2021 Survey for CHSP ACH Providers

Overview

New face-to-face supports to assist people to navigate and access aged care were announced in the 2021-22 Budget under the Connecting senior Australians to aged care services measure. These will complement the existing My Aged Care website and phone line and will include a My Aged Care face-to-face service to be delivered by Services Australia and a network of care finders.

A new care finder program will provide specialist assistance to senior Australians who need intensive support to understand and access aged care services and could otherwise fall through the cracks. The service will include outreach; end-to-end support to navigate and access aged care services; and assistance to connect with other relevant supports, such as health and social supports in the community.

To streamline navigation supports, Assistance with Care and Housing (ACH) services will transition into the new care finder program from January 2023. The exception will be the sub-activity under ACH, Hoarding and Squalor (H&S) support services. These services will remain as part of the Commonwealth Home Support Program (CHSP) and remain funded from 1 January 2023.

The information provided in this survey will be used to inform the CHSP extension process related ACH and Hoarding & Squalor activities from 1 Jan 2023 onwards.

Survey instructions

This survey is mandatory for ACH funded service providers. The survey may take up to 20 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 that is marked 'required' before you can go back or forward a page.

Attached below is a pdf version of the Survey to enable organisations gather relevant information prior to completion. Please ensure the final response is submitted online via the survey link below. Online submissions will enable the department to accurately collate survey responses.

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.

Introduction

1 What is your CHSP provider organisation name?

Organisation name *(Required)*

[   ]

2 What is your organisation ABN?

(Required)

[   ]

Organisation general information

3 As an ACH provider, please select the sub service type(s) your organisation delivers? (select all that apply)

(Required)
Please select all that apply

☐ Assessment – Referrals & Linking Services

☐ Advocacy – Financial, Legal

☐ Hoarding and Squalor

☐ Other

If other, please specify

[   ]

4 Select the proportion (%) for each sub service type that make up your organisation's total ACH services? (total must equal to 100)

Assessment – Referrals & Linking Services *(Required)*
Please select only one item

◯ None

◯ 0-25%

◯ 26-50%

◯ 51-75%

◯ 76-100%

◯ Not sure

Advocacy – Financial, Legal *(Required)*
Please select only one item

◯ None

◯ 0-25%

◯ 26-50%

◯ 51-75%

◯ 76-100%

◯ Not sure

Hoarding & Squalor *(Required)*
Please select only one item

◯ None

◯ 0-25%

◯ 26-50%

◯ 51-75%

◯ 76-100%

◯ Not sure

Other *(Required)*
Please select only one item

◯ None

◯ 0-25%

◯ 26-50%

◯ 51-75%

◯ 76-100%

◯ Not sure

If other, please specify the service(s) delivered and break down the proportion (%) of each service specified:

[   ]

5 For the purpose of directing you to the next appropriate question, did your organisation deliver CHSP Hoarding and Squalor support services within the ACH service type for 2020 - 2021 financial year?

(Required)
Please select only one item

◯ Yes

◯ No

CHSP Hoarding and Squalor Support Services

6 List the activities your organisation undertakes under Hoarding and
Squalor

(Required)

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7 How much of your organisation's CHSP ACH funding goes towards
Hoarding and Squalor (including case management) activities in
2020-2021 financial year?

More information

Please provide your best estimate if your organisation does not have exact funding figures.

Enter funding amount (GST exclusive) in $ *(Required)*

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8 Of the CHSP Hoarding and Squalor funding mentioned above in Q. 7,
how much of this funding specifically went towards the case
management of delivering Hoarding and Squalor support services in
the 2020-2021 financial year?

More information

Please provide your best estimate if your organisation does not have exact funding figures.

Enter funding amount (GST exclusive) in $ *(Required)*

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9 Select the Aged Care Planning Region/s (ACPR) your organisation
delivers CHSP Hoarding and Squalor support services to:

ACPR/s can be found under Item B of your organisation's Contract Agreement.

