

## COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

### Guide to completing your CHSP Wellness and Reablement Report 2018

This guide is designed to assist Commonwealth Home Support Programme (CHSP) service providers to complete their CHSP Wellness and Reablement reporting requirements for 2018.

From 1 July 2018, under the terms and conditions of the CHSP grant agreement, CHSP-funded service providers are required to provide an annual CHSP Wellness and Reablement Report to the Department of Health (the Department).

An online reporting template for the 2018 CHSP Wellness and Reablement Report (the Report) has been developed by the Department for service providers to complete. The Department acknowledges that the online reporting template has been released later than intended and has extended the due date for service providers to complete the report online until **Friday 16 November 2018**.

A Word version of the Report can be provided to organisations that are unable to access or complete the online version.

**Please contact your Grant Agreement Manager if you are unable to submit your Report online.**

#### Purpose of the CHSP Wellness and Reablement Report

Since the implementation of the CHSP in July 2015, CHSP funded service providers have been required to work towards embedding a wellness approach in their service delivery practices. However, the Department is aware that service providers will be at different stages of implementation.

The CHSP Wellness and Reablement Report for 2018 has been designed to provide the Department with an understanding of the current status of service providers' progress towards embedding wellness and reablement approaches into CHSP service delivery practices nationally. It has also been designed to identify any implementation issues or further supports needed.

#### Reporting Period

There is no specified reporting period for the 2018 CHSP Wellness and Reablement Report.

Instead, service providers are required to complete the Report based on their organisation's progress to date. This will provide the Department with a snapshot of each service provider's current status with regard to embedding wellness and reablement approaches into service delivery.

From 2019, service providers will be required to report annually against their organisation's progress, which will be measured against the initial Report.

#### Requirements for completing the CHSP Wellness and Reablement Report

The Report should be completed by a staff member of your organisation who has the best knowledge of the organisation's structure and of the specific work practices employed in service delivery.

Only one Report should be completed for each CHSP grant agreement that your organisation has in place with the Department.

Organisations whose CHSP grant agreement covers more than one service outlet or region and/or multiple service types, need only complete and submit one Report.

Organisations with multiple CHSP grant agreements will need to complete and submit a separate Report for each CHSP grant agreement. Each of these Reports will need to be completed by a staff member of the organisation who has detailed knowledge of the service delivery practices in the relevant service outlets.

The due date for the completion and submission of the Report for all CHSP funded service providers is **Friday 16 November 2018**.

## Accessing the CHSP Wellness and Reablement Report online

The Report is available to service providers through Citizen Space, which is a secure online means of consulting with stakeholders.

Your Grant Agreement Manager will send your organisation a link which will enable you to access the Report online.

You will need to click on the link provided in the email from your Grant Agreement Manager. This link should take you directly to the first overview screen, which includes a preview of the complete Report in PDF format. **Please do not use the preview to complete the Report.**

To access and fill out the Report, you will need to click on the 'Online Wellness and Reablement Report' link at the bottom of the overview screen.

**Please contact your Grant Agreement Manager if you are having difficulties completing the Report online.**

## Completing the CHSP Wellness and Reablement Report online

The 2018 CHSP Wellness and Reablement Report template has been designed as an online survey to enable the Department to review and analyse the data provided on a national level in a more easily accessible manner.

The Report should not be difficult to complete. It includes a mixture of multiple choice 'tick' box and free text questions structured into five main sections, with a final declaration and an optional 'additional comments' section included at the end. Service providers are required to complete each section of the Report template in accordance with the additional guidance provided below.

At the end of each section of the Report, you will have the option of continuing with the next section or saving your progress and returning later. If you elect to save your progress, you will be prompted to enter an email address and you will receive a link via email to return to your saved version of the Report.

**Please note that entries must be made against each question in a section before progress can be saved. If you need to save your progress before a page is completed, you can enter a draft response for each question and then revise your responses when you resume completing the Report.**

## Submitting the CHSP Wellness and Reablement Report

When you have completed all sections of the Report, please click "Finish" at the bottom of the Consultation Contents page. You will be asked to re-enter your email address before submitting the Report. If you re-enter your email address, you will receive a copy of your responses and confirmation (with a reference ID) that your Report has been submitted.

Service providers that are unable to complete the Report online may request a Word document version of the Report from their Grant Agreement Manager. Once completed, the hard copy version of the Report can then be submitted to your Grant Agreement Manager by email.

## Further information

If you have any questions about the Report or are having difficulties completing the Report online, please contact your Grant Agreement Manager.

## Additional guidance for completing each section of the CHSP Wellness and Reablement Report

The Report is divided into seven discrete sections. To finalise and submit your Report you are required to provide responses to six of the seven sections. Section six (additional information) is optional and does not need to be completed. Some additional guidance for completing each section of the Report is provided below to assist service providers.

You are required to answer each question as accurately as possible for your organisation, noting that there are no 'right or wrong' answers.

It is also recommended that each of the text-based responses should be limited to a maximum of 250 words. If you wish to provide longer responses, you have the option of uploading this information as a separate attachment to the Report at questions 18 and 25. You should include a note in the free text response box if you have provided additional information as a separate attachment.

