

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000294

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

What information is provided to clients when they are approved for a home care package? Can you please provide a copy of the standard information provided to approved home care recipients? What information is given to approved recipients about the wait time for a package? Are approved recipients given a time frame for the length they will have to wait or an estimate of the time?

Answer:

Aged Care Assessment Teams assess consumers on their eligibility for home care and in the assessment provide the consumer with a range of information including the *Your Guide to Home Care Package Services* booklet at <https://agedcare.health.gov.au/programs/home-care/your-guide-to-home-care-package-services> and the *Your Pathway to Accessing a Home Care Package* brochure at <https://agedcare.health.gov.au/programs/home-care/your-pathway-to-accessing-a-home-care-package-brochure> which provides the client with information about the process of accessing a home care package.

Once a client has been approved for a home care package, the client is sent a letter which outlines their approved package level, priority for home care services and a support plan. Included with the approval letter is the *Researching home care providers – considerations and checklist* at <https://agedcare.health.gov.au/programs/home-care/researching-home-care-providers-considerations-and-checklist> which supports a client's research of home care providers.

When a client has been assigned a home care package they are issued a letter that advises them of the date by which they need to enter a home care agreement, their referral code, information about how to find a provider and the need to seek a formal income assessment from the Department of Human Services. Included with this letter is the *Entering into a home care agreement – considerations and checklist* found at <https://agedcare.health.gov.au/programs/home-care/entering-into-a-home-care-agreement-considerations-and-checklist> which provides information to support a client's discussions and negotiations with providers when entering into a Home Care Agreement.

Accurate data on estimated average wait times for clients to be assigned a home care package is expected to be available in the second half of 2017.