

# **Trials under the Aged Care System Navigator Measure**

## **Fact sheet**

### **Key points**

- My Aged Care is there to provide people with information and help to access aged care services.
- Some people might need extra help to understand what services are available, or they might need extra support to choose and access the services that best meet their needs.
- Trials are being rolled out to test different ways to help people who are finding it difficult to navigate aged care.
- Because these are trials, they are not located everywhere and there may not be something in your local area.
- The trials are in their early stages. Promotional material will have further information about any trials in your local area.

### **Overview**

- The Aged Care System Navigator Measure was announced in the 2018-19 Budget. It responds to a recommendation in the *Legislated Review of Aged Care 2017* (the Tune Review) that an aged care navigator service would provide the small but significant group of people who have difficulty engaging through the existing channels with assistance to understand, choose and access appropriate aged care services.
- The Measure will implement four programs of trials that will test different system navigator models to support people and build their capacity to understand and engage with the aged care system:
  - 32 aged care information hubs to provide locally targeted information and build people's capacity to engage with the aged care system;
  - 21 community hubs where members support each other in navigating aged care and healthy ageing;
  - 9 specialist support workers to offer one-on-one support for vulnerable people; and
  - six full time equivalent aged care financial information service officers in the Department of Human Services to support people making complex financial decisions when entering aged care.
- The Measure will inform future decision making.

### **Information hubs, community hubs and specialist support workers trials**

- The information hubs, community hubs and specialist support workers trials are being delivered by a consortium led by COTA Australia.
- These trials will help people to:
  - understand the aged care system, including what services are available to meet their needs and how to access them; and
  - engage with and access the aged care system, including connecting them with My Aged Care and providing them with support to choose and access services.
- These trials commenced phasing in from late January 2019 and will conclude in June 2020. They are spread across different locations and target population groups, and will test a range of aged care system navigator models.

- Preliminary information about the location of these trials and delivery partners is attached. This information will be updated within the coming months to provide further detail about the specific location of each trial, identified target population groups and contact details for delivery partners.
- Each trial will be undertaking its own promotional activities and this is expected to be the primary way in which people hear about and can connect with the trials that are being delivered in their local area.

#### **Aged care financial information service officers trials**

- The aged care financial information service officers trials are being delivered by the Department of Human Services.
- These trials commenced in October 2018 and will conclude in October 2019. They are being delivered in the following aged care planning regions:
  - Eastern Metropolitan, Victoria;
  - South East Sydney, New South Wales;
  - South Coast, Queensland;
  - Metropolitan East and Hills, Mallee and Southern, South Australia;
  - Hunter, New South Wales; and
  - Hume, Victoria.
- People can connect with the Department of Human Services' financial information service by calling 132 300.

#### **Evaluation**

- Australian Healthcare Associates has been appointed to evaluate the Measure. The evaluation will:
  - assess the implementation, appropriateness, effectiveness and cost effectiveness of trials implemented under the Measure;
  - identify and review existing system navigator services, including aged care system navigator services and system navigator services in other sectors;
  - identify stakeholder views on aged care system navigator models and opportunities for the future; and
  - identify potential aged care system navigator models to inform future policy considerations, including barriers and enablers to achieving intended outcomes.
- Feedback regarding trials under the Measure or information on existing system navigator models can be provided to Australian Healthcare Associates via email at [acsn@ahaconsulting.com.au](mailto:acsn@ahaconsulting.com.au) or via telephone on 1300 242 111 (ask to speak to Anna Bishop-Bailey or Shae Quirk).

## Aged Care System Navigator Measure

### List of information hubs, community hubs and specialist support workers trials being led by COTA Australia

A total of 62 trials will be delivered – equivalent to 56 trials as follows:

- 32 information hub trials – equivalent to 30 full trials (28 x full trials plus 4 x 0.5 trials)
- 21 community hub trials – equivalent to 20 full trials (19 x full trials plus 2 x 0.5 trials)
- 9 specialist support worker trials – equivalent to 6 FTE

