

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

**Outcome Number: 3.5 Workforce and Quality**

**Question No: SQ15-000392**

**Topic: Aged Care Complaints**

**Hansard page: Written**

**Senator Helen Polley asked:**

Is the Commissioner being adequately funded to handle this work level? Particularly given the reform changes occurring now, the level of confusion out there amongst consumers and providers?

**Answer:**

Funding for the Aged Care Complaints Scheme (the Scheme) will transfer to the Aged Care Commissioner with the function. The Aged Care Commissioner and the Department of Social Services will ensure that consumers and providers are informed of the changes, and that unresolved complaints will continue to be addressed by the Scheme following the transition.

The Department of Social Services has developed a number of communication materials and will undertake a series of stakeholder activities to inform the aged care sector and consumers on the reforms.