

## Change Summary QCSS Practice Manual V2.2

Change	Why	Impact
<b>Section 1.1 Moved Purpose of Practice Manual section to beginning of practice manual</b>	To ensure the purpose of the manual is clearly stated	This change is a purely cosmetic change intended only to simplify the practice manual
<b>Section 1.4 and Section 2 Updated Service Delivery Framework and Service User Pathway description</b>	To provide further clarity on Community Connection Supports and the linking and referral activities under this support type	<p><b>Existing service users</b> will not be required to be reassessed outside of their agreed-upon support plan assessments and ongoing 6-monthly reviews. This framework is expected to improve supports towards achieving their re-enablement and community connection goals.</p> <p>As QCSS is targeted to deliver time limited support to help people achieve their goals, conversations regarding goal setting and specific needs are part of the QCSS intake process. <b>New QCSS service users</b> will receive increased support to help them identify and work towards their goals with the aim of enabling them to live independently.</p> <p><b>QCSS providers</b> are still expected to partake in discussions regarding the service user's goals and motivations and work with the client to achieve these. These goals should be the focus of each service user's support plan and progress towards them should be discussed when reviewing the support plan at regular intervals. This is outlined in section 2.3.2 re support planning.</p>
<b>Section 2.1.2 is now Section 2.1.3 'Supported access for special needs groups' Updated description of facilitated assessments and reporting</b>	To provide clarity on assessment process and options for service users who are not able to access services through assessments over the phone.	<p>This change will have no impact on <b>existing service users</b>. It is expected to improve access for new service users. In exceptional circumstances where phone or facilitated assessments are not possible, Access Point will seek further guidance from the Department.</p> <p>This change impacts reporting. <b>Service providers</b> will record facilitated assessments as Community Connection Supports T503 and will need to specify</p>

		the number of hours spent on assessments in their P2i report.
<p><b>Section 2.1.3 ‘Eligibility and suitability determination’ is now Section 2.1.1</b></p> <p><b>Added suitability indicators and the final two eligibility criteria were removed from this section</b></p>	<p>To assist both providers and potential service users to identify whether QCSS is the most appropriate program to meet a service user’s objectives</p>	<p><b>Existing service users</b> will not be required to undergo a suitability determination. As part of ongoing six-monthly support plan reviews, providers may use the suitability criteria to identify whether complementary services (delivered alongside QCSS) would benefit an existing service user.</p> <p>When intaking <b>new service users</b>, Access Point and providers will apply the suitability determination alongside eligibility. The suitability determination will not cause people to be ineligible for QCSS if they meet eligibility criteria, but it will help assess whether other programs would be more suitable to meet the service user’s specific needs.</p> <p>Where the suitability criteria show that the service user may be better suited to an alternate service, the QCSS Access Point or service provider may assist the person to identify and access these services. This section recognises that some people may be eligible for QCSS but that another program or service might be able to offer more targeted supports.</p> <p>The final two eligibility criteria were removed as the addition of the suitability criteria is intended to cover the criteria relating to assistance with retaining independence and Section 2.1.4 adequately covers the eligibility criteria regarding people living in the community. Eligibility is not functionally impacted by these changes, it is simply intended to simplify the criteria and to avoid repeated information.</p>
<p><b>Section 2.1.5</b></p> <p><b>Clarification on eligibility considerations for children</b></p>	<p>To clarify the circumstances under which a child and their carer/guardian may be supported by QCSS</p>	<p>This change does not impact the eligibility of children for QCSS but is intended to ensure that children receive appropriate services and that their carers and guardians are directed to appropriate support services.</p>
<p><b>Section 2.2.1 and 2.2.2</b></p>	<p>To define information, linking, and networking</p>	<p>This additional section is intended to provide <b>service providers</b> with clarity regarding what information,</p>

<b>Added section on Information, Linking and Networking</b>	activities in the context of QCSS, including types of information, linking, and networking activities and how these activities should benefit the service user experience.	linking and networking may look like in the QCSS program and the wider service ecosystem.
<b>Section 2.2.3 Updated wording on Service Availability Register</b>	To clarify the function of the Service Availability Register	This change seeks to offer clarity to <b>service providers</b> on the functionality of the Service Availability Register (SAR).
<b>Section 2.3.1 Additional wording regarding use of Community Connection Support hours for re-assessing clients at intake</b>	To provide clarity to QCSS providers regarding how they may use CCS hours in a situation where the service users needs are greater than originally assessed	This change is intended to support <b>service providers</b> to identify where a service user's needs may have progressed beyond the scope of QCSS between assessment and intake and to clarify the use of CCS hours to refer these service users to more appropriate supports.
<b>Section 2.3.2 Updated wording on assessing service user's goals and needs.</b>	To provide more information on how Access Point assesses service user's goals and motivations and how these inform the support plan	<p>This change is intended to support <b>service providers</b> to build on previous discussions service users have had with QCSS Access Point regarding goals and motivations. Service providers will need to ensure that these goals, needs, and review periods are defined prior to service commencement.</p> <p>Effective 1 July 2024, QCSS Access Point has implemented these changes with new service users to identify goals and motivations and ensure these are captured in their Support Plan more thoroughly.</p>
<b>Section 2.3.3 Additional wording to clarify use of CCS hours for support plan development</b>	To provide clarification about which support code can be used to undertake support planning activities	This change is intended to clarify that Community Connection Supports is the appropriate service code against which support plan development activities should be counted
<b>Section 2.3.7</b>	To clarify how QCSS allocates funding	This change seeks to clarify that QCSS funding is not allocated to an individual but rather to the <b>service</b>

