

**Senate Community Affairs Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH PORTFOLIO**

**Budget Estimates 2017 - 2018, 29 & 30 May 2017**

**Ref No:** SQ17-000714

**OUTCOME:** 6 - Ageing and Aged Care

**Topic:** Home Care Packages

**Type of Question:** Written Question on Notice

**Senator:** Siewert, Rachel

**Question:**

- a) How are people on the national waitlist being kept informed about their progress in the queue before a verification code will be issued to them?
- b) What options are being given to them to receive support while they wait in the queue?

**Answer:**

- a) The Department of Health intends to make expected wait times for individual consumers available early in the second half of the year. Work is being undertaken to analyse package release data and consumer behaviour to ensure that information on expected wait times is stable and useful for consumers.

When the information becomes available, consumers will be able to access the client portal and see their expected wait time to receive a package. This information will be updated at regular intervals. The My Aged Care Contact Centre will also be able to provide information on expected wait times to consumers.

- b) Consumers in the queue may receive an interim package while they are waiting to be assigned a package at their approved level.

Consumers may also be eligible to access other Commonwealth subsidised aged care while waiting to be assigned a home care package. This includes the Commonwealth Home Support Programme (CHSP). The CHSP provides entry-level home support for older people who need assistance to keep living independently at home and in their community.