

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: SQ15-000376

Topic: CDC and Consumer Choice

Hansard page: Written

Senator Helen Polley asked:

Given the level of disruption caused by CDC and the concern from consumers and providers, what are you doing to ensure that bringing forward further reform by individualising funding in 2017, does not create greater levels of uncertainty and destabilisation?

Answer:

The Department of Social Services will build on the experience from the introduction of Consumer Directed Care and other recent changes to ensure that appropriate change management and transition arrangements are in place to support consumers and providers. This will include a comprehensive communication and sector engagement strategy.

Over the next 12-18 months, the Department will work closely with the Aged Care Sector Committee, the National Aged Care Alliance, peak bodies, and other key stakeholders to ensure that consumers and providers are aware of, and prepared for, the changes.