



**Aged & Community Services
SA & NT Inc**

Consumer Directed Care Issues Paper

Key issues associated with implementing CDC in aged care

<i>Communication and Consumer Information</i>
<ul style="list-style-type: none">• New language and information which empowers and enables consumer choice and control.• Involvement of consumers in the development and implementation of communication strategies.• Development of communication processes and tools to support consumer decision making.• Development of communication strategies to support staff working in partnership with consumers.
<i>Legislation/Regulation</i>
<ul style="list-style-type: none">• Identification of the legislative/regulatory requirements that impact consumer choice and control.
<i>Business Practices</i>
<ul style="list-style-type: none">• New business processes and tools which support accountability to consumers and consumer decision-making.• Development of an objective assessment process to inform the allocation of individual funding.• Management and system support for new and varied requests for services.• Clear roles and responsibilities for all (consumers, providers, government).• New processes for ensuring quality service provision.• Development of processes to support consumers and providers meet accountability and reporting requirements.
<i>Viability</i>
<ul style="list-style-type: none">• Identification of the impact of a move from a pooled funding service model to one of entitlement (eg potential of a CDC service model to plan and respond to changing

needs).

- Development of strategies that support the portability of individualised budgets (move from one provider to another with funding, including from one region/state to another)
- Analysis of the financial viability of CDC service models.

Workforce

- Review of contracting/employment requirements to support consumer choice of preferred workers, including family and friends
- Workforce culture and capability which respects and enables consumer control and power.

Transition and Future Development

- Support of organisations to respond to the changing environment to ensure no disruption to the supply and continuity of quality services to consumers.
- Genuine industry consultation on proposed changes to government policies, legislation and guidelines.
- Partnership between government, industry and consumers to continue the development of CDC approaches.
- Support of future research to:
 - Extend and evaluate current trials
 - Extend CDC to Residential Care and other services supporting older people (eg TCP)
 - Test a range of CDC models (eg Vouchers, direct payments)

This document will be revised as new issues are identified or existing issues teased out.