



**Elder Care  
Support**



**Aboriginal Health Council  
of South Australia Ltd.**

# Elder Care Support Information Pack





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Support**



**Aboriginal Health Council**  
of South Australia Ltd.



**NACCHO**  
National Aboriginal Community  
Controlled Health Organisation

AHCSA acknowledges the Kurna people as the traditional custodians of the Adelaide region, where the organisation is located, and we recognise the Kurna peoples cultural, spiritual, physical and emotional connection with their land. We honour and pay our respects to Kurna elders, both past and present, and all generations of Kurna people, now and into the future.

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# Welcome to the Elder Care Support (ECS Program)

The Elder Care Support Program (ECS), funded by NACCHO, helps First Nations Elders access culturally safe aged care.

As an ECS worker, you'll advocate for and support Elders and carers to understand services, navigate assessments, choose providers, and assist with other health needs.

This resource is a working document for you to build on and make your own. Add your local contacts, networks, providers and services.

Scan the QR code to a resource webpage so you can download information that may suit your Community.



[myagedcare.gov.au/resources](https://myagedcare.gov.au/resources)

## Our Support

My Aged Care is complex and there's a lot to learn, but you'll receive ongoing training and support along the way.

If you have questions, contact your Project Officer or Workforce Training Coordinator at AHCSA, or the NACCHO aged care team.

**AHCSA**  
(08) 8273 7200  
[ahcsa@ahcsa.org.au](mailto:ahcsa@ahcsa.org.au)

**NACCHO Aged Care Team**  
(02) 6246 9300  
[aged.care@naccho.org.au](mailto:aged.care@naccho.org.au)

### Additional Resources

[ahcsa.org.au/programs/elder-care-support](https://ahcsa.org.au/programs/elder-care-support)

[health.gov.au/our-work/elder-care-support](https://health.gov.au/our-work/elder-care-support)

[naccho.org.au/aged-care](https://naccho.org.au/aged-care)

## Elder Care Support Teams Site

AHCSA has created a Microsoft Teams site to share resources in a central location.

If you do not have access to the Teams Site please contact call **8273 7200** to arrange access.

To access the documents please open Teams and click on 'Files' under Elder Care

Support Program. Please note that these documents are templates so you will need to **save your own documents.**



# My Aged Care (MAC) Online Learning Centre

[learning.myagedcare.gov.au](http://learning.myagedcare.gov.au)

As a member of the Elder Care Support workforce, you have access to the My Aged Care Learning Online Centre (MAC Learning) created by the Department of Health, Disability, and Ageing, which includes a range of learning modules or 'elements'.

This training is mandatory and is reportable in your NACCHO progress reports.

Your Workforce Training Coordinator (WTC) (AHCSA or SAWCAN) will organise for you to be registered and the Dept will send you an email with a code.

Please follow up with your WTC if you don't receive an email.

The training will provide you with a foundational understanding of the aged care system, to help prepare you for your role. It includes helpful videos, images and audio content.

## Mandatory Learning Content

*Must be completed before training with your jurisdictional Workforce Training Coordinator*

- Welcome to MAC learning
- Work Effectively in My Aged Care
- Supporting Client – Centred Aged Care
- My Aged Care System Training – Agent Functionality

## Optional Learning Content

*Can be completed at any time*

- Working with Aged Care Programs (Residential Aged Care, NATSIFAC, HCP, etc)
- Understanding Diversity
- Responding to Individual Needs
- Care finder Induction Training
- Homelessness and Older People
- Transition to the Aged Care Act (Support at Home)

## Complete:

- Yes  
 No

Date Complete: \_\_\_\_\_

## Notes:

## MAC Service and Support Portal

The Elder Care Support program allows your organisation to be set up as a **My Aged Care Agent** to have access to the **MAC Service and Support Portal**. The Service and Support Portal can be accessed here: [myagedcare-serviceproviderportal.health.gov.au](http://myagedcare-serviceproviderportal.health.gov.au)

We suggest you **bookmark** this page for future reference.

How-to guides + videos are available on the **NACCHO Learning platform** (with downloadable guides) via the QR code.



