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| Aged Community Grants13067 |
| Outcome objective: Victorians are safe and secure  Output group: Ageing, Aged and Home Care  Output: Aged Support Services |

**OFFICIAL**

## 1. Service objective

To support older Victorians to stay health and assist eligible clients to enhance their independence, participate in the community, and supports families and carers to maintain care arrangements.

## 2. Description of the service

• Grants program: grants fund a range of project that assist older Victorian’s to stay healthy.  
• The Victorian Aids and Equipment Program (VA&EP) is a state wide program which provides a range of subsidised aids and equipment such as hoists, home and vehicle modifications and other items such as continence products and domiciliary oxygen. The program also funds the repairs of equipment owned by the department.   
Other assistive technology programs and schemes funded under the VA&EP include:  
• an equipment loan service for people who have been diagnosed with motor neurone disease  
• specialist low cost aids and equipment for people who have vision impairment  
• lymphoedema compression garments  
• individualised solutions  
• electronic communication devices  
• smoke alarms for those with a profound/severe deafness.

## 3. Client group

The VA&EP client group for this activity is people of all ages where their need for the aids and equipment items available under the VA&EP relates to a health condition and those aged over 65 years with age or disability related needs for aids and equipment. Applicants must be permanent residents of Victoria or hold a permanent protection visa.

## 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 Aids and Equipment Program Guidelines](https://www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/aids-and-equipment)

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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: Number of projects

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| **Aim/objective** |  |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | 1.Count each individual client once during the financial yea. 2. All responses expressing any degree of satisfaction count as being satisfied. Formula: ‘Overall Satisfaction’ percentage is calculated, using the annual survey question: “Overall, I am satisfied with the VA&EP": Number of clients scoring 4 or 5. Divided by number of clients scoring 1 to 5. Multiplied by 100 to obtain the percentage. 3. Total number of applications responded to in writing within 10 working days of being received divided by total number of Victorian aids and equipment program applications received x 100. |
| **Data source(s) collection** |  |
| **Definition of terms** |  |

### Performance measure 2: Number of clients receiving aids and equipment

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| **Aim/objective** |  |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Non-cumulative |
| **Counting rule** | 1.Count each individual client once during the financial yea. 2. All responses expressing any degree of satisfaction count as being satisfied. Formula: ‘Overall Satisfaction’ percentage is calculated, using the annual survey question: “Overall, I am satisfied with the VA&EP": Number of clients scoring 4 or 5. Divided by number of clients scoring 1 to 5. Multiplied by 100 to obtain the percentage. 3. Total number of applications responded to in writing within 10 working days of being received divided by total number of Victorian aids and equipment program applications received x 100. |
| **Data source(s) collection** |  |
| **Definition of terms** |  |

### Performance measure 3: Percentage of applications acknowledged in writing within 10 working days of receipt (A&E only)

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| **Aim/objective** |  |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Non-cumulative |
| **Counting rule** | 1.Count each individual client once during the financial yea. 2. All responses expressing any degree of satisfaction count as being satisfied. Formula: ‘Overall Satisfaction’ percentage is calculated, using the annual survey question: “Overall, I am satisfied with the VA&EP": Number of clients scoring 4 or 5. Divided by number of clients scoring 1 to 5. Multiplied by 100 to obtain the percentage. 3. Total number of applications responded to in writing within 10 working days of being received divided by total number of Victorian aids and equipment program applications received x 100. |
| **Data source(s) collection** |  |
| **Definition of terms** |  |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Performance measure 1, Number of clients. VA&EP reporting template Manual. Quarterly | Manual Data Collection | Aids and equipment | Quarterly |
| Performance measure 2. Clients satisfaction. SNOW. Clients satisfaction survey. Annual | SNow | Clients satisfaction survey | Annual |
| Performance measure 3. Response in 10 working days. VA&EP reporting template Manual. Submit all specified aids and equipment program data. Quarterly | Manual Data Collection | Submit all specified aids and equipment program data | Quarterly |
| Grants Project Report | Manual Data Collection | Annual report which identifies how the project funds were used and outcomes. | Annual |

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