



Australian Government

Department of Health, Disability and Ageing



Commonwealth Home Support Program (CHSP)

CHSP Data Exchange Guide

“The CHSP DEX Guide”

From 1 July 2026

The CHSP DEX Guide provides guidance on entering data into the Data Exchange for activities funded under the Commonwealth Home Support Program (CHSP) by the Department of Health, Disability and Ageing.

This document assists service providers to enter data in a consistent and compliant way that best reflects the program activity being delivered.

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Intended Use

This guide provides information to support funded organisations to undertake the reporting requirements as set out in the CHSP Grant Agreement. If there is any ambiguity or inconsistency between this guide and the documents comprising the CHSP Grant Agreement, which includes

- the Commonwealth Home Support Program (CHSP) 2025–27 Manual (“the CHSP Manual”), and
- the Data Exchange Protocols for the Commonwealth Home Support Program (“the CHSP DEX Protocols”),

the CHSP Manual and CHSP DEX Protocols will have precedence to the extent of the ambiguity or inconsistency.

Additionally, this guide aims to provide consistency on how program data is interpreted within program activities and support a consistent interpretation of the Data Exchange Protocols for the Commonwealth Home Support Program across commonly funded organisations.

The example scenarios in this guide are fictitious. Any resemblance to actual persons, entities, places or events is entirely coincidental.

All technical resources associated with the Data Exchange are available on the Data Exchange website.

This guide, effective from 1 July 2026, replaces all previous CHSP specific DEX resources on the Department of Health, Disability and Ageing website.



Part A: CHSP in the Data Exchange (DEX) environment

This section covers:

- Mapping the CHSP Grant Agreement to the DEX structure
- CHSP specific usage of DEX functions
- CHSP standard definitions for DEX Session reporting elements.

1 Mapping the CHSP Grant Agreement to the Data Exchange structure

This chapter details how the CHSP Grant Agreement is aligned to the reporting structure of the Data Exchange.

1.1 DEX reporting under the Aged Care Act

The integration of CHSP into the *Aged Care Act 2024* (the Act) from 1 November 2025 reinforced how CHSP grant funds could be spent. Reporting practices in DEX also need to align to these requirements.

As the Data Exchange is built to accommodate a wide variety of Commonwealth and State government program reporting, functions that are common across programs may “allow” the reporting of CHSP data outside of program parameters (e.g. a bulk XML upload may be accepted with service types not included in the funded organisation’s CHSP funding agreement).

It is the full responsibility of the funded organisation to ensure data submitted to meet their CHSP reporting obligations is compliant with the requirements detailed in their CHSP Grant Agreement. The use of third party vendors’ DEX reporting software does not limit the funded organisation’s responsibilities regarding the timeliness and accuracy of DEX data submissions.

When creating or updating your CHSP structure in DEX, the following requirements must be applied.

- Cases should only be created/maintained for the CHSP service types that the organisation is funded for under their CHSP Grant Agreement.
 - Clients should only be attached to Cases where the funded organisation can demonstrate:
 - the client has undertaken an Aged Care Assessment, and the service type is included in their approved support plan, AND
 - the funded organisation has accepted the client’s referral for the relevant service type in the My Aged Care Provider Portal.
- OR
- the client is attached to the Case solely with the intention to be recorded as a Support Person for another eligible client.

Where outputs have been recorded inappropriately the performance assessment for the funded organisation will be affected.

Example - Group social support reporting

In previous years, funded organisations could choose to record the separate components of a group session (activity, meal and transport) in DEX as separate sessions of the three service types, regardless of whether they were funded for them or not.

From 1 November 2025 (i.e. under the Act), funded organisations can only record service delivery where both the organisation and the client have the relevant approvals.

If your organisation is not funded for Meal delivery and/or Transport, you cannot record outputs against these service types in DEX.

If your client does not have referral codes for Meal delivery and/or Transport OR they are assigned to another organisation, you cannot attach the client to Cases for Meal delivery and/or Transport (you cannot record delivery of unfunded outputs). The client should only be attached to the relevant Group social support case(s).

The provision of the meal and/or transport could be managed through an increased client contribution for these services (see section 4.4 example 1), or a referral for a Support Plan Review may result in the services being included in the client's support plan in the future.

1.2 CHSP structure in DEX

The CHSP is structured into five (5) high level Service Groups, four (4) of which use the Data Exchange for reporting:

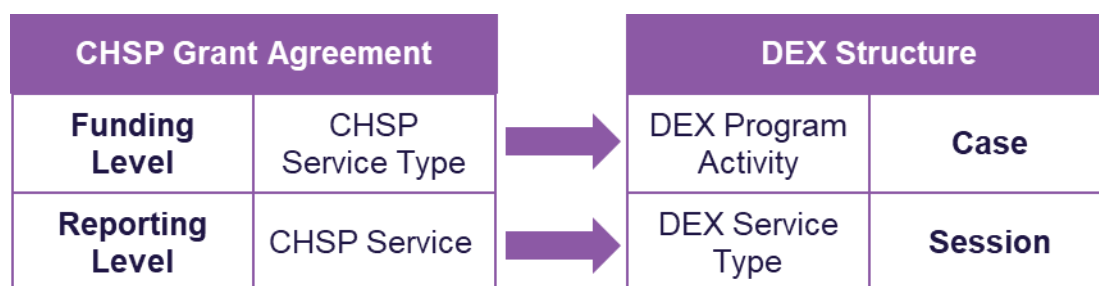
- Home Support
- Home Modifications
- Assistive Technology
- Advisory Services

Each CHSP Service Group has its own objective and eligibility criteria and is further defined with service types and services.

More information about the Service Groups is available in the [Commonwealth Home Support Program \(CHSP\) 2025-27 Manual](#).

Under the CHSP Grant Agreement, grant recipients receive funding to deliver specified outputs against their funded service types. To align with the grant agreement, DEX reporting for CHSP is structured to the equivalent Program Activity (CHSP Service Type) and Service Type (CHSP Service) levels.

Figure 1. CHSP structure in DEX



CHSP Service Type aligns with DEX Program Activity, which is the level a DEX Case is created.

CHSP Service aligns with DEX Service Type, which is the level a DEX Session is created.

This alignment means that providers can deliver and report against any DEX Service Type aligned with their funded DEX Program Activity, so long as the client has an appropriate aged care approval, and the provider can meet the service requirements as outlined in the CHSP Manual. When adding a session to a case, the provider will select which DEX Service Type was delivered in that session.

Sessions within the same Case are not required to be the same length or have the same number of clients each time.

Each CHSP Service is listed in the CHSP Manual and further defined in [Appendix A \(Inclusions and exclusions for CHSP Service List\)](#).

1.2.1 Outlets

There are no CHSP specific requirements for DEX Outlets. Funded organisations may consider utilising a similar outlet configuration to their My Aged Care outlet profile to reduce confusion and streamline cross referencing.

Please refer to the [CHSP DEX Protocols](#) for guidance on DEX Outlet requirements.

1.2.2 Cases

There are no CHSP specific requirements for DEX Cases. Funded organisations must ensure that no identifiable information is used in the creation of the Case ID for individual clients.

Each Case can only be assigned one Program Activity, so a CHSP client receiving multiple services may need to be attached to more than one Case.

1.2.3 Sessions

Funded organisations must ensure that no identifiable information is used in the naming of Sessions (Session ID) for individual clients.

DEX Session structure for CHSP is split into two parts:

- Session details, which provides a consistent set of fields across CHSP service types; and
- Output details, which relate to the amount of assistance provided and to whom.

1.3 Client records

The Client record in DEX for CHSP is required to include the client's My Aged Care ID (MAC ID) in the Program specific client details section (see 2.1.1). The MAC ID should NOT be used in whole or part in any other field in the client record.

The Client ID must not contain personal information, or any identifiable information, including the client's Aged Care ID (MAC ID), Medicare Card number or Centrelink Customer Reference Number (CRN). Funded organisations found to be in breach of this requirement may face compliance action.

Further information

Additional information and guidance on the DEX Structure is listed below, and available on the DSS Data Exchange [Training Resources](#) website.