## What are the next steps I need to take?

The [User Guide - Agent Functionality in My Aged Care](#) outlines how support organisations use the [MAC Service and Support Portal](#).

The following steps will help you navigate the guide, set-up you organisational information, and prepare your staff to use the [Service and Support Portal](#).

1

Familiarise yourself with the functions you (as an Agent Manager) need to undertake via the Service and Support portal by reading the User Guide (pg 32 onwards). Also covered in your MAC online learning - Agent Functionality module.

2

Perform your first time logging to the Service and Support Portal (follow the instructions on page 3 of the User Guide)

3

Decide on the list of staff who will use the Service and Support Portal, and their roles in the Service and Support Portal (refer to page 5 and 6 of the User Guide for an overview of roles)

4

Ensure the staff you will be adding a myID set up.

5

Create user accounts for your organisation's staff in the Service and Support portal and assign Agent and Agent Manager roles (follow the instructions on page 38 onwards of the User Guide)

6

Tell your staff how to access the Service and Support Portal (with the assistance of the User Guide)– Ask your WTC for support if needed!

## What support will be available for staff who will use the Service and Support Portal?

Elder Care Support staff who will access the Service and Support Portal should read the [User Guide - Agent Functionality in My Aged Care](#) on how to use the Portal as an Agent or Agent Manager.



[User Guide](#)



[FAQ's](#)

Complete:

Yes

No

Date Complete:

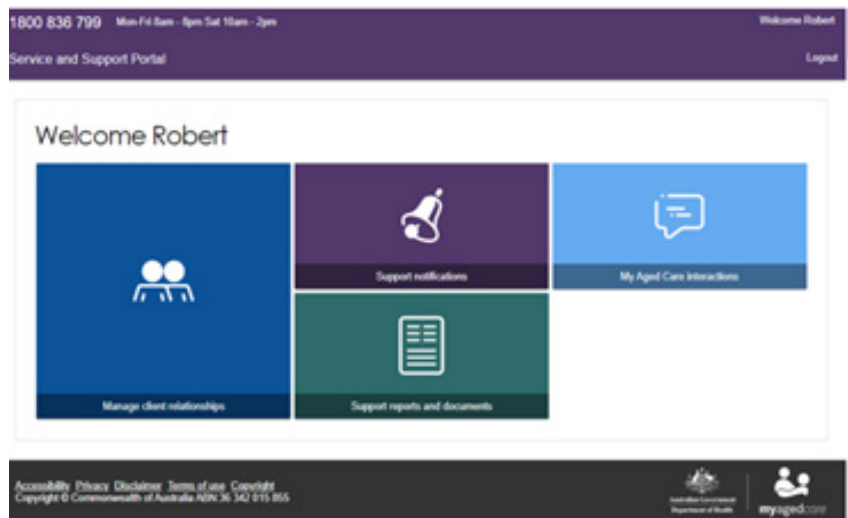
# MAC Service and Support Portal

Using the **MAC Service and Support Portal** provides a window into clients' records.

Used by **both**:

- aged care service providers (service), and
- agents (support – Elder Care Support workers and care finders).

## Agent View

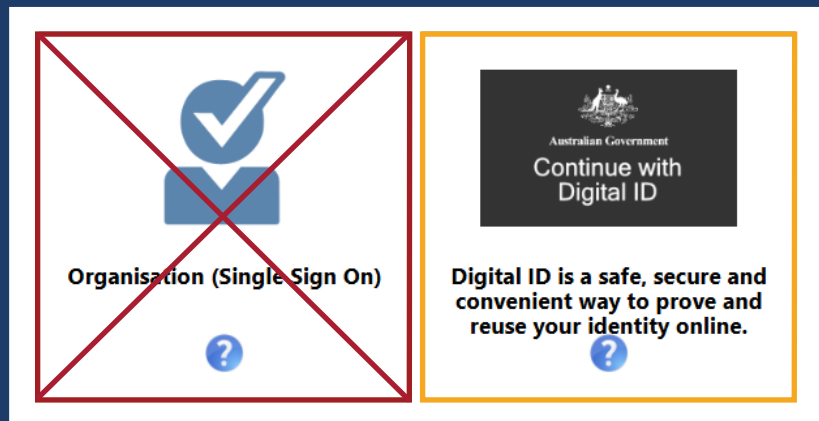


## How do I access the Portal?

### Login

You **must** login using the **Digital ID** method!

