Commonwealth Home Support Programme (CHSP) Fact Sheet

Purpose

The purpose of this factsheet it to outline how the Promoting Independent Living Budget measure impacts on Commonwealth Home Support Programme (CHSP) Providers located in trial sites. Importantly, the obligations of CHSP Providers working with assessors and consumers to deliver Reablement are the same for both trial and non-trial participants.

What is the Promoting Independent Living Budget Measure?

The Promoting Independent Living Budget measure provides $29.2 million over two years to help senior Australians to continue living at home more independently for longer. The measure has been designed to provide a comprehensive approach to implementing, trialling and measuring a reablement focused assessment model. It includes a range of supports targeting assessment services, service providers and senior Australians. The trial will assist to determine if a reablement focused assessment model provides measurably better outcomes for clients while reducing or delaying the need for more complex aged care services.

The budget measure involves a number of elements targeting cultural change across consumers, RAS and CHSP Providers.

What is Reablement from a CHSP Provider perspective?

- Reablement may involve delivering time-limited interventions to support the client's goals.
- CHSP services must target a client's specific goals or desired outcome to adapt to some functional loss, or gain confidence and capacity to undertake activities of daily living.

Currently, all CHSP Providers are required to deliver Reablement by accepting referrals to deliver short-term or time limited services in line with a client's support plan.

In line with clients' goals, CHSP services could include training in a particular skill or actively working to regain or maintain physical functions, modification to a person's home environment or having access to equipment or assistive technology. It may also include time limited home support services, while a client rebuilds confidence or capacity.

How do CHSP providers work with consumers?	• Reablement involves CHSP Providers "doing with" clients not 'doing for'. • CHSP Providers should encourage individuals, families, and the community regarding the benefits of applying the reablement model and its importance in supporting clients to live independently for longer.

All CHSP providers are required to view every client as having the ability and potential to improve. Additionally, CHSP Providers play a key role in educating and building client motivation for reablement.

In working with clients during reablement, CHSP Providers must:

- review the client's assessment outcomes and support plan;
- break down the broader goals in their support plan into achievable steps and strategies that will assist the client to reach their goals;
- deliver time limited services to assist clients adapt to functional loss, regain confidence or capacity to resume activities;
- gradually encourage those having difficulty with activities of daily living to increase their ability; and
- review clients service to identify reablement opportunities (annually at a minimum).

If a person is assessed as having ongoing support needs at the end of reablement, it is crucial that subsequent services continue to provide support to clients in a way that maintains their progress.

CHSP Service Delivery must be timely	• Referrals should only be accepted when time-limited services are readily available (except in locations with a single or limited services). • This ensures clients are not subjected to wait lists when other service providers may have the availability to deliver services in a timely manner.

How do CHSP Providers work with assessors?

• Reablement involves CHSP Providers working in partnership with assessors to motivate clients and deliver services that align with reablement goals outlined in the support plan.

A key difference in the Reablement Trial is that assessors undertake a 'show me' (active) assessment in which clients demonstrate how they undertake certain tasks to better understand their limitations and identify risks. This is distinct from the traditional "tell me" approach used by assessors.

In line with current practice assessors take on a coordination or case management role during the 10-12 week period. Assessors will ensure all referrals are linked to CHSP Providers and services are delivered within the Reablement period agreed to by the client.

Effective service coordination requires CHSP Providers to maintain a good working relationship with RAS including:

- a shared understanding of the goals and services included in support plans to ensure a clear connection with service delivery;
- flexibility in working with others providing services and in arranging client visits;
- not "upselling" clients with ongoing services;
- on commencing services update My Aged Care with the service information, including start date, volume, frequency, and end date;
- timely referral to My Aged Care when significant changes to a client's needs are identified, so assessors can promptly undertake a formal support plan review; and
- update My Aged Care regularly to accurately reflect your organisation's service availability.

Where can I find further information?

Further information on implementing Reablement is available at:

- **CHSP Programme Manual:** www.agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual

- **Living Well at Home CHSP Good Practice Guide:** www.agedcare.health.gov.au/programs-services/commonwealth-home-support-programme/living-well-at-home-chsp-good-practice-guide

For further information, go to My Aged Care
1800 836 799 | www.agedcare.health.gov.au/myagedcare