



Home and Community Care (HACC) in transition

Bulletin for HACC Service Providers

June 2016

On 1 July 2016 management of the Victorian Home and Community Care (HACC) program is changing.

- Services for older Victorians (people aged 65 and over and aged 50 and over for Aboriginal and Torres Strait Islander people) will be directly funded and managed through the Commonwealth Home Support Programme (CHSP) by the Commonwealth Department of Health (DoH).
- Services for younger Victorians (people aged under 65 and under 50 for Aboriginal and Torres Strait Islander people) will continue to be funded and managed by the Victorian Department of Health and Human Services (DHHS).
- Some HACC clients aged less than 65 will transfer to the National Disability Insurance Scheme (NDIS) as it rolls out in Victoria.

In addition, My Aged Care will be fully implemented in Victoria from 1 August 2016.

It is important to remember that business-as-usual arrangements for the Victorian HACC program continue until 1 July 2016. The Victorian Government remains responsible for administering the HACC program and current DHHS service agreements. This means that you must continue to ensure that **access to your services is based on need and not on age**.

CHSP Grant Agreements and DHHS Service Agreements administration from 1 July

The DoH has distributed the majority of CHSP grant agreements for services for older people and is sending letters of offer for the remaining CHSP grant agreements as quickly as possible.

The CHSP grant agreement provides for continuity of service funding arrangements for the period 1 July 2016 to 30 June 2019 and reflects the amount of funding for older people that was agreed through the HACC funding split process.

Upon the return of signed agreements, the DoH will arrange to execute the agreement and initiate the first quarterly payment.

DHHS will vary your **current service agreement** to reflect the agreed funding for younger people. You can expect to see the variation in June on the Funded Agency

Channel (FAC). The HACC Program Manual will continue to guide service delivery for younger people.

As noted, from 1 July 2016 services for younger Victorians will continue to be funded and managed by DHHS. Some HACC services and clients will progressively transfer to the NDIS as it rolls out in Victoria. We know that not all people aged 0-64 currently in receipt of HACC services will be eligible for the NDIS.

HACC providers of services to younger people should continue that service provision on a 'business as usual' basis from 1 July 2016. Providers should also continue to collect and report Minimum Data Set information for younger clients. More detail on the phased implementation of the NDIS and the ongoing HACC program for younger people will be provided shortly.

Splitting of HACC funding for older and younger people

In December 2015, 422 HACC providers and specialist episodic disability providers received written advice detailing the methodology of splitting the HACC program, indicating the proposed split of their funding as agreed between DoH and DHHS for services to older people and younger people and mapping the Victorian HACC service types to the CHSP.

All organisations were asked to review the indicative funding split in the workbooks and either indicate their agreement with the indicative split or propose a different split of funding and/or its mapping to the CHSP.

In May 2016 all organisations were advised of the outcome of this process and were provided with an opportunity to appeal the decision process. All reviews have been finalised and the final confirmed split of funds for older and younger people have been communicated to all organisations.

My Aged Care will be implemented in Victoria on 1 August 2016

Business as usual arrangements will continue for people seeking services until 1 August 2016. They can seek services directly from service providers until that date. To ensure the operational readiness and in the context of significant other activity in the sector including the implementation of NDIS and CHSP in Victoria from 1 July 2016, the transition to using My Aged Care will now occur on 1 August 2016.

Service providers may have already undertaken the initial steps required for set up in My Aged Care. By completing this early work you are already on the way to setting up your organisation in My Aged Care. We will be in contact shortly to notify you of the additional actions that you will need to undertake to ensure your organisation is able to access and operate in My Aged Care from 1 August 2016.

My Aged Care will be the main entry point to the aged care system in Australia. The vision for My Aged Care is to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them.

My Aged Care includes:

- A central client record to facilitate the collection and sharing of client information between the client and their representatives, assessors and service providers.
- A national contact centre and website to provide information on aged care. The My Aged Care contact centre facilitates client registration to create a client record and conducts screening to identify client needs.
- My Aged Care contact centre staff and assessors use the National Screening and Assessment Form (NSAF) to ensure a nationally consistent and holistic screening and assessment process. This includes face to face assessment undertaken by Regional Assessment Services and Aged Care Assessment Teams.
- Web-based portals for clients, assessors and service providers to access client records and interact with My Aged Care.

DHHS will manage Regional Assessment Services on behalf of the Commonwealth for 3 years from 1 July 2016 to 30 June 2019.

What does the introduction of My Aged Care in Victoria mean for my service?