1. Setup your **myGovID**
2. Link your **myGovID** to your organisation through **RAM**
3. Launch the Portal
4. Select **Continue with Digital Identity**
5. Login with your **myGovID**



Your Organisation Administrator does **Step 2**.

Agent functionality allows Elder Care Support Workers to:

1. Assist elders directly without contacting My Aged Care
2. Provide more effective support to My Aged Care Staff
3. Uphold and protect client privacy
4. Obtain and manage consent efficiently
5. Facilitate seamless communication with assessors

# Agent Support Resources

## MAC learning

*Online Learning Elements  
(Agent Functionality module)*

## User Guide + FAQs

*Agent and agent manager*

## Training environment

*Space to practice*

## Helpline – 1800 836 799

*For assistance or technical  
issues*

## Email – [IndigenousSupportPrograms@Health.gov.au](mailto:IndigenousSupportPrograms@Health.gov.au)

*Set up and general questions regarding Indigenous Support  
Programs*

Staff members of support organisations can hold up to two different role types in the Service and Support portal:

### Agent

Manages and creates client relationships, registers new clients when establishing relationships, and accesses client information. This role is held by Advocates, Care Finders, and Elder Care Support Connectors.

### Agent Manager

Manages organisation/branch relationships and workload by assigning clients and generating reports. Oversees administration tasks, including staff account management. This role is for Managers, with potentially multiple Agent Managers per organisation/branch.

### Tips:

ECS Coordinators should have both Agent and Agent Manager access.

Your WTC can assist you with additional MAC portal training.

# Elder Care Support Branding

ECS branding materials are available on the ECS Teams site or by contacting [aged.care@naccho.org.au](mailto:aged.care@naccho.org.au)

You are encouraged to use these branding resources to create your own brochures and promotional materials—just be sure to **save your own copies**.

**Please ensure that ECS Branding is consistently applied in all your communications and materials.**

## The following assets are available:

- ECS Letterhead
- ECS Logo Suite
- ECS Banner Templates
- ECS Social Media Tile Templates (Canva)
- ECS PowerPoint template
- ECS Brand Style Guide

# Elder Care Support Recruitment Campaign

The recruitment campaign files are available on the ECS teams site or via

[aged.care@naccho.org.au](mailto:aged.care@naccho.org.au)

Available files include:

1

ECS Recruitment Campaign  
How to Guide - Word Doc and  
Canva Variants

2

ECS ACCHO Recruitment  
Posters - Orange and Blue  
Variants

3

ECS Promo Sheet

## Establish Networks

It's important to start identifying your local networks and key stakeholders early. Your role may include helping Elders access aged care providers such as CHSP, Support at Home, or residential aged care, as well as connecting them to other relevant services. Take time to visit local providers and community organizations to introduce yourself and establish relationships.

Keep a list of key contacts with their roles and contact information to support efficient referrals and ongoing collaboration.

### Aged Care assessors

Single Assessment  
Organisations across  
South Australia can be  
accessed here:



### ARAS (Aged Rights Advocacy)

Aboriginal specific  
brochures are available  
here:



### Dementia Australia



### NATSIAACC



### CaresSA



**Other key contacts** may include local councils, care finders, Adelaide or Regional Primary Health Networks, local hospitals/ALOs and health services.

Tip

Stakeholder engagement is reportable in your NACCHO progress reports.

## Care Finders

Care Finders provide a similar service to older people in the community – helping navigate aged care services. They are also funded by the Dept of Health, Disability and Ageing and PHN are responsible for managing the program.

[More info and a list of care finders is available here:](#)



Who are your local Care Finders:

Name: \_\_\_\_\_

Contact details: \_\_\_\_\_

## My Aged Care Services (MAC)

My Aged Care (MAC) is the starting point for accessing Australian Government-funded aged care services.

