
AGED CARE SYSTEMS NAVIGATORS – VICTORIAN TRIAL SITES

The Aged Care Navigator projects are testing different types of services and activities to help people to learn more about Government supported aged care programs and how to access them.

We understand that sometimes the aged care system can appear complex and difficult to navigate. Accessing aged care can also come at a time when people have to make a lot of decisions about the support they need, where to get that support and the associated financial decisions.

These trials have been designed particularly for people who:

- Have difficulty accessing services through the existing channels and need additional support to understand, choose and access aged care services (with a focus on people who face barriers to accessing aged care services and people who are vulnerable).
- Have not yet accessed aged care services.

They will help people to:

- Understand the aged care system, including what services are available to meet their needs and how to access them.
- Engage with and access the aged care system, including connecting these people with My Aged Care and providing them with support to choose and access services.

There are four types of Aged Care Navigators services being trialled:

1. Information Hubs

Information Hubs are designed to provide tailored information in a person's local community. Staff and trained volunteers will be available to support, educate and assist people by informing and linking them with suitable aged care services. They aim to help local people build their own knowledge by guiding them through the steps from information to assessment to receiving care. Activities will include:

- Seminars
- Distribution of tailored information
- Face to face supports
- Peer support
- Assistance with form filling
- Outreach

2. Community Hubs

These unique Community Hubs are welcoming places where local volunteers share their knowledge of the aged care system with local people. Community Hubs will also promote healthy ageing.

3. Specialist workers

There may be times when someone needs more specialised assistance to navigate the aged care system. The Information Hubs and Community Hubs will be able to refer people for one-to-one assistance from a Specialist Support Worker in their area. The worker can provide assistance in person or over the phone and will often meet in relaxed well-known local community spaces, i.e. library, Community Centre or GP clinics.

4. Financial Information Officers (DSS)

Located in the Department of Human Services to support people making complex financial decisions when entering aged care.

The following trial sites are being established in Victoria:

Trial site	Host Organisation	CONTACT DETAILS
Victoria-wide Telephone Information Hub	COTA Victoria	Call: 1300 13 50 90 between 9.30 am and 1pm. A Volunteer Information Officer will call you back within one working day. You can also email us at: COTAWise.Services@cotavic.org.au
Information Hub covering the City of Greater Dandenong	COTA Victoria	This service will be based at Springvale. Initial enquiries to the COTA Information line above: 1300 13 50 90
Community Hub based at Outlook Community House, Pakenham, covering the Local Government Areas of Cardinia and Casey	COTA Victoria	General enquiries for aged care information 1300 13 50 90 To book in for information sessions at Outlook Community House Phone: (03) 5941 1535
Specialist Worker <i>Advocate: Aged Care Navigation</i> This is a statewide service.	Elder Rights Advocacy	Contact the Advocate, Aged Care Navigation directly on 0437 852 426 or through Elder Rights Advocacy on 1800 700 600 or 03 9602 3066. Email: agedcarenavigator@era.asn.au
Information Hub for older people who are homeless or in insecure housing	Housing for the Aged Action Group HAAG	Phone: 9654 7389 Between 9 and 5pm. Someone will call back within a day. You can also make an appointment to see a volunteer at our office (Level 1 Ross House, 247 Flinders Lane, Melbourne) by calling 9654 7389.
Information and Community Hub for Wangaratta	Northeast Health Wangaratta	Well Ageing Info Hub Tuesday & Thursday – 10.00am to 12.00pm Wangaratta Government Centre 62 – 68 Ovens Street, Wangaratta 1800 319 333 infohub@nhw.org.au
Information and Community Hub for Aboriginal people in the Loddon-Mallee area (based in Bendigo and Mildura)	Loddon-Mallee Aboriginal Reference Group (in collaboration with Institute for Urban Indigenous Health) delivered by Bendigo District Aboriginal Cooperative and Mallee District Aboriginal Services	Still to be established

Information Hub for all people, including those from diverse cultural backgrounds in the Sunraysia Region, based in Mildura and Swan Hill	Sunraysia Mallee Ethnic Communities Council Inc.	Mildura (03) 5022 1006 reception@smecc.org.au 107-111 Twelfth Street, Mildura VIC 3500 Swan Hill (03) 5032 4479 swamhill@smecc.org.au 229-235 Beveridge Street, Swan Hill VIC 3585
Financial Information Service	Department of Human Services	Phone: 132 300 for personal information over the phone To make an appointment Phone: 136 357 To attend a seminar: https://www.humanservices.gov.au/individuals/services/financial-information-service/free-seminars

If you have any concerns or complaints about the Aged Care Navigator Trials you can contact the Aged Care System Navigator National Coordinator at COTA Australia:

Email: agedcarenavigators@cota.org.au

Phone: 03 9909 7910

The Aged Care Navigators Trial is delivered as part of a consortium led by COTA Australia and funded by the Australian Government.

