



# Understanding Client Directed Care

## A simple definition

Client Directed Care (CDC) aims to achieve delivery of services as chosen and controlled by clients or care recipients, and their carers.

Significant changes to all aspects of care for frail older people are underway through new governmental directions (The Aged Care Reform Agenda). CDC is integral to these changes and encourages greater choice for those who have the capacity, and wish to receive support from one or a variety of programs or providers.

# Putting CDC principles into practice

Principle	Which means...	Doing what...
<b>Client choice and control</b>	<ul style="list-style-type: none"> <li>• Enabling a continuation of life management</li> <li>• Information on options and access</li> <li>• Enabling choice of service, carer/gender</li> <li>• Recognising each individual</li> <li>• Facilitating decision-making</li> <li>• Acknowledging refusal or change-of-mind</li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions – how, what, where and when?</li> <li>• Observe life history</li> <li>• Listen</li> <li>• Work with, not for</li> <li>• Encourage own decisions</li> <li>• Feedback and follow-up of requests/concerns</li> </ul>
<b>Rights</b>	<ul style="list-style-type: none"> <li>• Acknowledging an older person has the right to individualised services within the scope of assessed need for HACC</li> <li>• Acknowledging support workers and families also have rights to dignity, refusal, safety, respect and privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding the Care Plan and assisting the client to understand/have a voice</li> <li>• Listen and encourage</li> <li>• Feedback concerns, requests and risks that may impact individual rights</li> <li>• Non-judgemental response to change of mind or refusal</li> </ul>
<b>Respectful and balanced partnerships</b>	<ul style="list-style-type: none"> <li>• Positive association between clients, significant others and providers that enables a level of comfort in support choice</li> <li>• Engaging clients in service design/redesign</li> <li>• Understanding who will require assistance or prefer to self-manage within service scope</li> </ul>	<ul style="list-style-type: none"> <li>• Asking questions/building trust</li> <li>• Pre-visit briefing if possible</li> <li>• Feedback queries/concerns</li> <li>• Understand cultural differences</li> <li>• Involving client in their care</li> <li>• Reference to current Care Plan and negotiated goals</li> <li>• Acknowledge individuality</li> <li>• Seek team support with challenging behaviour</li> <li>• Understanding scope of role</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>• Acknowledging that community participation adds to self-worth</li> <li>• Investigating ways to continue previous community involvement as chosen</li> <li>• Different community links or activities may or may not be relevant to individual lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions/listen – what makes a difference?</li> <li>• Build self-confidence in abilities</li> <li>• Encourage involvement</li> <li>• Acknowledge refusal or change-of-mind</li> <li>• Acknowledge family/significant others</li> <li>• Communicate wishes or choices as care planning evolves</li> </ul>
<b>Wellness and re-ablement</b>	<ul style="list-style-type: none"> <li>• Aiming toward optimum health, wellbeing and independence</li> <li>• Minimising dependency on ongoing or higher levels of care as capabilities allow</li> <li>• Regaining strength and control following a health crisis</li> <li>• Coordinated approach to improved functionality and control</li> </ul>	<ul style="list-style-type: none"> <li>• Take an overall, holistic approach to each client</li> <li>• Observe and report both positive and negative changes</li> <li>• Encourage strengths</li> <li>• Work at client's pace</li> <li>• Do not take over</li> <li>• Be patient</li> <li>• Monitor a safe environment that will improve confidence</li> </ul>
<b>Transparency</b>	<ul style="list-style-type: none"> <li>• Ensuring clients understand the scope of required services as per guidelines and availability</li> <li>• Access to clear and simple information relating to cost of services chosen, if preferred</li> <li>• Understanding of Care Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Observe concerns, or confusion with information received and feedback</li> <li>• Avoid jargon or too much detail</li> <li>• Reassure at all times</li> <li>• Follow-up any query</li> <li>• Be honest</li> </ul>

## Remember to:

• Listen • Promote choice • Encourage strengths and abilities • Follow the Care Plan • Report.

Further information is available through: [www.myagedcare.com.au](http://www.myagedcare.com.au) and [www.livinglongerlivingbetter.gov.au](http://www.livinglongerlivingbetter.gov.au)