- Fact Sheet - [Data Exchange Framework](#)
- Task Card - [Setting up the structure of your organisation](#)
- Task Card - [Create and manage outlets](#)
- Task Card - [Add a case](#)
- Task Card - [Add a session](#)
- Task Card - [Add a client](#)

2 CHSP specific usage of DEX functions

2.1 Client Record

The client record is used for both the CHSP client, and the Support Person.

2.1.1 CHSP Client

For the purposes of CHSP in the Data Exchange, a client is defined as:

An eligible individual who receives a service as part of a CHSP funded activity that is expected to lead to a measurable outcome.

The Client record in DEX for CHSP has an additional and mandatory *Program specific client details* section. These details can only be added to the client record **after** the client has been attached to a CHSP Case. The client will not be able to be attached to a Session under the CHSP Case until these fields are completed.

Figure 2: Example of completed Program specific client details section

Program specific client details

This data forms a part of a few additional discrete questions for this program's reporting needs. These items only appear and apply to clients when they are attached during the case creation process.

Accommodation setting:	Private residence - public rental
Living arrangements:	Couple
DVA Card status:	No DVA entitlement
Existence of carer:	Yes
Is the Client Registered for My Aged Care (MAC)?:	Yes
Enter MAC ID:	XXXXXXXX321

CHSP Clients should only be attached to Cases and Sessions where the client is approved for the Program Activity and/or Service Type (see 1.1). The only exception is where a client is serving as a support person to another CHSP client.

2.1.2 Support Persons

Because of the significant role of family members and carers in supporting older Australians to remain at home, often family members and carers attend a CHSP session with their older person, to support and encourage the client's active participation or engagement with the service.

In situations where the presence of the support person is critical to the session achieving the intended outcome for the CHSP client (e.g. the support person attends a group transport trip, which their older person would not be able to undertake without their direct assistance), these persons should be recorded in DEX as 'Support Persons'.

Paid employees of an organisation are not counted as support persons. The support person is not expected to achieve a direct outcome through this service interaction and is *not* counted as a client and does not attract additional outputs to the session.

While providers are not required to record the details of support persons in DEX, CHSP providers may find the reporting of regular attendance by a support person beneficial in future service delivery planning. The reporting of support person attendance at sessions also allows the department (in aggregated reports) to see how they affect the providers ability to deliver their required outputs.

How to record a Support Person in DEX

For a support person to be recorded as present at a session, a DEX client record for the supporter is required, created the same way as any other client. The support person's client record is then attached to the relevant Case for the session they attend under the participation type "Support Person".

Figure 3. Adding a Support Person to a Session via DEX portal interface

Clients/support persons attended session

	Name	Client ID	Date of Birth	Gender	Created on
☐	Jasper AVERY	HHQ4002	23/11/1945	Man or male	04/12/2025
☐	Lena DONOVAN	HHQ4001	02/10/1959	Non-binary	12/01/2026
☒	Nina HARRINGTON	HHQ4004	05/10/1957	Woman or female	12/01/2026

ATTACH SELECTED CLIENTS **ATTACH SELECTED SUPPORT PERSONS**

Selected clients or support persons attended session

	Participation type	Name	Client ID	Date of Birth	Gender	Created on
☐	CLIENT	Ayla BROOKS	HHQ4003	08/12/1957	Woman or female	12/01/2026

	Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
	Support Person	Nina HARRINGTON	HHQ4004	05/10/1957	Woman or female		
	Client	Ayla BROOKS	HHQ4003	08/12/1957	Woman or female		
	Client	Lena DONOVAN	HHQ4001	02/10/1959	Non-binary		

Support Persons do not need a MAC ID in their client record

The Support Person function as reported in DEX is not the same as the role of a *Supporter* in My Aged Care. For the purposes of DEX reporting, Support Persons are not required to be registered with My Aged Care and not required to have a MAC ID. Where the Support Person is also a registered *Supporter* of the CHSP client, their support person client record should have the "Registered for MAC?" field set to "No" and the MAC ID field left blank.

The Data Quality Report the department uses to review reporting compliance separates Clients from Support Persons, so a “no” for a support person attached to a session will not affect the overall % of clients’ statistics.

A Client can also be a Support Person

There are times where a CHSP Client could be a Support Person for another client receiving different CHSP services, such as a couple with different care needs. This can be managed within the DEX structure, due to the separation of Client records from Session records.

A client record can only be attached once to a session, with the client type (Client or Support Person) assigned to the client in the Session record. As noted above, a client’s MAC ID will only be recorded in sessions where they are attached as a client. This means that the person can be attached as a support person to a service type session they do not have approval for, as a support person does not attract additional outputs to a session.

2.1.3 Unidentified clients (“Group clients”)

Under the CHSP funding agreement, services can only be provided to clients who are assessed and approved for CHSP services, which requires the client’s details to be provided to the funded organisation.

Where there is a delay in entering a CHSP client’s full details into the client record, a minimum record, sufficient to create the Statistical Linkage Key (SLK) and record the MAC ID, must be submitted by the due date for the relevant month of first service, and updated ASAP.

Due to the requirement of clients to be assessed, referred and have MAC IDs recorded for CHSP services, any unidentified clients reported will result in compliance action.

2.2 Session

For the purposes of CHSP in the Data Exchange, a session is defined as:

An individual instance or episode of assistance of a funded CHSP Service that delivered reportable outputs to approved CHSP client(s).

A Session only allows one DEX Service type to be selected from the relevant Case. If more than one service type is delivered in the episode of assistance, the service type that best reflects the primary focus of the session should be selected (see 4.7 example 3).

What does not count in a session

A session should only capture client-facing services and interactions, therefore outputs reported should not include:

- Time spent travelling to and from clients' homes,
- Time spent in administration or planning where the client is not in attendance,
- Repeated outputs in multiple measures (e.g. staff time in both time and cost),
- Delivered outputs multiplied by number of staff attending the session*.

***How to record a time-based session in DEX when multiple staff attended**

In determining how to record *any* session in DEX the provider should consider the total hours/minutes delivered to a client – for example if two gardening staff attend and each works separately for 30 minutes to complete tasks that would take one staff to complete in an hour, it is reasonable to record the session as one hour (or 60 minutes) of assistance. Alternatively, if two aged care workers attended to provide 45 minutes of domestic assistance because there was a buddy shift to introduce a new worker to get to know the client and their care needs, the provider would only record the delivery of 45 minutes in DEX.

2.3 Group Sessions

For the purposes of CHSP in the Data Exchange, a Group Session is:

Where a session of the same CHSP service is being provided to multiple individual clients at the same time in the same location.

A group session is recorded in DEX with the same details as an individual session of the service type, but has multiple clients attached to the one session ID.

Sessions that have multiple attendees should be recorded using the group session function as much as possible. This enables easier identification of clients who are receiving a service in a group or individual environment.

CHSP service types that may find the group sessions function useful include:

- Meal delivery (e.g. for meals at a centre)
- Transport (group transport)
- Group social support
- Community and centre-based respite
- Allied health and therapy services (e.g. group exercise sessions)

The Data Exchange reports multiply the outputs entered for a session by the number of clients in attendance. As such, only the actual hours and minutes delivered in real time, or the quantity of units received by each individual, should be recorded.

Sessions (and their Cases) can be created and titled in a way that allows staff to easily enter data and use the case (and copy the session record) over multiple reporting periods, e.g. 'Monday afternoon social group'.

Figure 4. Example of a completed group session in DEX

Case ID: HHQCBR
 Session ID: HHQCBR20260407
 Session date: 07 April 2026
 Service type: Community and centre-based respite
 Service setting:
 Interpreter present:
 Fees charged: 30.00 ← The client contribution for the session was \$10 per client
 Session delivered by a sub-contractor: No
 Volunteer involved in direct service delivery: No

Amount of assistance provided

Hours: 3 ← The session duration was 3 hours
 Minutes: 0
 Meals provided during session: Yes
 Texture modified items: No
 Main Meal: 0
 Light Meal: 1
 Dessert: 0
 Beverage: 1 ← Each client received a light meal and a beverage
 Snack: 0

Clients attended session (3)

Participation type	Name	Client ID	Date of Birth	Gender	Created on
CLIENT	Ayla BROOKS	HHQ4003	08/12/1957	Woman or female	12/01/2026
CLIENT	Jasper AVERY	HHQ4002	23/11/1945	Man or male	04/12/2025
CLIENT	Lena DONOVAN	HHQ4001	02/10/1959	Non-binary	12/01/2026

Total client contributions reflected in the CHSP Organisation Overview Report for the session: \$30.00.

