



## Frequently asked questions about ADA Link

### What is ADA Link?

ADA Link is a care finder service with Community Connectors who provide individual support to vulnerable seniors, including those from diverse backgrounds, to access aged care and other services in the community.

### Who can receive support from ADA Link?

ADA Link is specifically designed to help older people who are eligible for government-funded aged care but need extra support to navigate systems, such as people who:

- have no one available in their life to assist
- have difficulty communicating their wishes and needs
- find it difficult to understand information and make decisions
- are reluctant to engage with aged care or government services
- are in an unsafe situation if they do not receive services.

### Is there a cost for ADA Link services?

No, our services are free and funded by the Australian Government.

### Who can contact or refer to ADA Link?

Anyone can make a referral to ADA Link. Community service, health or government organisations can refer their clients who would need assistance to access and establish aged care services, or neighbours, friends and members of the community might contact ADA Link to help an older person they know who is struggling at home and needs support.

Our Community Connectors can assist with accessing aged care services for the first time, or finding a range of additional services and supports in the community.

### What support can ADA Link provide?

- Free and independent information about available care and support options
- Arranging and attending care/health assessments
- Interacting with My Aged Care and health professionals
- Accessing aged/home or allied health services
- Researching available options and engaging with providers
- Providing guidance on completion of forms and understanding service agreements
- Checking in once services are up and running
- Solving other challenges and connecting with community-based supports.

### What is ADA Link unable to assist with?

Community Connectors cannot recommend which provider or service a person should choose or provide financial or legal advice.

Where we are unable to assist, we will refer you to the appropriate service.

### Are ADA Link's services confidential?

Yes. Our services are confidential and discreet. We need and will seek client permission for any referrals and our Community Connectors will always seek the person's permission before discussing the situation with anyone else or taking any action.

### Can ADA Link support clients with impaired capacity?

It is not our role to assess a person's capacity. We follow a process that ensures people do not have their rights compromised by their lack, or perceived lack of ability to give clear direction. We will look at whether the person is able to make a decision regarding lifestyle choices and appropriate care services.



## What is a care finder service?

The care finder program is funded by the Australian Government Department of Health and Aged Care.

It was developed in response to findings from the Aged Care Royal Commission that the complexity of the aged care system can be a challenge for some older people seeking to understand and access aged care support.

The care finder program delivers a national face-to-face network of community connectors supporting vulnerable older people to access aged care services and other relevant supports in the community.

Care finder services have been commissioned and managed through the Primary Health Networks across Australia and will complement existing aged care advocacy services.

ADA Link has been contracted by the Primary Health Network in the area to deliver the care finder service.

ADA Link operates under Aged and Disability Advocacy Australia.

## Where does ADA Link deliver care finder services?

ADA Link is a care finder provider in the Brisbane South, Darling Downs and West Moreton, Western Queensland and Northern Queensland Primary Health Network regions.

## How do I contact ADA Link?

Please contact our Intake Team on **1800 818 338** or email [info@adalink.com.au](mailto:info@adalink.com.au) during office hours Monday to Friday.

When you call you will need to answer some questions so we can determine the best way to support you. If you are calling on someone else's behalf, you will need to have their consent.

## Your link to practical outcomes for seniors in need

### Jan's story

Jan is 85 and lives alone in her home of 60 years.

Jan is very independent, an avid gardener and has been an active member of her local church and the CWA for many years.

Lately neighbours have noticed that Jan is not attending church, has lost weight and her garden is very overrun.

With Jan's permission they got in touch with a Community Connector at ADA Link who visited Jan at her home for a cuppa and a chat about how Jan was doing and if she needed any support.

Jan said that she was having difficulty in the garden and doing a few things around the house but didn't want to lose her privacy or independence.

Jan didn't know what to do or where to start to get help, and doesn't have people around her who could help.

A Community Connector shared information about how she would be eligible to receive aged care services at home and helped Jan through the process of getting an assessment and applying through My Aged Care and got home care services in place. Jan now has someone to assist with gardening, meals and transport to and from activities.

So far, Jan is happy with her services and things have returned to normal in her life.

Supported by



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