

CHSP Documentation Samples

Samples of documents to be made available for Review process

Organisational Policies and Procedures

- Organisational Governance policies and procedures
- Organisational charts
 - Roles and lines of responsibility and delegations
- Police Checks and Statutory Declarations
- Constitution
- Minutes
- Audited financial reports (by external accredited auditors)
 - Evidence of financial reporting
- Annual Report
- Strategic Plan
- Agency Funding Agreement
- CHSP Work Plan
- Induction programs for Board members
- Evidence of training needs identified, delivered and attended
- Data Exchange (DEX) reporting

Operational Policies and Procedures

Consumer Information Pack

- Rights and Responsibilities – staff, volunteers and consumers
- Records of verbal right and responsibilities information provided to consumers
- Advocacy pamphlets and brochures
- Complaints and appeals procedures
- Fee policy and procedures
- Fee information on flyers
- Consumer records
- Consumer agreement
- Independence and Wellness brochures
- Information sessions flyers
- External bodies information
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- External bodies information



CHSP Documentation Samples

Networking

- Evidence of collaboration with other agencies including mainstream/generalist
- Networks meetings
- External bodies information (ARAS, Aged Care Complaints Commissioner)
- Minutes of interagency meetings

Program documentation samples

- Assessment forms
- Information consent form
- Access to services policy
- Refusal of service policy
 - Refusal of service register/procedures
 - Records of verbal refusal of service information provided to consumers
- Records of verbal information provided to consumers
- Referral forms
- Consumer records
- Consumer agreements
- Consent forms
- Description of information changes
- Summary records of verbal privacy and confidentiality information provided to consumers
- Summary records of verbal feedback and complaints provided to consumers
- Samples of relevant information distributed to consumers
- Documentation evidence of consumer consent, identified issues, action taken
- Procedures for meeting the needs of special need groups.
- MoU or agreement for brokering service
- Evidence of information changes
- DEX should match the Funding Agreement prescriptions
- Operational procedures/booklets
- Summary; analysis and action on Consumer feedback
- Evidence of referrals and collaborations with other service providers.
- Performance indicators
- Guidelines for response to emergency situations

Program documentation samples (continued)

- Interpreter booking form
- Referral forms
- Policy and Procedures on Complaints and Disputes
- External bodies information (ARAS, Aged Care Complaints Commissioner)
- Clients/Staff/Volunteers files with consent
- Electronic and paperwork kept files

CHSP Documentation Samples

Information dissemination

Up to date flyers: English and translated versions
Up to date service brochures: English and translated versions
Current Newsletters
Advertising and promotional materials
Current Demographic profiles
Information sessions flyers

Human Resource Management

Rights and Responsibilities – staff, volunteers and consumers
Police checks and Statutory Declarations
Job and person specifications
Staff meeting minutes
Staff Information Sessions
Evidence of information/training delivered, organised and attended

- WHS – office, on & offsite activities and home visits
- Carers
- Disability
- Dementia awareness
- First Aid
- Mental Health
- Food Handling
- Manual Handling
- Workplace safety
- Conflict Resolution training
- Volunteer management

Survey form/summary
Evaluations /feedback