

# AGED CARE NAVIGATORS SERVICES



## Community Hubs

Community Hubs are welcoming places where local volunteers share their knowledge of the aged care system. Community Hubs draw on the experiences of local people to connect with peers in their own regions and give support to access aged care services relevant to the individual's situation.

Volunteers receive training and support to ensure they have up-to-date information and can guide people to think about what supports might best suit their needs.

## Information Hubs

Information Hubs are designed to provide tailored information in a person's local community. Independent Aged care expert 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. Some of the activities being offered in the Information Hubs include:

- Community workshops and information sessions
- Assistance with filling in forms
- Contacting My Aged Care
- Providing fact sheets, handouts and other resources
- Outreach services to support those who can't come into the centre
- Individual support sessions

## Specialist Support 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, eg. library, Community Centre or GP clinics.

**Services are being tested in different locations around Australia during the trial. To find your nearest service, visit the Navigator directory at [www.agedcarenavigators.org.au](http://www.agedcarenavigators.org.au)**