

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.4 Residential and Flexible Care

Question No: SQ15-000193

Topic: Consumer Directed Care

Hansard page: Written

Senator Polley, Helen asked:

What support and training is being undertaken to ensure consumers are equipped to and informed about consumer directed care?

What training are providers undertaking to ensure they can support consumers?

Who is undertaking this?

Answer:

To enable the sector to transition to Consumer Directed Care (CDC), the Government is working with providers and consumers to ensure that they will have business and consumer information support they need to adapt to new practices and new ways of working together. This includes but is not limited to the funding of a capacity building project with COTA Australia and its partners Aged Care Services Australia (ACSA) and Leading Age Services Australia (LASA).

The Department is conducting a road show in all states and territories of Australia throughout March and April 2015 to ensure that the sector is fully briefed on all the upcoming 1 July 2015 changes to the aged care system. Information provided at the road shows will assist providers to facilitate discussion with consumers about CDC. The road show covers the enhancements to My Aged Care, the Commonwealth Home Support Programme and the introduction of CDC for all Home Care Packages.

In addition, the Department is reviewing the range of supporting CDC documentation for Home Care Packages Programme for providers and consumers. This information is available on the My Aged Care website and the DSS website under home care packages.