



Commonwealth Home Support Programme Specialised Support Services (SSS) Provider Fact sheet – January 2022

Overview

The Department of Health (Health) recently undertook a survey of Commonwealth Home Support Programme (CHSP) SSS providers to ensure this service type is still achieving the best outcomes for clients and carers, and to support the alignment of these services to the new Support at Home Program, due to begin 1 July 2023.

The purpose of the review was to establish:

- What services are being delivered;
- What outcomes are being achieved;
- How effective providers have been in achieving their objectives;
- If there have been any inconsistencies in how activities have been funded and delivered.
- If there are any gaps or duplication in service provision compared to the objectives of the service type, or if services are better funded under other service types; and
- If there are any models or activities delivered by service providers that could be applicable more broadly.

The SSS Survey identified that a substantial number of SSS providers appeared to be delivering activities or services that do not, or may not, meet the objective of SSS as outlined in the [CHSP manual](#). The responses indicated a significant number of providers are delivering a variety of activities that are not necessarily specialist services focusing on individuals living with a particular condition such as dementia, incontinence, hearing or vision impairment. Some activities appear to better meet the objectives of other CHSP service types.

As a result, Health will undertake a process, through 2022, where it will work with providers to better understand current service delivery and clarify the role of those services from 1 July 2023. This will include considering whether any activities that are out of scope for the Support at Home program may be better funded through other aged care programs.

In the meantime, and for the purpose of the 2022-23 CHSP extension, all existing SSS activities will continue to be funded from 1 July 2022, unless an activity has been assessed as more appropriately funded under another CHSP service type. In this instance, funding will be re-categorised into that service type, effective 1 July 2022.

As with other CHSP service types (excluding Sector Support and Development), SSS activities will move to more consistent unit prices, monthly payment in arrears and monthly reporting. Therefore, SSS activities will be eligible for a Modified Monash Model (MMM) loading, and providers will be able to access cashflow support for transitioning to payment in arrears.



What happens if any activities appear to be partially-in-scope?

Following the assessment of the SSS Survey responses, any activities that do not meet the full scope of SSS (partially-in-scope), which are also deemed appropriate under a different CHSP service type, will be re-categorised into the correct CHSP service type. Health has completed an initial re-categorisation process which will be reflected in your indicative offer.

The indicative offer is based on the information available to us so far, however, we note that this may not represent a complete picture. Where this is the case, providers can negotiate with FAMs to reach an agreement that best reflects the activities being undertaken. Your FAM will be able to support you to understand your indicative offer and answer any questions you may have.

This re-categorisation process is expected to come into effect on **1 July 2022**.

What happens if any activities appear to be out-of-scope of SSS and the CHSP?

Following the assessment of the SSS Survey responses, insufficient information was available in most instances to support clear scope decisions. As a result, a decision was made to extend all SSS activities for the 2022-23 financial year except where activities can be clearly re-categorised to more appropriate CHSP service types.

SSS providers undertaking navigation supports will also be extended until 30 June 2023, see below for more information.

A number of CHSP providers were identified as delivering services that appeared to be out-of-scope, or potentially out-of-scope, of both the SSS service type and the CHSP. These will be analysed further in 2022 to better define whether they will be able to effectively transition to the Support at Home program. This work will also seek to clarify the interface of Support at Home with other programs such as care finder, the National Dementia Support Program and the National Continence Program. Further advice will be provided as the review and analysis progresses.

For any activities which are not aligned to SSS and the new Support at Home program, funding may cease from July 2023. In these cases, Health will work with providers to determine whether activities may be in scope for funding through other Aged Care programs. If this is not possible, and if a provider wishes to continue providing this service, they will need to find an alternative funding source from 1 July 2023.


What will the process be to explore the possibility of a transfer to a different program?

From early-mid 2022, Health will undertake a more thorough analysis of the activities being delivered under SSS, to better define its role in the new Support at Home Program.

Health will undertake a review to identify if certain SSS activities are better aligned to other aged care programs, for example some dementia advisory services may better align to the National Dementia Support Program (NDSP). Health will work to better define specialised dementia services under CHSP and the Support at Home Program, with consideration given to the scope of activities funded under the NDSP.

Health is also considering other program interfaces, including better defining specialised Continence Advisory Services with consideration given to role of the National Continence Program.

Further advice on this process will be provided in coming months.



What will the process be if providers wish to transition to the new care finders program?

SSS providers delivering navigation supports will initially be extended for one year (2022-23), however these services will not directly transition into the care finder program from 1 January 2023. SSS providers who are delivering navigation supports that are in scope for the care finder program are encouraged to apply for funding under that program. The care finder program will be established through a commissioning process undertaken by Primary Health Networks.

Work is currently underway to determine the role of providers in complementing care finders and Trusted Indigenous Facilitators as part of the new Support at Home program from July 2023.

If a provider is successful and commissioned as a care finder provider, their CHSP navigation funding will cease from the date of commencement in the care finder program. If a provider is not successful, their funding will continue across the full 2022-23 financial year.

This will be the most fair and effective way to determine the extent to which the provider meets local population needs and can demonstrate relevant skills and experience to deliver the care finder model.

Next Steps for SSS

- By early 2022, all CHSP providers would have received their indicative offers.
- From early-mid 2022, Health will begin a thorough analysis of activities being delivered under SSS, including out-of-scope activities to support the transition to the new Support at Home program.
- Partially-in-scope SSS activities will be re-categorised into the correct service type commencing 1 July 2022.

Further information

If you require further information, please contact your FAM for assistance.