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CARE FINDER

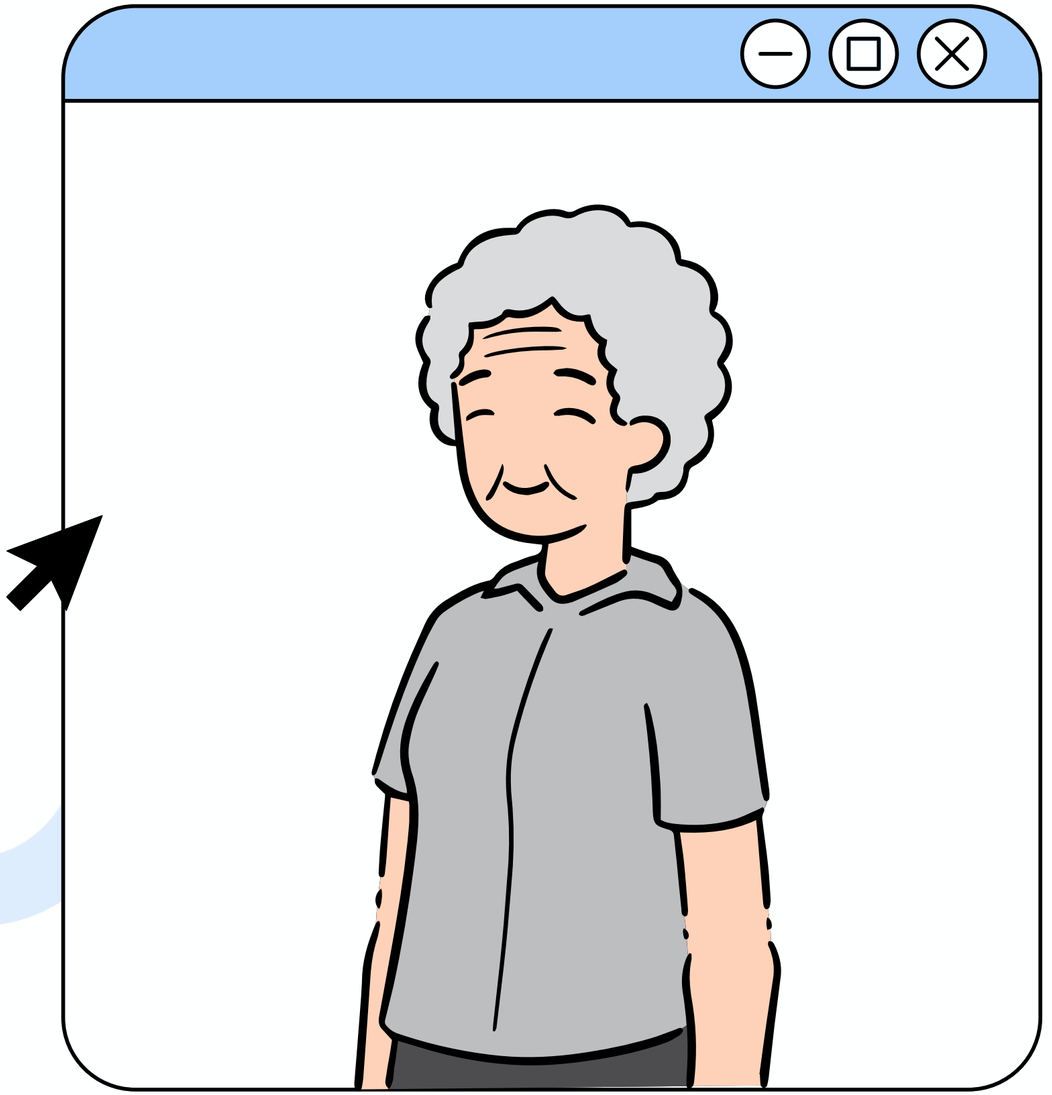
GP Engage Event

Presented by

Care Finder Project Officer Ken Liao

Case Study:
Meet Mrs Wong

- Mrs Wong, 78, attends her GP appointment alone.
- Her **health condition declining** ,She speaks **limited English** and tells you that **everyday tasks at home** are **becoming more difficult** .
- She is **unsure where to go for help** and has **limited support to navigate services** .



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What would you do next?



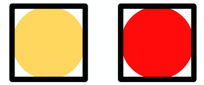
A Give Mrs Wong the My Aged Care phone number

B Connect her with hands - on navigation support

C Give her a brochure to take home

D Send online referral

When Mrs Wong leaves your consultation room, are you confident she will successfully connect with aged care services?