Removed wording regarding block funding and replaced with additional clarification around how funding is allocated		<b>provider</b> and as such funding is not transferrable from one outlet to another.
<b>Section 2.3.8</b> Updated wording on service allocations declined by service users and referral pathways for out of scope service users	To guide responses to multiple or repeated service allocations that are declined by service users and to assist services to support service users who are identified as being out of scope upon service commencement or who may become out of scope due to a change in circumstances	This change intended to provide clarity where <b>service users</b> decline multiple service allocations, and all options in the region have been exhausted. This change is intended to clarify the referral pathway for <b>service users</b> who are identified as being or become out of scope during service delivery. Neither of these changes is intended to impact <b>service users</b> eligibility for QCSS or their ability to access a service, merely to clarify the appropriate actions where there is a change in the service users circumstances.
<b>Section 2.4.1</b> Relocated wording regarding exit strategies for service users	To ensure all relevant information is contained in the same section	This change is intended to bring together all information about <b>service users</b> exiting the program into one section but does not impact or change the process of exiting QCSS.
<b>Section 2.4.1</b> Added wording regarding process for referral when service user's change location	To provide clarity around the process of ceasing or continuing QCSS services when the service user moves out of the catchment area	This change is intended to provide clarity around the process that a <b>service provider</b> should undertake when a <b>service user</b> they are currently providing services to moves out of the contracted catchment area.
<b>Section 2.4.3</b> Added wording regarding when supports can be limited	To ensure that the service user's support plan is informing the services they receive and that appropriate workplace health and safety policies are in place.	<p>This change is intended to provide clarity for both <b>service providers</b> and <b>service users</b> regarding how the support plan informs the services provided. Service users should only have their services limited or ceased on the basis of their support plan if a review has been undertaken of their support plan that supports this change.</p> <p>The change to wording regarding limiting services due to a risk to WHS is intended to clarify how <b>service providers</b> may use CCS hours to refer the client to an alternative service. It is expected that service providers will already have appropriate WHS</p>

		policies and procedures in place, and this change is not intended to contradict or alter any existing policies.
<b>2.4.4 Changed order of priority for re-allocation of support hours</b>	To ensure that existing service users are receiving appropriate supports	This change is intended to ensure that existing <b>service users</b> are receiving appropriate services and to allow <b>service providers</b> to manage their allocated funding and hours efficiently.
<b>Section 2.5.3 Additional wording regarding reporting rules for linking and referral activities and discussions with service users</b>	To clarify how these activities should be reported	<b>Service providers</b> will count linking and referral activities and goal discussions with service users as Community Connection Supports T503.
<b>Section 2.6.4 Added wording regarding service continuity for service users ageing out of QCSS</b>	To clarify how QCSS may be utilised until Aged Care supports are finalised	This change is intended to provide clarity to <b>service providers</b> regarding their ability to continue supports for service users aged 65 and above who have applied for and are awaiting finalisation of their Aged Care arrangements.
<b>Section 3.1 Additional wording regarding fee scales and moved explanatory notes alongside their relevant principle</b>	To clarify how fee scales should be used to advise service users of potential costs associated with QCSS services	<p>Many providers have adopted a sliding fee scale for QCSS services. All <b>service providers</b> are required to provide information to service users regarding reduced fees/waived fees in instances where the user cannot pay. This change formalises the use of fee scales in QCSS to ensure that service users are not paying more than they can afford for services.</p> <p>This change will have no impact on new or existing QCSS service users.</p>
<b>Section 4.3 Updated wording on varying proportion of service type</b>	To enable service providers to modify the proportion of services they deliver to support local/regional demand.	Where <b>service providers</b> identify that there is more need for one service type over another in their community, they may discuss changing the proportion of delivered service types with the department.
<b>Section 4.3.1</b>		<b>Service providers</b> will be required to report on over delivery (more than 110%) as well as under delivery.

<b>Updated wording regarding over delivery</b>	To ensure demand data is communicated to inform future planning.	
<b>Section 4.4 Removed travel time to/from service user from excluded activities</b>	To allow QCSS providers to count travel time to/from the service user where appropriate	<b>Service providers</b> may count travel time as part of their QCSS funded hours.
<b>Section 4.6.1 Removed wording unrelated to QCSS</b>	To simplify the practice manual	This change is intended to simplify the practice manual and only require <b>service providers</b> to provide information relevant to QCSS when there is a service closure. Where a service is running another program in addition to QCSS, this change is not intended to contradict or nullify any service closure arrangements required by other programs or funding bodies. Removed requirements include providing information about organisation specific policies, protocols etc., staffing arrangements, assets, and telephone numbers.
<b>Section 4.7, Section 4.8, Section 4.9, Section 4.10, Section 4.11, Section 4.12, Section 4.13, Section 5, and Section 6 Removed wording contained in Service Agreement – Standard Terms</b>	To simplify the practice manual	This change is intended only to simplify the practice manual. All wording removed from these sections is contained in the Service Agreement – Standard Terms which all QCSS providers are party to in their service agreement. This change will have no impact on <b>service users</b> or <b>service providers</b>