

Supporting vulnerable older people to find the care they need



What is a care finder?

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

Care finder services are provided for free as they are fully funded through Wentworth Healthcare, the provider of the Nepean Blue Mountains Primary Health Network.

When should I connect a person to a care finder?

Care finders are available to help vulnerable older people 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 intensive 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 can also help people with access to other supports in the community, accessing services for the first time and changing or finding alternative options.

Care finders can help with:

- talking to My Aged Care and arranging an assessment
- attending and providing support at the assessment
- finding and short-listing local aged care providers
- 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.

Care finder services in your area:

You can connect a person to any of the contacts listed in the table below. If there is more than one option, you should contact their preferred care finder organisation. The organisation will ask some questions about why the person needs assistance. The person must give consent for you to provide any information and it is best if the person is with you when you make the call.

Name	Areas covered	Referral/intake details
Anglicare	Blue Mountains, Lithgow	1300 111 278 carefinder.nepean@anglicare.org.au
Wesley Community Services	Hawkesbury, Penrith	02 9263 5177 carefinders@wesleymission.org.au
The Benevolent Society	Hawkesbury, Penrith	1800 236 762 customercare@benevolent.org.au

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

The person can contact **My Aged Care** on **1800 200 244** or visit **myagedcare.gov.au**

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

Specialist aged care officers are available at:

Services Australia Katoomba (33/35 Waratah Street, Katoomba), **Penrith** (598 High Street, Penrith).

Or visit the **Services Australia website** or call **1800 227 475**.

Other supports:

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

