



MCCGC would like to acknowledge the traditional custodians of the land that we meet on today, the Kombumerri Saltwater people and the Yugumbeh language region.

We pay our respects to the Kombumerri Traditional Custodians and their Elders past and present and also we acknowledge any Aboriginal and Torres Strait Island people that are here today.

Care Finder program

The care finder program delivers a national, face-to-face network of care finders. It provides support for vulnerable older people to interact with My Aged Care, access aged care services and access other relevant supports in the community.



MCCGC
MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD
Connecting you in your community



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Purpose

Some older people need extra, intensive support to access aged care services and other supports in the community. In these situations, a care finder may be able to help.

Care finders is a free service. It exists to support vulnerable people – who have no one else who can support them – to learn about, apply for and set up support services.

Care finders build relationships with communities and individuals who otherwise would miss out on aged care services, helping people on their own terms, and ensuring everyone's experience of ageing is one of quality care with respect and dignity. This program is an essential part of making the aged care system fair, accessible, and kind.



Who can use the care finder service?

The care finder service is not available for everyone. It is specifically for vulnerable older people who need intensive support to access aged care and other local services.

To receive care finder support, a person must:

- have no carer or support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them, **and**
- be eligible for government-funded aged care (use the Eligibility checker to learn more).

In addition, they should have one or more of these reasons for needing intensive support:

- have difficulty communicating because of language or literacy problems
- find it difficult to understand information and make decisions
- be reluctant to engage with aged care or government
- be in an unsafe situation if they do not receive services

How does the care finder service work?

If someone requires this support, then a local care finder organisation can connect them with a dedicated care finder.

The care finder will visit them in their own home, or in the community if preferred. They 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?

- 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 basic forms and help with understanding aged care service agreements
- checking-in once services are up and running to make sure everything is OK
- solving other challenges and connecting to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups.

Communities Council Gold Coast (MCCGC)

With more than 39 years' experience, MCCGC is well known and regarded for its role in helping people from culturally and linguistically diverse (CALD) backgrounds connect with the local community and have equal access to appropriate health and well-being services.

MCCGC's organisational objectives include:

- Supporting a socially inclusive community
- Ensuring non-discriminatory services to all members of the community
- Ensuring culturally inclusive and participatory programs, activities, services and policies are offered to all
- Supporting a high quality of life and independence to all people within our community
- Committing and advocating for social justice
- Having a culturally diverse workforce

Your MCCGC Care Finder team



Referrals:

Phone number: 07 56203900

Email:

carefindersgc@mccgc.com.au

Intake Form attached



CARE FINDER

REFERRALS WELCOME

Funded by
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Navigating the aged care system

We help through the journey!

1

What will the participant be able to access?

- Accessing aged care and health services
- Social support and activities
- Specialist support services

Who we help?

People who require intensive support to navigate the My Aged Care System

- People over 65
- People from multicultural backgrounds
- Aboriginal and Torres Strait Islander peoples over 50
- Low income earners, homeless, or at risk of homelessness over 50

2

3

How does it work?

We meet the person where they are at to best support their needs.

How can we support the participant?

Holistic support approach

- Individualised support plan
- Language support as required

4

Where are we located?

Gold Coast Region - access to multiple locations within the region.

Wellness

5

NO COST TO PARTICIPANTS

GET SUPPORT NOW

www.mccgc.com.au 07 5527 8011

carefindersgc@mccgc.com.au

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How to contact us and make a referral

Footprints Community operate Care Finder also within the Gold Coast and Northern New South Wales region.

Contact a Care Finder Directly or

Email: carefinder@footprintscommunity.org.au

Phone: 1800 366 877

Downloadable care finder brochures and Referral form:

<https://footprintscommunity.org.au/services/care-finder/>