



Your guide to the End-of-Life Pathway





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Your guide to the End-of-Life Pathway.

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You can find this product at: **MyAgedCare.gov.au**

This booklet is designed to help you, your family or your friends make important decisions about your care. It includes lots of useful information but you may want to do more research to help you make a decision.

Information is current from 1 November 2025.

Is this booklet right for you?

This booklet is for older people and their families, friends, or carers to help them understand the End-of-Life Pathway in the Support at Home program.

You can also access booklets about the other types of aged care support listed below at **[MyAgedCare.gov.au/Resources](https://myagedcare.gov.au/Resources)**.



Contact My Aged Care on freecall **1800 200 422**
go to **[MyAgedCare.gov.au](https://myagedcare.gov.au)** or visit any Services Australia Service centre

Is this booklet right for you?

End-of-Life Pathway

The End-of-Life Pathway supports older people who have been diagnosed with 3 months or less to live and wish to remain at home. It is intended to provide additional in-home aged care to complement available services under state or territory-based palliative care schemes. This pathway is part of the Support at Home program.

For more information visit: MyAgedCare.gov.au/End-Life-Pathway

Entry-level care at home

Ongoing or short-term care and support services through the Commonwealth Home Support Program (CHSP). You can get help with housework, personal care, meals and food preparation, transport, shopping, allied health such as physiotherapy and social support. You can also apply for planned respite, giving your carer a break.

The CHSP will become part of the Support at Home program no earlier than 1 July 2027. The CHSP will continue for current and new clients with low-level support needs.

Ongoing care at home

The Support at Home program provides access to services, equipment and home modifications to help older people remain healthy, active and socially connected to their community.

Support at Home provides a higher level of care for those with complex needs who require more help to remain at home.

Residential aged care

Personal and nursing care in aged care homes is available if you are unable to live independently in your own home. This also includes residential respite for short stays in an aged care home.

Restorative Care Pathway

The Restorative Care Pathway is a short-term allied health/nursing-focused pathway as part of the Support at Home program. Restorative care can help you stay independent for longer and support you in doing the activities you enjoy.

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Improving Australia's aged care system

Over the last few years, the Australian Government has delivered major changes to aged care in response to the Royal Commission into Aged Care Quality and Safety. These wide-ranging reforms have provided positive change, increasing transparency and improving quality of care provided to older people in Australia.

High-quality care and support should be accessible, whether you choose to remain at home or move to an aged care home.

The *Aged Care Act 2024* is driving further improvements for older people accessing aged care. This includes regulations to ensure a stronger aged care sector, to give older people more trust, control and confidence in their aged care.

The End-of-Life Pathway

This booklet is about the End-of-Life Pathway. Older people can apply for this pathway if they are diagnosed by a medical practitioner or nurse practitioner as having 3 months or less to live, and meet relevant eligibility criteria.

It includes \$25,000 over 12 weeks to cover any increased need for aged care services at home. Funding is available for services on the Support at Home service list, in line with the older person's assessed needs. This is a priority access pathway.

The End-of-Life Pathway is designed to provide more in-home aged care services, which will complement services received through state and territory-based palliative care schemes.



Eligibility for this pathway

A participant can access one episode of the End-of-Life Pathway through the Support at Home program. An older person is eligible to access the End-of-Life Pathway if they meet the following criteria:

- a medical practitioner or nurse practitioner provides an estimated life expectancy of 3 months or less to live, and
- a score of 40 or less on the Australian-modified Karnofsky Performance Status (AKPS) score (mobility/frailty indicator).

The AKPS is a measure of an individual's ability to perform their daily activities. It is a single score assigned by a clinician based on observations of a patient's ability to perform common tasks relating to activity, work and self-care. An AKPS score of 100 signifies normal physical abilities with no evidence of disease. Decreasing numbers indicate a reduced ability to perform activities of daily living.

This pathway is available to older people receiving ongoing Support at Home services and new participants. The older person, their registered supporter or their representative will need to complete the End-of-Life Pathway form with their medical practitioner's support.



