



Australian Government  
Department of Social Services



myagedcare

## Transitioning to the Commonwealth Home Support Programme (CHSP): TIMELINE FOR SERVICE PROVIDERS

The CHSP will bring together:

- Commonwealth Home and Community Care (HACC) Program
- Planned respite under the National Respite for Carers Program (NRCP)
- Day Therapy Centres (DTC) Program
- Assistance with Care and Housing for the Aged (ACHA) Program.

Under the new CHSP arrangements, the overwhelming majority of HACC, NRCP, DTC and ACHA providers will have their funding levels extended until 30 June 2018.

The first stage of implementation of the CHSP commences 1 July 2015 and covers the four month period leading up to 1 November 2015 – this block of time is referred to as *the transition period*. With the exception of some Commonwealth HACC Service Group 2 activities (which will be delivered by the My Aged Care contact centre and Regional Assessment Service) you can continue your services in line with the existing programme guidelines and your current grant agreements until 31 October 2015.

During the transition period, the Department will be working with providers to establish new CHSP grant agreements. Your CHSP grant agreement will commence from 1 November 2015.

This fact sheet lists the key milestones underpinning the implementation of the CHSP. Please note that the timeframes are meant as a guide, and may be adjusted periodically to include additional detail.



## June 2015

What is happening?	What do providers need to do?
<p><b>Finalising the arrangements for the CHSP transition period (1 July to 31 October 2015)</b></p> <ul style="list-style-type: none"> <li>The Department is finalising the four-month extension to existing service provider agreements.</li> </ul>	<ul style="list-style-type: none"> <li>Respond to the agreement variations you have been sent as soon as possible (if you haven't already).</li> <li>Talk with your Grant Agreement Manager if you have any questions or concerns.</li> </ul>
<p><b>20 June 2015 CHSP update (sent to you via email or mailfax)</b></p> <ul style="list-style-type: none"> <li>The Department wrote to providers detailing the progress towards CHSP implementation, including reminders about what you need to do to prepare your organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Read through the update and take action where required.</li> </ul>
<p><b>Outcomes from the service activity questionnaire regarding Commonwealth HACC Counselling, Support, Information and Advocacy services and Sector Support and Development services</b></p> <ul style="list-style-type: none"> <li>Letters will be sent shortly to relevant Commonwealth HACC providers confirming funding arrangements for Commonwealth HACC Counselling, Support, Information and Advocacy services and Sector Support and Development services after 31 October 2015.</li> </ul>	<ul style="list-style-type: none"> <li>Talk with your Grant Agreement Manager if you have any questions or concerns.</li> </ul>
<p><b>By 30 June 2015 – setting up of service provider organisations in the My Aged Care provider portal</b></p> <ul style="list-style-type: none"> <li>We have populated the My Aged Care provider portal with the information we know about the services you deliver – but we need you to check this information and make amendments as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>You need to set up your organisation in the My Aged Care provider portal by: <ul style="list-style-type: none"> <li>✓ ensuring that the information about the services you deliver is correct</li> <li>✓ assigning service items to outlet(s)</li> <li>✓ making the services operational</li> <li>✓ assigning staff to the outlet(s)</li> <li>✓ making the outlet(s) active.</li> </ul> </li> <li>It is critically important for your business that you use the My Aged Care provider portal to maintain information about the services you deliver. This information will be publicly displayed in the service finders on the My Aged Care website from 1 July 2015,</li> </ul>

What is happening?	What do providers need to do?
	<p>and will be used by the My Aged Care contact centre and assessors to ensure accurate referrals for service(s).</p> <ul style="list-style-type: none"> <li>• If you have not submitted your My Aged Care Organisation Administrator Registration Form, please email <a href="mailto:myagedcare@dss.gov.au">myagedcare@dss.gov.au</a> to start the registration process to gain access to the My Aged Care provider portal.</li> <li>• For more information about how to set up your organisation in the My Aged Care provider portal, see the My Aged Care Provider Portal User Guide, My Aged Care Guidance for Providers document, My Aged Care videos, frequently asked questions (FAQs) and fact sheets, all available on <a href="http://www.dss.gov.au/MyAgedCare">http://www.dss.gov.au/MyAgedCare</a></li> </ul>

