



Commuque for Victorian CHSP providers

Dear Victorian CHSP providers,

This commuque provides information and updates on:

- [Registering existing clients on My Aged Care.](#)
- [Administration of your CHSP grant,](#)
- [CHSP Growth Funding announcement,](#)
- [Wellness and Reablement report,](#)
- [Data Exchange,](#)
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- [Consultation on draft single Charter of Aged Care Rights,](#)
- [CHSP Allied Health and Nursing referral pathway,](#) and
- [the upcoming My Aged Care operations and Aged Care Quality Standards webinar.](#)

Registering existing clients on My Aged Care

As previously messaged, at some point (yet to be determined), the Department of Health aims to collect information from service providers on the details of all clients not registered on My Aged Care but who are receiving CHSP services. The Department is considering a range of options for the data collection process, with the aim of providing the most streamlined and efficient approach for service providers. Service providers will be informed of the process and timeframe for completing this exercise once these details have been finalised.

In the interim, providers are not required to refer their existing clients without a My Aged Care client record to My Aged Care for an assessment, unless their care needs have changed.

Where a client's needs have changed, including where there is a need for a new service type or a significant increase to their existing services, the client must be referred to My Aged Care for an assessment before any additional services can be provided.

All new clients must also be referred to My Aged Care for an assessment to discuss their aged care needs and have a client record created.

Administration of your CHSP grant

As advised in our last communique, management of your CHSP grant has now been transferred to the Community Grants Hub within the Department of Social Services.

If you are contacting your specific Funding Arrangement Manager (FAM), please convert the @health.gov.au to @dss.gov.au.

CHSP Growth Funding announced

On 2 October 2018, the Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM, MP [announced](#) that \$50 million per year in Growth Funding would be offered over two years from 2018-19 to a select number of existing CHSP service providers from 2018-19 with a strong record of delivery.

The Department of Health analysed current funding and population data and determined that funding for the following service types should be prioritised:

- home maintenance
- home modifications
- meals
- domestic assistance
- transport services.

Over the coming weeks, FAMs will be in contact with CHSP providers currently delivering these service types to offer additional funding in 2018-19.

Growth funding is important to enable the sector to respond to the changing needs of CHSP clients and to align with the growth in Australia's population. The Department of Health is also investigating Growth Funding options for the 2019-20 financial year.

For future updates on CHSP Growth Funding, please refer to the [Department of Health website](#).

Wellness and Reablement report

Victorian CHSP providers are reminded that the submission of a wellness report [will not take effect in Victoria](#) until after 1 July 2019. From July, you will be required to submit an annual wellness and reablement report.

The report is designed to give the Department of Health a 'snapshot' of how providers are implementing wellness and reablement approaches in their service delivery — what they are already doing well and any challenges/difficulties they face.

Data Exchange

National Outcomes Roadshow

The Data Exchange National Outcomes Roadshow began last month. The training and information sessions aim to improve organisations' awareness of outcomes and the partnership approach, and build the valuable outcomes information they report into the Data Exchange. There are also sessions on the recent SCORE-related system enhancements for web-based portal users.

Sessions are still available in Ballarat and Albury during October, and webinars of the sessions will also be made available at the end of the roadshow for those who cannot attend in person.

You can register to attend the roadshow or webinar via the [Find Training](#) page on the Data Exchange website.

Reporting

Financial acquittals

The financial acquittal for 2017/18 CHSP activities is due on 31 October 2018. As a Victorian CHSP service provider, you will have a further 12-month carry-over period for all unspent funds.

Financial acquittal templates were sent to service providers recently. If you have not received your template, please contact your FAM.

Sector Support and Development

The 6-monthly performance reports for those service providers funded to deliver Sector Support and Development (SSD) activities are due on 31 October 2018.

If you have any questions or have not received your reporting template, please contact your FAM.

Consultation on draft single Charter of Aged Care Rights

Earlier this month the Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM, MP, [announced](#) the opening of public consultation on the draft single Charter of Aged Care Rights (the Charter). A single Charter will help to create a shared understanding about the rights of people receiving aged care.

A new single Charter is part of the Single Aged Care Quality Framework and will replace the existing four charters relating to care recipients' rights and responsibilities.

It will apply to people once they start receiving Government-subsidised aged care, including:

- residential care
- home care packages
- flexible care

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- services provided under the CHSP and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Consultation

The Department of Health invites your comments on the draft Charter. All comments will be considered and inform further development of the Charter.

We want to hear from as many individuals and organisations with an interest in aged care rights as possible. The Department is seeking the assistance of all aged care providers to promote the public consultation and support consumers to provide their views.

The consultation closes on **Wednesday, 10 October 2018**.

For more information, and to submit your comments, visit the [Consultation Hub](#).

If you need any help with your online submission, contact qualityagedcare@health.gov.au.

CHSP Allied Health and Nursing referral pathway

As you are aware, all clients requiring allied health and/or nursing services need to be referred through My Aged Care, which is consistent with other referrals health professionals would be making to My Aged Care.

A direct to service pathway can be used where a client has an urgent need for a service based on their circumstances which, if not met immediately, may place them at risk. As the service provider, you are expected to make a referral to My Aged Care to arrange for an assessment as soon as possible. We recommend you include information about the current urgent services you are providing in your referral, to ensure the assessor is informed.

You can make this referral either via phone with the client or via the My Aged Care web form.

Further information about the urgent pathway is available on the [Direct to service referrals for CHSP providers fact sheet](#). Two additional fact sheets have also been attached that were sent to service providers in Victoria in October 2017, which relate to the transition of direct service referrals for GPs and health professionals and will assist with reinforcement.

Webinar: Updates on My Aged Care operations and Aged Care Quality Standards

This webinar will provide an update on the operations of My Aged Care. It will focus on key areas of interest for service providers and the assessment workforce including an:

- update on system changes planned for October 2018,
 - overview of continuous improvement activities supporting My Aged Care operations,
 - update on the development of the new My Aged Care website and enhanced service finder functionality, and
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- overview of Aged Care Quality Standards guidance material.

Participants will have the opportunity to ask questions to a panel of representatives from the Department of Health.

You do not need to RSVP for the webinar, and there is no limit to the number of participants.

When: Monday 8 October 2018, 2pm – 4pm AEDT

The link to the webinar will be available via the [Department's webinars page](#).

Further information

For enquiries relating to your CHSP grant agreement, please contact your Funding Agreement Manager (FAM) directly or via your FAM team mailbox:

- Western Metro and Barwon South West CHSP.VIC.Team1@dss.gov.au
- Northern Metro and Loddon-Mallee CHSP.VIC.Team2@dss.gov.au
- Southern Metro and Gippsland CHSP.VIC.Team3@dss.gov.au
- Eastern Metro and Hume CHSP.VIC.Team4@dss.gov.au
- Grampians CHSP.VIC.Team5@dss.gov.au

Regards,

Community Grants Hub

Department of Social Services