

Consumer Directed Aged Care (CDAC) Project – Questionnaire
Consumer directed aged care provider/peak bodies
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 be used to 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:

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 home care services)
- Government organisation
- Aged care advocacy or support group
- Consumer directed aged care provider/peak bodies

Question 2

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

Please tick the category that best describes you below:

- Personal services
- Meals or diet
- Nursing or other health services
- Transport and personal assistance
- Assistive technology, aids and equipment
- Peak representative body
- Other _____

Question 3

Which of the following best describes your organisations' understanding of competition and consumer laws?

- 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
- Others _____

Question 4

What information relating to competition and consumer laws would your organisation like to know more about? Please select three.

- The Australian Consumer Law
- Remedies and penalties
- Rules to comply with when selling in public places or at homes
- Product safety
- Lawful advertising and selling
- Types of conduct that are considered anti-competitive and how to avoid this conduct
- How to spot and avoid scams
- Others _____

Question 5

Where would you like to get information relating to the issues you selected in

Question 4 from?

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

- Directly from peak representative bodies/associations
 - Trade displays / booths at industry conferences
 - Other _____
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What formats of information would be best for your organisation to receive?

- Website content, including pages and PDFs
 - Emails (including bulletins etc)
 - Videos
 - Webinars
 - Face to face information sessions
 - Printed fact sheets and guides
 - Other _____
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Question 6

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.