# CARE FINDER RESOURCES

Referrals pathways for support services to navigate and access aged care

# Purpose of this resource

There are a number of **options** and specialised supports available to assist a person when they have a need for **aged care** and other **community** services and **support**.

The information in this document is intended to help ensure that people get the information and support they need and **identify** the primary **pathways** for a referral **to aged care** and other services from a **national perspective**.

When connected to the primary service, some people will require secondary and subsequent referrals. Models of support will vary and some services may utilise a **key worker model** were services work alongside each other with one service working directly with the older person and the others service providing expertise to the key worker to in turn assist the older person.

This resource may be used in a range of ways including:

- as part of training for care finders, assessors, My Aged Care (MAC) and navigation workforces

- as a resource or template for PHNs to provide to care finder organisations to support referral at intake – they can be adapted to work at a PHN or care finder level

- as a resource or template for organisations whose staff often make referrals including MAC workforces and health and community professionals who provide referrals as part of their roles.

The tools can be adapted to reflect:

- organisation-specific pathways

- service availability in the referrer's location

# Roles and Responsibilities of Access, Navigation and Complementary support services
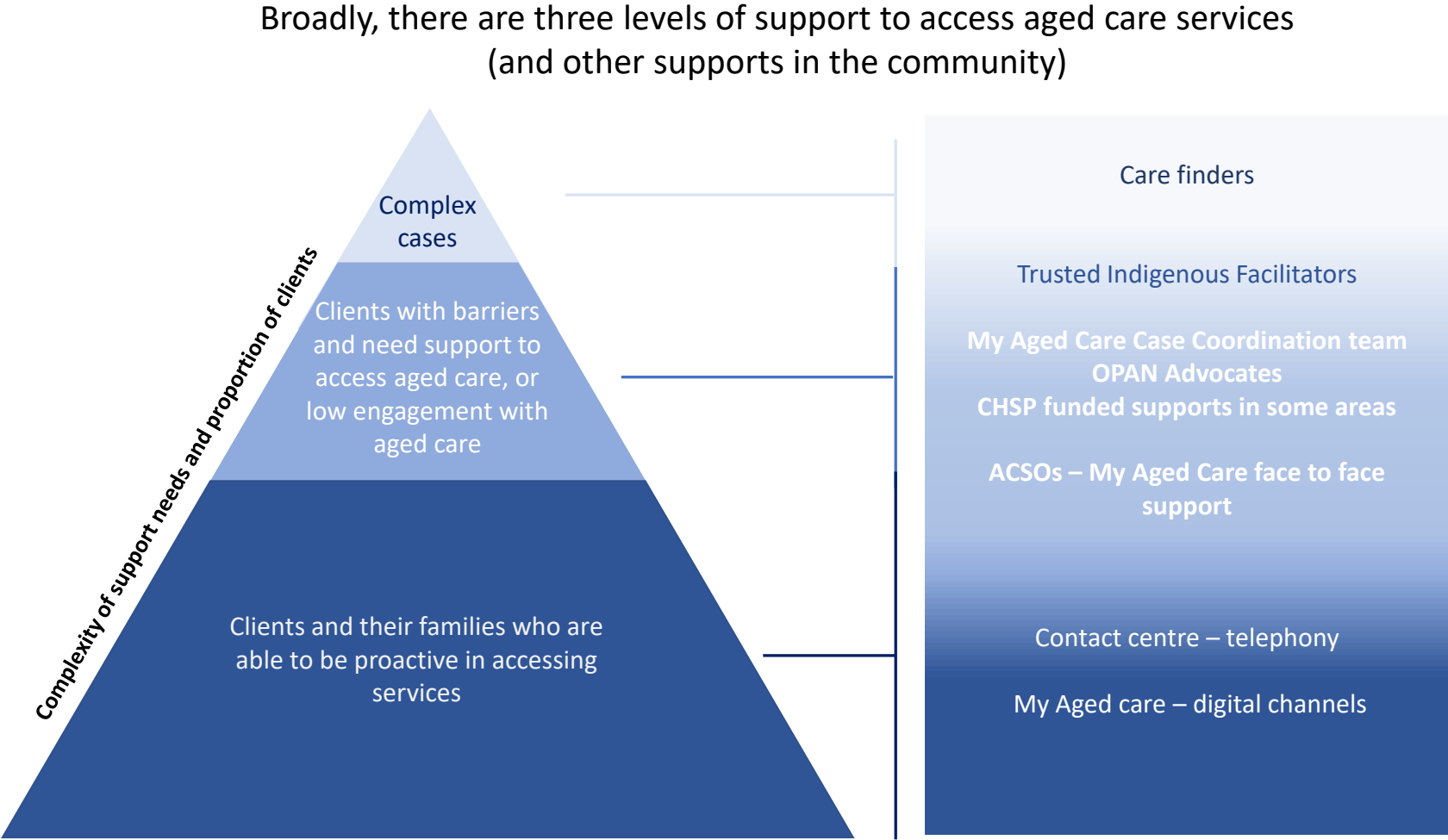
**My Aged Care**

