



# Care finder program service guide

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

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. Care finder services are provided at no cost.

## Who can I connect to a care finder service?

Care finders are not for everyone. They specifically help vulnerable older Australians who need intensive assistance to access aged care and other supports.

To receive care finder support, a person must:

- 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.

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

## How does the care finder service work?

If someone requires care finder support, then a local organisation can connect them with a dedicated care finder. The care finder 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.

## What help can care finders provide?

Care finders can help people understand what aged care services are available, set up an assessment and find and choose services. They also help people with access to other supports in the community. They can help with both accessing services for the first time and changing or finding new services and supports.

They can help someone with:

- 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.

For more information on care finder providers in WA, see <https://www.myagedcare.gov.au/help-care-finder>

You can call any care finder organisation in your region. If there is a choice you should explain this to the client and ask them to select their preferred organisation.

They will ask some questions about why the person needs 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 200 422 or visit [myagedcare.gov.au](http://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**