



Australian Government

Department of Social Services



myagedcare

What is Consumer Directed Care?

Information for Home Care Package providers

Consumer Directed Care (CDC) is a model of service delivery designed to give more choice and flexibility to consumers. Consumers who receive a Home Care Package will have more control over the types of care and services they access and the delivery of those services, including who delivers the services and when.

Application of Consumer Directed Care within aged care programmes

CDC was first piloted as a model of care within the Commonwealth funded Home Care Packages Programme in 2010-11. Following the success of the pilot, all newly released Home Care Packages from 1 August 2013 were required to be delivered on a CDC basis.

From 1 July 2015, all Home Care Packages must be delivered in a CDC basis.

What are the requirements of Consumer Directed Care within the Home Care Packages Programme?

The introduction of CDC on 1 July 2015 will give providers the opportunity to work within the CDC principles to offer their consumers:

- more choice and flexibility
- support to access relevant information and make informed decisions on the care that is best for them
- a partnership approach and better-quality participation
- wellness and reablement, and
- greater transparency.

CDC is an approach to the planning and management of care, which allows consumers and carers more power to influence the design and delivery of the services they receive, and allows them to exercise a greater degree of choice in what services are delivered, where and when they are delivered. This means, providers are required to:

- have conversations about their consumer's needs and goals
- co-produce care plans
- provide greater transparency to consumers about what funding is available under their package of care and how those funds are spent

- agree with the consumer the level of involvement they will have in managing their package, and
- conduct ongoing monitoring and a formal reassessment to ensure that the package continues to be appropriate for them.

Further information

More information about CDC in the Home Care Packages Programme can be found in the [Home Care Packages Programme Guidelines](#) on the Department of Social Services website, the [Guide to Aged Care Law](#)¹. Consumers can find out more information by:

- calling the national contact centre on 1800 200 422 or
- visiting the [My Aged Care website](#)².

Resources to assist consumers and providers to transition to Consumer Directed Care can be found on the [Home Care Today website](#)³

¹ <http://guides.dss.gov.au/guide-aged-care-law>

² www.myagedcare.gov.au

³ www.homecaredtoday.org.au