



The CaLM website generates a personalised ‘Roadmap’ for the individual which they can save and return to or share with family members.

“CaLM portal users can go on and request a free Roadmap Review, whereby they answer a few more questions and within a few days CaLM’s advice Care Concierge will add new actions into the users Roadmap which are completely confidential and individualised to that user only,” said William Burkitt, Retirement Innovation Leader and Partner at Mercer.

**In addition, CaLM has a membership club for consumers, which provides a fortnightly newsletter, webinars, case studies and other relevant tools for consumer and their families – and is independent and commission-free.**

“As part of the CaLM service, we conduct due diligence on aged care providers services which we include as recommendations to our consumers. CaLM does not charge providers for any referrals made to our consumers.”

CaLM is now on track to be available to one million Australians by the end of 2022.

“Corporate employers are now understanding the impact on not only

their business, but their employees and customers who are direct recipients or care giving adult children supporting their parents,” stated William. “Super funds are looking for important tangible ways in which to better support their members who are approaching or in retirement with ageing care support being one of the most obvious.”

**DR Care Solutions**

**After 35-plus years in aged care, Danielle Robertson is a familiar face in the sector.**

Previously the CEO of DIAL-AN-ANGEL, Australia’s only national agency specialising in providing aged care, home care and childcare, for 12 years, Danielle set up her own business in 2015 to help people navigate the services offered in the aged care, disability care and home care sector.

Danielle does charge fees to consumers depending on the service following an initial free discussion, but the fee pays for her personalised approach.

Part 1 covers a comprehensive Care and Support Needs Assessment and the development of a Life Plan™ with recommendations for care, support and



accommodation options, plus resources to support the wider family.

Part 2 covers the implementation of the plan – either the introduction of a pre-vetted home care provider, finding the right retirement community or placement into an aged care home or SDA housing.

**Around 30% of placements are into residential care, with home care forming a growing part of DR Care Solution’s client base.**

“Some home care providers and retirement community operators recommend clients to use DR Care Solutions for placement of clients if the clients care needs are too high and families decide it’s time to relocate the person into care,” said Danielle.

“I have also had some residential aged care facilities with clients in respite (who aren’t suitable for that facility) engage us to relocate that person or if they are under the age of 65 and NDIS participants, to relocate them into more suitable housing.”

Looking ahead, Danielle already sees many providers spending marketing dollars to attract clients.

“Whether it’s the RIGHT provider remains to be seen,” she said. “We provide a very personalised approach to finding the right provider for a client and that’s why we’ve obtained great outcomes.” **SATURDAY**