

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: SQ15-000352

Topic: Regional Assessment Services

Hansard page: Written

Senator Helen Polley asked:

Was the Regional Assessment Service ever piloted before it went to tender?

If yes, please provide details, including location/s, when this occurred and for what duration, how this impacted the design of the service and fed into the tender process, and any further findings.

If not, did the Government tender for providers for a concept that it had yet to demonstrate would actually work?

Answer:

No, the Regional Assessment Service was not piloted before it went to tender.

The business model for My Aged Care, including the functions of assessment services, was the subject of a significant co-design approach. The approach involved consultation with the sector over an extended period of time – particularly the National Aged Care Alliance Gateway Advisory Group, its Assessment Sub-Group, and state and territory officials through the Gateway Consultation Forum.