

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

Outcome Number: 3.3 Home Care

Question No: SQ15-000372

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

What support and services are available for consumers who have been assessed for a Home Care Package but are in a region where no allocations are available?

Answer:

Where a consumer has been assessed as eligible for a package by an Aged Care Assessment Team (ACAT) and is waiting for a package to become available, the ACAT can assist the client to contact My Aged Care to see if interim Commonwealth Home Support Programme services are available.

Consumers can access information about CHSP providers in their area through the My Aged Care website (www.myagedcare.gov.au) or by phoning 1800 200 422.