(Required)
Please select all that apply

- [ ] Brisbane North (Qld)
- [ ] Brisbane South (Qld)
- [ ] Cabool (Qld)
- [ ] Central West (Qld)
- [ ] Darling Downs (Qld)
- [ ] Far North (Qld)
- [ ] Fitzroy (Qld)
- [ ] Logan River Valley (Qld)
- [ ] Mackay (Qld)
- [ ] North West (Qld)
- [ ] Northern (Qld)
- [ ] South Coast (Qld)
- [ ] South West (Qld)
- [ ] Sunshine Coast (Qld)
- [ ] West Moreton (Qld)
- [ ] Wide Bay (Qld)
- [ ] Central Coast (NSW)
- [ ] Central West (NSW)
- [ ] For North Coast (NSW)
- [ ] Hunter (NSW)
- [ ] Illawarra (NSW)
- [ ] Inner West (NSW)
- [ ] Mid North Coast (NSW)
- [ ] Nepean (NSW)
- [ ] New England (NSW)
- [ ] Northern Sydney (NSW)
- [ ] Orana/Far West (NSW)
- [ ] Riverina/Murray (NSW)
- [ ] South East Sydney (NSW)
- [ ] Southern Highlands (NSW)
- [ ] Western Sydney (NSW)
- [ ] ACT (NSW)
- [ ] Barwon/South Western (Vic.)
- [ ] Eastern Metro (Vic.)
- [ ] Gippsland (Vic.)
- [ ] Grampians (Vic.)
- [ ] Hume (Vic.)
- [ ] Loddon-Mallee (Vic.)
- [ ] Northern Metro (Vic.)
- [ ] Southern Metro (Vic.)
- [ ] Western Metro (Vic.)
- [ ] Eyre Penninsula (SA)
- [ ] Flinders and Far North (SA)
- [ ] Hills, Mallee and Southern (SA)
- [ ] Metropolitan North (SA)
- [ ] Metropolitan South (SA)
- [ ] Metropolitan West (SA)
- [ ] Mid North (SA)
- [ ] Riverland (SA)
- [ ] South East (SA)
- [ ] Yorke, Lower Noth and Barossa (SA)
- [ ] Noth Western (Tas.)

- [ ] Northern (Tas.)
- [ ] Southern (Tas.)
- [ ] Goldfields (WA)
- [ ] Great Southern (WA)
- [ ] Kimberly (WA)
- [ ] Metropolitan East (WA)
- [ ] Metropolitan North (WA)
- [ ] Metropolitan South East (WA)
- [ ] Metropolitan South West (WA)
- [ ] Mid West (WA)
- [ ] Pilbara (WA)
- [ ] South West (WA)
- [ ] Wheatbelt (WA)
- [ ] Alice Springs (NT)
- [ ] Barkly (NT)
- [ ] Darwin (NT)
- [ ] East Arnhem (NT)
- [ ] Katherine (NT)

10 Provide a break down of funding for Hoarding and Squalor allocated for each ACPR you selected above.

More information

Please provide your best estimate if your organisation does not have exact funding figures.

- Free text example:

    - Brisbane North ACPR: $50,000

    - Brisbane South ACPR: 150,000

- Total funding across ACPRs must equal to the funding amount provided in Q. 7.

Break down of Hoarding and Squalor funding allocated for each ACPR *(Required)*

11 How many clients did your organisation provide Hoarding and Squalor services to in 2020-2021 financial year?

Enter whole numbers only e.g. 20 *(Required)*

12 Did your organisation report on clients that receive Hoarding and
Squalor support services in the Data Exchange (DEX) for 2020-2021
financial year?

(Required)
Please select only one item

◯ Yes

◯ No

◯ Unsure

If no, please provide your explanation:

_____

Final comments

13 If you have any further comments on your survey response or the
survey questions please provide them below:

Comments

_____