

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2015 - 2016, 10 February 2016

Ref No: SQ16-000102

OUTCOME: 11 – Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

Minister Ley and formerly Minister Fifield envisioned ‘Trip Advisor’ like capabilities for My Aged Care to ensure consumers had consumer-based information on services and how well they worked for consumers. When will we see My Aged Care become a gateway that puts consumer information and consumer needs first and foremost – with the information that consumers want on services and quality to support their decision-making?

Answer:

The My Aged Care website and contact centre provides consumers and their support networks with access to information about aged care services. The Service Finder on the My Aged Care website enables users to search for services based on location or the name of a provider. The Service Finder returns information about services, including links to provider websites. For residential care, the Service Finder provides information about the cost of rooms. The website also includes a Fee Estimator that enables a user to estimate the costs of aged care services.

Research and feedback received from the public has identified the need for additional comparative information and functions. For example, consumers want to know about the experience of others who have used a service. Incorporating independent consumer reviews into the My Aged Care website is being considered as a future enhancement.

This consumer-based information will complement the Government’s broader agenda and existing quality mechanisms such as those administered through the Australian Aged Care Quality Agency.