



Innovation,
Applicability and
Transferability

The Rise of the Consumer:

Engagement of Older People with Consumer Directed Care

This study explored client experience of Australian Consumer Directed Care.

Aim

The project explored expectations, aspirations and experiences of older Australians over the period in which a new model, Consumer Directed Care, was being implemented into home care services.

This evolving funding model enables consumer autonomy and choice, allowing older people to remain in their community as they age and need support through the creation of a personalised support service.

Consumer Directed Care focuses on providing services that the consumer self-determines to meeting their needs, including identifying the types of services, from whom, when and how these services are delivered.

The full findings of the project are available in the final report, available at: www.cdcengagement.com/publications



Method

The project involved interviews with people in three cohorts: those aged over 50 who were not in receipt of aged care services, people who transitioned from a prior model of Home Care to a Consumer Directed Care (CDC) model, and those people who have only received Home Care Packages under a CDC model.

Results

Overall, the research found that the model of personalised care embodied in CDC in Home Care Packages is attractive to older Australians and has great potential to deliver substantial gains for their self-worth, independence, and wellbeing.

External influences, such as service experience, finances, and cultural difference, impacted the way clients managed their allocation.

Ongoing engagement and discussion with the client is required to ensure that services are specific, directly relevant and effective to achieving a consumer directed care service.

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