



Appendix D – Commonwealth Home Support Programme (CHSP) client and carer supports, resources and information

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1. Advocacy

CHSP clients can contact the Older Persons Advocacy Network (OPAN) if they would like assistance in directly engaging with Australian Government-funded aged care services.

CHSP clients can call 1800 700 600 or visit the [OPAN website](#).

If a CHSP client witnesses, suspects, or experiences elder abuse, they can contact the National Elder Abuse phone line. The phone line provides free and confidential information, support, and referrals. Elder abuse may involve physical harm, misuse of money, sexual abuse, emotional abuse or neglect.

CHSP clients can call 1800 ELDERHelp (1800 353 374) or visit [the COMPASS website](#) for information, a support directory and resources.

2. Care finder program

The [care finder program](#) is aimed at vulnerable older people who are not be able to arrange aged care services without intensive support and do not have a family member or friend who

can help. Care finders is a free service that helps people to understand what services are available, set up an assessment and find and choose services. They can also help people with access to other supports in the community.

Care finders can help someone with:

- talking to My Aged Care and arranging an assessment – the care finder can attend the assessment with the person if they want them to
- finding, shortlisting aged care providers in their area as well as support with accessing other supports in their community (e.g. health, housing, mental health, community supports)
- completing forms and understanding agreements
- checking-in with the person once services are up and running to make sure everything is okay.

There are care finder organisations in every region of Australia. Care finders provide face-to-face help where they can. Care finder organisations are managed by the [Primary Health Networks](#) (PHNs) across Australia. PHNs are independent organisations working to streamline health services, particularly for people at risk of poor health outcomes.

For more information, visit [‘Help from a care finder’](#) on My Aged Care.

3. Carer Gateway

The Carer Gateway provides carer specific supports and services nationally.

Tailored support packages are available for carers to suit their specific needs and to help them in their caring role. The Carer Gateway supports and services can be accessed by calling 1800 422 737 or by visiting [their website](#).

4. Continence supports

The CHSP does not provide funding for continence pads or other specific continence products. However, clients may access CHSP Goods, Equipment and Assistive Technology (GEAT) services for other items that may assist with managing continence issues, such as chair pads, bed pads, and floor mats. Continence advisory services are available through CHSP Specialised Support Services (SSS).

The [Continence Aids Payment Scheme](#) (CAPS) provides a non-taxable payment to eligible people with permanent incontinence to help with some of the costs of buying continence products, including continence pads. Eligible applicants can receive the CAPS payment in one annual payment or in two biannual payments. Clients can contact the CAPS team in Services Australia on 1800 239 309 between 8:30am to 5:00pm (AEST) from Monday to Friday or visit the [Continence Aids Payment Scheme](#) website.

The National Continence Helpline is staffed by a team of continence nurse advisers and is available to anyone in Australia. The helpline is run by [Continence Foundation of Australia](#). Contact the helpline on 1800 330 066 between 8:00am to 8:00pm (AEST) Monday to Friday.

For more information about [bladder and bowel support](#), visit the department’s website.

5. Dementia supports

Dementia Australia provides dementia support and information to families and their carers.

Dementia Australia operate the National Dementia Helpline, which is a free telephone service that provides information and advice to people living with dementia, their family, friends and carers. Call 1800 100 500 (free call) between 8:00am and 8:00pm Monday to Friday.

More information is available on the [Dementia Australia's website](#).

6. Elder Care Support Program

The Elder Care Support Program aims to build a workforce to help older First Nations people, their families and carers to access aged care services to meet their physical and cultural needs.

More information about the [Elder Care Support Program](#).

7. Hearing Services Program

The Hearing Services Program provides subsidised high-quality hearing services and devices to eligible Australians with hearing loss.

More information about the [Hearing Services Program](#).

8. Language translating and interpreting

Information on how service providers and clients can access interpreting services is available at [Translating and Interpreting Service \(TIS National\)](#).

CHSP providers can also access [free translating services](#) to better communicate with clients for whom English is not their preferred language.

9. Sign language interpreting services

The National Sign Language Program (NSLP) provides older people who are Deaf, Deafblind, or hard of hearing and not eligible to the National Disability Insurance Scheme with free sign language interpreting and captioning services.

Sign language services can be provided face-to-face or by video remote, and live captioning services are available to support clients to engage with:

- social inclusion activities (e.g. banking, attending weddings, funerals, clubs, cultural activities and social outings)
- health and medical appointments (from 1 July 2024)
- My Aged Care
- aged care assessments
- in-home aged care service providers
- residential aged care service providers
- other organisations involved in providing government-funded aged care services.

To book services, visit the [Deaf Connect website](#), call 1300 773 803 or email interpreting@deafconnect.org.au.

For more information about [The National Sign Language Program \(NSLP\)](#).

10. Wellness and reablement – LiveUp

Research suggests that the largest influence on age-related decline is not genetics, but rather lifestyle choices. People who continue to do things for themselves tend to remain independent and live better and longer.

Clients can visit the [LiveUp website](#) to check their health and find products and services that promote healthy ageing. Clients can download the free LifeCurve™ App on their website. It can track your health, giving you easy to understand advice tailored to your needs.

11. Other resources

[Guide Dogs Australia](#)

[National Disability Insurance Scheme](#)

[National Disability Services](#)

[National Meals on Wheels Guidelines](#)

[National Public Toilet Map](#) (Free call 1800 330 066)

[Optometry Australia - Good Vision for Life](#)

[Perkins School for the Blind eLearning](#)

[Royal Society for the Blind](#)

[Vision Australia](#)

[Volunteering Australia](#)

[National Strategy for Volunteering 2023–2033](#)

[The National Standards for Volunteer Involvement 2015](#)