

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.2 Home Support

Question No: SQ15-000132

Topic: Commonwealth Home Support Program - Gateway

Hansard page: Written

Senator Polley, Helen asked:

Please quantify the complaints received in relation to changes in the CHSP, including the service type, region/state or territory, nature of the complaint (ie. Closure or cessation, increase in charges etc.)

Answer:

There has been a very comprehensive and iterative process to develop and refine the Commonwealth Home Support Programme (CHSP), which has included expert advice from the National Aged Care Alliance (NACA) and its CHSP Advisory Group.

An important aspect of the development process has been input from the aged care sector. This has included opportunities for stakeholders to raise issues and concerns through various consultation opportunities, including the review of five Commonwealth HACC service groups, a review of respite, and the *Key Directions for the Commonwealth Home Support Programme Discussion Paper*.

The Department is also consulting on:

- Draft Programme Manual;
- Consultation paper for the CHSP Fees Policy; and
- Good Practice Guide for Restorative Care Approaches (incorporating wellness and reablement).

Stakeholders can continue to provide their feedback and raise any concerns ahead of transition and implementation of the CHSP through the consultation opportunities. The feedback we receive will inform the final documents, which will be finalised in close consultation with NACA and its CHSP Advisory Group.

No official complaints have been lodged with the Aged Care Complaints Scheme (the Scheme) in relation to the CHSP. The Scheme will continue to be available to all clients and providers under the CHSP from 1 July 2015 should any future official complaints arise.

The Department will continue to work closely with NACA and its CHSP Advisory Group to progressively handle issues raised by the sector in the transition and implementation of the CHSP.