



Advocare
Empowering older people in WA

Social Story

Updated May 2025 V1.0



Acknowledgement of Country

We acknowledge the traditional owners of the land where we work throughout WA and pay our respects to Elders past and present. We thank Aboriginal people for their ongoing sharing of knowledge and wisdom. Australia always was, and always will be, Aboriginal land.

Acknowledgement of Diversity

We recognise and welcome diversity in all forms in the belief it, along with inclusiveness, is a source of strength and opportunity.

Advocare hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare this Social Story.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting us to highlight our commitment to accessibility and inclusion. Their expertise and support have played a vital role in ensuring that Advocare is welcoming to all individuals in our community.

Guidelines

Thank you for choosing to use a Social Story written for Advocare's Care finder Program.

This Social Story is designed for individuals who may have conditions such as dementia, autism spectrum disorder, language disorders, social communication difficulties, or cognitive delays/disabilities.

For your Social Story to be successful, we recommend you follow these guidelines.

- Read Social Story often and in advance of case closure.
- Social Story to be read and shared in an environment free of distractions.
- Be calm, comfortable and honest when reading a Social Story.
- Help the participant comprehend key points and consistently monitor for level of understanding.
- Once introduced to the client, revisit as many times as necessary before case closure.



I have been using a care finder service provided by Advocare.

As a part of this service, a care finder has visited me at home.

My care finder might have helped me to:

- understand my eligibility for aged care services
- complete forms and help me to understand aged care service agreements
- talk to My Aged Care on my behalf and arrange assessments
- attend and provide support at assessments
- find aged care services suitable to my needs
- find a GP or health service
- check in once services are up and running to make sure everything is okay
- connect with a community volunteer.





My care finder also helped me to plan for future support.

This may have included:

- help arrange reassessments where needed
- access a higher level of aged care
- connect to supports in the community such as health, mental health, housing support, legal support, drug and alcohol services, social support and community groups.

The care finder service I have been using is ending soon as I am now connected with the services and supports I need.

My care finder will stop visiting me at home.





I might feel sad, worried, or anxious because the care finder service is ending.

I might also feel this way because my care finder will not visit me at home anymore.

These feelings are normal.

It is important to know that help is still available.

Even though this service is ending, Advocare can still help me in the future.





In the future, Advocare can help with things like:

- issues with how aged care providers communicate with me
- not having enough information or support to make choices and decisions about my aged care services
- getting assistive technology, like mobility aids, medical alert systems and hearing and vision aids
- making complaints if my aged care providers are not giving me the right support
- support with information on my rights about care planning or reviews with my provider.

Everyone needs different kinds of aged care support.

Advocare will be able to help me choose the services and support that matter most to me.





The care finder service was a very helpful program for many reasons:

- it helped me to feel more confident dealing with government and aged care systems
- it supported me to understand information and make decisions about my care needs
- it supported my needs with suitable services and supports.

Even though the care finder service is ending, I feel safe in knowing I can still receive support from Advocare in the future.

To get support from Advocare in the future, I can:

- call them on the Aged Care Advocacy line on 1800 700 600
- email them at rights@advocare.org.au.



Advocare

Empowering older people in WA

 Phone: 1800 700 600

Country Callers: 1800 655 566

WA Elder Abuse Helpline: 1300 724 679

 rights@advocare.org.au

 www.advocare.org.au