




CARE FINDER RESOURCES

Referral pathways to navigate and access aged care



phn
GOLD COAST

An Australian Government Initiative



Roles and Responsibilities of Access, Navigation and Complementary Support Services

	My Aged Care			Supplementary Support		Complementary Support		
Support type	<u>Contact centre - telephone</u>	<u>Aged Care Specialist Officer - face to face</u>	<u>Digital channels</u>	<u>Care finders</u>	<u>Trusted indigenous facilitators</u>	<u>OPAN Advocates</u>	<u>National Dementia Helpline</u>	<u>Carer Gateway</u>
Target Audience	People who are comfortable /able to talk on the phone and need My Aged Care services	People who would prefer to talk face to face and /or want in depth financial information	People who have internet access and are comfortable/prefer to use online tools at a time to suit them	Older People who need intensive support to access My Aged Care and services who would otherwise fall through the cracks	Aboriginal and /or Torres Strait Islander people who need intensive support to access services	People who need individual advocacy support in relation to aged care services they are receiving or arranging.	People with dementia and their families	Carers of people who need aged care and other services
Role and function	<ul style="list-style-type: none"> Information about types of care available Registering for services Applying for an assessment and information about eligibility Finding service providers and understanding costs How to manage services Follow up support for small proportion of clients (case coordination team) 	<ul style="list-style-type: none"> Same as Contact Centre Identifying how a client's financial situation impacts the cost of aged care services 	<ul style="list-style-type: none"> Same as Contact Centre Self-service access to information and tools fee estimator and non compliance checker Client portal enables: viewing /updating client information ; and viewing assessment, wait time and services 	<ul style="list-style-type: none"> Assertive outreach and rapport building Support through registration , screening and assessment and means testing Support post assessment to access aged care and connect with relevant supports in the community Follow up support if needs change or services have lapsed 	<ul style="list-style-type: none"> Support to understand the process to access services, what support is available, costs and their rights Assisting clients in assessment, choosing a provider and when in care Assist clients with other types of help 	<ul style="list-style-type: none"> Helps people understand and exercise their aged care rights and choices including in situations of elder abuse. Helps people seek aged care services that suit their needs and find solutions to issues they may be experiencing with their aged care provider. 	<ul style="list-style-type: none"> Linking to dementia specific supports e.g. counselling post diagnosis 	<ul style="list-style-type: none"> Linking to carer specific supports e.g. carer support groups

Collecting information in a natural conversation

When talking with a person to determine if they need an access or navigation service and which service would be best, gather the information in a natural conversation (not as a checklist).

Apart from collecting a persons details such as their name and age, questions as part of a conversation could include;

- What is happening that has lead to you contacting us today?
- Tell me about a typical day and point out when you need help and what you are doing at those times?
- Tell me about what your usual week would look like?
- Tell me about yourself and who is in your world?
- Have you had help from a service before? How was that? (follow up)
- Is there anything else you would like to tell me that will help get the best service for you? (things like language preference, service specialities etc)
- There are service providers in your area that specialise assisting people who (e.g. are First Nations people, care leavers, Forgotten Australians, are LGBTIQ etc) would you be interested in receiving support from this service?

If you have heard the information that you need to confidently make a referral you don't need to ask further questions.

The urgency of the situation will also determine the best way to collect information. If a person has identified their safety is at immediate risk please connect them to the appropriate emergency service.

Checklist when referring to care finders

This table is to assist in identifying if **care finder** services would best support the person.

Care finders

Please consider when referring to care finders:

This service is intended for older people who need **intensive** support to access My Aged Care and other relevant supports in the community who could otherwise fall through the cracks.

Aged care eligibility – must meet both criteria

Tick if yes

Is the person:

- 65 years and over, or 50 years and older for an Aboriginal or Torres Straits Islander person, OR
- 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) and on a low income and homeless or at risk of being homeless.

Does the person require help (either with an aid or assistance from another person) to undertake one or more tasks of daily living (e.g. walking, dressing, preparing meals, making decisions, eating, managing medication, managing with house work, transportation, social connections) **OR** they are frail or prematurely aged and are experiencing housing stress/not having secure accommodation.

Care finder target population – should meet this threshold:

Is the person without family, friends, carer or a representative they would be comfortable to receive help from and who is **willing and able** to help them access aged care services?

And one or more of the below which means they would have difficulty proactively working through the process to access aged care via the My Aged Care online channels, phone line or face-to-face with an Aged Care Specialist Officer (where available)

Does the person experience communication barriers such as limited English language or literacy skills?

Does the person experience difficulty processing information to make decisions?

Is the person's **safety at immediate risk** or they may end up in a **crisis situation** (within approx. the next year) but they are also **resistant to engaging** with aged care? (if a person has identified their safety is at immediate risk, connect them with the appropriate emergency service)

Does the person have past experiences that mean they are hesitant to engage with aged care, institutions or government?

