

## Information and Contacts

Program	Topic	Information Sources	Contact
Commonwealth Home Support Programme Department of Social Services	Grant agreement matters	<ul style="list-style-type: none"> <li>CHSP Program Manual and Guidelines</li> <li>Living Well at Home Guide Practice Guide</li> <li>Client Contribution Framework</li> <li>Provider updates and factsheets</li> </ul> <a href="https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/resources">https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/resources</a>	Grant Agreement Manager Dannielle Betheras, or Bronwen Lane  Local CHSP Funding Agreement Team  <a href="mailto:CHSP.VIC.Team5@health.gov.au">CHSP.VIC.Team5@health.gov.au</a>
Commonwealth Home Support Programme Department of Health		<ul style="list-style-type: none"> <li>Key role of the HEARN is stakeholder engagement</li> <li>CHSP Program Manual and Guidelines</li> <li>Living Well at Home Guide Practice Guide</li> </ul>	Assistant Director Health Engagement and Representation Network [HEARN] Jo Xuereb <a href="mailto:Josette.XUEREB@health.gov.au">Josette.XUEREB@health.gov.au</a>
Home and Community Care Program for Younger People	Program and service agreement matters	<ul style="list-style-type: none"> <li>HACC Program manual</li> <li>Fees policy</li> <li>Transition to NDIS</li> <li>MDS and reporting</li> </ul> <a href="https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care">https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care</a>	DHHS Divisional Program Adviser <a href="mailto:Louise.McGuire@dhhs.vic.gov.au">Louise.McGuire@dhhs.vic.gov.au</a>  Regional Team Leader <a href="mailto:Janis.Brooks@dhhs.vic.gov.au">Janis.Brooks@dhhs.vic.gov.au</a>
Home and Community Care Program for Younger People	Program and service agreement matters  Issues with assessment for LAHA and RAS	<ul style="list-style-type: none"> <li>HACC Program manual</li> <li>Fees policy</li> <li>Transition to NDIS</li> <li>MDS and reporting</li> </ul> <a href="https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care">https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care</a>	DHHS Manager, Sector Development, Community Care and Assessment Unit Jayne Power <a href="mailto:jayne.power@dhhs.vic.gov.au">jayne.power@dhhs.vic.gov.au</a>  Pansy Lee <a href="mailto:Pansy.lee@dhhs.gov.au">Pansy.lee@dhhs.gov.au</a>
Data Exchange	Access issues and technical (IT) advice  Assistance on how to report CHSP services	Technical specifications, training resources and e-learning modules <a href="https://dex.dss.gov.au/">https://dex.dss.gov.au/</a>  <a href="https://dex.dss.gov.au/training-resources/">https://dex.dss.gov.au/training-resources/</a>	DSS Helpdesk - 1800 020 283 <a href="mailto:Dssdataexchange.helpdesk@dss.gov.au">Dssdataexchange.helpdesk@dss.gov.au</a>  Grant Agreement Manager  Local CHSP Grant Agreement Team
My Aged Care	Service provider matters	<ul style="list-style-type: none"> <li>Information about changes to My Aged Care</li> <li>Guidance documents for using the Provider portal</li> <li>FAQs and Fact Sheets, Videos and webinars</li> </ul> <a href="http://www.myagedcare.gov.au/service-providers">http://www.myagedcare.gov.au/service-providers</a>	My Aged Care service provider and assessor helpline 1800 836 799

		<a href="https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers">https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers</a>	
	Health professionals	<a href="http://www.myagedcare.gov.au/for-health-professionals">http://www.myagedcare.gov.au/for-health-professionals</a>  <a href="https://agedcare.health.gov.au/programs/my-aged-care/information-for-health-professionals">https://agedcare.health.gov.au/programs/my-aged-care/information-for-health-professionals</a>	My Aged Care service provider and assessor helpline 1800 836 799
	AUSkey Administrator	<a href="https://agedcare.health.gov.au/programs/my-aged-care/information-for-service-providers/my-aged-care-provider-portal-user-guide-part-one-administrator-functions">https://agedcare.health.gov.au/programs/my-aged-care/information-for-service-providers/my-aged-care-provider-portal-user-guide-part-one-administrator-functions</a>	My Aged Care service provider and assessor helpline 1800 836 799
	AUSkey Team leader and Staff	<a href="https://agedcare.health.gov.au/programs/my-aged-care/information-for-assessors/my-aged-care-provider-portal-user-guide-part-two-team-leader-and-staff-member-functions">https://agedcare.health.gov.au/programs/my-aged-care/information-for-assessors/my-aged-care-provider-portal-user-guide-part-two-team-leader-and-staff-member-functions</a>	My Aged Care service provider and assessor helpline 1800 836 799
Aged Care Reform	General enquiries	<ul style="list-style-type: none"> <li>• Webinars and Videos, Fact Sheets</li> <li>• Evaluations and reports</li> </ul> <a href="https://agedcare.health.gov.au/aged-care-reform">https://agedcare.health.gov.au/aged-care-reform</a>  <a href="https://agedcare.health.gov.au/aged-care-reform/home-care/home-care-packages-reform">https://agedcare.health.gov.au/aged-care-reform/home-care/home-care-packages-reform</a>	Contact your relevant peak body.  Alternatively email enquiries to the Department of Health <a href="mailto:agedcarereformenquiries@health.gov.au">agedcarereformenquiries@health.gov.au</a>
Planning	Administration Support	E-Newsletter  Alliance Membership	Sector Development Team Administration <b>Sonya Irvine</b> Sector Support and Development Team, Grampians Region. CHSP and HACC PYP Phone: 5338 0519 Email: <a href="mailto:Sonyal@bchc.org.au">Sonyal@bchc.org.au</a>
	Wellness and Reablement	DHHS Resources on ASM Planning  <a href="https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development">https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development</a>  <a href="https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/06_2015/good_practice_guide_version_web_accessible.pdf.pdf">https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/06_2015/good_practice_guide_version_web_accessible.pdf.pdf</a>	Wellness and Reablement Consultant <b>Melanie Perks</b> Sector Support & Development Team, Grampians Region  Phone: 5338 0579 Mobile: 0409 945 301 Email: <a href="mailto:melaniep@bchc.org.au">melaniep@bchc.org.au</a>

