

MANDATORY

Name:

Address:

Contact number: Email:

DOB: Gender: Male Female Other Preferred pronoun:

Currently homeless: Yes No Comments (Incl. if at risk)

Culturally and Linguistically Diverse

Culturally and Linguistically Diverse background Language spoken at home

Country of birth: Interpreter required (Language/Auslan):

Preferred method of communication: Phone Email SMS

ATSI (if the client identifies as First Nations people, please refer to the local Trusted Indigenous Facilitator)

Neither Aboriginal or Torres Strait Islander origin Both Aboriginal and Torres Strait Islander origin

Aboriginal but not Torres Strait Islander origin Not Stated

Torres Strait Islander but not Aboriginal origin

MANDATORY: Aged care eligibility - must meet both criteria

Is the person:

- 65 years and over, or 50 years and older for an Aboriginal or Torres Straits Islander person, OR
- 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) and on a low income and homeless or at risk of being homeless.

Does the person require help (either with an aid or assistance from another person) to undertake one or more tasks of daily living OR they are frail or prematurely aged and are experiencing housing stress/not having secure accommodation

MANDATORY: Target population - should meet this threshold

Is the person **without** family, friends, carer or a representative comfortable to receive help from and who is willing and able to help them access aged care services? Yes No

And one or more of the below which means they would have difficulty proactively working through the process to access aged care via the My Aged Care online channels, phone line or face-to-face with an Aged Care Specialist Officer (where available)

Does the person experience communication barriers such as limited English language or literacy skills? Yes No

Does the person experience difficulty processing information to make decisions? Yes No

Is the person's **safety at immediate risk** or they may end up in a **crisis situation** (within approx. the next year) but they are also **resistant to engaging** with aged care? (if a person has identified their safety is at immediate risk, connect them with the appropriate emergency service) Yes No

Does the person have past experiences that mean they are hesitant to engage with aged care, institutions or government? Yes No

Has the person interacted with My Aged Care before and have a profile or prior assessment?
(THIS QUESTION IS NOT MANDATORY)