Total outputs reflected in the CHSP Organisation Overview Report for the session:

- 9 hours
- 3 Light meals
- 3 Beverages
- 3 Clients

It is important to note that Fees charged (Client Contributions), and Engagement time (where relevant) are not multiplied by DEX as these are likely to vary by client so a session level total across all clients at the session should be recorded.

3 CHSP standard definitions for DEX Session reporting elements

There can be up to 26 fields (or reporting elements) that need to be completed to create a valid session record for CHSP services in DEX. While mandatory fields directly relate to a funded organisation meeting their obligations under their CHSP Grant Agreement and the *Aged Care Act 2024*, all fields contribute to a better understanding of CHSP service delivery and inform the analysis and research efforts taking place to continue to improve aged care services programs.

Figure 5. Example CHSP session reporting elements in DEX Portal interface

+ Add a session - Session details

All fields marked with an asterisk (*) are required.

Session details

Case ID: HHQFlexResp

Session ID: HHQFR20260406

Session date: 06/04/2026 dd/mm/yyyy

Service type: Flexible respite

Service setting:

Interpreter Present:

Fees charged:

Session location:

Session delivered by a sub-contractor:

Volunteer involved in direct service delivery:

Session includes overnight support:

Amount of assistance provided

Hours:

Minutes:

Meals provided during session: Yes

Texture Modified Items:

Main Meal: 0

Light Meal: 0

Dessert: 0

Beverage: 0

Snack: 0

Primary output fields

Session fields linked to output fields

Secondary output fields

Session details

Output details

[Cancel](#) [NEXT>](#)

3.1 Session details

These fields are reported at the session level and are not attributed to client records. These fields provide context to service delivery and assist in future planning.

Additional service specific details (where required) are included in each Program activity profile in Part B of this guide.

DEX Reporting Field	Standard Definition for CHSP
Session ID	A unique reference ID that enables a session to be identified within the Case record.
Session Date	The date the client received the service.
Service Type	The CHSP service that was the focus of the session.
Service Setting	(optional) DEX default field designed to capture how the session was delivered. This is different to the CHSP specific "Session location" field which only applies to some CHSP service types.
Interpreter present (Yes/No)	(optional) This field is designed to capture when an Interpreter was utilised in delivering the service.
Fees Charged (Dollars) Does NOT apply to: Hoarding and squalor assistance	This field is designed to capture the total amount of client contributions collected from all clients that attended the session. All funded organisations are required to have a Client Contribution Policy in place. Refer to Appendix E of the CHSP Manual for further details. It should not capture any fees charged in line with the funded organisation's cancellation policy.
Session Location (Home/Community) Only applies to: - Home or community general respite - Flexible respite only. - 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).
Session includes overnight support (Yes/No) Only applies to: Home or community general respite - Flexible respite only.	This field is designed to capture if the session included overnight attendance at the client's home.

DEX Reporting Field	Standard Definition for CHSP
Session delivered by a sub-contractor. (Yes/No)	This field is designed to capture when a session was delivered under a sub-contracting arrangement. A subcontractor (or Associated Provider) 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 This field does not apply to services that require a qualified health professional to undertake the delivery.
Meals cooked offsite (Yes/No) Only applies to: • Meal Delivery.	This field is designed to capture if meals have not been prepared by the funded organisation at their own location, i.e. it has been prepared, cooked and packaged at an external location and delivered to the funded organisation for distribution to clients.
Meals provided during session (Yes/No) Only applies to: • All respite services.	This field is designed to capture if meals were provided by the funded organisation during a respite session. Answering Yes to this field allows the Texture modified and secondary output fields for Meal types to activate for completion.
Texture modified items (Yes/No) Only applies to: • Meal Delivery. • All respite services.	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.
Engagement time spent with client (minutes) Only 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 delivery.

3.2 Output details - Primary output measures

While there are several fields in a session record that measure delivery, there is only one output measure that determines performance against the Activity Work Plan. This measure is known as the primary output measure, and all CHSP service types are funded against one primary output measure.

There are three (3) primary output measures in use in the 2025 – 2027 CHSP Grant Agreement:

- Time (hours and minutes),
- Quantity (count), and
- Cost (dollars).

DEX Reporting Field	Standard Definition for CHSP
Time (Hours and Minutes) Does NOT apply to: • Meal delivery • Transport • Equipment and products • Home adjustments	This field is designed to capture the total session time as actually delivered to the client for the relevant service. If a session went for 90 minutes, this would be entered as 1 hour 30 minutes. If a session went for 30 minutes, this would be entered as 0 Hours 30 Minutes.
Quantity Only applies to: • Meal delivery • Transport • Equipment and products	This field is designed to capture the number of outputs (Meals, Trips, Items) provided to the client as actually delivered for the relevant service.
Total Cost (Dollars) Only applies to: • Home adjustments	This field is designed to capture the total cost of the home adjustment service provided to the client, including site assessment and preparation, purchasing, delivering, and installing the equipment/product, excluding client contribution.

3.3 Output details - Secondary output measures

Secondary output measures contribute towards the Quality and Value for Money assessments of the funded organisation's performance and are part of the reporting requirements under the CHSP Grant Agreement.

DEX Reporting Field	Standard Definition for CHSP
Total Cost (Dollars) Only applies to: • Equipment and products. • Specialised support services • Home maintenance and repairs – Assistance	This field is designed to capture the total cost of providing the service to the client, excluding the client contribution. Note this reporting field is not available for Home maintenance and repairs – Gardening.
Type of modification Only applies to: • Home adjustments	This field is designed to capture the breadth of modifications provided under the CHSP and assists in future planning for the program. A maximum of three (3) selections is recommended to enable the focus of the modifications to be identifiable.
Meal Type Fields (quantity) Main meal Light meal Dessert Beverage Snack Only applies to: • Meal Delivery • All respite services.	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 <u>Attachment A of the CHSP Manual</u>.
Trip distance (km) Trip travel time (hours and minutes) Only 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.



Part B: CHSP service reporting requirements and examples

This section covers:

- Home Support Service Group
- Home Modifications Service Group
- Assistive Technology Service Group
- Advisory Services Service Group

4 Home Support Service Group

4.1 Allied health and therapy services; Therapeutic services for independent living.

Reporting fields for these Program Activities	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor.	A subcontractor delivered the session where the person(s) who provided the service to the client is not an employee of the funded organisation.

Session reporting examples

Example 1: Individual Physiotherapy session delivered by employee

Dexpert Care client contribution rate for individual allied health services is \$15.00 per hour. *Dexpert Care* delivers physiotherapy services to Janet through their employed qualified physiotherapist Ben.

Ben undertakes a session with Janet from 2:30 pm to 3:00 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Physiotherapy	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$7.50

Example 2: Individual Podiatry session delivered by sub-contractor

Due to staff availability *Dexpert Care* delivers podiatry services via an arrangement with a local Podiatry clinic, *Feet First*. Janet attends the *Feet First* clinic for her scheduled appointment time of 10:30 am and the service takes 30 minutes.

Feet First send an invoice to *Dexpert Care* for the session. *Dexpert Care* pay the invoice and add a client contribution fee of \$7.50 to Janet's account.

DEX Field	Responses for this session	
Service type*	Podiatry	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	Yes	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$7.50

Example 3: Group Exercise physiology session delivered by employee

Dexpert Care client contribution rate for group allied health services is \$5.00 per session. *Dexpert Care* delivers exercise physiology services through their employed qualified exercise physiologist Kylie.

Kylie delivers a weekly group exercise physiology class on Wednesdays, targeting falls prevention. The program goes for five weeks and there are 10 clients that have registered to attend.

Dexpert Care's reporting team set up an Allied health and therapy services Case in DEX titled "Falls program Wed am" and attaches the 10 clients.

In week 1 of the program, all 10 clients attended the one-hour session. One session is added to the "Falls program Wed am" Case.

