

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 30 May 2017

Ref No: SQ17-000713

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care Packages

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

What is the estimated wait time for these people before:

- a) they receive their verification code?
- b) a service is likely to commence for them?

Answer:

Once a consumer is assigned a home care package they will be sent a letter the next business day. The letter includes a unique referral code that can be taken immediately to a provider of their choice. The provider can enter the referral code in My Aged Care to commence the process of providing services to the consumer. Consumers are also able to immediately access their unique referral code in the client portal once they have been assigned a package.

Once consumers are assigned a home care package they can immediately commence care. However, in many cases consumers will take time to enter into a Home Care Agreement with their preferred provider.

Communication to consumers encourages them to start researching providers in their local area before they are assigned a package to increase the likelihood they will be able to enter care in a timely manner.

Consumers have a maximum of 56 days (with the option for a 28 day extension) from being assigned a home care package to enter into a Home Care Agreement with their preferred provider, or their home care package will be withdrawn. The letter a consumer receives when they are assigned a package also includes the date by which they must enter into care.