

JANUARY 1, 2016



***Guide to CHSP Reporting and Out-of-Scope Activities***

***New England Sector Support Team***

## ***Guide to CHSP Reporting and Identifying Out-of-Scope Activities***

*This document aims to provide a guide to help service providers understand Commonwealth Home Support Programme (CHSP) reporting requirements and identify out-of-scope activities which should not be claimed.*

*Disclaimer: Please note this booklet is a guide and while every attempt has been made to provide accurate information reporting requirements and out-of-scope activities may change, so please check with the Department of Social Services (DSS), My Aged Care and the Commonwealth Home Support Programme guidelines for current information. .*

*The information presented was the best available to the knowledge of the developer at the time.*

*Developed by: New England Sector Support Team. .*

*April 2016*

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# DSS Reporting Requirements

Department of Social Services: Ageing and Aged Care Reporting Requirements

Link: <https://www.dss.gov.au/ageing-and-aged-care/programs-services/commonwealth-home-support-programme/reporting-requirements>

As part of the CHSP, new reporting arrangements have been established through the Data Exchange.

The Data Exchange replaces all existing service activity reports (Output Variation Reporting and the HACC Minimum Data Set) for the CHSP from 1 November 2015.

On 1 November 2015 the Data Exchange became available for all service providers as they entered into a new CHSP grant agreement.

Importantly the Data Exchange will provide client level data as opposed to aggregated data and will support better outcomes for clients in the future.

The implementation of the Data Exchange means there will be:

- there is now a dedicated Data Exchange website
- fewer, more targeted data items reported
- streamlined reporting arrangements
- a simple and easy to use IT tool that allows for system to system transfers, bulk uploads or a free web-based portal
- greater access to client outcome data
- a partnership approach to reporting information about client outcomes

## Reporting Timeline

A CHSP reporting timeline is available to clearly outline what is required of providers from 1 July 2015 to 30 July 2016.

The reporting timeline outlines:

- reporting and acquittals for the 2014-15 financial year
- reporting and acquittals for the transition period (1 July – 31 October 2015)

## Contacts

Enquiries can be emailed to [CHSP@health.gov.au](mailto:CHSP@health.gov.au)

If you have questions about using the My Aged Care provider portal you are encouraged to review support materials and talk to colleagues to resolve any concerns or questions in the first instance.

If this does not help to answer your question or concern, please contact the My Aged Care provider and assessor helpline on 1800 836 799 between 8 am to 8 pm Monday to Friday and 10 am to 2 pm Saturday.

# Grant Recipient Reporting

Commonwealth Home Support Programme: Programme Manual 2015

Exert from the Commonwealth Home Support Programme: Programme Manual 2015

Link: [https://www.dss.gov.au/sites/default/files/commonwealth\\_home\\_support\\_programme\\_chsp\\_manual.pdf](https://www.dss.gov.au/sites/default/files/commonwealth_home_support_programme_chsp_manual.pdf)

## 5.3 Grant Recipient Reporting

### 5.3.1 Overview

#### Grant Recipient Responsibility in Managing Risk

Grant recipients are to actively work to identify and address potential risk, to ensure the safety of service users, staff and the organisation and should refer to the Home Care Standards for further guidance.

#### Reporting Elements and Timing of Reports

Under the Commonwealth Home Support Programme, grant recipients will be required to submit reports relating to the Activity described in Item B of the Grant Agreement.

The Activity means any tasks, activities, services or other purposes for which the grant is provided.

Reports will in the main, cover the following elements:

- Financial reporting – reports to facilitate acquittal of funds expended, providing assurance and evidence that public funds have been spent, as specified in the Grant Agreement
- Performance reporting – reports on service delivery activities and outcomes
- The type and frequency of Activity reports due are outlined in Items E and F of the grant recipient's Grant Agreement

**Table 2 – Key Reports – Commonwealth Home Support Programme**

<b>Report</b>	<b>Reporting Period</b>	<b>Final due date to the Department</b>	<b>Description</b>
Financial acquittal report	1 July to 30 June	31 October	A report which facilitates acquittal of funds expended, providing assurance and evidence that public funds have been spent for their intended purpose, as specified in the Grant Agreement.
Performance/ Service Delivery Report via DSS data collection system	1 July to 31 December  1 January to 30 June	31 January  31 July	A report on service delivery activities and outcomes.

