

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

**Outcome Number:** 8

**Question No:** 571

**Topic:** Living Longer Living Better Medicare Changes

**Hansard Page:** 27/02/2014 CA52

**Senator McLucas** asked:

Could you provide the committee the communications plan for the Living Longer, Living Better 1 July 2014 changes?

**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](http://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](http://www.myagedcare.gov.au) and the contact centre. Fact sheets and frequently asked questions are available on the MyAgedCare website.