

SSD Performance Report: 1 July - 31 December 2022

Overview

Under the Commonwealth Home Support Programme (CHSP) grant agreement, Sector Support and Development (SSD) providers are required to submit a Performance Report to the Department of Health and Aged Care bi-annually.

This performance report will be used to gather information that may inform future policy and analyse demand for services as the department moves towards the new in-home aged care program. It is not intended to communicate changes to SSD policy.

This report should take about **30 minutes** to complete. Note that it may take longer if your organisation has a high number of activities to report on.

Tips to reporting online:

- You will need your organisation's Activity Work Plan to complete this report.
- All questions marked as 'required' must be completed prior to progressing to the next page and/or saving.
- The progress of your report can be saved once you have successfully completed a page with no errors in any fields.
- The save and return link will be sent to your email address. If you do not receive the link, your organisation may have firewall settings in place. You should contact your IT area in the first instance.
- Once you have completed the report, you will be sent an email with a Submission ID. **Please retain this for your organisation's records.**
- Free text is optional unless otherwise stated in the question.

Issues with completing report or clarification needed:

- Please post your question in the relevant topic on the SSD Community of Practice [[Departmental Communications/Reporting - Sector Support and Development Community of Practice \(ssdcop.com.au\)](https://www.ssdcop.com.au/c/departmental-communications/reporting/40) <<https://www.ssdcop.com.au/c/departmental-communications/reporting/40>>] if it has not already been answered.
- If you are uncomfortable posting your question on the SSD Community of Practice, please escalate the issue to your Funding Arrangement Manager or to homesupportpolicy@health.gov.au

For any other queries unrelated to this report, please contact your Funding Arrangement Manager.

Provider details

1 Full name

Full name *(Required)*

2 Email address

Email *(Required)*

3 Legal name of organisation

Organisation *(Required)*

4 ABN

Validation requirements: Enter 11-digit ABN only; do not enter any spaces or dashes *(Required)*

5 Grant activity ID

Must be 9 characters long in the form of '4-XXXXXXX'; entry is not case sensitive; do not use spaces *(Required)*

6 State/territory of your Funding Arrangement Manager

(Required)

Please select only one item

- NSW/ACT
- NT
- QLD
- SA
- TAS
- VIC
- WA

SSD Community of Practice

7 Has your organisation registered for the SSD Community of Practice?

(Required)

Please select only one item

- Yes
- No

8 Please list the Community of Practice usernames for each registered user from your organisation.

If your organisation has multiple users, please separate these with a comma or semi-colon *(Required)*

9 Would a user in your organisation be willing to become a moderator if required?

Please select only one item

- Yes
- No

10 Have you found the Community of Practice useful (noting it is still in its infancy)?

(Required)

Please select only one item

- Yes
- No

11 If the Community of Practice was not mandatory would you continue to use it?

(Required)

Please select only one item

- Yes
- No

12 Please provide any additional comments on the Community of Practice (if desired)

Activity Work Plan (AWP): Reform focused activity #1

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

13 Activity number and title as listed in your AWP

(Required)

14 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

15 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

16 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

17 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

18 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

19 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

20 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

21 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #2

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in [this](#) section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

22 Activity number and title as listed in your AWP

(Required)

23 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

24 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

25 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

26 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

27 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

28 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

29 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

30 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #3

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in [this](#) section.

If you have any risks or issues that are [specific to this activity](#), please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

31 Activity number and title as listed in your AWP

(Required)

32 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

33 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

34 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

35 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

36 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

37 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

38 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

39 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #4

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

40 Activity number and title as listed in your AWP

(Required)

41 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

42 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

43 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

44 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

45 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

46 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

47 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

48 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #5

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

49 Activity number and title as listed in your AWP

(Required)

50 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

51 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

52 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

53 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

54 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

55 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

56 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

57 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #6

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

58 Activity number and title as listed in your AWP

(Required)

59 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

60 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

61 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

62 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

63 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other
- None of the above

64 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required) *(Required)*

65 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

66 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #7

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

67 Activity number and title as listed in your AWP

(Required)

