

CHSP 2022-23 Extension Readiness Survey

Overview

On 11 May 2021, the Australian Government announced changes to the Commonwealth Home Support Programme (CHSP) to help position the aged care sector as it moves towards a new support at home program commencing in July 2023. The new program will replace the CHSP, Home Care Packages, Short-Term Restorative Care, and residential respite programs.

To prepare for these future reforms, CHSP grant agreements will be extended for one year from 1 July 2022 to 30 June 2023, with most CHSP providers transitioning to payment in arrears. This will mean providers will move from quarterly payments in advance for funded outputs, to monthly payments for outputs delivered. For more information, please see the CHSP Payment in Arrears and Unit Pricing Factsheet.

Why we are consulting

As transitioning to payment in arrears will be a significant change for many CHSP providers, the Department of Health is conducting this survey to understand providers' current situation, business practices and readiness for change.

Survey instructions

Please be aware this survey may take up to 45 minutes to complete. The survey has a 'save and return' feature which allows you to save your responses and return later to complete. However, you will need to complete your responses for all questions with no errors before you can go back or forward a page.

We understand you may not be able to answer all of the questions. For example, some questions may only be suitable for your organisations CEO to answer. Please answer all the mandatory questions to the best of your knowledge.

If you have any questions regarding the survey, please email homesupportpolicy@health.gov.au

Privacy

We're committed to your privacy. Please be assured that any answers you give in response to questions in this survey will only be used for the intent and purpose of informing program design and provider support. They will not be used for any other purposes such as compliance or auditing. The aggregate and de-identified information will be used to inform policy decisions and will be considered by the CHSP 2022-23 Extension Working Group.

Introduction

1 What is your CHSP provider organisation name?

Organisation name (Required)

2 What is your organisation ABN?

(Required)

Organisation general information

3 Select the option that best describes your organisation

(Required)

Please select only one item

For profit Not for profit Government

4 As well as being a CHSP provider do you deliver any of these other services? (select all that apply)

(Required)

Please select all that apply

- Home Care Packages Short Term Restorative Care (STRC, transition care)
 Residential Aged Care National Disability Insurance Scheme
 National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP)
 None of the above

5 If you do provide other services, what proportion of services that you deliver are under CHSP? (Please select one)

If you do provide other services, what proportion of CHSP services do you deliver? (Required)

Please select only one item

0-25% 26-50% 51-75% 76-100% Not sure

6 Please select whether you specialise in supporting any of the following (select all that apply)

(Required)

Please select all that apply

- People who identify as Aboriginal and Torres Strait Islander
- People from culturally and linguistically diverse backgrounds
- People who live in rural and remote areas
- People who are financially or socially disadvantaged
-
- People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
- People who are homeless, or at risk of becoming homeless
- People who are lesbian, gay, bisexual, transgender, intersex and/or queer
-
- People who are Care Leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
- Parents separated from children by forced adoption or removal Other None

7 For those specialisations, can you describe your concerns related to transitioning to payment in arrears?

Staff & COVID 19 Vaccination

This page is to give an idea of the staff and volunteers within your organisation.

8 How many staff were employed by your organisation in 2020-21?

Select staff (FTE) range employed in 2020-21 (Required)

Please select only one item 0-10 11-50 51-200 201-500 >500**9 How many paid staff (headcount) did you employ in 2020-21 (excluding subcontractors i.e. brokerage providers)?**

Select staff (FTE) range involved in direct service delivery (Required)

Please select only one item 0-10 11-50 51-200 201-500 >500**10 How many of these paid staff were involved in direct service delivery to support CHSP clients in 2020-21?**

Select staff (FTE) range employed for administration and reporting (Required)

Please select only one item 0-10 11-50 51-200 201-500 >500**11 How many administrative staff (FTE) did you employ to work on administration and reporting for CHSP in 2020-21?**

FTE range of volunteers (Required)

Please select only one item 0-10 11-20 21-30 31-50 >50**12 On average, how many full-time volunteers did your organisation utilise for CHSP services in 2020-21?**

On average, how many full-time volunteers did your organisation utilise for CHSP services in 2020-21? (Required)

Please select only one item 0-10 11-50 51-200 201-500 >500

13 Did your organisation subcontract/use brokering arrangements to provide CHSP services for 2020-2021? (Select one)

(Required)

Please select only one item

- Yes, to a large extent Yes, somewhat regularly Only on occasion
 Not at all Not sure

14 Does your organisation have the ability to track and report against CHSP staff (including subcontractors and volunteers) who have received their COVID 19 Vaccinations? (select one)

(Required)

Please select only one item

- Yes (already voluntarily reporting) Yes (but not voluntarily reporting) No
 Not sure

15 If No or Unsure, please select option(s) as to why:

Please select all that apply

- No mechanism to capture and report data
 Staff compliance in advising of vaccination
 Organisation structure (Subcontractors etc) Other (please specify)

Other (please specify):

Service provision

16 Where do you provide the majority of CHSP services, based on the Modified Monash Model (MMM)

Modified Monash Model (MMM) Geographical Classification

MM1 Metropolitan areas: Major cities accounting for 70% of Australia's population All areas categorised ASGS-RA1

MM2 Regional centres: Inner (ASGS-RA 2) and Outer Regional (ASGS-RA 3) areas that are in, or within a 20km drive of a town with over 50,000 residents

MM3 Large rural towns: Inner (ASGS-RA 2) and Outer Regional (ASGS-RA 3) areas that are not MM 2 and are in, or within a 15km drive of a town between 15,000 to 50,000 residents