Funding for services

The End-of-Life Pathway provides a budget of \$25,000 over a 12-week period to support the increased need for services in the last 3 months of life.

Older people who require services beyond 12 weeks may:

- continue to draw down from the \$25,000 budget up to 16 weeks, if funding is still available
- access unspent Home Care Package funds, if available
- work with their provider to request an urgent Support Plan Review to move to an ongoing Support at Home classification.

A participant can receive separate assistive technology funding (low and medium tiers) under the Assistive Technology and Home Modifications (AT-HM) scheme. Home modifications that were in progress before entering the End-of-Life Pathway may also be completed.

Participants cannot access the Restorative Care Pathway if they are eligible for the End-of-Life Pathway.

End-of-Life Pathway funding is separate from any ongoing Support at Home funding or classification. Existing participants cannot save any unspent budget from this pathway, including if they transition to ongoing Support at Home services.

Participant contributions

Participants will need to contribute towards the cost of some services, while other services will be free of charge.

Participants will only be asked to contribute to services they've received. For example, if they receive transport, they will contribute to a portion of the total cost.

The government will fully fund clinical care, such as nursing and physiotherapy. Participants will not be required to make a contribution for these services.

How much participants are asked to contribute will depend on an assessment of their income and assets by Services Australia. The participant’s provider can help them understand the contributions. It also depends on the participant’s age pension status and if they have a Commonwealth Seniors Health Card (CSHC).

This table summarises standard Support at Home program contributions:

	Clinical Support	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5% and 50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 17.5% and 80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (eligible for a Commonwealth Seniors Health Care Card – CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

There are different arrangements for people who were receiving or were approved for a Home Care Package by 12 September 2024. For more information, visit **MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions**

Income and assets assessment

If an older person already has a full or part pension from Services Australia or the Department of Veterans' Affairs (DVA), they will use the existing income and asset information to determine contributions. The participant will need to make sure their financial details are up to date before their aged care services start.

If they don't get a pension or are a self-funded retiree, an assessment will determine their contributions.

Confirm if a means assessment is needed by going to the Services Australia website: **ServicesAustralia.gov.au/AgedCareCostOfCare**

Get help to understand or complete the means assessment:

- freecall Services Australia **1800 227 475**, Monday to Friday, from 8am to 5pm
- visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, older people can also talk to an Aged Care Specialist Officer if there's one nearby, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

After Services Australia works out a participant's contributions, a letter will be sent to them, and their provider, with the contributions they need to pay. If they don't have a provider yet, they will be sent a letter with their income and assets assessment. This is valid for 120 days.

If they don't choose a provider or give it to them within this time, they will need to do a new income and asset assessment. If a participant has not received a letter, they can contact Services Australia on **1800 227 475** and ask for an update on the status of their income and assets assessment.

If circumstances change, participants must tell Services Australia as soon as possible. Their contributions may need to be adjusted as this may change how much they pay towards their aged care costs.

Financial information and education

It is a good idea to seek independent financial advice before deciding how to pay for aged care.

Also, if both a participant and their partner needs access to aged care, each of their payment methods may impact the other's aged care fees and contributions.

To find out more about aged care fees and contributions, freecall **1800 227 475** to book an appointment with an Aged Care Specialist Officer in selected Services Australia service centres if there's one nearby, or using video chat.

Older people can also get basic information about managing a participant's finances from the Services Australia Financial Information Service. This free service can help them make informed decisions about investment and financial matters for their current and future needs.

For more information, visit:

ServicesAustralia.gov.au/Financial-Information-Service

What providers can charge

Prices for services in Support at Home must reflect the costs of delivering the service, including any administration or travel fees. These prices must be reasonable and justifiable.

Participants can only be charged for services they receive and can't be charged any fees for clinical care, or for entering and exiting an agreement with a provider.

A provider must be able to explain their prices for specific services and document these in their service agreement. If prices or services change, the participant or their supported decision maker must agree to the change and sign a new agreement (if not already agreed to).