DEX Field	Responses for this session	
Service type*	Exercise physiology	
Fees charged*	\$50.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	10	
DEX delivery report outputs	10 hours	\$50.00

In week 2 of the program, only eight clients attended the one-hour session.

DEX Field	Responses for this session	
Service type*	Exercise physiology	
Fees charged*	\$40.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	8	
DEX delivery report outputs	8 hours	\$40.00

One of the absent clients calls during the session to explain that they missed the bus and asks if they can do a catch-up session before next week's session. Kylie arranges a shorter session later in the day. A third session is added to the "Falls program Wed am" Case.

DEX Field	Responses for this session	
Service type*	Exercise physiology	
Fees charged*	\$5.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$5.00

If a client in the group is identified as requiring additional allied health support e.g. physiotherapy to treat stiffness in a joint that is preventing their full participation, that session can be recorded under the Falls program Wed am Case. Having all the sessions related to the falls prevention program in one Case enables easy review of the effectiveness of the falls program.

Example 4: Individual Remedial massage session delivered by employee

Dexpert Care client contribution rate for individual therapeutic services is \$15.00 per hour. *Dexpert Care* delivers remedial massage services to Veronica through their employed qualified massage therapist Christine.

Christine undertakes a session with Veronica from 3:30 pm to 4:00 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Remedial massage	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$7.50

Example 5: Individual Acupuncture session delivered by sub-contractor

Adrian has been receiving sessions of physiotherapy with Ben from *Dexpert Care* after hurting his leg in a group exercise class. Despite much improvement, Adrian's knee is still stiff, a problem he has had over time after a motorcycle accident in his youth. Adrian asks Ben if Acupuncture might be an option as this has helped previously. Ben isn't aware of any staff at his office that do Acupuncture, but he commits to Adrian to find a solution.

Ben confirms that Adrian's support plan has the right approvals to provide acupuncture under CHSP and then calls head office to ask if Acupuncture is available. The contracts manager confirms they have an alternative therapies provider as a subcontractor but doesn't know if they do Acupuncture. The reporting officer checks their service delivery records to see if any client has received an Acupuncture session, and there is one client in the next region who has 3 sessions of Acupuncture recorded. They pass the contact details of the provider to Ben, who confirms with them that they can treat Adrian. Ben advises Adrian of the outcome and the location of the service and explains that the office can arrange transport if needed. Adrian advises that his partner will be able to drive him to the therapy centre, so the office books an appropriate session time. The acupuncture session takes 30 minutes, and Adrian feels a significant improvement. Adrian works with Ben to balance Physiotherapy with Acupuncture until he can rejoin his exercise classes.

The therapy centre sends an invoice to *Dexpert Care* for the session. *Dexpert Care* pay the invoice and add a client contribution fee of \$7.50 to Adrian's account.

DEX Field	Responses for this session	
Service type*	Acupuncture	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	Yes	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$7.50

4.2 Carer support – Respite services:

Community cottage respite; Home or community general respite.

It should be noted that Support at Home participants accessing CHSP respite services with the appropriate approvals and CHSP referral codes are eligible clients and should be recorded in DEX as a CHSP client for these services.

Reporting fields for these Program Activities	Reporting field specification
Session Date	The date the client commenced the service session, regardless of duration.
Time (hours and minutes)	The total session time as actually delivered to the client. Time fields can accommodate figures greater than 24 hours. The one episode of service should not be split into multiple sessions except where there is a genuine break in delivery.
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	Respite services should not be predominantly delivered by a volunteer. Where volunteers have attended the respite session in order to support the client to participate in activities, this field can be set to Yes.
Meals provided (Yes/No)	If the client provided all of their own food, the selection is No. If the client provided some of the meals, and the funded organisation provided the remainder, Yes can be selected and only record the meal types and quantities that the funded organisation provided.
Texture modified? (Yes /No)	
Main meal	<i>Standard definition(s) from Attachment A of the CHSP Manual applies</i> <i>Note: Water being provided throughout the course of the session is not considered provision of a beverage and does not need to be recorded in the meal type fields.</i>
Light meal	
Dessert	
Beverage	
Snack	

Cottage respite

Session reporting examples

Dexpert Care own a respite cottage, and care is provided by their own staff. *Dexpert Care* client contribution rate for cottage respite is \$75.00 per night.

Example 1: Cottage respite session delivered by employees - with meals provided

Jane arrives at 4:00 pm on Monday and was taken home by her carer at 2:30 pm on Wednesday. While Jane was at the cottage, she received a main meal and dessert at lunch and dinner, a light meal at breakfast, a snack at morning and afternoon tea, and a beverage with all 9 meals.

Only one session record is required, with the Session date recorded as the date Jane 'checked in' for their stay and hours recorded until they leave.

DEX Field	Responses for this session	
Service type*	Cottage respite	
Fees charged*	\$150.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	46 hours, 30 minutes	
Meals provided	Yes	
Texture modified?	No	
Main meal	4	
Light meal	2	
Dessert	4	
Beverage	9	
Snack	3	
Clients attached	1	
DEX delivery report outputs	46.5 hours	\$150.00

Example 2: Cottage respite session delivered by employees - with some meals provided

Michael attends the same cottage respite session as Jane but brings his own main meals due to food sensitivities. Michael is able to consume the desserts, snacks, and beverages provided at the cottage.

DEX Field	Responses for this session	
Service type*	Cottage respite	
Fees charged*	\$150.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	46 hours, 30 minutes	
Meals provided	Yes	
Texture modified?	No	
Main meal		
Light meal		
Dessert	4	
Beverage	9	
Snack	3	
Clients attached	1	
DEX delivery report outputs	46.5 hours	\$150.00

Community and centre-based respite

Where group sessions are delivered, these sessions, as much as possible, should be recorded using the group session function (i.e. all clients on same session ID).

Session reporting examples

Example 1: Group Centre-based respite session delivered by employees

Dexpert Care run their centre-based respite service the same way they do Group social support (using the local council hall) but have smaller group numbers and a lower staff/volunteer to client ratio, so clients have the support they need to participate in activities.

Today's session ran from 10:00 am to 2:00 pm, and the following clients attended:

- Four clients that make their own way to the hall, and are charged the standard client contribution of \$3.00,
 - One of these clients requires texture modified (level 6) meals
- Two clients that are transported to and from the hall by *Dexpert Care's* minibus, which adds \$2.00 to their client contribution
- Two clients that have been approved for financial hardship concession under *Dexpert Care's* client contribution policy and do not pay a contribution.

The lunch provided was a choice of

- A bowl of chicken soup or a plate of sandwiches (Light meal), and
- A small vanilla slice cake or chocolate custard pudding (Dessert), and
- Tea, coffee or milk (Beverage).

DEX Fields	Responses for this session	
Service type*	Community and centre-based respite	
Fees charged*	\$22.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	Yes	
Meals provided during session*	Yes	
Amount of assistance provided*	4 hours, 0 minutes	
Texture modified items	Yes	
Main meal		
Light meal	1	
Dessert	1	
Beverage	1	
Snack		
Clients attached	8	
DEX delivery report outputs	32.0 hours	\$22.00

Having multiple staff deliver the session does not affect the amount of assistance (time) each individual client received, so the hours reported are not to be multiplied.

If a client brought their own lunch, they would need to be reported in a separate session with meals provided as 'No'.

Example 2: Group Community respite session delivered by employees

Dexpert Care take their centre-based respite clients on an outing once a month in place of the usual centre-based activities. All the staff and volunteers who usually support the clients in the centre-based sessions attend the outing to retain appropriate supervision and support. The client contribution for the outing is \$5.00.

Michael has arranged a trip to the botanic gardens, with a space reserved for lunch. There are six clients attending, and they have the option of bringing their own lunch or ordering lunch from the adjacent café.

The minibus leaves the respite centre at 10:00 am and returns at 2:00 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Community and centre-based respite	
Fees charged*	\$30.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	Yes	
Meals provided during session	No	
Amount of assistance provided*	4 hours, 0 minutes	
Clients attached	6	
DEX delivery report outputs	24.0 hours	\$30.00

Flexible respite

Flexible respite providers are not obligated or responsible for providing meals and/or ingredients for a client's meal in a home.