### 5.3.2 Accounting for the Grant

Under clause 9 of the Terms and Conditions, grant recipients must spend the Grant:

- Only on carrying out the Activity
- In accordance with the Grant Agreement (including in accordance with the Budget for the Activity specified in the Grant Agreement)

All financial information provided by grant recipients should relate to the relevant financial year that is being acquitted.

Financial reports are to be provided separately for each Activity (in this case, at the Sub-Programme level – refer to Section 2.1 of this Programme Manual for information on Sub-Programmes) for which funding is received.

### The Financial Reporting Process

The Department requires grant recipients to provide assurance and evidence that grant funds have been spent for their intended purpose. This is in the form of financial reporting which is used to determine:

- that funding provided by the Department has been spent by the grant recipient in accordance with the Grant Agreement (financial)

For multi-year grant agreements it is normal Departmental practice to acquit funding annually. The purpose of an annual acquittal within multi-year agreements is to assist assessment of whether the grant recipient is on target with their expenditure and performance.

Most funding acquitted in the Department is based on a financial year cycle however, some activity periods in grant agreements are for set periods or for a calendar year cycle. Grant recipients should refer to their Grant Agreement to ascertain their reporting periods.

### Types of Financial Reports

Grant recipients must provide financial acquittal reports in the form and at the times set out in E.4 Accounting for the Grant in the Grant Agreement, or otherwise notified in writing.

### Client Fees

Client fees, as defined in Chapter 4 of this Programme Manual, are not part of the financial acquittal report. The acquittal report only acquits the grant provided by the Department.

## 5.3.3 Managing Performance

### Flexibility Provisions

The Commonwealth Home Support Programme Grant Agreement requires grant recipients to deliver the service outputs specified in the Agreement.

However, in some cases flexibility is available to accommodate the changing needs of the local community.

For example, where a service provider receives a large volume of referrals from My Aged Care for clients requiring social support, but less than the level of referrals expected for personal care, it may need to utilise a small portion of the funding it receives for personal care to deliver social support.

In such cases, within the Community and Home Support Sub-Programme and Care Relationships and Carer Support Sub-Programme:

- Grant recipients must deliver 100 per cent of their agreed outputs; OR
- Grant recipients can deliver no less than 80 per cent of agreed outputs; AND



- Grant recipients may deliver additional needed services within the same Sub-Programme with the remaining 20 per cent, provided they can demonstrate they are delivering value for money

As outlined in Section 3.4.1 of this Programme Manual, where a client's needs are changing significantly or an additional, new service type is needed, the service provider must refer the client to My Aged Care for review. This helps ensure any new services are recorded on the client record. Following advice by My Aged Care, the grant recipient may then, with the client's permission, use the flexibility provisions to deliver the additional service type to the client.

All outputs must represent value for money. For example:

A grant recipient may be funded on the shared agreement that they will deliver 100 hours of Personal Care (funding provided \$1,000) and 100 hours of Nursing (funding provided \$2,000). Due to changing client needs they need to deliver only 80 hours of Personal Care. As long as they comply with the 80 per cent rule they may use the funds otherwise provided for Personal Care services to deliver additional Nursing services as long as they can demonstrate they are still delivering value for money.

*How will the Department assess whether grant recipients are delivering value for money when they use the flexibility provisions?*

Grant recipients must be able to demonstrate that in doing this they have achieved value-for-money. To do this, the Department will consider the indicative unit cost of Personal Care delivered by that provider in that region (i.e. 100 hours for \$1,000 is \$10 per hour) and of Nursing (100 hours for \$2,000 is \$20 per hour).

The grant recipient has \$200 available to spend or use on Nursing, equating to an extra 10 hours to meet the additional need or demand for this service. Therefore, provided that the grant recipient delivers 80 hours of Personal Care and 110 hours of Nursing, value-for-money has been achieved.

It is important that grant recipients indicate their capacity to provide these additional services on My Aged Care to ensure they can receive referrals for clients. Grant recipients must also ensure they meet the requirements of that service type as described in Chapter 2 of this Programme Manual including any staff qualification requirements.

Where grant recipients wish to use greater than 20 per cent flexibility they must seek the Department's prior approval. It may be necessary to vary the Grant Agreement.

