



care finder

Do you need help accessing aged care services?

The Care Finder program provides eligible older people who don't have family or trusted carers with free, localised, face-to-face support to help them navigate the aged care system, engage with services and stay connected.

How can a Care Finder help?

Care Finders can help you by:

- talking to My Aged Care with you, if needed
- going with you to your aged care assessment
- helping choose and contact aged care services
- helping fill in forms and understand service agreements
- checking in after services start to make sure things are going well
- helping connect you to other local support, such as health care, housing, mental health services, and community groups

Care Finders are not advocates, but they can help sort out simple problems with services they have helped you access.

How do I access the program?

You do not need a referral to use Care Finder services.

People who need support – or their family member, carer, or representative (with permission) – are encouraged to call a local Care Finder organisation. This helps staff check whether the service is right for a person.

Care Finders also work in the community to reach out to people who may need extra help but are not yet connected to services.

Can a Care Finder support me?

You may be able to get help from a Care Finder if you:

- need help with one or more everyday tasks
- are:
 - 65 years or older, or
 - 50 years or older if you are Aboriginal or Torres Strait Islander, or
 - 50 years or older (45+ for Aboriginal or Torres Strait Islander people) on a low income
 - homeless or at risk of homelessness
 - assessed by the Care Finder service as frail or ageing earlier than expected
- find it hard to use My Aged Care or to get the aged care or community supports you need without extra help.

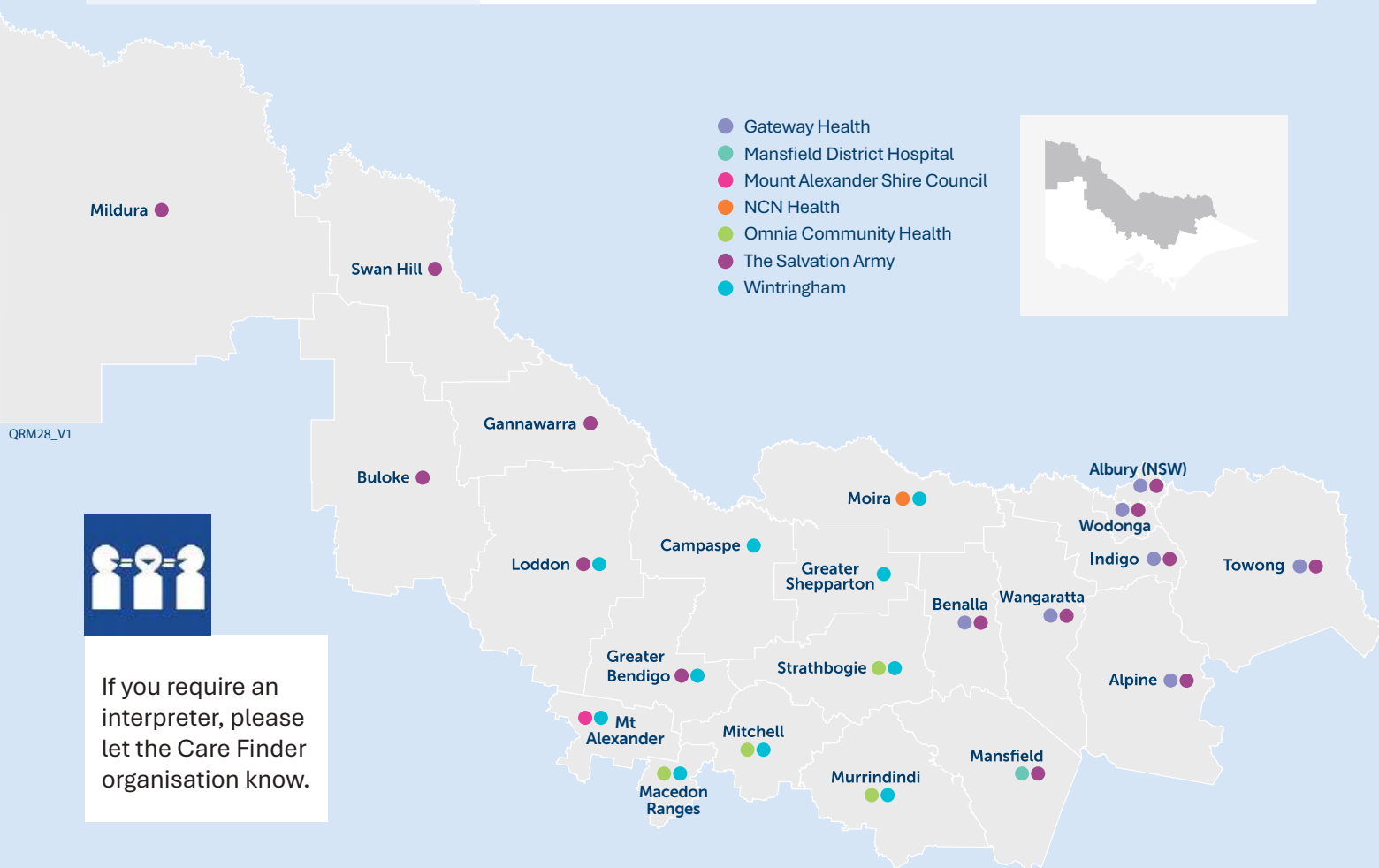
Reasons may include:

- You do not have a support person
- You have communication barriers, such as limited English language or literacy skills
- You find it hard to understand information to make decisions
- You have found it difficult to engage with aged care services
- You mistrust of government and institutions

Further care finder information can be found at: <https://tinyurl.com/care-finder>



Organisation	Contact details
● Gateway Health	Phone: 1800 657 573 Email: carefinder@gatewayhealth.org.au
● Mansfield District Hospital	Phone: 03 5775 8800 Email: mdhpccintake@mdh.org.au
● Mount Alexander Shire Council	Phone: 03 5471 1766 Email: intakeassessment@mountalexander.vic.gov.au
● NCN Health	Phone: 03 5871 0944 Email: NCNIntake@ncnhealth.org.au
● Omnia Community Health	Phone: 03 5421 1666 Email: admin@scchc.org.au
● The Salvation Army	Phone: 03 5735 8400 Email: carefinders.nv@salvationarmy.org.au
● Wintringham	Phone: 03 9034 4824 Email: intake@wintringham.org.au



If you require an interpreter, please let the Care Finder organisation know.

Where else can I find support?

You can call My Aged Care on 1800 200 244 or visit myagedcare.gov.au to discuss your care needs and arrange an assessment.

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

To find a centre, call 1800 227 475 or visit the Services Australia website: <https://shorturl.at/iQ4O5>

Other available supports:

- **OLDER PERSONS ADVOCACY NETWORK: 1800 700 600**
- **CARER GATEWAY: 1800 422 737**
- **NATIONAL DEMENTIA HELPLINE: 1800 100 500**