

CareSeeker Services

老人照护服务与资金申请服务

从医院回家，到安心养老。

CareU 的专业社工、个案管理 (Case Management) 与 Allied Health 团队，协助长者衔接出院、居家照护及 My Aged Care 申请。专注华语长者、独居及缺少家属支持的人士，让医院、诊所和家属更容易交接下一步。

华语沟通，更易理解

解释政策、协调长者与家属需求

全职申请小组

统一整理资料、跟进评估与申请

转介及申请协助免费

减少重复沟通，提前规划回家照护

我们的服务与申请协助项目

SAH · 持续居家照护

Support at Home: 协助梳理 1-3 类日常支持、4-6 类较多居家协助、7-8 类高强度照护需求，准备评估及申请资料。正式分类由养老评估决定。

AT / HM · 安全与独立生活

辅助技术与居家改造资金申请协助；结合 Allied Health 意见，协调需要的专业评估、设备建议、改造方案及报价。

社区、照顾者与事故支持

连接 Carer Gateway 照顾者支持和 Community Health 社区健康服务；根据事故及个人情况，协助了解 icare 与 CTP 申请路径。

您完成转介，我们协调下一步。

01

提交转介

取得客户同意，提供基本资料、医疗及出院信息。

02

核查与联系

社工及个案管理团队联系转介人、长者或家属。

03

匹配与申请

梳理适用项目，整理报告，协调评估与申请。

04

衔接与跟进

协调回家照护，与获授权联系人沟通进度。

RCP · 出院与短期恢复

协调恢复性护理路径 (RCP) 评估、目标导向恢复及合适的出院后支持；了解现有 TCP 过渡护理及 CHSP 安排，衔接下一步照护。

失智症、营养与失禁支持

协助了解适用的失智症支持及补助、肠内营养/管饲支持、CAPS 失禁用品补助，以及 EnableNSW 设备与支持路径。

紧急照护缺口 · 个案跟进

资助尚未落实时，评估可用的临时照护资源或 CareU 应急支持；协调客户选择的合适服务，持续跟进资料、申请与照护衔接。

转介与合作咨询

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Community Engagement Manager

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www.careu.com.au/zh/professional-referral.html



扫码查看服务及在线转介

CareSeeker 是 CareU 的服务名称，并非政府项目。资助须符合资格并获批，实际服务可能有自付或其他费用；应急支持视个案与资源而定。RCP 不替代 TCP 或医疗急救，是否适合出院由临床团队决定。医疗紧急情况请拨打 000。

CareSeeker Services

Older People's Care & Funding Application Support

From hospital to home. A clearer next step in care.

CareU brings together social workers, case management and allied health professionals to coordinate discharge, home care and My Aged Care applications. We focus on Chinese-speaking older people and those living alone or without reliable family support, making handovers easier for hospitals, clinics and families.

Clearer communication

Chinese-language support and policy explanations

Dedicated full-time team

Documents, assessments and application follow-up

No referral or application fee

Fewer repeated requests; earlier home-care planning

Care coordination & funding pathways

SAH · Ongoing support at home

Support at Home: help document daily support needs (1–3), greater home assistance (4–6) and substantial care needs (7–8). These groupings guide discussion; formal classifications are determined by aged care assessment.

AT / HM · Safety & independence

Assist with technology and home modification funding pathways. Coordinate allied health assessments, equipment recommendations, modification plans and quotes where required.

Community, carers & accident support

Connect Carer Gateway and Community Health services. Help navigate icare and CTP pathways according to the person's circumstances, accident history and scheme eligibility.

RCP · Discharge & short-term restoration

Coordinate Restorative Care Pathway assessment, goal-focused recovery and suitable post-discharge support. Clarify existing Transition Care Program (TCP) and CHSP arrangements for continuity of care.

Dementia, nutrition & continence

Review applicable dementia support and supplements, enteral feeding support, the Continence Aids Payment Scheme (CAPS), and EnableNSW equipment and support pathways.

Urgent care gaps · Individual review

Review temporary care resources or CareU bridging assistance while funding is pending. Coordinate suitable services according to client choice and follow up documents, applications and care arrangements.

You refer. We coordinate the next step.

01

Refer with consent

Share client details, relevant clinical information and discharge plans.

02

Review & connect

Our social work and case management team contacts the referrer, client or family.

03

Match & apply

Clarify pathways, prepare reports and coordinate assessments and applications.

04

Connect & follow up

Coordinate home support and update authorised contacts on next steps.

Referrals & professional partnerships

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www.careu.com.au/en/professional-referral.html



Scan for services & online referral

CareSeeker is a CareU service name, not a government program. Funding requires eligibility and approval; care may involve contributions or other costs. Bridging assistance depends on individual review and resources. RCP does not replace TCP or emergency care. Discharge readiness is a clinical decision. For a medical emergency, call 000.