A

I’m confident she can navigate the next steps



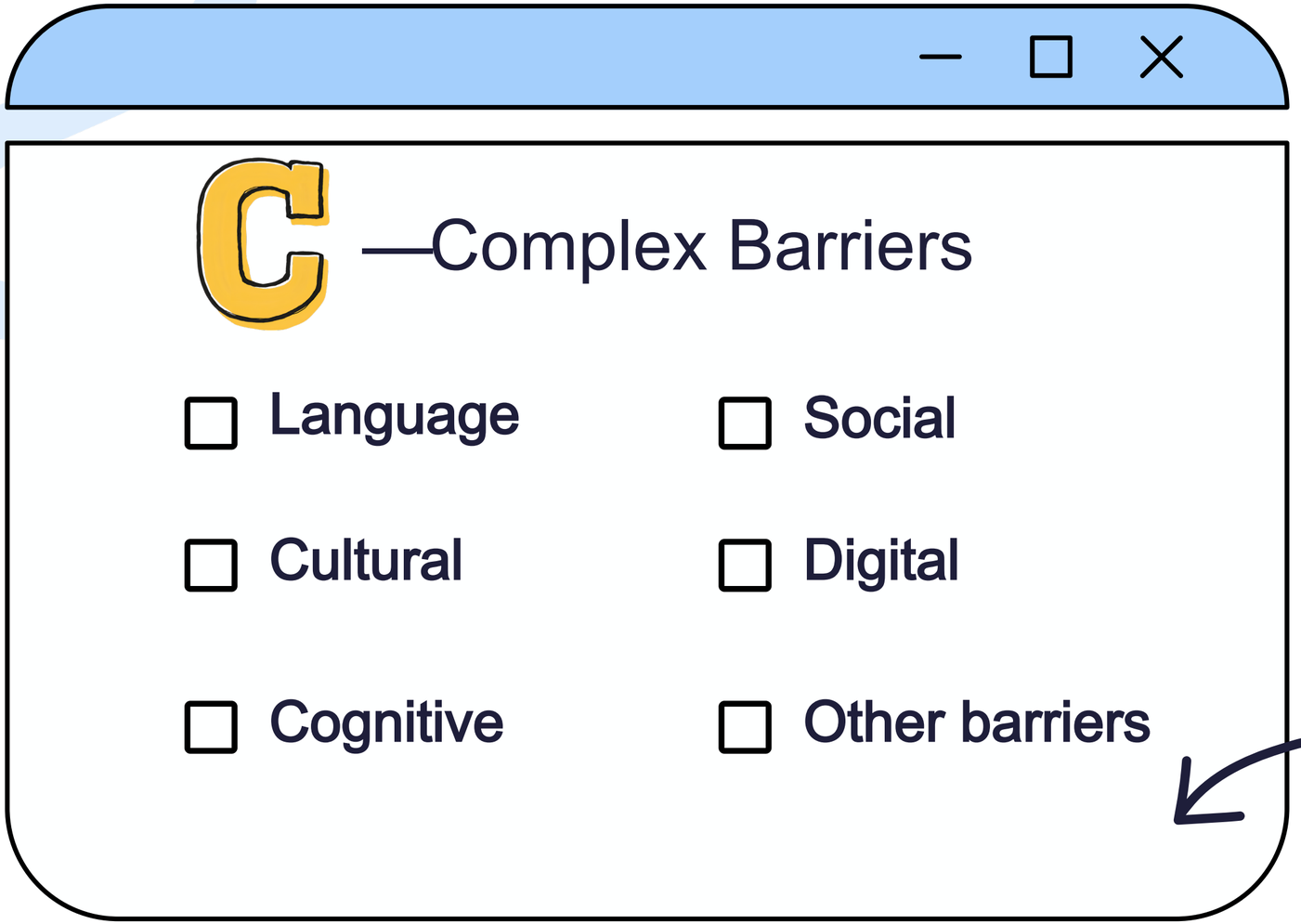
B

I’m not confident she will get connected without support.

Why?

What makes you unsure she will get connected?

- Limited English communication
- Confused by aged care processes and online registration
- Increasing support needs at home



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With these complex barriers, do you think Mrs Wong has enough support around her to navigate the aged care system?



"My daughter lives overseas. We talk on the phone, but she has her own family and work commitments."

A Her daughter can provide the support she needs

B She may not have enough practical support to navigate the process

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"My daughter lives overseas. We talk on the phone, but she has her own family and work commitments."

A Her daughter can provide the support she needs

B She may not have enough practical support to navigate the process

A —Alone or limited support

- Having family does not always mean having practical support...

If her support is limited, what kind of support does Mrs Wong needs?



A Someone to point her in the right direction

B Someone to check in with her briefly over the phone

C Someone meet her FTF, actively guide and support her through the whole process

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R —Requires hands -on navigation

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Who could engage and build -up trust with Mrs Wong before connecting to the aged care system?



A Ask her to search online at home

B Refer her to CWCC Care Finder

C Wait until her needs become more serious

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Who could engage and build -up trust with Mrs Wong before connecting to the aged care system?



"Are there any services that can help me? Am I eligible ? I want to talk to some who can understand me and speak my language."