Trials in the Kimberley / Murchison / Pilbara regions are TBC

Indicative region	Type of trial	Delivery partner
<b>National: 1 information hub trial</b>		
1. Nationwide (to focus on 44 Aged Care Planning Regions as follows: <ul style="list-style-type: none"> <li>• NSW: Far North Coast; Mid North Coast; New England; Hunter; Central West; Orana Far West; Riverina/ Murray; Norfolk Island and Lord Howe Island</li> <li>• NT: Alice Springs; Katherine and East Arnhem</li> <li>• QLD: Far North; Northern; Mackay; Fitzroy; Wide Bay; Darling Downs; South West; Central West and North West</li> <li>• SA: Flinders and Far North; Eyre Peninsula; South East; Riverland; Hills, Mallee and Southern; Yorke, Lower North and Barossa; Mid North)</li> <li>• TAS: North Western</li> <li>• VIC: Loddon-Mallee; Grampians; Barwon-South Western; Hume and Gippsland</li> <li>• WA: Kimberley; Mid West; Goldfields; Cocos (Keeling) Islands; Christmas Island; Wheatbelt; Great Southern and South West)</li> </ul>	Information hub (virtual)	Older Persons Advocacy Network in partnership with Seniors Rights Service Limited
<b>ACT: 1 information hub trial and 1 community hub trial</b>		
2. Australian Capital Territory and Queanbeyan	Information hub	Council of the Ageing (A.C.T.) Incorporated
3. Australian Capital Territory and Queanbeyan (including areas immediately proximate to Queanbeyan)	Community hub	A.C.T. Disability, Aged and Carer Advocacy Service Inc
<b>NSW: 6 information hub trials, 3 community hub trials and 1 specialist support worker trial</b>		
4. Greater Sydney (Inner West Sydney; South West Sydney; Western Sydney; South East Sydney; Northern Sydney; Western Sydney; Greater Western Sydney)	Information hub	Co.As.It. Italian Association of Assistance
5. Greater Sydney (specific locations are to be confirmed, but have been proposed as including the Nepean, Western Sydney, South West Sydney and South East Sydney council areas)	Information hub	Council on the Ageing NSW Inc
6. Dubbo and the Lachlan Valley	Information hub (0.5 equivalent)	Dementia Australia Limited
7. Illawarra Aged Care Planning Region (including the Wollongong, Shellharbour and Kiama LGAs)	Information hub	Multicultural Communities Council of Illawarra Incorporated
8. Inner Sydney, Parramatta and Liverpool areas	Information hub	Seniors Rights Service Limited

Indicative region		Type of trial	Delivery partner
9.	Northern Rivers (Far North Coast Aged Care Planning Region)	Information hub	Seniors Rights Service Limited
10.	Wollongong and surrounding areas	Community hub	Council on the Ageing NSW Inc
11.	Illawarra Aged Care Planning Region (including the Wollongong, Shellharbour and Kiama LGAs)	Community hub	Multicultural Communities Council of Illawarra Incorporated
12.	Dubbo	Community hub	Seniors Rights Service Limited
13.	Dubbo and the Lachlan Valley	Specialist support worker (0.5 FTE)	Dementia Australia Limited
<b>NT: 2 information hub trials and 1 community hub trial</b>			
14.	Greater Darwin area (with potential reach into surrounding communities such as Batchelor, Katherine and Nhulunbuy)	Information hub	Council on the Ageing NT
15.	Darwin and Tiwi Islands (to include other regional areas that are to be confirmed)	Information hub	National LGBTI Health Alliance
16.	Darwin and Alice Springs (with potential reach into surrounding communities such as Batchelor, Katherine and Nhulunbuy)	Community hub	Council on the Ageing NT
<b>QLD: 6 information hub trials, 5 community hub trials and 2 specialist support worker trials</b>			
17.	Wide Bay (Bundaberg; Gin Gin; North Burnett; Monto-Eidsvold; Gaynhad-Mundubbera; Kingaroy; Burrum-Fraser; Point Vernon; Pialba-Eli Waters; Torquay-Scarness-Kawungan; Urgandan-Wondunna; Booral-River Heads; Maryborough; Tinana; Granville; Kilkivan and Nanango)	Information hub	Aged and Disability Advocacy Australia
18.	Brisbane South Primary Health Network Area – Logan (Springwood-Kingston and Loganlea-Carbrook SA3s)	Information hub	Brisbane South PHN Ltd
19.	Brisbane South Primary Health Network Area – Cleveland (Cleveland-Stradbroke SA3)	Information hub	Brisbane South PHN Ltd
20.	Brisbane South Primary Health Network Area (SA3s not serviced by the trials to be delivered in the Springwood-Kingston, Loganlea-Carbrook and Cleveland-Stradbroke SA3s)	Information hub	Brisbane South PHN Ltd
21.	Brisbane South Primary Health Network Area	Information hub	Institute for Urban Indigenous Health Ltd
22.	Cabool Aged Care Planning Region	Information hub	Institute for Urban Indigenous Health Ltd
23.	Brisbane South Primary Health Network Area – Logan (Springwood-Kingston and Loganlea-Carbrook SA3s)	Community hub	Brisbane South PHN Ltd
24.	Brisbane South Primary Health Network Area – Cleveland (Cleveland-Stradbroke SA3)	Community hub	Brisbane South PHN Ltd
25.	Wide Bay (Bundaberg)	Community hub	Council on the Ageing Queensland Ltd
26.	Cabool Aged Care Planning Region	Community hub	Institute for Urban Indigenous Health Ltd
27.	<ul style="list-style-type: none"> <li>• Queensland towns of Atherton, Ayr, Barcaldine, Bowen, Bribie Island, Charleville, Charters Towers, Cherbourg, Chinchilla, Clermont, Cloncurry, Cunnamulla, Dalby, Emerald, Goondiwindi, Hughenden, Innisfail, Kingaroy, Longreach, Mareeba, Mossman, Nambour, Nanango, Quilpie, Roma, Warwick, Winton</li> <li>• NSW towns of Moree, Walgett and Glen Innes</li> </ul>	Community hub	Annette McNee (trading as Agelink Consulting)
28.	Brisbane South Primary Health Network Area (all SA3s)	Specialist support worker (1 FTE)	Brisbane South PHN Ltd

