Western Australian Home and Community Care (HACC) Transition to the Commonwealth Home Support Programme (CHSP)

FREQUENTLY ASKED QUESTIONS FOR SERVICE PROVIDERS

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THE KEY FACTS

Why are WA HACC services for older people transitioning to the Commonwealth Home Support Programme (CHSP)?

On 31 January 2017 the Commonwealth Government and WA Government agreed to transition responsibility for Western Australian (WA) Home and Community Care (HACC) services for people aged 65 years and over (and Aboriginal and Torres Strait Islander people aged 50 years and over) to the Commonwealth.

The transition of these services is consistent with the arrangements that have been implemented in all other states and territories. These changes will allow for nationally consistent services and support to be provided to people as they grow older no matter where they live.

When will these changes happen?

WA HACC services for older people will transition to the CHSP from 1 July 2018.

How long will my CHSP grant agreement be for?

Two year grant agreements will be offered to existing WA HACC service providers and assessment services transitioning to the CHSP from 1 July 2018. This aligns with the two year extension of existing CHSP funding agreements to 30 June 2020.

Will there be any changes to the amount of funding allocated to existing WA HACC service providers from 1 July 2018?

No. The Commonwealth will offer the same level of funding that is currently allocated to eligible HACC services for older people. This will be a direct allocation process that is subject to service providers complying with the requirements of the CHSP grant agreement.

Will all WA HACC services for older people receive funding until 30 June 2020?

All eligible WA HACC services will be funded to 30 June 2020. Existing WA HACC activities that are not within scope of the CHSP have been granted funding under the CHSP to 30 June 2019. This is in line with the twelve months funds stability period agreed between the Commonwealth and WA Government.

What services are outside the scope of CHSP?

Services outside the scope of the CHSP include individual advocacy services and carer support services. From 1 July 2019, funding for these activities will transition to national programs established to deliver these services.

Individual advocacy services will transition to the National Aged Care Advocacy Program. All funding for carer support services will transition to the Department of Social Services to support the delivery of carer support services under the Integrated Plan for Carer Support Services.
THE TRANSITION PROCESS

Who is managing the transition process?

The transition process is being jointly managed by the Commonwealth Government and the WA Government. The Commonwealth and WA Government will continue to jointly support providers throughout the transition process to enable the smooth transition of services to the CHSP.

Will providers receive transition support funding?

Transition support funding was provided to assist service providers in other states transition to the CHSP and we are looking at similar arrangements for WA HACC providers, subject to Ministerial and other relevant financial approvals. We will provide more information on this matter when it becomes available.

Has the split of funding between older and younger people been finalised?

Yes. The split of funding between services for older and younger people was finalised and agreed with providers through Workbook A: Indicative split of WA funding between older and younger people. The funding split agreed for older people will be reflected in your CHSP grant agreement.

A detailed factsheet outlining the funding split process was distributed to service providers in June 2017 and is available at: https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/wa-hacc-transition

Has the mapping of WA HACC services to the CHSP been finalised?

Yes. The mapping of WA HACC services to the CHSP was finalised and agreed with providers through Workbook B: Allocation of WA HACC services to the CHSP. The mapping of each provider’s WA HACC services to the CHSP has been agreed and will be reflected in your CHSP Grant Agreement.

A detailed factsheet outlining how WA HACC services have been mapped to the CHSP was distributed to service providers in August 2017 and is available at: https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/wa-hacc-transition

Will there be separate agreements for older and younger services?

Yes. Service providers will be issued a separate agreement by WA Department of Health to continue to deliver services to younger people (under 65 years) not transitioning to the National Disability Insurance Scheme (NDIS). If you have any concerns about your WA HACC service agreement please contact your WA DoH service agreement manager.

When will I receive my CHSP grant agreement?

WA providers transitioning to the CHSP will receive their letter of offer and CHSP grant agreement from April 2018.
Service providers should check the information included in the letter of offer and CHSP grant agreement. If the information provided is correct, the service provider should sign and return a copy of the agreement to the department. The department will return a copy of the executed agreement to you for your records.

**Who should providers contact if they have queries regarding their CHSP grant agreement?**

Service providers can contact the Commonwealth Department of Health regarding the transition process at WA.HACC.transition@health.gov.au.

To discuss any queries regarding the CHSP grant agreement, providers can contact their Grant Agreement Managers (GAMS) in WA on (08) 9346 5111 or 1800 020 103 (for callers outside of the Perth metropolitan area).