Preparing a meal for the client using ingredients provided by the client/carer does not qualify as meal provision.

Session reporting examples

Dexpert Care delivers flexible respite services using their own staff. **Dexpert Care** has a range of client contribution rates for flexible respite related to the complexity of the support required.

Example 1: Individual In-home respite delivered by employee - day session

Dexpert Care client contribution rate for in-home respite during the day is \$10.00 per hour.

Anna arrives at Brian and Thelma's house at 9:30 am so Thelma, Brian's wife and carer, can attend a medical appointment. After going through the plan for the session with Thelma, Thelma leaves and Anna sets up a card game with Brian (who has Alzheimer's dementia) to distract him.

Anna plays card games with Brian for the morning and gets him a cup of tea and a biscuit from the pantry for morning tea. At 12:00 pm Anna heats up Brian's lunch and prompts him to go to the bathroom before he eats. After Brian eats his lunch, he asks Anna for help to get on his bed for a nap, and is still sound asleep when Thelma arrives home at 1:00 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Flexible respite	
Fees charged*	\$35.00	
Session Location	Home	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session includes overnight support	No	
Meals provided during session	No	
Amount of assistance provided*	3 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	3.5 hours	\$35.00

Example 2: Individual In-home respite delivered by employee - overnight session

Thelma has to go into hospital for minor surgery and will need to stay in overnight. She asks *Dexpert Care* if Anna could come and stay overnight with Brian as they got on so well together last time. As the session will start at 2:00 pm and finish at 10:00 am the next day, the client contribution will be a mix of the hourly rate for at home daytime respite of \$10.00 per hour, and the set fee for at home overnight respite from 8:00 pm to 6:00 am of \$65.00.

- 2:00 pm to 8:00 pm – six hours - daytime rate -\$60.00
- 8:00 pm to 6:00 am – nighttime fixed fee - \$65.00
- 6:00 am to 10:00 am – four hours – daytime rate - \$40.00

Mandatory DEX Fields	Responses for this session	
Service type*	Flexible respite	
Fees charged*	\$165.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Home	
Session includes overnight support	Yes	
Meals provided during session	No	
Amount of assistance provided*	20 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	20.0 hours	\$165.00

Example 3: Individual community access unplanned respite delivered by employee -day session

After Thelma's surgery she requires daily physiotherapy at home with the hospital acute care team. During the first session Brian gets very distressed watching his wife in pain and starts pacing the hallway. Thelma's recovery sessions will not be able to take place while Brian is at home. She calls *Dexpert Care* for assistance.

Eric gets an early morning call asking if he can swap shifts and take an urgent request for respite that morning. Noting that the respite was unplanned and not sure what was required, Eric drops into the hall while they are preparing for the day's centre-based respite session and grabs some snacks and drinks, along with a puzzle board and tablet.

When Eric arrives at 10:15 am to pick up Brian, he confirms with Thelma that there is no plan for the session, just that Brian needs to be out of the house for the hour. Eric asks Brian where he would like to go. They head over to the local dog park so Brian can watch the dogs play. Eric gives Brian the snacks he had collected on the way, which kept Brian comfortable while at the park, before returning Brian home at 11:30 am.

Mandatory DEX Fields	Responses for this session	
Service type*	Flexible respite	
Fees charged*	\$12.50	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Community	
Session includes overnight support	No	
Meals provided during session	Yes	
Amount of assistance provided*	1 hours, 15 minutes	
Texture modified items	No	
Beverage	1	
Snack	1	
Clients attached	1	
DEX delivery report outputs	1.25 hours	\$12.50

Example 4: Individual community access planned respite delivered by employee -day session

After the success of Brian's unplanned respite with Eric, Thelma asks *Dexpert Care* if the respite could continue for the next few weeks while she completes the in home physiotherapy, with a little longer session so she has time to prepare and tidy up after the session before Brian gets home.

Dexpert Care arranges for a 90 minute session at the same time every week for five weeks. Eric arrives at 10:00 am to pick up Brian, they go to a local café and work together on the plan of activities Brian would like to do for the next few weeks. Eric writes the list down, and after they finish their morning tea returns Brian home at 11:30 am. Eric gives the list of activities to Thelma and suggests she add some details of usual locations to support Brian feeling safe when out and about.

Mandatory DEX Fields	Responses for this session	
Service type*	Flexible respite	
Fees charged*	\$15.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Community	
Session includes overnight support	No	
Meals provided during session	No	
Amount of assistance provided*	1 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	1.50 hours	\$15.00

4.3 Domestic assistance

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	For shopping assistance, the funds provided by the client to purchase the goods are not included in the client contribution. The receipt and return of shopping funds should be recorded with client confirmation as part of standard provider policy.
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	This service type should not be predominantly delivered by a volunteer.

Session reporting examples

Example 1: General house cleaning session delivered by employee

Dexpert Care delivers general house cleaning services using their own staff. Bernice has a fortnightly session of general house cleaning in her service plan with *Dexpert Care*, which includes vacuuming the floors, cleaning the bathroom and changing the sheets on her bed. *Dexpert Care* and Bernice have agreed on a session time of 75 minutes, and her client contribution will be \$8.00 per session.

Mandatory DEX Fields	Responses for this session	
Service type*	General house cleaning	
Fees charged*	\$8.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	1 hours, 15 minutes	
Clients attached	1	
DEX delivery report outputs	1.25 hours	\$8.00

Example 2: Laundry services session delivered by employee

Dexpert Care delivers laundry services in the client's home using their own staff. *Dexpert Care* client contribution rate for in-home laundry services is \$6.00 per hour.

Amber arrives at Deborah's home at 10:30 am to assist Deborah to collect the items needing laundering into the laundry and sort them into different washing piles. Amber puts out the washing products on a bench where Deborah can reach them, sets the first load of washing and leaves at 11:15 am.

As per her care plan, Deborah is able to take the cleaned clothes out of the washing machine into a basket and manage the loading and unloading of further loads. Deborah prefers doing the loading herself as she can apply pre-treatment spray where she wants it.

Tina arrives at 2:30 pm to hang the clothes out on the washing line, which is allocated 15 minutes. Deborah's daughter brings the clothes in later as pre-arranged with *Dexpert Care*.

As there were two different staff members delivering services at different times, Dexpert Care may record the service as two sessions to align with rosters etc. However, if this is not a concern (i.e. staff attendance is recorded and trackable through other means), as DEX only records the date of a session, this service could be reported as one session of one hour.

Mandatory DEX Fields	Responses for this session	
Service type*	Laundry services	
Fees charged*	\$6.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	1.0 hours	\$6.00

OR

Mandatory DEX Fields	Responses session 1	Responses session 2
Service type*	Laundry services	Laundry services
Fees charged*	\$4.50	\$1.50
Session delivered by a sub-contractor*	No	No
Volunteer involved in direct service delivery*	No	No
Amount of assistance provided*	0 hours, 45 minutes	0 hours, 15 minutes
Clients attached	1	1
DEX delivery report outputs	0.75 hours	0.25 hours
	\$4.50	\$1.50

Example 3: Shopping assistance session delivered by employee

Dexpert Care delivers shopping assistance services using their own staff. *Dexpert Care* client contribution rate for shopping assistance is \$6.00 per hour.

Tina from *Dexpert Care* arrives at Graeme's house at 10:00 am. Tina confirms the shopping list Graeme provided. Graeme gives Tina \$150.00 cash to cover the groceries, which Tina records as per *Dexpert Care* policy.

Tina then drives to the grocery store, collects the items on the shopping list, pays the total and obtains a receipt. Tina drives back to Graeme's house, helps him put the groceries away safely, gives Graeme the receipt and change, before leaving at 1:30 pm. Graeme is charged \$21.00 contribution fee to his account.

Mandatory DEX Fields	Responses for this session	
Service type*	Shopping assistance	
Fees charged*	\$21.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	3 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	3.5 hours	\$21.00

Is online shopping Domestic assistance (i.e. Shopping assistance) or Individual social support (Digital education and support)?

If the purpose of the service session is to help the client learn how to complete an online grocery order, and the client takes care of collecting and putting away the groceries, then this would be Digital education and support. The aged care worker does not come in contact with the groceries, and there would be some expectation that the client would at some point know how to place the order and no further assistance is required. The client would require a My Aged Care referral for Digital education and support for this session to be reported in DEX.