<b>CHSP Wellness and Reablement Report</b>	
<p><b>About your organisation</b> <i>Questions 1 - 8</i></p>	<ul style="list-style-type: none"> <li>• This section includes seven questions related to your organisation's overall profile.</li> <li>• The purpose of this section is to enable the Department to identify if there are any trends occurring across a range of demographic variables.</li> <li>• You are required to fill out each question to the best of your knowledge. For questions 7 and 8 approximate answers are acceptable.</li> </ul>
<p><b>Your organisations CHSP services and clients</b> <i>Questions 9 - 12</i></p>	<ul style="list-style-type: none"> <li>• This section includes four questions relating to your organisation's CHSP clients and service delivery.</li> <li>• The purpose of this section is to assist the Department to gain an understanding of the typical service delivery patterns for different service types.</li> <li>• You are required to fill out each question to the best of your knowledge. Approximate answers are acceptable.</li> <li>• For questions 11 and 12, you are only required to provide answers for each service type that your organisation is funded to deliver. If your organisation does not deliver a particular service type you should leave that row blank and move on to the next.</li> <li>• The Department is aware that question 12 may be difficult for some service providers to complete. If you have difficulty accessing this data for funded service types approximate responses are acceptable or you may choose to use the 'unsure' option.</li> </ul>
<p><b>Client support plans and My Aged Care</b> <i>Questions 13 - 18</i></p>	<ul style="list-style-type: none"> <li>• This section includes six questions related to My Aged Care, the RAS assessment and support planning process and your organisation's goal oriented service delivery practices.</li> <li>• The purpose of this section is to provide the Department with some additional information on how the services delivered by your organisation are aligned to the RAS assessment and support planning processes as well as your obligations and ability to comply with My Aged Care requirements.</li> <li>• It will also provide the Department with additional information relating to the number of clients already registered with My Aged Care.</li> <li>• Service providers should be advised that the information provided under this section may be reviewed against data extracted from My Aged Care for organisations that are selected for review under the Department's CHSP audit process.</li> <li>• You may wish to include any specific challenges your organisation is facing under section five of the Report.</li> </ul>
<p><b>Wellness and reablement approaches in service delivery</b></p>	<ul style="list-style-type: none"> <li>• This section includes four questions designed to assist the Department to understand how your organisation is progressing with embedding wellness and reablement approaches into its service delivery practices.</li> </ul>

<p><i>Questions 19 - 22</i></p>	<ul style="list-style-type: none"> <li>• Further information on what is meant by ‘embedding’ wellness and reablement approaches in the context of the CHSP is provided as a drop down item at Question 19 (in the online version of the report) and in chapter 2 and 6 of the CHSP Program Manual.</li> <li>• Question 19. Please provide written examples of how your organisation is embedding wellness and reablement approaches into service delivery. If you have any specific case studies you would like to share with the Department these can be uploaded directly into the Report at this question. Please note that the Department may use any de-identified case studies for the purposes of education and training. You may like to include any information on reference material or specific tools that your organisation has used to measure outcomes of service delivery.</li> <li>• Questions 20 and 21. Please describe any benefits for your clients that your organisation has identified since implementing wellness and reablement approaches into service delivery. If applicable, describe how your organisation measures client outcomes. For example, have you used any client surveys or requested client feedback about your service that targets wellness and reablement outcomes?</li> <li>• Question 22 includes 14 statements relating to wellness and reablement approaches. In the context of your organisation, please choose the response which you feel best aligns with each statement.</li> </ul>
<p><b>Challenges to embedding wellness and reablement approaches in CHSP</b> <i>Questions 23 - 25</i></p>	<ul style="list-style-type: none"> <li>• This section includes three questions designed to assist the Department to understand any specific challenges that service providers may be facing in implementing wellness and reablement approaches and any additional supports that may be required.</li> <li>• Question 23. Please identify if there are any CHSP services delivered by your organisation which you think cannot be delivered in line with wellness and reablement approaches. For each service type identified, please explain why you think they do not align.</li> <li>• Question 24. Describe any barriers or challenges that your organisation is facing in implementing wellness and reablement approaches. This may include for example specific challenges relating to service delivery, client expectations or workforce issues.</li> <li>• Question 25. Please include any specific types of support that you think would increase your organisation’s knowledge and assist your organisation to embed wellness and reablement approaches into service delivery.</li> </ul>
<p><b>Additional comments/attachments</b> <i>Question 26</i></p>	<ul style="list-style-type: none"> <li>• This section is optional.</li> <li>• Question 26 provides an opportunity for service providers to include any additional comments or information to the Department.</li> <li>• Additional information may be provided directly into the Report or uploaded as an existing document via the ‘browse’ button.</li> </ul>
<p><b>Declaration</b> <i>Question 27</i></p>	<ul style="list-style-type: none"> <li>• The final section includes a statement of declaration, as well as the name and contact details of the staff member responsible for the Report.</li> <li>• The Department may contact the person identified in this section if any questions arise regarding the Report contents.</li> </ul>