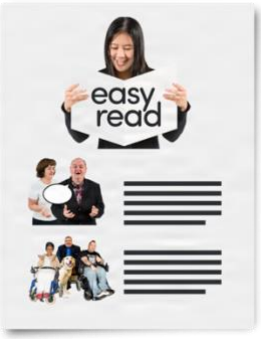
Council on the Ageing Queensland

Easy Read

Cairns Aged Care Navigator Program



This document is written in an easy to read way.

We use pictures to explain some ideas.

Some words are written in **bold**.

These words are the name of something.

Council on the Ageing Queensland

Council on the Ageing (COTA) Queensland wrote this document.

COTA Queensland is an organisation that helps older people feel safe, happy and supported.

When you read the word ‘we’ or ‘our’ in this document, it means **COTA Queensland.**

You can ask for help to read this document.

A friend, family member or support person can help you.

This document is about our **Aged Care Navigator Program.**

What is our Aged Care Navigator Program?

Our **Aged Care Navigator Program** helps people who need extra support to use Aged Care services.

Australian Government

Our program is supported by the Australian Government.

Who is our program for?

Our program is for older people who are:

- living with a disability

- from different cultures and countries

- living in Cairns.

You can use our program if you:

- do not have a carer or support person who can help you

- do not have a carer or support person you feel comfortable with and trust to support you

Australian Government

- can receive aged care services that are paid for by the government.

How does our program work?

If you need to use our program, we will connect you with an **Aged Care Navigator.**

An **Aged Care Navigator** is someone who can support you to use different Aged Care services.

Council on the Ageing Queensland

An **Aged Care Navigator** is sometimes called a **Care Finder.**

How can an Aged Care Navigator help you?

An **Aged Care Navigator** can:

- help you understand aged care services

- help you find aged care services

- help you sign up for **My Aged Care**

- talk to **My Aged Care** for you

- fill out your aged care forms

- connect you to other community supports.

Where can you find other Aged Care services and support?

Older people who need aged care services should contact:

My Aged Care on 1800 200 422 or visit myagedcare.gov.au

You can also contact **Services Australia's Aged Care Specialist Officers** by calling 1800 227 475.

Where to find more information

To get more information about our **Aged Care Navigator Program**:

Call us on 1800 716 696

or

email us at agedcarenavigator@cotaqld.org.au

This Easy Read document was produced by Think HQ. If you have any questions or would like an Easy Read document produced, please contact hello@think-hq.com.au.
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