

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000716

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care Packages

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

What is the average time taken between when the verification code is sent by letter from the Department of Health and when the Home Care Package service commences?

Answer:

Validated data on the time taken for consumers to enter into care with a provider following the assignment of a home care package is not available. This is due to delays in receiving complete data on the number of clients who have entered care following package assignment. Consumers have up to 56 days to enter into care (with the option of a 28 day extension), and providers can take up to 28 days to submit information on entries to the Department of Human Services.