**Supplementary support**

**Complementary Support**

| | Contact Centre telephony | Aged Care Specialist Officer - face to face | Digital channels | Care finders | Trusted indigenous facilitators | OPAN Advocates | National Dementia Helpline | Carer Gateway |
|---|---|---|---|---|---|---|---|---|
| **Support type** | | | | | | | | |
| **Target Audience** | People who are comfortable /able to talk on the phone and need My Aged Care services | People who would prefer to talk face to face and /or want in depth financial information | People who have internet access and are comfortable/prefer to use online tools at a time to suit them | Older People who need intensive support to access My Aged Care and services who would otherwise fall thorough the cracks | Aboriginal and /or Torres Strait Islander people who need intensive support to access services | People who need individual advocacy support in relation to aged care services they are receiving or arranging. | People with dementia and their families | Carers of people who need aged care and other services |
| **Role and function** | • Information about types of care available<br>• Registering for services<br>• Applying for an assessment and information about eligibility<br>• Finding service providers and understanding costs<br>• How to manage services<br>• Follow up support for small proportion of clients ( case coordination team) | • Same as Contact Centre<br>• Identifying how a client's financial situation impacts the cost of aged care services | • Same as Contact Centre<br>• Self-service access to information and tools<br>• fee estimator and non compliance checker<br>• Client portal enables: viewing /updating client information ; and viewing assessment, wait time and services | • Assertive outreach and rapport building<br>• Support through registration , screening and assessment and means testing<br>• Support post assessment to access aged care and connect with relevant supports in the community<br>• Follow up support if needs change or services have lapsed | • Support to understand the process to access services, what support is available, costs and their rights<br>• Assisting clients in assessment, choosing a provider and when in care<br>• Assist clients with other types of help | • Helps people understand and exercise their aged care rights and choices including in situations of elder abuse.<br>• Helps people seek aged care services that suit their needs and find solutions to issues they may be experiencing with their aged care provider. | Linking to dementia specific supports e.g. counselling post diagnosis | Linking to carer specific supports e.g. carer support groups |

# Referral pathways for support to access aged care

## Purpose

The referral pathways assist staff to find the most suitable **services to** provide support to older people to access aged care and other supports in the community

## Broadly, there are three levels of support to access aged care services (and other supports in the community)

Complexity of support needs and proportion of clients

**Complex cases**

**Clients with barriers and need support to access aged care, or low engagement with aged care**

Clients and their families who are able to be proactive in accessing services

Care finders

Trusted Indigenous Facilitators

My Aged Care Case Coordination team
OPAN Advocates
CHSP funded supports in some areas

ACSOs – My Aged Care face to face support

Contact centre – telephony

My Aged care – digital channels

The referral pathways are for staff in the following services:

- ❖ My Aged Care Contact Centre
- ❖ Aged Care Specialist Officers (ACSO)
- ❖ Assessors
- ❖ Health professionals
- ❖ PHNs
- ❖ Care finders
- ❖ Trusted Indigenous Facilitators
- ❖ Aged care services
- ❖ Advocates
- ❖ Other community services

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# Principles of intake and referral for access and navigation services

These principles guide the referrer when assisting an older person to find appropriate **access or navigation services**

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**Work from a strengths based and client centred approach**. The client's location, area of **focus, cultural background and choice** determines the service that will be best suited to assist them and the way these connections are made.

