



FACT SHEET

When should I connect a person to a care finder in the Murrumbidgee region?

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

Who can I connect to a care finder service?

Care finders are not for everyone. They specifically help vulnerable older Australians who need intensive assistance to access aged care and other supports.

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.

In addition, they should have one or more of the reasons below 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, or
- be in a potentially unsafe situation if they do not receive services.

How does the care finder service work?

If someone requires care finder support, a local organisation can connect them with a dedicated care finder or they can make contact with the care finder service directly.

A care finder will meet with them, usually in person. This can be at their home or another place they would like to meet, wherever the person will feel most comfortable.

The care finder will ask questions to understand the person's situation and support them to work through the steps to address their individual needs.

What help can care finders provide?

The care finder service can help vulnerable older people navigate the aged care system and find support services to improve their quality of life.

Your local care finder service can help with both accessing services for the first time and changing or finding new services and supports.

The care finder service can help people 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
- 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.



The care finder services in the Murrumbidgee region are:

Organisation	Contact Details	Local Government Areas (LGAs) covered
Marathon Health	Phone: 1300 418 223 Email: carefinder@marathonhealth.com.au www.marathonhealth.com.au	Hay, Carrathool, Lachlan (part), Griffith, Leeton, Narrandera, Murrumbidgee (excluding the community of Jerilderie), Bland, Temora, Coolamon, Junee, Hilltops, Cootamundra-Gundagai, Snowy Valleys, Wagga Wagga, Greater Hume, Lockhart and Federation
Berrigan and District Aged Care Association	Phone: 03 5883 2044 or 03 5885 2731	Berrigan, Edward River, Murray River, community of Jerilderie

You can call any care finder organisation in your region. If there is a choice you should explain this to the client and ask them to select their preferred organisation.

They will ask some questions about why the person needs help from a care finder.

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.

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 www.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 [Services Australia website](http://www.servicesaustralia.gov.au) to see where these are located or call **1800 227 475**.

Other supports and their contact details include:

- Advocacy support – call OPAN on **1800 700 600**
- Carer support – call Carer Gateway on **1800 422 737**
- National Dementia Helpline **1800 100 500**