



Client Information Care Finder

How Do Care Finders Work With You?

Supporting you to access My Aged Care
by helping with:

- Setting up assessments
- Attending assessments with you
- Completing forms and applications
- Understanding what supports are available
- Contacting providers on your behalf

As Care Finders, we use our knowledge
of the local area to connect you with
services which might include:

- CHSP and HCP Providers
- Community Groups
- Health and Mental Health
- Housing
- Drug and Alcohol Services

Frequently Asked Questions

How can I contact you?

Your care finder will share all their direct contacts with you but in the event, you cannot reach them -

You can call us on our dedicated Care Finder line - **(02) 6109 6655**

or write to our email address -

finder@communityoptions.com.au

If you are coming to visit in person, you can find us in **Building 3/KeepCo, 1 Dairy Road, Fyshwick ACT 2619**

How long can I access the program?

There is no time limit to our support through Care Finder. We work with you to find quality care - no matter how long the journey might be.

Can I refer someone I know?

Absolutely! We take pride in supporting our community and helping as many Canberrans as possible to access the care they deserve.

Do I have to pay for a Care Finder?

No, our Care Finder Program is a completely free service.

What area do you service?

We are funded to service the ACT and Canberra Region.

Your Rights and Responsibilities as a Community Options Client

As a client, you have the right to:

- **Respect and Dignity:** Be treated with courtesy and cultural sensitivity.
- **Safe, Quality Services:** Delivered by qualified staff in an inclusive, trauma-aware environment.
- **Choice and Control:** Make informed decisions about your care and support.
- **Privacy:** Your personal information is protected and shared only with consent or as required by law.
- **Clear Communication:** Receive information in plain language, including service options and costs.
- **Participation:** Be involved in planning your support and provide feedback without fear.

Your responsibilities include:

- **Respectful Engagement:** Treat staff and others with courtesy.
- **Active Participation:** Share relevant information to support tailored care.
- **Safety:** Maintain a safe environment during staff visits.
- **Reliability:** Attend scheduled appointments or notify us of changes.
- **Feedback:** Inform us if something isn't working or if you feel unsafe.

Community Options Care Finder Program Contacts



(02) 6109 6655



finder@communityoptions.com.au



www.communityoptions.com.au



**Building 3/KeepCo, 1 Dairy Road,
Fyshwick ACT 2619**



meridian



Care finder program

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