



# Care finder service

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

People who need aged care services can call My Aged Care on **1800 200 422** or visit **myagedcare.gov.au** to discuss their needs and arrange an assessment.

Aged Care Specialist Officers (ACSO) are available in Services Australia offices in Busselton, Fremantle, Mandurah, Mirrabooka and Warwick to provide face-to-face support to access My Aged Care.

To book a face-to-face appointment with an ACSO call the Services Australia Aged Care Line on **1800 227 475**.



Other supports and contact details:

**Aged Care Advocacy Line (Advocare)**

☎ 1800 700 600

**Carer Gateway support**

☎ 1800 422 737

**National Dementia Helpline**

☎ 1800 100 500

**For more information about the care finder service or to make a referral, contact us at Advocare.**



☎ **08 9479 7566 or 1800 655 566**  
Monday to Friday, 8:30am–4:30pm

✉ **carefinders@advocare.org.au**

📍 Perron Place  
Suite 4/61 Kitchener Avenue  
Victoria Park WA 6100

🌐 **www.advocare.org.au**

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.





## What is care finder?

**Care finder is a free service.**

**It is designed to provide intensive support to particularly vulnerable and isolated older people to help them access aged care and other supportive services.**

The care finder program is flexible, meaning support from a care finder can be tailored to the needs of the person. Often, care finder support involves face-to-face visits to the client at a location that's suitable for them.

A care finder will take time to understand the client's situation, needs and wishes. The care finder then works with the client to find supports to address their needs and help the client to connect to these supports.

Advocare currently delivers the care finder program across the Perth metropolitan area, as well as the South West and Wheatbelt regions.

This support is provided at no cost to clients as it's fully funded through Primary Health Networks.

## What help can care finder provide?

Care finders provide intensive support to help people access aged care services and other supports in the community.

### 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 shortlisting aged care providers suitable to their needs
- completing forms and understanding aged care service agreements
- checking in once services are up and running to make sure everything is okay
- helping arrange reassessments where needed
- connecting to supports in the community such as health, mental health, housing support, legal support, drug and alcohol services, social support and community groups.

## Who can access care finder?

The care finder program supports people who do not have support from family, friends or community and have barriers to being able to access support themselves.

### Eligibility to receive support from a care finder is flexible, but some specific examples of people who may be eligible are:

- People who are reluctant to engage with government institutions and/or the aged care system due to fear, trauma, or past discrimination.
- People who have difficulty understanding information and making decisions.
- People who have communication, language, literacy or learning difficulties.
- People with complex care needs who will be at significant risk if they do not receive appropriate and timely services and supports.

Eligibility is assessed case-by-case. Please contact us to discuss the suitability of a referral.

