



Australian Government

Department of Health and Aged Care

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

Disclaimer

The Jan-Jun 2023 Performance Report is **due on 4 August 2023**.

- 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 HomeSupportPolicy@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 January to 30 June 2023 reporting period, and it is the final performance report for the 2022-23 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 **4 August 2023**. This allows 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 accepted?

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 received, please touch base with your FAM and they will be able to advise.

Are there any changes since the 1 July to 31 December 2022 performance report?

Yes, some changes have been made to the report to ensure appropriate and insightful questions are asked. 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.

I have more than 30 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 HomeSupportPolicy@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 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. For the question asking you to copy/paste the activity description from your AWP, please enter "DO NOT USE". For every other textbox, enter "Not Applicable".
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 the activity title "DO NOT USE".

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.

[I have not registered for the SSD Community of Practice \(CoP\)](#)

Engagement on the CoP is a mandatory requirement for all SSD providers and is included in each organisation's AWP. Please familiarise yourself with the specific requirements to ensure you will be able to meet them.

The CoP will also be a direct line of contact with the Department and other SSD providers, and will be the main channel for you to ask questions about your performance report.

[What are the mandatory requirements for the CoP?](#)

The mandatory requirement for the CoP is to achieve the 'Active Participant' badge. Providers were expected to achieve the badge by 30 June 2023.

It is acknowledged that this timeframe may have been different in your AWP, such as 'within 6 months of finalising the Activity Work Plan' or 'within 6 months of the CoP going live'. To create consistency across all providers, this timeframe was updated to 30 June 2023 for all providers. Your AWP does not need to be updated to reflect this change in date.

[What are the requirements to achieve the 'Active Participant' badge?](#)

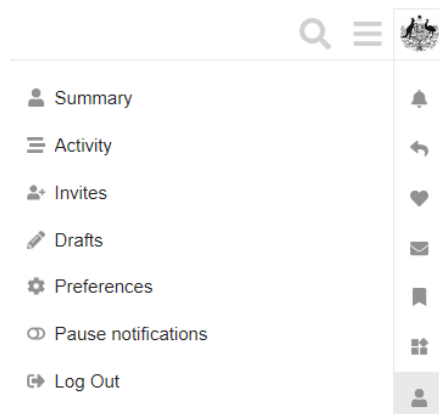
1. Visit the CoP site on at least 18 separate days (these do not need to be consecutive).
2. Entering/accessing 20 topics (these must be *different* topics).
3. Reading at least 40 posts (if a user is reading each post in the topics they enter, this should happen automatically).
4. Contribute 20 posts to the CoP*

*Read time - Previously, the fourth requirement was to 'spend a total of 200 minutes or more reading posts on the CoP'. The Department has since become aware that 'read time' is not displaying or being measured accurately for all users. Read time has now been replaced by 'contribute 20 posts to the CoP'.

How is it measured if my organisation has multiple users?

If an organisation has more than one user on the CoP, each user's contributions will be added together for the purpose of this requirement.

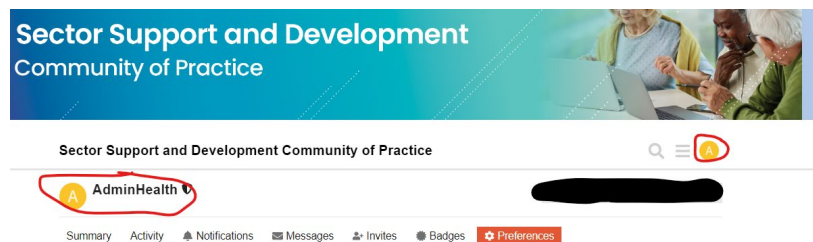
To combine all your users' statistics towards the Active Participant badge, users will need to click their profile picture on the right, then click the 'person' icon, and go to summary. From here you will be able to view your own statistics related to days visited, topics viewed, posts read, and posts created.



I don't know my CoP username

You can find this by clicking the picture icon on the top right of the screen (a letter will display if a picture hasn't been added), then clicking 'preferences'. Their username will then display at the top of the 'Account tab' which they automatically land on. Please see an example below.

Each username from the organisation will need to be listed in the Performance Report if multiple staff members have accounts.



What is the difference between reform focused and non-reform focused activities?

Reform focused activities are those listed in your AWP as reform-focused (75% funding) OR both reform and non-reform focused (75% and 25% funding). **Non-reform focused** activities are those listed in the AWP as non-reform focused (25%).

How do I answer the question of the number of times CHSP providers were supported?

This is how many times you provided support to CHSP providers. This is inclusive of assisting a

provider more than once. For example, if you assisted a total of 25 providers, with two instances of support for each provider, you would answer 50.

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

The Department is seeking information on how well providers are adapting to the updated SSD policy.

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.

Risks/Issues

Providers are directed to note any activity-specific risks/issues for each activity. This page is for risks or issues that affect the provider as a whole and/or impact every 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.