

**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: SQ15-000368**

**Topic: CDC and Consumer Choice**

**Hansard Page: Written**

**Senator Helen Polley** asked:

The updated guidelines for the full transition to CDC were only released in August 2014. When did the Department advise software providers of the specific requirements associated with CDC? How has the Department supported software providers?

**Answer:**

The Home Care Package Guidelines were co-designed with the NACA Home Care Packages Advisory Group and released in July 2014. Prior to this, the 2013 Home Care Package Guidelines were based on the consumer directed care (CDC) trial guidelines and co-designed with the National Aged Care Alliance (NACA) Home Care Packages Advisory Group, and also the subject of public consultation.

To ensure that providers and consumers have more transparency regarding their rights and responsibilities in regard to CDC, legislative amendments have been made to the *2015 User Rights Principles*. These principles were developed with the NACA Home Care Packages Advisory Group, and also the subject of public consultation.

Providers are now able to access information on these legislative changes through the 2015 Guide to Aged Care Law. The Department is also finalising the 2015 Home Care Package operational manual which will provide operational guidance to support in the delivery and management of the programme.

Drawing from the supports the Government has provided, the sector has adapted their business models at their own pace and, in turn, directed their preferred software provider to build their specific business requirements into their existing systems. As a result, the Department has not given software providers specific requirements as these have been driven by the sector.