



Australian Government

Department of Social Services

Commonwealth Home Support Programme

**Community and Home Support and Care Relationships
and Carer Support – Wide Bay
Funding Round Summary**

October 2015

Community and Home Support and Care Relationships and Carer Support

The Commonwealth Home Support Programme (CHSP) will help frail, older people (65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people) who are living in the community to maximise their independence. Through the delivery of timely, high quality entry-level support services which take into account each person's individual goals, preferences and choices - and underpinned by a strong emphasis on restorative approaches, including wellness and reablement - the CHSP will help its clients remain in their homes for as long as they can and if they wish to do so.

The Community and Home Support Sub-Programme will provide entry-level support services to assist frail, older people who need assistance with daily living to remain living independently at home and in the community

The Care Relationships and Carer Support Sub-Programme will support and maintain care relationships between carers and clients, through providing good quality respite care for frail, older people allowing regular carers to take a break from their usual caring duties.

Selection type

This selection is a Restricted process.

Eligibility

The following entity types meet the eligibility requirements to be invited to apply for a grant for this activity:

- a) Incorporated Associations (incorporated under State/Territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name)
- b) Incorporated Cooperatives (also incorporated under State/Territory legislation, commonly have 'Cooperative' in their legal name)
- c) Companies (incorporated under the *Corporations Act 2001* – may be a not-for-profit or for-profit proprietary company (limited by shares or by guarantee) or public companies)
- d) Aboriginal Corporations (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*)
- e) Organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc)
- f) Partnerships
- g) Trustees on behalf of a Trust
- h) State and Territory Governments
- i) Local Governments
- j) Where there is no suitable alternative, an individual or – jointly and separately – individuals. Where (j) is used, it also needs to be stated who the decision maker is on the issue.

How much?

2015-2016	2016-2017	2017-2018	Total Funding (GST exclusive)
\$580,529	\$870,793	\$870,793	\$2,322,115

Closing Date and Time

Applications should be submitted by 2:00pm AEDT Tuesday, 17 November 2015.

Who to contact?

Please email your enquiries to: grants@dss.gov.au

Grant Objectives

The CHSP commenced 1 July 2015 and brought together four programmes:

- Commonwealth Home and Community Care (HACC) Program
- National Respite for Carers Program (NRCP)
- Day Therapy Centres (DTC) Program
- Assistance with Care and Housing for the Aged (ACHA) Program

The objectives of the CHSP are to:

- Provide high-quality support, at a low intensity on a short-term or ongoing basis, or higher intensity services delivered on a short-term or episodic basis, to frail, older people to maximise their independence at home and in the community for as long as they choose, thereby enhancing their wellbeing and quality of life
- Support frail, older clients aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) through the direct service delivery of planned respite services, which will allow their regular carer to take a break from their usual caring duties
- Support clients to delay, or avoid altogether, the need to move into more expensive forms of aged care (such as Home Care or residential aged care), so that whole-of-system aged care costs can be kept at a sustainable level as the population ages and the number of people requiring care increases
- Ensure that all clients, including those with special needs, have equity of access to services that are socially and culturally appropriate and free from discrimination
- Ensure through the quality framework, including the Home Care Standards, that clients receive high quality services
- Facilitate client choice – to enhance the independence and wellbeing of older people, and ensure that services are responsive to the needs of clients
- Provide flexible, timely services that are responsive to local needs.

Applicants are strongly advised to read the following documents prior to completing the Application Form:

- CHSP Programme Manual <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/commonwealth-home-support-programme-programme-manual-2015>;

- Living well at home: CHSP Good Practice Guide <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/living-well-at-home-chsp-good-practice-guide>; and
- Programme Suite of documents.

Statement of Requirement

This selection process is for funding under the CHSP to deliver services, within the Queensland Wide Bay Aged Care Planning Region, under the following CHSP Sub-Programmes:

Community and Home Support

- Domestic Assistance
- Personal Care
- Social Support – Individual
- Social Support – Group
- Home Maintenance
- Allied Health and Therapy Services
- Meals; and
- Transport

Care Relationships and Carer Support

- Flexible Respite

The Wide Bay Aged Care Planning Region is located midway between Brisbane and Rockhampton, and contains the Aboriginal community of Cherbourg. The major urban centres in the Wide Bay Region are Maryborough, Hervey Bay and Bundaberg. These services are currently being provided to members of the Hervey Bay and Maryborough community with permanent arrangements subject to this selection process.

