

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000823

OUTCOME: 6 - Ageing and Aged Care

Topic: ACAT and RAS Assessments - Jurisdiction Plans

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

Is it true that each state and territory government department, and RAS provider has provided the Department with a plan about how they are going to improve timeliness and quality? If yes, can you provide these plans? What is the Department doing to ensure that these plans are implemented and utilised?

Answer:

Aged Care Assessment Program

All states and territories have provided advice to the Department of Health on actions being taken to improve the timeliness and quality of assessments.

There are two focal points to improvement. The first is for jurisdictions to ensure they are providing sufficient resources, support and training to Aged Care Assessment Teams (ACATs) within their jurisdiction and are actively monitoring performance and accountability for quality and timeliness. While the states and territories are required to report and validate assessment data biannually, jurisdictions have access to regular performance reporting and the Department is actively engaging with jurisdictions on assessment timeliness and quality.

The second is on remediating outliers i.e. assessments that remain open in the My Aged Care system for a significant length of time. These outlier assessments have contributed to key performance indicators not being met in the 1 July to 31 December 2016 reporting period. The majority of the outliers require action from the states and territories in order to be completed in the My Aged Care system.

Regional Assessment Services

The Department has performance measures in place with the Regional Assessment Services. Regional Assessment Service providers have not been asked to provide the Department improvement plans.