

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health, Disability and Ageing

Senate Community Affairs References Committee

Support at Home Program

01 April 2026

PDR Number: IQ26-000021

Wait times in relation to higher level of care

Spoken

Hansard page number: 7

Senator: Anne Ruston

Question:

Senator RUSTON: I've come in and asked for a reassessment. In this instance, it's because it's been determined that I may need a higher level of care and I am assessed as needing a higher level of care. Is there a wait time from then until I receive that higher level of care?

Ms Atkinson: Yes.

Senator RUSTON: What is that wait time?

Ms Atkinson: Yes, and that will start from the date of the decision.

Senator RUSTON: What is that wait time?

Mr Pugh: We'll take that on notice. I don't think we've got that in front of us.

Senator RUSTON: Is there an average?

Mr Pugh: We'll take it on notice, Senator.

Senator RUSTON: You did know what the inquiry was about tonight, didn't you?

Mr Pugh: We did, Senator, but I don't have those figures in front of me. In the interests of your comment around being succinct and taking things on notice, that's the direction I'm taking.

Answer:

- The estimated wait times to receive ongoing funding in Support at Home (SaH) are published on the My Aged Care website: [Assessment outcome: Support at Home | My Aged Care](#). These wait times are subject to revision as new data become available.
- These wait times apply both to older people who are assessed and approved for SaH for the first time, and for those who are re-assessed and approved for a higher level of care.
- The wait times will progressively reduce as the program works towards an average wait time of 3 months from 1 November 2027.