



# Commonwealth Home Support Programme (CHSP) Community Transport Pricing Pilot update

28 March 2024



# Acknowledgement of Country

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I would like to acknowledge the Traditional Owners and Custodians of the vast lands on which we meet today and pay my respects to Elders past, present and emerging. I am presenting to you from the lands of the Ngunnawal and the Ngambri people.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples joining us today.



# Housekeeping

- You can submit a question through the Q&A function in the Slido on the right-hand side of your screen.
- The webinar will be recorded and uploaded to [our website](#) by early next week.



Watch webinar recording  
when published



# What we will cover:

1. CHSP update
2. Overview of pricing pilot
3. Australian Community Transport Association (ACTA) update
4. Pilot progress update
5. Q & A panel



# CHSP update

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Martin Dempsey, Director, CHSP Program Management

# CHSP Funding Extension 2024-25 (GO6821)

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- To continue delivering CHSP services beyond 30 June 2024, you must apply for the CHSP Funding Extension 2024–2025 Grant Opportunity.
- Eligible CHSP providers will need to lodge their application via [email to CHSPextension@health.gov.au](mailto:CHSPextension@health.gov.au) before 2pm AEDT on 14 May 2024.
- Once completed, all eligible CHSP providers will be issued a variation to their existing grant agreement for 1 July 2024 to 30 June 2025.
- Visit [Funding extension for the CHSP](#) webpage to learn more.



Funding extension  
web page

# CHSP Funding Extension 2024-25 cont.

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For more information about the CHSP 2024–25 extension:

- refer to the [Grant Opportunity Guidelines](#) and frequently asked questions on Grant Connect
- read the [CHSP 2024–25 extension fact sheet](#) that outlines the extension process, updated unit price ranges and other program updates
- send further questions or raise any technical issues with the [grant.ATM@health.gov.au](mailto:grant.ATM@health.gov.au) (quote GO6821).



Grant Opportunity  
Guidelines



2024-25 extension  
fact sheet

# CHSP Extension 2025-2027

- The CHSP has been further extended until 30 June 2027.
- This means CHSP providers will transition to the new Support at Home program no earlier than July 2027.
- This allows CHSP providers more time to prepare for the reforms and ensure a smooth transition for their clients.

**Funding arrangements for the 2025 - 2027 extension will be available in the coming months.**



# CHSP Ad hoc grant and flexibility provisions

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- A further \$15 million in funding was made available under the CHSP Ad Hoc Grant Opportunity (GO5672)
- CHSP providers can apply for additional funding:
  - To respond to unforeseen and exceptional circumstances
- Last week, the department limited the grant opportunity to only emergency or unforeseen applications.
- We have also increased the flexibility provisions



**Apply via  
Grant Connect**

# Ad hoc fuel supplement (GO5672)

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- CHSP providers where transport costs are more than 5% of annual grant funding may apply for additional one-off funding for assistance with increased fuel costs under GO5672.
- This is a one-off payment, equivalent to 30 cents per litre for increased fuel costs for 1 July 2023 to 30 June 2024.
- If you are eligible, approved applicants will receive a letter of agreement.

# GO5672 Ad hoc fuel supplement cont.

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The additional one-off funding for fuel costs is only available to:

- CHSP Transport-only providers who have fully utilised the flexibility provisions
- CHSP providers funded to deliver services that have a transport component (e.g., unaccompanied shopping, social outings, meals) where flexibility provisions and underspends have been used
- CHSP providers who without the additional funding are presented with continuity of service risks for clients until 30 June 2024

Sub-contractors must contact their funded organisation for details on what assistance may be available to them.

# CHSP Growth Funding 2024-25 Grant Opportunity

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- CHSP Growth Funding 2024-25 Grant Opportunity will fund up to \$100 million (excl GST) from 1 October 2024 in identified Aged Care Planning Regions for the following service types:
  - domestic assistance,
  - allied health and therapy,
  - transport services and
  - home maintenance.
- Current CHSP providers, as well as service providers across aged care, disability, health and veterans care sectors are eligible to apply.

# CHSP Growth Funding 2024-25 Grant Opportunity cont.

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- Successful providers will:
  - receive a grant agreement for 1 October 2024 to 30 June 2025
  - be included in the 2025-2027 CHSP funding extension process.
- Learn more:
  - [Draft Grant Opportunity Guidelines](#) available on Grant Connect.
  - Visit [CHSP growth funding](#) web page
- Applications will open in mid to late April for 6 weeks on Grant Connect.



Grant Connect  
forecast



CHSP growth  
funding page

# Overview of pricing pilot

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Felicity Benedetti, Director, CHSP and Continence Policy

# Community Transport



# The opportunity

CHSP **extension until June 2027** means we have time to get this right.

The pricing pilot aims to:

- develop and test a more accurate way of calculating service delivery components, and their relationship to costs, including explicit consideration of the social capital elements.
- develop and test alternative policy arrangements
- incorporate social engagement and client choice.

