

**Senate Community Affairs Committee**

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

**Budget Estimates 2017 - 2018, 29 & 30 May 2017**

**Ref No:** SQ17-000858

**OUTCOME:** 6 - Ageing and Aged Care

**Topic:** HCP - Upgraded Packages

**Type of Question:** Written Question on Notice

**Senator:** Polley, Helen

**Question:**

What is being done to ensure that providers are actually upgrading the level of services once a consumers package has been upgraded?

**Answer:**

When a consumer has been assigned a package upgrade, both the provider and the consumer receive a notification which prompts them to discuss an increase in services. Under the *User Rights Principles 2014* a provider is legally obliged to review, and if necessary, revise a consumer's individualised budget when a change to care and services is proposed, or when it is requested from the consumer.