

Client story:

Independent her entire life, 90-year-old Ada is a valuable contributing member of her community.

After an hospital admission, Ada required additional support for showering, meals, and transport.

Struggling to afford the extra costs and unsure where to turn, Ada was feeling overwhelmed about her circumstances, alone and anxious about what the future might hold.

After a referral to Care Finder, a member of the team visited Ada in her home, and together they made a plan.

With the Care Finder's help, Ada's aged care services were re-prioritised and a Home Care Package arranged to provide more support. Ada was able to choose a service provider that made her feel comfortable. Ada is now receiving the support she needs and feeling confident and capable in her own home.



How do I know if I (or someone I know) is eligible for Care Finder support?

Care Finder Checklist:

Can you answer YES to these three questions:

1. Are you 65 years or older?*
2. Do you need help to do one or more everyday tasks – like showering, shopping, making meals?
3. Are you without a trusted person (family or friend) to help you understand and navigate the aged care system and unable to do it on your own?

* 50 years +Aboriginal and Torres Strait Islander (ATSI) people and/or people on low income and at risk of homelessness. 45 years+ ATSI and on low income and at risk of homelessness.

If you answered yes to all three questions, the Care Finder program could be for you.

cotatas.org.au/programs/carefinder

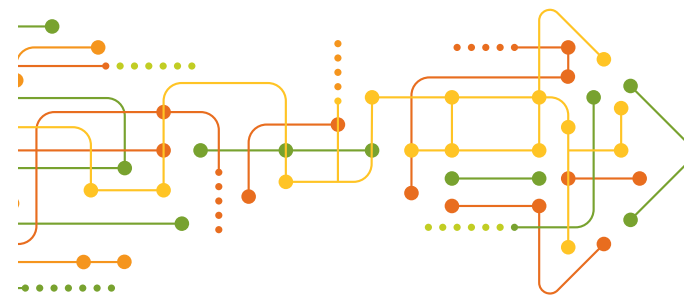


Our Care Finder team is well trained in safe and inclusive practices.



COTA (Council on the Ageing) Tasmania

Care Finder



Are you or someone you know struggling to access Aged Care services and have no one to help?

COTA Tasmania's Care Finder program is a free and friendly community service. We offer guidance through the Aged Care system for those experiencing challenges and have circumstances that make it more difficult to navigate alone. We are here to work alongside you to access Aged Care and other support services.

1800 518 048



This program is supported by Australian Government funding through Primary Health Tasmania (Tasmania PHN).

What support can a Care Finder provide?

A Care Finder can provide free and independent information relating to navigating the Aged Care system and available care and support options:

- interacting with My Aged Care and health professionals.
- arranging and attending assessments and reassessments.
- accessing aged/home or allied health services
- researching available options and engaging with providers.
- providing guidance on completion of forms and understanding service agreements.
- checking in once services are up and running.
- connecting to other community-based supports.



Where does COTA Tasmania deliver Care Finder services?

COTA Tasmania's Care Finder program operates across Tasmania, including rural and remote areas. Our offices are in Hobart, Launceston and Burnie.

Frequently asked questions:



Is Care Finder support free?

Yes, it is funded by the Australian Government.

Do I need a referral to have help from a Care Finder?

No. Anyone can contact COTA Tas Care Finder.

Are Care Finder services confidential?

Yes, our services are confidential.

What if I or my client/friend doesn't speak English?

COTA Tasmania Care Finders use the Translating and Interpreting Services (TIS).



1800 518 048

Getting support

How do I contact COTA Tasmania's Care Finder program?

Asking for help for myself

Please contact our Intake Team on **1800 518 048** or email us at carefinder@cotatas.org.au during office hours Monday to Friday.

Don't worry if you are unsure if the Care Finder program is right for you. When you call, we will ask some questions so we can determine the best way to support you.

Or, you can fill out our Enquiry Form: _____



Asking for help for someone else

If you or someone you know needs Care Finder support, please contact our Intake Team on **1800 518 048** during office hours Monday to Friday.

If you are calling on someone else's behalf, you will need to have their consent.

When you call, we will ask some questions, so we can determine the best way to offer support.

You can also fill out our Client Referral Form: _____



To find further information and a better understanding on who the program is for, visit cotatas.org.au/programs/carefinder