

# COMMONWEALTH HOME SUPPORT PROGRAM SERVICES SCHEDULE

## 1. CHSP OVERVIEW

### 1.1 What are the key objectives of the CHSP?

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

- (a) provide high-quality transport services at a low intensity on a short-term or ongoing basis, or higher intensity services on a short-term or episodic basis, to frail, older people to maximise their independence at home and in the community for as long as they choose or are able to remain at home;
- (b) support customers to delay, or avoid altogether, the need to move into more expensive forms of aged care, such as home care or residential aged care, so that whole-of-system aged care costs can be kept at a sustainable level as the population ages and the number of people requiring care increases;
- (c) ensure that all customers, including those with special needs, have equity of access to services that are socially and culturally appropriate and free from discrimination;
- (d) ensure through the quality framework, including the Home Care Standards, that customers receive high-quality services;
- (e) facilitate customer choice, to enhance the independence and wellbeing of older people, and ensure that services are responsive to the needs of customers;
- (f) provide flexible, timely services that are responsive to local needs.

### 1.2 Who is eligible for services under the CHSP?

- (a) You must only provide CHSP Services to CHSP Eligible Customers.
- (b) **CHSP Eligible Customer** means:
  - (i) an Aboriginal and Torres Strait Islander person aged 50 or over or any other person aged 65 or over;
    - (A) who has difficulty performing the activities of daily living without help due to any functional limitation (for example with respect to communications, social interaction, mobility or self-care); and
    - (B) lives in the community, including in a retirement village or independent living unit, and does not permanently reside in a residential aged care facility; and
  - (ii) the carer of such a person, where their assistance is required.

### 1.3 What special needs groups must you be aware of?

The CHSP recognises the following Special Needs Groups:

- (a) people from Aboriginal and Torres Strait Islander communities;
- (b) people from culturally and linguistically diverse backgrounds;
- (c) people who live in rural and remote areas;
- (d) people who are financially or socially disadvantaged;
- (e) veterans;
- (f) people who are homeless, or at risk of becoming homeless;
- (g) people who identify as lesbian, gay men, bisexual, transgender and intersex (including people who are perceived to be, or have in the past lived as such);
- (h) people who are care leavers;
- (i) parents separated from children by forced adoption or removal.

## **2. DETAILS OF YOUR CHSP FUNDING AND THE SERVICES YOU ARE REQUIRED TO PROVIDE**

### **2.1 Your funding and output details**

- (a) We will pay you the Funding, at the times and in the amounts specified in the attached **CHSP Funding Table**, to deliver the CHSP Services.
- (b) You must deliver the CHSP Services, which include:
  - (i) the community transport services and any other services identified in the attached CHSP Funding Table to the identified CHSP Eligible Customers, subject to clauses 2.2 and 2.3 of this Schedule; and
  - (ii) delivery of the outputs set out in the CHSP 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 CHSP Services so as to achieve the CHSP Objectives.

### **2.2 Excluded CHSP Eligible Customers**

You must not use the CHSP Funding to provide the CHSP Services to CHSP Eligible Customers:

- (a) if they receive similar services to the CHSP Services from other government funded programs, including under a resident's accommodation contract;
- (b) if they receive a Home Care Package, unless the customer's Home Care Package budget is already allocated and the services are provided on an emergency or short-term basis.

## 2.3 New customers must be assessed as eligible by My Aged Care

Other than in the case of urgent or immediate requests for travel by CHSP Eligible Customers:

- (a) you must only provide the CHSP Services to people who have been assessed as eligible for those services by My Aged Care (**MAC**).
- (b) if a new customer approaches you directly to provide CHSP Services to them, you must refer them to MAC, and if they are not comfortable making contact themselves, you may contact MAC when the person is present.

Customers provided with travel on an urgent or immediate basis must be referred to MAC as soon as possible

## 3. MY AGED CARE AND CHSP SERVICE PROVIDERS

### 3.1 Your obligations in relation to My Aged Care

- (a) If you receive Funding to provide CHSP Services you must use the MAC online provider portal to:
  - (i) provide us with the necessary information to set up your organisation and service outlet details in MAC and keep that information up to date;
  - (ii) accept or reject customer referrals for CHSP Services;
  - (iii) enter service information and update customer details on the customer record.
- (b) You must comply with the My Aged Care Policy Guide and User Guidelines in connection with the provision of the CHSP Services.

### 3.2 Changing needs to be notified to My Aged Care

You must:

- (a) direct relevant members of your Staff to inform you if they form the opinion that the circumstances of an Eligible Customer receiving CHSP Services from you have altered and / or the Eligible Customer's needs are changing, to the point where new service types may be required or current levels of CHSP Service are escalating significantly; and
- (b) refer any such person to the MAC contact centre.

## 4. EQUALITY OF ACCESS AND PRIORITISING SERVICES

### 4.1 You must provide equality of access to the CHSP Services

Except to the extent the CHSP Funding Table requires you to use the relevant CHSP Funding to provide CHSP Services to an identified group of CHSP 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 CHSP Eligible

Customers who may be provided with the CHSP Services as set out in this Schedule, are able to access the CHSP Services regardless of:

- (a) 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; or
- (b) their citizenship, residency status or eligibility for Medicare support.

#### **4.2 Priority of access to CHSP Services may be determined by My Aged Care**

- (a) Priority of access to CHSP Services may be determined by MAC which will include a customer prioritisation rating with referrals.
- (b) Where a lack of capacity or resources means that you are not able to provide CHSP Services to all CHSP Eligible Customers who may be provided with the CHSP Services, priority is to be determined by reference to any prioritisation rating determined by MAC.

### **5. COLLECTION OF FEES**

- (a) You must establish and publicise a written fees policy for the CHSP Services that is consistent with the CHSP Client Contribution Framework and collect fees for the CHSP Services in accordance with that policy.
- (b) You must use the Fees paid for the CHSP Services to provide further CHSP Services (to those CHSP Eligible Customers who may be provided with CHSP Services as set out in this Schedule) and in doing so comply with all requirements for the provision of CHSP Services in this Service Contract.

### **6. SPECIFIC ADDITIONAL OBLIGATIONS WHEN PROVIDING CHSP SERVICES**

#### **6.1 Your additional obligations when providing CHSP Services**

- (a) In providing the CHSP Services you must comply with the requirements of:
  - (i) the CHSP Programme Guidelines;
  - (ii) the CHSP Programme Manual;
  - (iii) the Home Care Common Standards;
  - (iv) Living Well at home: CHSP Good Practice Guide;
  - (v) National Guide to the CHSP Client Contribution Framework;
  - (vi) CHSP Police Certificate Guidelines;
  - (vii) the Charter of Care Recipients' Rights and Responsibilities – Home Care (**Charter**);
- (b) You must develop and maintain internal policies, practices and procedures to comply with the obligations in this clause 6.1.

- (c) You must provide a copy of the Charter to all Eligible Customers receiving CHSP Services from you.

## **6.2 CHSP Services and the Quality Agency**

Upon request or direction from either the Australian Aged Care Quality Agency or us, you must provide the Australian Aged Care Quality Agency with access to your operations for the purpose of undertaking a quality reporting site visit.