

## Frequently Asked Questions HACC to CHSP Transition



|    | Question   | Answer  |
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|    | <b><i>Background</i></b>   |   |
| 1. | <b>What is the Commonwealth Home Support Programme (CHSP)?</b>           | <p>The Commonwealth Home Support Programme (CHSP) is an entry-level home support program funded by the Australian Government to help people aged 65 years and over to live as independently as possible in their homes and communities.</p> <p>The program is focused on working with you, rather than doing things for you. It is about building on your strengths and goals to help you live independently and safely at home, similar to the WA Home and Community Care (HACC) program.</p>  |
| 2. | <b>Who is eligible to receive CHSP services?</b>                         | <p>People may be eligible to receive CHSP services if they are:</p> <ul style="list-style-type: none"> <li>• Aged 65 years or over (50 years or older for Aboriginal and Torres Strait Islander people) who are frail and having difficulty with everyday tasks, including accessing their local community, have a disability that impacts on their ability to undertake everyday tasks, including accessing their local community, or the carer of a person who is eligible for WA HACC Program support.</li> <li>• Aged 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) and are prematurely aged, on a low income, and homeless or at risk of homelessness.</li> </ul> <p>Eligibility is determined by need — CHSP services are provided based on an individual's needs, according to the outcomes of a home support assessment.</p> <p>The entry point for new customers is My Aged Care.</p> |
| 3. | <b>Why are HACC services for older people transitioning to the CHSP?</b> | <p>On 31 January 2017, the Commonwealth Government and WA Government agreed to transition responsibility for WA HACC services for people aged 65 years and over (and Aboriginal and Torres Strait Islander people aged 50 years and over) to the Commonwealth.</p> <ul style="list-style-type: none"> <li>• The transition of these services is consistent with the arrangements that have been implemented in all other states and territories as part of the Commonwealth's national aged care reform agenda.</li> </ul>  |

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|    |  | These changes will allow for nationally consistent services and support to be provided to people as they grow older, no matter where they live.  |
| 4. | <b>When will these changes happen?</b>   | WA HACC services for older people will transition to the CHSP from 1 July 2018.  |
| 5. | <b>Who is managing the HACC to CHSP transition process?</b>                              | The Commonwealth and WA Governments are jointly managing the transition process. They will jointly communicate and support service providers throughout the transition process to enable the smooth transition of services to the CHSP.  |
| 6. | <b>Will there be any changes to the current CHSP funding agreement from 1 July 2018?</b> | <p>Yes. The new CHSP funding agreement will include new funding conditions that will aim to deliver more choice for customers and a greater focus on supporting independence and wellness.</p> <p>These changes aim to ensure service delivery is more focused on understanding customer strengths and goals, provides increased choice for customers, and a has greater focus on pathways and activities to support independence and wellness. There will also be an increased focus on reablement where appropriate.</p>   |
| 7. | <b>Can I remain with my existing Service Provider under CHSP?</b>                        | <p>Yes. If your service provider is an existing HACC/CHSP provider and the service types are suitable for you, then your support services can be funded under the CHSP.</p> <p>You should not experience any differences between the support services you are receiving now to the support services funded under the CHSP or Continuity of Support (CoS) Programme.</p>  |
| 8. | <b>What has Changed for Customers?</b>   | <p>From 1 July 2018 all customer and carer requests for care will be directed through the My Aged Care gateway. As part of initial screening the My Aged Care Contact Centre will ask the prospective customer questions to identify their level of need and will then refer them for a face-to-face assessment. For customers with low level support needs that could be met by CHSP, the assessment can be conducted by Regional Support Services (RAS) by phoning the contact centre on 1800 200 422 Monday - Friday 8am - 8pm, or Saturday 10am - 2pm.</p> <p>For existing HACC customers, there should be no noticeable change to the service you receive beyond becoming more empowered to work in partnership and make decisions about your care through a wellness approach.</p> |

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|     | <b>As the customer, what do I have to do?</b>    | Nothing. Your service provider will continue to provide your current level of services. If at any stage your needs change and a new service type is required, you can either contact My Aged Care yourself, or ask your service provider to re-refer you for an assessment.   |
|     | <i>My Aged Care</i>                              |   |
| 9.  | <b>What is My Aged Care?</b>                     | My Aged Care is a central point of access for aged care services and information in Australia. A website and contact centre provide information and referrals for customers and their carers to be assessed for aged care services.   |
| 10. | <b>What is changing in My Aged Care in 2018?</b> | <p>From 1 July 2018:</p> <ul style="list-style-type: none"> <li>• My Aged Care will be fully operational and conduct registration and screening of referrals for assessments by RAS for referral to entry-level CHSP or comprehensive assessments by Aged Care and Assessment Teams (ACATs) for referral to residential aged care, Home Care Packages and Transitional Aged Care.</li> <li>• The Commonwealth HACC Program will have transitioned to the CHSP.</li> </ul>   |
| 11. | <b>What's new under My Aged Care?</b>            | <p>My Aged Care will maintain a central customer record, providing an improved flow of information between customers, assessment organisations and healthcare service providers. My Aged Care will also introduce a standardised national approach to assessment which will enable the development of a streamlined and consistent customer referral process across Local Health Districts, with service providers able to make one electronic referral to My Aged Care for multiple services for a customer.</p> <p>My Aged Care will facilitate face-to-face assessment through RAS organisations to determine care needs with a focus on reablement, service matching and capability. It will provide three different access portals through which clients and carers, assessors, and providers can access the system. WA Department of Health is working with local health districts to support them through the transition period.</p> |
| 12. | <b>What are the key changes for WA?</b>          | <ul style="list-style-type: none"> <li>• HACC Services will transition to CHSP to address fragmentation of the current system, provide focus on wellness and reablement, continuity of care, and streamlined funding arrangements.</li> </ul>   |