The **decision tree** (slide 6) is to determine the most appropriate **access** or **navigation service** and sets out the **options** available. When assisting someone **gather information by having a conversation** to learn what is needed, where its needed and any specialisations for support.

Access and navigation services should work from a **no wrong door approach**. When a person makes contact they will either receive assistance from that service or have a **warm referral** to connect with **another better suited service.**

The client will **receive information on the assistance** an access or navigation service can give including areas of **service specialisation** (i.e. service for Aboriginal and Torres Strait Islander people, housing and homelessness support, assistance with people from a particular cultural background, assistance for people who are Veterans, LGBTQI+, etc).
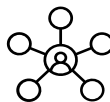
In some circumstances the best way of providing support to an older person is to work in a **key worker model**. In this way of working the key worker has built a **trusted relationship** with the **older person**. In the course of support it may be that the person would benefit from the expertise of another service, however having to tell their story again and become comfortable with another service would be a barrier or disruptive. The worker would seek the advice and guidance of another service and leverage their connections and experience in a particular area. For this to work effectively it requires each service to agree on the scope of support and each service include the person as a client.

A client centred approach includes communication in the language that the person in most comfortable with. Information should be provided in a language the person understands. **Translating and Interpreting services** are available to support discussions with older people when helping them to navigate and access aged care services. This ensures all people from culturally and linguistically diverse backgrounds can play an active role in their care. People process information based on their individual experiences (culture, trauma etc) and expectations (cultural, community, historic) For effective communication it is important to check how a person has understood the information provided.

Clear information will be provided on **privacy and confidentiality**, what information is collected and how this information is kept and used to support the client.

Service providers will have **consent from the client** when assisting them, to collect and store their information and use the information to refer the client to other services.

It is **assumed an adult can consent to services unless otherwise indicated**. If it is indicated that a person may not be able to consent, then the service will work with the person's appointed decision maker (if applicable) and the client receiving the service.

If a person contacts a service on behalf of another, the service will ensure the client has provided their consent to share information and that the **client participates** in the process as much as they are comfortable with and is possible.

Person seeking/needing information or support

Is the person 65 years or older?

No

Is the person Aboriginal or Torres Strait Islander and aged 50 years or older?
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.

No

To be eligible for aged care services a younger person needs to have **fully explored alternative** support and/or accommodation and be able to demonstrate why these options are not appropriate. Supports are available to assist a younger person including **disability supports** such as the NDIS. Younger People in Residential Aged Care (YIPRAC) System Coordinators, Local Area Coordinators (LACs) can help determine this. Go to slide 8 for more information

Yes

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, shopping, social connections) **OR** they are frail or prematurely aged and are experiencing housing stress/not having secure accommodation.

No

The person has not identified a need for aged care support. For information on how to connect in your community, get involved in social activities or volunteering please Go to slide 8 for more information

Yes

Refer to a Trusted Indigenous Facilitator if available Go to slide 11 for more information

Yes

Is the person an Indigenous Australian and would prefer support from an Indigenous service?

No

Does the person have family, friends, carer or a representative who they would be comfortable to receive help from and who is willing/able to help them access aged care services?

Yes

No

*The older person's circumstances could include one or more of the criteria below*

Does the person have barriers when communicating?

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 resistant to engaging with aged care?

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

No

See the decision tree on slide 9 to find out about the My Aged Care channels and other services for carers, assistance with advocacy or supports for people living with dementia.