The way in which people access CHSP services for older people in Victoria will change from 1 August 2016. People seeking access to aged care services **for the first time** or people whose **needs or circumstances have changed significantly** will need to contact the My Aged Care contact centre to discuss their needs and have a client record created. **This means that clients in receipt of services (prior to 1 August 2016) do not need to register with My Aged Care unless their needs or circumstances change significantly.**

For new clients or existing clients whose needs have changed significantly, it is important that people are referred to My Aged Care to ensure their aged care needs can be assessed holistically, and the right services put in place to support their aged care needs and service preferences.

Service providers who are approached directly by people seeking Commonwealth funded aged care services should refer people to My Aged Care and will need to have processes in place to support people to access My Aged Care.

From 1 August 2016 all CHSP service providers will use the My Aged Care provider portal to manage electronic referrals they receive and review and update the client record with information about the services they are delivering. Service providers will also use the portal to self-manage information about the services they deliver which will be publically displayed on the service finders on the My Aged Care website and be used by My Aged Care contact centre staff and assessors to refer clients. The accuracy of the service information that providers maintain is critical to ensure appropriate referrals.

Where can I find out more information?

Further information about the Commonwealth Home Support Programme is available at the Department's webpage www.dss.gov.au/CHSP

For enquiries relating to the CHSP grant agreement please contact CHSP.VIC.HACC@health.gov.au or call 1800 900 554.

Frequently Asked Questions

How do I register and set up a service provider portal in My Aged Care?

The Commonwealth Department of Health wrote to Victorian HACC providers transitioning to the CHSP in late May advising service providers of what they need to do to enable provider registration and service provider portal set-up. Organisations are asked to identify an administrator for their organisation, complete the organisation administrator registration form and ensure their organisation administrator has an AUSKey.

Once the Organisation Administrator Registration form has been processed the Commonwealth will contact the Organisation Administrator directly with information on what to do next.

How do I manage existing clients as they turn 65?

An existing client in receipt of state funded HACC services turning 65 (50 for Aboriginal and Torres Strait Islander people) does not need to be referred through to My Aged Care to continue to receive services funded under the CHSP.

You will transition the client from services funded by the HACC program for younger people to services funded by the CHSP.

You would change your reporting of service hours from the MDS to report through the CHSP Data Exchange.

What is the CHSP client contribution framework?

A national client contribution framework has been developed to support organisations to design and implement their own client contribution policy. In this framework fees are not mandated however service providers are encouraged to implement a client contribution policy and schedule that is fair and consistent in meeting the needs of their clients and the organisation. More information regarding the CHSP client contribution framework can be found here:

<https://www.dss.gov.au/ageing-and-aged-care/programs-services/commonwealth-home-support-programme/chsp-client-contribution-framework>

What is the Victorian HACC Fees Arrangements from 1 July 2016?

The Victorian HACC fees schedule for 2016 has been updated and is now available via the following link <https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-guidelines/hacc-schedule-of-fees>

From 1 July 2016 the Victorian HACC fees policy will continue to apply for services to younger people funded under your DHHS service agreement.

What is the Sector Development and Change Management Framework?

This framework will enable both the DoH and DHHS to manage substantial change as a result of the implementation of the aged care reforms, the transition of responsibilities for disability and aged care services and implementation of the NDIS for the period 1 July 2016 to 30 June 2019 in a planned and managed way.

The framework will provide a stable service delivery platform across the state and further develop re-ablement and restorative practice, wellness promotion and service accessibility to people with diverse characteristics through existing sectoral development roles and resources at the state and regional level including policy and sector support, ASM IC's, HACC Diversity Advisers, Aboriginal Development Officers and the introduction of Regional Development Coordinators in each of the 9 aged care planning regions. The management of training and education service will also form part of this framework.

When will I receive the Sector Support and Development Activity Workplans?

The Commonwealth Department of Health will work with organisations over the coming months to agree the content of Activity Workplans for the Sector Support and Development sub-programme so that these align with your current performance milestones. Funding for Sector Support and Development is included in the CHSP Schedule and the total amount of funding cannot be increased. A draft Activity Workplan will be sent in July to relevant organisations to complete the details of milestones and activities to be delivered with the funding. These need to be finalised by 31 August 2016.

When will providers be able to access the Data Exchange?

Victorian HACC Program providers transitioning to the CHSP will be able to access the Data Exchange following the execution of their CHSP grant agreement.

The Data Exchange is a simple to use IT system that supports the reporting of activity and performance information for the CHSP. From 1 July 2016, the Data Exchange will replace the HACC Minimum Data Set reporting for services for older people provided under the CHSP.

The Data Exchange has two six-monthly reporting periods with data due the first reporting period by 31 January 2017.

Further information about the Data Exchange, including technical specifications is available at the Data Exchange website: <https://dex.dss.gov.au/>