

2025-27 Commonwealth Home Support Programme (CHSP) Extension

Start of Block: Default Question Block

Q1 2025-27 Commonwealth Home Support Programme (CHSP) Extension

We value and respect the diverse perspectives, experiences and knowledge of all stakeholders and interested members of the CHSP community. This provider survey seeks your feedback on 4 specific topics – unit pricing, DEX reporting, Specialised Support Services (SSS) and Sector Support and Development (SSD).

Your feedback will help us to align the CHSP to the new Aged Care Act, and to understand how to best utilise the next few years to prepare CHSP providers to transition to Support at Home no earlier than 1 July 2027.

Before completing this survey, we recommend that you read the CHSP factsheets on the department's website [\[link???](#)].

This survey will take approximately 5-10 minutes to complete. To proceed please click *Next*.

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Q2 Name of your organisation:

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Q3 Position title:

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Q4 Which of these services, if any, do you provide?

Please select all that apply

- Meals (1)
- Transport (2)
- Respite (3)
- SSS (4)
- SSD (5)
- None of the above (6)

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Q5 How will you be implementing the IT changes needed to comply with DEX reporting requirements?

- Developed through in-house IT support (1)
- Engage an external IT provider (2)
- I have not considered this yet (3)

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Q6 The following questions seek provider preferences on the 3 pricing options outlined in the survey overview.

We recommend that you read the [#52 – DEX pricing options] factsheet (LINK???)

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Q7 Do you understand that CHSP prices may align with the Support at Home pricing framework by no earlier than 1 July 2027?

- Yes, I understand that Support at Home operates under a single unit price (1)
- No, I wasn't aware of how this will impact CHSP (2)
- I need more information about unit prices and consumer contributions (3)

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Q8 Please rank your preferred options for pricing CHSP services [\[link???](#)] for 2025-2027, with 1 being most preferred and 3 being the least:

- _____ Maintain unit price ranges for all CHSP services (i.e., Maintain) (1)
- _____ Switch to the maximum unit price from 1 July 2025 (i.e., Normalise) (2)
- _____ Move to a single unit price on 1 July 2025 based on Support at Home prices (i.e., Move) (3)

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Q9 Why did you choose to rank the options in this order?

Please select all that apply

- I would prefer to maintain the same unit price with indexation for the 2025-27 period (1)
- It will create consistency across the services (2)
- A single unit price will better reflect the cost of services (3)
- It will allow me to adjust my output/activities at a level I can deliver (based on my capacity) (4)
- I can better meet the demand for services in my community (5)
- It will minimise price shock when transitioning to Support at Home (6)
- Other options not listed here (7)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Q10 Do you agree that meals and transport should remain as a unit price range, while the proposed social capital projects are underway?

- Yes, eventually the underlying service definitions will help to inform more accurate unit prices from no earlier than 1 July 2027 (1)
- No, I would prefer the unit prices for meals and transport to be consistent with the unit prices for other CHSP services. (2)

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Q11 The following questions are to understand feasibility of implementing the proposed DEX reporting.

We recommend that you have read the **[DEX reporting factsheet]** factsheet.

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Q12 Do you already collect your clients' My Aged Care Identification numbers (e.g., AC12345678)?

- Yes (1)
- No (2)

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Q13 Do you have unregistered CHSP clients? (i.e., they don't have an active referral for the service being delivered and/or don't have a My Aged Care ID).

- Yes (1)
- No (2)
- Unsure (3)

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Display This Question:

If Do you have unregistered CHSP clients? (i.e., they don't have an active referral for the service... = Yes

Q14 How many unregistered clients do you have?

- 0 - 99 (1)
- 100 - 299 (2)
- 300 - 499 (3)
- 500 or more (4)
- Unsure (5)

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Q15 Once the DEX reporting requirements have been communicated to providers, how long do you estimate it will take you to implement the necessary ICT changes to conform with these DEX reporting requirements?

- 0 - 3 months (1)
- 3 - 6 months (2)
- 6 - 9 months (3)
- More than 9 months (4)
- I need more information to make an accurate assessment (5)

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Q16 What is your biggest obstacle to complying with the DEX reporting requirements?

- The additional administration effort to meet those reporting requirements (1)
- The time pressure to implement the changes to my ICT system (2)
- The additional cost of implementing the changes to my ICT system (3)
- Getting clients to register for My Aged Care (4)
- Providing staff training on the new reporting requirements (5)
- I do not understand the changes that are required (6)

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Q17 What is the best method for the department to provide information relating to IT changes?

- Your Aged Care Update Newsletter (1)
- Webinars or similar presentations (2)
- Direct contact from FAMs for support and guidance (3)
- Engagement through the SSD Community of Practice (4)
- Other (5) _____

Page Break

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Or Which of these services, if any, do you provide? Please select all that apply = Respite

Q18 The following questions are to understand if enhanced reporting requirements for meals and transport services are useful for improving data quality and informing future policy.

We recommend that you read the **[DEX reporting factsheet]** factsheet.

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Q19 Do you agree with the proposed reporting requirements for meals and transport?

- Yes, I understand the intent of collecting this information and I already collect all this information. However, I will still need to make system changes in order to accurately report in DEX (1)
- Yes, I collect most of this information and can adjust processes and systems in order to comply with these proposed requirements (2)
- No, I don't currently collect the information required to comply with these new requirements and there is no capacity to make the relevant changes to systems and processes (3)
- No, I don't understand the new reporting requirements and I would like more information (4)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Respite

Q20 Will your organisation be able to comply with the reporting requirements for meals delivered during a respite service?