## July 2015

What is happening?	What do providers need to do?
<p><b>From 1 July 2015 through to 31 October 2015 is the CHSP 'transition period' (gearing up to the commencement of the CHSP grant agreements on 1 November 2015)</b></p> <ul style="list-style-type: none"> <li>• Existing guidelines for the Commonwealth HACC Program, NRCP, ACHA and DTC will continue to apply during the transition period.</li> <li>• Transition funding rollout commences.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to deliver services in line with your existing program guidelines and grant agreements.</li> <li>• Your variation should be signed and with the Department – if not, contact your Grant Agreement Manager.</li> <li>• Respond to your letter of offer for transition funding.</li> </ul>
<p><b>From 1 July 2015 – receive referrals for service via the My Aged Care provider portal</b></p> <ul style="list-style-type: none"> <li>• From 1 July 2015, new clients seeking home support services will contact My Aged Care.</li> <li>• Clients will be assessed and referred to CHSP services (delivered by those service providers who have set up their organisation in the My Aged Care provider portal) via an initial phone-based screening by the My Aged Care contact centre and a face-to-face assessment by the My Aged Care Regional Assessment Service (RAS).</li> <li>• Funding for assessment, case management and client care coordination services (previously funded under Commonwealth HACC) will cease 30 June 2015 to coincide with these functions being undertaken by the RAS.</li> <li>• Service finders on the My Aged Care website will draw</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to ensure that information about the services your organisation delivers is up to date (including availability information).</li> <li>• If service providers are directly approached by people seeking Commonwealth funded aged care services, service providers should refer clients to My Aged Care. My Aged Care contact centre staff will then facilitate registration which creates a client record. My Aged Care contact centre staff will ask a series of questions to understand the client's needs, and send referrals for assessment and/or service(s), as required.</li> <li>• Service providers can assist clients with the My Aged Care registration process by: <ul style="list-style-type: none"> <li>✓ Recording client details in an inbound referral form (accessed from <a href="http://myagedcare.gov.au">myagedcare.gov.au</a>) that is sent to the My Aged Care contact centre</li> <li>✓ Calling the My Aged Care contact centre with the person to facilitate registration and</li> </ul> </li> </ul>

What is happening?	What do providers need to do?
<p>your service information from the My Aged Care provider portal from 1 July 2015.</p>	<p>screening</p> <ul style="list-style-type: none"> <li>✓ Sending a fax with information about the person.</li> </ul> <ul style="list-style-type: none"> <li>• In cases where it is apparent that urgent care is required, service delivery may be provided before a client has contacted My Aged Care. Ultimately clients need to be registered with My Aged Care, and have their broader needs considered.</li> <li>• For more information about using the My Aged Care provider portal, see the My Aged Care Provider Portal User Guide, My Aged Care Guidance for Providers document, My Aged Care videos, frequently asked questions (FAQs) and fact-sheets, all available on <a href="http://www.dss.gov.au/MyAgedCare">www.dss.gov.au/MyAgedCare</a></li> </ul>
<p><b>From 1 July 2015 – release of the final CHSP Manual, CHSP Guidelines and <i>Living Well at Home: CHSP Good Practice Guide</i></b></p> <ul style="list-style-type: none"> <li>• The final CHSP Manual, CHSP Guidelines, <i>Living Well at Home: CHSP Good Practice Guide</i> and related materials are released after feedback from the industry consultations has been considered.</li> <li>• These documents provide the details that will support your organisation to prepare itself to deliver services under the CHSP.</li> </ul> <p>Following the release of these documents, the Department will provide you with further information (via email or mailfax) that will include:</p> <ul style="list-style-type: none"> <li>• Critical timings over coming months to ensure you have your grant agreements in place by 1 November 2015</li> <li>• Advice about when funding information such as the comprehensive grant agreement terms and conditions will be available.</li> </ul>	<ul style="list-style-type: none"> <li>• Access the CHSP documents through our website <a href="http://www.dss.gov.au/chsp">www.dss.gov.au/chsp</a></li> <li>• Read the documents and use the information to prepare your organisation for the commencement of the CHSP on 1 November 2015.</li> </ul>
<p><b>From 1 July 2015 – confirming your service level information in preparation for the CHSP grant agreements</b></p> <ul style="list-style-type: none"> <li>• The Department will write to you to confirm the services and outputs you will be delivering under the CHSP.</li> <li>• You will be provided with contact details for your Grant Agreement Manager to discuss any aspect of the</li> </ul>	<ul style="list-style-type: none"> <li>• Carefully review the information when you receive it.</li> <li>• You need to <u>EITHER</u> confirm the information is accurate <u>OR</u> amend the information — and then return it to the Department.</li> </ul>

What is happening?	What do providers need to do?
information provided.	