If the purpose of the session is to support the client to collect and/or put away the groceries (e.g. a home delivery is left at their door), then this is Shopping assistance.

If the assistance takes two sessions, one for ordering and one for collecting and putting away, the funded organisation could consider reporting these as separate sessions of Digital education and support and Shopping assistance respectively. The client therefore must have a referral for both Domestic Assistance and Individual Social Support to ensure both sessions are delivered compliantly.

4.4 Group social support

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	A subcontractor delivered the session where the person(s) who leads the session is not an employee of the funded organisation.
Volunteer involved in direct service delivery	None – standard definition applies

Group social support should, as much as possible, be recorded using the group session function.

Session reporting examples

Example 1: All-inclusive Group social support episode of care with different client contributions

Dexpert Care deliver group social support activities under an all-inclusive model, where a meal is provided as part of the activity and transport is provided (if needed) under the one service type and only requires a Group social support aged care approval.

Dexpert Care run their group sessions out of the local council hall.

Today's session ran from 10:00 am to 2:00 pm, and the following clients attend:

- Ten clients that make their own way to the hall, and are charged the standard client contribution of \$3.00,
- Four of these clients have their carer in attendance to support their ability to participate.
- Three clients that are transported to and from the hall by Dexpert Care's minibus, which adds \$2.00 to their client contribution (i.e. \$5.00 in total)
- Four clients that have been approved for financial hardship concession under Dexpert Care's client contribution policy and do not pay a contribution.

Instead of 17 individual sessions, one group session can be utilised in DEX to provide the same amount of information.

Mandatory DEX Fields	Responses for this session	
Service type*	Group social support	
Fees charged*	\$45.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	Yes	
Amount of assistance provided*	4 hours, 0 minutes	
Clients attached	17	
Support Persons	4	
DEX delivery report outputs	68.0 hours	\$45.00

Example 2: Non-inclusive Group social support episode of care

Caring Well deliver group social support activities under a single service model where meals and transport are provided separately where needed by a client. If clients require a meal and/or transport to be provided to undertake the session, clients require aged care approvals for each service used (i.e. Group social support, Meal delivery and Transport), and each service is reported separately in DEX.

The client contribution for Group social support is \$5.00 per session. Today's session ran from 9:00 am to 12:00 pm, and the following clients attend:

- Ten clients that make their own way to the centre,
- Two clients that are transported to and from the centre by **Caring Well** with a separate client contribution of \$5.00 per trip.
- Three clients that are unable to bring their own morning tea with a separate client contribution of \$3.00 contribution.

Mandatory DEX Fields	Responses	Responses	Responses
Service type*	Group social support	Meal delivery	Direct transport
Fees charged*	\$75.00	\$9.00	\$10.00
Session Location*		Community	
Session delivered by a sub-contractor*	No	No	No
Volunteer involved in direct service delivery*	No	No	No
Meals cooked offsite*		No	
Amount of assistance provided*	3 hours, 0 minutes	1 meal	2 trips
Texture modified items		No	
Snack		1	
Trip distance			10 kms
Trip travel time			0 hours, 20 minutes
Engagement Time with client		0 minutes ¹	0 hours, 10 minutes ²
Clients attached	15	3	2
DEX delivery report outputs	45 hours \$75.00	3 meals \$9.00	4 trips \$10.00

¹ Meal delivery engagement time cannot be reported in addition to Group social support hours.

² Transport engagement time can only cover the time directly related to the trip component.

Do the meal requirements apply to Group social support?

As Group social support is part of registration category 3, meals provided as part of a Group social support session (i.e. not reported separately in DEX, as per example 1 above) are not in scope for the meal requirements.

When reporting meals separately as Meal delivery sessions (as per example 2), these meals are subject to the mandatory meal requirements of the registration category 1 Meal delivery service type under the Act.

4.5 Hoarding and squalor assistance

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	This service type should not be predominantly delivered by a volunteer.

Example: Hoarding and squalor supports session

Stan has been receiving Meal delivery services from *Dexpert Care* since his wife passed away three months ago. When Rick arrives to deliver Stan's meals, Stan mentions that he is a bit stressed as he hasn't done any housework since his wife died. Stan has received a letter from the owner of his rental property stating that he must clean up the property or he will be evicted, and he doesn't know what to do. Rick gets permission from Stan to advise his supervisor of his troubles so they can help. Stan asks if his daughter (who lives interstate) can do it for him as she "looks after that stuff" for him. *Dexpert Care* contacts Stan's daughter (after confirming she is Stan's registered supporter) and assists her with getting a reassessment for her father and a referral for the Hoarding and squalor supports service.

Stan's first session is with Mary, and they discuss Stan's situation and concerns. Mary advises Stan on what can be offered under the hoarding and squalor supports service and asks what his goals moving forward are. Stan and Mary agree on a support plan. Mary creates the support plan as they are talking so Stan can see it and approve at the conclusion of the session. Mary arrived at 1:30 pm and leaves at 3:00 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Hoarding and squalor supports	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	1 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	1.5 hours	-

The next time Mary visits Stan, she brings Kate with her, who is the Domestic Assistance team leader, to do an assessment of scope of work required, which takes 30 minutes. While there are two staff members in attendance, only Kate is delivering the service, so the session is recorded as 30 minutes, not 1 hour.

Mandatory DEX Fields	Responses for this session	
Service type*	Hoarding and squalor supports	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	-

4.6 Home maintenance and repairs

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	The amount of time the person(s) delivering the service was at the client's home. If multiple attendances to the client's home were required to complete the service, all time spent at the client's home should be recorded, but can be completed as one session, with the date of completion (final attendance) as the session date.
Total Cost (dollars) Secondary measure for the Assistance with home maintenance and repairs service type.	Does not apply to the Gardening service type. Total cost of materials as quoted to the client, that remain at the client's home.
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	Where volunteers have actively taken part in a session (e.g. a volunteer mows the lawn while staff prune shrubs) this field can be set to Yes.

Assistance with home maintenance and repairs

The secondary measure of 'Total cost' for Assistance with home maintenance and repairs does not include "Labour costs" i.e. the hourly rate for the staff who attended multiplied by the amount of time they were present. The time that the funded organisation's staff or sub-contractor spent assisting the client at the client's home is not an additional cost, it is funded through the unit price for the service type and reported in the primary measure of 'Time'.

Session reporting examples

Dexpert Care delivers Assistance with home maintenance and repairs services using their own staff. *Dexpert Care* client contribution rate for Assistance with home maintenance and repairs is \$10.00 per session.

Example 1: Assistance with home maintenance and repairs session delivered by employee

George arrives at Betty's home at 2:30 pm to fix a leaking tap in her kitchen sink. Betty asks George to finish clearing out the cupboard under the sink as she cannot reach down to get the items at the back. Once clear, George investigates and determines that the tap and its connections need replacing. George checks his supplies on his van and finds a suitable replacement tap kit, which cost \$37.00 to purchase. George confirms with Betty that she is happy with the style and cost of the kit before removing and replacing the tapware, cleaning up any mess and returning the items to the cupboard. George leaves Betty's home at 3:45 pm.

Mandatory DEX Fields	Responses for this session		
Service type*	Assistance with home maintenance and repairs		
Fees charged*	\$47.00		
Session delivered by a sub-contractor*	No		
Volunteer involved in direct service delivery*	No		
Amount of assistance provided* - Time	1 hours, 15 minutes		
Amount of assistance provided* - Cost	\$37.00		
Clients attached	1		
DEX delivery report outputs	1.0 hours	\$37.00	\$47.00

Example 2: Assistance with home maintenance and repairs session (no cost)

George's next job is at Tom's home, and he arrives at 4:00 pm to fix a cupboard door that won't stay closed and keeps hitting Tom's head when he opens the door next to it. George determines that the old latch needs replacing. Tom remembers that his son left some latches behind after fixing his wardrobe doors, so he takes George to the toolkit to see if they will suit. George finds the latches and tells Tom that they will do the job but might look a bit odd next to his other cupboards. Tom doesn't mind as long as they stop the door from hitting him. George replaces the latch, tests that the door holds and confirms Tom is happy with the job. George leaves Tom's place at 4:20 pm. There is no cost as Tom supplied the required items himself.

