

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000180

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

What steps is the Department taking to improve the accessibility of My Aged Care for older people who may lack familiarity with computers?

Answer:

My Aged Care is made up of a website, a contact centre and assessment services.

The My Aged Care contact centre (ph.1800 200 422) is open from 8am to 8pm Monday to Friday and from 10am to 2pm Saturday, local time across Australia. The contact centre is able to provide all My Aged Care services over the phone, such as screening, referrals for assessment and information on services.

All My Aged Care contact centre staff and assessors are trained under the Australian Quality Framework, which includes a module focused on diversity for special needs groups. My Aged Care contact centre will identify specific needs of clients and put in place appropriate supports to ensure that every client can interact effectively with the aged care system.

Clients who have difficulty with telephone communication can nominate a representative to liaise with the My Aged Care contact centre on their behalf. In situations where older people do not have telephone access, assessors, service providers, health professionals and other community and non-government organisations can facilitate their registration with My Aged Care by phone, fax or using online portal and referral functionality. My Aged Care contact centre staff and assessors are able to provide clients with printed copies of their client record for their reference.

In September and October 2016, the Department of Health ran five co-design workshops with aged care sector stakeholders in Sydney, Brisbane, Adelaide and Melbourne. This included one solely focused on access for older people from vulnerable communities. Participants identified improvements needed in relation to My Aged Care policy, process, systems and communications, including access and information availability for older people and access improvements for clients with diverse needs.

The Department is now prioritising and progressing the improvements. Information on the progress of the outcomes of the workshops is publicly available online through the accelerated design tracker at www.agedcare.health.gov.au/myagedcare.