

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000179

OUTCOME: 6 - Ageing and Aged Care

Topic: National Screening and Assessment Form

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

Can you provide details of any recent/upcoming changes to the National Screening and Assessment Form (NSAF)?

Answer:

The NSAF was introduced in July 2015 to support the collection of information for the screening and assessment processes conducted under My Aged Care. This includes:

- screening conducted over the phone by the My Aged Care contact centre;
- Home Support Assessment conducted face-to-face by the Regional Assessment Service; and
- Comprehensive Assessment conducted face-to-face by Aged Care Assessment Teams.

In April 2016, changes were made to the screening process in order to:

- achieve greater consistency in screening outcomes and referral pathways;
- ensure high quality information is provided to assessors and service providers, reflective of the conversation between contact centre staff and the informant; and
- enhance client experience when undertaking screening.

In September and October 2016, the Department of Health held a series of co-design workshops with assessors, service providers, consumer representatives, peak body representatives, and state and territory government representatives. Feedback on the NSAF was received through the co-design and subsequent accelerated design process and the department is currently considering this feedback.