

AGED CARE NAVIGATION

If you require assistance to access aged care services, there are FREE and independent services available with Aged Care System Navigation providers.

Chung Wah Community and Aged Care (CAC)

Chung Wah Community and Aged Care (CAC) provides navigational support to older people of Culturally And Linguistically Diverse (CaLD) backgrounds and their communities.

Chung Wah Community and Aged Care (CAC) multilingual 'Connector Staff' provide FREE:

- Community information sessions for better understanding of ageing, the aged care system and supports through MyAgedCare call centre and website
- One-on-one assistance with a holding-hand approach to access aged care services

Contact Chung Wah Community Aged Care (CAC) for further information or assistance.

Support

T: 08 9328 3988

Email: enquiry@chungwahcac.org.au

Vietnamese Translation

Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah, Chăm sóc Người cao niên từ các nền văn hóa khác nhau, Chương trình Kết nối Hệ thống Chăm sóc Người cao niên (EnCOMPASS)

Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah là một trong số các nhà cung cấp dịch vụ chăm sóc được Liên đoàn Cộng đồng Đa sắc tộc của Úc (FECCA) tài trợ tham gia Chương trình hỗ trợ, cung cấp thông tin và tiếp cận các dịch vụ chăm sóc người cao niên của chính phủ (EnCOMPASS). Chương trình này hỗ trợ người cao tuổi thuộc các nền Văn hóa và Ngôn ngữ Đa dạng (CALD) và cộng đồng của họ tiếp cận hệ thống chăm sóc người cao niên và các hỗ trợ khác.

“Nhân viên kết nối” đa ngôn ngữ của Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah hỗ trợ MIỄN PHÍ:

- Cung cấp thông tin nhằm giúp cộng đồng hiểu hơn về hệ thống chăm sóc người cao niên, lựa chọn và sự hỗ trợ mà họ có thể nhận được thông qua tổng đài và website của MyAgedCare.
- Hỗ trợ 1-1 dẫn dắt các cá nhân tiếp cận các dịch vụ chăm sóc người cao tuổi.

Xin hãy liên hệ Hội Chăm sóc Cộng đồng và Người cao niên Chung Wah để biết thêm thông tin và sự trợ giúp.

Support

ĐT: (08) 9328 3988

Email: enquiry@chungwahcac.org.au

Chinese Translation

长者护理服务

中华社区与长者服务

多元文化长者服务

长者护理服务导航

EnCOMPASS

联同多伙伴机构，澳洲民族社区理事会联合会（FECCA）主导政府资助的EnCOMPASS计划。这计划旨在帮助来自多元文化背景的长者获得长者护理服务和其他协助。中华社区与长者服务（CAC）是EnCOMPASS计划的其中一员。

精通多种亚洲语言的CAC EnCOMPASS 团队为需要人士提供下列的免费服务：

1. 社区讲座: 让社区人士更了解年龄变化的历程和政府「长者护理服务（My Aged Care）」的网页和电话服务中心。
2. 个人咨询: CAC 手把手地协助有需要人士申请政府的长者护理服务。

如果您需要更多的资讯或协助，请致电CAC。

Support

电话: 08 9328 3988

电邮: enquiry@chungwahcac.org.au

Umbrella Multicultural Community Aged Care

Umbrella Multicultural Aged Care provides navigational support to older people of Culturally and Linguistically Diverse (CaLD) backgrounds and their communities.

Language	Description
English	<p>Can I get help to stay well and independent?</p> <ul style="list-style-type: none">▪ If you need some help around the house (e.g. shopping, showering, nursing, etc.) or think it's time to look into aged care homes, government-funded aged care services is the solution for you. <p>Not sure what services are provided, how to access services, and how much it costs?</p> <ul style="list-style-type: none">▪ We are here to help! You can call us EnCOMPASS Connectors▪ We provide free one-on-one support to older people from diverse cultural and linguistic backgrounds (inclusive of their carers and families) to understand and access aged care and other services to stay well, safe, and independent.▪ We help you access MyAgedCare which is the Australian Government's website for accessing aged care supports. If you are already registered with MyAgedCare, we can also help you change the type of aged care service you receive.



