



The Hon Ken Wyatt AM, MP

**Minister for Senior Australians and Aged Care
Minister for Indigenous Health
Member for Hasluck**

MEDIA RELEASE

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Tender Now Open for Aged Care System Navigator Trials

More help will soon be at hand for senior Australians needing guidance to navigate their way through the aged care system, thanks to a new Australian Government project.

The Government is calling for tenders for trials of a new aged care navigator network, including information hubs, community hubs and one-on-one support from specialist workers, to streamline and simplify aged care service access.

“These trials will aim to assist senior Australians and their families to get the best outcomes from the aged care system,” said Minister for Senior Australians and Aged Care, Ken Wyatt AM.

“I have been listening to people and these changes were formed following direct feedback from the community.

“Some people find it more difficult than others to navigate their way through and may need additional support to understand, choose and access aged care services.

“We want to find the best ways to break down the barriers that are preventing people from making informed choices around their aged care.”

A variety of programs will be tested to help people better engage with the aged care system, including connecting them with My Aged Care and providing support to choose and access services.

Under the trials:

- 30 aged care information hubs will provide locally targeted information and build people’s understanding and engagement with the aged care system
- 20 community hubs will enable people to support each other in navigating aged care and healthy ageing
- Six full time equivalent specialists in consumer-focused organisations will offer one-on-one support for vulnerable people

The trials will aim to be of particular assistance to people who have complex needs, including those facing language and technology barriers, significant financial disadvantage or social isolation.

The trials are expected to start in January 2019 and end in June 2020.

The tender documents can be downloaded from the AusTender website at www.tenders.gov.au

Tenders must be lodged before 2pm AEDT on Tuesday 23 October 2018.

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