

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: SQ15-000349

Topic: Gateway

Hansard Page: Written

Senator Helen Polley asked:

Do providers have access to the My Aged Care system?

What has been the feedback from the sector?

Answer:

Yes, providers have access to the My Aged Care system. The My Aged Care provider portal has been accessible for service providers since 18 May 2015 to set up their organisational details, service information and staff access. On 1 July 2015, functionality within the portal was expanded to include the ability to manage referrals for services and access to relevant client records.

The Department of Social Services has an independent satisfaction survey in place which covers the use of both the My Aged Care website and contact centre from a client perspective and a provider perspective. To date the survey indicates high levels of satisfaction with the website and contact centre from a client and provider perspective. The Department continues to focus on continuous improvement of My Aged Care to ensure the service meets the expectations of clients, assessors and service providers.

The Department has developed My Aged Care using a user-centred co-design process with the sector, particularly through the Gateway Advisory Group, assessment practitioners and state and territory officials. The Department will continue to work with all stakeholders to ensure user experience and feedback, from clients, assessors and providers is sought to inform future system enhancements.