Yes

**Refer to a care finder** (see slides 7 and 11 for further resources)

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## 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.
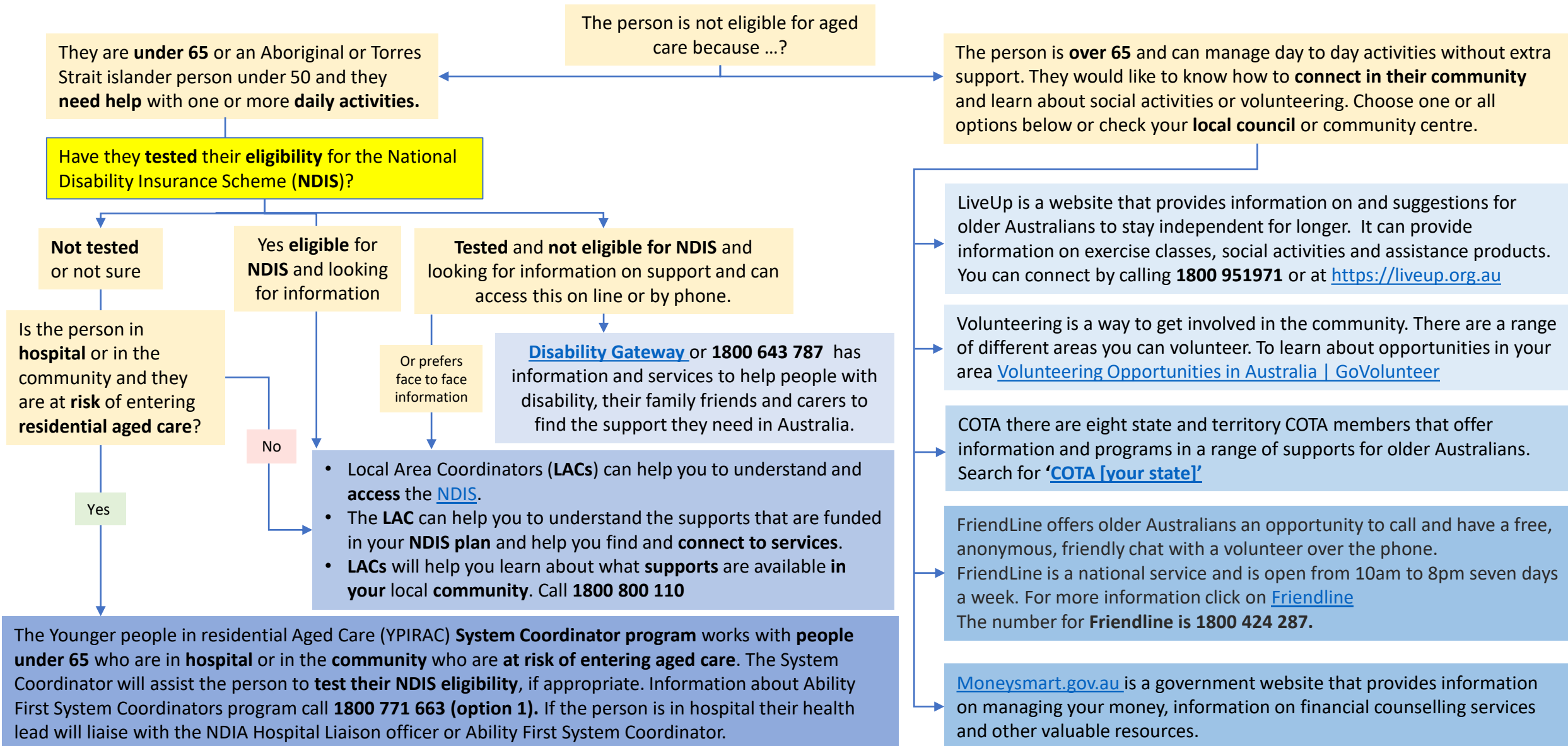
## Checklist for intermediaries when referring to care finders

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**

| | Tick if yes |
|---|---|
| **Aged care eligibility – must meet both criteria** | |
| Is the person: <br>• 65 years and over, or 50 years and older for an Aboriginal or Torres Straits Islander person, OR <br>• 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? | ● |

# Decision tree when not eligible for aged care

This decision tree is used when you have determined the person is not eligible for aged care because they are not in the eligible **age** group or they are able to **manage** day to day activities **independently**.