Mandatory DEX Fields	Responses for this session		
Service type*	Assistance with home maintenance and repairs		
Fees charged*	\$10.00		
Session delivered by a sub-contractor*	No		
Volunteer involved in direct service delivery*	No		
Amount of assistance provided* - Time	0 hours, 20 minutes		
Amount of assistance provided* - Cost	\$0.00		
Clients attached	1		
DEX delivery report outputs	0.33 hours	\$0.00	\$10.00

Gardening

Gardening does not have the secondary measure of Cost, as the tasks/activities that are eligible to be funded under the Aged Care Act are "light" or basic in nature, and should not require any additional specialised equipment or create other costs to achieve the required outcome. The time the aged care worker spends at the client's home is reported in the primary measure of Time.

Session reporting examples

Dexpert Care sub-contracts several local gardening businesses to complete their Gardening services across various suburbs within their delivery area in their funded ACPRs. *Dexpert Care* has a minimum client contribution fee of \$30.00 for up to an hour, then \$30.00 per hour thereafter. *Dexpert Care* pays the gardeners invoice in full and adds the client contribution to the client's account.

Example 1: Gardening session delivered by a sub-contractor

Bill's Immaculate Lovely Lawns does a session of gardening at Grace's home once a month. In her service plan, Grace has agreed that the session will include mowing the full yard, whipper snipping the garden bed edges (so she doesn't trip over weeds or long grass when going to the mailbox), and pruning back the plant next to the handrail to keep it out of the way. As Grace lives in a duplex her yard is quite small, so the session takes around 45 minutes. Grace has a council green "Garden Organics" bin, which Bill uses and avoids Grace paying additional tip fees.

Mandatory DEX Fields	Responses for this session	
Service type*	Gardening	
Fees charged*	\$30.00	
Session delivered by a sub-contractor*	Yes	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided* - Time	0 hours, 45 minutes	
Clients attached	1	
DEX delivery report outputs	0.75 hours	\$30.00

Example 2: Gardening session delivered by two workers

On the other side of town, *Dexpert Care* sub-contracts Phil's Lawn and Shrubs Maintenance Service.

Dexpert Care have assigned Phil a new gardening client, advising that the yard will need quite a big clean up to start off and allocated two hours for the first session. Phil's booking sheet is very full and cannot find a two hour window for a few weeks, but as the client is arriving home from hospital in the next week or so, Phil does not want to wait and leave the client vulnerable.

Phil arranges for Marcos to join him for this session. While Marcos mows the back yard, Phil works in the front yard, whipper snips the sides of the pathways to clear a space and prunes back a hedge that has grown through the balustrade of the ramp to the front door. They then swap over, with Marcos mowing the front yard, and Phil snips and prunes to make a safe pathway from the house to the washing line. Between the two of them, they get the job done in an hour.

Because they were delivering services independently of each other, with both working the full hour, the client effectively received a two hour session. It is appropriate for *Dexpert Care* to record two hours of delivery in DEX.

Mandatory DEX Fields	Responses for this session	
Service type*	Gardening	
Fees charged*	\$60.00	
Session delivered by a sub-contractor*	Yes	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided* - Time	2 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	2.0 hours	\$60.00

4.7 Individual social support

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	None – standard definition applies
Session Location (Home/Community)	None – standard definition applies

Session reporting examples

Dexpert Care delivers Individual social support using their own staff. *Dexpert Care* client contribution rate for Individual social support is \$5.00 per hour.

Example 1: Home visiting session delivered by employee

Sophia has peripheral oedema from her diabetes, which makes getting around quite difficult. She likes to stay at home as much as she can and enjoys her weekly visits with Lucas from *Dexpert Care*, whose family is from the same island in Samoa. Over a cup of tea (and diabetic biscuits) they talk in Samoan about the latest news and sport, and Lucas uses the opportunity to see how Sophia is managing in moving around the home. Lucas arrives at 10:00 am and leaves at 11:30 am.

Mandatory DEX Fields	Responses for this session	
Service type*	Individual social support	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Home	
Amount of assistance provided*	1 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	1.5 hours	\$7.50

Example 2: Assistance to maintain personal affairs session delivered by employee

Sophia wants to go the bank to talk to them in person about her term deposit. Sophia doesn't like having long conversations on the phone when she needs to make important decisions. She makes an appointment for 3:00 pm next Tuesday with the bank and contacts *Dexpert Care* to ask if her home visit for next week could be changed so she can have some assistance with going to the bank. Matthew arrives at 2.45 pm and drives Sophia to the bank. At the bank Matthew ensures Sophia gets to ask the questions she wants and checks her understanding of the options provided to her. When Matthew is sure Sophia is comfortable and has the information she needs, he steps away from the desk to allow her to complete the transaction in private, before assisting her back to the car and returns her home at 3:45 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Assistance to maintain personal affairs	
Fees charged*	\$5.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Community	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	1.0 hours	\$5.00

Example 3: Cultural support session delivered by employee

Every three months, Lucas takes Sophia to the Samoan Community Centre in the next suburb for a traditional 'umu' feast. Lucas picks Sophia up at 11:30 am and returns home at 4:00 pm. Sophia is a community elder and teaches younger community members how to make traditional foods to accompany the umu. After the feast Sophia helps teach at a crafting session for the children. Because the session is longer than the maximum CHSP Individual Social Support session *Dexpert Care* provides (three hours), Sophia is charged at private rate for time after three hours, which Sophia is happy to do as this event is very important to her.

Mandatory DEX Fields	Responses for this session	
Service type*	Cultural support	
Fees charged*	\$15.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Community	
Amount of assistance provided*	3 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	3.0 hours	\$15.00

Note only the time and fees paid within the CHSP funded scope are reported.

Example 4: Digital education and support session delivered by employee

Sophia's great niece is getting married in Samoa, and Sophia has received an invitation to watch the ceremony online. When Lucas arrives for their regular home visit session Sophia asks if he can help her find her tablet device so she can use it to watch the ceremony. When Lucas locates it under a pile of magazines Sophia notes that she hasn't used it for a long time and is not sure how to make it work.

Lucas helps Sophia by turning the tablet device on, checking the battery levels and connecting the charger. He then asks Sophia if he can run antivirus and software updates for her to keep her safe online. While the updates process in the background, Lucas helps Sophia practice opening the email and link to the website.

When Lucas reads the invite, he realises it is a two-way video channel, so Sophia can be seen by the people at the wedding. He explains to Sophia how to turn the camera and microphone on and off. When Sophia realises she will be seen, she asks Lucas to help her get her traditional dress wear from the top of the cupboard and help her set it up correctly so she can be in full regalia on the day.

Mandatory DEX Fields	Responses for this session	
Service type*	Digital education and support	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Home	
Amount of assistance provided*	1 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	1.5 hours	\$7.50

While the session was intended to be a home visit, Lucas spent the session providing digital education and support, as well as some cultural support. As the focus of the session for Sophia was getting her tablet working, the session should be reported under the Digital education and support service type.

Example 5: Accompanied activities session delivered by employee

Sophia has invited family members to join her for the wedding day, so she wants to go to the shops to purchase some traditional ingredients and some decorations. Sophia arranges with *Dexpert Care* for her usual home visit to be changed to being helped to go shopping. As this outing would involve more walking than the visit to the bank, Sophia will be using her mobility scooter, so the office book an accessible vehicle and driver to assist Lucas to deliver the session, which adds \$5.00 to the client contribution.

Mandatory DEX Fields	Responses for this session	
Service type*	Accompanied activities	
Fees charged*	\$12.50	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Session Location	Community	
Amount of assistance provided*	1 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	1.5 hours	\$12.50

This session is not Shopping assistance (i.e. Domestic assistance) as Sophia is present at the shop and engaged in the selection and purchase of the items.

