Commonwealth Home Support Program

Guide to Data Exchange (DEX) Stage 3 Changes

Contents

Introduction to Stage 3 fields

This guide provides the final list of new data fields being introduced into the Data Exchange for CHSP in Stage 3 along with standard definitions.

Additional detail and context will be provided in a comprehensive document closer to the activation of the fields in the live (production) Data Exchange environment later this year.

Standard definitions for the Stage 3 fields

Table 1. Standard Definitions for new session level data fields

New reporting element	Standard Definition
Session delivered by a sub-contractor. (Yes/No) Applies to: All DEX Program Activities	This field is designed to capture when a session was delivered under a sub-contracting arrangement. A subcontractor delivered the session where the person(s) who provided the service directly to the client is not an employee or volunteer of the funded organisation (Registered Provider / Grant Recipient).
Volunteer involved in direct service delivery. (Yes/No) Does NOT apply to: • Allied health and therapy services • Equipment and products • Nursing care • Personal care • Therapeutic services for independent living	This field is designed to capture where a session has been predominantly delivered directly to the client by a volunteer. This may also include where a group session, led by a trained staff member, has volunteers assigned to support clients to participate in activities.
Session Location (Home/Community) Applies to: • Flexible respite • Individual social support • Meal delivery	This field is designed to capture where a session was provided, for services that can vary in location. When recording a session, select 'Home' when the session is based in a home environment (e.g., the client's home, the home of the client's carer, or the home of a host family). Select 'Community' where the session is outside the home environment (e.g., community access, accompanied activities, meals at a centre).

New reporting element	Standard Definition
Overnight (Yes/No) Applies to: • Flexible Respite	This field is designed to capture if the session included overnight attendance at the client's home.
Meals provided (Yes/No) Applies to: • Community cottage respite • Home or community general respite	This field is designed to capture if meals were provided during a respite session. Answering 'Yes' to this field allows the meal type fields to be completed.
Texture modified items (Yes /No) Applies to: • Meal Delivery • Community cottage respite • Home or community general respite	Where a meal is provided as part of a service, this field is designed to capture where a meal was prepared in a different method to change the consistency for a specific dietary need. Only one meal in a session needs to be texture modified to select 'Yes'.
Meal Type Fields Main meal Light meal Dessert Beverage Snack Applies to: • Meal Delivery • Community cottage respite • Home or community general respite	Where a meal is provided as part of a service, these fields are designed to capture the variance in a meal across a funded organisation's service delivery during a reporting period. The meal type fields are defined in Attachment A of the CHSP Manual.
Meals cooked offsite (Yes/No) Applies to: • Meal Delivery	This field is designed to capture if meals have not been prepared by the funded organisation at their own location. For example, it has been prepared, cooked and packaged at an external location and delivered to the funded organisation for distribution to clients.
Engagement time spent with client (minutes) Applies to: • Meal Delivery • Transport	This field is designed to capture time spent with the client which builds connectedness and trust, such as regular interactions with workers and volunteers in **addition** to the provision of the service. Refer to the relevant section for each service activity below for additional details.

New reporting element	Standard Definition
Trip distance (km) Trip travel time (hours and minutes) Applies to: • Transport.	These fields are designed to capture the variance in a trip across a funded organisation's service delivery during a reporting period. A trip commences from the agreed pick-up location and ends at the agreed destination. A group trip commences from the agreed first pick up point, to any further pick up points, and ends at the agreed destination.

Additional information on Stage 3 reporting for specific Service Types

Meal delivery

Service Type Description

The term 'Meals' recognises and includes all varieties of service models in operation, including the provision of main meals such as 2 and 3 course lunches and dinners and complementary meal options such as breakfast and snack packs.

Output Measure

The primary measure for output reporting in Data Exchange remains Quantity - number of meals provided. This is to ensure consistent reporting across the 2025 - 2027 funding agreement and continuity of client care delivery records.

Additional DEX fields for Meal delivery

Additional meal delivery reporting fields have been introduced to enable more information about meals that funded organisations are supplying as part of their grant agreements. While completion of the new meal specific fields is mandatory, they will not affect your performance assessment under the 2025 – 2027 funding agreement. Collecting this detailed information will help shape and guide future government policies.

- Session delivered by a sub-contractor (Yes/No)
- Volunteer involved in direct service delivery (Yes/No)
- Session Location (Home/Community)
- Meals cooked offsite (Yes/No)
- Texture modified items (Yes /No)
- Meal Type Fields
    - Main meal
    - Light meal
    - Dessert
    - Beverage
    - Snack
- Engagement time spent with client (minutes).

Session Location (Home/Community)

This field replicates the [At home / At centre] service sub-types previously used to report against the service type 'Meals' in previous CHSP Funding Agreement(s).

A 'Community Location' is where the session is outside the home environment. This may include, but is not limited to, senior citizen centres and other community-based venues.

