Better Access to Care – aged care system navigator

The Government will increase funding for aged care by $5 billion over five years. The Government will introduce a face to face service to assist and guide older Australians and their families to get the best outcomes from the aged care system, including outreach services to help older Australians make informed choices about their aged care needs.

Four programs will be trialed:

- 30 aged care information hubs to provide locally targeted information and build people’s capacity to engage with the aged care system;
- 20 community hubs where members support each other in navigating aged care and healthy ageing;
- six full-time specialists placed in consumer-focused organisations to offer one-on-one support for vulnerable people; and
- six full-time aged care Financial Information Support Officers (FISOs) in the Department of Human Services – to complement the existing generalist FISO service – to give additional support to people with the complex financial decisions they need to make when entering aged care.

Why is this important?

This measure addresses barriers to accessing aged care and delivers on key recommendations of the Legislated Review of Aged Care 2017.

In line with the Australian Government’s focus on person-centred care, the navigator and outreach service trials will provide new ways to help older Australians who have difficulty engaging and understanding the aged care system.

Who will benefit?

This measure will particularly assist older Australians who are vulnerable, who may find it difficult to access or understand the aged care system, and people who have complex needs, including those with language barriers, or people who experience significant financial disadvantage or are socially isolated.

How much will this cost?

This measure will cost $7.4 million from 2018–19 to 2019–20.