

Consumer Directed Aged Care (CDAC) Project – Questionnaire
Consumer, carer, friend, aged care advocate
5 October 2017

Introduction

Introduction

The ACCC wants to provide information to consumers and providers who use or sell aged care services about their consumer rights and obligations.

We would appreciate your ideas about how we can help older consumers understand their rights.

We would also like to assist providers of consumer directed aged care products and services understand their competition and consumer law obligations under the *Competition and Consumer Act 2010 (Cth)*.

Your responses will help us meet the needs of the audience and have the greatest impact.

The following questionnaire should take about 3-5 minutes to complete and you have the option of completing it anonymously.

Thank you for taking the time to complete the questionnaire.

Page 1: About you

Name:

Organisation (if relevant):

Email:

Question 1

Tell us about yourself

Please tick the category that best describes you.

- Consumer (you buy things for yourself)
- Carer, family member or friend (you know or are related to someone who receives aged care services)
- Government organisation
- Aged care advocacy or support group
- Consumer directed aged care provider/peak industry body

If you are a carer, family member or friend completing this questionnaire, please answer the questions as if you are answering it on behalf of the consumer.

If you're a consumer organisation or advocacy group completing this questionnaire, please answer as if you are answering on behalf of your constituents.

Question 2

Location

If you are a consumer, where do you live:

- Metro area
- Non metro area
- Prefer not to say

Question 3

Background

If you are a consumer, do you identify as an Aboriginal or Torres Strait Islander:

- Aboriginal
- Torres Strait Islander
- None of the above
- Prefer not to say

Question 4

Language

If you are a consumer, do you usually speak a language other than English at home:

- Yes
- No
- Prefer not to say

Question 5

What types of products and/or services as part of the home care package program, do you receive?

Please tick the categories that best describes you below:

- Personal services
- Meals or diet
- Nursing or other health services
- Transport and personal assistance
- Assistive technology, aids and equipment
- N/A
- Other _____
- _____

Question 6

How satisfied are you with the products/services you receive as part of the home care package program:

- Satisfied
- Moderately satisfied
- Neither satisfied or dissatisfied
- Moderately dissatisfied
- Dissatisfied
- Comments _____

Question 7

Which of the following best describes your understanding of your consumer rights when buying products and services from a home care provider:

- I have an extremely good understanding
- I have a very good understanding
- I have some understanding
- I have minimal or no understanding
- Don't know
- Comments _____

Question 8

What information relating to consumer laws would you like to know more about? Please select three.

- Your consumer rights and how to enforce them
- How to spot and avoid a scam
- What to look out for when signing a home care agreement
- Whether a business can force you to buy products or services from another business
- How to avoid being pressured into buying products or services or signing an agreement
- Others _____

Question 9

Who would you like to get information relating to your consumer rights from?

- ACCC website
- Other Government websites (e.g. My Aged Care website, Office of Aged Care)

Complaints Commissioner website)

Community organisations (Local library, RSLs, Churches, Local council / community centre)

Service provider / case manager

GPs

Other _____

How would you like information about your consumer rights to be provided?

Through websites and website content, including pages and PDFs

Emails

Webinars

Videos

Face to face information sessions

Printed fact sheets and guides

Other _____

Please provide any more information or special instructions about how you like to receive information (e.g. assistive technology)?

Comments _____

Question 10

Any further comments:

Conclusion

You have completed the questionnaire.
Thank you for your time.

Please email them to cdcproject@acc.gov.au or send them to ACCC Attn: Jackie Cardona, Level 17, 2 Lonsdale Street, Melbourne VIC 3000.