

Aged Care Navigation Service

Monday to Thursday
One-hour phone appts



COTA Victoria's Aged Care Navigation Service pilot to address knowledge gaps following Aged Care Act changes

Melbourne, 27 March – Council on the Ageing (COTA) Victoria has launched its own Aged Care Navigation Service pilot, designed to fill a growing information gap arising from recent changes to the Aged Care Act and its implementation. Alongside valuable support for older Victorians, the pilot will gather and provide evidence to government that funding for services of this type is vital to older Victorians.

As part of the pilot, members of COTA Victoria's soon-to-be closed Care Finder program team will provide free, personalised advice and recommendations to those struggling to find answers regarding aged care systems and services.

[One-hour phone calls can now be booked by members of the public](#) and begin in April, with the pilot anticipated to run until the end of June. Four sessions are available daily between Monday and Thursday, and will be released for registration on Humanitix in two-week blocks.

The pilot will also gather anonymised data to better advocate for the provision of sustained services that address unmet navigation support needs within the community.

“We are hearing from an ever-increasing number of older Victorians about the challenges they are facing navigating the aged care service system” said COTA Victoria CEO Ben Rogers.

“The need for navigation support is widespread, and extends far beyond those with limited access to online information,” Mr Rogers added, noting that the gap presently sits “somewhere between My Aged Care and the intensive navigation support available for vulnerable older people through Care Finder.”

COTA Victoria holds a wealth of knowledge and experience when it comes to aged care navigation, both as a participant in the Aged Care System Navigation trial in 2019, and as a highly regarded Care Finder service provider since 2023.

COTA Victoria

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“Our hope is that we can draw attention to the need for service systems and delivery to be paired alongside accessible, person-centred navigation support,” Mr Rogers continued, “so that all Victorians have a fair opportunity to understand, and access, the supports they are entitled to.”

Sadly, members, supporters, referrers, and clients of COTA Victoria were recently informed that its Care Finder services would cease operation as of 31 March 2026 as its tender with the South East Melbourne Public Health Network was not renewed.

– ENDS –

Further information

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About us

Council on the Ageing (COTA) Victoria is the leading not-for-profit member organisation representing the interests and rights of people aged over 50 in Victoria. Celebrating 75 years of service in 2026, we have led government, corporate and community thinking about the positive aspects of ageing in the state.

Today, our focus is on promoting opportunities for and protecting the legal rights of people 50+. We value ageing and embrace its opportunities for personal growth, contribution, and self-expression. This belief drives benefits to the nation and its states alongside communities, families, and individuals.

Seniors Rights Victoria (SRV) is a program of COTA Victoria and the key state-wide service dedicated to advancing the rights of older people and the early intervention into, or prevention of, elder abuse in our community.

SRV has a team of experienced advocates, lawyers, and social workers who provide free information, advice, referral, legal advice, legal casework, and support to older people who are either at risk of or are experiencing elder abuse. SRV supports and empowers older people through the provision of legal advice directly to the older person.