



Commonwealth Home Support Programme (CHSP) services in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands

Feedback summary

Overview

The CHSP provides home support services so that frail, older people can live independently in their own home and community, for as long as they want and are able. Where the person has a carer, the CHSP will support the care relationship between the CHSP client and their carer.

The objectives of the CHSP are to:

- provide low intensity, short term or ongoing high-quality support, or short term or episodic higher intensity services, to frail older people to help them live at home and in the community for as long as they choose
- support frail, older clients aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) by directly delivering planned respite services so that regular carers can take a break from their caring duties
- support clients to delay, or avoid the need to, move into more expensive forms of aged care, such as Home Care Packages or residential aged care
- 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
- give clients a choice – to improve the independence and wellbeing of older people, and make sure that services respond to their clients' needs
- provide a standardised assessment process that considers all of the client's needs, and
- provide flexible, timely services that respond to local needs.

There are five sub-activities under the CHSP:

- Community and Home Support
- Care Relationships and Carer Support
- Assistance with Care and Housing
- Service System Development
- Regional Assessment Services

The Communities and Home Support services in the APY Lands grant will provide CHSP services to six communities within the APY Lands. The services to be funded by this round include:

- meals,
- domestic assistance,
- transport, and
- personal care.

Selection results

The Department of Social Services (DSS) received three applications, reflecting the specialist requirements of the grant. The selected organisations all demonstrated their ability to meet the requirements. Information about strong and preferred proposals is included in this feedback.

Selection process

Each proposal was considered against five equally-weighted selection criteria, which are listed below.

The preferred applicant was identified based on the strength of its responses to the selection criteria as well as its demonstrated capacity to deliver the following requirements, as published in the Funding Round Summary:

- establish service delivery model within the six month timeframe of 1 January 2016 to 30 June 2016
- maintain continuity of services and transition all existing clients to the successful organisation by 1 July 2016
- deliver services to existing clients primarily located in communities across the APY Lands, South Australia - Indulkana (Iwantja), Mimili, Fregon (Kaltjiti), Ernabella (Pukatja), Amata and Pipalyatjara
- deliver services to subsequent clients once the service needs of existing clients have been met
- deliver one or more of the four service types including domestic assistance, personal care, meals and transport

Criterion 1: Demonstrated experience in developing, delivering, managing and monitoring a community care programme to achieve positive outcomes for clients.

Successful applicants demonstrated a wide range of strengths in relation to Criterion 1, as shown in the table below.

Strength	Example
The Applicant demonstrated its understanding of, and experience in, developing, delivering, managing and monitoring a community care programme.	The response provided details about the Applicant's previous experience in delivering projects that are similar to CHSP. The response detailed the types of experience or projects delivered as well as the target groups delivered to, length of time delivered and performance.
The Applicant demonstrated experience in delivering a community care programme specifically to Aboriginal and Torres Strait Islander clients.	The response detailed the Applicant's experience in delivering services to Aboriginal and Torres Strait Islander clients and, in some cases, delivering services to Aboriginal and Torres Strait Islander clients in rural and remote locations.
The Applicant's response was supported by detailed examples and supporting information.	The Applicant's statements were supported with detailed examples which clearly demonstrated wide experience and sound performance.

Areas for improvement

Applicants could have strengthened their responses to Criterion 1 by explaining how their experience would assist them in delivering CHSP services in the APY Lands.

Criterion 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.

Successful applicants demonstrated a wide range of strengths in relation to Criterion 2, as shown in the table below.

Strength	Example
The Applicant provided information on the proposed service delivery model.	The Applicant’s description of the service model was clear and included how the nominated service types would be delivered. The service model was relevant to the communities in which it would be delivered.
The Applicant provided information on how the proposed model will meet the needs of clients.	The response detailed how the proposed service delivery model will meet the needs of the clients as well as the community. The Applicant also detailed how it would deliver services in a culturally appropriate manner.
The Applicant provided information on the proposed staffing model that will be used to deliver the services.	The response provided information on the staffing model and reporting structure and how the staffing model relates to the delivery of services. The response also detailed the importance of continued employment of local staff.
The Applicant outlined the communities in which it will operate.	The response identified the communities in which services will be delivered.

Areas for improvement

Applicants could have strengthened their responses to Criterion 2 by:

- providing comprehensive information and examples regarding the service delivery model to be used;
- demonstrating how the proposed service model will achieve positive outcomes within the proposed budget;
- identifying the aged care planning region in which services will be delivered;
- demonstrating how the service model relates to the CHSP sub-activity under which it will operate.

Criterion 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 a minimum of 5 risks and risk mitigation strategies.

Successful applicants demonstrated a wide range of strengths in relation to Criterion 3, as shown in the table below.

Strength	Example
The Applicant provided relevant and convincing information on how the organisation will implement its proposed service model.	The response provided convincing information on how the Applicant would implement the proposed service model in the APY Lands.
The Applicant demonstrated a convincing understanding of identifying risks and developing effective risk mitigation strategies.	The response provided detailed information on how the Applicant identifies risks and develops effective mitigation strategies. The response included a minimum of five risks and risk mitigation strategies that might arise as a result of delivering services in the APY Lands.
The Applicant provided convincing information on a service transition plan, and how one-off funds would be utilised to ensure service continuity.	The response provided detailed information on how the Applicant would transition services to ensure it was prepared to deliver services by 1 July 2016. The response included detailed information on how one-off funds would be utilised during the transition phase.

Areas for improvement

Applicants could have strengthened their responses to Criterion 3 by demonstrating how the proposed service model will achieve positive outcomes within the proposed budget.

Criterion 4: 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/ies and the proposed target group.

Successful applicants demonstrated a wide range of strengths in relation to Criterion 4, as shown in the table below.

Strength	Example
The Applicant provided convincing information on key personnel and staff capability.	The response included descriptions of key positions and the qualifications and experience of personnel in these positions.
The Applicant provided relevant and convincing information on the organisation’s management structure.	The response provided relevant and convincing information on the organisation’s management structure including lines of reporting to key personnel.
The Applicant demonstrated the organisation’s capacity including the relevant governance structures in place.	The response provided relevant and convincing information on the organisation’s governance structure and the policies and procedures currently in place to assist the organisation in effectively delivering activity objectives in the proposed community.

Areas for improvement

Applicants could have strengthened their responses to Criterion 4 by:

- providing detail on the skills and qualifications of staff involved in service delivery (including those staff who are yet to be hired);
- explaining how staff qualifications, skills and experience will assist in ensuring the effective delivery of the activity.

Criterion 5: 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.

Successful applicants demonstrated a wide range of strengths in relation to Criterion 5, as shown in the table below.

Strength	Example
The Applicant provided relevant and convincing information to demonstrate how it would foster links with other services across the planning region and in each community to meet the needs of the target group.	The response described how the Applicant will foster links with other services both in the aged care planning region and in each community.
The Applicant demonstrated a convincing understanding of the CHSP and Regional Assessment Service and/or the aged care sector.	The response demonstrated an understanding of the CHSP and Regional Assessment Service including knowledge of the relevant provider of Regional Assessment Services in the APY Lands.
The Applicant demonstrated knowledge of other relevant services in the local area including special needs groups.	The response demonstrated knowledge of several relevant services and organisations in both the APY Lands and surrounding regions including an understanding of the services these organisations provide. The services and/or organisations identified are appropriate for delivery of CHSP services in the APY Lands.

Areas for improvement

- Applicants could have strengthened their responses to Criterion 5 by providing further information and more detailed examples demonstrating how they will work with other services, infrastructure and resources.