

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000197

OUTCOME: 6 - Ageing and Aged Care

Topic: Aged Care Assessment Team (ACAT)

Type of Question: Written Question on Notice

Senator: Griff, Stirling

Question:

- a) What are the KPIs for the Aged Care Assessment Team (ACAT) in each state?
- b) How is each state team performing against these KPIs?
- c) If any states are not meeting their KPIs, what are the reasons for this?
- d) If any states are exceeding their KPIs, what are the reasons for this?
- e) What are the ACAT customer classification segments?
 - i. How many people have been assessed in each segment, by state, for the 2015-16 financial year, and financial YTD.
- f) Is there a different set of ACAT KPIs for different customer segments? If so, what are the KPIs for each customer segment?
- g) What is the average waiting time by all ACAT customer classification segments for an assessment to be made, from the time of the first notification to their local ACAT?

Answer:

- a) State and territory governments have agreements to provide ACAT assessments on behalf of the Commonwealth. From 1 July 2016, the Australian Government agreed on four KPIs
 - KPI 1 - The ACAT will action 90% of referrals including self-referrals, for Comprehensive Aged Care Assessments (accepted or rejected) within three calendar days of issue.
 - KPI 2 - The ACAT will undertake 90% of First Clinical Interventions of clients within the allocated priority timeframe as listed below:
 - High Priority – within 48 hours
 - Medium Priority – within 14 days
 - Low Priority – within 36 days.
 - KPI 3 - 90% of Client Records recorded outside of My Aged Care are transferred onto the My Aged Care System within three Calendar Days of an assessment being undertaken.
 - KPI 4 - All members of the ACAT will meet the required National Minimum Training Standards and complete national training resources relevant to their roles and responsibilities, as set out in the My Aged Care Assessment Workforce Training Strategy.

- b) State and territory performance against KPIs is reported to the department on a six monthly basis. The most recent performance data is for the period 1 July 2016 to 31 December 2016 and is as follows:

KPI 1: Accepted/Rejected within 3 Days from Referral Issued: 01/07/2016 to 31/12/2016;

STATE	% met KPI
New South Wales	91.80%
Victoria	94.40%
Queensland	87.20%
South Australia	97.50%
Western Australia*	73.20%
Tasmania	87.60%
Northern Territory	83.70%
Australian Capital Territory	97.90%
National	90.57%

Source: Aged Care Data Warehouse as at 2 May 2017.

* Note: Western Australia ACATs use the My Aged Care system however they will not be fully integrated into the My Aged Care model until 1 July 2018. Therefore this figure is incomplete.

KPI 2: Time from Referral Issued to First Intervention - Percentage Met KPI Target: 01/07/2016 to 31/12/2016;

STATE	High Priority 2 DAYS	Medium Priority 14 DAYS	Low Priority 36 DAYS
New South Wales	59.10%	91.20%	87.20%
Victoria	56.50%	88.20%	70.60%
Queensland	68.90%	90.80%	74.80%
South Australia	50.50%	98.00%	97.20%
Western Australia	95.00%	94.40%	93.70%
Tasmania	84.20%	85.00%	29.90%
Northern Territory	52.00%	91.60%	89.50%
Australian Capital Territory	85.70%	97.10%	98.70%
National	68.80%	91.20%	79.50%

Source: Aged Care Data Warehouse as at 31 March 2017.

KPI 3: Half yearly reports indicate that this KPI is being met in all state and territories;

KPI 4: The Aged Care Assessment Program Half Yearly Performance Reports (1 July 2016 to 31 December 2016) indicate that this KPI is being met in all state and territories.

- c) + d) The Department of Health has met with individual state and territory ACAT managers during April and May 2017 to discuss their jurisdiction's performance. This included reasons for exceeding or not meeting KPIs following the analysis and validation of the ACAT half yearly reports. The states and territories have agreed as an outcome of these meetings to undertake analysis and develop a plan of action to improve performance.

e) Clients are segmented by priority of high, medium and low (see KPI 2 above).

i. The number of assessments completed in FY 2015/16 across all priorities is outlined in the table below.

STATE	High	Medium	Low	Total
New South Wales	837	31,800	26,633	59,270
Victoria	627	21,999	32,139	54,765
Queensland	1,111	13,998	17,796	32,905
South Australia	360	8,329	6,737	15,426
Western Australia	361	10,324	8,052	18,737
Tasmania	30	2,238	2,398	4,666
Northern Territory	36	550	268	854
Australian Capital Territory	29	802	1,402	2,233
National	3,391	90,040	95,425	188,856

Source: During 2015/16 ACATs transitioned from using state-based legacy systems (such as ACE) over to My Aged Care. Completed assessment data for this period is therefore sourced from both legacy and My Aged Care systems.

Note: There are an additional 3,321 assessments without a priority assigned during the 2015/16 financial year. These were transferred from a legacy system where the priority and state indicators were not available.

Data for FY 2016/17 from 1 July to 31 December 2016 is outlined in the table below.

STATE	High	Medium	Low	Total
New South Wales	192	15,175	11,026	26,393
Victoria	445	9,940	12,781	23,166
Queensland	440	4,609	8,757	13,806
South Australia	125	3,552	2,719	6,396
Western Australia	334	4,435	2,822	7,591
Tasmania	37	1,124	684	1,845
Northern Territory	28	314	101	443
Australian Capital Territory	5	327	711	1,043
National	1,606	39,476	39,601	80,683

Source: Aged Care Data Warehouse as at 31 March 2017.

f) Yes there is a different set of ACAT KPIs for different customer segments as defined in answer a) KPI 2

g) The My Aged Care data for ACATs has been used for the first time from July 2016. ACATs moved from the legacy IT system in February to April 2016. There is currently a data integrity project being undertaken with states to verify the baseline data set.

Interim data indicates that the median waiting times from the first notification to the local ACAT, to an assessment's completion was 11 days for the first six months of 2016-17.