



## Home Care (Pillar 1 of the Royal Commission response) – Connecting senior Australians to aged care services

In response to the Aged Care Royal Commission, the Australian Government will invest \$272.5 million to support senior Australians to access the aged care services they need and navigate through the system.

Investment will support new face-to-face services for senior Australians to make it easier for people to use My Aged Care – a familiar platform for Australians who already interact with the aged care system – by improving the connection between the various ways people receive information and service referrals. This will ensure services work together so senior Australians get the help and care they need regardless of whether they access the web site, call centre, or the new face-to-face services.

- Key measures for senior Australians who need minor assistance include:
  - a new government face-to-face aged care service will be available in up to 325 Services Australia service centres in all states and territories, to provide information on aged care services and assist people to use online channels\*
  - Services Australia and My Aged Care call centres will be linked so callers can be easily transferred between the two services\*, and
  - \$9.6 million to certify providers where specific services are offered that meet diverse needs, for example cultural and linguistic services. This will help consumers select providers that meet their specific needs.
- Key measures for senior Australians who need additional help or prefer to access support through face-to-face services include:
  - new face-to-face aged care specialists will be available in 70 Services Australia service centres in all states and territories, and include mobile service centres to reach rural and regional areas. These specialists will connect consumers with local services, financial information services, social workers, interpreters and advocates\*
  - \$7.2 million to provide advocacy organisations with visibility of where consumers are in their aged care journey, to enable these organisations to better represent the people they provide advocacy services for, and
  - \$65.2 million to provide greater access to translating and interpreting services for culturally and linguistically diverse people.

- Key measures for senior Australians who need specialist support include:
  - \$93.7 million in additional funding to introduce a network of up to 500 local Community Care Finders to improve engagement with vulnerable senior Australians (such as people who are homeless)
  - building on existing navigation supports, it will provide intensive face-to-face support to access aged care services and to connect with other relevant health and social supports, and
  - \$7 million to extend the Aged Care System Navigator services from July 2021 to December 2022 to continue face-to-face support until Community Care Finders start.

### Why is this important?

These changes will provide greater support for senior Australians to access and navigate the aged care system with a level of support commensurate to their needs.

Previously, there has been limited availability of face-to-face support making it difficult for consumers to access, understand and navigate aged care services. By increasing local, personalised and face-to-face support, senior Australians will have better access and support to navigate aged care and articulate their needs.

This measure implements *Recommendations 29 and 30* of the Royal Commission's final report.

### Who will benefit?

Senior Australians, their representatives and aged care providers will benefit from a better approach to accessing and navigating the aged care system.

- Senior Australians who need just minor assistance, will be able to access digital assistance and basic information through approximately 325 Services Australia service centres.
- Senior Australians who need additional help or prefer to access support through face to face services, will be supported by Aged Care Specialist Officers in 70 Services Australia service centres.
- Vulnerable senior Australians who need specialist support, will have access to a network of up to 500 Community Care Finders, who will provide face to face assistance to access and navigate aged care services and other supports at the local community level (such as health and social supports).

### How much will this cost?

The Australian Government is investing \$272.5 million over 4 years, from 2021–22.