



When should I connect a person to a care finder in the Illawarra Shoalhaven?

Care finders support vulnerable **older people** who would not be able to access My Aged Care to arrange aged care services or other health and community services without intensive **support**.

Care finder services provide face to face support to engage with vulnerable older people and provide the assistance required to register with My Aged Care, support them through the aged care assessment process and then assist them to access other health and community supports.

Care finder services are **NOT** a case management service - they provide intensive navigation support to existing health, aged care and community services.

Once connected to services the care finder service will provide a check in service to ensure that the appropriate supports and services have commenced.

Who is **ELIGIBLE** for a care finder service?

- Consumers need to be aged 65 and over OR
- 50+ for Aboriginal people and people who are experiencing homelessness and on a low income

They must also:

- have no carer or support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them, **and**
- be eligible for government-funded aged care.

Most importantly eligibility for care finder support depends on the consumer having 1 or more of the following indicators:

- 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 or government
- be in an unsafe situation if they do not receive services.

How does the care finder service work?

Following referral to the care finder service a care finder will establish contact with the consumer at a place of the consumer's choice and work with them to identify their needs for support across the spectrum of aged and community supports.

What a care finder does?

Care finders support vulnerable older people by:

- talking to My Aged Care on their behalf and arranging an assessment
- attending and providing support at the assessment
- finding and short-listing aged care providers in their area
- completing forms and understanding aged care service agreements
- checking-in once services are up and running to make sure everything is OK
- 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.

The care finder service in Illawarra Shoalhaven are:

Service Provider	Intake Phone	Intake Email	Expertise
Age Matters	4221 8642	ndebsieh@agematters.orh.au	Homelessness
Multicultural Communities Council Illawarra	4299 7566	admin@mcci.org.au	CALD Specific only
Hammond Care	1800 826 166	HCACareNavigationService@hammond.com.au	Homelessness

You can make a referral by calling the above number or by email at the above address.

You will be asked how you determined eligibility for help from a care finder.

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 if a care finder isn't right for someone?

Most people who need aged care should call My Aged Care on 1800 200 244 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 service 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**

This service is supported by funding from

