



# QCSS Service Types

## Purpose of this document

The Queensland Community Support Scheme (QCSS) is to provide low intensity basic care and supports to assist eligible people to increase their connection to their local community and live independently. The goal of QCSS is to empower Service Users to engage with their local community, increase their capacity to live independently and, as appropriate, facilitate access to the broader service system for further support.

This document is designed to provide further guidance regarding the changes in service type arrangements in QCSS from 1 July 2023 and how these service types should be recorded and reported by services. This document is to be read in conjunction with the QCSS Practice Manual.

## T502 Direct Care and Support (up to 85% of support)

### Description

Direct Care and Support is support that can be delivered in the community, in the home, or at agreed venues. They are delivered by support workers in accordance with the person's support plan and with the intention of increasing or maintaining a person's independence and connection to community.

- Supporting the Service User to undertake activities on their own and reduce their dependence on funded supports.
- Supporting the Service User to undertake day to day living activities, including accompanying them to appointments.
- Tailored to the Service User's identified and planned goals from their Support Plan.

### Types of supports (either in the community or at-home) include:

- Assisting the person to build their skills in managing regular household activities such as to plan and prepare meals, cleaning, laundry and other household chores.
- Assisting the person to develop skills in managing their personal care activities, such as bathing, dressing and personal grooming as part of support arrangements to help them increase their connections with others and their community.
- Assistance with managing household correspondence, supporting the person while they make appointments, placing reminder calls, helping them to build skills to manage paperwork and bills.
- Prompts and reminders without a support worker needing to be present in the person's home (e.g., a scheduled phone call or text message to remind them to do a specific task).
- Essential yard maintenance specifically to ensure safety in access and mobility around the home external environment. This includes ensuring safe access to essential external items such as the washing line and outdoor bins and should be done together with the person, so they learn how to do these tasks independently.
- Assistance to access essential services in the community such as shopping, banks or post office services.

- Support to get to and participate in appointments with care and support services, including support to make and maintain regular appointments where they are unable to do so without support.
- Attending with the person, including transport as appropriate, to support their participation in community and social activities, whilst building their confidence and capability to attend activities, services and appointments independently.

## **T503 Community Connection Supports (minimum 15% of support)**

### **Description**

- Community Connection Support is aimed at assisting the Service User to build capacity for independence through community participation and connection to stronger informal and formal supports and networks. The outcome of which helps address social isolation through increased community participation.
- This service type is about harnessing the ability for QCSS providers to develop expertise and understanding of networking opportunities within the broader service system, and for these skills to be actively utilised to connect the Service User with opportunities in the broader service system.
- This activity is based on the understanding that service outlets have strong connections to, and understanding of, their local communities, support services and opportunities available, and have relationships that will enable ease of access to these services for people.
- Community Connection Supports is being funded at a higher level in recognition that the nature of the activity being requested has greater complexity and may require different staffing skillsets.

### **Types of supports include:**

- Connecting people to other supports and services in their community that can assist with meeting the person's holistic needs and achieving the goals and outcomes in their support plan. This support is for the initial engagement process between the service user and the other supports or services. It may include:
- investigating and identifying other support options (both formal and informal) in their local community
- providing information about options to the service user
- referring, or supporting the person to refer to these services and supporting the initial engagement process between the individual and alternative support.

Please note that once an initial connection is established between the service user and the alternative supports or services (provided through the Community Connection Supports service type), any additional supports will be provided through the Direct Care and Support service type.

- Activities that develop independence and self-reliance in the person, where suitable, and in line with the goals and aspirations of their support plan.
- Assisting people to identify goals to increase independence and ensuring these are included in their support plan.
- Combining understanding of the person's identified needs with the organisations expertise and knowledge of the broader services sector, to link a person to supports and services

which help achieve the outcomes identified in their support plan that lead to greater independence.

