

How do I connect someone to a Care Finder?

IPC Health Care Finder contact information:

Phone: 1300 895 589

Email: carefinders@ipchealth.com.au

www.ipchealth.com.au

The person **must** give consent for you to provide any information about them to the Care Finder organisation. It is best if the person is with you when you make the call.

The Care Finder will ask some questions about why the person needs help from a Care Finder.

What if a Care Finder isn't right for someone?

Most people who need aged care should call My Aged Care on 1800 200 244 or visit myagedcare.gov.au to discuss their needs and arrange an assessment.

If someone would like help to talk to My Aged Care or to use the website, they can go to any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit servicesaustralia.gov.au/my-aged-care-face-to-face-services to see where these are located or call **1800 227 475**.

Other supports and their contact details are:

- Advocacy support – call OPAN on **1800 700 600**
- Carer support – call Carer Gateway on **1800 422 737**
- National Dementia Helpline **1800 100 50**

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 VIC 3023

St Albans

1 Andrea Street
St Albans VIC 3021

Sunshine

Level 1, 499 Ballarat Road
Sunshine VIC 3020

Altona Meadows

330 Queen Street
Altona Meadows VIC 3028

Hoppers Crossing

117-129 Warringa Crescent
Hoppers Crossing VIC 3029

Wyndham Vale

510 Ballan Road
Wyndham Vale VIC 3024

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Care Finder Service phone number
1300 895 589

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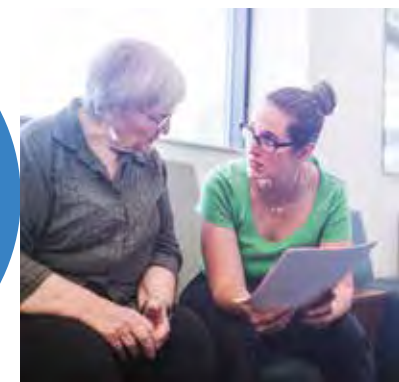
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IPC Health Care Finder Service

Information for referrers



ipcHealth

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.

The focus is on connecting with older people who are eligible for aged care services, that is 65+ people, 50+ Aboriginal and Torres Strait Islander community members or those experiencing homelessness or at risk of homelessness, including as priority groups culturally and linguistically diverse communities, people with disability, and Aboriginal and Torres Strait Islander communities.

Care Finder services are provided at no cost as they are fully funded through Primary Health Networks.

When should I connect a person to a Care Finder at IPC Health?

Care Finders support vulnerable **older people** who would not be able to arrange services without **intensive support** and do not have a family member, friends or a representative who can help.

IPC Health's Care Finder service can assist older people across the West and Outer West regions of Melbourne (Brimbank, Maribyrnong, Hobsons Bay, Melton, Moorabool and Wyndham Local Government Areas).

Who can receive assistance from a Care Finder?

Care Finders are not for everyone. They specifically help vulnerable older Australians to access aged care and other supports, including My Aged Care.

To receive Care Finder support, a person must:

Be eligible to receive aged care service and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access care services and/or
- access other relevant supports in the community

Reasons for requiring intensive support may include:

- isolation and having no support person, family, friends or representatives who they are comfortable with to act on their behalf or are willing or able to support them
 - having difficulty communicating because of language or literacy problems
 - finding it difficult to understand information and make decisions
 - being reluctant to engage with aged care or government
 - being in an unsafe situation if they do not receive services
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How does the service work?

If someone requires this support, then a local organisation can connect them with a dedicated Care Finder. Or a person can contact IPC Health themselves. The Care Finder will meet with them, usually in person. This can be at their home or another place they choose. The Care Finder will ask questions to understand the person's situation and support them to work through the steps to address their needs.

What help can Care Finders provide?

Care Finders can help people understand what aged care services are available, including My Aged Care, set up an assessment and assist them to find and choose services. They also help people with access to other supports in the community. They can help with both accessing services for the first time, will continue to support while services are in place and can change or find new services and supports.

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 short-listing aged care providers in their area
- completing forms and understanding aged care service agreements
- checking-in once services are up and running to make sure everything is OK
- assisting with other challenges and connecting to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community or social groups.