Instructions on how to use the Evidence for Readiness Checklist

In May 2021, the Australian Government announced changes to the Commonweath Home Support Program (CHSP). By July 2023, the Government is intending for the aged care sector to transition towards a single at home program. The new program will replace CHSP, Home Care Packages, Short-Term Restorative Care, and the Residential Respite Program.

Lorraine Poulos and Associates (LPA) in partnership with Inner West Sector Development and Ethnics Communities Council of NSW, prepared this helpful tool to guide and support your organisation to navigate thru anticipated changes and your preparedness for the anticipate new single program.

Step 1. Enter you organisation name, service outlet and date you commenced the checklist in the graybox

Step 2. The Checklist questions are categorised into different Domains and Area. This information can later be used or help in work prioritisation and decision making

Step 3. In the Status column,there are drop down options to select. The choices are Complete, Underway, Incomplete or N/A

Step 4. Notes and proposed actions can be outlined for each question under "Actions"

Step 5: Likewise, Responsiblities and timeline can be assigned in the last two columns

Step 6: The Evidence for Readiness Checklist is added the proposed Timelines issued by the Australian Government

Lorraine Poulos & Associates

INNER WEST AREA SECTOR SUPPORT DEVELOPMENT & TRAINING SERVICE
Funded by the Australian Government Department of Health

Ethnic Communities' Council of NSW Inc.
Representing all communities

Lorraine Poulos & Associates

INNER WEST AREA SECTOR SUPPORT DEVELOPMENT & TRAINING SERVICE
Funded by the Australian Government Department of Health

Ethnic Communities' Council of NSW Inc.
Representing all communities

CHSP 2022 -2023 Preparedness Checklist

Organisation | Service outlet name | Date

Area	Domain	Checklist Questions	Status	Actions	Person Responsible	Timeframe
Operations	Service planning	Client information is current within the service system is the same as reported on DEX				
		All relevant data is matching to current funded aged care planning region				
		Unique specialisation (Special Needs Groups) are clearly articulated across each cost centre, or proportionality estimates are available against each funded program/ subprogram. For example, if you are operating a combination of a centred based respite, and social support group concurrently, get to know the splits and estimates in assigned outputs per service types and service subtypes.				
		The flexibility provision under the CHSP is designed to provide a flexible approach to ensuring compliance with contractual performance reporting requirements under the CHSP Grant Agreement whilst enabling CHSP service providers to meet changes in the demand for services. Where there is demonstrated client need (based on My Aged Care referral requests), service providers have full flexibility to reallocate up to 100 per cent of their grant funds between funded service types and ACPRs listed in their CHSP Activity Work Plan to meet local demand pressures. Do you keep track of these provisions - the portions under flexibility and portion pre and post?				
Operations	Administration	Subscribe to notifications and announcements from CHSP contact. Who is the key contact listed for CHSP within your organisation?				
		Be vigilant for further notification from Dept re webinars and announcements on the transition to payment in arrears or new future in the home support program.				
		Registering with govt entity (MediCare/ Services Australia) re Claims				
		Establish a workflow process -end to end process from onboarding => assessment => care plan => service delivery => documentation => reporting => billing => claims and reimbursement is clearly outlined with timelines				
		Preparation to ensure service activity, attendance, billing information is available by the end of each billing cycle. The claims can be lodged within the first 5 days of each new month,when relevant information is available. The expected reimbursement is within five working days.				
Strategic	Governance Strategic, Operation, Clinical Risk, Finances	Business Impact Analysis (BIA), Business Continuity Plan. What are the critical business processes, suppliers, dependencies during the change over?				
Operations		lidentify consumers in high risk and high priority categories such as risks based on frailty, immunosuppression or other underlying chronic medical conditions as well as the level of service dependency or difficulty in complying with hand hygiene, isolation, or other protective measures during the change over or anticipated disruption to care services if services are unfunded for a month. Mitigating risks may include, access to service prioritisation based on urgent need, have cash reserves for one or two or three months before the implementing the new program.				
		Conduct a Risk workshop to identify strategic and operational risks. Working through the risks issues, ascertain the mitigating strategies that the organisation can implement in in the future. For example, if there are significant cash reserves issues, does the organisation need to start building some cash reserves for one or two months to cover for lag with payment in arrears or access to an emergency pool when there are matters on unplanned expenditure.				

Strategic		Workshop on defining unit costing - identify key staff within the organisation who can participate in the workshop of defining cost drivers, unit costing, activity based costing exercise.				
		Conduct a scenario based analsis to determine feasibility and operational model under new in the homey support program.				
		Depending on the scope of work, consider appointing a project officer or second someone to manage the transition and report back to Exec team/ Board				
	Workforce Planning	Workforce establishment report: how many staff who are permanent, part time and casuals and vacancies?				
		Prioritisation process in the event of "shrinkage" or temporary loss of hours or service. Briefing on flexibility provision or different work opportunities based on demand or requests/redeployment/redundancies.				
Operations		Have good knowledge and understanding of the conditions of employment awards to prevent foreseeable breaches of any conditions.				
Strategic	Critical infrastructure	What are my current Client information system, finance systems? Will this be sufficient to provide accurate individual client statements, billing and align to the Claim process?				
		Contract negotiations with preferred suppliers re terms of payment and services. Does the organisation need to discuss with their financial institutions, banks re terms of credit, overdrafts?				
		Identify any time-critical business process or supplies that may have an impact on the process of payment in arrears.				
		Does the organisation have a secured data security, backup of information and recovery in the event of cyber attack or unplanned outage? Determine the Maximum Allowable Outage (MAO) to prevent delay, loss of data that may impact records and claims.				
Operations	Engagement	Identify all your stakeholders who are involved with CHSP such as members of the Board, Management, Staff, Volunteers, Consumers, Carers, subcontractors, suppliers, Govt officials, key contacts. Work out what is the best channels of communication for your stakeholders.				
		Draft a communication strategy with consumers and carers. What will stay the same, and what will change? Provide certainty and confidence.				
		Hold briefings with staff re how the organisation is navigating through the change with confidence, assurances and certainty. Do not speculate or make assumptions about the future. Be prepare with FAQ. Guided scripts to support frontline staff in answering questions from consumers / carers. This will provide consistency in messaging.				
		Hold briefings with staff re how the organisation is navigating through the change with confidence, assurances and certainty. Do not speculate or make assumptions about the future. Be prepare with FAQ. Guided scripts to support frontline staff in answering questions from consumers/carers. this will provide consistency in messaging.				
		Keep in close contact and conduct welfare checks with consumers, especially during restrictions/lockdown. Do you have any other list of questions to ask?				

Complete
Incomplete
Underway
N/A

Lorraine Poulos & Associates

INNER WEST AREA SECTOR SUPPORT DEVELOPMENT & TRAINING SERVICE
Funded by the Australian Government Department of Health

Ethnic Communities' Council of NSW Inc.
Representing all communities

Financial Year	**2021-22**				**2020-23**				**2023-24**
Calendar Year	**2021**		**2022**				**2023**		
Key work items	**Jul – Sep**	**Oct – Dec**	**Jan – Mar**	**Apr – Jun**	**Jul – Sep**	**Oct – Dec**	**Jan – Mar**	**Apr - Jun**	**Jul – Sep**
Complete the Evidence for Readiness Checklist									
Sector consultation									
Unit Pricing									
Decision on next steps for 2022-23									
Contract negotiation with CHSP providers									
CHSP Extension									
Transition to Support at Home Program									