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Client Choice – Quotes from Home Care Packages Programme Guidelines 2014

https://www.dss.gov.au/sites/default/files/documents/02_2015/home_care_packages_guidelines_2014.pdf

Section	Page	Quote
1.5	7	<p>People with dementia</p> <p>While not a separate special needs group under the legislation, all home care providers should also have policies and practices that address the provision of care for people with dementia.</p>
2.1	7	<p>What does CDC mean in the context of Home Care Packages?</p> <p>CDC (Consumer Directed Care) is a way of delivering services that allows consumers to have greater control over their own lives by allowing them to make choices about the types of aged care and services they access and the delivery of those services, including who will deliver the services and when.</p>
2.2	8	<p>CDC Principles</p> <p>The following principles underpin the operation and delivery of packages on a CDC basis.</p>
2.2.1	8	<p>Consumer choice and control</p> <p>Consumers have managed their own lives for a long time. They should be empowered to continue to manage their own life by having control over the aged care services and support they receive. This requires the provision of, and assistance to access, information about service options that enable a consumer to build a package that supports them to live the life they want.</p>
2.2.2	8	<p>Rights</p> <p>CDC should acknowledge an older person's right (based on their assessed needs and goals) to individualised aged care services and support.</p>
2.2.3	8	<p>Respectful and balanced partnerships</p> <p>The development of respectful and balanced partnerships between consumers and home care providers, which reflect the consumer and provider rights and responsibilities, is crucial to consumer control and</p>

		<p>empowerment. Part of creating such a partnership is to determine the level of control the consumer wants to exercise. This will be different for every individual, with some people requiring or wanting assistance to manage their package and others choosing to manage on their own.</p>
2.2.6	9	<p>Transparency</p> <p>Under a CDC package, older people have the right to use their budgets to purchase the aged care services they choose. To make informed decisions about their care, older people need to have access to budgeting information, including the cost of services, the contents of their individualised budgets and how their package funding is spent.</p>
3.1.1	25	<p>Packages delivered on a CDC basis</p> <p>A key feature of a package being delivered on a CDC basis is that the consumer must have ownership of decision making...</p> <p>The care planning process must be driven by the consumer, in partnership with the home care provider. Throughout this process, there should also be an emphasis on:</p> <p>Consumer choice and control Support for consumer decision-making ...</p>
3.1.3	26	<p>Level of consumer control over the management of the package</p> <p>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.</p> <p>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.</p> <p>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 providers services required by the consumer, and monitoring the quality of services provided.</p>
3.1.6	27	<p>Choosing care and services</p> <p>In a CDC environment, the consumer should not be limited by a "standard" menu of services or service providers. Providers and consumers should be thinking about innovative ways to meet consumer's goals and care needs. This may involve the use of sub-contracted or brokeraged services if the provider is unable to provide the service/s itself or where the consumer would prefer the service be delivered by a particular worker. Sometimes this may involve additional costs of setting up sub-contracting or brokerage arrangements and these costs should be made clear to the consumer.</p>

		Whatever is agreed must be affordable within the total budget available for the package.
3.1.8	28	<p>Give effect to the consumer’s choices and preferences</p> <p>Wherever possible, the home care provider should try to accommodate the consumer’s goals and preferences. In some cases, this may require the home care provider to purchase (sub-contract or broker) services from another service provider.</p> <p>The home care provider should always inform the consumer of any risks or additional costs of purchasing services from another source.</p>
3.1.9	29	<p>Sub-contracted or brokered services</p> <p>Services may be provided directly by the home care provider, sub contracted to another service provider (individual or organisation) or brokerage through another organisation.</p> <p>Home Care providers are encouraged to develop a list of “preferred service providers” to support consumers’ needs and choices.</p> <p>Home Care providers should also endeavour to build relationships with other organisations that specialise in providing services to people from special needs groups. Some consumers may request or prefer service providers that work with, or are from, the same special needs group.</p> <p>It is possible that, even where there are extensive sub-contracting or brokerage arrangements in place, some consumers may still request a different service provider.</p> <p>The home care provider should meet any reasonable request, noting that establishing a new service agreement (with an organisation not on the home care provider’s preferred service provider list) may result in a delay in providing services and/or lead to additional costs. This should be disclosed to the consumer and be made clear in the individualised budget.</p>
3.1.10	29	<p>Requests for services to be provided by particular individuals or service providers</p> <p>The consumer can request that services be provided by a particular individual or service provider, for example, someone who has previously provided services to the consumer.</p>