

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 30 May 2017

Ref No: SQ17-000821

OUTCOME: 6 - Ageing and Aged Care

Topic: ACAT and RAS assessments

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

The Department acknowledged that there are some assessments that are not actually delayed and have been completed, but are showing as having not been completed in the system due to delays in updating the system or errors in the system. What is the Department doing to correct these errors or increase the timeliness of ACAT and RAS data input?

Answer:

The Department of Health (the Department) engages the state and territory governments to manage the Aged Care Assessment Programme and 13 contracted organisations to deliver Regional Assessment Services as a core component of My Aged Care.

Aged Care Assessment Program

The Department has identified an issue where a small number of completed Aged Care Assessment Team (ACAT) assessments are not accurately reflected as 'finalised' in My Aged Care Reporting. Systems issues and user errors that may have contributed are being remediated. This includes jurisdictions adapting their triage and business processes. The Department is providing jurisdictions with additional training on the My Aged Care system to identify and minimise these errors.

Regional Assessment Services

The Department has not identified any system issues impacting the completion of client assessments for the Regional Assessment Services.