

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000348

Topic: Gateway

Written Question on Notice

Senator Helen Polley asked:

Is the Department on track to meet the key roll out dates for the gateway?
Please provide an update of where progress is at.

Answer:

Yes, the Department is on track to meet the key roll out dates for the gateway.

Stage One of the Aged Care Gateway ('My Aged Care') was introduced in July 2013 and included the My Aged Care website and contact centre that provides:

- information on aged care; and
- support for consumers to find Commonwealth-funded aged care services in their local area.

In July 2014 the website was enhanced to include:

- online fee estimators for pricing of home care packages and aged care homes; and
- aged care home maximum accommodation prices and descriptive information.

Stage Two of My Aged Care was introduced on schedule on 1 July 2015 and includes:

- a client record that is accessible by clients and their representatives, contact centre staff, relevant assessors and service providers;
- the introduction of the My Aged Care Regional Assessment Service, which conducts face to face assessment for access to the Commonwealth Home Support Programme;
- a standardised and holistic approach to screening and assessment of clients seeking access to aged care services;
- electronic referrals to aged care services;
- three web-based portals for clients, assessors and providers to access relevant client records, referrals and tools; and
- information about non-Commonwealth funded services presented on the service finders.