

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: SQ15-000367

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

The Assistant Minister recently criticised home care providers for failing to make the transition. Can you outline exactly what you are doing to ensure providers make the transition?

Answer:

The Department has been working in partnership with home care providers and key stakeholders to transition home care package places to Consumer Directed Care (CDC) since the announcement of the aged care changes by the former Government in April 2012.

Previously, the practice of some providers has been to use funding provided for one consumer to 'top up' the care of another consumer, generally with neither party being aware.

Providers were given three years to change their practices, given that people tend to be, on average, on Home Care Packages for approximately two years.

In 2013 Home Care Package Guidelines were issued based on the CDC trial guidelines and co-designed with the National Aged Care Alliance (NACA) Home Care Packages Advisory Group, and were also the subject of public consultation. The guidelines were re-released with the CDC content in August 2013 and updated in July 2014.

Not all providers have regularised arrangements over time without impacting on individuals.

The Department has supported both consumers and providers over this transition period through capacity building information and resources as well as capacity building projects that focus on business realignment, change management, cultural change, reform readiness, professional development and training for the workforce including the *homecaredtoday* project.

The Government has funded CoTA Australia in partnership with Aged and Community Services Australia (ACSA) and Leading Age Services Australia (LASA) to deliver providers a range of information, tools and products through the *homecaredtoday* website including:

- Organisational self-assessment tools evaluating CDC service readiness
- CDC Learning modules for advisers/case managers
- Financial tools and webinars
- Information on legal issues in CDC implementation
- Pre-recorded Change Readiness Workshops
- Information, diversity and other resources
- A staff capability framework
- Webinars focussed on marketing and goal setting.

Minister Fifield announced on 24 June 2015 that up to \$20 million will be allocated across more than 500 home care package providers to assist with costs they have incurred in the consumer directed care (CDC) service model of home care packages.

This one off grant will be based on the number of home care packages a provider has and calculated on the basis of a flat rate of \$274 per place.

A CDC Transition Hotline has been established to assist consumers who have concerns they will have a service gap as a result of the transition to CDC.