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New care finder services to assist older people in central and eastern Sydney

The Central and Eastern Sydney Primary Health Network (CESPHN) is establishing a care finder program on behalf of the Australian Government. This follows recommendations from the Royal Commission into Aged Care Quality and Safety, which called for a dedicated workforce to assist people who require intensive assistance to navigate and access aged care services and supports through the My Aged Care system.

The primary health network conducted an extensive commissioning process over the last five months to identify organisations that had the capability and experience to deliver care finder services to some of the most vulnerable people in the community.

We are pleased to announce that the following providers have been selected to deliver care finder services within the central and eastern Sydney region which stretches from Bondi to Sutherland Shire and west to Canterbury and Strathfield:

- Advanced Diversity Services
- CASS Care
- Kurranulla Aboriginal Corporation
- The Benevolent Society
- Uniting (NSW.ACT)
- Relationships Australia and
- Sydney Local Health District.

In addition, Catholic Healthcare, Anglicare, and Hammondcare, who have been delivering support under the Assistance with Care and Housing program will also transition to become providers under the care finder program.

Care finders will focus on supporting some of the most vulnerable people in the region. They will provide specialist and intensive assistance to older people who could otherwise fall through the cracks, helping them access aged care and other relevant support within the community.

These people may include those who are experiencing homelessness, are from a culturally and linguistically diverse background, identify as Aboriginal and Torres Strait Islander, Care leavers, lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+), and those with a disability.

The central and eastern Sydney care finder service will deliver localised face to face support to better ensure the ageing needs of the most vulnerable are met. These providers are now recruiting staff and will commence service delivery in the next 10 weeks.

CESPHN CEO Nathalie Hansen said;

“The selected care finder organisations will provide the central and eastern Sydney region with a multi-skilled and flexible care finder network that is capable of reaching those needing additional support who would otherwise struggle to access aged care and other supports”.

“Our primary health network looks forward to working in partnership with these providers to ensure the success of this program which will help address the health disadvantages experienced by many in the community”.

About Central and Eastern Sydney PHN:

Primary health networks (PHNs) support primary care in Australia through practice improvement, local health system integration and the commissioning of health services in the community that address identified gaps and needs in their local area. Central and Eastern Sydney PHN is one of 31 PHNs across the country. The core purpose of Central and Eastern Sydney PHN is to improve and transform care in the region, which stretches from Strathfield to Sutherland, east to the coastline, and also includes Lord Howe Island.

MEDIA RELEASE

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