Information for Commonwealth Home Support Programme and Home and Community Care Program for Younger People providers

The purpose of this Question and Answer is to provide Commonwealth Home Support Programme (CHSP) and Home and Community Care Program for Younger People (HACC-PYP) providers with information regarding changes in 2019-2020.

Questions and Answers

Can my organisation access language services in 2019-20?

From 1 July 2019, CHSP providers will access language services through TIS National, the national language services program. From 1 July 2019, CHSP providers will no longer have access to Victoria’s language services program.

The Commonwealth has engaged LanguageLoop to ensure continuity of Auslan services to Victorian CHSP providers in 2019-2020. From 1 July 2019, CHSP providers in Victoria will be able to book and access Auslan services through LanguageLoop. The Commonwealth will advise CHSP providers about access arrangements for Auslan services in due course.

HACC-PYP providers and Regional Assessment Service providers in Victoria will continue to access the Victorian language services program in 2019-20.

My organisation hasn’t used TIS National before, what do we need to do?

CHSP providers that have not previously utilised services by TIS National are encouraged to register for access now in order to facilitate timely transition from 1 July 2019. To register your organisation, CHSP providers are required to set up a TIS National client code by completing the on-line registration form available on TIS Online at https://tisonline.tisnational.gov.au/RegisterAgency. CHSP providers are advised to register for a client code in advance of needing to book a service.

Will there be a state-wide education and training service in 2019-20 for CHSP and HACC-PYP?

No. The state-wide Victorian Community Care Education and Training Service that is currently delivered by Swinburne University will end on 30 June 2019. Future education and training opportunities for HACC-PYP and CHSP will be determined and communicated by respective departments.

Will the Regional Development Coordinator position be funded in 2019-2020?

No. The Regional Development Coordinator position will cease as planned on 30 June 2019. A Regional Development Coordinator was funded in each of the nine aged care planning regions for a time-limited period only, to assist providers to transition to new arrangements.

HACC-PYP and CHSP providers should refer to respective department contacts, department websites and other mechanisms regarding program information and updates.

Will regional alliances continue to be funded beyond 30 June 2019?

No. Regional alliances will not be financially supported by either the Department of Health or Department of Health and Human Services beyond 30 June 2019. A key priority in the transition period was for alliances to identify how
they could operate independently of financial support from the departments. Many alliances have or are undertaking work to identify optimal models with a view to continue operating from 1 July 2019.

Is diversity and wellness and reablement still a priority in 2019-2020 for HACC-PYP and CHSP?
Yes. Diversity and wellness and reablement continue to be a policy objective for both the HACC-PYP and CHSP. What will be different from 1 July 2019 is that organisation requirements for delivering on diversity and wellness and reablement objectives will be managed by the respective department.

How is Victoria participating in the national reablement trials?
Given that implementation of wellness and reablement in Victoria is well progressed, Victoria will act as a comparative site to the national trials and in 2019-2020 will focus work on continuing to progress reablement across the service system. The Department of Health and Human Services will coordinate Victoria’s involvement as a comparative site and will work with wellness and reablement consultants specifically to progress reablement.

What sector development team positions will be funded in 2019-2020 to support organisations?
In 2019-2020 Aboriginal Development Officers, Diversity Advisors and Wellness and Reablement Consultant roles will continue to be funded by the Department of Health for CHSP and the Department of Health and Human Services for HACC-PYP. These functions will continue to be available in 2019-2020 to support CHSP and HACC-PYP providers to further embed diversity and wellness and reablement approaches to service access and delivery.
Aboriginal Development Officers, Diversity Advisors and Wellness and Reablement Consultant roles are not funded to provide broader sector support such as assisting providers to navigate broader reform work, assistance with data reporting, implementation of quality standards or facilitation or coordination of regional alliances.

Will providers be required to undertake diversity planning and wellness and reablement planning in 2019-20 for HACC-PYP?
Yes. HACC-PYP providers will be required to undertake a simplified process for diversity and wellness and reablement planning. In 2019-20 this process will require HACC-PYP providers to identify at minimum, one strategy that addresses diversity practice and one strategy that addresses wellness and reablement practices in their organisations.

Advice outlining the planning process, template and timelines will be provided to organisations from the Department of Health and Human Services Operational Areas.

Will providers be required to undertake diversity planning and wellness and reablement planning in 2019-20 for CHSP?
In 2019-2020 there is no prescribed planning process for the CHSP that organisations are required to complete. Continuous improvement planning is encouraged as a way to demonstrate meeting requirements of the National Aged Care Diversity Framework, associated Action Plans and Aged Care Quality Standards.

Victorian CHSP providers will be required to align with national wellness and reablement reporting requirements in 2019-20. These requirements will be communicated by the Commonwealth.

Who do I contact if I have a question about either HACC-PYP or CHSP?
- Your primary contact for HACC-PYP program is your organisation’s Agency Performance and System Support Advisor.
- Your primary contact for CHSP is your Funding Arrangement Manager/team located at the Community Grants Hub.
- Your local sector development team member is your primary contact for support regarding diversity and wellness and reablement.