If the participant or their registered supporter doesn't agree to pricing, they don't have to sign an agreement – but an agreement must be in place to receive Support at Home services.

The Support at Home indicative price list can help determine if a provider's prices are reasonable:

[Health.gov.au/Indicative-Support-at-Home-Prices](https://www.health.gov.au/indicative-support-at-home-prices)

Provider costs are also available on the 'Find a provider' tool on the My Aged Care website: **[MyAgedCare.gov.au/Find-A-Provider](https://www.myagedcare.gov.au/find-a-provider)**

Learn more about consumer rights and protections in the 'Consumer protections for Support at Home prices – fact sheet for participants':

[Health.gov.au/Support-at-Home-Prices-Consumer-Protections](https://www.health.gov.au/support-at-home-prices-consumer-protections)

What services are available

End-of-Life Pathway participants can access services from the Support at Home service list they have been approved for in their support plan.

These services can include, for example:

- personal care including bathing, toileting or oral care
- domestic assistance including home cleaning or meal preparation
- nursing care to keep the older person comfortable.

The Support at Home service list outlines the services you may be able to access, based on your assessed needs:

[Health.gov.au/Support-at-Home-Service-List](https://www.health.gov.au/support-at-home-service-list)

The End-of-Life Pathway is intended to provide in-home aged care services that will complement services available under state and territory-based palliative care schemes. For example, an older person may access specialist palliative nursing through a state-based program, while using End-of-Life Pathway funding for meals and personal care to keep them comfortable and safe.

Specialist palliative care nursing should not be delivered through the pathway. Each older person's care will draw from state or territory programs, with the End-of-Life Pathway filling in gaps in aged care services that each person needs.

To learn more about local palliative care support, visit:

- Palliative Care Victoria: **PallCareVic.asn.au/Directory/Services**
- Palliative Care ACT: **PallCareACT.org.au/Services**
- Palliative Care NSW: **PalliativeCareNSW.org.au/Health-Professionals/NSW-Directory**
- Palliative Care NT: **PallCareNT.org.au**
- Palliative Care Queensland: **PalliativeCareQld.org.au**
- Palliative Care South Australia: **PalliativeCareSA.org.au/Patient-Families-Resource-List**
- Palliative Care Tasmania: **PallCareTas.org.au/PalliConnect**
- Palliative Care WA: **PalliativeCareWA.asn.au**

These websites also have valuable information and resources on end-of-life care, supports for older people and their families or carers, and any legal or government matters to keep in mind.

If the participant is an Aboriginal and/or Torres Strait Islander person, we recommend contacting local Aboriginal or Torres Strait Islander groups or organisations about supports they can offer. They may offer specific palliative care groups or resources available to make sure the older person gets culturally appropriate end-of-life care. State or territory-based groups can also help access culturally appropriate care.

Visit **GwandalanPalliativeCare.com.au/Dillybag-Resources** for Aboriginal and Torres Strait Islander specific resources and information about accessing culturally appropriate care.

If the participant is from a multicultural background, local multicultural centres or some faith or culture-based groups may be able to offer guidance on accessing care that accommodates cultural or religious needs.

The My Aged Care website can help support participants and their registered supporters from culturally or linguistically diverse backgrounds. For more information, visit: **MyAgedCare.gov.au/Support-People-Culturally-And-Linguistically-Diverse-Backgrounds**

For more information about palliative care and additional resources, go to the *Further Information* section of this booklet.

How to request access to the End-of-Life Pathway

This section outlines how participants can access the End-of-Life Pathway.

To avoid delays in seeking care, we recommend leaving additional time to seek medical support and assessment. Participants and their registered supporters may also want to seek out local palliative care supports and providers that can support them on the End-of-Life Pathway (if applicable).

For existing Support at Home participants

1. Existing Support at Home participants should ideally work with their current aged care provider to access the End-of-Life Pathway. They can help with:
 - discussing eligibility for the pathway, including downloading the End-of-Life Pathway form
 - accessing a GP, specialist or nurse practitioner to provide necessary medical evidence and complete the form.

