

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

**Outcome Number: 3.3 Home Care**

**Question No: SQ15-000143**

**Topic: Home care packages**

**Hansard page: Written**

**Senator Polley, Helen** asked:

What reviews are currently underway to determine if the changes to home care packages are effective and meeting targets?

Please outline the details of these reviews

**Answer:**

In April 2014, the Department engaged KPMG to undertake an evaluation on the implementation of the Home Care Packages Programme, including the introduction of the Consumer Directed Care (CDC) model of service delivery.

The evaluation includes analysis of how well CDC is working for consumers and providers. Other issues explored include an understanding of the range of care and services being accessed (including use of brokered services); application and impact of fees; consumer perceptions of choice and control; consumer engagement with individualised budgets and financial statements; effectiveness of information and advocacy services; and considerations for special needs groups.