

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2016 - 2017, 19 October 2016

Ref No: SQ16-000454

OUTCOME: 6 - Ageing and Aged Care

Topic: Aged Care Advocacy Services

Type of Question: Hansard Page 130, 19 October 2016

Senator: Polley, Helen

Question:

Senator POLLEY: Has the department contracted or is it considering contracting any aged-care services that help older Australians navigate the aged-care system?

Dr McCarthy: We have a range of mechanisms in place to help older Australians navigate the aged-care system, ranging from printed information that we have made available, for example, in doctors' surgeries, through pharmacies and in hospitals through emergency departments. I know that in the ACT information is provided to older people in the emergency department about My Aged Care and the process for entering aged care. The My Aged Care website and contact centre itself also provides information for older people and their families, because it is often the case that older people are being assisted by family members to navigate the system. So there is information available online. Of course, we know that not everyone wants to go online, so older people or their carers or families can speak to a member of the contact centre. We also have available the Homecare Today website, which we fund COTA to run, which provides information specifically about home care. We also fund advocacy services for older people that they can access even before entering the aged-care system to find out more and understand what their options might be.

Ms Buffinton and Ms Balmanno both do work in this area and might have something to add. Ms Balmanno: I am happy to elaborate on the advocacy services, for example.

Senator POLLEY: We are not going to have time, but you can take those on notice. I was particularly interested in the homecare package reforms and whether any businesses or similar services are being provided.

Answer:

Please refer to the response provided in Question on Notice SQ16-000485 for advocacy services.