

# SCHEDULE 3 - COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) SERVICES

## 1. CHSP OVERVIEW

### 1.1 Key objectives of the CHSP

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

- (a) provide high-quality CHSP Services at a low intensity on a short-term or ongoing basis, or higher intensity CHSP 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 CHSP Eligible 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 CHSP Eligible Customers, including those from Special Needs Groups, have equity of access to CHSP Services that are socially and culturally appropriate and free from discrimination;
- (d) ensure through the quality framework that CHSP Eligible Customers receive high-quality CHSP Services;
- (e) facilitate CHSP Eligible Customer choice, to enhance the independence and wellbeing of older people, and ensure that CHSP Services are responsive to the needs of CHSP Eligible Customers; and
- (f) provide flexible, timely CHSP Services that are responsive to local needs.

### 1.2 CHSP Eligible Customers

- (a) The Provider 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;
  - (ii) 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);
  - (iii) 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
  - (iv) the carer of such a person, where their assistance is required.

### 1.3 Recognition of Special Needs Groups

The CHSP must recognise 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 givers; and
- (i) parents separated from children by forced adoption or removal.

## 2. CHSP FUNDING DETAILS AND PROVISION OF CHSP SERVICES

### 2.1 CHSP Funding and CHSP Services

- (a) TfNSW will pay the Provider the Funding, at the times and in the amounts specified in **Attachment A** 'CHSP Funding Table' to this Schedule 3, to deliver the CHSP Services.
- (b) The Provider must deliver the CHSP Services, which include:
  - (i) the community transport services and any other services identified in Attachment A 'CHSP Funding Table' to this Schedule 3, to the identified CHSP Eligible Customers, subject to sections 2.2 and 2.3 of this Schedule 3; and
  - (ii) delivery of the Funded Trips set out in **Attachment A** 'CHSP Funding Table' to this Schedule 3.
- (c) Without prejudice to the Provider's other obligations under this Service Contract, including the key requirements set out in the General Services Schedule 2, the Provider must design, plan and deliver the CHSP Services to achieve the CHSP Objectives.

### 2.2 Excluded CHSP Eligible Customers

The Provider 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; or

- (b) if they receive a Home Care Package, unless the customer's Home Care Package budget is already allocated and the CHSP Services are provided on an emergency or short-term basis.

### **2.3 Eligibility of customers**

- (a) Other than in the case of urgent or immediate requests for travel by CHSP Eligible Customers the Provider must only provide the CHSP Services to people who have been assessed as eligible for those CHSP Services by My Aged Care (MAC).
- (b) If a customer approaches the Provider directly to provide CHSP Services to them, the Provider must refer them to MAC, and if they are not comfortable making contact themselves, the Provider may contact MAC when the person is present.
- (c) Customers provided with travel on an urgent or immediate basis must be referred to MAC as soon as possible to be assessed as eligible for those CHSP Services.

## **3. MY AGED CARE AND THE PROVIDERS CHSP SERVICES**

### **3.1 Provider's obligations in relation to My Aged Care**

- (a) If the Provider receives Funding to provide CHSP Services the Provider must use the MAC online provider portal to:
  - (i) provide TfNSW with the necessary information to set up the Provider's organisation and service outlet details in MAC and keep that information up to date;
  - (ii) accept or reject customer referrals for CHSP Services; and
  - (iii) enter CHSP Service information and update Eligible Customer details on the Eligible Customer's record.

### **3.2 Notification of changes to My Aged Care**

The Provider must:

- (a) direct relevant members of the Provider's Staff to inform the Provider if they form the opinion that the circumstances of an Eligible Customer receiving CHSP Services from the Provider 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 Services are escalating significantly; and
- (b) refer any such person to the MAC contact centre details located here: <https://www.myagedcare.gov.au/>, as updated from time to time unless otherwise advised.

## **4. EQUALITY OF ACCESS AND PRIORITISING SERVICES**

### **4.1 Equality of access to the CHSP Services**

- (a) Except to the extent the CHSP Funding Table requires the Provider 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), the Provider must ensure that all CHSP Eligible Customers who may be provided with the CHSP Services as set out in this Schedule 3, are able to access the CHSP Services regardless of:
  - (i) their race, gender, age, cultural or linguistic background, marital status, religion, gender identity, sexual preference, disability, health status or ability to pay for the CHSP Services; or
  - (ii) their citizenship, residency status or eligibility for Medicare support.

### **4.2 Priority of access to CHSP Services**

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

## **5. FEE COLLECTION**

- (a) The Provider must establish and publicise a written Fees policy for the CHSP Services that is consistent with the CHSP Client Contribution Framework located here: <https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework>, as updated from time to time unless otherwise advised and collect Fees for the CHSP Services in accordance with this framework.
- (b) The Provider 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 3) and in doing so comply with all requirements for the provision of CHSP Services in this Service Contract.

## **6. ADDITIONAL OBLIGATIONS**

### **6.1 Additional obligations when providing CHSP Services**

- (a) In providing the CHSP Services the Provider must comply with the requirements of all CHSP guidelines, manuals, policies, charters, codes of conduct and other standards including, but not limited to:
  - (i) the CHSP Programme Manual (defined in Definitions);
  - (ii) Aged Care Quality Standards  
<https://www.agedcarequality.gov.au/providers/standards>;

- (iii) Living Well at home: CHSP Good Practice Guide  
<https://www.health.gov.au/resources/publications/living-well-at-home-chsp-good-practice-guide>;
  - (iv) National Guide to the CHSP Client Contribution Framework  
<https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework>
  - (v) CHSP Police Certificate Guidelines (contained within CHSP Programme Manual); and
  - (vi) Charter of Aged Care Rights ('**Charter**')  
<https://www.agedcarequality.gov.au/consumers/consumer-rights>.
- (b) The Provider must develop and maintain internal policies, practices and procedures to comply with the obligations in this section 6.1.
- (c) The Provider must provide a copy of the Charter to all CHSP Eligible Customers receiving CHSP Services from the Provider.

## 6.2 CHSP Services and the Quality Agency

Upon request or direction from either the Australian Aged Care Quality and Safety Commission or TfNSW, the Provider must issue the Australian Aged Care Quality and Safety Commission with access to the Provider's operations for the purpose of undertaking a quality reporting site visit.