

What if I do not require intensive support?

Resthaven can provide information about My Aged Care, the Australian Government entry point to aged care services.

We can support you through the registration process and initial interview, enabling you to access an assessment for support services.

Resthaven can help you find out more about the aged care services available in your area, and how to access them.



Comments and feedback

We welcome comments and feedback regarding the services provided.

The open and transparent feedback process encourages people to raise any concerns with the Resthaven care finder team leader in the first instance.

For more information regarding the care finder program phone **8306 4400**.

Visit our website:

www.resthaven.asn.au/care-finders

This service is supported by funding through the Australian Government's PHN Program

phn
ADELAIDE

An Australian Government Initiative

phn
COUNTRY SA

An Australian Government Initiative



Resthaven
Incorporated

care finder PROGRAM

Do you know a senior Australian who would benefit from intensive support to access aged care services?

Visit our website:

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What are care finders?

Care finders aim to deliver specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community.

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support.

Reasons for requiring intensive support may include people who:

- are isolated or have no support person with whom they are comfortable to act on their behalf
- have communication barriers, including limited literacy skills
- have difficulty processing information to make decisions
- have past experiences that mean they are hesitant to engage with aged care, institutions, or government
- are homeless or at risk of homelessness.



How can you access Resthaven care finders?

Simply phone **8306 4400**, visit our website www.resthaven.asn.au/care-finders, or visit our information centre at:
Resthaven Marion Community Services
43 Finnis Street, Marion

Our offices have easy access, parking at rear and a friendly, comfortable environment.

Personalised, face to face and phone assistance is provided by our Resthaven care finders.

Resthaven care finders

Resthaven has been commissioned by both the Adelaide PHN and Country SA PHN to deliver care finder services to senior Australians who require intensive assistance to access support.

These services are delivered in metropolitan Adelaide and the Limestone Coast region of South Australia.

Resthaven care finders are experienced social workers or aged care professionals who have a wealth of knowledge of My Aged Care and other relevant supports in the community.

When you work with a Resthaven care finder, they will:

- listen and understand
- respect your decisions
- respect your individuality
- work with you in partnership
- be honest and reliable
- do what we say they will do
- work with you towards your goals.

You will be at the centre of all we do!

