

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
Social Services Portfolio
2014-15 Budget Estimates Hearings

Outcome Number: 3

Question No: 405

Topic: Aged Care - Home Support

Hansard Page: Written

Senator Polley asked:

Please provide details of any trials or programs which utilise digital technologies and telehealth technologies.

Answer:

Providers within a range of Government-funded aged care programmes are able to utilise telehealth and digital technologies to deliver services to consumers. Generally, the department does not collate information on the use of these delivery methods. In developing and reviewing programmes, the department considers whether digital delivery options can be promoted. For example, the Home Care Packages Programme Guidelines encourage providers to use innovative and digital delivery options, including telehealth, in the delivery of home care packages.

The department funds a number of programmes that include, among other things, the use of digital or telehealth technologies to support the programme aims. These include:

- The Aged Care Multidisciplinary Care Coordination and Advisory Services measure which supports GP consultations through video-conferencing, for clients of up to 30 aged care homes. Up to \$10 million over four years has been allocated to the measure.
- Dementia Behaviour Management Advisory Services that provide interventions to assist in improving the care of people with dementia. The department has been working with providers to explore the use of technology to enhance service delivery and improve access, including video-conferencing and webinar presentations.
- Dementia Training Study Centres (DTSC) aim to improve the quality of care and support provided to people living with dementia. DTSCs provide e-learning modules and use video-conferencing to deliver workshops to aged care workers. One DTSC developed an iPhone application that evaluates the environmental design of facilities.

Between 2011-12 and 2013-14, the Department of Health managed the Telehealth Pilots Programme which funded nine projects trialling a range of telehealth services in aged care, cancer care and palliative care. Seven of the nine projects included an aged care focus