

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Aged Care – Wait Times

Question reference number: HS 53

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

- a) What is the time frame for assessing income and assets test for aged care?
- b) How has this changed since the reforms on 1st July?
- c) In particular how have waiting times changed?
- d) Are you receiving complaints from the change of process?

Answer:

- a) As at 1 April 2015, where the department has received all the required information, assessments are being completed within 24 to 48 hours in most cases.
- b) Where no additional information is required, the processing time for assessments from 1 July 2014 to 13 November 2014 was approximately 8 days (see HS 182 from Supplementary Budget Estimates 2014).

Since November 2014 the processing time in most cases where no additional information is required is within 24 to 48 hours. The department has been consistently processing within performance target timeframes since early October 2014

- c) Waiting times have improved significantly [see (b)].
- d) The department has received some complaints and addresses each matter raised.