

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

Outcome Number: 3 - Ageing

Question No: 449

Topic: Income Assessments and Means tests

Hansard Page: Written

Senator Polley asked:

We have been made aware of discrepancies between what the Department of Human Services (DHS) is telling people and what the Department of Social Services (DSS) is saying in relation to assessments and means tests completed prior to entering care. What is being done to ensure DHS is fully informed of the rules around aged care?

Answer:

DSS is liaising regularly with DHS on these issues. When an issue is identified, it is actioned as a priority. A number of cross-departmental forums have been established including at Deputy Secretary level to monitor the systems changes and business processes being implemented and ensure any issues are promptly resolved. Additionally, DSS and DHS are working collaboratively to develop communication materials including scripts for the call centre, helpdesk and contact centre staff as well as sharing information, such as fact sheets and training materials.