



Appendix C – Commonwealth Home Support Programme (CHSP) contacts, supports and resources

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1. Community Grants Hub contacts

To contact your CHSP Funding Arrangement Manager:

- Northern Territory: NTPerformanceHealth@communitygrants.gov.au
- New South Wales and ACT: NSWACTCHSP@dss.gov.au
- Queensland: QLDPerformanceHealth@communitygrants.gov.au
- South Australia: SAPerformanceHealth@communitygrants.gov.au
- Tasmania: TASperformanceHealth@communitygrants.gov.au
- Victoria: CHSP.Vic@dss.gov.au
- Western Australia: CHSPWA@dss.gov.au

2. DSS Data Exchange and CHSP performance reporting resources

The Data Exchange is the program performance reporting solution developed by the Department of Social Services (DSS).

The Data Exchange offers a range of self-service reports that give a picture of short and long-term outcomes for clients, across programs.

- [DSS Data Exchange Protocols](#)
- [DSS Data Exchange \(DEX\) Training Resources](#)
- [Managing the CHSP.](#)

3. Translation and interpreting services

CHSP providers can access the following services to support their clients:

- [The National Sign Language Program \(NSLP\)](#) provide sign language interpreting and captioning services for Deaf, Deafblind and hard of hearing clients to engage with aged care services– book through the [Deaf Connect website](#), call 1300 773 803 or email interpreting@deafconnect.org.au.
- [National Translating and Interpreting Service \(TIS National\)](#) can support clients who have difficulty speaking or understanding English. Book an interpreter through the [TIS National website](#) or by calling 131 450.
- [Different languages, same aged care](#) provide aged care providers with free translation services for written and audio/visual materials.

Learn more about accessing translation and interpreting services for aged care through [My Aged Care](#), or by calling 1800 200 422.

4. My Aged Care resources

My Age Care website

[My Aged Care](#) is the single-entry point to accessing and managing aged care services.

My Aged Care provides information on aged care for older people, families and carers.

Call the My Aged Care Contact Centre at 1800 200 422 (Monday to Friday: 8am to 8pm and Saturdays: 10am to 2pm).

My Aged Care Service and Support Portal

My Aged Care Service and Support Portal is the key tool for managing referrals and updating client information.

- [My Aged Care service and support portal resources](#) – for guidance on how to use the My Aged Care Service and Support Portal.
- [My Aged Care resources](#) – further information to support the use of the provider portal, including fact sheets, videos, and quick reference guides.
- Contact the [My Aged Care service provider and assessor helpline](#) on 1800 836 799 (8am to 8pm Monday to Friday, 10am to 2pm Saturday).

[More information for services providers](#) on the My Aged Care website.

Service Australia – Aged Care Specialist Officers

Aged Care Specialist Officers (ACSO) deliver face-to-face support for older people and their families to access information about aged care, health and social services. This support is available in [some Services Australia service centres](#).

To book with an ACSO, contact Services Australia's aged care line on 1800 227 475.

[More information on accessing aged care services](#) on Service Australia's website.

5. Policies and guidelines

Please refer to the following policies and guidelines:

- [Aged Care Diversity Framework](#)
- [Aged Care Planning Region Maps](#)
- [Assessment Quality Reviews](#)
- [Australian Criminal Intelligence Commission \(formerly CrimTrac\)](#)
- [Australian Human Rights Commission](#)
- [Australian Privacy Principles](#)
- [Care finder policy guidance for PHNs](#)
- [Carer Recognition Act 2010](#)
- [Charter of Aged Care Rights](#)
- [CHSP Performance Management](#)
- [National Guide to the CHSP Client Contribution Framework](#)
- [Serious Incident Reporting Scheme](#).

6. Government reports on aged care

Key reports for reference:

- [Gen Aged Care Data](#)
- [Productivity Commission – Caring for Older Australians Inquiry \(2011\)](#)
- [Royal Commission into Aged Care Quality and Safety](#)
- [Royal Commission into Aged Care Quality and Safety Final Report](#).