

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2015 - 2016, 21 October 2015

Ref No: SQ15-000888

OUTCOME: 11 – Ageing and Aged Care

Topic: Home Care Packages

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

From February 2017 Home Care Packages will be assigned to consumers by My Aged Care. What are you doing NOW to ensure My Aged Care handles that process better than it has the second stage of My Aged Care?

Answer:

To inform the development and implementation of the 2017 changes, a new Home Care Reform Advisory Group has been established under the National Aged Care Alliance. The Advisory Group will provide ongoing advice to the Department across a range of policy and operational matters, including system and business design, communication and transition activities, and My Aged Care business processes.

Since July 2015, there have been significant improvements made to My Aged Care, including streamlining the screening process, refresher training for the contact centre staff and increased staffing levels within the contact centre, which has enabled improved operations to achieve expected performance levels. The Department will continue to focus on further improvements through to December 2015, and beyond.