This flexibility provision is designed to enable the service provider meet the short-term changes in the needs of clients and is not intended to change the funding arrangements in the longer term.

The Commonwealth Home Support Programme Sub-Programmes and service types are outlined in Chapter 2 of this Programme Manual. Funded service types are set out in the service provider's Grant Agreement.

Where service providers have special conditions identified in their Grant Agreement, service providers are required to deliver the services as stipulated in the special conditions prior to applying the flexibility provision outlined above. Special conditions take precedence over the flexibility provisions.

### Types of services are provided

Commonwealth Home Support Programme services provided in the community may include:

- Social support: social activities in a community-based group setting
- Transport: helps people get out and about for shopping or appointments

Commonwealth Home Support Programme services provided at home may include:

- Domestic assistance: household jobs like cleaning, clothes washing and ironing
- Personal care: help with bathing or showering, dressing, hair care and going to the toilet
- Home maintenance: minor general repair and care of your house or yard, for example, changing light bulbs or replacing tap washers
- Home modification: minor installation of safety aids such as alarms, ramps and support rails in your home
- Nursing care: a qualified nurse comes to your home and may, for example, dress a wound or provide continence advice

### What can't be claimed?

Services Which Must Not Be Purchased Using Commonwealth Home Support Programme Funding

- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent

- payment of home care fees
  - Purchase of land
- Client accommodation expenses, as these are provided for within the social security system (note: Assistance with Care and Housing Sub-Programme services deliver assistance with accessing appropriate support)
- Coverage of retrospective costs
- Costs incurred in the preparation of a grant application or related documentation
- Major construction/capital works
- Activities that are already funded under other Commonwealth, state, territory or local Government programs because it is their responsibility to fund them (except where grandfathering arrangements are operating)
- Activities that could bring the Australian Government into disrepute
- Direct treatment for acute illness, including convalescent or post-acute care
- Medical aids, appliances and devices which are to be provided as a result of a medical diagnosis or surgical intervention and which would be covered under a Health Care system, such as oxygen tanks or continence pads
  - payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme
  - payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- Household items which are not related to the functional impairment (i.e. general household or furniture or appliances)
  - items that would normally be purchased out of general income
  - purchase of food, except as part of enteral feeding requirements
  - home modifications or capital items that are not related to your care needs
- Items which are likely to cause harm to the participant or pose a risk to others
- Cost of entertainment activities, such as club memberships and tickets to sporting events
- Gambling activities
- Travel and accommodation for holidays
  - overseas travel
- Other activities as outlined in this Programme Manual and updated from time to time

# Restrictions on Service Types

Exert from the Commonwealth Home Support Programme: Programme Manual 2015

Link: [https://www.dss.gov.au/sites/default/files/commonwealth\\_home\\_support\\_programme\\_chsp\\_manual.pdf](https://www.dss.gov.au/sites/default/files/commonwealth_home_support_programme_chsp_manual.pdf)

## Meals

This service type refers to meals prepared and delivered to the client's home and meals provided at a Centre or other setting.

Out-of-scope activities under this service type:

- This service type does not include meals prepared in the client's home
- For meals delivered to the client at home, funds must assist in paying for the production and distribution of the meal
- Funding for meals at a centre or other setting must assist in paying for the production of the meal

Funding may be used to access dietetic advice from an Accredited Practising Dietitian where required.

Because social security payments provide for the cost of living of recipients it is expected that the cost of the ingredients of the meal will be covered by the client (through their personal income, pension etc.)

## Transport

Transport refers to the provision of a structure or network that delivers accessible transport to eligible clients and includes:

- Direct transport services which are those where the trip is provided by a worker or a volunteer; and
- Indirect transport services including trips provided through vouchers

Funding must be used for non-assisted/assisted transport and planned (group) and on-demand (individual) services.

The carers of older people accessing Commonwealth Home Support Programme transport services may accompany those clients when using those services where required.

Service providers are to count clients and carers separately when reporting outputs.

## Domestic Assistance

Domestic Assistance is normally provided in the home and refers to general house cleaning, unaccompanied shopping (delivered to home) and linen services.

