

CDC – *The Management Challenges*

*ACSA National Community Care Conference and
Trade Exhibition 2010*

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Why CDC?

1. People want control of their lives
2. Unlocks consumer power to drive service improvement and reform
3. Fits with contemporary standards
4. Overseas evaluations indicate greater satisfaction
5. Health benefits





*The question is not
whether to
embrace CDC but
how to do it.*

The trial structure



- 20 places - HACC, CACPs, EACH, EACHD
- Design/Operations
- 2 Advisors
- Operational Management Group
- Reference Group
- Evaluation

The trial funding

- Individualised budget approach
- Core services
- Fees
- Contingencies



6 Management Challenges

1. Preparation and culture
2. Fit within current system
3. Information
4. Transparency
5. Dynamic
6. From assessment to goal setting



1. Preparation

- Evolved from PSAI
- Research, study tours, invited experts
- Workshops
- CDC Champions
- Consumers
- Try it!



2. Fit within current system



- Pay points
- What's not in
- Still hard to employ own staff


3. Information

- Plain English
- Everything a consumer needs to know



(Note: not everyone will want an Advisor to visit & plan at home. especially in the first instance)

Getting Started



Where do I start?

Let an ACH Group Coordinator know you are interested in more information about Consumer Directed Care and how it could work for you. The Coordinator will arrange for an Advisor to contact you. Alternatively, you can phone and ask to speak with an Advisor on 8349 3515.

If it suits you, visit at home
Your Advisor will be happy to come to your home and answer your questions and provide extra information. Your carer, family and/or your advocate may also like to be present at this meeting.

Once you have decided that you want to join the Consumer Directed Care Trial, your Advisor will talk with you so that you can:

- decide what types of services you want,
- decide who you would prefer to deliver the services
- let you know how much money you're able to spend each month based on the type of government funding available to you.

(not included) will the Advisor tell the person what is the range of services they access and who are the possible providers of those services? through the package that you are eligible for.

If you decide that you would prefer not to participate in the Consumer Directed Care Trial, then let the Advisor or Coordinator know and ACH Group will continue to deliver the service you are currently receiving.

how best to phrase this

I think you need to explain either here or further on, that the amount of funding approved depends on the ACAT assessment of need.

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4. Transparency

- Spreadsheets
- Invoices
- Fees for services
- Make decisions with and in front of people



5. Dynamic

- Conservative beginnings
- Constant change
- Pushing boundaries



6. Goal Setting focus

- From assessment to goal-setting



The biggest lesson...



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