MM 4 Medium rural towns: Inner (ASGS-RA 2) and Outer Regional (ASGS-RA 3) areas that are not MM 2 or MM 3, and are in, or within a 10km drive of a town with between 5,000 to 15,000 residents

MM 5 Small rural towns: All remaining Inner (ASGS-RA 2) and Outer Regional (ASGS-RA 3) areas. Islands that have an MM 5 classification with a population of less than 1,000 without bridges to the mainland will now be classified as MM 6

MM 6 Remote communities: Remote mainland areas (ASGS-RA 4) AND remote islands less than 5kms offshore. Islands that have an MM 5 classification with a population of less than 1,000 without bridges to the mainland will now be classified as MM 6

MM 7 Very remote communities: Very remote areas (ASGS-RA 5) and all other remote island areas more than 5kms offshore

(Required)

Please select only one item

- MM 1 Metropolitan area MM 2 Regional centres MM 3 Large rural towns
 MM 4 Medium rural towns MM 5 Small rural town MM 6 Remote communities
 MM 7 Very remote communities

Business operations during pandemic

The purpose of these questions is to understand how your business operated during the pandemic.

Related information

To meet demand during the COVID-19 pandemic, CHSP providers were able to re-allocate 2019-20 and 2020-21 funding between their funded service types.

Did you use the flexibility provisions in 2019-20 and/or 2020-21?

17

(Required)

Please select only one item

Yes No Not sure

18 If yes, please provide a brief description of how you reallocated funding under these flexible provisions

(Free text up to 500 characters)

Client Contribution

19 Does your organisation have and enforce a CHSP client contribution policy/fee?

(Required)

Please select only one item

Yes No Not sure

20 What challenges do you have in applying a client contribution/fees policy?

(Free text up to 500 characters)

Arrears

This page will provide you with a little more information on arrears and ask some questions to better understand how such a change could impact your business.

21 Does your organisation currently receive payments in arrears for services provided outside of CHSP?

(Required)

Please select only one item

Yes No Not sure Not applicable

22 If yes, does your organisation currently receive payments in arrears based on services delivered for:

Please select all that apply

NDIS Department of Veterans Affairs Private Services / Fee for service
 Other No

Unit pricing

As part of the work to develop an implementation strategy to move to arrears the Department is looking at unit prices to ensure national consistency and sustainability. This section will provide information on this review and ask some questions about your current unit prices.

23 Unit prices vary across CHSP service types for many reasons. Do any of the following impact the unit price your organisation sets? (Select all that apply and provide a brief description below)

(Required)

Please select all that apply

- Remoteness Specialised services Organisation size Level of service
 Staffing (i.e. high use of volunteers) Other (please specify)

Other, please specify

Please explain with more detail on the nature of the response(s) you selected above (free text up to 500 characters)

Attitude to changes

24 What are you most concerned about transitioning your organisation to payment in arrears? (Select all that apply)

(Required)

Please select all that apply

- Business model changes IT and systems changes
- Data collection and reporting processes Impost on staffing and volunteers
- Change management and training support
- Too much reform and change on the business operations
- The cost of implementing the change e.g. IT and system upgrades, administration costs
- Time restraints in facilitating payment in arrears mechanisms
- Capability of leadership to implement the change Financial/cash flow
- Other (please specify) Not sure None of the above

25 Does your organisation have a long term plan to deliver aged care services?

(Required)

Please select only one item

- Yes No (please provide a brief reason) Undecided Not my decision

If you selected no, please explain in further detail

Capability assessment - Financials

Can you tell us a little more information that will support developing this policy and implementation approach.

26 Is your primary source of funding

(Required)

Please select only one item

- Federal Government funding State Government funding Private funding
 Other Not sure

27 Which statement best reflects the current state of your operating cash and other financial reserves? (Select one)

(Required)

Please select only one item

- >4months financial reserves 2-3 months financial reserves
 0-1 months financial reserves Not sure

28 Who is responsible for managing your organisations finances? (Select all that apply)

(Required)

Please select all that apply

- Paid employee –with accounting or bookkeeping qualifications
 Paid employee – unqualified Volunteer External Firm Not sure

29 If you don't use an external accounting firm, please select how your organisation currently manages finances?

Please select all that apply

- Paper based Spreadsheet (e.g. Excel) Accounting software Other
 Not sure

Capability assessment - Systems

30 Do you use accounting software or Client Relationship Management Software (CRM) to help you manage invoicing and recording services provided?

(Required)

Please select only one item

- Yes (please specify) No Other (please specify) Not sure

If yes or other, please specify

31 Which structure best describes your organisation's IT systems?

(Required)

Please select only one item

- On-premise hosted and managed in-house
 On-premise hosted in-house and managed by a third party
 Off-premise (cloud based) hosted and managed by different third parties
 Spreadsheet-based (e.g. Excel) A mix of these
 None of these – we use paper-based systems Not sure Other, please specify

Other (please specify):

32 Which method do you currently use for any client data collection?

(Required)

Please select only one item

- Face to face paper-based collection with secondary manual entry into system
- Face to face with a digital tool (tablet, smartphone, laptop) with direct entry into system
- Telephone collection with direct entry into system
- Mail out method with secondary manual entry into system Other – please specify
- Not sure

Other (please specify):

33 Is your service delivery model set up to track individual consumers' services and the amount you spend on them (government funding and client contribution)?

(Required)

Please select only one item

- Yes No Not sure

Please describe (free text up to 500 characters)

34 Is there any additional information your organisation wants to raise with the department regarding any of the questions asked as part of this survey?

Up to 1000 characters (200 words)