- Supporting people to engage or re-engage with health and mental support services with the goal of expanding the client's network of support, as appropriate, and in line with the support plan, through proactive referrals and supportive engagement activities. The outcome is to enable the establishment of the relationship between the individual and provider.
- Supporting people to explore and engage with interests and activities in their local community, which may include local clubs, social networks, volunteering opportunities, or interest groups that assist in reducing social isolation and enhance their participation in the community.
- The Community Connection Support service type should be prioritised for these activities above, however the following options may also be utilised:
  - Time spent developing a person's support plan, and any subsequent review of that plan would be captured as part of this service type.
  - Support planning should include identifying a person's interests and goals and supporting them to build stronger networks, both formal and informal
- If there is no available capacity to record the time spent developing individuals' support plans and/ or reviews under the allocated hours for Community Connection Support service type, then services may continue to record higher hours against the Community Connection Support service type and note this in their P2i report comments fields.
- The process of active connection to community should aim, wherever possible, to reduce the Service User's reliance on QCSS Direct Care and Support services.

## Example 1 – Direct Care and Support

A worker spends two hours directly helping a person to plan and prepare meals, helping with the laundry, cleaning the bathroom and other household chores which the person cannot do well independently.

Provider to report two hours against the *Direct Care and Support* service type.

## Example 2 – Direct Care and Support

A worker spends two hours attending appointments with a client because they are unable to attend without assistance.

Provider to report two hours against *Direct Care and Support* service type.

## Example 3 – Community Connection Supports

A service user identifies that they need to access a weekly appointment in the community, but have no way to get there. By agreement of the service user, the worker identifies and contacts the local Community Transport provider to refer the service user. They assist the service user in

explaining their needs to the CT provider and assist them to navigate the booking processes to ensure they are confident to self-manage this engagement moving forward. The person can now attend the weekly appointment independently with no further support needed by QCSS for this identified need. The person was also provided with information in relation to the Taxi Subsidy Scheme which they are eligible for. This activity takes one hour to complete.

Provider to report one hour against the *Community Connection Supports* service type.

## **Example 4 – Direct Care and Support and Community Connection Supports**

A Service User indicates because of moving to a different town recently, they have lost connection to their community mental health service and no longer have a GP. The worker supports the Service User in identifying the local community mental health service, making a referral, supporting the Service User to collate the necessary paperwork to access the new service, and establishing the initial appointment.

The worker also assists the Service User to identify a local GP clinic that is on the bus route from their new address that they could access easily. The person advises that they have used the bus before and are okay with this arrangement. The worker assists them to make an initial appointment with the GP clinic and assists them to identify the correct bus time and day to get to the appointment. This activity with the Service User takes one hour.

At a subsequent visit, the worker directly supports the Service User to attend the appointment with the community mental health clinic, which takes two hours.

Provider to report one hour against *Community Connection Supports* service type.

Provider to report two hours against *Direct Care and Support* service type.

## **Example 5 – Direct Care and Support and Community Connection Supports**

A person is isolated with limited family/ friend networks locally but has expressed an interest in art. The service provider helps identify a volunteering opportunity at a local art gallery and facilitates access by liaising with the volunteer coordinator to determine the appropriateness of the position. The service provider assists the person to meet the volunteer coordinator and identifies suitable volunteering activities. It is identified the person will need a support worker to help them get to their first volunteer session to gain confidence. This activity takes one hour.

A support worker attends a person's house and spends 30 minutes supporting them to get ready to attend their first rostered shift in their volunteer role at an art gallery. The support worker then transports the person to the art gallery, supports them in their first hour of their volunteer session. The person is confident to remain at the gallery and continue their volunteering duties with the assistance of the gallery staff and volunteers. A total of two hours is used including travel time to the gallery.

Provider to report one hour recorded as *Community Connection Supports* (for support to identify and facilitate access)

Provider to report two hours recorded as *Direct Care and Support* (support to directly engage with activity).