

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000170

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

Can you provide details of the training that is required to be undertaken by My Aged Care contact centre staff?

Answer:

The Department of Health requires all contact centre staff to undertake the My Aged Care Statement of Attainment 1 – Customer Solution Specialist training. This training was co-designed and developed by the department’s contracted registered training organisation, CIT Solutions, together with the department’s National Training Reference Group.

This training has been developed as a seven day facilitator-led training course.

Training for contact centre staff is a component of their induction training and must be completed prior to active engagement of their role.