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| DecorativeHome and Community Care Program for Younger People – Volunteer Coordination 13063  |
| Outcome objective: Victorians are healthy and well Output group: Aged and Home CareOutput: HACC primary health, community care and support |

# 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

The department funds organisations to employ volunteer coordinators to recruit, train and supervise volunteers to provide a broad range of services and support including: friendly visiting; telelink; groups; stand-alone transport services; and host programs.

In most instances it is the volunteer, not the paid volunteer coordinator, who has a direct support role with the client or carer.

The department also provides a block grant to cover volunteer program costs such as volunteer reimbursement.

# 3. Client group

The client group for this activity is people aged under 65 years or under 50 years for Aboriginal and Torres Strait Islanders, who have difficulty performing activities of daily living and their carers.

# 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

Compliance with Quality Standards.

Organisations that only receive HACC-PYP funding are required to meet the Home Care Common Standards.

Organisations that are also funded to deliver the Commonwealth Home Support Programme (CHSP) are subject to review against Aged Care Quality Standards undertaken by the Aged Care Quality and Safety Commission.

Quality reviews for CHSP against the Aged Care Quality Standards satisfy the HACC-PYP quality requirements.

## 4b. Program requirements and other policy guidelines

* 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
* HACC Minimum Dataset user guide https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines

# 5. Performance

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

## Key performance measure: Number of hours

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| Aim/objective | The objective of this measure is to record the number of hours the co-ordinator worked.Agencies may also report the number of hours of service provided to clients and/or carers and number of trips. |
| Target | The performance target is provided in the Service Agreement. |
| Type of count | Cumulative.  |
| Counting rule | * Count the number of hours worked
* Count the number of hours of direct service to individual clients or carers.
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| Data source(s) collection | HACC Minimum Data Set |
| Definition of terms | Hours worked includes all hours worked.An hour of service comprises time spent face to face.. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| HACC Minimum dataset | HACC Minimum Dataset  | HACC Minimum datasetReport the number of hours the coordinator worked against Volunteer Social Support using the worker SLK provided  | Quarterly  |
| HACC-PYP Annual Service Activity Report | Word | Qualitative report on the number of hours of service provided to clients and/or carers and number of trips | Annual |

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