The participant or their registered supporter may ask their aged care provider to request a high priority Support Plan Review to access the End-of-Life Pathway. They can provide the completed End-of-Life Pathway form to their current provider who will upload it as part of their Support Plan Review request, or they may bring it at the time of their assessment.

Alternatively, the participant or their registered supporter may contact My Aged Care on **1800 200 422** or visit an Aged Care Specialist Officer (ACSO) at a Services Australia service centre to request access to the End-of-Life Pathway.

2. An aged care assessor will review the application using information from the End-of-Life Pathway form and any additional information.
3. The assessor will then notify the participant, their registered supporter and the provider of their approval and provide a Notice of Decision and a new support plan. The participant is now approved to access the pathway.

Note, while it is possible to change providers to access the End-of-Life Pathway, this is not generally recommended due to the risk of delays in receiving services.

For new Support at Home participants

The participant or their registered supporter, acting with their consent or on their behalf (in accordance with a state or territory arrangement), may take any of the following steps to initiate access to the End-of-Life Pathway:

Option 1:

Discuss eligibility for the pathway with their GP, non-GP specialist or nurse practitioner.

The medical practitioner can then either:

- Complete and sign a copy of the End-of-Life Pathway form and upload in their referral. This will trigger a high-priority aged care assessment.
- Complete and sign a hard copy of the End-of-Life Pathway form and give it to the participant or their registered supporter. The participant or their registered supporter will then need to contact My Aged Care to request an aged care assessment. The completed form can be provided when applying for an aged care assessment, or at the assessment.

Option 2:

Have an aged care assessment

The participant or their registered supporter does not need to discuss with a medical practitioner first. They can apply for an aged care assessment:

- Apply online for an aged care assessment via the My Aged Care website **MyAgedCare.gov.au**
- Contact My Aged Care on **1800 200 422** or visit an ACSO at a Services Australia service centre to request a high priority aged care assessment for the End-of-Life Pathway.

An aged care assessor will assess the older person and determine eligibility for the End-of-Life Pathway, including what services they require.

The participant is approved for the End-of-Life Pathway and is given a Notice of Decision and a support plan. They can now begin looking for a provider.

Managing care in the End-of-Life Pathway

End-of-Life Pathway participants receive care management through their provider from a dedicated staff member. This staff member is known as a **care partner**.

Care partners may:

- help participants understand their care and approved services
- review care plans and budgets for services
- communicate with workers and the participant's supporters about their needs
- monitor, evaluate and adjust care according to changing needs
- help participants and their supporters make informed decisions.

Care partners will make sure that communication flows smoothly between the participant's doctor, medical team, registered supporter and any state or territory based palliative care services. They will work as part of a multidisciplinary team to make sure the participant's services are complementary, coordinated and are in their best interests.

They will also help develop a care plan – this is a person-centred document that sets out the participant's services in line with their needs and choices. Care partners will advise if this plan needs to be changed at any time.

Exiting the End-of-Life Pathway

A participant or their registered supporters can choose to exit the End-of-Life Pathway at any time. This may include:

- if the participant doesn't want to, or is unable to remain at home
- if the participant's medical circumstances change and End-of-Life Pathway services are no longer needed.

If a participant requires ongoing Support at Home services following the completion of the End-of-Life Pathway, the following applies:

- Participants who had ongoing Support at Home services before entering the pathway will be transferred to their previous ongoing classification via a high-priority Support Plan Review. This will usually be triggered by a participant's provider.
- Participants who were new to Support at Home when they commenced the End-of-Life Pathway can have a high-priority Support Plan Review and be approved for an ongoing classification to receive services.

When an older person passes away

The End-of-Life Pathway is designed to support older people to the end of their lives, including if they want to pass away at home. End-of-Life Pathway providers will be able to provide in-home aged care services to support this, if the older person chooses and it is safe to do so. They can access this pathway, along with state or territory-based palliative care services.