[myagedcare.gov.au/about-us](https://myagedcare.gov.au/about-us)

To be eligible for My Aged Care, you must be aged:

- **50 years or older** for Aboriginal or Torres Strait Islander people, (or 65 years or older for non-Aboriginal people)
- **50 years or older** (45 years or older for Aboriginal and Torres Strait Islander people), on a low income and homeless, or at risk of being homeless.

MAC provides information and support to understand, access and navigate the aged care system. You can access My Aged Care online, on the phone or in person.

My Aged Care provides:

- Information on the different types of Aged Care services available
- An assessment of needs to identify eligibility and the right type of care
- Referrals and support to find service providers that can meet your needs
- Information on what you might need to pay towards the cost of your care

Some other services elders may be assessed for include:

- Independence aids
- Personal Care assistance
- Meal/Food preparation
- Domestic assistance
- Home maintenance
- Transition from hospital care
- Nursing services
- Podiatry and physiotherapy
- Day/Overnight respite

# How to get an Aged Care Assessment?

As an Elder Care Support worker, you register Elders with My Aged Care (MAC) and refer them for assessments. You can help Elders apply by:

- Calling My Aged Care at 1800 200 422
- Applying online at: [myagedcare.gov.au/assessment](https://myagedcare.gov.au/assessment)
- Booking an in-person appointment with an Aged Care Specialist Officer (ACSO) via Services Australia at 1800 227 475
- Registering or referring clients through the MAC Service and Support Portal (see user guide)

Where to start?



**Please note:** The process—from applying for an assessment to receiving a care package and finding a provider—can take several months.

**Tip #1** - With consent, you can register clients in the MAC Service and Support Portal even if they're not ready for an assessment

**Tip #2** - Assessments are to be reported in your NACCHO progress reports

## Types of MAC Services

### Commonwealth Home Support Programme (CHSP)

People needing low-level support may be approved for the **Commonwealth Home Support Programme (CHSP)**

### Home Care Package (HCP)

People with complex needs may receive a **Home Care Package (HCP)** at one of four levels, depending on their care needs

### Short-term care and respite

People needing support after hospital or carer absence may qualify for **short-term care**

### Residential Aged Care

People unable to live independently may be eligible for **Residential Aged Care** options

### Support at Home

From 1 November 2025, the **Support at Home** program will replace both the Home Care Package and Short-Term Restorative Care programs

# Aged Care Assessments

As of 9 Dec 2024, the new Single Assessment System began assessing people for Aged Care services, replacing separate pathways like RAS and ACAT. Assessments are usually face-to-face but may be by phone in remote areas. As an ECS worker, you can support Elders during this process if they wish. Assessments are clinical or non-clinical, using the Integrated Assessment Tool (IAT).

For more details and sample questions, [download the IAC user guide here:](#)



Tip #1

Help clients prepare by encouraging honest answers, even on bad days, emphasizing the goal of safe home support.

Tip #2

Connect with assessor organizations to promote your service and gain referrals.

Tip #3

Attend assessments when appropriate and if the Elder wants your support.

For more information:

[Single Assessment System Fact Sheet](#)



[How to Apply for ATN Assessment](#)



[Single Assessment Organisations in SA](#)



[Fact Sheet for Assessors](#)



[National Assessment Organisation List](#)



# Assessment Organisations

There are 4 organisations in SA that provide clinical and non-clinical assessments

● Access Care Network Australia (ACNA)

● APM (Serendipity)

● Uniting Communities

● South Australian Dept of Health and Wellbeing

# First Nations Assessment Organisations

From 1 July 2025 there will be a role out of First Nations Assessor Organisations - [Aboriginal and Torres Strait Islander Aged Care Assessment Organisations](#) | Australian Government Department of Health, Disability and Ageing



## Commonwealth Home Support Programme (CHSP)

The Commonwealth Home Support Programme (CHSP) offers entry-level, ongoing or short-term home support services, including help with housework, personal care, meals, transport, shopping, allied health, social support, and planned respite. CHSP will transition to the new Support at Home program no earlier than 1 July 2027.

