

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 30 May 2017

Ref No: SQ17-000849

OUTCOME: 6 - Ageing and Aged Care

Topic: My aged Care - Customer Support

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

Customer on the HCP waitlist have been advised by My Aged Care staff that the wait time for a package may be more than 9 months, can you confirm whether this information has been provided to My Aged Care staff? If it is not correct, was training and information have staff been given in relation to dealing with HCP wait list concerns?

Answer:

The My Aged Care contact centre staff have not been advised of any wait times. The contact centre was provided with comprehensive training across the full range of changes associated with the Increasing Choice measure. This training was rolled out in stages between November 2016 and February 2017 so all staff were adequately prepared. Subsequent information was provided to support the contact centre to respond to queries on wait times for home care packages, that is that wait times are not currently available.

The Department of Health intends to make expected wait times for individual consumers available early in the second half of the year. 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.