Funding will be governed by the processes enunciated in the advice to the Aged Care Industry of 19 December 2014 “The new Commonwealth Home Support Programme starts on 1 July 2015” which can be found at <https://www.dss.gov.au/chsp>.

The following special conditions apply to the services to be delivered:

- As a priority, funding will be provided for Community and Home Support services and Care Relationships and Carer Support services that must be delivered to current CHSP recipients, primarily located in Hervey Bay and Maryborough within the Wide Bay Aged Care Planning region of Queensland.
- Other eligible clients in the Wide Bay Aged Care Planning region of Queensland can receive CHSP Sub-Programme Support services using these funds once the service needs of the current CHSP clients have been met.

The interim service provider will develop a Transition Plan and work with the successful applicant to maintain continuity of care services.

The following outputs are expected to be delivered:

Service Type	Outputs (Annual)
Domestic Assistance	813 hours
Personal Care	1,653 hours
Social Support - Individual	1,761 hours
Social Support - Group	10,908 hours
Home Maintenance	516 hours
Allied Health and Therapy Services	393 hours
Meals	1215 meals
Transport	4356 trips
Flexible Respite	3,783 hours

Selection Criteria

1. Demonstrated experience in developing, delivering, managing and monitoring a community care programme to achieve positive outcomes for clients.
 - Specifically for older Aboriginal and Torres Strait Islander clients over the age of 50 years.

When responding to this criterion applicants should describe:

- The historical context of working relationships with Aboriginal and Torres Strait Islander clients e.g. include days of operations, service names, key milestones and timeframes.
- The length of relationships and evidence of active engagement.
- The scope of community care services provided to Aboriginal and Torres Strait Islander clients and similarities to CHSP and/or relationships with Aboriginal and Torres Strait Islander people over 50 years of age, or ability to transfer experiences to the target group.
- Skills performed and examples of commitment to operate a community care program.

2. Describe your proposed service model, including the CHSP sub-activity under which it will operate, and how this model will meet the needs of clients and achieve positive outcomes for the proposed target group within your proposed budget and within the Aged Care planning region in which you propose to deliver services.
 - Services are to be delivered in the Queensland Wide Bay Aged Care Planning Region.

When responding to this criterion applicants should set out:

- What services will be delivered in which community, from where, by whom, how often and when.
- Resourcing levels i.e. number of staff required and identifying specialisation skills in working with Aboriginal and Torres Strait Islander communities.
- Approach in the delivery of services to continuing and new clients and ability to show its workflow systems and activity and team management, identification and relationship building with other community organisations (e.g. health, disability, and counsellors), client record management and confidentiality of information.
- Achieving a viable and sustainable financial model for the delivery of the activity that meets the objectives of the activity under the CHSP with reference to adopting a fees principles/policy.

3. Describe how your service delivery model will be made operational to achieve positive outcomes for the proposed target group within your proposed budget, including 5 risks and risk mitigation strategies.
 - Please include details on how you would transition and continue to provide services to current clients.

When responding to this criterion applicants should detail:

- Conflicts of Interest and complaints handling mechanisms, escalating client needs and use of flexibility provisions to meet client demands.
- Management of transition process including staff, community engagement, transfer of records, assets and IT.

4. Describe how the implementation of your proposal will achieve the stated objectives for all stakeholders, including value for money, within the CHSP grant funding.

When responding to this criterion applicants should consider:

- A viable and sustainable financial model for the delivery of the activity that meets the objectives of the activity under the CHSP, with reference to adopting a fees principles/policy.
- Previous experience in handling grant funds.
- The CHSP Programme Manual and Good Practice Guide.
- The Quality Review process and compliance with the Home Care Standards.
- Promotion of choice, flexibility, client centred and cultural preferences.
- Identification of all special needs groups and targeting of services to meet those needs with particular consideration given to the organisation's ability to meet the needs of Aboriginal and Torres Strait Islanders.

5. Demonstrate your organisation's capacity, including the governance structure, and your key personnel and staff capability (experience and qualifications) to deliver the Activity objectives in the proposed community and/or the proposed target group.