- Yes, my organisation will be able to comply with the new reporting requirements for meals delivered during a respite service (1)
- No, we do not collect information on meals delivered during a respite services (2)
- Maybe, but I would need to update my systems (3)

Page Break

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Or Which of these services, if any, do you provide? Please select all that apply = Respite

Q22 What types of additional, and regular, social engagement does your organisation (workers and/or volunteers) provide for older clients as part of service delivery?

- I'm not sure what regular social engagement would look like in my service delivery context (1)
- We make the client a cup of tea and/or check in on how they are going (2)
- We undertake informal welfare checks and let their team leader know if they notice a decline (physically, emotionally, mentally etc.) with their client (3)
- We establish and maintain a connection with the client. This connection enables meaningful social engagement throughout service provision (4)
- We meet clients at their front door or lobby, and as required, assist them with their mobility (e.g., in and out of the vehicle storing their assistive equipment, and/or carrying their shopping and goods into their destination) (5)
- We don't provide regular social engagement (6)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Or Which of these services, if any, do you provide? Please select all that apply = Respite

Q23 Do you provide a different type of additional, and regular, social engagement? If so, please tell us about it:

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = Meals

Or Which of these services, if any, do you provide? Please select all that apply = Transport

Or Which of these services, if any, do you provide? Please select all that apply = Respite

Q24 Does your organisation assess social benefit outcomes as part of service delivery?

- Yes, by conducting regular assessments or surveys (1)
- Yes, by gathering informal feedback from clients during service visits (2)
- Yes, by consulting with families or carers (3)
- Yes, by undertaking a social needs assessments (4)
- No, our organisation doesn't conduct any formal assessments on social benefits of service delivery (5)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSS

Q25 The following questions seek your feedback on any implementation concerns about re-aligning SSS services to the new CHSP service list.

We recommend that you read the [**CHSP Service List factsheet**] factsheet

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Display This Question:
If Which of these services, if any, do you provide? Please select all that apply = SSS

Q26 I acknowledge that I have read the factsheet [link] and understand my indicative offer will include re-aligned services

- Yes, I understand that my SSS services will be automatically mapped to new services and the department will consult with me before I receive my offer (1)
- No, I do not understand the changes and I need further consultation (2)

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Display This Question:
If Which of these services, if any, do you provide? Please select all that apply = SSS

Q27 Please provide any concerns you may have:

Page Break _____

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSS

Q28 How would you prefer to receive further information or assistance regarding these changes?

- Your Aged Care Update Newsletter (1)
- Webinars or similar presentations (2)
- Direct contact from FAMs for support and guidance (3)
- I have all the information I need at this stage (4)

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSS

Q29 Are these changes going to have a significant impact on your business?

- Yes, I am reconsidering my participation in CHSP (1)
- No, these changes will not have a significant impact on my business (2)
- Maybe, I need more information as to where my services are being mapped (3)
- Maybe, I am considering relinquishing some of these services (4)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSS

Q30 Do you deliver Dementia Advisory Services or Vision Advisory Services?

Yes (1)

No (2)

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If Do you deliver Dementia Advisory Services or Vision Advisory Services? = Yes

Q31 Do you understand the department will work with your organisation in 2025 on future funding arrangements?

Yes (1)

No (2)

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSS

Q32 As detailed in the factsheet [link], do you agree that client advocacy services could be realigned to either:

- Social support and community engagement – Cultural support
- Social support and community engagement – Individual social support
- Social support and community engagement – Group social support

- Yes, based on the descriptions, these services are well aligned to those social support services. (1)
- Yes, the change in unit prices reflect the cost of client advocacy services (4)
- No, the services I provide do not align to the descriptions of those social support services (5)
- No, the unit prices under the social support services do not reflect the cost of service delivery for client advocacy services (6)
- I don't deliver client advocacy services (7)

Page Break

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSD

Q33 The following questions seek your feedback on any implementation concerns about SSD being extended for 1 year and the possibility of a new sector support program.

We recommend that you read the [CHSP Service List factsheet] factsheet.

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSD

Q34 Do you have any concerns about the department reviewing and redesigning sector support for the whole in-home aged care system?

- Yes, I have concerns (1)
- No, I have no concerns (2)
- I'm not sure and need more information (3)

Display This Question:

If Do you have any concerns about the department reviewing and redesigning sector support for the wh... = Yes, I have concerns

Q35 Please outline your concerns:

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Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSD

Q36 Please provide any feedback you may have on the initial scope of the in-home sector support activities.

Display This Question:

If Which of these services, if any, do you provide? Please select all that apply = SSD

Q37 How would you prefer to receive further information or assistance regarding these changes?

- Your Aged Care Update Newsletter (1)
- Webinars or similar presentations (2)
- Direct contact from FAMs for support and guidance (3)
- Engagement through the SSD Community of Practice (4)
- Other (5) _____

Page Break

Q38 Do you intend on relinquishing all CHSP services from 1 July 2025?

- Yes (1)
 - No (2)
 - Maybe (3)
-

Q39 Please provide any further comments you would like to express relating to CHSP changes:

End of Block: Default Question Block

Start of Block: SUBMIT

Q40 Thank you for taking the time to complete our survey on CHSP changes.

If you have any questions, please contact homesupportpolicy@health.gov.au.

Please click the *Submit* button to finalise your response

End of Block: SUBMIT
