



AGED CARE NAVIGATOR PROGRAM

SUPPORT AND CONNECTION FOR OLDER PEOPLE LIVING WITH HIV AND LGBTIQ+ INDIVIDUALS

What is the aged care navigator program?

The OPP aged care navigator program provides support to connect and engage older people living with HIV and older LGBTIQ+ people who have significant difficulty navigating My Aged Care and are at risk of "falling between the cracks."

Aged care navigators from part of a national network of care finder services for vulnerable older people, with our program servicing much of greater Brisbane.

Our aged care navigator program assists those who are eligible for government-funded aged care services and require intensive support to interact with My Aged Care, access aged care services and connect with other community supports. This includes people who already receive aged care services or other relevant supports.

To be eligible for aged care services, people must:

- Need help with one or more everyday tasks
- Be aged:
 - 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people)
 - or
 - 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) and on low income and homeless, or at risk of being homeless.

Who can the program help?

The OPP aged care navigators program is not for everyone. It focuses on older people who face significant barriers navigating the aged care system due to:

- Communication barriers, including limited literacy skills
- Difficulty processing information to make decisions
- Reluctance to engage with aged care services for any reason
- They are uncomfortable engaging with aged care, institutions or the government due to past discrimination and/or trauma
- They are vulnerable or isolated with need for support

Aged care navigators support people who don't have family, friends, a carer or a representative they are comfortable receiving help from and who is willing and able to help them access aged care services and supports.





How can the program help?

A QPP aged care navigator can help people understand what aged care services are available and access other supports in the community.

They will provide this support by meeting with the person – this can be at their home or another place they choose – and asking questions to understand their situation.

Aged care navigators can help with accessing services for the first time as well as changing or finding new services and supports by:

- talking to My Aged Care and arranging an assessment
- attending and providing support during the assessment
- finding and shortlisting aged care providers in the area
- completing forms and helping to understand aged care service agreements
- checking in once services have commenced to ensure everything is running smoothly
- connecting to supports in the community such as health, mental health, housing, drug and alcohol services, and community groups.



How do I refer?

If you know someone, including yourself, who you think is eligible for aged care services and has one or more reasons for requiring intensive support, please contact the team at Queensland Positive People for more information and we can put you in touch with the most appropriate care finder program on:

07 3013 5555

1800 636 241 (toll-free from a landline)

referrals@qpp.org.au

The person must give consent for you to provide any information about them.

About Queensland Positive People

Queensland Positive People (QPP), is a peer-led, community-based organisation committed to improving the lives of all people living with HIV across Queensland. QPP. We offer services including testing, community development and support, peer navigation, practical assistance with essential support services, emergency funding, legal support and referral, and community advocacy. In short, we are here to help people live well with HIV.



Is the QPP aged care program right for everyone?

QPP aged care navigator program services will complement and should not duplicate the My Aged Care channels available to people who are able to proactively navigate the system for themselves.

If a person does not require intensive support, they can call My Aged Care on 1800 200 422 or online at www.myagedcare.gov.au to access aged care services.



1800 636 241
www.qpp.org.au