<p>Greek</p>	<p>Μπορώ να λάβω βοήθεια για να παραμείνω καλά και ανεξάρτητος(η);</p> <ul style="list-style-type: none"> ▪ Εάν χρειάζεστε ορισμένη βοήθεια σχετικά με το σπίτι (π.χ. ψώνια, ντους, νοσηλευτική κ.λπ.) ή πιστεύετε ότι ήρθε η ώρα να ψάξετε για οίκους ευγηρίας (γηροκομεία), οι υπηρεσίες φροντίδας ηλικιωμένων που χρηματοδοτούνται από την κυβέρνηση είναι η λύση για εσάς. <p>Δεν είστε σίγουροι ποιες υπηρεσίες παρέχονται, πώς να αποκτήσετε πρόσβαση σε υπηρεσίες και πόσο κοστίζουν;</p> <ul style="list-style-type: none"> ▪ Είμαστε εδώ για να βοηθήσουμε! Μπορείτε να μας καλέσετε EnCOMPASS Connectors. ▪ Παρέχουμε δωρεάν ατομική στήριξη σε ηλικιωμένους με διαφορετικό πολιτισμικό και γλωσσικό υπόβαθρο (συμπεριλαμβανομένων των φροντιστών και των οικογενειών τους) για να κατανοήσουν και να έχουν πρόσβαση σε φροντίδα ηλικιωμένων και άλλες υπηρεσίες για να παραμείνουν καλά, ασφαλείς και ανεξάρτητοι. ▪ Σας βοηθάμε να αποκτήσετε πρόσβαση στην υπηρεσία MyAgedCare που είναι ο ιστότοπος της Αυστραλιανής Κυβέρνησης για πρόσβαση σε μορφές στήριξης φροντίδας ηλικιωμένων. Εάν είστε ήδη εγγεγραμμένοι στην MyAgedCare, μπορούμε επίσης να σας βοηθήσουμε να αλλάξετε τον τύπο της υπηρεσίας φροντίδας ηλικιωμένων που λαμβάνετε.
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<p>Polish</p>	<p>Czy mogę uzyskać pomoc, aby zachować dobre samopoczucie i niezależność?</p> <ul style="list-style-type: none"> ▪ Jeśli potrzebujesz pomocy w domu (np. przy robieniu zakupów, braniu prysznic, pielęgnacji, itp.) lub myślisz, że nadszedł czas, aby rozejrzeć się za domem opieki, usługi opieki nad osobami starszymi finansowane przez rząd są dla ciebie rozwiązaniem. <p>Nie jesteś pewien, jakie usługi są świadczone, jak uzyskać do nich dostęp i ile to kosztuje?</p> <ul style="list-style-type: none"> ▪ Jesteśmy tu, aby pomóc! Możesz skontaktować się z EnCOMPASS Connectors. ▪ Zapewniamy bezpłatną indywidualną pomoc dla osób starszych z różnych środowisk kulturowych i językowych (włącznie z ich opiekunami i rodzinami) w zrozumieniu i dostępie do opieki nad osobami starszymi oraz do innych usług, dla zachowania dobrego samopoczucia, bezpieczeństwa i niezależności. ▪ Pomożemy ci uzyskać dostęp do MyAgedCare, która jest stroną internetową rządu australijskiego umożliwiającą otrzymanie usług opieki nad osobami starszymi. Jeśli jesteś już zarejestrowany w MyAgedCare, możemy również ci pomóc w zmianie rodzaju usług opieki, z których korzystasz.
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<p>Spanish</p>	<p>¿Puedo obtener ayuda para mantener mi bienestar e independencia?</p> <ul style="list-style-type: none"> ▪ Si necesita algún tipo de ayuda en casa (por ejemplo, para hacer la compra, ducharse, enfermería, etc.), o si cree que es momento de empezar a ver residencias de ancianos, los servicios de cuidado de ancianos financiados por el gobierno son la solución para usted. <p>¿No está seguro/a de qué servicios se ofrecen, cómo acceder a los servicios, o cuánto cuestan?</p> <ul style="list-style-type: none"> ▪ ¡Estamos aquí para ayudarle! Puede llamarnos a nosotros, los facilitadores de contacto de EnCOMPASS. ▪ Ofrecemos apoyo gratuito e individual a personas mayores de culturas e idiomas diversos (incluidos sus cuidadores y familias) para entender y acceder a servicios de cuidado de ancianos y de otros tipos para que se mantengan sanas, seguras e independientes. ▪ Le ayudamos a acceder a MyAgedCare, que es el sitio web del gobierno australiano para acceder a apoyos para el cuidado de ancianos. Si ya está registrado/a en MyAgedCare, también podemos ayudarle a cambiar el tipo de servicios de cuidado de ancianos que recibe.
