

- ✓ Assist eligible older people complete their My Aged Care applications.
- ✓ Provide guidance on which My Aged Care services to apply for.
- ✓ Attend the My Aged Care assessment where appropriate.
- ✓ Work through income/means testing and costs (with support from Services Australia as required).
- ✓ Connect with health services, mental health services, housing services, drug and alcohol services, community groups and transport as needed.
- ✓ Care finders will also check-in on a periodic basis and provide follow up support if needed.

Care finder services are a Commonwealth-funded aged care initiative. The services are a government response to the Royal Commission into Aged Care recommending localised, face-to-face support to access aged care services. South Western Sydney PHN commissions care finder services throughout South Western Sydney, which includes the local government areas of Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly.



South Western Sydney PHN

Ph: 4632 3000
 Em: enquiries@swsphn.com.au
 Web: www.swsphn.com.au
 Post: PO Box 90,
 Macarthur Square NSW 2560



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Connecting vulnerable
older people with support services

Care finder

A face-to-face service for
isolated older people to receive the
aged care support they need.



When to request care finder support

A person may benefit from care finder support if they are experiencing isolation, have no existing support*, and have:

- communication barriers, including limited literacy skills
- difficulty processing information to make decisions
- resistance to engaging with aged care services and their safety is at risk
- a hesitance to engage with aged care or government services because of cultural or other factors
- homeless or at risk of homelessness

Care finder services are for people aged 65 years or more (or 50+ years for Aboriginal and Torres Strait Islanders), and people affected by premature ageing.

Referrals can be made by concerned community members, support workers and health professionals.

**There is no carer, family, or representative who they feel comfortable to have act on their behalf who is willing and able to support them to access My Aged Care services.*

How to request support

Referrals to care finder services throughout South Western Sydney are made through Triple I

Triple I is available 9am to 5pm weekdays and is closed public holidays.

Call the **Triple I** referral service
1800 455 511

Triple I will link the eligible person with one of the six care finder services, based on location and care need, within one to two business days.

- Benevolent Society
- Catholic Healthcare
- EACH social and community health
- Multicultural Care Limited
- Tharawal Aboriginal Corporation
- Western Sydney Migrant Resource Centre

These providers may be contacted directly for referrals. **For service coverage and contact details go to swsphn.com.au/care-finder**

