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| HACC-PYP Flexible Service Response13043 |
| Outcome objective: Victorians are safe and secure  Output group: Ageing, Aged and Home Care  Output: HACC Primary Health, Community Care and Support |

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## 1. Service objective

The Home and Community Care Program for Younger People (HACC-PYP) aims to provide an integrated range of basic maintenance and support services to eligible clients to:  
• improve and maintain the client’s independence and capacity to live safely at home and participate in community   
activities and   
• strengthen the capacity of the client’s carer to maintain their care role

## 2. Description of the service

HACC-PYP services provided through HACC-PYP – Flexible Service Response can include the following:  
• HACC-PYP – FSR – non unit priced – a block grant for client related supports that do not fit any other activity description but have been approved in writing by the Department  
• HACC-PYP – FSR – Community Connections Program – support to Victorians with multiple or complex needs who are not connected to services. Often these people are homeless, live in low cost accommodation and are isolated and not well connected with health, housing or community services  
• HACC-PYP – FSR – Meals – community meal programs that includes an element of social engagement  
• HACC-PYP – FSR – Meal Vouchers – voucher provided to a client for a local cafe  
• HACC-PYP – FSR – Social Support – one on one support to engage with the community  
  
Please refer to the activity descriptions of the above services for an explanation of the expected deliverables and reporting requirement  
• HACC-PYP – FSR – Allied Health  
• HACC-PYP – FSR – Assessment  
• HACC-PYP – FSR – Carer Support  
• HACC-PYP – FSR – Nursing  
• HACC-PYP – FSR – Outreach  
• HACC – PYP – FSR - Service Delivery – aligns to community care  
• HACC-PYP – FSR – Telephone Advice – community care provided over the phone  
• HACC-PYP – FSR – Trips  
• HACC-PYP – FSR - Volunteer Co-ordination  
The department will continue to monitor service provision, and where necessary, may amend service specifications or funding allocations based on community needs or in response to changes to government policy and priorities   
Compliance with Quality Standards   
o Organisations that only receive HACC-PYP funding are required to meet the Home Care Common Standards   
o Organisations that are also funded by the Commonwealth Home Support Programme (CHSP) are subject to review against the Aged Care Quality Standards undertaken by the Aged Care Quality and Safety Commission. Quality reviews for CHSP satisfy the HACC-PYP quality requirements

## 3. Client group

The HACC-PYP target group is people under 65 years of age who experience difficulties performing the activities of daily living and their carers and Aboriginal and Torres Strait Islanders people under 50 years of age

## 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

### 4a. Registration and Accreditation

N/A

### 4b. Program requirements and other policy guidelines

* [The Victorian HACC Program Manual](https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines)

<https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines>

* [Framework for assessment in the HACC program in Victoria](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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## 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

### Key performance measure 1: Provide a service activity report

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| **Aim/objective** | The objective of this measure is to report on the outcomes delivered |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Submit an Annual Service Activity Report as required |
| **Data source(s) collection** | * HACC-PYP Fee Report * HACC-PYP Annual Service Activity Report |
| **Definition of terms** | A narrative report submitted annual to describe the outcomes of programs delivered |

### Performance measure 2: Number of hours

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| **Aim/objective** | The objective of this measure is to record the hours of community care provided to individual clients and carers and/or the time the worker has worked - Worker time, hours of service |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of hours of direct service to individual clients or carers as relevant Count the number of hours the worker has worked as relevant HACC-PYP Annual Fee Report |
| **Data source(s) collection** | * Victorian Community Support Services (VCSS) minimum dataset |
| **Definition of terms** | An hour of service comprises time spent face to face and indirect time spent on behalf of the client or carer such as phone calls and time spent writing case notes or support plans. Hours worked includes all hours worked |

### Performance measure 3: Number of trips

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| **Aim/objective** | The objective of this measure is to record the number of trips |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of trips |
| **Data source(s) collection** | * HACC-PYP Fee Report |
| **Definition of terms** | A trip is from the point of picking a client up to when the client is dropped off. Each trip is one way, a return trip counts as 2 |

### Performance measure 4: Number of meals / meal vouchers

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| **Aim/objective** | The objective of this measure is to record the number of meals or vouchers provided |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of meals and/or meal vouchers |
| **Data source(s) collection** | * Victorian Community Support Services (VCSS) minimum dataset |
| **Definition of terms** | A meal includes: • A meal provided in a community setting • A meal voucher provided to a client |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| HACC-PYP Fee Report | Manual Data Collection | Quantitative | Annual |
| HACC-PYP Annual Service Activity Report | Manual Data Collection | Qualitative | Annual |
| Victorian Community Support Services (VCSS) minimum dataset | HACC MDS | Victorian Community Support Services (VCSS) Minimum Dataset | Quarterly |

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