



Aged Care Assist

Supporting our seniors to access aged care and other support services



Do you or someone you know need support in registering for My Aged Care to receive aged care services?

What is Aged Care Assist?

Aged Care Assist provides intensive face-to-face and in-home support to help older people navigate My Aged Care, Home Care Packages and other services.

DPV Health has been funded by the Government to manage Aged Care Assist within the City of Whittlesea and Mitchell Shire communities.

What does a Care Finder do?

The following actions outline some of the main support the Care Finder can provide. As the program is based on customised needs of the individual, the Care Finder may provide a mix of these actions or even offer additional support.



HELP people understand & access aged care & other support services.



COMPLETE any forms & help you understand aged care service agreements.



TALK to My Aged Care and other support people on your behalf. Arrange an assessment with My Aged Care.



CHECK-IN once services are up and running to make sure everything is OK.



ATTEND and visit you at home or another convenient place of choice to talk through the process. Be available during the My Aged Care assessment.



SUPPORT you to solve other challenges along the way.



FIND & short list aged care providers in your area.

For more information call our Aged Care Assist team on **0438 849 400**





Who can benefit from this service?

Aged Care Assist is designed to support people who have:

- > Limited access to family or support network
- > Communication and language barriers
- > Difficulty processing information
- > Reluctance to engage with support
- > Reluctance to engage with government services

Fees

Aged Care Assist is a FREE service.

Access to Interpreter Services

We offer FREE interpreter access to all clients who need it. This will be coordinated by your DPV Health engagement officer.

Who can use this service

You should apply for the Aged Care Assist 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.

How to make an appointment

To arrange a time to speak with one of our friendly Care Finders:

Call our Aged Care Assist direct number on **0438 849 400** or Email agedcareassist@dpvhealth.org.au

For more information on how DPV Health can help you visit:
www.dpvhealth.org.au/aged-care-assist

0438 849 400

dpvhealth.org.au

agedcareassist@dpvhealth.org.au



DPV Health acknowledges the traditional Custodians, Elders and Lands of the Wurundjeri people. DPV Health is committed to the Victorian Child Safe Standards in policy and in practice, to promote and protect the best interests of all children involved in our services.