

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Standing Committee on Finance and Public Administration

Inquiry into the current capability of the Australian Public Service

21 July 2021

PDR Number: IQ21-000163

Home care provider application processing

Spoken

Hansard Page number: 45

Senator: Tim Ayres

Question:

CHAIR: Thank you for those more recent figures. In terms of complaints, you said that 100 per cent were dealt with and you were going to come back to me about the average length of time for resolution. But are all of those applications for approval or reapproval assessed?

Ms Anderson: They are, every single one. There are time frames attached to that. For some of those approvals, we do move beyond the preferred time frame, and we are working very hard to bring that back into the designated time frame. But we are aware that some of them, by sheer volume, move beyond the designated period.

CHAIR: What's the designated period?

Ms Anderson: My understanding is it's 90 days.

CHAIR: What's the average waiting time for those applications?

Ms Anderson: I would have to take that on notice. What I can say—in our defence—is that if we received higher quality applications and weren't quite so willing to go back and give people another chance to resubmit, we would probably get through more.

Answer:

The legislated timeframe for processing applications from entities seeking approval to provide Commonwealth-subsidised aged care is 90 days. However the Commission can require an applicant to provide further information in order to complete its assessment. A formal request for further information must be responded to within 28 days. When the requested information is received, the 90 day timeframe restarts.

For 2020-21, applications received for approval to provide aged care that exceeded 90 days took on average 134 days to be processed. In the majority of instances where an application exceeded 90 days to process, one or more requests were made by the Commission for further information from the applicant.