

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: SQ15-000377

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

What plans do you have to support providers to prepare for and move to individualised funding, beyond online and emailed newsletters?

Answer:

The Government had been working in partnership with home care providers, and peak organisations to transition to Consumer Directed Care (CDC) since the announcement of the aged care changes by the former Government in April 2012.

To enable home care providers to fully transition their business to CDC, the Department has funded COTA and its partners Leading Aged Services Australia (LASA) and Aged and Community Services Australia (ACSA) to deliver capacity building projects for the sector, through the *homecares today* project. Some of the projects that have been undertaken in a face to face training format or webinars include the:

- Change Readiness Workshops to aid home care providers in practical action planning for the transition to CDC. These are now available on DVD for providers that were unable to attend the workshop.
- Saward Dawson Financial Workshops Webinar series to assist providers with CDC's financial requirements, including developing individualised budgets, for their business models. These are now available online for providers.
- CDC Learning Modules to assist advisers/case managers to embrace the thinking, skills and practice for transitioning to and working in a Consumer Directed Care model.
- Goal Directed Care Planning in CDC Webinar series which assisted providers undertake conversations with their consumers about their goals when co-designing their care plans.
- Introduction to Marketing for CDC that focused on ways to best get the CDC message out to people who need their services.

To ensure that Aboriginal and Torres Strait Islander and rural and remote providers are ready for CDC, the Department has funded Saward Dawson to re-develop a successful mainstream financial support tool that assists organisations with practical tools to redesign their key concepts around costing and pricing of services.

Discussions between the Department and providers indicate that the majority of home care providers were well prepared for their full implementation of CDC by 1 July 2015.