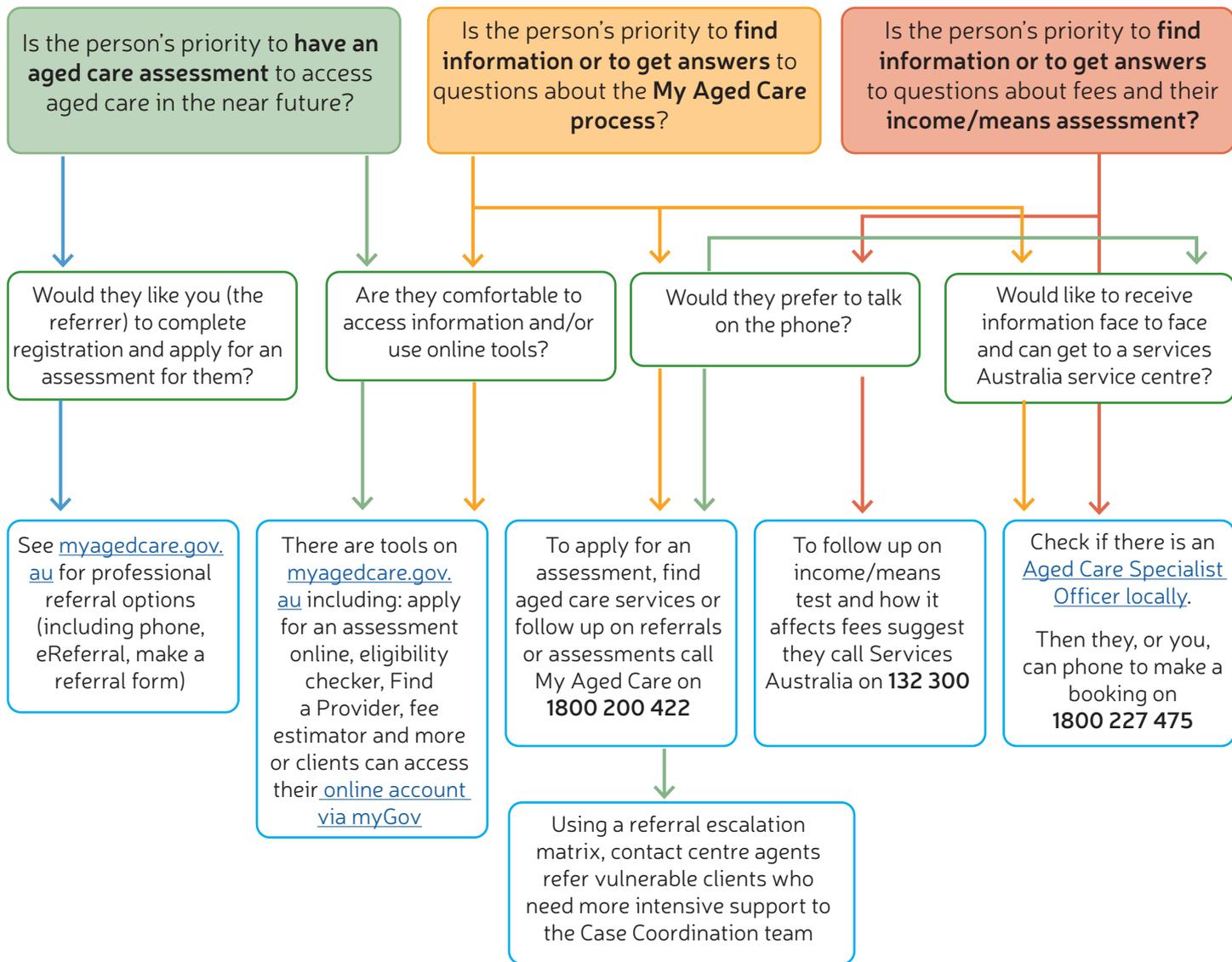


Decision Tree when **eligible** for aged care but **not** in the target population for care finders



The person **requires access to aged care and other supports** and is **able to connect independently** or has **available support able to help them**. Choose an option that is best suited to the persons needs and preference.



Is the person's priority **support or advice in a specialist area or topic**?
 These supports are delivered face-to-face or by phone.

Would like information about **dementia** or concerned about changes to memory and thinking
 Call National Dementia Helpline information on **1800 100 500**
 For family and people **caring for an older person** who **need support for themselves** in their caring role
 Call Carer Gateway on **1800 422 737**
 Require **advocacy support** to resolve issues and understand and/or exercise their rights and find services they need.
 Call OPAN on **1800 700 600**

Have concerns about an **aged care service provider** and would like help with resolving this (if the person also requires advocacy please refer to an advocacy service - above)
 Call Aged Care Quality and Safety Commission on **1800 951 822**
 An **eligible veteran or widow(er)** can choose services from both DVA and Aged Care as long as there is no duplication of services
 Call DVA General enquires **1800 838 372**