Following completion of the transition the WA GAMS will be the primary point of contact.

**OPERATING AS A CHSP SERVICE PROVIDER**

**When can I expect to receive the first CHSP payment?**

The first quarterly payment for 2018-2019 will be processed once your CHSP agreement has been returned, signed and executed by the Department. The first payment will be received by providers from 1 July 2018.

**Will there be growth funding available under the CHSP?**

Service providers will be advised of any future CHSP growth funding processes. CHSP growth funding will be allocated on the basis of funding priorities as determined by the Australian Government from time to time. These funding rounds may not occur annually as they have through the WA HACC Program.

Identification of funding priorities for the CHSP will be informed by consultation with relevant stakeholders.

**Does CHSP provide funding for capital projects?**

No. Capital projects are outside the scope of the CHSP. CHSP funding cannot be used for the purchase of land and capital infrastructure. The Department may consider funding for minor capital works in exceptional circumstances. This includes minor building modifications to improve client safety (such as the installation of a wheelchair ramp).

**How are unspent CHSP funds managed?**

Generally, unspent CHSP funds identified through annual financial acquittal processes must be returned to the Department.

Providers should discuss any issues with expending their funding with their grant agreement manager. The Department will not fund any overspends by service providers.
How are assets managed under the CHSP?

The CHSP defines an asset as any item of personal, real or intangible property, with a price or value of $10,000 (GST inclusive) or more and which has been created, acquired or leased wholly or in part with CHSP funding.

A provider can only use CHSP funds to purchase assets that are specified in the schedule of their grant agreement. A provider must obtain prior approval in writing if they wish to use CHSP funds to purchase assets that are not already specified in their CHSP agreement. The provider owns the asset purchased with CHSP funds unless the agreement states otherwise.

Will the CHSP Client Contribution Framework apply in WA?

Yes. The CHSP Client Contribution Framework outlines the principles for providers to adopt in setting and implementing their own client contribution policy, with a view to ensuring that those who can afford to contribute to the cost of their care do so, while protecting those most vulnerable.

The Framework does not include a mandatory fees schedule. Providers can determine their own fees schedules or alternatively can continue to use the WA HACC Fees schedule.

The Client Contribution Framework and the National Guide to the CHSP Client Contribution Framework are available on the Department’s website.

Are there any flexibility provisions for the delivery of CHSP services?

The CHSP grant agreement requires providers to deliver the units specified in their agreement.

However, within the Community and Home Support and Care Relationships and Carer Support sub-programs, providers can deliver up to 20% of the agreed outputs against other funded service types in the same sub-program and within the same Aged Care Planning Region.

Who is an existing client?

Existing clients are considered to be those clients who had a current booking for service or who were currently accessing a service as at 1 July 2018; who accessed services at least three times over the previous financial year; or who received care for a continuous period of six months or more in the previous financial year.

Do existing clients need to be assessed by My Aged Care?

Existing older clients of the WA HACC program will be transitioned directly into the CHSP from 1 July 2018.

Existing clients seeking new service types or significantly increased services must be referred to My Aged Care for a review before any new or additional services can be provided. Also, existing clients that have not accessed a CHSP service in the past twelve months must be referred to My Aged Care for assessment before any services can be provided.

Do all new referrals for CHSP services need to go through My Aged Care?

Yes. Entry and assessment for all new CHSP clients is through My Aged Care.
How does the CHSP support carers?

The CHSP supports carers by providing planned respite care services to frail older people. These services are intended to support and maintain care relationships and allow regular carers to take a break from their usual caring responsibilities.

Respite services provided under the CHSP include Flexible Respite, Cottage Respite and Centre-Based Respite.

Carers of CHSP clients are encouraged to access Carer Gateway which provides practical information and resources to support carers. You can access Carer Gateway at www.carergateway.gov.au.

What are the CHSP provisions for aids and equipment?

The CHSP provides funding for goods, equipment and assistance technology to assist a client to cope with a functional limitation and maintain their independence.

It is expected that clients who are unable to purchase items independently will be able to access up to $500 in total support per financial year. Where necessary, this cap can be increased to $1,000 per client per financial year.

What are the CHSP provisions for home modifications?

The intent of the CHSP is primarily to fund simple home modifications to improve safety, accessibility and independence within the home environment that would incur a cost of less than $1,000. Modifications that would incur a cost of over $10,000 to the Commonwealth are not supported under the CHSP. The $10,000 cap is the Government’s contribution per client per financial year.

