



Australian Government

Department of Health and Aged Care

CHSP Sector Support and Development (SSD) Online Performance Report Provider Guidance

Disclaimer

The July-December 2023 Performance Report is **due on 31 January 2024**.

- Please post your question in the relevant topic on the SSD Community of Practice if it has not already been answered [[Departmental Communications/Reporting - Sector Support and Development Community of Practice](#)].
- If you are uncomfortable posting your question on the SSD Community of Practice, please contact your Funding Arrangement Manager or to CHSPCompliance@health.gov.au
- For any other queries unrelated to this report, please contact your Funding Arrangement Manager.
- If there are any time sensitive issues, please raise this through your FAM directly and not through the performance report.

Frequently Asked Questions – SSD providers

What is SSD performance reporting and what is its purpose?

Organisations funded under SSD are required to submit two six-monthly performance reports each financial year. These reports provide the Department with an overview of progress against an organisation's Activity Work Plan (AWP) and what has been achieved during the reporting period.

What is the reporting period for this performance report?

This performance report covers the 1 July to 31 December 2023 reporting period, and it is the first performance report for the 2023-24 financial year.

Why is the SSD performance reporting online?

The online report is user friendly and steps through each question via a series of pages. It also has a 'Save and Exit' function so progress can be saved, and the report can be revisited later as required. The online report improves reporting and data quality, and ensures mandatory fields are completed before the report can be submitted.

Online reporting also enables the Department to aggregate national data on SSD. This will help the Department to monitor the program and better support both SSD organisations and the CHSP providers they assist.

When is this performance report due?

This performance report is due on **31 January 2024**. This allows up to one month for providers to complete the report.

How will my Performance Report be assessed?

FAMs will use information in the report to address any difficulties you may be having in meeting your contractual obligations.

The Department will use information in this report to address any widespread issue, analyse demand for services and aggregate data on the SSD program as a whole. Questions in this report are not intended to communicate changes to SSD policy and will inform future policy.

Will we receive notification that our performance report was received and accepted?

Upon submission, you will receive an automated response via email with your unique Response ID confirming submission.

Generally, it can be assumed that your performance report has been accepted if you do not receive a request for further information or clarification via your FAM. Please note that this could be up to two months following the closure of the survey.

If you would like confirmation your report has been accepted, please touch base with your FAM and they will be able to advise.

Are there any changes since the 1 January to 30 June 2023 performance report?

Yes, some changes have been made to the report to ensure appropriate and insightful questions are asked and to align with 2023-24 SSD policy. As a whole, this report is similar to the previous one.

Can I download a pdf version of my response?

Yes, you can download a pdf version of your report. Once you have completed and submitted your report, you will have the option to download a PDF copy of your responses. You can also share your response:

- Before clicking 'submit response', click 'save and come back later'. A link to your survey (with your answers) will be shared with the email address you provide. This can be useful when multiple people within your organisation need to contribute to the report or need to clear it before submission.
- After clicking 'submit response', you will still be able to view your response however you will no longer be able to edit it. A link will be provided in an email when you have submitted your report.
- Unfortunately, there is no way to download a copy of your report prior to submission.

I have more than 40 activities to report, what do I do?

Submitting an additional document is the best approach if your organisation has more than 30 activities.

The best template to use is the offline version of the report, attached to the landing page of the survey (under 'Related' at the bottom of the page).

In the 'Final Comments' section of your online survey, please advise that an additional document has been provided to the Department. Please email this document to your FAM and CHSPCompliance@health.gov.au, along with the Submission ID you receive after completing the online survey.

Do I list all activities together, or report on a single activity?

You will need to create a new entry for each activity listed on your AWP. At the end of each activity page, you will be asked if you need to add a new activity. Click 'yes' if you need to add another. If you click 'no' it will skip you to the next section.

Other organisations may have more activities to enter, which is why it may seem as though you have missed questions. This just means you have skipped pages where further activities can be listed.

Can I delete a page if I have accidentally added an extra activity page?

No. Due to the required fields in the report, you will not be able to delete a page as it can compromise your overall response. Instead, you will need to follow the below instructions.

1. Please enter "DO NOT USE" in any textboxes to clearly identify it was an accidental page.
2. For any questions requiring a radio button or checkbox answer, you can click any button except for the final question.
3. The final question will ask if you need to enter any further activities. If you do not have any further activities to enter, please ensure you click 'no' which will skip you to the next section.
4. The Department will disregard all pages with "DO NOT USE" included.

Can I navigate from the page without completing the required fields?

No. Due to the required fields in the report, you will not be able to navigate from one page to another, be it forwards or backwards unless you fill out all the 'required' fields.

Page-specific questions

My organisation's ABN is not being accepted

Please check that you have no spaces or dashes and that the number is 11 digits. If the correct ABN in the correct format is still not accepted by Citizen Space, please contact your Funding Arrangement Manager and ask to follow the ABN verification process.

My organisation's Grant Activity ID is not being accepted

Please ensure it is the Grant Activity ID being entered, not a Schedule/Program/Provider ID. If it is still not working, please contact your Funding Arrangement Manager for confirmation.

How do I answer the question of the number of times CHSP providers, clients/consumers, and volunteers were supported?

This is how many times you directly provided support to the listed target audiences. This is inclusive of assisting them more than once. You only need to provide an answer for the relevant target audiences of that activity. These only need to be estimates, not an exact number. You can use the free text box for the activity to provide information on how you calculated the number if you would like to.

Examples

Training session/webinar: If you ran a training session with 50 attendees who were all staff of CHSP providers, your answer will be 50. You do not need to include the number of unique providers represented.

Email advice: If you respond to 5 requests for advice from CHSP providers per week, you can estimate the answer by multiplying this for each week your organisation was open for the year. The answer for this example might be 5 emails x 48 weeks = 240.

Disseminating resources (including newsletters): The same process can be followed as outlined above. If one resource is disseminated to a contact list each fortnight, the answer might be 6 resources x 45 contacts = 270

Networking/meetings: The answer may be 12 meetings held x 8 attendees = 96

Event: This could be calculated by resources disseminated, estimated attendance by the relevant target audience, estimated number of visitors to a stall.

Why is there a question asking about difficulties in delivering activities?

This question (asked for each activity) includes a list of pre-identified concerns as checkboxes, but a free text box is available for you to expand or provide additional information if you choose. The purpose of this question is to identify any actions or strategies the Department can take to address these concerns.

Further consultation and information on SSD focus areas

The Department is looking to conduct targeted consultations for different aspects of SSD and what they could like in the future as aged care reforms and Support at Home are implemented. Responses to the following questions will help the department target providers delivering activities under specific focus areas. Participation in consultations is optional and selecting 'Yes' does not guarantee you will be contacted.

A free text box is also provided if you would like to add comments or provide additional insights.

Risks/Issues

This page is for risks or issues that affect the provider as a whole and/or impact every activity. Those that only affect certain activities should be noted in the section for that activity.

What should I note in 'Final comments'?

This section can be used to provide any additional information that was not prompted or required in the previous questions. Here you may wish to note things such as:

- SSD activities/services CHSP providers are asking for that you cannot provide yourself
- Feedback on the Performance Report or AWP templates
- Potential projects for an SSD provider to undertake to assist in preparation for reforms and/or the new in-home aged care program
- Anything the Department could do to assist you as an SSD provider (e.g. training, education)
- If you needed to follow the ABN verification process, you must include your ABN in this textbox.