Yes No

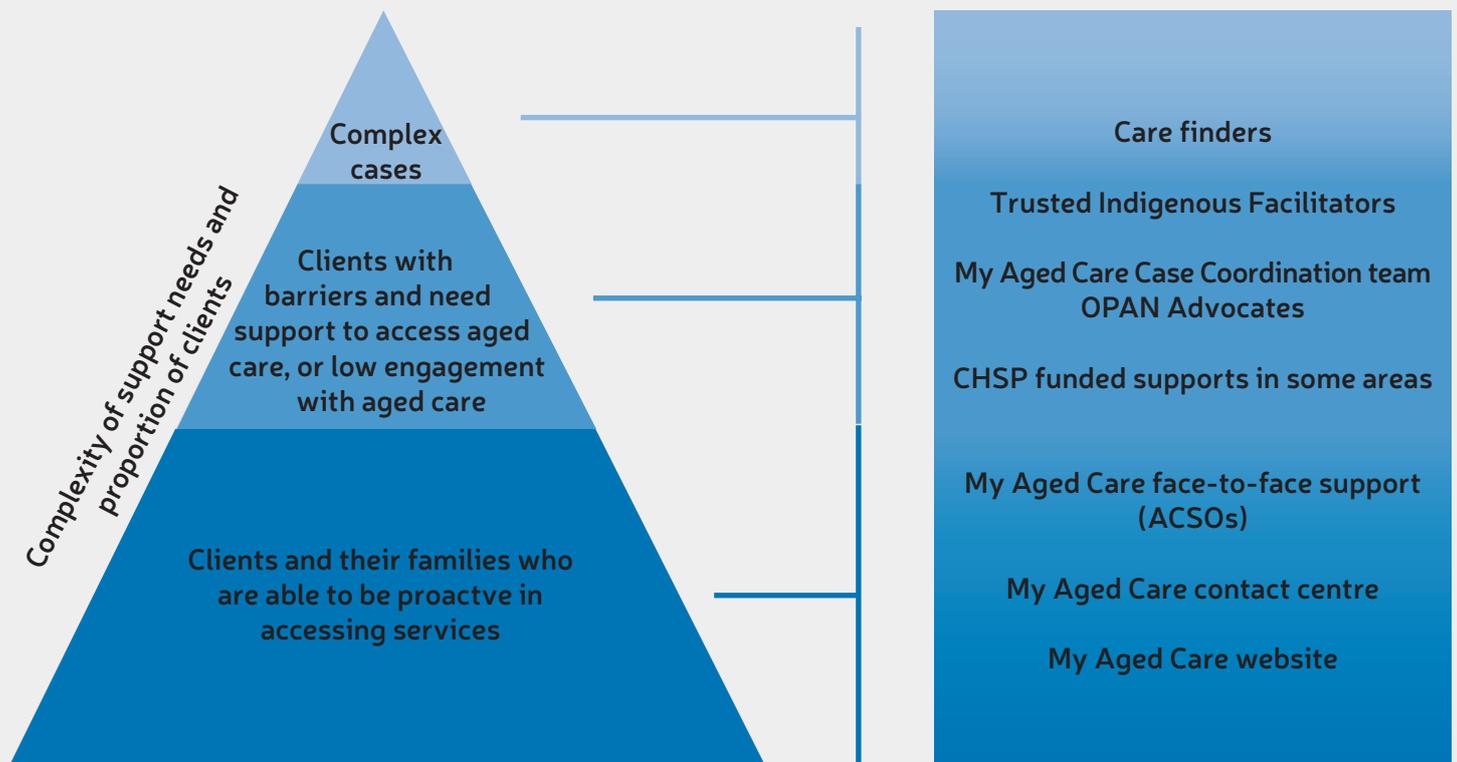
MANDATORY: Navigation Support Need (please refer to the end of referral form for example supports)

Assertive outreach and rapport building.

Support through registration, screening, and assessment and means testing.

Support post assessment to access aged care and connect with relevant supports.

Follow up support if needs change or services have lapsed.



CONSENT (MUST BE COMPLETED)

1. Consent to receive service and for sharing of service delivery information:

EMPHN and EMPHN funded providers are required to collect and use information about you. This includes personal information and information about the services you are receiving. This information is used only by EMPHN and EMPHN funded providers involved in delivering services to you. This information is used and shared to ensure you get the right service for your needs, to monitor service delivery, performance, evaluate and make improvements to services. **This consent condition is mandatory to receive services.**

2. Consent to collection and sharing of information with other services:

Please list all service providers, carers and supports you consent to being contacted by EMPHN or EMPHN's funded service providers to discuss you/your dependent's provision of care and planning (e.g. GP, psychiatrist, allied health professionals etc.). If consenting, please list who can be contacted:

| Profession | Name | Organisation | Contact |
|------------|------|--------------|----------------|
| | | | Phone: Fax: |
| | | | Phone: Fax: |
| | | | Phone: Fax: |

EMPHN funded services are at times involved in evaluation and research to ensure they are meeting the needs of consumers and our community. You may be contacted to participate in additional evaluation or research activities associated with your care. If contacted, you can choose whether you wish to take part or not.

1. I/ parent/guardian **consent to receive service and for the sharing of service delivery information**, as outlined above.

This consent condition is mandatory to receive services.

Yes No

2. I/ parent/guardian **consent to the collection and sharing of all relevant information** with other services, carers and supports relevant to assist my/dependent's overall provision of care. I understand that my information will not be shared if I do not consent.