A Ask her to search online at home

B Refer her to CWCC Care Finder

C Wait until her needs become more serious

E —Engage & Empowerment

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When should you think CARE Finder?

C —Complex Barriers

Language • Cultural •
Cognitive • Social isolation •
Digital • Other barriers

A —Alone or limited support

Little or no family/informal support to help navigate aged care

R —Requires hands-on navigation

Needs more than information or a phone number

E —Engage & Empowerment

Care Finder helps the person engage with My Aged Care, assessments, and appropriate services



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When should you think CARE Finder?

C A R E

WHY CWCC? —"We hold their hand until they feel settled in the system."

- **Cultural understanding** - Culturally appropriate and person -centred support.
- **Language** - Multicultural team speaking **8 languages/dialects**, including Mandarin, Cantonese, Vietnamese, Hakka, Zhuji and Hindi.
- **Trust & engagement** - A familiar face, a familiar language, and someone who understands.
- **Hands-on navigation** – Holding hands approach working closely together with the elder throughout the care journey .
- Email: carefinders@ChungWahCC.org.au



CARE Finder?

- Supports older Australians who need **intensive help to access aged care services** and have **no family or friends able to assist**.
- For people **65+** (50+ for Aboriginal or Torres Strait Islander people), or **50+ and homeless/at risk of homelessness**.

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Organisation	Referral Contact	Locations Served	Focus
Advocare Incorporated	**Phone:** (08) 9479 7566 / 1800 655 566 **Email:** carefinders@advocare.org.au	**All Perth South PHN areas:** Armadale, Belmont, Canning, Cockburn, East Fremantle, Fremantle, Gosnells, Kwinana, Mandurah, Melville, Murray, Rockingham, Serpentine-Jarrahdale, South Perth, Victoria Park, Waroona	All backgrounds
Chung Wah Association	**Phone:** (08) 9328 3988 **Email:** carefinders@chungwahcc.org.au	Armadale, Belmont, Victoria Park, Canning, Cockburn, Gosnells, Kwinana, Melville, South Perth	Culturally & linguistically diverse (CaLD) communities
People Who Care	**Phone:** (08) 9379 1944 **Email:** carefinder@peoplewhocare.org.au	Armadale, Belmont, Victoria Park, Canning, Cockburn, Gosnells, Kwinana, Mandurah, Melville, South Perth	All backgrounds
Tuart Place	**Phone:** (08) 6140 2380 / 1800 619 795 **Email:** welcome@tuartplace.org	Canning, Cockburn, East Fremantle, Fremantle, Gosnells, Kwinana, Melville, South Perth, Rockingham	All backgrounds
Umbrella Multicultural Community Care Services	**Phone:** (08) 9275 4411 / 0413 638 124 **Email:** cfs@umbrellacommunitycare.com.au	**All Perth South PHN areas:** Armadale, Belmont, Canning, Cockburn, East Fremantle, Fremantle, Gosnells, Kwinana, Mandurah, Melville, Murray, Rockingham, Serpentine-Jarrahdale, South Perth, Victoria Park, Waroona	Culturally & linguistically diverse (CaLD) communities

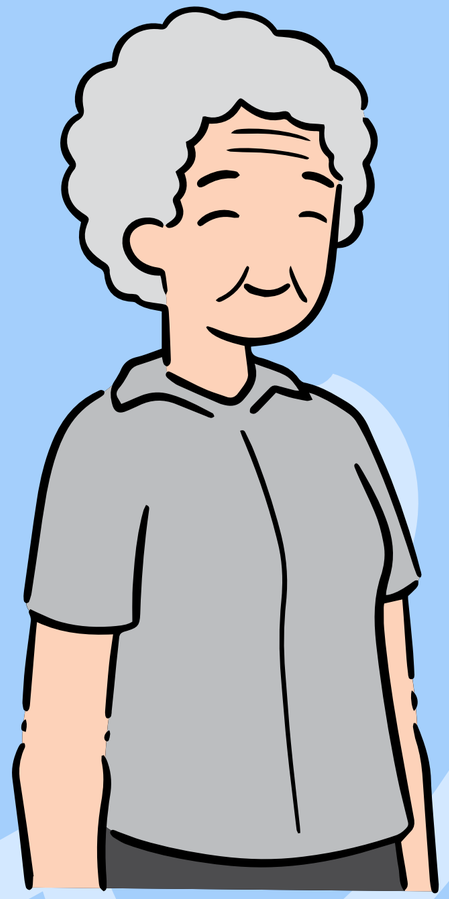
Care Finder Providers – Perth South

Note: All Care Finder providers can support people from **all backgrounds**. A listed **focus** simply identifies the main population the organisation supports.

Supported by WA Primary Health Alliance
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An Australian Government Initiative

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"Next time a patient says:
'Doctor, I need help at home, but I don't know where to start'
think Care Finder."



" Thank you, Doctor . I finally have someone who can guide me through aged care and help me get the support I need ."

CARE