

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

Outcome Number: 3.4 Residential and Flexible Care

Question No: SQ15-000259

Topic: SA Innovation Hub

Hansard page: Written

Senator Polley, Helen asked:

What innovations are participating providers expected to deliver? How is this measured or assessed?

What are the KPIs?

What assessment or interim reports are available currently?

Is this project still under the direct care of the Minister for Social Services? Or will the Assistant Minister be taking over responsibility?

Answer:

Approved Providers in the Innovation Hub will be expected to deliver innovation by:

- Working collaboratively and developing communities of practice with a view to identifying better practice approaches to consumer engagement and governance in aged care and implementing these at an organisational level;
- Working with the Australian Government to develop an earned autonomy approach for aged care in support of the Government's deregulation and social policies aimed at improving and sustaining better outcomes for older Australians; and
- Expanding innovative models of care and services in line with the increasing demands of an ageing population.

The Department intends to engage an evaluator to independently determine measures and assess the benefits to industry and the service delivery outcomes for consumers. It is expected that KPIs will be developed as part of this process. Although no assessment or interim report is currently available, the Innovation Hub continues to be monitored through the Department's normal processes and by a Hub Working Group comprised of the Department, the Australian Aged Care Quality Agency, COTA Australia and Hub provider representatives.