

The cost per service under the new support home program will prohibit many people accepting the services that are required. Our agency collect fees for PC under CHSP and have as many as 3 out of every 4 people declining due to needing to pay a fee. For PC the client may need daily or at least 2-3 times per week. That can add up over \$100 per month for a service that they cannot afford. Clients requiring PC will also likely be needing additional supports like DA, shopping, Gardening and each of these will come with a fee also. There will be many vulnerable clients that will say no. This program will not meet there needs and then they will rely on CHSP and CHSP is currently not got capacity to take on the number of clients. The reduced care management to 10% will see organizations reducing the number of care managers that they employ, increase the number of clients the care managers are managing which will place more clients at risk and become meaningless. Clients are already saying i cant reach my care manager that's because the case loads are to great to service the clients. Some of new providers of assessment in Victoria are making clients wait over 9 weeks for a review. 3-4 months or longer for an assessment. This is unacceptable. Also more and more assessments are being done over the phone which means you cant really see what is going on. Referrals are being sent more and more to service providers for PC care prior to assessment, meaning service providers are having to assess the client to be able to deliver the services. Many service providers are declining these referrals stating that the client has not been assessed therefore its not safe to send in our staff therefore leaving people vulnerable.