Ref No: SQ16-000103

OUTCOME: 11 – Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

a) How does the Department measure consumer satisfaction with My Aged Care?
b) What qualitative measures are used?
c) Please provide an update on the satisfaction of GPs, allied health providers and other medical operators in using My Aged Care for referrals?
d) How does the Department measure the satisfaction of consumers?
e) How are consumers selected for interview / focus groups etc?

Answer:

a)   The Department of Health measures consumer satisfaction of My Aged Care via an independent contact centre survey and a web survey. The contact centre survey can be conducted directly following a call (warm transfer) or via call back (lapsed survey).

b)   The My Aged Care satisfaction survey includes measures across a range of criteria, including overall satisfaction (contact centre and website), agent level satisfaction (contact centre), information outcomes (contact centre and website) and likelihood to use the service again (contact centre and website).

c) and d)
The My Aged Care satisfaction survey groups users of My Aged Care into two groups: Consumers (care recipients, family member, carer, friend, other) and Industry (service provider, health professional, other). In addition, as part of an evaluation project, the Department is seeking input from consumers, service providers, health professionals, and assessors on their experiences using My Aged Care. This will include the referral process.

e)   Consumers are selected to participate in satisfaction survey via two methods:
- The My Aged Care contact centre obtains a caller's consent at the end of a call.
- A sample of website users are offered the survey at random (1 in every 30).