Appendix C – CHSP contacts, supports and resources for providers and clients

Contents

Part A: Provider supports, resources, and information for providers

1. Community Grants Hub contacts

CHSP Funding Arrangement Managers:

- 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. Data Exchange and CHSP performance reporting resources

The Data Exchange (DEX) 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.

- Data Exchange Dictionary (Stage 1) and Data Exchange Toolkit (Stage 1)
- DSS Data Exchange Protocols
- DSS Data Exchange (DEX) Training Resources.

3. Elder Care Support Program

The Elder Care Support Program aims to build a workforce to help older First Nations people, their families and carers to access aged care services to meet their physical and cultural needs.

More information about the Elder Care Support Program.

4. My Aged Care resources

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 (Monday to Friday: 8:00am to 8:00pm and Saturdays: 10:00am to 2:00pm).

More information for services providers on the My Aged Care website.

5. Supports for Providers of Aged Care: Expertise Directory (SPACED)

Supports for Providers of Aged Care: Expertise Directory (SPACED) is an online tool to connect CHSP providers with available supports and services offered by SSD providers, including:

- individualised services
- resources
- training
- webinars
- collaborative and networking opportunities.

6. 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 and/or their registered supporter(s) 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.

7. Volunteering in aged care

Volunteering in aged care webpage is a repository of guidance materials, resources and information to support the aged care volunteering sector including providers, volunteer managers and volunteers.

Further information is available under Volunteering in aged care.

8. Further resources

- Aged Care Diversity Framework
- Aged Care Planning Region Maps

- Aged Care Quality and Safety Commission
- Australian Criminal Intelligence Commission (formerly CrimTrac)
- Australian Dietary Guidelines
- Australian Human Rights Commission
- Australian Privacy Principles
- Gen Aged Care Data
- National Dementia Action Plan 2024–2034
- National Public Toilet Map (Free call 1800 330 066)
- Royal Commission into Aged Care Quality and Safety Final Report
- Volunteering Australia

Part B: Client and carer supports, resources and information

1. Advocacy

The Older Persons Advocacy Network (OPAN) is funded to deliver the National Aged Care Advocacy Program across Australia. The program provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care as well as their families of choice or other supporters.

OPAN's aged care advocates can help CHSP clients to understand and exercise their aged care rights, find aged care services that meet their needs, and resolve issues they are experiencing with their aged care provider.

CHSP clients can speak to an aged care advocate by calling the Aged Care Advocacy Line on 1800 700 600 to be connected with the aged care advocacy organisation in their state or territory, or alternatively they can visit the OPAN website.

A range of free resources are available on the OPAN website for older people, community organisations and health and aged care professionals.

2. Aged Care Act 2024 resources

- Summary of key changes to the Aged Care Rules
- Aged Care Act plain language fact sheet
- New Aged Care Act resources for older people, their families and carers

3. Care finder program

The care finder program is aimed at vulnerable older people who are not able to arrange aged care services without intensive support and do not have a family member or friend who can help. Care finders is a free service that helps people to understand what services are available, set up an assessment and find and choose services. They can also help people with access to other supports in the community.

Care finders can help someone with:

- talking to My Aged Care and arranging an assessment – the care finder can attend the assessment with the person if they want them to
- finding, shortlisting aged care providers in their area as well as support with accessing other supports in their community (e.g. health, housing, mental health, community supports)
- completing forms and understanding agreements
- checking-in with the person once services are up and running to make sure everything is okay.

There are care finder organisations in every region of Australia. Care finders provide face-to-face help where they can. Care finder organisations are managed by the Primary Health Networks (PHNs) across Australia. PHNs are independent organisations working to streamline health services, particularly for people at risk of poor health outcomes.

For more information, visit 'Help from a care finder' on My Aged Care.

4. Carer Gateway

The Carer Gateway provides carer specific supports and services nationally.

Tailored support packages are available for carers to suit their specific needs and to help them in their caring role. The Carer Gateway supports and services can be accessed by calling 1800 422 737 or by visiting their website.