68 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

69 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

70 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

71 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

72 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

73 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

74 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

75 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #8

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

76 Activity number and title as listed in your AWP

(Required)

77 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

78 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

79 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

80 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

81 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

82 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

83 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

84 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #9

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

85 Activity number and title as listed in your AWP

(Required)

86 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

87 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

88 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence

89 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

90 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

91 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

92 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

93 Do you need to report against another reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Reform focused activity #10

You will need to add an entry for **each reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in this section.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

94 Activity number and title as listed in your AWP

(Required)

95 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

96 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

97 Please select the primary focus of this activity.

(Required)

Please select only one item

- Embedding wellness and reablement
- Embedding diversity practices and inclusivity
- Developing/disseminating information on the CHSP or broader aged care system
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system
- Improving CHSP business practices in preparation for reform and strengthening through support for business transformation
- Assisting CHSP providers in adhering to compliance under the Aged Care Quality Standards
- Brokering, coordinating and delivering training and education materials on the 2022-23 priority areas (as outlined in 3.3.4 of the CHSP Manual)
- Encouraging CHSP service providers to engage with the in-home aged care reform process and participation in consultations with the Department of Health and Aged Care
- Active participation in the SSD Community of Practice
- Other (please specify in the textbox below)

Please use no more than one sentence *(Required)*

98 What methods did you utilise when delivering activities/services?

(Required)

Please select all that apply

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

Further information

99 Please check any of the following options if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

100 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Provide further information in the textbox below (if required)

101 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Additional comments for this activity (if required)

102 Do you need to report against a NON-REFORM focused activity?

(Required)

Please select only one item

- Yes
- No

Activity Work Plan (AWP): Non-reform focused activity #1

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

103 Activity number and title as listed in your AWP

(Required)

104 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

105 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

106 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

107 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)

- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

108 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

109 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

110 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

111 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

112 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

- Yes
- No

AWP: Non-reform focused activity #2

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

113 Activity number and title as listed in your AWP

(Required)

114 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

115 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused

- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

116 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

117 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

118 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

119 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

120 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

121 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

122 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #3

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

123 Activity number and title as listed in your AWP

(Required)

124 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

125 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

126 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

127 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

128 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

129 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

130 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

131 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

132 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #4

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

133 Activity number and title as listed in your AWP

(Required)

134 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

135 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

136 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

137 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

138 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

139 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

140 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

141 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

142 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #5

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

143 Activity number and title as listed in your AWP

(Required)

144 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

145 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

146 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

147 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

148 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

149 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

150 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

151 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

152 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #6

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

153 Activity number and title as listed in your AWP

(Required)

154 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

155 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

156 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

157 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

158 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

159 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

160 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

161 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

162 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #7

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

163 Activity number and title as listed in your AWP

(Required)

164 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

165 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

166 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

167 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

168 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

169 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

170 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

171 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

172 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #8

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

173 Activity number and title as listed in your AWP

(Required)

174 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

175 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

176 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

177 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

178 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

179 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

180 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

181 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

182 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #9

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

183 Activity number and title as listed in your AWP

(Required)

184 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

185 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

186 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

187 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

188 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

189 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required)

190 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required)

191 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

192 Do you need to report against another non-reform focused activity?

(Required)

Please select only one item

Yes

No

AWP: Non-reform focused activity #10

You will need to add an entry for **each non-reform focused activity** on your organisation's AWP.

If you have listed the activity as both reform and non-reform focused in your AWP, please include the activity in the previous section 'Reform focused activities'.

If you have any risks or issues that are specific to this activity, please note them in one of the textboxes provided. If they relate to multiple/all activities or other aspects of business, please note them on the 'Risks/Issues' page towards the end of the report.

