

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2015 - 2016, 21 October 2015

Ref No: SQ15-000887

OUTCOME: 11 – Ageing and Aged Care

Topic: Home Care Packages

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

- a) What measures has the department (or will they) put in place to regulate or cap administrative and case management costs on home care packages to ensure home care clients are not being charged unfairly?
- b) How much additional support is provided for providers to address complex case management issues?

Answer:

- a) The consumer directed care model introduced to home care on 1 July 2015 is, for the first time, providing transparency to consumers about what fees and charges are applied to the costs of service delivery and what funding is available under their package of care through the use of an individualised budget.

Providers are able to charge administrative costs to cover a range of overhead or operational costs, such as insurance, workers compensation, care co-ordination and travel costs.

The Department does not set a limit on administrative costs, but expects costs to be kept to a minimum so that consumers can receive the support they need.

If the client believes that the administrative costs being charged are excessive, as a first step, they should discuss this with the home care provider.

- b) Complex case management is part of the business as usual activity of the package of services tailored to meet the client's specific care needs, enabling them to live independently in their home, and is covered by the funding provided to the service provider.