**The person is not eligible for aged care because …?**

**They are under 65 or an Aboriginal or Torres Strait islander person under 50 and they need help with one or more daily activities.**

**The person is over 65 and can manage day to day activities without extra support. They would like to know how to connect in their community and learn about social activities or volunteering. Choose one or all options below or check your local council or community centre.**

**Have they tested their eligibility for the National Disability Insurance Scheme (NDIS)?**

**Not tested** or not sure

**Yes eligible for NDIS and looking for information**

**Tested** and **not eligible for NDIS** and looking for information on support and can access this on line or by phone.

Is the person in **hospital** or in the community and they are at **risk** of entering **residential aged care**?

Or prefers face to face information

**No**

**Yes**

**Disability Gateway** or **1800 643 787** has information and services to help people with disability, their family friends and carers to find the support they need in Australia.

- Local Area Coordinators (**LACs**) can help you to understand and **access** the NDIS.
- The **LAC** can help you to understand the supports that are funded in your **NDIS plan** and help you find and **connect to services**.
- **LACs** will help you learn about what **supports** are available **in your** local **community**. Call **1800 800 110**

The Younger people in residential Aged Care (YPIRAC) **System Coordinator program** works with **people under 65** who are in **hospital** or in the **community** who are **at risk of entering aged care**. The System Coordinator will assist the person to **test their NDIS eligibility**, if appropriate. Information about Ability First System Coordinators program call **1800 771 663 (option 1).** If the person is in hospital their health lead will liaise with the NDIA Hospital Liaison officer or Ability First System Coordinator.

LiveUp is a website that provides information on and suggestions for older Australians to stay independent for longer. It can provide information on exercise classes, social activities and assistance products. You can connect by calling **1800 951971** or at https://liveup.org.au

Volunteering is a way to get involved in the community. There are a range of different areas you can volunteer. To learn about opportunities in your area Volunteering Opportunities in Australia | GoVolunteer

COTA there are eight state and territory COTA members that offer information and programs in a range of supports for older Australians. Search for '**COTA [your state]**'

FriendLine offers older Australians an opportunity to call and have a free, anonymous, friendly chat with a volunteer over the phone. FriendLine is a national service and is open from 10am to 8pm seven days a week. For more information click on Friendline The number for **Friendline is 1800 424 287.**

Moneysmart.gov.au is a government website that provides information on managing your money, information on financial counselling services and other valuable resources.

# Decision tree when **eligible for aged care** but not in the target population for care finders or TIFs

The person **requires** access to **aged care** and other supports and is **able to connect independently** or has **available support** that is **able to help** them. Choose an option that is best suited to the persons needs and preference.

**Is the person's priority to have an aged care assessment** to access aged care in the near future?

**Is the person's priority to find information or to get answers** to questions about the **My Aged Care process**?

**Is the person's priority to find information or to get answers** to questions about fees and their **income/means assessment**?

Is the person's priority support or **advice in a specialist area or topic**? These supports are delivered face to face or by phone.

Would they like you (the referrer) to complete registration and apply for an assessment for them?

Are they comfortable to access information and/or use online tools?

Would they prefer to talk on the phone?