Aboriginal Development Officer	<ul style="list-style-type: none"> <li>• CHSP Program Manual</li> <li>• DHHS Fact Sheet</li> <li>• CHSP Fact Sheet</li> </ul> <p><a href="https://www.emralliance.org/connecting-the-pieces.html">https://www.emralliance.org/connecting-the-pieces.html</a></p>	<p>Aboriginal Development Officer  <b>Rachel Muir</b>                  Sector Support and Development Team, Grampians Region. CHSP and HACC PYP                  Phone: 5338 0578                  Mobile: 0409 388 890  <a href="mailto:rachelm@bchc.org.au">rachelm@bchc.org.au</a></p>
Diversity & Sector Advisor	<ul style="list-style-type: none"> <li>• CHSP Program Manual</li> <li>• DHHS Fact Sheet</li> <li>• CHSP Fact Sheet</li> </ul> <p><a href="https://www.emralliance.org/connecting-the-pieces.html">https://www.emralliance.org/connecting-the-pieces.html</a></p>	<p>Diversity &amp; Sector Advisor  <b>Rob Salt</b>                  Grampians Region                  Sector Support and Development Team: CHSP and HACC PYP                  Email: <a href="mailto:robysn@bchc.org.au">robysn@bchc.org.au</a>                  Phone: 5338 9134                  Mobile: 0476 283 625</p>
Projects, training	<p>Grampians Region CHSP/HACC PYP Website:  <a href="http://wimmerapcp.org.au/hacc-and-community-aged-care/">http://wimmerapcp.org.au/hacc-and-community-aged-care/</a></p> <p>Website hosted by the Wimmera, Grampians Pyrenees and Central Highlands PCPs.</p>	<p>Grampians Region Project Consultant  <b>Kathleen Steenhuis</b>                  Sector Support and Development Team: CHSP and HACC PYP                  Phone: 5338 0580                  Mobile: 0418 309 849                  Email: <a href="mailto:KathleenS@bchc.org.au">KathleenS@bchc.org.au</a></p>

## Hyperlinks to information put out by Department of Health – not for distribution as a hard copy

Videos for CHSP;

[How to configure outlet information – introduction](#)

[How to configure CHSP service information Home Care Package service information](#)

[How to configure Residential Aged Care service information](#)

[How to manage service referrals](#)

[How to maintain a waitlist in the provider portal](#)

[How to view and manage tasks and notifications](#)

[How to request a support plan review for a client](#)

[How to use the portals](#)

[How to set up your organisation in the My Aged Care provider portal](#)

[Showcase of the My Aged Care system](#)

## DEX information for Administrators Task Cards

- [Log in to the Data Exchange web-based portal](#)
- [Overview of "My Organisation"](#)
- [Setting up the structure of your organisation](#)
- [Create and manage outlets](#)
- [Add a new user](#)
- [Handshake – Create, accept or revoke](#)
- [Upload methods](#)

## Data entry in the web-based portal [client, case and groups]

- [Navigation guide](#)
- [Add a client](#)
- [Add a case](#)
- [Add a session](#)
- [Add a case](#)
- [Add a session](#)
- [Add a SCORE assessment](#)
- [Find and edit a client](#)

## Other important information

- [Quick Guide to using reports](#)
- [Accessing the Data Exchange – Supported browsers](#)
- [Novation process](#)
- [Extension request form – Task card for Service Providers](#)
- [Extension request form – Task card for Funding Arrangement Managers](#)
- [Web-based portal enhancements](#)

### information

- **Assessors** - <https://agedcare.govcms.gov.au/programs-services/my-aged-care/information-for-assessors>
- **Service Providers** - <https://agedcare.govcms.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>
- **Q and A** - <https://agedcare.health.gov.au/programs-services/quality-indicators-for-aged-care/my-aged-care-frequently-asked-questions>
- **All staff** - <https://agedcare.health.gov.au/news-and-resources/announcements>
- **BIDs registration** - <https://agedcare.health.gov.au/news-and-resources/subscribe>
- **Quality Team** - [https://dex.dss.gov.au/wp-content/uploads/2018/01/dex\\_fact\\_sheet\\_-\\_data\\_quality\\_-\\_cleared\\_2017\\_12\\_22.pdf](https://dex.dss.gov.au/wp-content/uploads/2018/01/dex_fact_sheet_-_data_quality_-_cleared_2017_12_22.pdf)

## Commonwealth Home Support Programme Manual 2018

This is the bible:

please make sure you read the footnotes as some of the direction is not to happen in Victoria until 2019, BUT it does give you an idea of the future direction especially Reablement & Wellness.

<https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual>

## Aged Care Quality Standards Resources

<https://www.agedcarequality.gov.au/providers/standards>

<https://www.agedcarequality.gov.au/resource-library>

Grampians Sector Development Team has developed another version of a self-assessment tool that might be useful for providers. Access the tool [here](#)