



## For Information – Advance notification of final client data migration

Good afternoon Commonwealth Home Support Programme (CHSP) Organisation Administrators,

The Department of Health and Aged Care (the department) is undertaking the third and final CHSP data migration exercise to capture all older Australians who **do not have** an active client record in My Aged Care but are receiving services. The data collection will commence in early 2023 in preparation for the reforms to in-home aged care and will be the **final opportunity** providers have to ensure all client data is recorded in My Aged Care.

### Why are we doing this again?

Recording clients on My Aged Care is a condition of current funding and performing this additional migration will help prepare for new program arrangements. To ensure the sector is ready for transitioning, it is **critical** that every client who is receiving CHSP services through your organisation has an active client record in My Aged Care with at least one active service delivery item linked to an outlet.

The model being proposed for the in-home aged care program as outlined in the discussion paper, is for ongoing services to be delivered primarily on an activity-based funding basis. From **1 July 2024** all clients receiving services will need to be on My Aged Care with payments made to providers once the services are delivered to the linked clients. On the 6 October 2022, we emailed all CHSP providers requesting the number of clients who are not linked to your outlets in My Aged Care. This exercise has identified over 75,000 clients that need to be captured in My Aged Care.

The data collection and migration of My Aged Care records for these clients will:

- ensure clients can continue to receive services from 1 July 2024
- ensure providers will be able to receive payment for services they deliver to their clients from 1 July 2024
- provide the department with an overall picture of the aged care service demand when finalising the new in-home aged care program, and
- identify where some clients are receiving duplicate service delivery from multiple providers.

### Data collection template and timeframes

The CHSP grandfathering client tile will appear within the Provider Portal to allow data collection to commence on **Monday 9 January 2023** and close at 11.59pm AEST Friday 26 May 2023. No extensions will be granted.

CHSP providers **must** use the new template for their data collection and upload to the My Aged Care Provider Portal via the CHSP grandfathering client tile.

The new template will be uploaded to the [department's](#) website once available and requires client information on:

- name, address, gender, date of birth; and
- Medicare or Department of Veterans' Affairs (DVA) number or Centrelink Reference Number (CRN).

Once uploaded, CHSP providers will be required to manually record the service delivery information for each client record in My Aged Care, remediate any errors and then 'submit' the data. When you click submit you will be asked to tick a check box confirming you have consent to provide this information.

The previous template cannot be uploaded into the portal.

## Requesting client information

The department will provide a letter that you can use to advise clients of the data collection exercise. This will provide a level of comfort and legitimacy in light of the recent data security incidents.

## Preparing for this activity

- Please ensure you have the above information available for all clients that you are delivering services to.
- We would advise you to start the activity as soon as the portal opens to allow time to complete it.
- You must be an organisation administrator to complete this task within the portal.

## Where to get further information

- All enquiries relating to this exercise should be directed to [sah.implementation@health.gov.au](mailto:sah.implementation@health.gov.au)
- To get involved with the in-home aged care consultations visit the Ageing and Aged Care [Engagement Hub](#) where you can also register for the aged care sector [newsletter](#). For more information, please visit the department's [Reforming in-home aged care webpage](#). For any enquiries relating to the reforms or upcoming consultation please email [sah.implementation@health.gov.au](mailto:sah.implementation@health.gov.au)