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|     |  | <ul style="list-style-type: none"> <li>• Introduction of a central customer record to facilitate the collection and sharing of customer information, and ensure the customer is not repeating their story multiple times to different providers.</li> <li>• Continuation of RAS from WA HACC program to conduct face-to-face assessment for customers, providing a link to CHSP services and short-term case management.</li> <li>• Full implementation of My Aged Care including roll-out of capabilities for CHSP on 1 July 2018 and commencement of capabilities for ACATs to facilitate referral and access to the whole aged care system and provide nationally consistent comprehensive services.</li> </ul> |
| 13. | <b>How do I make a referral to ACAT?</b>                       | <p>To receive a comprehensive assessment with ACAT if you have more complex care needs you can:</p> <ul style="list-style-type: none"> <li>• Refer to WA ACATs directly following established procedures.</li> <li>• Contact the My Aged Care contact centre who can refer to ACAT.</li> </ul> <p>General Practitioners can refer clients for assessment and/or aged care services using the My Aged Care web referral form or by phoning the contact centre on 1800 200 422 Monday - Friday 8am - 8pm, or Saturday 10am - 2pm.</p> <p>The contact centre will conduct customer registration and screening using the National Screening and Assessment Form.</p>   |
| 14. | <b>How do I make a referral to Aged Care Assessment Teams?</b> | <p>If you need low level support to stay independent in your home you can request a home support assessment with RAS.</p> <p>You can also contact the My Aged Care contact centre who can refer you to RAS.</p> <p>General Practitioners can refer customers for assessment and/or aged care services using the My Aged Care web referral form or by phoning the contact centre on 1800 200 422 Monday - Friday 8am - 8pm, or Saturday 10am - 2pm.</p> <p>The contact centre will conduct customer registration and screening using the National Screening and Assessment Form.</p>  |

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|     | <i>National Disability Insurance Scheme (NDIS)</i>   |   |
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| 15. | <b>How will CoS programme work with NDIS?</b>  | <p>Responsibility for managing the funding for support services used by people with disability is shifting from state and territory governments to the Australian Government as part of the roll out of the NDIS.</p> <p>The NDIS is only available to people who are under the age of 65 at the time of its roll-out in a region. However, the government will ensure that older people with disability who access disability services run by states and territories, who are not eligible for the NDIS, will still receive support. This will be done with funding from either the new CoS Programme or the CHSP.</p>                               |
|     | <i>Continuity of support (CoS) in WA</i>   |   |
| 16. | <b>Will CoS programme in WA be supported through CHSP?</b>                                   | <p>Yes, CoS is a national programme and eligibility is consistent across all states and territories and will support people with disability who meet the following criteria:</p> <ul style="list-style-type: none"> <li>• 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people at the time the NDIS begins rolling out in their region;</li> <li>• Assessed as being ineligible for the NDIS at the time the NDIS begins rolling out in their region; and</li> <li>• An existing customer of state-administered specialist disability services at the time the CoS Programme rolls out in their region.</li> </ul> |
| 17. | <b>Will current HACC customers who are ineligible for NDIS able to access CoS programme?</b> | <p>No. Existing HACC customers who are under the age of 65 and ineligible for NDIS will not be able to access the CoS Programme.</p> <p>Customers who are under 65 years and ineligible for the NDIS will continue to be supported under the state funded HACC programmes (for the under 65s only) during the NDIS transition phase until June 2020.</p>  |
| 18. | <b>Will customers need to undergo an eligibility</b>   | <p>No. Customers will not be required to undergo an eligibility assessment under My Aged Care if they choose to have their support funded under the CHSP rather than the CoS Programme. However, once they are a CHSP</p>   |

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|     | <b>assessment for CHSP rather than CoS programme?</b>         | customer and their needs change, they will be able to have their needs assessed and the services and supports reviewed.  |
| 19. | <b>What is the difference between CoS programme and CHSP?</b> | <p>You may be able to choose to have your specialist disability services funded under the CoS Programme or the CHSP, if your needs can also be met under the CHSP.</p> <p>Under either program, you can continue to have:</p> <ul style="list-style-type: none"> <li>• The same service provider</li> <li>• The same types of services</li> <li>• The same level of service</li> <li>• No changes to your fee contributions.</li> </ul> <p>If you choose to receive services under the CHSP or CoS Programmes you will not lose any of your current services and you will not need to pay any more for them.</p> |
|     | <b><i>Regional Assessment Services (RAS)</i></b>              |  |
| 20. | <b>Will RAS continue to Assess under CHSP?</b>                | Yes. RAS will continue to conduct face-to-face home support assessments under My Aged Care to determine people's eligibility for CHSP services similar to the WA HACC reablement program.  |
|     |   | <a href="http://www.health.nsw.gov.au/agedcare/Pages/refer-older-people-for-assessment.aspx">http://www.health.nsw.gov.au/agedcare/Pages/refer-older-people-for-assessment.aspx</a>  |