Indicative region		Type of trial	Delivery partner
29.	Cabool, South Coast, Brisbane North, Brisbane South, Logan River Valley and West Moreton Aged Care Planning Regions	Specialist support worker (0.6 FTE)	Institute for Urban Indigenous Health Ltd
<b>SA: 3 information hub trials, 1 community hub trial and 2 specialist support worker trials</b>			
30.	Country South Australia (Yorke, Lower North and Barossa Aged Care Planning Regions including Gawler North; Gawler South; Lewiston; Two Wells; Barossa Angaston; Light; Lyndoch; Mallala; Nuriootpa; Tanunda; Clare; Port Broughton; Wakefield Barunga West; Kadina; Moonta; Wallaroo; Yorke Peninsula South; Minlaton; Stansbury and Maitland / Mid North Aged Care Planning Region including Jamestown; Peterborough and Port Pirie / Eyre Peninsula Aged Care Planning Region including Ceduna and Port Lincoln)	Information hub	Aged Rights Advocacy Service Inc.
31.	Country South Australia (South East, South Australia Aged Care Planning Region)	Information hub	Council on the Ageing (SA) Inc
32.	Whyalla and Riverland regions (including Renmark Painga, Berri, Loxton, Barmera, Waikerie and surrounding areas)	Information hub	UnitingSA Ltd
33.	Adelaide	Community hub	Council on the Ageing (SA) Inc
34.	Country South Australia	Specialist support worker (0.6 FTE)	Council on the Ageing (SA) Inc
35.	Country South Australia (Yorke, Lower North and Barossa Aged Care Planning Regions including Gawler North; Gawler South; Lewiston; Two Wells; Barossa Angaston; Light; Lyndoch; Mallala; Nuriootpa; Tanunda; Clare; Port Broughton; Wakefield Barunga West; Kadina; Moonta; Wallaroo; Yorke Peninsula South; Minlaton; Stansbury and Maitland / Mid North Aged Care Planning Region including Jamestown; Peterborough and Port Pirie / Eyre Peninsula Aged Care Planning Region including Ceduna and Port Lincoln)	Specialist support worker (0.8 FTE)	Aged Rights Advocacy Service Inc
<b>TAS: 3 information hub trials, 2 community hub trials and 1 specialist support worker trial</b>			
36.	Hobart and Greater Hobart (with outreach to Tasman; Glamorgan Spring Bay; Central Highlands; Huon and Kingborough)	Information hub	Council on the Ageing Tasmania Inc
37.	Greater Launceston (with outreach to Break O'Day, Dorset, GeorgeTown and Northern Midlands)	Information hub	Council on the Ageing Tasmania Inc
38.	Greater Hobart (including Hobart, Glenorchy, Clarence and Kinborough LGAs), Launceston (including Launceston and West Tamar LGAs) and North West Tasmania (including Burnie, Central Coast, Devonport and Latrobe LGAs)	Information hub	Migrant Resource Centre (Southern Tasmania) Incorporated
39.	State wide	Community hub	Council on the Ageing Tasmania Inc
40.	Greater Hobart (including Hobart, Glenorchy, Clarence and Kinborough LGAs), Launceston (including Launceston and West Tamar LGAs) and North West Tasmania (including Burnie, Central Coast, Devonport and Latrobe LGAs)	Community hub	Migrant Resource Centre (Southern Tasmania) Incorporated
41.	State wide	Specialist support worker (0.6 FTE)	Council on the Ageing Tasmania Inc
<b>VIC: 7 information hub trials, 4 community hub trials and 1 specialist support worker trial</b>			
42.	State wide	Information hub	Council on the Ageing (Victoria) Inc

