

COMMUNITY CARE SUPPORTS PROGRAM SERVICES SCHEDULE

1. DEFINITIONS

Unpaid Carer means a carer of a Person in the DIA Target Group who does not receive a wage for their role as a carer, but may receive a carer's allowance.

2. CCSP OVERVIEW

2.1 What are the key objectives of the CCSP?

The key objectives of the CCSP (**CCSP Objectives**) with respect to the provision of transport are to:

- (a) provide a comprehensive, coordinated and integrated range of basic maintenance and support services for people with disability and their carers;
- (b) support them to be more independent at home and in the community, thereby enhancing their quality of life;
- (c) enable them to understand and focus on their individual needs and achieve their goals;
- (d) decrease the risk of, and prevent inappropriate admission to, long-term residential care; and
- (e) provide flexible, timely services that respond to the needs of people with a disability and their carers.

2.2 Who is eligible for services under the CCSP?

- (a) You must only provide CCSP Services to CCSP Eligible Customers.
- (b) CCSP Eligible Customer means a person who:
 - (i) is under 50 years of age if they are Aboriginal or Torres Strait Islander, or in any other case, under 65; and
 - (ii) is a Person in the DIA Target Group; and
 - (iii) requires basic maintenance and support services; and
 - (iv) is at risk of premature or inappropriate admission to long-term residential care; and
 - (v) lives in privately-owned properties, rental properties, caravan parks, Local Aboriginal Land Council properties, and social housing (public housing, Aboriginal Housing Office properties and community housing), boarding houses or has unstable housing circumstances (such as transient or homeless people);

and the Unpaid Carer of such a person, where their assistance is required.

2.3 What special needs groups must you be aware of?

- (a) The CCSP recognises the following Special Needs Groups amongst CCSP Eligible Customers, who are identified as such in the DIA:
 - (i) Aboriginal and Torres Strait Islander people;
 - (ii) people from culturally and linguistically diverse backgrounds;
 - (iii) women; and
 - (iv) children.
- (b) The CCSP also recognises the following Special Needs Groups amongst CCSP Eligible Customers:
 - (i) people with younger onset dementia;
 - (ii) financially disadvantaged people;
 - (iii) people living in remote or isolated areas of New South Wales;

3. DETAILS OF YOUR CCSP FUNDING AND THE SERVICES YOU ARE REQUIRED TO PROVIDE

3.1 Your funding and outputs details

Subject to clause 3.3(a) of this Schedule:

- (a) we will pay you the Funding, at the times and in the amounts specified in the attached **CCSP Funding Table**, to deliver the specified CCSP Services;
- (b) You must deliver the CCSP Services, which include:
 - (i) the community transport services and any other services identified in the attached CCSP Funding Table to the identified CCSP Eligible Customers, subject to clause 3.2 of this Schedule, and
 - (ii) delivery of the outputs set out in the CCSP Funding Table.
- (c) Without prejudice to your other obligations under this Service Contract, including the key requirements set out in the General Services Schedule, you must design, plan and deliver the CCSP Services so as to achieve the CCSP Objectives.

3.2 Excluded CCSP Eligible Customers

You must not use the CCSP Funding to provide the CCSP Services to CCSP Eligible Customers, if they:

- (a) receive similar services to the CCSP Services from other government-funded programs or other programs are available that are more suitable for their needs;
- (b) receive disability program accommodation support services from service providers who are funded to provide them with the same or similar services to the CCSP Services;

- (c) reside within a special accommodation / group home subject to a residential agreement which includes the same or similar services to the CCSP Services; or
- (d) reside in nursing homes.

3.3 Funding subject to NDIS implementation

- (a) If the NDIS is implemented in whole or in part in the area in which you are contacted to provide the CCSP Services:
 - (i) we shall be entitled to cease or vary the funding set out in the CCSP Funding Table to allow for NDIS Arrangements as defined in the *National Disability Insurance Scheme (NSW Enabling) Act 2013* (NSW), transition to the NDIS or the operation of the NDIS, as set out on the NDIA website;
 - (ii) we will give you at least 28 days' written notice of any funding variation or requirement to repay any funding already paid to you for the provision of the CCSP Services;
 - (iii) you must repay us the amount of funding identified in any notice we serve upon you under this clause 3.3(a) by the date specified in the notice.
- (b) You must:
 - (i) work with us in the process of transition of Eligible Customers receiving CCSP Services to the NDIS;
 - (ii) facilitate the smooth transition to the NDIS, including providing such information as may be requested by us so as to enable this to occur;
 - (iii) comply with all applicable policies in relation to the transition to the NDIS.

4. REQUIREMENTS UNDER THE DIA AND DIS

4.1 The Disability Principles and the Disability Service Standards

Without prejudice to your other obligations under this Service Contract, including the key requirements set out in the General Services Schedule, you must:

- (a) have regard to the Disability Principles set out in the DIA when planning and delivering the CCSP Services;
- (b) comply with the Disability Service Standards set out in the DIR when planning and delivering the CCSP Services.

4.2 Quality management and third party verification

You must have a quality management system in place and have your compliance with the Disability Service Standards, or any comparable standards approved in accordance with regulation 8(b) of the DIR, verified in accordance with the FACS Quality Policy.

5. EQUALITY OF ACCESS AND PRIORITISING SERVICES

5.1 You must provide equality of access to the CCSP Services

Except to the extent the CCSP Funding Table requires you to use the relevant CCSP Funding to provide CCSP Services to an identified group of CCSP Eligible Customers (to meet their special needs or to promote equal or improved access for them to facilities, services and opportunities), you must ensure that all CCSP Eligible Customers eligible to be provided with the CCSP Services, are able to access the CCSP Services regardless of their race, gender, age, cultural or linguistic background, marital status, religion, gender identity, sexual preference, disability, health status or ability to pay for the services.

5.2 Priority of access to CCSP Services

- (a) Where a lack of capacity or resources means that you are not able to provide CCSP Services to all CCSP Eligible Customers that would be eligible to be provided with CCSP Services, you must allocate resources in a way that provides the most benefit to the greatest number of such customers.
- (b) In allocating resources you should consider the factors identified in clause 2.7 of the Guidelines for the NSW CCSP.

6. COLLECTION OF FEES

- (a) You must establish and publicise a written Fees policy for the CCSP Services based on the principles set out in clause 3.4 of the Guidelines for the NSW CCSP and collect fees for the CCSP Services in accordance with that policy.
- (b) You must use the Fees paid for the CCSP Services to provide further CCSP Services (to those CCSP Eligible Customers eligible to be provided with CCSP Services as set out in this Schedule) and in doing so comply with all requirements for the provision of CCSP Services in this Service Contract.

7. SPECIFIC ADDITIONAL OBLIGATIONS WHEN PROVIDING CCSP SERVICES

In providing the CCSP Services you must comply with the requirements of:

- (a) the Guidelines for the NSW CCSP (v2.0) as updated or replaced from time to time; and
- (b) the following FACS / ADHC policies as updated from time to time:
 - (i) Probity in Employment Policy for FACS funded disability service providers
 - (ii) Reporting Policy for FACS funded disability service providers (v1.1)
 - (iii) Changes to Organisational and Legal Structures Policy (v2.0)
 - (iv) Fire Safety (ADHC funded service providers)
 - (v) NSW User Guide HACC MDS v2.1g

- (vi) ADHC Acquittal and Compliance Guide for Funded Service Providers
- (vii) Quality Policy for ADHC funded services (3rd ed)
- (viii) Aboriginal Cultural Inclusion Framework 2011-15