

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2010-11, 20 October 2010

Question: E10-160

OUTCOME 4: Aged Care and Population Ageing

Topic: ONE-STOP SHOPS

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Senator Fierravanti-Wells asked:

Where are we at with one-stop shops?

Answer:

We are about to commence a national consultation process to inform the development of the new 'front end' for aged care which will improve access to information, intake and assessment.

Consultations will initially focus on input from service providers, local governments, peak bodies, and the workforce and will occur in all capital cities (except Perth) before the end of 2010.

Consultations will continue in regional Australia in early 2011. Focus groups will also be convened across the country to ensure care recipients and their carers get their say on how the new system can work.

An online survey to seek stakeholder feedback is also being developed and will be available in 2011.

All consultations will provide the opportunity for stakeholders to share their views, highlight the strengths of the current system and raise issues that should be considered.

Details of the consultations scheduled to date are at [www.yourhealth.gov.au](http://www.yourhealth.gov.au)