

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2016 - 2017, 19 October 2016

Ref No: SQ16-000485

OUTCOME: 6 - Ageing and Aged Care

Topic: Aged Care Advocacy Open Tender

Type of Question: Written Question on Notice

Senator: Griff, Stirling

Question:

- a) Can the Department explain the reasoning behind the decision to go to an open tender for aged care advocacy?
- b) There was a Review of Commonwealth Aged Care Advocacy Services completed in December 2015 by the Australian Healthcare Associates who were engaged by the Department of Social Services. That Review didn't suggest an open tender process. Was this Review considered as part of the Department's decision to go to an open tender?

Answer:

a) –b)

The review of Commonwealth aged care advocacy services (the review) was undertaken to explore how individual advocacy can best support consumers to access and interact with the aged care system.

The outcomes of the review are being used to inform the redesign of aged care advocacy services.

A key finding of the review was the development of a National Aged Care Advocacy Framework (the Framework) to support a nationally consistent approach to the delivery of advocacy services under a single aged care advocacy program.

The Department is working with advocacy providers and key stakeholders in the development of the Framework. On 16 September 2016, the Department released a draft Framework for open consultation.

The review also supported bringing together existing aged care advocacy services to create single aged care advocacy program available to older people accessing or seeking to access Commonwealth-funded aged care services.

Currently multiple organisations are funded to deliver advocacy services in relation to different types of aged care services. An open funding round provides an opportunity to select the best providers to deliver the new advocacy program.