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<p>Macedonian</p>	<p>Може ли да добијам помош да останам добро и независен/независна?</p> <ul style="list-style-type: none"> ▪ Ако ви треба помош дома (на пример, пазарување, капење, нега итн.) или мислите дека е време да се погледнат старски домови, за вас се решение услуги на нега на стари лица финансирани од државата. <p>Не сте сигурни кои услуги се даваат, како да ги добиете и колку чинат?</p> <ul style="list-style-type: none"> ▪ Тука сме да помогнеме! Може да се јавите на EnCOMPASS Connectors. ▪ Ние даваме бесплатна индивидуална поддршка на стари лица од различни култури и јазични потекла (вклучително на нивните негуватели и семејства) за да ја разберат и да добијат нега на стари лица и други услуги за да останат здрави, безбедни и независни. ▪ Ние ви помагаме да имате пристап до MyAgedCare што е веб-страница на Австралиската влада за добивање поддршка за нега на стари лица. Ако сте веќе регистрирани кај MyAgedCare, исто така може да ви помогнеме да го промените видот на услуги за нега на стари лица што ја добивате.
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<p>Italian</p>	<p>Posso ricevere aiuto per mantenermi in salute e indipendente?</p> <ul style="list-style-type: none"> ▪ Se ha bisogno di aiuto in casa (per esempio con la spesa, con la doccia, con servizi infermieristici, ecc.) o pensa che sia arrivato il momento di valutare delle case di riposo, i servizi di assistenza agli anziani finanziati dal governo sono la soluzione giusta per Lei. <p>Non sa quali servizi vengono forniti, come accedere ai servizi e quanto costano?</p> <ul style="list-style-type: none"> ▪ Siamo qui per aiutarla! Può chiamarci Coordinatori di EnCOMPASS. ▪ Forniamo supporto individuale gratuito alle persone anziane provenienti da contesti culturali e linguistici diversi (compresi i loro badanti e le loro famiglie) per comprendere e accedere all'assistenza agli anziani e ad altri servizi, in modo che si mantengano in salute, al sicuro e indipendenti. ▪ La aiutiamo ad accedere a MyAgedCare che è il sito web del governo australiano per l'accesso ai servizi di assistenza agli anziani. Se ha già effettuato la registrazione con MyAgedCare, possiamo anche aiutarla a cambiare la tipologia di servizi di assistenza agli anziani che riceve.
<p>Hindi</p>	<p>क्या मुझे स्वस्थ और आत्मनिर्भर रहने में मदद मिल सकती है?</p> <p>अगर आपको घर में कुछ मदद की ज़रूरत है (जैसे खरीदारी, स्नान, नर्सिंग, आदि) या लगता है कि यह ऐज्ड केयर होम्स के बारे में विचार करने का समय है, तो सरकार द्वारा वित्त पोषित वयोवृद्ध देखभाल सेवाएं आपके लिए समाधान हैं।</p> <p>आप सुनिश्चित नहीं है कि कौन सी सेवाएं प्रदान की जाती हैं, सेवाओं तक कैसे पहुंचें, और इसकी लागत कितनी है?</p> <p>हम यहाँ मदद करने के लिए हैं! आप हमें EnCOMPASS Connectors कह सकते हैं। हम विभिन्न सांस्कृतिक और भाषाई पृष्ठभूमि (उनके देखभालकर्ताओं और परिवारों सहित) के वृद्ध लोगों को पूर्णतः स्वस्थ, सुरक्षित और आत्मनिर्भर रहने के लिए वयोवृद्ध देखभाल और अन्य सेवाओं को समझने और उन तक पहुंचने के लिए निःशुल्क रु-बरू सहायता प्रदान करते हैं।</p> <p>हम आपको MyAgedCare तक पहुँचने में मदद करते हैं जो कि वयोवृद्ध देखभाल सहायता तक पहुँचने के लिए ऑस्ट्रेलियाई सरकार की वेबसाइट है। यदि आप पहले से ही MyAgedCare के साथ पंजीकृत हैं, तो हम आपको प्राप्त होने वाली वयोवृद्ध देखभाल सेवा के प्रकार को बदलने में भी आपकी मदद कर सकते हैं।</p>

