



Care Finder Program

This is a free service to support seniors access aged care and other support services

What is Care Finder?

The Care Finder program supports vulnerable older Australians with intensive face-to-face and in-home support to navigate My Aged Care and other services.

Who is this service for?

The Care Finder program is designed to support people who have:

- No family, carer, or support network
- Are eligible for Government funded aged care support
- Communication and language barriers
- Difficulty processing information and make decisions
- Are reluctant to engage with support
- Are reluctance to engage with government services
- Are in an unsafe situation if services not received

What does a Care Finder do?

- Help people understand and access aged care and other support services.
- Talk to My Aged Care on their behalf and arrange an assessment.
- Attend and provide support at the assessment.
- Finding and shortlisting aged care providers in your area.
- Completing forms and understanding aged care service agreements.
- Checking in once services are up and running to make sure everything is okay.
- Solving other challenges and connecting to supports in the community e.g., mental health, housing and homelessness, general health, drug and alcohol services and community groups.

Who is eligible for the service?

- If you are 65 years or older (50 years or older for Aboriginal and Torres Strait Islander people).
- If you are 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) on a low income and homeless or at risk of being homeless.
- If you require intensive support to, interact with My Aged Care, access aged care services or access other relevant supports in the community.
- If you care for someone who meets one or more of the above eligibilities

TSA Care Finder Contact Details for North West – Loddon Mallee Victoria

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Name: Eileen Hoare

Position: Case Manager

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Other supports & contact details

- Advocacy Support: OPAN - 1800 700 600
- Carer Support: Carer Gateway – 1800 422 737
- National Dementia Helpline: 1800 100 500
- My Aged Care: 1800 200 244

Who can make a referral?

Anyone can contact a care finder organisation regarding services.

