

Is there a fee?

The Care Finder service is free

Can I have an interpreter?

Our Care Finders speak a range of languages and a free interpreter service is also available when needed.



How to contact IPC Health's Care Finder Service

P 1300 895 589

E carefinders@ipchealth.com.au

Or drop into your local IPC Health campus.



IPC Health acknowledges the support of the Australian and Victorian Governments.

IPC Health Corporate Office

106 Station Road
Deer Park VIC 3023
PO Box 171 Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Deer Park

106 Station Road
Deer Park 3023

St Albans

1 Andrea Street
St Albans 3021

Sunshine

Level 1, 499 Ballarat Road
Sunshine 3020

Altona Meadows

330 Queen Street
Altona Meadows 3028

Hoppers Crossing

117–129 Warringa Crescent
Hoppers Crossing 3029

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

Care Finder Service Phone Number

1300 895 589

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f IPC Health **in** IPC Health **🐦** IPCHealth_au

ipchealth

IPC Health Care Finder Service



Let our Care Finders find the care you need

IPC Health's Care Finders help older people, who need assistance with everyday tasks, find the aged care services and supports that are available to them.

Our Care Finders can help older people who have challenges or barriers accessing and arranging aged care services and supports, including My Aged Care and who don't have a family member, friends or other representative who can help.

IPC Health's Care Finder Service supports older people, who are eligible for aged care services, including people from Culturally and Linguistic Diverse communities and Aboriginal and Torres Strait Islanders and those living with a disability.

Our flexible service means our Care Finders can meet you wherever you feel comfortable.

They will ask questions to understand your situation, talk to you about your needs, help you find the best service or support, working with you every step of the way.

Care Finders can help you understand what aged care services and supports are available to you. They can walk you through the assessment process and assist you to find the service that best suits your needs. They can also help you find other supports in the community to build social connections.

Our Care Finders will continue to check in with you once your services are up and running to make sure you are getting the care you need. They can also help change your services if they are not meeting your care needs.

We can help you if you...

- are eligible for aged care services (that is someone who is 65+ years old or 50+ years old and identifies as Aboriginal or Torres Strait Islander or is experiencing homelessness).
- live in the municipalities of Brimbank, Hobsons Bay, Maribyrnong, Wyndham, Melton or Moorabool need help with one or more everyday tasks and need extra help to understand and access aged care services and supports, including My Aged Care because -
 - you are isolated and don't have a family member, friend or other representative who can help you or who you can trust
 - you have difficulty communicating because you speak a language other than English or have difficulty reading and writing
 - you find it hard to understand information and make decisions
 - you are reluctant to engage with aged care supports or other government services

IPC Health Care Finders can help you navigate the often complex and confusing aged care service system, including My Aged Care.

We can help you get the support you need to ensure you are safe and well in your own home, with things like:

- Personal care
- Meal preparation
- Shopping
- Gardening and home maintenance
- Transport
- In home nursing or health care
- Allied Health, such as podiatry, dietetics, physiotherapy, occupational therapy or counselling
- Community or social activities

UNDERSTAND your aged care needs and goals

Continue to **CHECK IN** with you and provide ongoing support where needed

SUPPORT you through the aged care system and assessment process

Help find and **CONNECT** you to services and supports

