



Australian Government



myagedcare



Transition arrangements for the Victorian Linkages package

About the Victorian Linkages package transition

From 1 July 2016, Victorian HACC services, including Victorian Linkages packages for people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) have been directly funded and managed through the Commonwealth Home Support Programme (CHSP).

The CHSP has been working with the Aged Care Assessment Teams (ACATs) and the Regional Assessment Services (RASs) since 2016 to transition all Linkage clients onto My Aged Care. Linkage providers are expected to complete the transition of all remaining Linkage clients from the CHSP to more appropriate types of care by 30 June 2020. The Department of Health (the department) will seek updates from service providers on the transition of Linkage clients prior to 30 June 2020. We encourage ACATs and RASs to discuss any issues with service providers.

The department asks service providers to work cooperatively with assessors to help Linkage clients transition onto My Aged Care as smoothly and efficiently as possible.

The department will continue to fund the Linkage packages for 2019-20. There is no policy to fund Linkage clients beyond 30 June 2020.



For further information, go to My Aged Care
1800 200 422 | www.myagedcare.gov.au

Linkages arrangements

- Service providers must transition Linkages clients to more appropriate services such as the CHSP or the Home Care Packages Program by 31 March 2020.
- Linkages clients may receive additional services following a setback, but only if the need for service is short-term or episodic and where improvements in function or capacity can be made. These instances should be time-limited, monitored and reviewed. Once a client has transitioned to My Aged Care, clients are reassessed the same as others.
- Where a Linkages client's needs increase, the client should be referred to My Aged Care for reassessment. Based on the outcome of the assessment, the client will be supported to move to more appropriate services that meet their assessed level of need, where those services become available.
- Where linkages clients received services under their Linkage package that are not available under the CHSP, these services can continue to be provided to these clients to ensure continuity of support, until they transition to more appropriate services.
- Linkages packages will not be offered to new clients. New clients aged 65 years and over (and 50 years and over for Aboriginal and Torres Strait Islander people) seeking access to aged care services need to contact the My Aged Care contact centre to discuss their aged care needs and have a client record created. New clients will need to follow the My Aged Care assessment process.
- Assessment services are not available through Linkage packages. All assessment services must be delivered through the RAS or through an ACAT prior to 30 March 2020.
- Where a client has been assessed and approved as eligible by an ACAT for a home care package but is waiting to receive that package, the client will continue to receive Linkages services at their current level, not at the increased level available through the home care package.

Funding

- For the 2019-2020 extension, service providers with Linkage clients will continue to be provided with the same level of funding that was offered to provide Linkage services to older people under the program until 30 June 2020.



For further information, go to My Aged Care
1800 200 422 | www.myagedcare.gov.au

Transition of Linkages funding

- From 1 July 2019, funding associated with a vacated Linkage package will be redirected to the delivery of CHSP services in accordance with the scope and intent of the CHSP as an entry-level program. By 30 June 2020, all Linkage clients must have been assessed for aged care services, with immediate transition to services as they become available.
- Service providers are required to complete a Linkages Transition Plan template that anticipates when clients will transition out of the Linkages Program and when and how associated funding will transition to CHSP services.
- Service providers are required to identify which CHSP service types funding will be redirected to. Funding can only be redirected to services that are already funded and reflected in the service provider's CHSP funding agreement and are within scope of the CHSP (this includes brokered services).

Performance reporting

- Linkages providers are required to report on services delivered under the Linkages packages at service sub-type level, in accordance with the Data Exchange (DEX) protocols.
- When reporting on Linkages services, service providers are required to identify clients as Linkages clients. This is achieved by selecting the relevant client, selecting 'Referral Source and Reasons', then 'Edit Referral Source' and clicking on 'Linkages Program'.
- Further information on the Data Exchange can be accessed at <https://dex.dss.gov.au/>. The Data Exchange Helpdesk can be contacted on 1800 020 283 or via email at dssdataexchange.helpdesk@dss.gov.au.
- Services delivered to Linkages clients that are outside the scope of the CHSP, including case management services, should be reported in DEX against 'Specialised Support Services – Other Support Services'.

Subcontracting arrangements

- Providers can continue to subcontract Linkages services to other providers. They do not need to seek the department's approval for use of subcontractors to deliver CHSP and Linkages services. However, a detailed register of subcontractors used must be maintained and provided to the department on request.
- Any subcontractors engaged by a CHSP service provider must provide services in



line with the CHSP provider's funding agreement. CHSP providers are responsible for the services delivered by subcontractors.

Increasing Choice in Home Care

From 27 February 2017, home care packages are assigned to a consumer and funding for the home care package follows the consumer.

This provides more choice for the consumer, including Linkages clients transitioning to a home care package, in selecting their provider, as well as flexibility to change their provider if they wish to do so. Service providers may wish to find out more about the home care reforms at <https://agedcare.health.gov.au/increasing-choice-in-home-care>.

Further information

Service providers seeking further information on the transition of clients from Linkages packages to Commonwealth aged care programs can contact their Funding Arrangement Manager.



For further information, go to My Aged Care
1800 200 422 | www.myagedcare.gov.au