Council on the Ageing Western Australia [COTA (WA)]

Do you feel uncomfortable about receiving aged care services in your home because you worry about getting COVID-19? Do you need more help than usual because someone who normally helps you is isolating or is unwell with COVID-19? Here is some information which may help you decide what to do. Staff and volunteers working for home care providers in WA must be fully vaccinated. Staff and volunteers are trained to deliver services safely.

- Speak to your home care provider, if you already receive services; they may have an emergency care plan for you, as part of your service plan.
- Speak to your Doctor about your concerns

Speak to a COTA (WA) Aged Care System Navigator for free and independent information about age care services.

Support

E: agedcareinformation@cotawa.org.au

T: 1300 025 298

Advocare

Regional Support

Specialist Advocate - Aged Care Navigator is based in the South West of WA and covers the South West and Great Southern Regions. They provide support and advice based on your individual circumstances to help you and your family understand and access aged care services. Support is free and can be given face-to-face, by telephone or online.

For assistance to experience the best outcomes from the aged care system – regional support.

Support

M: 0427 732 515

T: 1800 655 566

E: kerrye@advocare.org.au

Dementia Australia

Navigating through the aged care system alone can be confusing and difficult. Dementia Australia have a dedicated support person who can provide tailored information and help navigate what can be a very complex system.

The Dementia Care Navigator provides information and connects clients with appropriate support and services pre and post diagnosis, including referrals, advice and resources to support a better quality of life for people living with all forms of dementia, their families and carers.

The Dementia Care Navigator can assist with answering a range of queries, with understanding dementia, knowing what supports are available to support people to remain living in their own home and options for residential care (if that is the persons preferred option). Dementia Australia will work alongside people to assist them to register with My Aged Care, to prepare for an assessment meeting and to help them connect with a local aged care provider.

This service is available in-person at the Dementia Australia office in East Perth, at various community locations, over the telephone or online throughout Western Australia.

Support

Referrals can be made via E: wa.referrals@dementia.org.au

Call the National Dementia Helpline on **1800 100 500**

Services Australia - Aged Care Specialist Officer Support

Provides face to face support with an Aged Care Specialist Officer (ASCO) which is part of MyAgedCare. It is **free** to access these face-to-face services. Staff in all service centres can help you with general information about My Aged Care services and can help connect you with specialised assistance, including using MyAgedCare online or via telephone.

Aged Care Specialist Officers are available for face-to-face appointments in some service centres. ACSOs can help with providing in-depth information on the different types of aged care services; checking if you're eligible for government-funded services and making a referral for an aged care assessment; helping you appoint a representative for MyAgedCare; providing financial information about aged care services and connecting you to local support services.

WA Support available in

Busselton WA and Fremantle WA

T: 1800 227 475

Website:

<https://www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services?context=55715>