Commonwealth Home Support Programme Quick Reference Guides
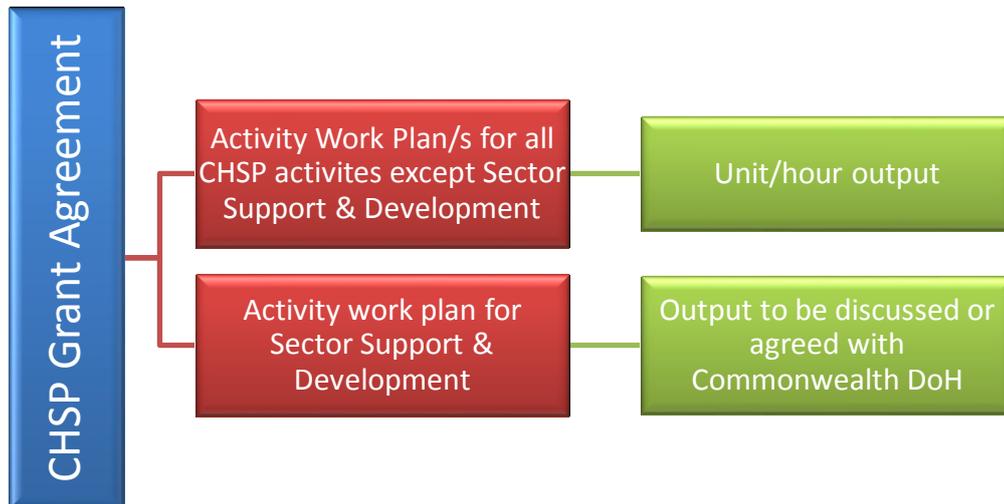
Contents

Commonwealth Home Support Programme (CHSP) Checklist

This information sheet has been developed by the Commonwealth Department of Health (DoH) to assist organisations, funded for CHSP, to begin operating as a CHSP provider in Victoria. This information should be read in conjunction with related CHSP information and your CHSP Grant Agreement with the Commonwealth. Please note the information is not applicable to providers that only receive funding for Sector Support and Development activities, and there is a separate checklist for these providers at page 5.

The diagram below is an overview of the CHSP Grant Agreement components.

```
                    ┌─────────────────────────────┐      ┌─────────────────────────────┐
                    │ Activity Work Plan/s for all │      │                             │
┌──────────────┐    │ CHSP activites except Sector │──────│      Unit/hour output       │
│              │    │    Support & Development     │      │                             │
│   CHSP Grant │────┤                             │      └─────────────────────────────┘
│   Agreement  │    ├─────────────────────────────┤      ┌─────────────────────────────┐
│              │────│    Activity work plan for    │      │  Output to be discussed or   │
└──────────────┘    │      Sector Support &        │──────│         agreed with          │
                    │       Development            │      │      Commonwealth DoH        │
                    └─────────────────────────────┘      └─────────────────────────────┘
```

The following is a checklist of actions that are essential for you to complete. This information is available on Commonwealth websites, and the relevant links are highlighted in blue throughout this document. To access a link, hold down the control key on your keyboard and click on the blue text.

If you have difficulty with the process, or if you have any queries, you can contact your Commonwealth Grant Agreement Manager (GAM) for support.

General

☑   CHSP Grant Agreement signed.

☑   First payment for CHSP activities received.

☐   Client fee structure in place, in line with the Client Contribution Framework and the National Guide to the CHSP Client Contribution Framework.

☐   Information sheet: Quality Review Process Overview and Home Care Quality Guidelines read.

☐   CHSP Manual read. The manual describes the CHSP funded activities and your responsibilities as a CHSP provider.

☐   CHSP Guidelines read. The guidelines explain the organisational processes.

☐   Living well at Home: CHSP Good Practice Guide read. The guide explains the wellness approaches to providing home support services.

☐   Grant Agreement. Your Grant Agreement Manager will work with you to manage your CHSP Grant Agreement going forward, and can help you with any CHSP related questions.