● [Commonwealth Home Support Programme \(CHSP\) | My Aged Care](#)



● [Your guide to Commonwealth Home Support Programme](#)



● [Commonwealth Home Support Programme \(CHSP\) Manual for Providers](#)



# Home Care Packages

**Home Care Packages** provide affordable care for older people with complex needs beyond CHSP support. There are 4 levels, assigned after an aged care assessment. **These packages continue until 31 October 2025 and will transition to the Support at Home program from 1 November 2025.**



## Support at Home

Starting 1 November 2025, the new Support at Home program will roll out, replacing the current Home Care Packages.

- Classification: Introduces an 8-tier system, with funding up to \$78,000 per annum.
- Replacement: The Support at Home Program Guide will replace the existing Home Care Package Program from 1 November (or July) 2025.

Classification	Quarterly Budget	Annual Amount
1	\$2,750	\$11,000
2	\$4,000	\$16,000
3	\$5,500	\$22,000
4	\$7,500	\$30,000
5	\$10,000	\$40,000
5	\$12,000	\$48,000
6	\$14,500	\$58,000
7	\$19,500	\$78,000

● [More information can be found here](#)



● [Support at Home Booklet](#)



● [Support at Home Program Manual](#)



## Find an Aged Care Provider

As part of your role as Elder Care Support Worker you may be asked to assist Elders to find an aged care provider. You can find providers on the [MAC website](#) and there is also a [tool](#) to compare providers.

The Provider must provide a copy of the individualised budget to the older person as well as their home care agreement and a care plan.

### [Individualised budgets for Home Care Packages](#)



### [Publishing prices for Home Care Packages](#)



#### Tip

You can ask the provider to provide a budget if your client wishes to compare providers

## Services Australia

Services Australia provide services to assist older people with aged care needs.

### [Aged Care Specialist Officers](#)

assist with aged care matters by accessing MAC and Centrelink systems, providing detailed service information, checking eligibility for government-funded services, and referring for aged care assessments.



### [Indigenous Service Officers](#)

from Services SA engage with local community organisations, organise and participate in community events, and conduct education sessions about Centrelink services.



### [Financial Information Service Officers](#)

from Services Australia explain how financial products work, how personal changes may impact finances, and provide resources to help Elders manage their finances and make informed decisions.



## Financial Hardship

[Financial hardship assistance](#) may be available to help Elders who cannot afford aged care costs for Support at Home, Residential, or Respite services. This assistance is not available for CHSP (they have their own [policies](#) in place). ECS workers and Aged Care Specialist Officers may support Elders with this process.

Each case is assessed individually

If eligible, the Australian Government may cover some or all fees

[A financial hardship form \(SA462\)](#) is available to request fee waivers

# Promotion

Start thinking creatively about how to promote the Elder Care Support Program—remember, it's a reportable activity!

1

Organise community BBQs, link with other community events and existing health networks.

2

Develop 'info packs' or resources tailored for Elders.

3

Capture good news stories with photos and share via social media, newsletters, and networks.

4

Identify your existing community and health networks.

5

Develop a promotion strategy, including social media, roadshows, and stalls at events like Closing the Gap, NAIDOC Week, and Carers Expo.

6

Identify local aged care providers such as CHSP, Home Care Package, and Residential Care services.

See NACCHO's Official [Youtube Channel](#) here:



[youtube.com/@NACCHOTV](https://youtube.com/@NACCHOTV)

Customisable ECS Info Sheets can be found here:



Info Sheet  
**A**



Info Sheet  
**B**



## Training

The ECS Community of Practice meets monthly online, offering professional development, workforce connection, and guest speakers.

## State Wide Yarning Circle

Held annually, with a national ECS Yarning Circle hosted by NACCHO once a year.

## Elder ECHO sessions

NACCHO will invite you to join Elder ECHO—an online mentoring program.

It offers 60-minute monthly Zoom sessions with specialist presentations and discussions on Elder Care Worker topics.