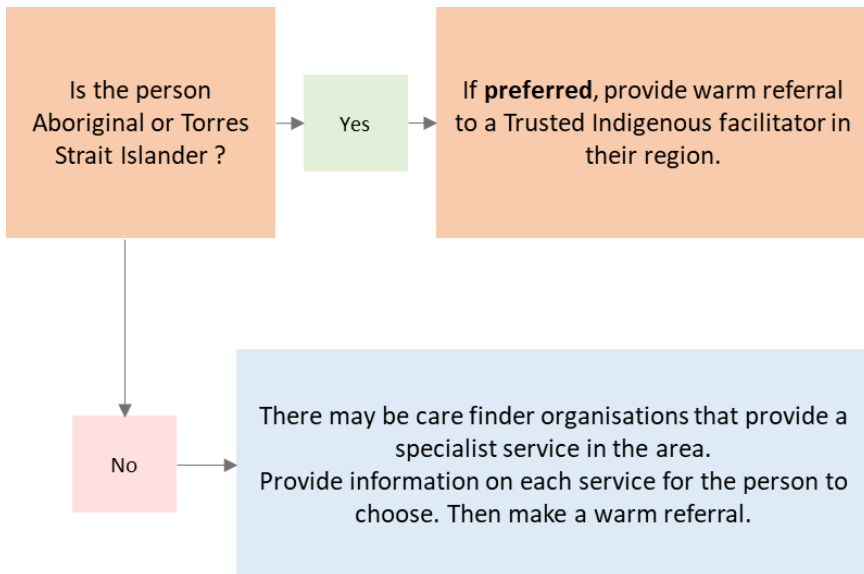
Resource for services for when referring to care finders

This referral pathway is to identify the most suitable service in your area.

The person may need more than one type of support. These materials are to assist in identifying which support would be most beneficial as a primary support for the person in the first instance.

Criteria	Gold Coast care finders	Contact details
<p>If the criteria on page 3 was met and care finder services would best support the person, please refer to one of the local Gold Coast care finders.</p> <p>Please note when referring to care finders: This service is intended for older people who need intensive support to access My Aged Care and other relevant supports in the community who could otherwise fall through the cracks.</p>	<p>Footprints Community Limited</p> <hr/> <p>Multicultural Communities Council Gold Coast (MCCGC)</p> <hr/> <p>Star Community Services Limited</p>	<p>Footprints Community 07 3252 3488 (M-F 7:30am to 4:30pm) carefinder@footprintscommunity.org.au</p> <hr/> <p>Multicultural Communities Council Gold Coast (MCCGC) 07 5527 8011 (M-F 9am to 5pm) carefindersgc@mccgc.com.au</p> <hr/> <p>Star Community Services 0481 182 092 (M-F 8:30am to 4:15pm) carefinder@starcare.org.au</p>

To find the most appropriate service, first start with the person's address or current location and look for navigation services in their region



- The service that is best suited is one that the person is comfortable working with, meets their needs and is in the person's local area.
- Trusted Indigenous Facilitators provide navigation support for people who are Aboriginal and Torres Strait Islanders and their families **but they can use a care finder service if they prefer.**
- Some specialisation types for care finder services may be:
 - for people who are homeless or at risk of homelessness
 - for people who are experiencing cognitive decline or difficulty,
 - for people who are LGBTQI+,
 - for people who are Forgotten Australians,
 - for people from a linguistically or culturally diverse background.

Resource for services for when referring to supports other than care finders

This resource is to be used to identify which services can meet the needs of the client when determined that the person is not within the navigation target population.

The person may need more than one type of support. These materials are to assist in identifying which support would be most beneficial as a primary support for the person in the first instance.

Criteria	Program/service	Contact details
The person requires advocacy support to understand/exercise their aged care rights including in situations of elder abuse. Or to resolve issues they may be experiencing with their aged care provider, and when seeking aged care services.	OPAN Advocacy service	OPAN 1800 700 600 (M-F 8am to 8pm, Sat 10am to 4pm)
The person has concerns about an aged care service provider and would like help to resolve this (if the person also requires advocacy please refer to an advocacy service - above)	Aged Care Quality and Safety Commission	Aged Care Quality and Safety Commission 1800 951 822 (M-F 9am to 5pm)
Requires information about aged care services and My Aged Care processes and would like assistance through the telephone .	My Aged Care Contact Centre	1800 200 422 (M-F 8am to 8pm, Sat 10am to 2pm)
Requires information about aged care services (including detailed financial information) and My Aged Care processes and would like assistance face-to-face (and able to attend a Services Australia office).	Services Australia ACSO	To book an appointment please call 1800 227 475 (M-F 8am to 5pm) or visit Nerang Service Centre (M-F 8:30am to 4:30pm)
The person requires information about aged care services and has access to internet and comfortable/prefer to use online tools at a time suitable to them. On the My Aged Care website people can apply for an assessment and find information on aged care services.	My Aged Care Digital Channels	My Aged Care For health professional requiring urgent referral: Services for health professionals My Aged Care
The person requiring assistance is a carer for a family/friend accessing aged care. The carer requires support to assist the person in accessing aged care.	Carer Gateway	Carer Gateway 1800 422 737 (M-F 8am to 5pm)
The person has a diagnosis of dementia and require supports. The carer is supporting someone diagnosed with dementia and require assistance.	Dementia Australia	Dementia Australia 1800 100 500 (24/7)
The person has a disability (including psychosocial disability) and is under the age of 65 .	National Disability Insurance Scheme (NDIS) Disability Gateway	NDIS & LAC Partners 1800 800 110 (M-F 8am to 8pm) Disability gateway 1800 643 787 (M-F 8am to 8pm)
The person (under 65 years of age) with high care needs and is at risk of entering permanent residential aged care . Program/Service: Ability First Australia.	Ability First - System Coordinator	Ability First Systems Coordinator 1800 771 663