☐   Activity Work Plan/s agreed. Activity Work Plans describe the funding amounts and outputs (targets) for each funded CHSP activity. Most providers have completed this process, and some are still in negotiation. Activity Work Plans for Sector Support and Development activities will be developed through a separate

process and providers will be contacted regarding the process. Providers with activities other than Sector Support and Development that were not previously assigned outputs have been contacted to determine outputs (targets).

Accessing and using the My Aged Care provider portal

My Aged Care is the key government outlet for Aged Care information and services across Australia. The bulk of referrals to your CHSP service will come from My Aged Care, and therefore you must be registered with My Aged Care. This short video provides an overview, as does the My Aged Care Guidance for Providers. Support and resources can be accessed online or by calling the My Aged Care help desk on 1800 836 799.

The following is the process for your organisation to be established on the My Aged Care provider portal:

☐ Staff registered for AUSkey. An AUSkey is a secure login that identifies you when you use participating government online services on behalf of a business. AUSkey allows you to access and send business information to government online, and to access My Aged Care. All your staff who will be using My Aged Care must register for an AUSkey. The Australian Business Register explains the process. This includes providing relevant identification details of each staff member using AUSkey.

☐ Administrator appointed. Your Administrator (generally a manager or team leader) is responsible for setting up the structure of your organisation in the My Aged Care provider portal and creating staff user accounts, including additional Administrator accounts as required (see below for more detail). Your organisation would have received an email with the Organisation Administrator Registration form attached. If your Administrator has left your organisation, you will need to appoint a new Administrator and ensure the person has access to the My Aged Care provider portal.

☐ My Aged Care provider portal accessed by your Administrator. The Administrator ensures the following:

   ☐ Account activated. Your Administrator will be stepped through this process when they log in to My Aged Care for the first time.

   ☐ Outlet/s set up and information displayed correctly (outlets = groupings of services).

   ☐ Service items (funded activities) assigned to outlet/s.

   ☐ Staff accounts created and assigned to outlets (i.e. nominating Team Leaders to manage referrals).

   ☐ Outlet/s set to active and whether each service is available.

   ☐ Waitlist identified, if required, for each service.

☐ Clients who were receiving a Home and Community Care (HACC) service when HACC services for older people transitioned to CHSP on 1 August 2016 are not required to be registered with My Aged Care unless the client's needs have significantly changed and an assessment is needed. However services to these clients need to be included in the Data Exchange (DEX) reporting. See the Reporting section below.

☐ Referrals are being received and accepted/rejected smoothly. If you are having difficulties with referrals in My Aged Care, please contact the My Aged Care help desk on 1800 836 799.

Reporting

Accessing and using the Data Exchange web-based portal for performance reporting

The Data Exchange is the Department's CHSP reporting system and can be accessed using the same AUSkey used to access My Aged Care. Training resources can be accessed online. Support is also available by phoning the Data Exchange helpline on 1800 020 283.

The following is the process to establish your organisation's Data Exchange account:

☐ Data Exchange Protocols read. The Data Exchange manual contains information about setting up and using the Data Exchange.

☐ Data Exchange Webinars watch. You can view previous webinars and keep up to date with upcoming webinars on the Data Exchange.

☐ User Access Request Form completed by all staff that will be using the Data Exchange. You can use this form to appoint an Administrator (usually a manager or team leader) who will set up your services on the Data Exchange. You can also use this form to choose whether other staff can change/add or view information in the Data Exchange.

☐ Data Exchange web-based portal accessed by your Administrator, who does the following:

    ☐ Account activated. Your Administrator will be stepped through this process when they log in to the Data Exchange for the first time.

    ☐ Additional users added. Your Administrator will only be able to add users who have filled in the User Access Request Form.

    ☐ Structure of organisation added and information displaying correctly.

    ☐ Outlet/s set up and information displayed correctly.

    ☐ Programme activities (funded activities) assigned to outlet/s.

