

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000853

OUTCOME: 6 - Ageing and Aged Care

Topic: HCP - National priority communication

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

How are people in the national HCP queue being kept informed about their progress through the queue?

Answer:

The Department of Health intends to make expected wait times for individual consumers available early in the second half of the year, following analysis of package release data and consumer behaviour. This will ensure that information is stable and useful for consumers.

When the information becomes available, consumers will be able to access the client portal and see their expected wait time to receive a package. Clients will also be able to find out their expected wait times by ringing the My Aged Care contact centre.