5. Continence supports

The CHSP does not provide funding for continence pads or other specific continence products. However, assessed and approved clients may access CHSP Equipment and products services for other items that may assist with managing continence issues, such as chair pads, bed pads, and floor mats. Continence advisory services are available for assessed and approved clients through the CHSP.

The Continence Aids Payment Scheme (CAPS) provides a non-taxable payment to eligible people with permanent and severe incontinence to help with some of the costs of buying continence products, including continence pads. Eligible applicants can receive the CAPS payment in one annual payment or in two biannual payments.

Clients can contact the CAPS team in Services Australia on 1800 239 309 between 8:30am to 5:00pm (AEST) from Monday to Friday or visit the Continence Aids Payment Scheme website.

The National Continence Helpline is staffed by a team of continence nurse advisers and is available to anyone in Australia. The helpline is run by Continence Health Australia. Contact the helpline on 1800 330 066 between 8:00am to 8:00pm (AEST) Monday to Friday.

For more information about bladder and bowel support, visit the department's website.

6. Dementia supports

Dementia Australia provides dementia support and information to people living with dementia and their carers and support networks. Dementia Australia operates the National Dementia Helpline, which is a free telephone service that provides information and advice to people living with dementia, and their carers, family, and friends. The Helpline can be contacted at 1800 100 500 (free call) 24 hours a day, seven days a week. More information is available on the website www.dementia.org.au.

Dementia Support Australia provides free personalised support and strategies to help care providers and carers in any setting including the community, when behavioural and psychological symptoms of dementia impact the quality of life and care for a person living with dementia. Trained consultants assist with understanding the causes and triggers of a person's

behaviours and provide personalised strategies. A helpline for support can be accessed 24 hours a day, 365 days a year anywhere in Australia by contacting 1800 699 799 or visiting www.dementia.com.au.

For more information about Australian Government funded dementia programs and initiatives visit the department's website or the Focus on Dementia booklet.

7. Elder Abuse

If a CHSP client witnesses, suspects, or experiences elder abuse, they can contact the National Elder Abuse phone line. The phone line provides free and confidential information, support, and referrals. Elder abuse may involve physical harm, misuse of money, sexual abuse, emotional abuse or neglect.

CHSP clients can call 1800 ELDERHelp (1800 353 374) or visit the COMPASS website for information, a support directory and resources.

8. Hearing Services Program

The Hearing Services Program provides subsidised high-quality hearing services and devices to eligible Australians with hearing loss.

More information about the Hearing Services Program.

9. My Aged Care

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.

The My Aged Care contact centre can be contacted at 1800 200 422 (Monday to Friday 8:00am to 8:00pm and Saturdays 10:00am to 2:00pm).

10. 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 an appointment with an ACSO, contact Services Australia's aged care line on 1800 227 475. More information on accessing aged care services is available on Services Australia's website.

11. Sign language interpreting services

The National Sign Language Program (NSLP) provides older people who are Deaf, Deafblind, or hard of hearing and not eligible for the National Disability Insurance Scheme with free sign language interpreting and captioning services.

Sign language services can be provided face-to-face or by video remote, and live captioning services are available to support clients to engage with:

- social inclusion activities (e.g. banking, attending weddings, funerals, clubs, cultural activities and social outings)
- health and medical appointments
- My Aged Care
- aged care assessments
- in-home aged care service providers
- residential aged care service providers
- other organisations involved in providing government-funded aged care services.

To book services, visit the Deaf Connect website, call 1300 773 803 or email interpreting@deafconnect.org.au.

For more information about The National Sign Language Program (NSLP).

12. Wellness and reablement – LiveUp

Research suggests that the largest influence on age-related decline is not genetics, but rather lifestyle choices. People who continue to do things for themselves tend to remain independent and live better and longer.

Clients can visit the LiveUp website to check their health and find products and services that promote healthy ageing. Clients can download the free LifeCurve™ App on their website. It can track their health, giving them easy to understand advice tailored to their needs.