    ☐ Data entered for clients, cases and sessions. Data will need to be entered for two reporting periods 1 January – 30 June (data must be entered by 30 July) and 1 July – 31 December (data must be entered by 30 January). Once a reporting period has closed (on 30 July and 30 January) data for that reporting period will not be able to be submitted to the Department.

    ☐ There are three ways of entering client data to the Data Exchange web-based portal (see https://dex.dss.gov.au/access/):

        1. Direct entry through the web-based portal, which can be used like a free case management system,
        2. System-to-system transfer, or
        3. Bulk uploads.

    ☐ Reports accessed. The reports are generated from data you have entered, and can be viewed at any time.

Reporting outside the Data Exchange

☐ Financial Acquittal & Service Stocktake report completed. This report provides the Department with progress against your compliance or other reporting. It also provides the Department certification stating that funds were spent for the purpose outlined in the CHSP Grant Agreement and in which you are required to declare unspent funds. This report is due on 31 October each year. The Department will send a report template to you prior to the due date.

☐ Reporting of Sector Support and Development will be included in the Financial Acquittal & Service Stocktake report. At this stage, please continue to keep records of these activities in the same way you have been in the past. The Department will contact you to discuss the reporting requirements for these activities under CHSP.

If you have difficulty with the process, or if you have any queries, you can contact your GAM for support. If you do not know who your GAM is, contact details are provided on page 8. If you are unsure, you can contact the Department on 1800 900 554.

Commonwealth Home Support Programme (CHSP) Checklist – for providers with only Sector Support and Development activities

This information sheet has been developed by the Commonwealth Department of Health (DoH) to assist organisations, funded for CHSP, to begin operating as a CHSP provider in Victoria. This information should be read in conjunction with related CHSP information and your CHSP Grant Agreement with the Commonwealth. Please note the information is applicable to providers that **only** receive funding for Sector Support and Development activities. There is a separate checklist for providers of other CHSP activities, and who provide both other activities and Sector Support and Development activities at page 2.

The diagram below is an overview of the CHSP Grant Agreement components.
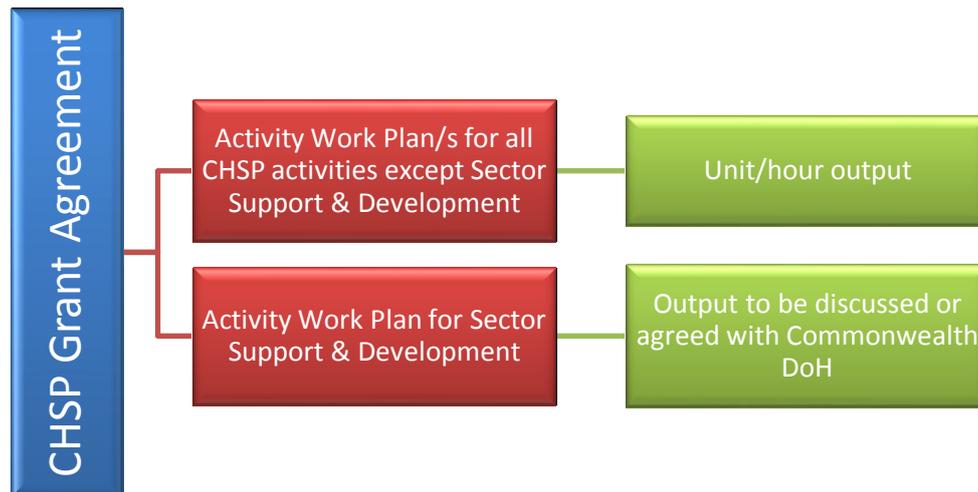
The following is a checklist of actions that are essential for you to complete. Further information and relevant links are highlighted in blue throughout this document. To access a link, hold down the control key on your keyboard and click on the blue text.

If you have difficulty with the process, or if you have any queries, you can contact your Commonwealth Grant Agreement Manager (GAM) for support.

General

☑ CHSP Grant Agreement signed.

☑ First payment for CHSP activities received.

☐ CHSP Manual read. The manual describes the CHSP funded activities.

