



Australian Government

Department of Social Services



myagedcare

## Home Care Packages Programme

### Information for consumers transitioning to consumer directed care (CDC)

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#### What is consumer directed care?

The Government provides home care packages to support people to live at home independently for as long as possible. From 1 July 2015, with the introduction of consumer directed care (CDC), you will have more control over the types of care and services and the delivery of those services within your package.

#### What is changing on 1 July 2015?

- Home care packages will continue to be provided to support individuals to live at home.
- Historically, there has been very little transparency from a consumer point of view about the value of a package and the costs of the various elements of the package, including how much a provider takes in the form of administration charges.
- The previous Government put in place a new arrangement called **CDC** in an effort to make arrangements more transparent.
- The previous Government gave notice in 2012 that all home care packages would ultimately be delivered on a CDC basis by 1 July 2015.
- CDC will provide greater flexibility and choice, with people able to choose the types of care and services they want, including how it is delivered.
- The intent is to give consumers more control, through identifying how much money is available to support them and how those dollars are spent.
- To do this the provider must work with the consumer to identify the best way to spend the dollars earmarked for their care and meet their needs within the package budget.
- Government announced as part of its 2015 Budget that from February 2017 home care packages will be allocated to the consumer. In 2017, this will give you more choice of who who delivers your services. This means that if you need to move, you can take your package with you.

- In the meantime CDC offers you an opportunity to have more choice and flexibility over the services you receive.

## Is Government funding for home care packages being reduced under CDC?

- **No.** There have been no reductions to Government funding for home care packages and no reduction in the number of home care packages on offer.
- In fact, in the 2014 Budget, the Government increased package funding by 2.4%.
- Government funding is paid to providers. Although the payment to your provider is made on your behalf and the Government expects each individual to receive their full funding amount, some providers have been using funding provided for one consumer to 'top up' the care of another consumer. This means that some consumers were not getting the full value of their package and were missing out on services.
- There has been a three year transition period designed to give providers time to make these changes, as people transition from home care and others move on to home care, without adversely affecting any individual.
- While many providers have done this there are some who haven't. That's why some consumers are now being told that on 1 July this year they will either receive less services or have to pay more.

## Is the Government going to help people who, as a result of provider failure to prepare for CDC, may experience a care gap?

If you are concerned that your care and services will be affected in the transition to CDC, you should first discuss this with your provider. You can use an advocate to help you have this discussion if you feel you need support. You can contact an advocate on 1800 700 600.

If you still have concerns after discussions with your provider, you can contact the CDC Transition Hotline to discuss your situation and seek a review of the way your current home care package is being delivered.

The Department will work with you and your provider to understand what options are available to maintain your current level of care. This might include examining alternative methods of delivering services as well as ensuring that your full entitlement for care is being claimed. If the gap in service is not able to be resolved then the Department will look to other ways to maintain your care.

If you want to seek a review of your current care and services you can contact the Department's CDC Transition Hotline on 1800 138 225 (between 9am and 5pm, Monday to Friday), or send an enquiry to [CDCTransitions@dss.gov.au](mailto:CDCTransitions@dss.gov.au).