

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Additional Estimates Hearings

Outcome Number: 8

Question No: 508

Topic: My Aged Care website

Hansard Page: Written

Senator Polley asked:

Please outline the changes to the My Aged Care website that are required to assist consumers and ensure providers meet their consumer directed care requirements.

Answer:

The My Aged Care website already includes consumer focused information on Consumer Directed Care. For service providers the [*Home Care Packages Programme Guidelines*](#) provide the specific requirements to follow when delivering packages on a Consumer Directed Care basis.

The department has also funded two capacity building projects through the Aged Care Service Improvement and Healthy Ageing Grants Fund to support the introduction of Consumer Directed Care (CDC) into the Home Care Packages Programme.

These projects are:

1) *Consumer Directed Capacity Building Service*

COTA is partnering with Aged and Community Services Australia (ACSA) and Leading Aged Services Australia (LASA) to equip providers to deliver quality consumer directed services in home care. The project will include the development of information materials, tools, and training resources to support providers.

2) *Controlling My Own Life – Making the Most of Consumer Directed Care*

COTA is working in partnership with Alzheimer's Australia, the Federation of Ethnic Communities' Councils of Australia, the National LGBTI Health Alliance, the Uniting Care Network, ACH Group, and CommunityWest, to provide education, information, and peer support for aged care consumers, so that new and existing consumers can fully benefit from the opportunities available through increased control and flexibility that CDC provides.