When a participant accessing the pathway passes away, their family, friends or registered supporters should tell their provider – ideally in writing. The provider will then let Services Australia know.

The care partner or provider may be able to offer support or information about what the participant's family or friends need to do next. They may also be able to provide resources or support at this difficult time.

Your legal rights and responsibilities

Under the *Aged Care Act* your rights are at the centre of your aged care. If you are receiving aged care services, you should expect to have your rights upheld and wishes met, whether you are living independently at home or in residential care.

Statement of Rights

The *Aged Care Act* includes a Statement of Rights.

The Statement of Rights puts your rights at the centre of your aged care – so you can make decisions on how and where you live, get the information and support you need, communicate your wishes and have your culture and identity respected. It also ensures those around you, including your family and carers, not only accept but also respect your choices.

You also have the right to choose who you want to support you in making these decisions.

For more information visit,
[MyAgedCare.gov.au/Know-Your-Rights](https://myagedcare.gov.au/Know-Your-Rights)

Registered supporters

You may want or need support from another person to help make and communicate your decisions. You can register supporters to help you understand information and communicate your wishes, if you want to.

The new registered supporter role replaces existing My Aged Care representative relationships and will apply across the aged care system. You do not need to do anything if you want your existing My Aged Care representatives to continue as registered supporters

To check or update your representatives or to opt out, visit My Aged Care online or freecall **1800 200 422**.

For more information, visit: **[MyAgedCare.gov.au/Registering-Supporter](https://myagedcare.gov.au/Registering-Supporter)**

Nominee arrangements for means assessments

You can also appoint a nominee who can enquire or act on your behalf with Services Australia or the Department of Veterans' Affairs (DVA) about your aged care means assessment.

Your nominee will then be able to receive information in relation to the your fees, contributions and accommodation costs and update your personal information with Services Australia or DVA on your behalf.

- For Services Australia, complete an 'Authorising a person or organisation to enquire or act on your behalf (SS313) form': **ServicesAustralia.gov.au/ss313**
- For DVA, complete an 'Aged Care Request for a nominee for DVA customers (AC019) form': **ServicesAustralia.gov.au/ac019**

Once an older person passes away, Services Australia can only give information to people who can provide supporting evidence of the appointment:

- the executor as named in the Will
- the Public Trustee
- a court
- the administrator of the estate.

Making a complaint about your aged care

If you have a concern about the care that you or someone else is receiving, it's important to talk about it. In the first instance, you should speak to your provider. Under the *Aged Care Act 2024*, all providers are required to have a complaints management system and process in place.

If you raise a concern with a provider, they must listen and respond quickly and fairly. If they don't, you have the right to raise the issue with the Aged Care Quality and Safety Commission (the Commission) without fear of punishment.

The Commission can help you to resolve your concern or complaint. They can also provide information about how to talk directly to a service provider.

Raising a concern is safe and easy. You can choose to make a confidential or anonymous complaint. Making a complaint is not 'being difficult' – it can help improve the quality of care and help other people with the same problem.

You can contact the Commission several ways:

- Visit: **AgedCareQuality.gov.au/Complaints-Concerns**
- Freecall: **1800 951 822**
- Write to: Aged Care Quality and Safety Commission
GPO Box 9819
[Your capital city] [Your state/territory]

Contact My Aged Care on freecall **1800 200 422**
go to **MyAgedCare.gov.au** or visit any Services Australia Service centre

Advocacy, information and support

The Australian Government works closely with peak bodies and other groups that represent and advocate for the needs of older people, including for example: the Aged Care Council of Elders, COTA, the National Aged Care Advisory Council and the Older Persons Advocacy Network (OPAN).

The government funds OPAN to deliver the National Aged Care Advocacy Program. This program provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care, their families or supporters.

OPAN's aged care advocates can help you to:

- understand and exercise your aged care rights
- find aged care services that meet your needs, and
- resolve issues with your government-funded aged care provider.