Indicative region		Type of trial	Delivery partner
43.	City of Greater Dandenong	Information hub	Council on the Ageing (Victoria) Inc
44.	Bendigo sub-region of the Loddon Mallee Aged Care Planning Region	Information hub (0.5 equivalent)	Institute for Urban Indigenous Health Ltd in partnership with the Loddon-Mallee Aboriginal Reference Group (Bendigo District Aboriginal Cooperative Inc)
45.	Midura-Swan Hill sub-region of the Loddon Mallee Aged Care Planning Region	Information hub (0.5 equivalent)	Institute for Urban Indigenous Health Ltd in partnership with the Loddon-Mallee Aboriginal Reference Group (Mallee District Aboriginal Services)
46.	Wangaratta LGA (including Wangaratta, Whitfield and Eldorado)	Information hub trial	Northeast Health Wangaratta
47.	Mildura, Robinvale and Swan Hill	Information hub trial	Sunraysia Mallee Ethnic Communities Council Inc
48.	Melbourne	Information hub trial	Housing for the Aged Action Group Inc
49.	Casey and Cardinia LGAs	Community hub	Council on the Ageing (Victoria) Inc
50.	Bendigo sub-region of the Loddon Mallee Aged Care Planning Region	Community hub (0.5 equivalent)	Institute for Urban Indigenous Health Ltd in partnership with the Loddon-Mallee Aboriginal Reference Group (Bendigo District Aboriginal Cooperative Inc)
51.	Midura-Swan Hill sub-region of the Loddon Mallee Aged Care Planning Region	Community hub (0.5 equivalent)	Institute for Urban Indigenous Health Ltd in partnership with the Loddon-Mallee Aboriginal Reference Group (Mallee District Aboriginal Services)
52.	Wangaratta LGA (including Wangaratta, Whitfield and Eldorado)	Community hub	Northeast Health Wangaratta
53.	State wide	Specialist support worker (0.8 FTE)	Residential Care Rights Inc
<b>WA: 3 information hub trials, 4 community hub trials and 2 specialist support worker trials (plus additional trials in the Kimberley, Murchison and Pilbara regions TBC)</b>			
54.	Greater Perth (Metropolitan South West Aged Care Planning Region, with a focus on the local government authorities of Kwinana, Rockingham and Mandurah)	Information hub	Advocare Incorporated
55.	Greater Perth (Metropolitan South East Aged Care Planning Region and surrounding suburbs in the Greater Perth region)	Information hub	Council on the Ageing (Western Australia) Inc
56.	Greater Perth (with a focus on Bicton, Melville, East Fremantle, Inglewood, Maylands and North Perth) (will include telephone support to rural Western Australia)	Information hub (0.5 equivalent)	Dementia Australia Limited
57.	Greater Perth (Balcatta and Willetton)	Community hub	Chung Wah Association

<b>Indicative region</b>		<b>Type of trial</b>	<b>Delivery partner</b>
58.	Greater Perth (Metropolitan South East Aged Care Planning Region and surrounding suburbs in the Greater Perth region)	Community hub	Council on the Ageing (Western Australia) Inc
59.	Greater Perth (Metropolitan East, Metropolitan South East and Metropolitan South West Aged Care Planning Regions)	Community hub	National LGBTI Health Alliance
60.	Greater Perth (Metropolitan North, Metropolitan East, Metropolitan South West and Metropolitan South East Aged Care Planning Regions)	Community hub	Umbrella Multicultural Community Services Inc
61.	Greater Perth (Metropolitan South West Aged Care Planning Region, with a focus on the local government authorities of Kwinana, Rockingham and Mandurah)	Specialist support worker (0.6 FTE)	Advocare Incorporated
62.	Greater Perth (with a focus on Bicton, Melville, East Fremantle, Inglewood, Maylands and North Perth) (will include telephone support to rural Western Australia)	Specialist support worker (0.5 FTE)	Dementia Australia Limited
	Kimberley / Murchison / Pilbara	TBC	TBC