

**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: SQ15-000195**

**Topic: Consumer Directed Care**

**Hansard page: Written**

**Senator Polley, Helen** asked:

What reviews are in place to ensure providers are meeting the requirements of CDC?  
Who is undertaking this?  
How is it being undertaken?

**Answer:**

The Department is working with the Sector to support the transition to CDC, funding capacity building projects that directly deal with issues such as business realignment, change management, cultural change, reform readiness, professional development and training for the workforce, including COTA Australia and its homecaretoday project. The Department will monitor the implementation of CDC through the mechanisms which engage directly with providers such as the MyAgedCare portal, Complaints, Compliance and the Quality Agency.

In addition, the Australian Aged Care Quality Agency (the Quality Agency) is responsible for undertaking quality reviews of home care providers against the Home Care Standards (the Standards) at least once every three years. In undertaking a quality review the Quality Agency will assess information to determine whether providers have met the Standards for example, whether care plans have been developed in consultation with care recipients and clearly identify care recipient's goals. If the Standards are not met, the Department can take compliance action.