## August 2015

What is happening?	What do providers need to do?
<b>Webinar – Transitioning to the CHSP</b> <ul style="list-style-type: none"> <li>The DSS will deliver a webinar following the commencement of the CHSP transition period. Details and date will be sent out closer to the time.</li> <li>The webinar will focus on the final CHSP Manual, transition arrangements, and details of what providers need to do to get ready for the commencement of the new grant agreements on 1 November 2015.</li> </ul>	<ul style="list-style-type: none"> <li>Familiarise yourself with the CHSP Manual, CHSP Guidelines and <i>Living Well at Home: CHSP Good Practice Guide</i>.</li> <li>We encourage you to actively participate in the webinar.</li> </ul>
<b>Letters of offer – CHSP grant agreements</b> <ul style="list-style-type: none"> <li>DSS begins to send out letters of offer for a new grant agreement which starts from 1 November 2015.</li> </ul>	<ul style="list-style-type: none"> <li>Your organisation's relevant authorities need to be available to sign the new grant agreements.</li> <li>Send back your signed agreement <u>by the date listed in your letter of offer</u>.</li> <li>Talk to your Grant Agreement Manager if you have any issues or concerns about completing this activity.</li> </ul>
<b>DSS Data Exchange – final detailed CHSP technical specifications available</b> <ul style="list-style-type: none"> <li>The DSS will release agreed technical specification for the <i>DSS Data Exchange</i> to support providers to start establishing their business systems for CHSP reporting.</li> </ul>	<ul style="list-style-type: none"> <li>You will be notified when this information is available.</li> <li>Engage with your third party vendors and system administrators immediately to ensure you will be ready to utilise the <i>DSS Data Exchange</i> from 1 November 2015.</li> </ul>

## September to October 2015

What is happening?	What do providers need to do?
<b>Letters of offer – CHSP grant agreements</b> <ul style="list-style-type: none"> <li>DSS continues to send out letters of offer for new grant agreements, which start from 1 November 2015.</li> </ul>	<ul style="list-style-type: none"> <li>Your organisation's relevant authorities need to be available to sign the new grant agreements.</li> <li>Send back your signed agreement <u>by the date listed in your letter of offer</u>.</li> <li>Talk to your Grant Agreement Manager if you have any issues or concerns about completing this activity.</li> </ul>

## November 2015

What is happening?	What do providers need to do?
<b>From 1 November 2015 – commencement of the new</b>	<ul style="list-style-type: none"> <li>Comply with the requirements outlined in your grant</li> </ul>

What is happening?	What do providers need to do?
<p><b>CHSP grant agreements</b></p> <ul style="list-style-type: none"> <li>Providers must comply with all requirements of the CHSP outlined in the suite of documents that comprise the grant agreement.</li> </ul>	<p>agreement and supporting documents, including the CHSP Manual and Guidelines.</p> <ul style="list-style-type: none"> <li>Progressively deliver your services within a wellness framework.</li> <li>Progressively align your activity reporting to the <i>DSS Data Exchange</i> framework so that a full six-month reporting period can begin from 1 January 2016.</li> </ul>
<p><b>From 1 November 2015 – DSS Data Exchange goes ‘live’</b></p> <ul style="list-style-type: none"> <li>From 1 November 2015, providers can elect to use: <ul style="list-style-type: none"> <li>the <i>DSS Data Exchange</i> web-based portal <u>OR</u></li> <li>system-to-system transfers <u>OR</u></li> <li>bulk uploads.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Providers using the web-based portal will need to have registered for AUSKey and completed the <u><i>DSS Data Exchange</i> user access request form</u> to ensure access to the system.</li> </ul>

## January 2016

What is happening?	What do providers need to do?
<p><b>First CHSP reporting cycle</b></p> <ul style="list-style-type: none"> <li>The first reporting cycle of client service activity (1 November – 31 December) is to be completed by 30 January 2016.</li> </ul>	<ul style="list-style-type: none"> <li>If your organisation uses the web-based portal or does system-to-system transfers or bulk uploads to the <i>DSS Data Exchange</i>, you will have provided client service activity information throughout November to December 2015.</li> </ul>

## More information

Our website at [www.dss.gov.au/chsp](http://www.dss.gov.au/chsp) has up-to-date information on the CHSP, including information sheets and frequently asked questions.

You can also email your questions to our inbox at [CHSP@dss.gov.au](mailto:CHSP@dss.gov.au)

Alternatively, queries can be directed to the DSS Grants Hotline on 1800 625 136 (TTY 1800 555 677) or you can email [grants@dss.gov.au](mailto:grants@dss.gov.au)

If you have questions about using the My Aged Care provider portal, the Department encourages you to review support materials (available on [www.dss.gov.au/MyAgedCare](http://www.dss.gov.au/MyAgedCare)) and talk to colleagues to resolve any concerns or questions in the first instance. If this does not help answer your question or concern, please contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am to 8pm Monday to Friday and 10am to 2pm Saturday, local time across Australia.



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