

Helping widows navigate care changes

Legacy Navigator service supports ex-service families

24 August 2017:

About 200 war widows and dependents have received individual support in accessing health and aged care services this year through a dedicated service being offered by independent living provider Bolton Clarke in collaboration with Legacy Australia.

Legacy Australia Chairman Tony Ralph said more choice was good, but tackling the confusion around how to access services had proven a challenge, particularly after changes to Home Care implemented in February which gave customers a greater decision-making role.

"Changes to the Aged Care system and provision of services are happening much faster than we can manage to update the knowledge base for our Legacy family," Mr Ralph said .

"The Navigator system has fast tracked our ability to stay abreast for our Legacy widows. It's been a boon to us."

Bolton Clarke and Legacy launched the Navigator service in 2016 after a successful pilot. The line supports and informs the work already undertaken by Legatees (Legacy volunteers) and Legacy Pensions and Welfare Officers in giving Legacy members up-to-date information on the changing aged care system.

"Navigators" answering calls have a wealth of knowledge and experience from working closely with and delivering Department of Veterans' Affairs programs and other government health and aged care programs.

"In some instances a widow may be eligible for a multitude of different services, through different programs," Mr Ralph said.

"The Legacy Navigator service provides support with everything from understanding how to be assessed for eligibility through to selecting a provider and paying for the services.

"The Navigators can assist callers from around Australia with free and easy-to-understand information so they can make informed decisions about their health and wellbeing."

The service operates Monday to Friday from 9am-5pm and provides information on the types of in-home aged care, nursing and support available, the process for accessing aged care and using My Aged Care, home support options including Department of Veterans' Affairs Community Nursing and Veterans' Home Care Programs and the Commonwealth Home Support and Home Care Package programs.

Bolton Clarke also provides free health and wellbeing presentations for Legacy groups.

Legacy beneficiaries and Legatees can access the Legacy Navigator service on 1300-577-884.

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About Bolton Clarke

In 2015, RSL Care and RDNS came together to create Australia's most experienced not-for-profit provider of comprehensive living, health and aged care services, operating nationally and internationally. In August 2017, our name changed to Bolton Clarke, which reflects the surnames of two early pioneers in community services who inspired our organisation's work.

Bolton Clarke offers an integrated continuum of care services to residents and clients that match their needs and their health and lifestyle journey. Our services connect customers to solutions that promote healthier, more productive and involved lives.

With more than 6,500 dedicated staff across Australia, New Zealand and Asia, Bolton Clarke provides a wide range of general and specialist care services, 24 hours a day, every day of the year. This includes at-home support, retirement living and residential aged care; telehealth services; healthy ageing and mental health programs; chronic disease management; rehabilitation and transition care.