

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Aged Care Means Testing

Question reference number: HS 32

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

- a) When is DHS going to resolve the problems with incorrect Means Tests for entry to Residential Care and Home Care Packages?
- b) When is DHS going to resolve the problems with the delays in Means Tests processing for entry to Residential Care and Home Care Packages?
- c) What are the information technology issues of the means testing process and when will they be resolved?

Answer:

a), b) & c)

The department has been processing Means Test assessments within normal timeframes since early October 2014.

Completion of a means test assessment requires a correctly completed form from the applicant and data from the Department of Human Services and the Department of Veterans' Affairs, depending on the care recipient. Some information technology issues have occurred around matching care recipients with potentially multiple data sources.

The department is progressively improving the efficiency of the data processes and implemented a further set of improvements in March 2015. Ongoing quality assurance processes are in place.