

Flexible service response

Introduction

Flexible service response (FSR) funding aims to enable the development and testing of new, innovative and ongoing approaches to service delivery to ensure a flexible, responsive and evolving service system. FSR funds activities targeted to clients.

Flexible service responses reflect the intention of the active service model and diversity planning and practice to ensure access by priority groups, a focus on person-centred care, capacity building and restorative care in service delivery.

The FSR funding category is used to resource new, evolving and ongoing service delivery models, that are in addition to the standard HACC service types. For example:

- activities, developmental projects or trials designed to test and evaluate new or innovative service delivery models and approaches for specific groups of HACC-eligible people
- activities or approaches which have developed beyond projects to become ongoing services in addition to other HACC service types. For example: support for Aboriginal people to attend important cultural gatherings such as funerals.

Scope

FSR arrangements must be negotiated and mutually agreed between the Department of Health regional office and the funded organisation. The arrangement will be reviewed over time to determine whether the service or approach can be accommodated within a particular HACC activity or whether it should remain under the FSR category.

Staffing statement

Staff delivering programs or activities funded through flexible service response (FSR) must hold the relevant qualifications as outlined in Part 1: 'Employee and related requirements'.

Reporting requirements

Agencies funded for FSR will report direct client service delivery through the HACC MDS using the relevant activity type (for example personal care, if the FSR funds went into the delivery of personal care).

Agencies will report any other activity through the service activity report as negotiated with the regional office.