

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: SQ15-000369

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Polley, Helen asked:

What is being done to ensure consumers know their rights and understand how to navigate CDC?

Answer:

The Department has funded a range of supports to assist consumers transition to Consumer Directed Care (CDC). COTA Australia, in partnership with other organisations, has been funded to undertake capacity building projects to support the introduction of CDC into the Home Care Packages Programme for providers and consumers. This includes the development of the homecaretoday website (<http://www.homecaretoday.org.au/>). The resources developed for consumers include a publication, *Your Guide to New Choices in Home Care* that has been translated into 11 different languages.

The Department hosts information on CDC on the My Aged Care and the Department's websites. The My Aged Care website has been developed for consumers to ensure they understand how they can access a package, how they can co-produce their care plan with their provider, what CDC means for them and their rights and responsibilities. A consumer's rights and responsibilities are also outlined in the *Charter of Care Recipients' Right and Responsibilities – Home Care*.

The Department is also in the process of finalising a *Five steps to accessing a home care package* booklet and consumer checklist for publication on the Department's website to further assist consumers with understanding their rights and responsibilities. The booklet will be distributed to Aged Care Assessment Teams for dissemination to prospective consumers and will be available to order free of charge through National Mail and Marketing. The booklet and checklist will also be translated into 18 different languages and available on the Department's website.