

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000997

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care Packages - Errors

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

After 27 February 2017, some clients were incorrectly sent paperwork that included a unique referral code for a HCP, when they hadn't yet been allocated a package. Can you confirm how many clients this impacted and where this occurred? What communication occurred with clients following this error? Can you detail what other paperwork and other errors have occurred since the 27 February 2017 changes and how they were responded to?

Answer:

The Department of Health acknowledges that a small number of letters were generated by Aged Care Assessment Teams (ACAT) in error with incorrect home care referral codes. The exact number of incorrect letters generated is unknown; however the Department can confirm that the issue was not widespread. As a result, ACATs were asked to make contact with affected consumers to notify them of the error. This matter was identified during the transition period to the new home care arrangements and has now been resolved. ACATs are now no longer able to generate a letter that includes incorrect referral codes.

Other errors in relation to system-generated letters sent since 27 February 2017 are not extensive and have been dealt with on a case-by-case basis with the affected individual consumers.