Service providers are required to be aware of their obligations to comply with state and territory based laws and regulations when undertaking home modifications to the homes of clients.

What quality standards apply to the CHSP?

The Aged Care Quality Standards will apply to all aged care services including CHSP services. The Standards are expected to be implemented from 1 July 2018.

The Australian Aged Care Quality Agency is developing guidance and educational material to support the Standards and has commenced piloting of the draft Standards and guidance material.

A twelve-month transition period will apply, meaning that assessment against the new Standards will commence from 1 July 2019. Any assessments undertaken prior to 1 July 2019 will be against the existing Home Care Standards.

What are the CHSP quality reporting arrangements?

Under the current quality arrangements, the Australian Aged Care Quality Agency (the Quality Agency) conducts reviews of CHSP providers every three years or on demand.
Quality Reviews are completed in order to promote and monitor the quality of care and services being provided. Providers need to ensure they address any non-compliance and comply with requirements and actions stipulated by the Quality Agency. Providers who fail to comply may be subject to further and ongoing reviews until all requirements have been fulfilled.

**Can providers continue to use materials with the HACC Logo?**

Yes. If service providers have stocks of printed promotional materials with existing acknowledgements, these materials can be used until 1 July 2019 to allow time to transition to the new arrangements.

Service providers must acknowledge Commonwealth financial and other support in all applicable Grant Agreement Material that they publish. Further information is available in the CHSP Programme Manual.

**Will CHSP funding arrangements also apply to Multi-Purpose Services (MPS)?**

Yes. MPS will be required to deliver any existing WA HACC services that transition to the CHSP from 1 July 2018 under a CHSP grant agreement.

**What are the reporting requirements under the CHSP?**

Under the CHSP, service providers are required to submit reports relating to their funded activities as described in their CHSP grant agreement. This includes:

- Financial reporting – annual reports to facilitate acquittal of funds expended
- Performance reporting – six-monthly reports on service delivery activities and outcomes.
- Wellness and reablement reporting – annual reports on wellness and reablement approaches to service delivery

CHSP service providers are required to report their client and service delivery outcomes through the Data Exchange. The Data Exchange will replace the HACC MDS for performance reporting for the CHSP.

The Data Exchange has two, 6-month reporting periods per year with reports due on 30 January (for 1 July to 31 December), and on 30 July (for 1 January to 30 June).

**What is the wellness and reablement report?**

An annual wellness report is being introduced to assist the Department to better understand how wellness and reablement approaches to service delivery are being implemented by individual CHSP service providers.

Service providers will be sent the wellness report reporting template by 31 August 2018. The wellness report will be due to the Department by 31 October each year, with the first report due on 31 October 2018.
What is the wellness and reablement audit?

From 1 July 2018, the department will conduct an audit of service delivery data in order to review wellness and reablement approaches to service delivery. This will enable the Department to better understand how services are being delivered under the CHSP and whether these services are assisting clients to meet their independence and wellness related goals as agreed in their support plans.

Up to 10 per cent of service providers will be audited annually through this process.

FURTHER INFORMATION

How do I make sure I don’t miss announcements and news for CHSP service providers?

Please subscribe to the Australian Government Department of Health’s email distribution list at https://agedcare.health.gov.au/news-and-resources/subscribe to receive regular news broadcasts and announcements relevant to CHSP service providers, as well as broader information on the aged care sector.

Who can service providers contact to discuss the transition of these services to the Commonwealth?

Service providers can contact the Commonwealth Department of Health at WA.HACC.transition@health.gov.au regarding the transition of WA HACC services for older people to the CHSP from 1 July 2018.

Who can service providers contact to discuss the transition to My Aged Care?

For further information about My Aged Care please refer to the:

- My Aged Care website: https://myagedcare.gov.au

If you have further questions about My Aged Care, please contact the Commonwealth Department of Health at: MyAgedCare.WATransition@health.gov.au

Who can service providers contact to discuss the transition to the Data Exchange?

For further information about Data Exchange reporting please refer to:

- Data Exchange website: https://dex.dss.gov.au/
- Training resources: https://dex.dss.gov.au/training-resources/
- Helpdesk: dssdataexchange.helpdesk@dss.gov.au - 1800 020 283
- Data Exchange IT Support: dataexchange.developersupport@dss.gov.au