The difference between a Meal delivery in a community location session and a Social support and community engagement session (e.g., Group social support) is the intended outcome of the session. Meal delivery would not generally provide any other formal activities as part of the session, while a social support session is focused on engagement and social activities, with the meal provided as part of the session, rather than being the focus of the session.

As most long-term clients of Social support group and Centre-based respite would not have concurrent approvals for meals specifically for attending CHSP groups, the meals provided to these clients cannot be recorded in the Data Exchange as a meal delivery output.

Meals cooked offsite

Collecting this information will build a stronger understanding of whether funded organisations are preparing their own meals for older people or are using external organisations to source the meals.

Texture modified items

If one or more meals in a session are texture modified, this should be identified and recorded in DEX. This information will help provide a higher level of understanding regarding meals that are being texture modified. Where it is a group session, any meal provided to a client that has been modified should be flagged. However, it is not required for every meal in the session to be modified in order to select 'yes'.

Engagement time spent with client (non-mandatory field)

In a home environment, the provision of the Meal delivery service is providing the meals to the client at their home (e.g., handing the meals to the client at the door or leaving the order on the front step in an esky). If the person delivering the meals remains at the home to spend time with the client after they have received the meals, this is considered engagement time.

This is time spent with the client which builds connectedness and trust. This includes regular interactions with workers and volunteers in **addition** to the provision of the service delivery. This may include placing the meal(s) in the fridge/freezer or checking for out-of-date meals or quantities of meals eaten, or siting down and having a 'cup of tea' with the client to have a friendly catch up.

Transport

Service Type Description

Transport is delivered through 2 service types:

- Direct transport: which is the provision of an appropriate vehicle and driver to assist the client to connect with their usual activities.
- Indirect transport: which is the provision of a service voucher for taxi or rideshare services for independent transport services to connect the individual with their usual activities.

Output Measure

The primary measure for output reporting in Data Exchange remains Quantity - number of one-way trips. This is to ensure consistent reporting across the 2025 - 2027 funding agreement and continuity of client care delivery records.

Additional DEX fields for Transport

Additional Transport reporting fields have been introduced to provide more information about the one-way trip that funded organisations are supplying as part of their grant agreements. While completion of the new Transport specific fields are not mandatory, collecting and reporting this data will help the department to better understand service delivery, and help shape and guide future government policies. The data collected in these fields will not affect your performance assessment under the 2025 – 2027 funding agreement.

- Session delivered by a sub-contractor (Yes/No)
- Volunteer involved in direct service delivery (Yes/No)
- Engagement time spent with client (minutes)
- Trip distance (km)
- Trip travel time (hours and minutes).

Measuring a trip

Trip distance and Trip travel time are only counted when the client is in the car being transported. It does not include the time the worker/volunteer has driven to pick the client up from their location.

Trip travel time

Trip travel time is time the client spends in the vehicle during the session. It begins when the vehicle leaves the pick-up location and concludes when the vehicle arrives at the agreed destination (drop off point).

If the Transport session has multiple clients (a 'group session'), trip travel time begins when the vehicle leaves the first client pick up point and continues through all pick-ups until the vehicle arrives at the final drop off point for the last client.

Trip distance

Trip distance is the distance the car has travelled to transport the client to their usual activities. It starts when the vehicle leaves the pickup location and concludes when the vehicle arrives at the agreed destination.

If the Transport session has multiple clients (a 'group session'), trip distance begins when the vehicle leaves the first client pick up point and continues through all pick-ups until the vehicle arrives at the final drop off point for the last client.

Engagement time spent with client

Regular interactions with workers and volunteers builds connectedness and trust. Engagement time is the time that the worker/volunteer is assisting the client in preparation for the transport trip or when the client returns home after the transport trip. It is time that is additional to the trip(s) itself. For instance, meeting the client at their door, ensuring they have their bags for the trip, assisting them to/from the transport vehicle.

In a group session, the cumulative engagement time spent with all clients is recorded. Individual engagement time for each client is not required to be collected. If it is not possible to collect the engagement time across a group session, the engagement time before the trip commences and/or after the trip has concluded is acceptable.

- Engagement time does not apply to Indirect transport. It is part of the taxi/ride share service to ensure that the client gets in the car safely.

Taking clients to CHSP group or centre-based engagement activities

Transport differs from picking up and dropping off clients to attend a CHSP group or centre-based activity. The purpose of Transport is to support clients to maintain independence and the ability to retain access to their preferred activities that would not be possible without supported transport.

As most long-term clients of Social support group and Centre-based respite would not have concurrent approvals for transport specifically for attending CHSP groups, the transport of these clients cannot be recorded in the Data Exchange as a Transport output.

Group session clients requiring transport would usually be a sub-set of total clients attending the group session. Therefore, funded organisations would generally have the cost to transport a proportion of clients factored into their service unit price and adjust the client contribution of transported clients appropriately.

