

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: SQ15-000361

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

What is the average level and spread of administrative costs being charged by service providers associated with introducing CDC?

What criteria, guidelines or recommendations are available to assist providers set an appropriate levels of administration and case management costs?

Answer:

The Department does not collect data on the level and spread of administrative costs being charged by service providers.

Under Consumer Directed Care (CDC) arrangements, the costs of the various home care package components, including administration charges, are set by the approved provider. The administration fees will differ from provider to provider.

Although the Government does not set a limit on administrative costs, it expects providers to keep them to a minimum so that consumers can receive the care and support they need.