

CHSP – Home Care Packages Interface - Q&As Victoria March 2018

CHSP and Home Care

The care needs of a person receiving a Home Care Package should be addressed through their home care package, and any CHSP services delivered to them would generally be paid on a full cost-recovery basis from the Home Care Package client's individualised budget. This recognises that Home Care Package clients already receive access to Government subsidised services through their package. CHSP providers should only supply additional CHSP services to home care package clients where they have the capacity to do so without disadvantaging other current or potential CHSP clients. CHSP service providers should prioritise people who need CHSP support but do not have access to other services over people who are already in receipt of a home care package.

Aged Care pathways confusion over roles and responsibilities ACAS, RAS and Case Managers

The Aged Care Assessment Service conducts comprehensive assessments of clients for Home Care Packages, Residential Care (including residential respite) and Flexible Care (Transition Care Program and Short Term Restorative Care). If a client has been referred to ACAS but only requires CHSP, the ACAS can assess for and refer to CHSP or refer back to RAS for an assessment.

The RAS are responsible for assessing clients for CHSP only. They cannot conduct comprehensive assessments. If a comprehensive assessment is required the RAS must refer the client to an ACAS. However, as an interim measure, the RAS can refer the client for CHSP services. The level of support provided through the CHSP service, as an interim measure, must be at the entry level of support consistent with the CHSP, not at the level of support of the Home Care Package for which the person is eligible.

The role of a case manager would generally involve the co-ordination of a client's care but varies between providers depending on the employment arrangements of different providers. A case manager does not have an "assessment role" as per the ACAS and the RAS but would, in most instances, advocate for a reassessment or a support plan review when a client's needs change. CHSP service providers do not receive funding to deliver case management services to CHSP clients reflecting the entry-level nature of the service provision delivered under this program. Clients requiring case management services would generally be considered to be out-of-scope for the CHSP.

Support Plan Reviews

There are a range of Support Plan Review guidance materials available on the department's website, including:

- [My Aged Care Guidance Materials for Support Plan reviews for Service Providers](#)
- [New Journey wheels to support providers](#)
- [How to request a support plan review: Department of Health Video on You Tube](#)

Can a Home Care Package client access CHSP services?

As referenced in the 2017 CHSP Manual (section 3.1.2 - Interaction with specific programs and services), Home Care Package clients are able to access additional CHSP services in the following specific circumstances:

1. Where the Home Care Package client's budget is already fully allocated, a Level 1 or 2 Home Care Package client can access additional, short-term or episodic Allied Health and Therapy services or Nursing services from the CHSP;

2. Where the Home Care Package client's budget is already fully allocated, and a carer requires it, a Home Care Package client can access additional planned respite services under the CHSP;
3. In an emergency (such as when a carer is unable to maintain their caring role), where a Home Care Package client's budget is already fully allocated, additional services under the broader CHSP can be obtained on an emergency or short term basis.

In the first instance, My Aged Care will need to establish the circumstances of the Home Care Package client and whether they are seeking additional services due to a further decline in functionality or an emergency situation such as the client's carer being unwell.

In all three circumstances, the additional CHSP services must only be provided on a short-term time-limited basis, which should be monitored and reviewed by the client's most recent assessment service.

In addition, where a new client has been assessed and approved as eligible for a Home Care Package but is waiting to receive that Package, the client may be eligible to receive some services under the CHSP as an interim arrangement, but only to an entry-level of support consistent with the CHSP, not at the level of support of the Package they are eligible for.

Other than in the defined circumstances listed above, any other additional CHSP services delivered to the Home Care Package client will be paid on a full cost-recovery basis from the client's Home Care Package individualised budget.

What to do when CHSP is not enough

The provider should request a support plan review (see above) via the provider portal or the client could be referred to My Aged Care for an ACAS assessment for Home Care Package or Residential Care. Whilst clients are waiting for a home care package, they may also wish to explore other state or privately funded care arrangements.

What to do when a Home Care Package is not enough

The provider should request a support plan review (see above) via the client portal or the client should be referred to My Aged Care for an ACAS re-assessment for a higher level Home Care Package or Residential Care. In some instances the client could be referred for additional CHSP as per, "what is acceptable under short term CHSP additional services" (see above). Once again clients may also wish to explore other state or privately funded care arrangements.

What can be grandfathered across and how is this determined?

CHSP grandfathering arrangements apply to existing HACC clients (pre 1 July 2016) who were a Home Care Package client but receiving HACC services at the HACC subsidised rate prior to the transition. This arrangement only applies to these existing clients.

Grandfathering under the CHSP means allowing an existing client (of the former Commonwealth HACC, NRCP, DTC or ACHA prior to 30 June 2015) to continue receiving the same level of support until they are transitioned to more appropriate forms of support.

The grandfathering provision only applies to clients who were existing HACC clients when the program transitioned on 1 July 2016. If a grandfathered client's needs change, the client must be referred to My Aged Care for re-assessment. Based on the outcome of this assessment, service providers are expected to support clients to transition to more appropriate care and/or services (such as a Home Care Package).

Who assesses when a Home Care Package clients' needs change?

If a client is on a Home Care Package, their last assessment would have been a comprehensive assessment via an ACAS. As such, when a Support Plan Review is requested it will go to the ACAS for review. Please see Support Plan Review video above.

Technical nursing ongoing at CHSP rate for level 3 and 4 clients

The care needs of a person receiving a Home Care Package should be addressed through their Home Care Package, and any CHSP services delivered to them would generally be paid on a full cost-recovery basis from the Home Care Package client's individualised budget. Except in the circumstances described above for level 1 and 2 clients who have fully expended their funds. In these instances, the additional CHSP services can be provided on a short-term basis only.

Home Care Package clients' access to CHSP funded social support

As per above (with the exception of eligible grandparent arrangements), the care needs of a person receiving a Home Care Package should be addressed through their Home Care Package, and any CHSP services delivered to them would generally be paid on a full cost-recovery basis from the Home Care Package client's individualised budget. CHSP providers should only supply additional CHSP services to Home Care Package clients where they have the capacity to do so without disadvantaging other current or potential CHSP clients. CHSP service providers should prioritise people who need CHSP support but do not have access to other support services over people who are already in receipt of a home care package.