The care finder will meet with the person, usually in their own home or their preferred location. The care finder will dedicate time to build trust, and the relationship, as needed.

What help can care finders provide?

The care finder can help people identify what aged care services are available by spending time to understand the person's situation and support them to work through the steps to address their needs.

Our care finder team can help someone with:

- ✓ talking to My Aged Care on their behalf and arranging an assessment
- ✓ attending and providing support at the assessment, completing forms and understanding applications and paperwork
- ✓ finding suitable aged care providers in their area
- ✓ checking-in once services are up and running to make sure everything is OK
- ✓ solving other challenges and connecting to supports in the community.

This could include either accessing services and supports for the first time, changing, or finding new services or supports.

How do I connect someone to a care finder?

Amity Health care finder contact information:

Phone number

(08) 9842 2797

Website

www.amityhealth.com.au

Email

query@amityhealth.com.au

Address

136 Lockyer Avenue, Albany WA 6330