If you have questions or concerns, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line**. You will be connected with the aged care advocacy organisation in your state or territory.

Visit: **OPAN.org.au**



Further assistance

Accessing palliative care

Every Australian state and territory has support for older people to access palliative care.

Palliative Care Australia has detailed information on accessing this care, as well as a wide range of resources for carers and patients.

- Visit: **PalliativeCare.org.au**
- To find a local palliative care provider, use the National Palliative Care Service Directory: **PalliativeCare.org.au/Directory-Of-Services/**

The Department of Health, Disability and Ageing website also has palliative care information and resources for older people to plan and talk about their own palliative care:

- Visit: **Health.gov.au/Topics/Palliative-Care/About-Palliative-Care**
- Visit: **Health.gov.au/Topics/Palliative-Care/Planning-Your-Palliative-Care**

Alternatively, the My Aged Care website has detailed information about planning for end-of-life care: **MyAgedCare.gov.au/End-Life-Care**

Aboriginal and Torres Strait Islander people and their families may find Gwandalan Palliative Care resources helpful to plan their care. Visit: **GwandalanPalliativeCare.com.au/Module/Resource-1.**

The palliative care process can be challenging and upsetting for everyone – older people, their family and friends, and their carers alike.

Emotional support is available during this process:

- Contact Lifeline on **13 11 14** or visit: **Lifeline.org.au**
- Contact QLife on **1800 184 527** (for LGBTQ+ people) or visit: **QLife.org.au**
- 13YARN on **13 92 76** (for Aboriginal and Torres Strait Islander people) or visit: **13Yarn.org.au**

Translating and interpreting support

For translating and interpreting services, call:

Translating and Interpreting Service (TIS National) – **131 450**, tell the operator the language you speak and ask them to call My Aged Care on **1800 200 422**.

For Aboriginal and Torres Strait Islander interpreting services, call:

My Aged Care – **1800 200 422** and ask for an interpreter.

See a list of available languages: **[MyAgedCare.gov.au/Accessible-All](https://myagedcare.gov.au/Accessible-All)**

For sign language interpreting services, call:

Deaf Connect – **1300 773 803** or
email: **Interpreting@DeafConnect.org.au**

Make contact well in advance to ensure an interpreter is available.

For more information, visit: **DeafConnect.org.au**

If you are Deaf, hard of hearing, or have a speech or communication difficulty, call:

The National Relay Service (NRS) by selecting your preferred call channel on the NRS website. Once selected, ask the NRS to call My Aged Care on **1800 200 422**:

For more information, visit: **AccessHub.gov.au/About-The-NRS**

Dementia support

The Australian Government expects all aged care providers to offer services that meet the needs of people with dementia.

- The **National Dementia Support Program** (NDSP) provides a wide range of support services for people living with dementia, their families, carers and representatives. Services are available over the phone, online and in-person across Australia, and include information, education, counselling, support activities, peer mentoring and advice.

Contact Dementia Australia's National Dementia Helpline – freecall **1800 100 500**, 24 hours a day, 7 days a week.

For more information, visit: **Health.gov.au/NDSP**

- The **Dementia Behaviour Management Advisory Service** (DBMAS) provides individualised support for people when behavioural and psychological symptoms of dementia affect a person's care or quality of life. Trained consultants work in any location or setting to support service providers and individuals caring for people living with dementia.

Contact Dementia Support Australia – freecall **1800 699 799**, 24 hours a day, 7 days a week.

For more information on the DBMAS, visit: **Health.gov.au/DBMAS**

Social support

If you feel lonely or socially isolated, you can request a volunteer through the Aged Care Volunteer Visitors Scheme (ACVVS). Anyone who's receiving Support at Home services or is on the Support at Home Priority System can apply. Your care partner or provider can also help you organise a volunteer visitor.

