

Collecting information in a natural conversation

When talking with a person to determine if they need an access or navigation service and which service would be best, gather the information in a natural conversation (not as a checklist).

Apart from collecting a persons details such as their name and age, questions as part of a conversation could include;

- What is happening that has lead to you contacting us today?
- Tell me about a typical day and point out when you need help and what you are doing at those times?
- Tell me about what your usual week would look like?
- Tell me about yourself and who is in your world?
- Have you had help from a service before? How was that? (follow up)
- Is there anything else you would like to tell me that will help get the best service for you? (things like language preference, service specialities etc)
- There are service providers in your area that specialise assisting people who (e.g. are First Nations people, care leavers, Forgotten Australians, are LGBTIQ etc) would you be interested in receiving support from this service?

If you have heard the information that you need to confidently make a referral you don't need to ask further questions.

The urgency of the situation will also determine the best way to collect information. If a person has identified their safety is at immediate risk please connect them to the appropriate emergency service.

Checklist for intermediaries when referring to care finders

This **table is to complement the decision tree** to assist organisations in identifying if **care finder** services would best support the person.

Please consider when referring to care finders:

This service is intended for older people who need **intensive** support to access My Aged Care and other relevant supports in the community who could otherwise fall through the cracks

Care finders

Aged care eligibility – must meet both criteria

Tick if yes

Is the person:

- 65 years and over, or 50 years and older for an Aboriginal or Torres Straits Islander person, OR
- 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) and on a low income and homeless or at risk of being homeless.



Does the person require help (either with an aid or assistance from another person) to undertake one or more tasks of daily living (e.g. walking, dressing, preparing meals, making decisions, eating, managing medication, managing with house work, transportation, social connections) **OR** they are frail or prematurely aged and are experiencing housing stress/not having secure accommodation.



Care finder target population – should meet this threshold:

Is the person without family, friends, carer or a representative they would be comfortable to receive help from and who is **willing and able** to help them access aged care services?



And one or more of the below which means they would have difficulty proactively working through the process to access aged care via the My Aged Care online channels, phone line or face-to-face with an Aged Care Specialist Officer (where available)

Does the person experience communication barriers such as limited English language or literacy skills?



Does the person experience difficulty processing information to make decisions?



Is the person's **safety at immediate risk** or they may end up in a **crisis situation** (within approx. the next year) but they are also **resistant to engaging** with aged care? (if a person has identified their safety is at immediate risk, connect them with the appropriate emergency service)



Does the person have past experiences that mean they are hesitant to engage with aged care, institutions or government?