Respite services

The new reporting requirements for the respite service types are similar and are covered together in this section for clarity.

It should be noted that Support at Home participants accessing CHSP respite services with the appropriate approvals and referral codes should be recorded in DEX the same as a CHSP client. If a Support at Home participant is utilising funds from their package to attend a respite service, they would not be registered in DEX.

Service Type Description(s)

Community and centre-based respite provides day outings or structured group activities in a community setting, to enable the individual to develop, maintain or support independent living and social interaction, and provide respite for a carer of the individual.

Flexible respite provides support and assistance to an individual client, in a home or community environment, during the day or overnight, to provide respite for a carer of the individual.

Cottage respite provides overnight care delivered in a cottage-style respite facility in a community setting to provide respite for a carer of the individual.

Output Measure

The primary measure for output reporting in Data Exchange remains Quantity – hours and minutes. This is to ensure consistent reporting across the 2025 - 2027 funding agreement and continuity of client care delivery records.

Additional DEX fields for respite services

Additional respite services reporting fields have been introduced to gather more information about the services that funded organisations are supplying as part of their grant agreements. While completion of the new fields is mandatory, they will not affect your performance assessment under the 2025 – 2027 funding agreement. Collecting and reporting this data will help the department to better understand respite service delivery and help shape and guide future government policies.

- Session delivered by a sub-contractor (Yes/No)
- Volunteer involved in direct service delivery (Yes/No)
- Meals provided (Yes/No)
- Texture modified items (Yes /No)
- Meal Type Fields
    - Main meal
    - Light meal
    - Dessert
    - Beverage
    - Snack.

Meal reporting for respite services

CHSP providers registered in category 4 who deliver community and centre-based respite and cottage respite, are now required to meet the same meal requirements as category 1 providers of Meal delivery. This is a requirement under section 148 of the Act relating to consistent reporting of meal information across all relevant service types.

Additional fields specific to Flexible respite

- Session Location (Home/Community)
- Overnight (Yes/No).

The different combinations of Location and Overnight data allows comparison with prior service delivery while also providing additional information about current service delivery, to inform future government policies.

Table 2. Suggested Flexible respite reporting combinations in Stage 3

Previous Flexible respite sub-types	Home/Community	Overnight
In-home day respite Host family day respite	Home	No
In-home overnight respite Host family overnight respite	Home	Yes
Community access – individual respite	Community	No
Mobile respite	Home or Community	Yes or No

Transporting clients to CHSP community or centre-based respite activities

When working out their service unit price, funded organisations usually only factor in the transport of a portion of all the clients attending a respite session. This is because all clients don't generally require transport. Organisations then adjust the client contribution to reflect the actual number of clients transported.

Providing meals during CHSP community or centre-based respite activities

Meals provided as part of the respite session should not be recorded separately. Meal information is now recorded within the respite session record.

The provision of meals during a Flexible respite session is at the discretion of the funded organisation. Under the Act, funded organisations delivering flexible respite are not obligated or responsible for providing meals and/or ingredients for a client's meal in a home environment. Where it forms part of the standard service offering (e.g., the host family may be paid to provide meals to individual), the meals information can be included in the session record.

Individual social support

Service Type Description

Individual social support includes all varieties of service models in operation, with the aim of delivering services that support an older person's need for social connection and participation in community life, including diverse cultural activities.

Output Measure

The primary measure for output reporting in Data Exchange remains Quantity – Time (hours and minutes). This is to ensure consistent reporting across the 2025 - 2027 funding agreement and continuity of client care delivery records.

Additional DEX fields for Individual social support

Additional reporting fields have been introduced to gather more information about the services that funded organisations are supplying as part of their grant agreements. While completion of the new fields is mandatory, they will not affect your performance assessment under the 2025 – 2027 funding agreement. Collecting this detailed information will help shape and guide future government policies.

- Session delivered by a sub-contractor (Yes/No)
- Volunteer involved in direct service delivery (Yes/No)
- Session Location (Home/Community).

Session Location (Home/Community)

The new Individual social support service types in the Data Exchange largely replicate the service sub-types attached to the previous Social Support Individual reporting. However, changes have been introduced to gather additional information including:

- where sessions are taking place to understand the breadth of services being delivered under Individual social support
- how providers are implementing the new services of Digital education and support and Assistance to maintain personal affairs
- improvements to continuity of client care delivery records.

Location should be selected based on where the client was located when undertaking the intended outcome of the session. If the client is supported to attend their bank to maintain personal affairs, the location would be 'Community', even if the worker/volunteer spent time at the client's home before and/or after the bank visit.

Location does not affect reporting of time spent with the client. The time for an Individual social support session commences when the worker or volunteer arrives at the client's home (or agreed location) and concludes when the worker or volunteer leaves the home (or agreed location) after completion of the required task(s).