Would like to receive information face to face and can get to a services Australia service centre

Would like information **about dementia** or concerned about changes to memory and thinking → Call National Dementia Helpline information on **1800 100 500**

For family and people **caring for an older person who need support for themselves** in their caring role → Call Carer Gateway on **1800 422 737**

Require **advocacy support** to resolve issues and understand and/or exercise their rights and find services they need. → Call OPAN on **1800 700 600**

Have **concerns about an aged care service provider** and would like help with resolving this (if the person **also** requires **advocacy** please refer to an advocacy service - above) → Call Aged Care Quality and Safety Commission on **1800 951 822**

An eligible veteran or widow(er) can choose services from both DVA and Aged Care as long as there is no duplication of services → Call DVA General enquires **1800 838 372**

See myagedcare.gov.au for professional referral options (including phone, eReferral, make a referral form)

There are tools on myagedcare.gov.au including: apply for an assessment online, eligibility checker, Find a Provider, fee estimator and more or clients can access their online account via myGov

To apply for an assessment, find aged care services or follow up on referrals or assessments call My Aged Care on **1800 200 422**

To follow up on income/means test and how it affects fees suggest they call Services Australia on **132 300**

Check if there is an Aged Care Specialist Officer locally. Then they, or you, can phone to make a booking on **1800 227 475**

Using a referral escalation matrix, contact centre agents refer vulnerable clients who need more intensive support to the Case Coordination team

# Resource for services for when referring to other supports other than care finders/TIFs

This resource **complements the decision tree** to identify which services can meet the needs of the client when determined that the person is not within the navigation target population.

The person may need more than one type of support. These materials are to assist in identifying which support would be most beneficial as a primary support for the person in the first instance.
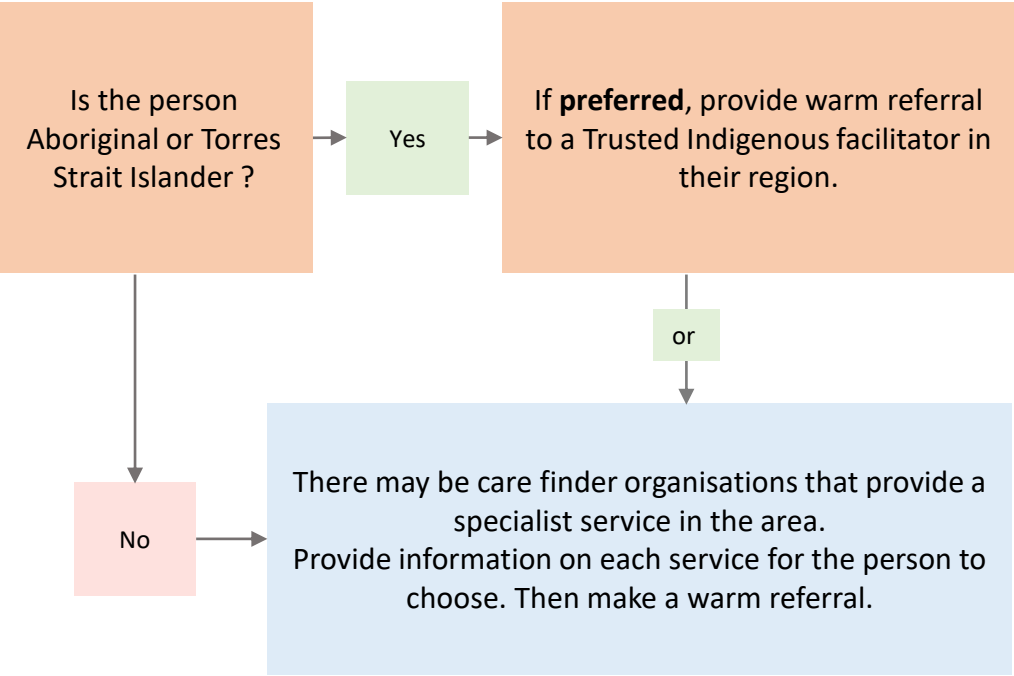
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| Criteria | Program/service | Contact details | Add in contact information for your local service if any |
|---|---|---|---|
| The person requires **advocacy support** to understand/exercise their aged care rights including in situations of elder abuse. Or to resolve issues they may be experiencing with their aged care provider, and when seeking aged care services. | OPAN Advocacy service | OPAN<br><br>1800 700 600 (M-F 8am-8pm, Sat 10am-4pm) | |
| The person has **concerns about an aged care service provider** and would like help to resolve this (if the person **also** requires **advocacy** please refer to an advocacy service - above) | Aged Care Quality and Safety Commission | Aged Care Quality and Safety Commission<br><br>**1800 951 822** | |
| Requires **information about aged care services** and My Aged Care processes and would like assistance **through the telephone**. | My Aged Care Contact Centre | 1800 200 422 (M-F 8am-8pm, Sat 10am-2pm) | |
| Requires **information about aged care services** (including **detailed financial information**) and My Aged Care processes and would like assistance **face-to-face** (and able to attend a Services Australia office). | Services Australia ACSO | 1800 227 475 (M-F 8am-5pm) | |
| The person requires information about aged care services and has **access to internet and comfortable/prefer to use online tools** at a time suitable to them.<br>On the My Aged Care website people can apply for an assessment and find information on aged care services. | My Aged Care Digital Channels | www.myagedcare.gov.au<br><br>For health professional requiring urgent referral:<br>Services for health professionals \| My Aged Care | |
| The person requiring assistance is a **carer** for a family/friend accessing aged care.<br>The carer requires support to assist the person in accessing aged care. | Carer Gateway | Carer Gateway<br><br>1800 422 737 (M-F 8am-5pm) | |
| The person has a diagnosis of **dementia** and require supports.<br>The carer is supporting someone diagnosed with dementia and require assistance. | Dementia Australia | Dementia Australia<br><br>1800 100 500 (24/7) | |
| The person has a **disability (including psychosocial disability)** and is **under the age of 65**. | National Disability Insurance Scheme (NDIS) | NDIS & LAC Partners: 1800 800 110 | |
| | Disability Gateway | Disability gateway<br>1800 643 787 | |
| The person (**under 65 years of age**) with high care needs and is at **risk of entering permanent residential aged care**. Program/Service: Ability First Australia. Contact: 1800 771 663 | Ability First - System Coordinator | Ability First Systems Coordinator: 1800 771 663 | |