**The current pricing model for CHSP community transport is simplistic and not fit for purpose, with a single dollar value per trip regardless of trip distance, remoteness, or complexity.**





# Objectives

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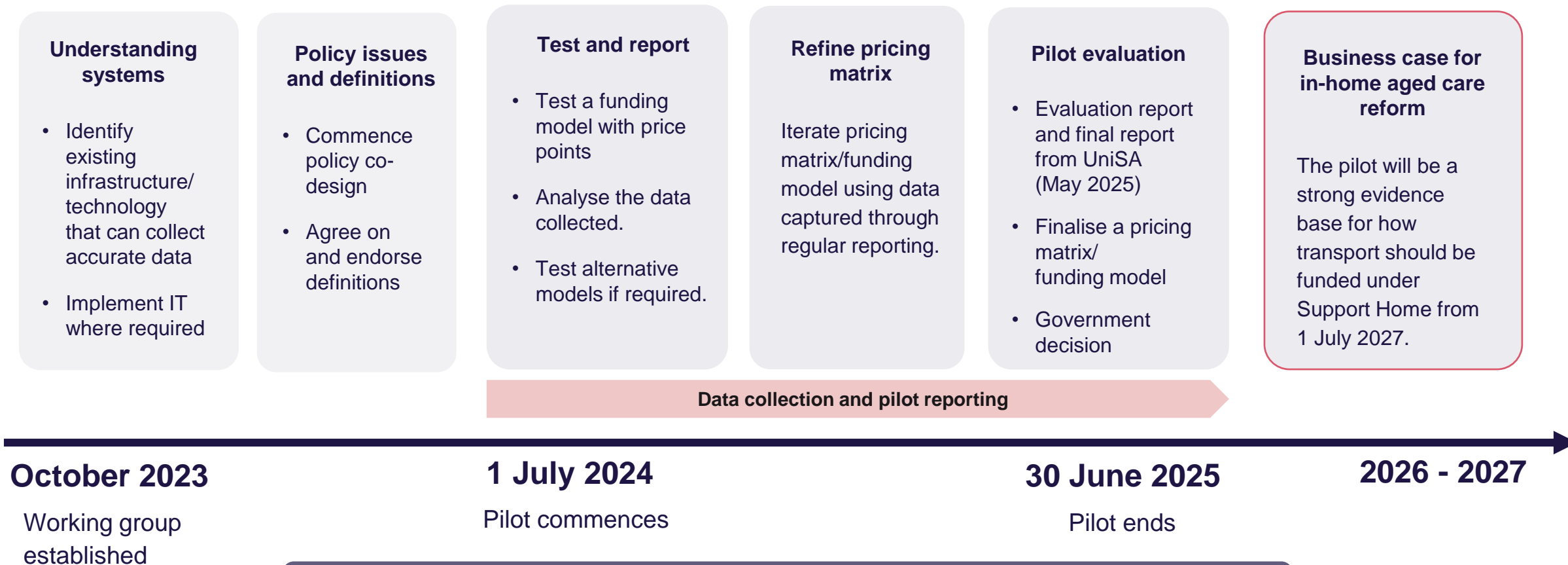
- The CHSP Community Transport Pricing Pilot will:
  - ensure Community Transport is sustainable and provides a quality service to those in our communities
  - maximise efficiencies, support and resources to ensure service viability
  - improve the accuracy of reporting and data
  - improve the availability of community transport services across Australia.

# Pilot methodology

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- We are creating a new national model developed and tested using real data
- The model will consider metro, regional and remote for all organisations
- We will work with ACTA and the pilot working group to develop the overarching policies
- University of South Australia will make recommendations based on research and data provided from the pilot.
- The pilot will test all major components of the National Variable Pricing Matrix (NVPM) developed by ACTA

# Pilot approach and intended outcome



**End goal** is accurate Government funding of Community Transport providers that enables organisational viability and supports older people.

# Parameters and support for pilot participants

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## Changes for pilot participants

1. Future CHSP Manual Updates
2. CHSP Contract Updates
3. Dual Reporting

## Additional support

- Guaranteed funding with no major changes to the general funding agreement in place.
- Limited compliance actions against transport services for participants.

# Selection of pilot participants

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The pricing pilot working group includes ACTA and 30 CHSP transport providers from across Australia.

The participating transport providers were selected because they:

- range from small, medium, and large in size
- have differing business models
- deliver to metropolitan, regional and remote areas
- provide services to First Nations and culturally & linguistically diverse (CALD) communities.

# Working group meetings

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Meetings to date:

- **5 December 2023:**
  - meet and welcome a pilot participants, commence the project and discuss objectives
- **7 February 2024:**
  - discuss key policy issues and definitions for consideration and testing
  - hear from providers about their community transport experience.

Next working group meetings planned for April and June 2024.



# ACTA update

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Murray Coates, CEO, Australian Community Transport Association

# Partnering to deliver the pricing pilot

We have worked with Support at Home Reform Branch to develop a variable pricing matrix construct over the past few years.