When responding to this criterion applicants should describe:

- Staff experience in service delivery and ties to the targeted community.
- Previous experience in handling of grant funds.
- The governance and management structures are clear with roles, responsibilities, reporting pathways, frequency of Executive/Board meetings etc.
- Decision making processes, continuous improvement, records management, complaints strategy, policies, processes and guidelines documentations.
- Communication strategy with current clients and community and demonstrates the process for business planning.
- The CHSP Manual, Terms and Conditions of grant funding and handling of MyAgedCare Portal.

6. Describe how your organisation will foster links with other services, infrastructure and resources, including Regional Assessment Services, and align with and complement other aged care services, and services such as state health services, the National Disability Insurance Scheme, Aboriginal community controlled primary health care services, Culturally and Linguistically Diverse (CALD) community services and activities, or broader Aged Care workforce training and sector development initiatives, to meet the needs of the local area and client cohort, particularly special needs groups.
 - Including the provision of workforce development and employment opportunities for Aboriginal and Torres Strait Islander people in aged care services.

When responding to this criterion applicants should consider setting out:

- Appropriateness to expand/respond to identified other service types to meet changes in client demand and need.
- Networking and the value of relationship building, including ongoing assessment, to achieve client outcomes.
- Expertise and capacity to meet the objectives of the activity under the CHSP

Multicultural Access and Equity policy

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* obliges Australian government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled, for example, by providing access to language services where appropriate. Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If your Application Form states that a budget is required, costs for translating and interpreting services should be included in your application.

DSS supports the Commonwealth's objective to boost Indigenous business and Indigenous employment and encourages applications from the Indigenous business sector.

Assessment

The Assessment Team may be comprised of Department of Social Services (DSS) officers from each state/territory and national offices. Teams will undertake training to ensure consistent assessment for all applications received. The Assessment Team will be bound by the APS Code of Conduct and the DSS's Secretary's Instructions.

DSS may consult external stakeholders to seek further information if required. Information obtained from these consultations may be taken into account in making the final decision to offer funding.

Probity

The selection of funding recipients must be fair, open and demonstrate the highest level of integrity.

The following probity principles will be applied through all stages of the selection process:

- a. fairness and impartiality;
- b. consistency, accountability and transparency of process;
- c. security and confidentiality of information;
- d. identification and resolution of conflicts of interest; and
- e. compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

Adherence to the probity principles means that everyone involved with the selection process will act:

- f. impartially; and
- g. with integrity, including avoiding actual or perceived conflicts of interest.

A Probity Advisor may be appointed for the Activity. The role of the Probity Advisor is to assist DSS meet its probity obligations in relation to the Activity by ensuring that the selection processes are defensible and will withstand external and internal scrutiny.

The role of the Probity Advisor is to independently monitor procedural aspects of the selection process to ensure compliance with the relevant Programme Guidelines and to advise DSS in relation to such matters. The Probity Advisor plays no part in the assessment of applications.

Programme Guidelines

The Programme Guidelines Overview provides the key starting point for parties considering whether to participate in the activity and forms the basis for the business relationship between DSS and the funding recipient. Applicants are strongly advised to read the Programme Guidelines Overview prior to completing an Application Form.

How to Apply

Please read and complete the declaration part of the Application Form carefully. Ensure all responses are true and accurate. Click the **Submit Application** button and follow the instructions provided. All questions will be verified. Any incorrect or unanswered responses will be displayed for your correction. The Application Form will not submit until all responses have been verified.

Upon successful submission you will be issued with a confirmation receipt and email. Submission may take several minutes. **Please be patient and do not close the Application Form before receiving confirmation. Do not attempt to submit the application more than once.** If you do not receive confirmation or you experience difficulties submitting the Application Form, please call 1800 020 283.

Grant Agreement Information

The Grant Agreement is a performance-based, legally enforceable agreement between the Commonwealth (represented by DSS) and the successful applicant that sets out the Terms and Conditions governing the funding to be provided.

The type of Grant Agreement entered into will be influenced by the nature of the Activity, the assessed Activity risk level, the length of the Activity and the value of the Activity.

The executed Grant Agreement represents each grant provided within it and the relevant Activity and supersedes all prior representations, communications, agreements, statements and understandings, whether oral or in writing.

Subject to delegate approval, DSS will contact the successful applicant to negotiate the grant agreement.

DSS may not notify unsuccessful applicants until it has executed a grant agreement with the successful applicant.

Questions

If you have any questions, please email DSS at grants@dss.gov.au. Responses to questions will be provided to all applicants.