

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000266

OUTCOME: 6 - Ageing and Aged Care

Topic: Commonwealth Home Support Programme (CHSP)

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

What is the average and the mean wait times for CHSP services by service type for each electorate (if available) and aged care planning region?

Answer:

The Department of Health does not collect quantitative data on wait times for CHSP services by service type from all CHSP providers. While My Aged Care captures information on referrals to services and service commencement dates, it only provides access to CHSP services for new clients and clients with changing needs and is therefore not a complete data set.

Information recorded in My Aged Care on service provision, including accepting or rejecting referrals and advising when services have commenced, is the responsibility of the service provider. The department is working with CHSP service providers to embed the use of My Aged Care and improve the capture of this information.