Yes No

Consumer signature:

Date:

or

Referrer signature (verbal consent provided by consumer):

Date:

Please send completed form to: carefinder@emphn.org.au

Care finder service navigation providers

| Location (LGA) | Organisation | Service name | Email | Contact details | Website | Service type |
|----------------|----------------|--------------------|--------------------------------------|-----------------|--------------------------|-------------------------------------|
| Banyule | healthAbility | Service connector: | contact@healthability.org.au | 9430 9100 | healthability.org.au | Care finder navigation service |
| Banyule | MOSS* | | connections@merri.org.au | 9359 5493 | merri.org.au | Homelessness & risk of homelessness |
| Banyule | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Boroondara | healthAbility | Service connector: | contact@healthability.org.au | 9430 9100 | healthability.org.au | Care finder navigation service |
| Boroondara | Salvation Army | | hssreferrals@salvationarmy.org.au | 9890 7144 | www.salvationarmy.org.au | Homelessness & risk of homelessness |
| Knox | Care Connect | Care connect | referralenquiries@careconnect.org.au | 1800 692 464 | www.careconnect.org.au | Care finder navigation service |
| Knox | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Knox | Villa Maria | | marisa.servaes@vmch.com.au | 0408 368 428 | vmch.com.au | Homelessness & risk of homelessness |
| Manningham | Care Connect | Care Connect | referralenquiries@careconnect.org.au | 1800 692 464 | www.careconnect.org.au | Care finder navigation service |
| Manningham | MIC | | carefinder@miceastmelb.com.au | 9275 6906 | miceastmelb.com.au | CALD |
| Manningham | Salvation Army | | hssreferrals@salvationarmy.org.au | 9890 7144 | www.salvationarmy.org.au | Homelessness & risk of homelessness |
| Maroondah | Care Connect | Care Connect | referralenquiries@careconnect.org.au | 1800 692 464 | www.careconnect.org.au | Care finder navigation service |
| Maroondah | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Mitchell | DPV Health | Aged Care Assist | intake@dpvhealth.org.au | 1300 234 263 | www.dpvhealth.org.au | Care finder navigation service |
| Monash | Care Connect | Care connect | referralenquiries@careconnect.org.au | 1800 692 464 | www.careconnect.org.au | Care finder navigation service |
| Monash | MIC | | carefinder@miceastmelb.com.au | 9275 6906 | miceastmelb.com.au | CALD |
| Monash | Salvation Army | | hssreferrals@salvationarmy.org.au | 9890 7144 | www.salvationarmy.org.au | Homelessness & risk of homelessness |
| Monash | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Murrindindi | healthAbility | Service connector: | contact@healthability.org.au | 9430 9100 | healthability.org.au | Care finder navigation service |
| Nillumbik | MOSS* | | connections@merri.org.au | 9359 5493 | merri.org.au | Homelessness & risk of homelessness |
| Nillumbik | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Nillumbik | healthAbility | Service connector: | contact@healthability.org.au | 9430 9100 | healthability.org.au | Care finder navigation service |
| Whitehorse | healthAbility | Service connector: | contact@healthability.org.au | 9430 9100 | healthability.org.au | Care finder navigation service |
| Whitehorse | MIC | | carefinder@miceastmelb.com.au | 9275 6906 | miceastmelb.com.au | CALD |
| Whitehorse | Salvation Army | | hssreferrals@salvationarmy.org.au | 9890 7144 | www.salvationarmy.org.au | Homelessness & risk of homelessness |
| Whitehorse | Villa Maria | | marisa.servaes@vmch.com.au | 0408 368 428 | vmch.com.au | Homelessness & risk of homelessness |
| Whitehorse | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Whittlesea | DPV Health | Aged Care Assist | intake@dpvhealth.org.au | 1300 234 263 | www.dpvhealth.org.au | Care finder navigation service |
| Whittlesea | MOSS* | | connections@merri.org.au | 9359 5493 | merri.org.au | Homelessness & risk of homelessness |
| Whittlesea | Wintringham | | adviceandinfo@wintringham.org.au | 9034 4824 | www.wintringham.org.au | Homelessness & risk of homelessness |
| Yarra Ranges | Care Connect | Care connect | referralenquiries@careconnect.org.au | 1800 692 464 | www.careconnect.org.au | Care finder navigation service |