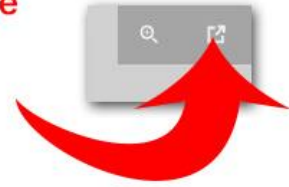


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[https://www.dss.gov.au/sites/default/files/documents/02\\_2015/home\\_care\\_packages\\_guidelines\\_2014.pdf](https://www.dss.gov.au/sites/default/files/documents/02_2015/home_care_packages_guidelines_2014.pdf)

### 3.1.3

Level of consumer control over the management of the package As part of the care planning process, the consumer must be asked about, and given the option of, exercising different levels of control over the management of the package.

This could range from a high level of involvement, particularly in areas such as care co-ordination and administration, to very little or no active involvement in the management of the package.

The level of consumer involvement and control that has been agreed must be documented in the consumer's care plan. This may vary over time as the consumer's Part D – Making use of a Home Care Package Home Care Packages Programme Guidelines 26 needs change. Any changes to the level of consumer involvement and control must also be documented in the care plan.

The consumer's involvement in managing their package could include, but is not limited to, choosing the services they require, making contact with service providers, negotiating fees, scheduling appointments to provide services required by the consumer, and monitoring the quality of services provided.