

20 November 2018

New Enquiry Framework For Aged Care Providers Released

In response to an increasing number of escalations of non-payment of government subsidies, duplication of subsidies and time taken to resolve these issues, Leading Age Services Australia (LASA) has collaborated with the Department of Human Services in developing a new Enquiry Framework and pathway to query resolution for the aged care industry.

“As part of our Member Advocacy function, LASA is pleased to have initiated this process and worked closely with the Department of Human Services over the past six months to co-create this framework,” said LASA Chief Executive Officer Sean Rooney.

“The framework will enhance transparency, decrease replication, assist in escalation, and provide streamlined support to our Members, and indeed all providers, for their enquiries to the Department.”

“On behalf of the industry I thank the Department for its willingness to work collaboratively with us to reach this win/win solution.”

The framework will initially assist providers when contacting the Department via the Medicare Payments Team on 1800 195 206 or email aged.care.liaison@humanservices.gov.au

If an enquiry needs to be escalated this should be done via emailing the Escalated External Complaints team at dhs.aged.care@humanservices.gov.au.

About Leading Age Services Australia (LASA)

LASA is the national peak body representing and supporting providers of age services across residential care, home care and retirement living. Our purpose is to enable a high performing, respected, and sustainable age services industry delivering accessible, affordable, quality care and services for older Australians.

We represent providers of age services of all types and sizes located across Australia’s metropolitan, regional and rural areas. Consistent with the overall industry profile, 57% of our Members are not-for-profit providers, 33% are for-profit providers and 10% are government providers.

Our diverse and representative membership gives LASA the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.

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