

Meet John



About John

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- John is 66, he has experienced **mental health issues** all his life, he has not been able to work for many years and has lived with his sister most of his adult life. His sister is in her seventies and has recently moved into residential aged care and given up her rented flat. He doesn't have **any financial support** from the Government as he is **afraid** of them knowing his business but his sister can no longer support him. He has moved in with an old friend as a **short-term solution** but she doesn't have much space.

Engagement

- John's friend calls the **local council** and explains John's circumstances without giving his name, and asks about how he can get more permanent housing. She is given the number of a **local care finder organisation**.
- She calls and describes the situation. **A care finder called Pete** calls her back and offers to talk to John.
- John agrees to talk on the phone and is reassured that Pete says he doesn't need to give any personal information.
- After many conversations, including at his friend's place, John says **he wants to visit his sister at her care home regularly**.

Supporting the process

- Pete says John can get transport through **My Aged Care** but, while they're arranging that, a volunteer from his organisation can drive him there.
- John is really happy and soon after agrees to reconnect with his **GP for a medication review**. A few weeks after seeking support from his GP, John is feeling well and interested in more help.
- Pete helps him **apply for financial support** through Services Australia and social housing. This takes some time as John remains fearful of providing information.
- Eventually **John moves into social housing**.

Post-assessment

- Pete suggests John might benefit from some further support such as **help with cleaning** and a **social group**.
- John is wary of people coming into his space but he acknowledges he would like the help and have more company.
- They apply for an **assessment on the My Aged Care website** and promises he will be there when the assessor comes. Pete ensures the assessor is aware of John's fears before the meeting.
- After the assessment, **Pete helps John contact local providers** and over a few months gets the services organised.

Check-in

- After a **couple more months**, Pete calls John to see how he is going.
- John is still living in the apartment but is **no longer getting cleaning or going to the social group**.
- Pete offers to **come around to talk**. When he gets there, John says the cleaner stopped coming and he doesn't know why.
- Pete calls the provider and is told the apartment is too cluttered and dirty for the cleaner.
- John says he left the support group after a few visits because he had nothing in common with the others.

Follow up

- With John's consent, **Pete arranges** a deep clean of the apartment through a hoarding and squalor specialist provider and they **work with John on strategies** to avoid the same situation.
- Pete also talks to the cleaning provider about coming more frequently and helping John to decide what to throw away at each visit.
- Pete **explores other options** for community support and puts John in touch with a local men's shed. John thinks this will be a better fit for him.
- Pete **stays in regular touch** with John and **helps adjust his support** as needed.