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PRESS RELEASE

For immediate release

How can technology support CDC?

Consumer (or self) directed care (CDC) will give people a greater say and more control over the design and delivery of community care services provided to them and their carers.

This exciting and innovative idea will give people more dignity and more say in all aspects of their lives and improve their well being.

However, meeting the challenges of the new model is not easy.

In fact, many service providers that have taken up CDC packages have found that the implementation can be quite daunting – they had to redesign their processes, train staff, change the way how they breakdown, capture the costs, implement new reporting requirements and educate their clients.

Technology, such as **VisiCase** Case Management automation portal can support organisations to deliver CDC in the following areas:

- Seamlessly Integrate CDC into existing processes, including the preparation of individual budgets, needs assessments, preparation of individual care plans and case management.
- Automate administration of individual budgets on client's behalf, pay invoices and provide monthly budget statements.
- Keep track of service delivery to make sure the program delivers the outcomes.
- Provide transparency for the client – they have visibility of their budget, their plans and their support team.
- Involve client in the decisions about the service choices available to them.

Technology will be an important part of the accountability processes. This is recognised by the Government who is providing a two year breathing space for organisations starting with provision of CDC places before being required to participate in Quality Reporting. This allows the provider time to establish systems and policies in order to meet its obligations for CDC.

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