

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: SQ15-000362

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Polley, Helen asked:

How are you monitoring the roll out of CDC?

What is the budget allocation for monitoring the packages and ensuring clients receive the full value of the package and providers are charging a fair amount for administration?

Answer:

The Department of Social Services is monitoring the implementation of Consumer Directed Care (CDC) through established mechanisms that engage directly with providers and consumers, such as My Aged Care, the Aged Care Complaints Scheme and the Australian Aged Care Quality Agency.

In addition the Department has established a CDC Transition Hotline to assist consumers who are concerned with the transfer to CDC. Feedback from this hotline will also be used to monitor costs being charged by providers in Home Care Packages.