



Gippsland PHN care finder program

Background

The aged care system is complex and some people find it more difficult than others to navigate and access the services they need.

The Royal Commission into Aged Care Quality and Safety (Royal Commission) heard that aged care needs to have a much greater face-to-face presence. It recommended a workforce of care finders be funded to provide face-to-face support to help people navigate and access aged care.

The care finder program

Gippsland PHN has received Australian Government funding to commission service providers in Gippsland to deliver the care finder program from January 2023. Care finders will provide specialist and intensive assistance to help people within the target population to understand and access aged care and connect with other relevant supports in the community.

Who is the target population?

The care finder program will work with people who are eligible for aged care services and require intensive support to either interact with My Aged Care or access other community-based supports. Reasons for requiring support can include:

- isolation or no support person
- communication barriers
- difficulty processing information to make decisions
- resistance to engage with aged care services due to risks to their safety
- hesitation to engage with aged care services due to past experiences
- homelessness, or risk of becoming homeless.

How will care finder work?

- people will not need a referral to access the care finder program
- care finder staff will undertake assertive outreach to proactively identify and engage with people in the target population
- assertive outreach includes working with the local community to identify and engage with potential clients, including through direct contact, and through supported contact via intermediaries, e.g. health professionals, aged care and disability sector professionals, and people from within community and voluntary organisations
- care finder staff will build, maintain and leverage networks and connections in the local community to support identification of and engagement with potential clients.

For more information

If you are interested to learn more, please ensure you are registered with TenderLink. Go to [Gippsland PHN's TenderLink portal](#) and click on 'Registration' in the top menu bar. It is free to register.

For more information please email info@gphn.org.au or visit www.gphn.org.au