



When should I connect a person to a care finder in south east Melbourne?

Care finders support vulnerable **older people** who would not be able to arrange services without intensive **support** and do not have a family member or friends who can help.

Care finder services are provided at no cost as they are fully funded through Primary Health Networks and the Australian Government.

Who can I connect to a care finder service?

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 support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them, **and**
- 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
- be in an unsafe situation if they do not receive services.

How does the care finder service work?

If someone requires care finder support, then a local organisation can connect them with a dedicated care finder. The care finder will meet with them, usually in person. This can be at their home or another place they choose. The care finder will ask questions to understand the person's situation and support them to work through the steps to address their aged care needs.

What help can care finders provide?

Care finders can help people understand what aged care services are available, set up an assessment and find and choose services. They also help people with access to other supports in the community. They can help with both accessing services for the first time and changing or finding new services and supports.

They can help someone with:

- talking to My Aged Care on their behalf and arranging an assessment
- attending and providing support at the assessment
- finding and short-listing aged care providers in their area
- completing forms and understanding aged care service agreements
- checking-in once services are up and running to make sure everything is OK
- solving other challenges and connecting to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups.

Care finder service providers

Please note: From 1 January 2026 to 31 March 2026, some care finder service providers in south east Melbourne will be changing, and you may be directed to contact a provider different to the one listed below.

Contact details for the care finder service providers in south east Melbourne are listed below.

Organisation	Contact number	Email
Bayside City Council City of Bayside	(03) 9599 4896	Relief@bayside.vic.gov.au
Better Health Network (formally Star Health) City of Glen Eira, City of Port Phillip and City of Stonnington	03) 9525 1300	info@bhn.org.au
Better Place Australia City of Greater Dandenong	1800 934 299	CareFinder@betterplace.com.au
Care Connect City of Casey and Cardinia Shire	1800 940 633	carefinderenquiries@careconnect.org.au
Council on the Ageing (COTA) VIC City of Kingston	1300 135 090	carerfinder@cotavic.org.au

Organisation	Contact number	Email
Housing for the Aged Action Group (HAAG) Mornington Peninsula Shire	1300 765 178	navigator@oldertenants.org.au
MiCare City of Port Phillip and City of Stonnington	1800 642 273	Via their website: https://www.micare.com.au/contact-us
Monash Health City of Casey, Cardinia Shire, City of Greater Dandenong	(03) 9792 7747	communitysupportoptions@monashhealth.org
Peninsula Health City of Greater Frankston and Mornington Peninsula Shire	1300 665 781	Via their website: https://www.peninsulahealth.org.au/access-referrals/
Sacred Heart Mission City of Stonnington and City of Port Phillip	(03) 9537 1166	info@sacredheartmission.org
Wintringham All SEMPHN catchment	(03) 9034 4824	adviceandinfo@wintringham.org.au

You can call any care finder organisation in your region. If there is a choice you should explain this to the client and ask them to select their preferred organisation.

They will ask some questions about why the person needs help from a care finder.

The person must give consent for you to provide any information about them to the care finder organisation. It is best if the person is with you when you make the call.

What if a care finder isn't right for someone?

Most people who need aged care should call My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au to discuss their needs and arrange an assessment.

If someone would like help to talk to My Aged Care or to use the website they can go to any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit [Services Australia website](#) to see where these are located or call **1800 227 475**.

Other supports and their contact details are:

- Advocacy support – call OPAN on **1800 700 600**
- Carer support – call Carer Gateway on **1800 422 737**
- National Dementia Helpline **1800 100 500**