

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2015 - 2016, 21 October 2015

Ref No: SQ15-000866

OUTCOME: 11 – Ageing and Aged Care

Topic: My Aged Care Referrals

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

- a) Are the client records going onto the My Aged care system? are they accessible by: consumers or their representatives? call centre operators? assessors and service providers? primary health providers?
- b) Who inputs the data? Is it the GP? The assessor?
- c) Is the information up to date and accurate?
- d) What is being done to ensure the information is accessible by relevant parties and is accurate?

Answer:

a) to d)

Yes, client records are being created in My Aged Care. Client records are accessible by the contact centre, the client and their representatives and relevant assessors and service providers – with the consent of the client.

Clients and their representatives are able to access their client record through the My Aged Care client portal via myGov, where they can see their interactions with My Aged Care, including screening and assessment outcomes, support plans and service information. Clients can also view and update their personal details on the client portal.

Assessors and service providers are able to access the client records of clients referred to them through the My Aged Care assessor and provider portals. Assessors can use the assessor portal to review and update client records with agreed support plans, record assessment outcomes and refer clients for aged care services. Service providers can use the provider portal to review and update client records with information about services they are delivering.

Having a central client record enables different parties to input data and information. It also facilitates the accurate and appropriate sharing of information between clients, representatives, assessors and service providers.