



## **MEDIA RELEASE – Care finders program launches in Western Sydney**

**Date: 8/05/2023**

Your Side is delighted to announce a new partnership with the Western Sydney Primary Health Network (operated by WentWest) to deliver the Commonwealth Department of Health and Aged Care's new care finders program.

Your Side believes that every life can be a good one and is passionate about supporting people to navigate and access the support they need to live independently and contribute to our community.

Our new team of care finders will seek out older people from key groups at risk of isolation and support them to access the aged care system and other valuable services. They will work face-to-face with people in their own communities, delivering support to link people with aged care services and helping them to stay connected. They will also help increase community knowledge and understanding of the aged care system.

"Your Side knows that for some people who have experienced trauma or other disadvantages in their life, accessing the mainstream support designed to help everyone can be confusing, intimidating or trigger past bad experiences with institutions. Care finders will ensure that those most in need of the aged care services available to all can access that support," said Danielle Ballantine, Your Side's CEO.

Your Side looks forward to working closely with the Western Sydney Primary Health Network and other community organisations and groups to deliver this much-needed new program.

Care finders will specifically target vulnerable senior Australians who could otherwise fall through the cracks in the system. This will include people who are not yet receiving aged care services, as well as those who are, but may need additional support. This could involve helping with the My Aged Care registration paperwork, talking through local provider options, or attending an assessment at home alongside someone who finds the process difficult.

Those who are eligible include older people who are experiencing homelessness, mental health challenges, alcohol or drug dependence, care leavers, people leaving incarceration, and culturally and linguistically diverse minority groups. Some of these people may not know how to access aged care supports or mistrust the system in general. Care finders provide direct face-to-face outreach to help people navigate, understand, and access the aged care system and get the proper care they need.

In the longer term, this program also aims to address opportunities to enhance integration between the health, aged care, and other systems at a local level.

Care finders can also help find and connect people to other services like homelessness programs, mental health support, peer groups, alcohol and other drug programs, transport services or social groups.

To refer to the care finders program, click here: [Book a Care Finder - Your Side](#)



**AVAILABLE TO INTERVIEW:**

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