Who we are:

- National Peak Body for Community Transport Sector
- Representatives and advocacy: a National voice
- Understanding of the intricacies of the sector as well as significant networks and established connections across Australia
- Working with broad range of stakeholders



# Draft National Variable Pricing Matrix

	0-15km	16-30km	31-40km	41-50km	>51km	Regional and remote (2>)
LOW	<b>\$A</b>	<b>\$B</b>	<b>\$C</b>	<b>\$D</b>	\$ Thin market	\$ Thin market
MEDIUM	<b>\$E</b>	<b>\$F</b>	<b>\$G</b>	<b>\$H</b>	\$ Thin market	\$ Thin market
HIGH	<b>\$I</b>	<b>\$J</b>	<b>\$K</b>	<b>\$L</b>	\$ Thin market	\$ Thin market

# University Partner – UniSA

The University of South Australian will collect pilot data, evaluate the pilot, and report on its results.

Design an Evaluation Framework

Trial and test the National  
Variable Pricing Matrix

Make Recommendations

This study has 3 inter-related objectives:

1. **Design an evaluation framework** that can be used to assess the impacts of the NVPM on the sustainability and quality of CT service offerings;
2. **Undertake a trial of the NVPM** with 35 CT operators across Australia, and use the evaluation framework to assess impacts in practice; and
3. **Identify changes or improvements** to the NVPM to maximise the sustainability and quality of CT service offerings across different service contexts.

# Phase 1: Framework Development and trial preparation

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1. Review of the Australian CT sector in general, and the development of the NVPM framework in particular, as well as relevant international studies, to develop initial assessment framework
2. Consultation with ACTA and its stakeholders to determine data requirements, and develop a plan for data collection, analysis and reporting
3. Work with ACTA and participant working groups to test the data collection plan to ensure that the remote setups are working before the trial commences in Phase 2
4. Ensure software is fit for purpose and there can be consistent collection of the data.

# UniSA data collection points

## Trip-level information to be extracted from back-end IT system

### 1. Trip details

- Number of passengers
- Trip origin postcode
- Trip destination post code
- Trip distance (Quoted)
- Trip distance (Planned)
- Trip distance (Actual)
- Trip start time
- Trip end time
- Trip time components
  - Pre-start checks
  - Empty run
  - Loading time
  - Trip time
  - Unloading time
  - Vehicle inspection and clean-up
- Funding source (CHSP or other)
- Service delivery (Self, taxi, brokerage)

### 2. Vehicle details

- Vehicle ID
- ownership

### 3. Passenger details

- How well does the person speak English
- Indigeneity
- Age
- Gender
- Disability type

### 4. Driver details

- Driver ID

# UniSA data collection points

## Operator-level information to be collected through survey of CEOs and CFOs

### 1. Organisational details

- Other services provided
- Total number of employees and volunteers, and services number of employees and volunteers working on CHSP service
- Total number of trips served per year, and analogous number of CHSP trips
- Total revenue, and revenue from CHSP

### 2. Workforce

- Salary costs
- On-costs
- Volunteer costs

### 3. Vehicle fleet details

- Number of vehicles
- Depreciation costs
- Loan expenses
- Fuel costs
- Service and maintenance costs
- Insurance
- Registration
- Tolls and state levies

### 4. Overheads

- Labour overheads (e.g. training)
- Capital overheads (e.g. office, depot)
- Other overheads

# Pilot progress update

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Felicity Benedetti, Director, CHSP and Continence Policy

# What's been done so far?

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- Selected pilot representatives across Australia
- Back of house arrangements with UniSA, providers and software providers on software requirements
- Began receiving financial and operational information from Pilot participants
- Developed a defined data set
- Developed the draft evaluation framework
- Collected the policy issues and priorities and commenced the refinement of these to explore under the pilot
- Begun working on new definitions under the pilot

# Definitions

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Current definitions we are developing and refining with pilot participants:

- What is ‘community transport’?
- What constitutes a ‘trip’?
- Service complexity
- Social engagement

**We are working with ACTA to align the refreshed funding model with the Aged Care Taskforce Final Report’s recommendations on thin markets.**





# What's happening now?

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- ACTA is working with providers and software integrators to arrange appropriate reporting software.
- Developing a communications strategy with ACTA for participant and sector engagement.
- Testing new policy definitions with the working group through discussion papers.



# Learn more

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- Visit [CHSP Community Transport Pricing Pilot](#) web page for:
  - updates from working group meetings
  - fact sheets
  - frequently asked questions.
- Ongoing webinar updates
- Email communications from ACTA
- Subscribe to the Your Aged Care Update newsletter



CHSP Community  
Transport Pilot web page



# Contact information

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- If you have a question about the pilot, email [homesupportpolicy@health.gov.au](mailto:homesupportpolicy@health.gov.au)
- If interested in opportunities to take part or contribute to the pilot, email [ceo@communitytransportaustralia.org.au](mailto:ceo@communitytransportaustralia.org.au)



# Q&A panel

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- Felicity Benedetti, Director, CHSP and Continence Policy
- Martin Dempsey, Director, CHSP Program Management
- Murray Coates, CEO, Australian Community Transport Association

# Questions?

- You can submit a question through the Q&A function in the Slido on the right-hand side of your screen.
- Simply type in your question and hit enter.





# Thank you for attending



[health.gov.au/our-work/CHSP-community-transport-pricing-pilot](https://health.gov.au/our-work/CHSP-community-transport-pricing-pilot)



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