

Media release
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Gateway into aged care welcomed by COTA Tas

Council on the Ageing Tasmania (COTA Tas) has welcomed plans to develop a gateway into aged care, announced by the Federal Government today as part of sweeping aged care reform.

COTA Tas CEO Maxine Griffiths said feedback from the community had pointed to the need for a single entry point for sourcing information and accessing care and it was pleasing to see that this had been recognised.

“Consumers have expressed frustration over a complicated system that is inconsistent in terms of the information they receive, as well as not being able to access the care they need when they need it,” said Ms Griffiths.

“The concept of a single point of entry into the aged care system was supported by all participants in recent consultations conducted by COTA Tas representatives.

“Older Tasmanians want a gateway into aged care that demonstrates an understanding of the local community and the services that exist in the area, and that can provide them with local information and a more coordinated approach.”

The report released today found that older people in the community believed the lack of coordination and integration of services and the lack of respect for timing of services being delivered stripped them of their dignity.

“The proposed *My Aged Care* website and national call centre announced today is a sign that the Government has finally listened to the voices of consumers,” said Ms Griffiths.

“We look forward to seeing the first steps take place in building the Aged Care Gateway, which Government has said will involve an online integrated information and assessment entry point.

“It is our hope that the Federal Government will continue to ensure all major stakeholders have a seat at the table and we look forward to working with them in establishing the gateway.

COTA is a leading advocate and source of trusted information, giving older Tasmanians a voice.

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For more information: Maxine Griffiths, COTA Tas, 0448 281 897