

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Additional Estimates Hearings

Outcome Number: 8

Question No: 560

Topic: Residential Care changes

Hansard Page: Written

Senator Polley asked:

Please provide a communication plan to outline and explain the changes to the aged care pricing arrangements to providers, including copies of any advertising, publications and links to any materials on the website.

Answer:

The Department regularly engages the sector about aged care reform. This includes explaining aged care pricing changes to aged care stakeholders. Communication products are being developed which include fact sheets, case studies, and face-to-face stakeholder engagements.

Communication efforts will increase leading up to 1 July 2014, when new financial arrangements come into effect.

The aged care reform website provides aged care stakeholders with access to the most up to date information on the aged care reforms including frequently asked questions, fact sheets, consultation papers and new program guidelines. This website is located at www.dss.gov.au/agedcarereform.

In addition, a free new service, Transitional Business Advisory Services (TBAS), has been launched to help residential aged care providers to transition to the new accommodation payment arrangements that start from 1 July 2014. All aged care providers with operational residential care places are eligible for assistance under TBAS.

The primary method for communicating with consumers is through MyAgedCare at www.myagedcare.gov.au and the contact centre. Fact sheets and frequently asked questions are available on the MyAgedCare website.