

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000268

OUTCOME: 6 - Ageing and Aged Care

Topic: Commonwealth Home Support Program (CHSP)

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

- a) Information on the My Aged Care service finder about the availability of Commonwealth Home Support Programme (CHSP) services and waitlists is regularly inaccurate (Eg. Home maintenance services in Belconnen ACT). How does the Government monitor the information being displayed and how is inaccurate information removed?
- b) What is the Government doing to stop inaccurate and misleading information being displayed on My Aged Care?

Answer:

- a) The information displayed in the My Aged Care service finder is self-managed by service providers. Service providers nominate an Organisation Administrator within their organisation to validate and/or update information about the services they provide. The Organisation Administrator is supplied with support materials including provider portal user guides, quick reference guides and videos. A helpline is also provided to assist with questions and support.

The service finder information is used by My Aged Care when making referrals and accuracy of the information is essential to achieve efficiencies.

Where the Department of Health is advised of Commonwealth Home Support Programme (CHSP) providers entering incorrect information, the Department addresses this with the provider to ensure only accurate information is displayed.

- b) The Department regularly communicates with service providers and provides advice and assistance, including guidance and reference material on the appropriate use of My Aged Care via email and on the Department's website.