

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

Outcome Number: 3 - Ageing

Question No: 536

Topic: Aged Care

Hansard Page: Written

Senator Xenophon asked:

How does the Department intent to rectify the problems associated with completely inaccurate information being provided to consumers and aged care providers for means and income tested assessments that have been undertaken. In some cases, inaccurate information has been provided more than once.

Answer:

The Department of Social Services (the Department) is aware that there are issues being experienced in relation to the issuing of some means testing assessment letters by the Department of Human Services (DHS). DHS is working to resolve these issues as a priority.

The Department is liaising regularly with DHS on these issues. A number of cross-departmental forums have been established including at Deputy Secretary level to monitor the systems changes and business processes being implemented.