

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Aged Care – cost of correcting inaccurate letters

Question reference number: HS 67

Senator: Polley

Type of question: Written

Date set by the committee for the return of answer: 24 July 2015

Number of pages: 1

Question:

What is the cost of the additional resources that have been spent on reconciling and correcting inaccurate means testing and income testing letters for aged care residents and home care package clients since 1 July 2014?

Answer:

The department does not collect specific data that would identify the resources that have been applied to inaccurate means testing and income testing letters for aged care since 1 July 2014. Between July 2014 and September 2014, approximately 20 per cent of means testing letters required manual intervention. As at June 2015, this is now less than 1.5 per cent.