

About Age Matters

We believe in a better world for all older Australians. We engage the community to empower older people to live independent, purposeful and connected lives.

Our work is based on evidence. We seek out best practice that is backed by sound research and we measure our impact.

AGE MATTERS social impact...

- Helps disadvantaged older Australians access housing
- Links vulnerable older people to services and support
- Encourages social participation and inclusion in communities



Zero tolerance for aggressive or abusive behavior

We value the safety of our clients and employees. We do not accept aggressive, threatening, or abusive behaviour and will end the service relationship if required.



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Follow us at /AgeMattersAus



This service is supported by funding from



While IRT seeks to ensure the quality of the information in its publications it is subject to change without notice so you should carefully evaluate its accuracy and relevance for your own purposes, and obtain any appropriate professional advice relevant to your circumstances. IRT cannot guarantee and assumes no legal liability or responsibility for the accuracy or interpretation of the information.

AGE MATTERS

Support to find services



How we can help?

Care finders helps vulnerable older people who are unable to arrange aged care services without intensive support and who don't have a family member or friends who can help.

We can help people understand what services are available, and the process to access them.

Our team may be able to help with:

- Talking to My Aged Care and helping with assessments
- Finding local services
- Completing forms and understanding service agreements
- Applying for suitable housing
- Checking-in to make sure services meet your current needs
- Solving other challenges by connecting with community supports such as health, mental health, homelessness, drug and alcohol services and community groups.



Who can receive assistance from a care finder?

Care finders are not for everyone. They specifically help vulnerable older Australians who need intensive assistance to access aged care and other supports.

To receive care finder support, a person must:

- Have no carer or trusted support person who can help them
- Be eligible for government-funded aged care.

In addition, they should have one or more of these reasons for needing intensive support:

- Have difficulty communicating because of language or literacy problems
- Find it difficult to understand information and make decisions
- Be reluctant to engage with aged care or government services directly
- Be in an unsafe situation if they do not receive services.

Fees and charges

This service is free for eligible clients.

Contact us

We'll need to ask some questions to understand the situation and confirm eligibility. Simply contact us on:



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What if I am not eligible?

If you need aged care but are not eligible for care finders assistance, call My Aged Care on **1800 200 244** or visit **myagedcare.gov.au** to discuss your needs and arrange an assessment.

For other support you can contact:

Advocacy support – OPAN | **1800 700 600**

Carer support – Carer Gateway | **1800 422 737**

National Dementia Helpline | **1800 100 500**

Age Matters is committed to valuing culture and diversity and supporting dignity. Client rights are respectfully supported through the Age Care Charter of Rights.