Out-of-scope activities under this service type:

- Commonwealth Home Support Programme grant recipients do not give financial advice or offer to assist with managing a person's finances
- Accompanied shopping, bill paying and attendance at appointments are not included under Domestic Assistance but are included under Social Support

## Home Maintenance

Home maintenance services provided to clients must focus on repairs or maintenance of the home and garden to improve safety, accessibility and independence within the home environment for the client, by minimising environmental health and safety hazards.

Out-of-scope activities under this service type:

- General renovations of the home must not be purchased using Commonwealth Home Support Programme funding
- The programme does not provide services that are the responsibility of other parties e.g. private rental landlords or where damage to a property is covered by insurance

## Home Modifications

Services are provided to assist eligible clients with the organisation and cost of simple home modifications and where clinically justified, more complex modifications.

Funds must be targeted towards lower cost modifications that meet client needs. No modification must be undertaken that would incur a cost of over \$10,000 to the Commonwealth.

Funding can be used to cover both the labour costs and the materials cost or only some part of this, for example the initial work including measurement of the home, planning processes and for project management of the modification.

Out-of-scope activities under this service type:

- General renovations of the home are not in the scope of the Commonwealth Home Support Programme
- The intent of the Commonwealth Home Support Programme is to primarily fund simple home modifications (i.e. modifications that would incur a cost of less than \$1,000 to the Commonwealth)
- Modifications that would incur a cost of over \$10,000 to the Commonwealth are not supported under the Commonwealth Home Support Programme.
  - The \$10,000 cap is the Government contribution and applies per client per financial year

### **Social Support – Individual**

Funding must be targeted at supporting older people to participate in community life.

Social support-individual is assistance provided by a companion (paid worker or volunteer) to an individual, either within the home environment or while accessing community services, which is primarily directed towards meeting the person's need for social contact and/or company in order to participate in community life.

Out-of-scope activities under this service type:

- Unaccompanied activities such as bill-paying and shopping, which are considered Domestic Assistance
- Social Support provided to the client in a group-based environment at, or from a fixed base facility away from their residence, which is considered Social Support-Group

### **Social Support – Group**

Social support-group (formerly known as Centre-Based Day Care) provides an opportunity for clients to attend and participate in social interactions which are conducted away from the client's home and in, or from, a fixed base facility or centre based settings.

Out-of-scope activities under this service type:

- Social gatherings that do not specifically aim to support older people's social inclusion and independence

## **Nursing**

Nursing care is the clinical care provided by a registered or enrolled nurse. This care is directed to treatment and monitoring of medically diagnosed clinical conditions and can include use of telehealth technologies to support nursing care and recording client observations.

Out-of-scope activities under this service type:

- Palliative care and nursing services that would otherwise be undertaken by the health system are not funded under the Commonwealth Home Support Programme
- These (complementary) services are considered out-of-scope because government funding is already provided for them through other government programmes. For example, where only post-acute care is required, this is considered out-of-scope for the Commonwealth Home Support Programme
  - However, a client can receive non-health related Commonwealth Home Support Programme services in conjunction with post-acute services, for example following a hospital stay. After this, support services must be reviewed to determine whether the client's current needs are being met

## **Allied Health and Therapy Services**

Allied health and therapy services focus on restoring, improving, or maintaining older people's independent functioning and wellbeing. This is done through providing a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, technologies including telehealth technology, advice and supervision to improve people's capacity.

Out-of-scope activities under this service type:

- Specialist post-acute care and rehabilitation services are out of scope and must not be purchased using Commonwealth Home Support Programme funding

## Goods, Equipment and Assistive Technology

Goods, equipment and assistive technology are provided to assist a client to cope with a functional limitation and maintain their independence. Items include those that provide short-term and ongoing support and assist with mobility, communication, reading and personal care. These can be provided through loan or purchase.

Out-of-scope activities under this service type:

- Items that are not related to the functional impairment (e.g. general household or furniture or appliances)
- Items that are likely to cause harm to the participant or pose a risk to others

## Specialised Support Services

This service type refers to specialised or tailored services for older people who are living at home with a particular condition such as dementia or vision impairment.

Out-of-scope activities under this service type:

- Specialised support services that would otherwise be undertaken by the health system are not within scope
- Services that are already funded under other Commonwealth, state, territory or local government programs are not within scope