

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000852

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care complaints

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

Can you provide all comparative data regarding complaints about My Aged Care in 2016 and 2017?

Answer:

From 1 July to 31 December 2016, My Aged Care averaged 31 complaints per month.

From 1 January 2017 to date, My Aged Care has averaged 95 complaints per month.

There has been an increase in complaints from October/November 2016 onwards, following a change in process at the My Aged Care contact centre. This change in process saw an improvement in consumer's dissatisfaction or unmet expectation being recorded as a complaint rather than feedback.