

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: IQ26-000020

Outcomes in relation to previous assessment system

Spoken

Hansard page number: 6

Senator: Anne Ruston

Question:

Senator RUSTON: So you've had 170 in the 12 months to 2024-25, and you've had 800 in the period 1 November until when?

Mr Day: 30 March.

Senator RUSTON: That's 30 March. Okay, so five months. Of these, how many relate to outcomes that are lower than those that were determined under the previous assessment system?

Mr Day: I can't give you that answer tonight. I can tell you that, of the 800, about 388—I should be precise, 834 is the number as of 30 March—344 are asking us to review the Support at Home classification; 219 are about the priority classification; 55 are seeking review of both the classification and the priority decision; 116 are for non-approval of Support at Home; 11 are for non-approval of Commonwealth Home Support; and there's a small number of other decisions where review have been sought. Needless to say, for all of those where there's classification, the person feels like they needed a higher classification. But I can't tell you whether that's because—

Senator RUSTON: If you could—I understand that you can't tell me today. Of those 834, how many have been finalised?

Mr Day: 181.

Senator RUSTON: That's 181. How many relate to cases where the assessors considered that the tool had generated an outcome below the care that was determined as being required? Or is that another thing you have to take on notice?

Mr Day: I'll have to take that on notice.

Answers

Question 1.

How many requests for reconsideration relate to decisions whereby the IAT outcome indicates a level of care that is lower than what was determined under the previous assessment?

Safeguards prevent older people from moving to a lower classification level following a reassessment, including those transitioned from the Home Care Package system. The department's data does not currently identify applications for reconsideration of these assessment outcomes (seeking a higher classification) as a distinct cohort.

Question 2.

How many requests for reconsideration has the Department received where the assessor has considered that the Integrated Assessment Tool (IAT) has determined an outcome below what they believe is required?

The information provided in applications for review do not allow for this to be accurately quantified.