

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000114

Topic: Gateway

Written Question on Notice

Senator Polley, Helen asked:

Please update on the progress of the Gateway development.

What are the KPIs of the Gateway?

What does success look like and how is it measured?

What reviews of the Gateway are taking place?

Answers:

Please update on the progress of the Gateway development.

National roll-out of Stage Two of My Aged Care is progressing. Expanded functionality includes:

- A nationally consistent screening and assessment process with the commencement of the My Aged Care Regional Assessment Service;
- A client record to allow client information to be appropriately shared with assessors and service providers;
- Enhanced service finders;
- Electronic referrals managed via the My Aged Care system; and
- Service providers being able to self-manage their service information.

The changes will result in:

- a consistent, streamlined and holistic assessment of clients;
- better access to accurate client and service information (for clients, carers and family members, service providers and assessors); and
- appropriate and timely referrals for assessment and services.

The key rollout dates for My Aged Care are:

- **April 2015:** demonstration project commences in Victoria;
- **Mid May 2015:** provider access to the My Aged Care system ahead of national roll-out;
- **July 2015:** national rollout commences; and
- **July 2015 to December 2015:** Aged Care Assessment Teams will transition to using the My Aged Care system.

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What are the KPIs of the Gateway?
What does success look like and how is it measured?

The *Department of Social Service Budget Statement 2014-15*, identifies two KPIs for My Aged Care under Objective 3.1: *Access and Information quantitative deliverables for My Aged Care*

	2013–14 Estimated actual	2014–15 Budget	2015–16 Forward estimate	2016–17 Forward estimate
Number of calls made to My Aged Care	165,000	220,000	330,000	462,000
Average number of unique visitors per month to the My Aged Care website	34,500	56,000	61,600	73,900

What reviews of the Gateway are taking place?

The My Aged Care programme will be considered as part of the review of the aged care reforms. The review is due to be complete in 2017.

My Aged Care is also subject to the Department of Finance Gateway Review assurance process. The purpose of a Gateway Review is to provide independent assurance and advice to the responsible entity's senior responsible official to improve delivery and implementation of policies, programmes, projects and services across the implementation (ie over several years).