

## Senate Community Affairs Committee

### ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

#### HEALTH PORTFOLIO

**Additional Estimates 2016 - 2017, 1 March 2017**

**Ref No:** SQ17-000304

**OUTCOME:** 6 - Ageing and Aged Care

**Topic:** Home Care

**Type of Question:** Written Question on Notice

**Senator:** Polley, Helen

**Question:**

Can you table the comprehensive information and support strategy for Increasing Choice also provided to these peak stakeholders.

**Answer:**

The Department of Health developed a range of Increasing Choice in Home Care materials, such as provider and consumer factsheets and PowerPoint presentations which are currently published on the department's Ageing and Aged Care website. Aged and Community Services Australia (ACSA) and Leading Age Services Australia (LASA) were funded to modify these materials and develop them into suitable resources to assist their members (providers and their staff) to understand the new home care arrangements as a result of the reforms.

ACSA and LASA were responsible for disseminating these resources to providers:

- that may not have capacity to educate their own staff or may be at risk of not adequately understanding the changes prior to the commencement of the reforms; and
- in rural and remote areas, and those catering to special needs groups.

Federation of Ethnic Communities' Councils of Australia (FECCA) and National Aboriginal Community Controlled Health Organisation (NACCHO) were also funded to support their members and consumers with the home care changes. As part of the contract, the department provided the following consumer support materials to both FECCA and NACCHO:

- *Changing providers – Considerations and Checklist;*
- *Entering into a Home Care Agreement – Considerations and Checklist;*
- *Searching Home Care providers – Considerations and Checklist; and*
- *Brochure – your pathway to accessing a home care package.*

The consumer support materials provided to FECCA were translated into 18 different languages by National Accreditation Authority for Translators and Interpreters credentialed services and FECCA was required to:

- test the consumer support materials with reviewers (one reviewer per language) to check whether they are culturally appropriate, accurate and readily understandable for native speakers ('colloquial' translation); and

- advise on a distribution approach for the materials to ensure that they are accessible by organisations and individuals who require information in languages other than English.

NACCHO was required to:

- adapt the consumer support materials through consultation with its networks in order to develop culturally appropriate products for Indigenous consumers in suitable formats; and
- advise on a distribution approach for the materials to ensure that they are accessible by consumers who may need them, or organisations/individuals who support Indigenous consumers.

**Note:** All work required to be undertaken under the contract for FECCA and NACCHO has been completed. The contract for ACSA and LASA will end on 31 March 2017 with their final deliverable due on that day. The department will continue to work in partnership with the sector to support the implementation of the home care reforms.