

About Footprints

Footprints is a trusted not-for-profit organisation with a proud history of more than 35 years working alongside people and communities.

Our purpose is to enhance quality of life and well-being by supporting people who face barriers to independence, belonging and participation in their community.



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footprintscommunity.org.au

1800 366 877

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footprints
living well together

phn
NORTHERN QUEENSLAND
An Australian Government Initiative

This activity is supported by funding from Northern Queensland Primary Health Network (NQPHN) through the Australian Government's PHN Program.

APR 2026

Care finder
North Queensland

Connect someone you know with support



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Why choose Footprints?

At Footprints Community, we provide responsive, person-led services that create pathways to independence and wellbeing.

Our team provides respectful, practical and tailored supports to people who need assistance to overcome barriers, understand their options, navigate and connect to the care they need to live well.

Services we provide

Care finders walk alongside the person at their pace, to understand their individual situation and support them to address their aged care needs.

The care finder will:

- Support you to register with My Aged Care and complete the assessment process
- Connect you to aged care providers and other relevant supports in your area
- Check in once services are up and running to make sure everything is okay.

Care finders can assist you to link to aged care services for the first time, and with changing or finding new services and supports if your needs change.

Regions we cover

Footprints support participants in the North QLD - Mackay, Isaac and Whitsunday regions.

In their words

"My care finder took all the stress away and guided me to get supports under the aged care system."

- Care finder client



To receive care finder supports, a person must:

- be isolated and have no support person or carer they feel comfortable with to act on their behalf
- be eligible for government funded aged care.

In addition, the older person should have one or more of these reasons for needing intensive support:

- may have difficulty communicating due to language or literacy challenges
- find it difficult to understand information and make decisions
- may be reluctant to engage with the aged care system, or with government services,
- or may be in an unsafe situation if they do not receive support services.

What does it cost?

Care finder is a free service, which is fully funded by the Australian Government through the Primary Health Networks.

Ready to speak to us?

To connect with this service, contact our friendly team on **1800 366 877 and ask for the care finder program**.

If you would like to refer someone to the care finder service, scan the QR code to download a referral form (PDF) and email to:

carefinder@footprintscommunity.org.au