

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000824

OUTCOME: 6 - Ageing and Aged Care

Topic: ACAT and RAS Assessments - KPI Failure Penalties

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

How are you keeping states and territories accountable for meeting their KPIs on completing a full assessment? What are the penalties of failing to meet these KPI's?

Answer:

There is no Key Performance Indicator (KPI) in Aged Care Assessment Program agreements on timeliness to complete a full assessment. The KPI relating to assessment timeliness measures time from screening to 'first clinical intervention'. This is often the point where a client's care needs are assessed.

The Department of Health has raised issues with the timeliness of completing assessments with jurisdictions, noting this is not a current KPI under their agreements. Jurisdictions have agreed that timeliness is an important measure, despite not being a formal KPI, and are currently finalising and implementing appropriate quality and performance remediation plans with the Department.

Each state and territory is required to provide a validated six monthly performance report. The agreements give the Department the option to withhold a portion of the funding until performance expectations are achieved. The Department has not exercised this option and is working closely with each state and territory to improve the quality and timeliness of assessments to support older people in need of care.