

Media Release

3 May 2023

IPC Health Care Finder Service started

IPC Health's Care Finder Service that helps older people, who need assistance with everyday tasks, find the aged care services and supports that are available to them, started this week.

IPC Health CEO Jayne Nelson said the expanded service was funded by the North Western Melbourne Primary Health Network (NWMPHN) and IPC Health had been successful in securing the tender worth approximately \$2.8m.

Ms Nelson: "IPC Health is deeply embedded in Western and Outer Western Melbourne and we are continuing to assist older, diverse and vulnerable communities to navigate and access aged care."

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

"IPC Health's Care Finder Service is a free service and supports a range of older people, including people from Culturally and Linguistically Diverse communities and Aboriginal and Torres Strait Islanders and those living with a disability", continued the CEO.

IPC Health Care Finder Service can help people who:

- 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 or at risk of homelessness)
- 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:
 - they are isolated and don't have a family member, friend or other representative who can help them or who they can trust
 - they have difficulty communicating because they speak a language other than English or have difficulty reading and writing
 - they find it hard to understand information and make decisions
 - they are reluctant to engage with aged care supports or other government services
- live in the municipalities of Brimbank, Hobsons Bay, Maribyrnong, Wyndham, Melton or Moorabool

To contact IPC Health's Care Finder Service, people can phone 1300 895 589 or email carefinders@ipchealth.com.au. Our Care Finders speak a range of languages and a free interpreter service is also available when needed.

www.ipchealth.com.au/aged-care/ipc-health-care-finder-service

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