193 Activity number and title as listed in your AWP

(Required)

194 Please copy/paste the activity description from your AWP into the textbox below.

(Required)

195 Please select the primary focus of this activity

(Required)

Please select only one item

- Supporting and maintaining the volunteer workforce across the sector
- Mainstream navigation services which support aged care clients to navigate the aged care system, particularly clients who are not eligible for care finders from 1 January 2023
- Aboriginal and Torres Strait Islander specific support that is not reform-focused
- CALD specific support that is not reform-focused
- Other (please specify below)

Use no more than one sentence

196 What methods did you utilise when delivering this activity?

(Required)

Please select only one item

- Education and/or training
- Information sharing
- Networking events
- Seminars or conferences
- SSD Community of Practice
- Direct correspondence with providers (phone call, email, face-to-face etc.)
- Partnerships and/or subcontracting arrangements with other SSD providers or peak bodies
- Subcontracting arrangements with other organisations. If you select this option, what activity did you subcontract (please specify below)?
- Other (please specify below)

197 Please check any of the following if they apply to the delivery of this activity.

(Required)

Please select all that apply

- Difficulty meeting provider demand
- Difficulty generating interest in proposed activity
- Capacity/capability issue in delivering activity (this could include workforce issues)
- Difficulty establishing consultancy/partnerships for delivery of activity
- Other (please specify below)
- None of the above

Please expand on 'other' with no more than one sentence

198 Provide an estimate of the number of CHSP providers this activity has been delivered to.

(Required)

199 Please select from the following options regarding the budget allocated to this activity.

(Required)

Please select only one item

- The budget for this activity is expected to be fully expended
- An overspend is anticipated for this activity
- An underspend is anticipated for this activity

Additional comments (if required) *(Required)*

200 Please select the best match against the deliverables for this activity.

(Required)

Please select only one item

- Complete
- In progress / on track
- Not yet started
- Ongoing / not applicable

Further comments (if required) *(Required)*

201 Select if any of the below apply in relation to this activity. If yes, provide further information in the textbox below.

(Required)

Please select all that apply

- There are no alternative services available to CHSP providers in their Aged Care Planning Region
- The CHSP provider(s) require significant support in this area
- The CHSP provider(s) is reliant on SSD assistance to continue delivering services
- Other (specify below)

You may wish to include information such as alternate services/programs available (or not) to support CHSP providers; why providers require ongoing support in this area; or other information you find relevant to support the selection(s) you have made.

Communications

Preface: please read prior to answering Questions 202-204

Question 202: Do you consent and give permission to the department to share your organisation's contact details with CHSP providers who may be looking for assistance from an SSD provider? If yes, please provide these contact details in the textbox below (e.g. email, phone, webform/website link).

Question 203: Do you consent and give permission to the department to share your primary activity focus(es) with CHSP providers who may be looking for assistance from an SSD provider?

Question 204: Do you consent and give permission for the department to share your organisation name and the following information with the moderators of the Community of Practice?

Activity title and description

Primary focus of the activity

Delivery methods of the activity

The purposes of gathering this consent and information includes, but is not limited to:

- linking CHSP providers to SSD providers who can offer assistance
- linking SSD providers with similar activities to enhance collaboration
- information sharing, such as lessons learned and best practice
- ensuring consistency of information shared with CHSP providers
- creating workspaces on specific topics in the CoP
- identifying projects for SSD providers
- identifying gaps or areas of need for CHSP providers

202 Consent to provide contact details to CHSP providers

(Required)

Please select only one item

- Yes
- No

Please do not provide an individual person's contact details, to ensure continuity if staffing arrangements change.

203 Consent to share primary activity focus(es) with CHSP Providers

(Required)

Please select only one item

- Yes
- No

204 Consent to share organisation name and activity details (as listed above) with moderators on the Community of Practice

(Required)

Please select only one item

- Yes
- No

Risks/Issues

This section is to be used for risks and issues not already noted in the previous activity-specific questions.

Examples of risks/issues may include:

Financial Management

Governance

Ability to meet contractual obligations

Viability

Ability to provide SSD services e.g., workforce issues

Uncertainty about aged care reforms

205 Have you identified any new risks/issues in providing the SSD activities you are funded to deliver? Have any previously identified risks/issues changed?

(Required)

Please select only one item

Yes

No

If yes to either question, please list the risks/issues in the textbox below and include the mitigation strategy (actions) you will or have already taken.

Final comments

Here you may wish to note things such as:

SSD activities/services CHSP providers are asking for that you cannot provide yourself

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)

206 Please enter any final comments (if desired)