More info and past sessions are available on the [Elder ECHO website](#)



[You must register to attend](#)



## Elder Care Support Program Modules – NACCHO Online Training

Elder Care Support modules are now available on the NACCHO [Learning Management System](#) (LMS). Please share these with your ECS teams and include them in onboarding for new members.

[learn.naccho.org.au/](https://learn.naccho.org.au/)

Available modules include:

- MAC agent registration videos
- My Aged Care basics
- Aged Care service providers and support
- Elder abuse, duty of care, and consent
- ECS roles overview
- Agents and representatives
- Dementia
- Difficult conversations
- Aged Care funded programs
- Assessments and referrals
- Elder advocacy (4Ms framework)

# Dementia Training – University of Tasmania

The University of Tasmania offers **free online courses** with modules designed to enhance knowledge and skills in aged care and dementia support, with certificates awarded upon completion. Each module takes roughly 10 minutes to complete.

[equiplearning.utas.edu.au](http://equiplearning.utas.edu.au)

Available modules include:

- Australian Aged Care System
- Roles of Nurses, Care Workers, Allied Health
- Aged Care Quality Standards
- Supporting People Living with Dementia
- Palliative and End-of-Life Care
- Person-centred Care
- Cultural Awareness (including Aboriginal and Torres Strait Islander)
- Trauma-informed Care
- Mental Health & Wellbeing
- Cross Cultural Awareness
- Oral Health, Falls Prevention, Wound & Hearing Health

## Dept Health & Aged Care training for Providers

This **training** is for Aged Care Providers, not the ECS workforce, but includes useful content on the Support at Home program (8 classifications, 3 short-term pathways), service lists, care plans, budgets, service agreements, and Aboriginal and Torres Strait Islander resources, including the ECS program. More modules are coming soon.



## SAHMRI Cultural Safety Training

SAHMRI offers resources and videos on Cultural Safety in Rural and Remote Aboriginal Aged Care, focusing on culturally safe workforce models for Indigenous organisations.

[sahmri.org.au](http://sahmri.org.au)

Tip

Additional training info is available on the ECS Teams Page under Files.

# Aboriginal Aged Care Providers

Several Aboriginal providers offer residential care, CHSP, Home Care Packages, and NATSIFAC services across SA:

- **Aboriginal Community Services**: Residential care at Aboriginal Elders Village, plus CHSP and Home Care Packages statewide ([aboriginalcs.org.au](http://aboriginalcs.org.au))
- **Wami Kata Old Folks Home**: Residential care in Port Augusta
- **Umoona Aged Care**: Residential care in Coober Pedy, plus community meals
- **Bungala Aboriginal Corporation Inc**: Meal delivery in Port Augusta; CHSP in Oodnadatta
- **Council of Aboriginal Elders of SA** (Port Lincoln Regional Forum): CHSP
- **Kura Yerlo Council Inc**: CHSP and Elder Care Support in Port Adelaide and Adelaide
- **Tullawon Health Service Inc**: NATSIFAC-funded services for Yalata community
- **Yadu Health Aboriginal Corporation**: Low-level residential care at Seaview Village, CHSP, and NATSIFAC home care ([yadu.org.au/seaview-village](http://yadu.org.au/seaview-village))
- **InComPro Aboriginal Association Inc**: CHSP (coming soon)
- **NPY Women's Council** (APY Lands): CHSP and Elder Care

For more info, see the [National Aboriginal and Torres Strait Islander Flexible Aged Care Program](#)



## Resources:

Add your own resources to this list. Useful links from My Aged Care:

- [My Aged Care Resources](#)
- [Researching Home Care Providers Checklist](#)
- [Aboriginal & Torres Strait Islander Poster](#)
- [First Nations Rights Poster – Aged Care Quality and Safety Commission](#)
- [Transforming Aged Care for Aboriginal and Torres Strait Islander People](#)
- [Aboriginal and Torres Strait Islander Aged Care Framework](#)

# Elder Abuse

As an ECS worker, if you encounter elder abuse, inform your manager immediately. Support and guidance are available via:

- **National Elder Abuse Phone Line** (Australian Government) – 1800 ELDERHelp (1800 353 374)
- **OPAN**: Free, confidential support for older people in government-funded aged care
- **Adult Safeguarding Unit** (SA Health)
- **Aged Rights Advocacy Service (ARAS)**: State-wide advocacy for older people in residential care, CHSP, or Home Care Packages, or experiencing abuse
- **Aged Care Quality and Safety Commission**: Complaint guidance
- **Relationships Australia SA**: Support services
- **Compass.Info**: A national website offering resources and guidance to help tackle elder abuse for older Australians and their supporters

## Subscribe to Updates

Stay informed about aged care reforms and First Nations aged care by subscribing to newsletters and updates.

