

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.3 Home Care

Question No: SQ15-000363

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

What is the Department doing to support consumers the claims as to why clients are experiencing a drop in the level and range of services?

Answer:

Where a consumer is concerned that their care and services will be affected in the transition to consumer directed care (CDC), and believe that the provider is not managing this well, the Government will look into their individual circumstances and see what can be done to assist them with the transition.

In the first instance the Department is encouraging providers to discuss with the consumer if the care plan can be refigured. If the consumer's concerns can't be resolved, the CDC Transition Hotline is the next step. The Government will work with both the consumer and their provider to see what can be done to resolve the issue.

Consumers can lodge their concerns with the Department of Social Services CDC Transition Hotline on 1800 138 225 (during business hours, Monday to Friday, 9am to 5pm), or by email at CDCTransitions@dss.gov.au.