Apply for a volunteer visitor here: **Health.gov.au/Our-Work/Aged-Care-Volunteer-Visitors-Scheme-ACVVS/request**

Learn more about ACVVS on the Department of Health, Disability and Ageing website: **Health.gov.au/ACVVS**

Homelessness or hoarding support

Support is available to people:

- living with hoarding behaviour
- living in a squalid environment
- who are at risk of homelessness
- who are unable to receive the aged care supports they need.

Supports include:

- care planning
- links to specialist support services
- one-off clean-ups.

If you are receiving assistance through the care finder program because you are homeless or at risk of homelessness, you may also be eligible to access Commonwealth Home Support Program services.

Contact My Aged Care – freecall **1800 200 422** or visit a Services Australia service centre for assistance.



Support for people with diverse needs

The Australian Government recognises that our society is diverse and people have a wide range of life experiences.

Many programs and services are available to support people with diverse needs to access the help they need. Specialised services may exist in your area that cater specifically to special needs groups. You can find out more through My Aged Care or by asking your aged care assessor.

Service providers should consider, respect and support specific and diverse needs when delivering care and services. No service provider should discriminate against anyone, including:

- Aboriginal and Torres Strait Islander people, including Stolen Generations survivors
- veterans or war widows
- people from culturally, ethnically, and linguistically diverse backgrounds
- financially or socially disadvantaged people
- people experiencing homelessness or at risk of experiencing homelessness
- parents and children who are separated by forced adoption or removal
- adult survivors of institutional child sexual abuse
- Care Leavers, including Forgotten Australians and former child migrants placed in out of home care
- lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientation or are gender diverse or bodily diverse
- individuals with disability or mental ill-health
- neurodivergent people
- Deaf, deafblind, vision impaired or hard of hearing people
- people living in rural, remote or very remote areas.

Elder Care Support assistance

The Elder Care Support workforce helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services to meet their physical and cultural needs. The National Aboriginal Community Controlled Health Organisation delivers this program through their partner organisations across the country.

For more information, visit:

[MyAgedCare.gov.au/Elder-Care-Support-Program](https://myagedcare.gov.au/Elder-Care-Support-Program)

Help from a care finder

Care finders help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them. This includes people who:

- have difficulty communicating because of cognitive or literacy problems
- find it difficult to understand information
- are reluctant to engage with aged care or government
- or are in an unsafe situation if they do not receive services.

Visit the My Aged Care website to see a list of care finders in your area.

For more information, visit: **[MyAgedCare.gov.au/Help-Care-Finder](https://myagedcare.gov.au/Help-Care-Finder)**

Federation of Ethnic Communities' Councils Australia

The Federation of Ethnic Communities' Councils Australia (FECCA) is a national peak body representing Australians from culturally and linguistically diverse backgrounds. FECCA works to ensure that nobody is left behind due to cultural or linguistic barriers.

For more information, visit: **[FECCA.org.au](https://fecca.org.au)**

Partners in Culturally Appropriate Care (PICAC)

PICAC are state and territory organisations that help older culturally and linguistically diverse people and their families make informed decisions about their aged care needs.

For more information, visit: **[PICACAlliance.org](https://picacalliance.org)**

Ending the abuse and mistreatment of older people

The abuse of older people is never okay. Abuse can be physical, sexual, psychological or emotional, financial or neglect. It causes harm, distress and a loss of dignity and respect. The abuse and mistreatment of older people is a violation of human rights.

If you are experiencing abuse, or know someone that may be experiencing abuse, there is help and support available.

Speak with someone you trust for information or advice:

- Freecall 1800ELDERHelp or **1800 353 374**
- Visit: **Compass.info** to find out more
- In an emergency, call **000**.

Support for carers

The Carer Gateway provides in person, phone and online services and support nationally to help your carer in their caring role.

- Freecall **1800 422 737**, weekdays between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider
- Visit: **CarerGateway.gov.au** for information, advice and resources
- Visit the My Aged Care website for more resources, services and support groups at **MyAgedCare.gov.au/For-Carers**





MyAgedCare.gov.au
1800 200 422