☐ CHSP Guidelines read. The guidelines explain the organisational processes.

☐ Living well at Home: CHSP Good Practice Guide read. The guide explains the wellness approaches to providing home support services.

☐ Grant Agreement. Your Grant Agreement Manager will work with you to manage your CHSP Grant Agreement going forward, and can help you with any CHSP related questions.

☐ Activity Work Plan/s. Activity Work Plans describe the funding amounts and outputs (targets) for each funded CHSP activity. Providers with Sector Support and Development activities will be contacted regarding this process.

☐ Record keeping. At this stage, please continue to keep records of your Sector Support and Development activities in the same way you have been in the past. The Department will contact you to discuss the reporting requirements for these activities under CHSP.

Reporting

☐ Financial Acquittal & Service Stocktake report completed. This report provides the Department with progress reporting for your activities against your agreed Activity Work Plan and a financial declaration. This report is due on 31 October each year. The Department will send a report template to you prior to the due date.

If you have difficulty with the process, or if you have any queries, you can contact your Commonwealth GAM for support. If you do not know who your GAM is, contact details are provided in the chart on page 8. If you are unsure, you can contact the Department on
1800 900 554.

Commonwealth Home Support Programme (CHSP) flowchart

This information sheet has been developed by the Commonwealth Department of Health to assist CHSP funded organisations to begin operating as a CHSP provider. This information should be read in conjunction with related CHSP information and your CHSP Grant Agreement with the Commonwealth.

Please note, providers with Sector Support and Development and other block funded activities will be contacted by the Department about how these activities will be reported against.

CHSP Grant Agreement signed.	**July payment for CHSP activities received.**	**My Aged Care set up.** Please see checkist for steps. Please note this step does not apply to providers who are only funded for Sector Support and Development activities.	**Data Exchange (DEX) set up**. Please see checkist for steps. Please note this step does not apply to providers who are only funded for Sector Support and Development activities.	**Client fee structure in place.** Please note this step does not apply to Sector Support and Development activities.	**Commonwealth Home Support Programme (CHSP) Manual read.**
CHSP Guidelines read.	**Living well at Home: CHSP Good Practice Guide read.**	**Data Exchange reporting due 30 July** (for period 1 January – 30th June). Please note this deadline **does not** apply to CHSP activities where funding began on 1 July 2016	**October payment for CHSP activities received.**	**Indexation increase for 2015-2016 received in October payment.**	**Grant Agreement Manager appointed.**
Financial Acquittal & Service Stocktake Report – 31 October.	**Activity Work Plan/s outputs (targets) agreed.** Please note: providers with Sector Support and Development and other block funded activities will be contacted by the Department about how these activities will be reported against.	**January payment for CHSP activities received.**	**Data Exchange reporting due 30 January** (for period 1 July – 31st December). Please note this deadline applies to **all CHSP activities**.	**April payment for CHSP activities received.**	**July payment for CHSP activities received.**

CHSP Victoria – structure and contacts

Director Aged Care Planning and Programmes
George Pappas

CHSP Team 1	CHSP Team 2	CHSP Team 3	CHSP Team 4	CHSP Team 5
Western Metro and Barwon South Western	Northern Metro and Loddon-Mallee	Southern Metro and Gippsland	Eastern Metro and Hume	Grampians
Assistant Director David Flood	**Assistant Director** Kear Whitewolf	**Assistant Director** Sam Richards	**Assistant Director** Leeanne Lambart	**Assistant Director** Dannielle Betheras
Team Leaders	Team Leaders	Team Leaders	Team Leaders	Team Leaders
Grant Agreement Managers	Grant Agreement Managers	Grant Agreement Managers	Grant Agreement Managers	Grant Agreement Managers
1800 900 554 CHSP.VIC.Team1@health.gov.au	1800 900 554 CHSP.VIC.Team2@health.gov.au	1800 900 554 CHSP.VIC.Team3@health.gov.au	1800 900 554 CHSP.VIC.Team4@health.gov.au	1800 900 554 CHSP.VIC.Team5@health.gov.au