



Senior Australians Face-to-face Service Evaluation Information Bulletin

PURPOSE

The Department engaged Healthcare Management Advisors (HMA) to undertake an evaluation of the senior Australians face-to-face service offer, part of the Connecting Senior Australians to Aged Care Services 2021–22 Budget Measure.

The evaluation aims to support continuous improvement of the face-to-face service offer.

The objectives of the evaluation are to assess the effectiveness and sustainability of the senior Australians face-to-face service offer as the third channel for My Aged Care.

CONTEXT

The complexity of the aged care system and challenges it poses to an individual senior and their carer in terms of navigation and accessibility was observed by the Royal Commission's enquiry into Aged Care Quality and Safety (Royal Commission). The primary gateway for senior Australians and their carers to steer their way through the system and access services is My Aged Care, however, a more localised and greater face-to-face presence was identified in this enquiry.

A workforce providing face-to-face support to help people navigate and access aged care was recommended as a further navigation option to complement the existing digital and telephone channels to access My Aged Care. Part of the Australian government's response to this recommendation was announcing the offer of a senior Australians face-to-face service as part of the *Connecting Senior Australians to Aged Care Services* measure.

Initial evaluation of the progress of this service offer is required to inform future direction and investment. It will also be used to build a quality and continuous improvement framework to ensure consistency across My Aged Care.

PROJECT METHOD

The project will be undertaken in six stages as follows:

- (1) **Project initiation and ongoing project management:** HMA will discuss and finalise the project scope and method with the Department's project manager and discuss the dates for all deliverables alongside the protocols for communication throughout the project.
- (2) **Situation analysis:** HMA will conduct a situation analysis that will include a desktop review of relevant materials and preliminary consultations with key stakeholders.
- (3) **Evaluation framework development:** A draft evaluation framework will be prepared and in conjunction with the Navigation and Access Branch project manager, HMA will convene a one-day face-to-face workshop to address and amend elements in the draft framework.
- (4) **Data collection and analysis:** HMA will commence the detailed data collection processes and prepare a summary of the findings from each data collection process.
- (5) **Evaluation assessment:** The findings from Stage 4 will be triangulated, reviewed and an overall assessment of the Services Australia face-to-face offering against each key evaluation area will be formed.
- (6) **Preparation of a final report:** HMA will seek feedback from the Department and Services Australia and amend the final report as necessary.

CONTACT INFORMATION

For further information on this project, please contact
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