

# Aged Care System Navigator Measure

## Problem/ situation

The aged care system is complex and difficult to navigate

A small but significant group of people are not gaining effective access to the system because they have difficulty engaging through the existing channels and need additional support to understand, choose and access appropriate aged care services

Some people have to make complex financial decisions when entering aged care. This can increase the risk of poor outcomes in the decision making process for aged care entry and complicate access to services

## Inputs

## Participants

## Activities

## Outputs

## Outcomes

### Short Term

### Medium Term

### Longer Term

Information and community hubs trials

30 aged care information hubs  
20 community hubs

Specialist support workers trials

6 FTE specialists in consumer focussed organisations

Financial Information Service Officers trials

6 FTE aged care Financial Information Service Officers in the Department of Human Services

Older Australians who need additional support to engage with and understand the aged care system, and who have not yet accessed aged care services

All people who need additional support to engage with and understand the aged care system  
People who face barriers to accessing aged care services and vulnerable people

Vulnerable people

People who need to make complex financial decisions when planning for and accessing aged care

Establish hubs

Provide information on available aged care services, including eligibility, and how  
Seminars  
Distribution of tailored information  
Face-to-face support  
Peer support  
Assistance with filling in forms  
Outreach

Guide consumer access to aged care services  
Interact with aged care services/system to address barriers to access

Provide information to support decision making  
Seminars  
Face-to-face support  
Support with application processes  
Outreach

Information provided (seminars conducted, information distributed, sessions/contacts)

Information and intensive support provided

Information provided (seminars conducted, sessions/contacts)

Improved consumer, family and carer understanding of the aged care services that are available to meet their needs and how to access them and improved confidence to engage with the aged care system

Improved ease of access to aged care services

Improved consumer, family and carer understanding of financial arrangements and options and improved confidence to make complex financial decisions when entering aged care

Improved ease of access to aged care services

Improved decision making on the financial aspects of aged care entry

Improved ease of access to aged care services

Improved consumer outcomes (improved access to the right care at the right place at the right time)

Improved family and carer outcomes

Conclusion of Aged Care System Navigator measure

Assumptions

Target population is all people who need additional support to engage with and understand the aged care system, and who have not yet accessed aged care services, with a focus on people who face barriers to accessing aged care services (e.g. people from diverse population groups; people in rural or remote areas; people with limited access to technology, limited computer literacy, or special website accessibility requirements) and vulnerable people

Set up by 15/10

Awareness, reach and participation by target population

Information provided is high quality, timely and appropriate

A number of interventions (beyond the Aged Care System Navigator measure) are required to support the long term outcomes.