Tuart Place
Growing Strong Together

WA Primary Health Alliance | phn PERTH NORTH, PERTH SOUTH, COUNTRY WA

CARE FINDER FOR GENERAL PRACTICE

When the aged care system is too hard to navigate alone

Practical, face-to-face support after referral -
at the person's pace and alongside them through the process.

AFTER REFERRAL

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TIME TO STAY ALONGSIDE

Pauline Thomas | Redress Support Counsellor

GP Engage - 3 September 2026

First contact: simple, flexible and trauma-reflective

1 **Start with a conversation**

First contact can be a phone call, a visit or a meeting where the person feels comfortable.

2 **Work at the person's pace**

Explain each step, check what feels safe and avoid rushing decisions.

3 **Adapt the approach**

Shape contact, location, language and supporter involvement around the person.

4 **Stay consistent**

Trust may take time. Keep contact clear, predictable and followed through.

AT TUART PLACE

Our experience with Care Leavers shapes how we build trust.

Care finder remains available to all eligible older people in our service areas.

A referral sets practical work in motion

1. **Make contact safely**
   Use the approach and place that works for the person.

2. **Understand what matters**
   Hear the person's priorities, concerns and preferences.

3. **Navigate My Aged Care**
   Support registration, assessment and understanding the outcome.

4. **Work through barriers**
   Compare options, explain costs and help services begin.

5. **Stay alongside**
   Follow through until the support is working.

WHAT SUPPORTS THE WORK

Choice

Clarity

Time

Consistency

No assumptions about reluctance or trust

Support can begin before My Aged Care registration or assessment.

A referral can begin with a conversation

Information that may help first contact

- Name, age and suburb
- Safest contact method and time
- What has changed or is getting in the way
- Consent and supporter context
- Immediate risks or first-contact considerations

TUART PLACE CARE FINDER

(08) 6140 2380 | 1800 619 795

carefinderintake@tuartplace.org

Referral form available

Phone or email to request the form
or talk through a possible referral.

Find other care finder organisations

My Aged Care lists providers by state and PHN region: myagedcare.gov.au/help-care-finder

This service is supported by funding from WA Primary Health Alliance under the Australian Government's PHN Program.