

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2014-15 Supplementary Estimates Hearings**

**Outcome Number:** 3

**Question No:** 408

**Topic:** Aged Care Payments

**Hansard Page:** Written

**Senator Polley asked:**

- (a) Could you please provide an update on delays in the Aged Care Payments system?
- (b) For a period outstanding claims were being manually processed.
- (c) Is this all online now?
- (d) If not, when will this be online?
- (e) What is the average time for processing claims?

**Answer:**

These issues are the responsibility of the Department of Human Services (DHS). Accordingly, DHS has advised:

- (a) and (b)

The new payment system for Home Care providers was released in October 2013. Payments have been made; however, there were some system issues during transition to the new system which resulted in delays to the processing of claim adjustments during the first half of 2014. The department continued to issue the normal monthly advance payments and make manual priority payments where appropriate. Outstanding claim reconciliations that occurred as a result of these issues were all processed by July 2014.

- (c) and (d)

The Aged Care Online Claiming system is currently available for all residential care functions and some home care functions. The department is developing further online options for home care providers. Home Care providers can currently lodge claims using paper claim forms. The department will engage shortly with a small cross section of home care providers as part of the final stages of the design and testing phase to ensure the design and functionality of the new system meets the needs of providers. The department expects the new system to be available to home care providers during the first half of 2015.

- (e)

DHS aims to process at least 95% of claims within 10 working days of receipt and has been doing so since July 2014.