# Finding the most appropriate care finder or Trusted Indigenous Facilitator service

This referral pathway is to identify the most suitable service in your area.

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❖ Using the decision tree (slide 6) you have found the person requires a **care finder** or **Trusted Indigenous Facilitator** service to access aged care. Use this information to find the service that suits them best.

❖ The service that is best suited is one that the person is comfortable working with, meets their needs and is in the person's local area.

❖ Trusted Indigenous Facilitators provide navigation support for people who are Aboriginal and Torres Strait Islanders and their families **but they can use a care finder service if they prefer**.

❖ Some specialisation types for care finder services may be:
   ❖ for people who are homeless or at risk of homelessness
   ❖ for people who are experiencing cognitive decline or difficulty,
   ❖ for people who are LGBTQI+,
   ❖ for people who are Forgotten Australians,
   ❖ for people from a linguistically or culturally diverse background.

To find the most appropriate service, first start with the person's address or current location and look for navigation services in their region – see [add in MAC webpage] for phone numbers.

Is the person Aboriginal or Torres Strait Islander ? → Yes → If **preferred**, provide warm referral to a Trusted Indigenous facilitator in their region.

or

No → There may be care finder organisations that provide a specialist service in the area.
Provide information on each service for the person to choose. Then make a warm referral.

| Area of need or speciality | Contact details |
|---|---|
| Does the person want an Aboriginal or Torres Strait Islander org? | Add Service contact details (warm referral) |
| Is the person homeless or at risk of homelessness and would prefer assistance with housing and other aged care services ? | Service contact details (warm referral) |
| Does the person identify as LGBTQI+ and would prefer a specialist service? | Service contact details (warm referral) |
| Is the person a care leaver and would prefer a specialist service? | Service contact details (warm referral) |
| Is the person from a culturally or linguistically diverse background and would prefer a specialist service? | Service contact details (warm referral) |
| Does the person identify as a forgotten Australian and would like a specialist service? | Service contact details (warm referral) |
| Is the person experiencing cognitive decline or difficulty and would prefer a specialist service? | Service contact details (warm referral) |