

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

Outcome Number: 3.2 Home Support

Question No: SQ15-000353

Topic: CHSP

Hansard page: Written

Senator Helen Polley asked:

What resources have been allocated to monitoring the impacts of the 1 July 2015 reforms on Home Care Package and Commonwealth Home Support Programme clients?

Answer:

The Department of Social Services will monitor the implementation of Home Care Packages Consumer Directed Care (CDC) and the Commonwealth Home Support Programme (CHSP) through established mechanisms that engage directly with providers and consumers, such as My Aged Care, the Aged Care Complaints Scheme and the Australian Aged Care Quality Agency.

The Department has also set up a Home Care Packages CDC Transition Hotline for consumers who have self-identified issues with transition to CDC, and provided a financial contribution to providers for the costs incurred in transitioning to Home Care Packages CDC and the CHSP.

In regards to the CHSP and impacts on clients, existing clients will continue to be supported now and when the CHSP begins. Existing clients who are currently receiving services outside the scope of the CHSP will be grandfathered and supported while they transition to more suitable supports and programmes.

The Department will continue to work closely with the National Aged Care Alliance and its CHSP Advisory Group to progressively handle issues and monitor impacts on clients during the transition and implementation of the CHSP.