

## **Living the Reality of Consumer Directed Care (CDC): Indigenous Communities in Focus 2015**

**Jayne Stinton:** If a client dies with money unallocated, does this become extinguished?

**Joanne Cairney:** I'm interested in knowing from Anna, how many Aboriginal workers are employed at Murray Mallee Aged Care Group?

**Cherie Brandon:** This is a question for Anna Howard - Anna, you mentioned that consumers are electing to contribute to a 'contingency fund' have you found that some of your clients are forgoing care that is required on a weekly/daily basis in order to obtain care for an unspecified time in the future? If so, is there a risk that consumers are not getting level of care they require and what does that mean for a providers' duty of care?

**Marianne Cummins:** Very interesting issues identified (that are seen as well in my experience) that we have identified to the Dept. about some of the extra layers of complexity for service providers

**Katie Brown:** Question for Anna please. Have they varied internal processes and documentation e.g.: Service Agreements / intake processes for Aboriginal / Torres Strait Islander clients to be culturally appropriate?

**Marianne Cummins:** Anna - how many aboriginal specific CDC packages does your organisation have again?

**Marianne Cummins:** Anna - where are they located?

**Jenny Mazzella:** Anna - I understand that CDC package funds are set to transfer/attach to the client in 2017. How will this benefit the client and what does it mean for providers? Thanks Ngaire for a terrific example of coproduction working at its best.

**Julie McRae:** Given the historical difficulties Indigenous people have experienced in terms of equity and ease of access to service, how do you see the National Gateway impacting upon access to services given the problems many carers, carers, families are experiencing.

**Marianne Cummins:** sorry, specifically aboriginal clients' location - are they remote or mainly urban?

**Cherie Brandon:** Do you think a cashed out model where the individual receives the funding instead of the provider will present issues for the ATSI community and you as a provider?

**Trischia Ritchie:** Question for Anna - when the client is having difficulties understand the CDC

process and the allocation process? Does your organisation seek independent advocacy service to support the voice of the Elder?

**Katie Brown:** Question for Anna - Have many of the Aboriginal / Torres Strait Islander clients opted to self-direct their packaged care or work with independent cultural advocates to case manage their packages?

**Jayne Stinton:** CDC is well suited to areas with choice, many Central Australian communities have limited choice. CDC may promote additional service providers to come into the region, however the costs of delivering services in remote areas may not find it viable.

**Jayne Stinton:** Re: Advocacy in all States and Territories there are National Aged Care Advocacy Services which are experienced in dealing with issues relating to clients understanding their packages who can help.

**Marianne Cummins:** The assessment process for a start

**Marianne Cummins:** Thanks Ngaire for a very informative talk - very closely aligned to the story of our first Australians, the important points about participation in culture, family, homelands and relationships that are so much about Quality of life.