Hear from the Interim First Nations Aged Care Commissioner



Learn about First Nations aged care and health support



Visit the Department's Consultation Hub and Ageing and Aged Care Engagement Hub



● Aged care newsletters and mailing



● Health updates for Aboriginal and Torres Strait Islander communities





## Role Descriptions

### Aged Care Support Coordinator (ACSC)

The ACSC supports clients to navigate local aged care services, advocating for culturally safe assessments and helping Elders understand their entitlements, including My Aged Care registration, contracts, and costs. They assist with plan reviews, liaise with assessors, and focus on cultural safety and trauma-informed practice. The ACSC works closely with the Aged Care Connector, tailoring duties to client needs.

#### ACSC Main Duties:

- Act as a My Aged Care Agent and use the MAC Service and Support Portal to assist clients (with consent)
- Assist clients in accessing and navigating aged care services.
- Support clients throughout the assessment process, including planning and review.
- Assist clients and families in selecting care providers and understanding costs and contracts
- Facilitate care planning to ensure safety and cultural needs are met.
- Advocate for clients and address service-related issues.
- Support families with care-related information and service referrals.
- Maintain knowledge of local services and engage with My Aged Care and assessment teams.

### Aged Care Connector (ACC)

The ACC connects local Elders, older Aboriginal and Torres Strait Islander people, and their families to raise awareness of aged care entitlements. They coordinate support to ensure effective access to aged care services within and outside the ACCHO. The ACC works closely with the Aged Care Support Coordinator, helps identify local service demand and gaps, and advocates for clients as needed.

#### ACC Main Duties:

- May act as a My Aged Care Agent and use the MAC Service and Support Portal to assist clients (with consent)
- Conduct community outreach to promote aged care services and engage potential clients
- Help clients identify care needs and goals, including referrals to other services
- Support clients through internal referrals and My Aged Care processes
- Assist with advocacy and appointment access
- Collaborate with the aged care team to review and improve service delivery

# Elder Care Support Program

South Australian Services	Region	Contact Details
Kura Yerlo	Port Adelaide Metro	PH: (08) 8241 0442
Nunyara – Aboriginal Health Service (SAWCAN)	Whyalla	PH: (08) 8649 9900
Port Lincoln Aboriginal Health Service (SAWCAN)	Port Lincoln	PH: (08) 8683 0162
Tullawon Health Service & Oak Valley (SAWCAN)	Yalata and Oak Valley Communities (Far West Coast)	PH: (08) 8625 6237
Yadu Health Aboriginal Corporation (SAWCAN)	Ceduna	PH: (08) 8626 2500
Aboriginal Family Support Services (AFSS)	Metro Adelaide	PH: (08) 8205 1500
Pika Wiya Health Service Aboriginal Corporation	Port Augusta	PH: (08) 8642 9991
Moorundi Aboriginal Community Controlled Health Org	Murray Bridge	PH: 1800 023 846
Umoona Tjutagku Health Service Aboriginal Corporation	Coober Pedy	PH: (08) 8672 5255

A full list of [Elder Care Support Providers](#) can be [found here](#):









**Elder Care  
Support**



**Aboriginal Health Council  
of South Australia Ltd.**

220 Franklin Street Adelaide  
South Australia 5000  
T 08 8273 7200  
F 08 8273 7299  
E [ahcsa@ahcsa.org.au](mailto:ahcsa@ahcsa.org.au)  
W [ahcsa.org.au/programs/elder-care-support](http://ahcsa.org.au/programs/elder-care-support)

