

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Inquiry into the Australian Government response into the COVID-19 pandemic

25 September 2020, transferred from Department of Home Affairs

PDR Number: IQ20-000676

Aged Care System Navigators program

Written

Senator: Kristina Keneally

Question:

As result of the COVID-19 pandemic, could the department provide an update and any changes to the Aged Care System Navigators program to assist people from Culturally and Linguistically Diverse backgrounds and their families in navigating the aged care system.

Please provide the following:

- a. When did the program commence?
- b. When will the program conclude?
- c. What amount has been expended to date, by year?
- d. What future expenditure is projected, by year?
- e. What outcomes are expected from the program, by year?

Answer:

- a. In 2019-20, the Department of Health undertook consultations and scoping to inform the implementation approach for the CALD-specific aged care system navigator program. Activities under the measure were due to commence in early 2020 following consultations. The initial activity was intended to be town hall-style information sessions for CALD communities and community leaders, however this mode of delivery needed to be revisited due to the outbreak and impacts of COVID-19. The sessions are now expected to commence in the final quarter of 2020.
- b. The CALD-specific aged care system navigator program is due to conclude in the 2022-23 financial year.
- c. It is anticipated expenditure against the CALD navigator measure will occur in the final quarter of 2020 once contracts are in place. To date, \$8.6 million of the \$12.1 million has been spent under the aged care system navigator trials.

- d. It is projected that \$3.3 million will be expended each year over the 2020-21 to 2022-23 financial years under the CALD-specific aged care system navigator program. \$3.4 million still remains to be spent on the aged care system navigator trials.
- e. The CALD-specific aged care system navigator program will provide and contribute to the following outcomes over the 2020-21 to 2022-23 financial years:
- effective implementation of solutions to address the challenges and barriers faced by people from CALD backgrounds when navigating the aged care system
 - people from CALD backgrounds are empowered to contact and engage with the My Aged Care call centre and website
 - people from CALD backgrounds have a greater understanding of the aged care system and the services available to them
 - increase in the number of people from CALD backgrounds who access appropriate aged care services to meet their needs
 - better understanding of challenges and barriers faced by people from CALD backgrounds when navigating the aged care system.

The aged care system navigator trials are being independently evaluated, and the findings will inform future decisions about how to best support people to navigate aged care.