If Sophia had supplied Lucas with a list to go and collect the items, this would be Shopping assistance, and requires an approval for Domestic assistance

4.8 Meal delivery

Reporting fields for this Program Activity	Reporting field specification
Quantity	Number of Meals provided as per CHSP funding agreement.
Fees Charged	None – standard definition applies
Session Location (Home/Community)	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	None – standard definition applies
Meals cooked offsite	If a meal is prepared and/or cooked by the funded organisation's staff or volunteers at the premises of the funded organisation (e.g. in an onsite kitchen), this field should be set to No. While certain elements of the meal might be obtained from external sources (e.g. pre-packaged drinks or snacks), if the main preparation and/or cooking occurs onsite the field should be set to No. Where a session has meals prepared both offsite and onsite, the option relevant to the majority of <i>main meals</i> should be selected.
Engagement time spent with client (minutes)	This field is optional for 2026-27. Time spent with the client in addition to the provision of the meal delivery(s). In a home environment the provision of the meal concludes at the front door. If the person who delivered the meal remains at the home to spend time with the client after they have received the meals (e.g. to have a chat or assist the client to store the meals inside the home), this is considered engagement time. In the community environment, e.g. at a meals centre, any engagement beyond the direct provision of the meal to the client can be included.
Texture modified? (Yes /No)	
Main meal	<i>Standard definition(s) from Attachment A of the CHSP Manual applies.</i> See also <u>Meal requirements for in-home aged care Guidance for aged care providers</u>.
Light meal	
Dessert	
Beverage	
Snack	

Session reporting examples

Example 1 – Group Meal delivery session at home delivered by volunteer

While most of *Cook Creek Meals on Wheels*' clients are close to town, they also support an elderly couple, Nora and John (who are both assessed and approved for CHSP meal delivery) who live on acreage about 30 minutes away. One of their volunteers, Neil, has a long-standing connection to the couple, having been friends with their son since primary school. Neil is more than happy to do the extra weekly trip to make sure they are safe and sound and well fed.

Neil arrives at the office to pick up the two eskies - one for Nora, one for John - with their orders already packed. Each esky contains:

- seven dinners (main meal, soup and desert) at \$8.00 each, and
- three fruit smoothies, at \$4.50 each

When Neil arrives, he takes the eskies into the kitchen and helps Nora load the meals into the fridge and freezer, making sure the right items go in the right place. While doing that Neil checks that last week's meals have been used and asks Nora how she liked the meals last week to confirm she has eaten them herself. Neil then sits with John for a few minutes while Nora makes tea to ask him about his garden and check he has been eating his meals. Neil then helps Nora bring afternoon tea out, stays for around 10 minutes to finish his tea, then heads off back to the office to drop off the eskies. Neil spends 20 minutes at their home in total.

Mandatory DEX Fields	Responses
Service type*	Meal delivery
Fees charged*	\$139.00
Session Location*	Home
Session delivered by a sub-contractor*	No
Volunteer involved in direct service delivery*	Yes
Meals cooked offsite*	No
Amount of assistance provided*	7 meals
Texture modified items	No
Main meal	7
Light meal	7
Dessert	7
Beverage	3
Snack	
Clients attached	2
Engagement Time with client	20 minutes
DEX delivery report outputs	14 meals \$139.00

Example 2 – Group Meal delivery session in the community delivered by sub-contractor's volunteer

Cook Creek Meals on Wheels sub-contracts *Cook Creek Together* to provide the daily meal for four CHSP eligible clients, as their home situation(s) are unsafe for *Cook Creek Meals on Wheels* volunteers.

Cook Creek Together is a small local charity that supports financially and socially disadvantaged members of their community. As part of their mission, they have a daily meal drop-in centre, run by volunteers under the guidance of a qualified cook, with ingredients sourced from their own community garden and food store. While all members of the community are welcome via a minimum gold coin donation, Mia, one of the volunteers who is studying to be an aged care worker, specifically looks after the four CHSP clients, who are much loved and respected members of the community.

Cook Creek Meals on Wheels supplies *Cook Creek Together* with additional light meals, snacks and beverages (such as fruit smoothies) specifically for the four CHSP clients to ensure their full nutrition needs are met. Mia ensures these additional items are only consumed by the CHSP clients, who are charged a contribution of \$2.00 per day, which is notionally split between the two organisations. This arrangement allows the four clients to be nutritionally supported, with the added benefit of spending time together and amongst their local community.

Cook Creek Meals on Wheels DEX reporting – daily session

Mandatory DEX Fields	Responses	
Service type*	Meal delivery	
Fees charged*	\$4.00*	
Session Location*	Community	
Session delivered by a sub-contractor*	Yes	
Volunteer involved in direct service delivery*	Yes	
Meals cooked offsite*	Yes	
Amount of assistance provided*	1 meal	
Texture modified items	No	
Main meal	1	
Light meal	1	
Dessert		
Beverage	1	
Snack	1	
Clients attached	4	
DEX delivery report outputs	4 meals	\$4.00

*Only Cook Creek Meals on Wheels' part of the client contribution is recorded

Can a meal delivery “run” be reported as a group session?

Where all clients included in the same delivery round (e.g. delivered by one vehicle on a pre-planned route) receive exactly the same number of meals, as well as the same mix of meal types, then they can be recorded on the same DEX session.

Where some of the clients receive the same ‘mix’, a group session can be recorded for those clients, with the remaining clients recorded in individual sessions, as relevant.

4.9 Meal preparation

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	None – standard definition applies

Example: Individual Meal preparation session delivered by employee

Dexpert Care delivers Meal preparation services using their own staff. *Dexpert Care* has a set Client contribution rate for Meal preparation of \$6.00 per hour.

Robert has been referred to *Dexpert Care* as he wants to learn how to cook main meals so he and his wife can continue to live at home. His wife has Parkinson's Disease and is now finding cooking a struggle.

Dexpert Care's dietician Michael calls Robert to discuss his situation. Robert explains that he has always loved baking deserts and enjoys using his barbeque and pizza oven but his wife used to cook all of their main meals, and his attempts to cook vegetables have been a disaster. Robert tells Michael about the sort of meals they usually have, which indicates to Michael that nutrition is not an issue, so Michael sends Brian's referral to the allied health assistant's team coordinator to arrange for cooking lessons.

Today, Tracey arrives at 2:30 pm for Robert's third session - to help prepare a roast dinner. Tracey helps him learn how to select and prepare the vegetables correctly, and how they should be arranged on the roasting tray in the oven with the meat. She also shows Robert how to correctly store the leftovers and explains how to correctly reheat them for next time. As Robert has shown confidence and ability in his prior sessions and has experience in checking if meat is properly cooked, Tracey leaves Robert with instructions for turning over the meat and vegies when the oven timer rings the first time, and what to set the timer to after that. Robert is keen to do the rest himself. Tracey leaves at 3:30 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Meal preparation	
Fees charged*	\$6.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	1.0 hours	\$6.00

4.10 Nursing care; Personal care

Reporting fields for these Program Activities	Reporting field specification
Time (hours and minutes)	None – standard definition applies
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies

Nursing Care

Noting that both enrolled nurses and nursing assistants are required to be under the supervision of a registered nurse, Nursing care sessions should be recorded under the service type that reflects the position of the person who provided the service directly to the client.

Session reporting examples

Dexpert Care delivers Nursing care through a mix of employed staff and sub-contractors; staff usually attend to clients requiring ongoing nursing care; sub-contractors are utilised to support clients with short term needs. *Dexpert Care* client contribution rate for Nursing care services is \$15.00 per hour.

Example 1: Individual Enrolled nurse session delivered by employee

Dexpert Care delivers ongoing Enrolled nurse services to Roger to assist with the side effects of his diabetes. Freya arrives at 11:30 am and runs through the check list provided by her supervising Registered nurse Louise. Freya changes the dressing on a wound on Roger's leg and adds a note about the wound's healing progress to the checklist. Freya leaves at 12:00 pm, returns to the office and provides the checklist to Louise to review.

Mandatory DEX Fields	Responses for this session	
Service type*	Enrolled nurse	
Fees charged*	\$7.50	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$7.50

Example 2: Individual Registered nurse session delivered by sub-contractor

Nurses First is a registered Associated Provider under the Act and sub-contracts for *Dexpert Care* and other local Aged Care providers. *Dexpert Care* has assigned Daphne's nursing care referral to *Nurses First* for a registered nurse visit after completing post-acute care services and requiring support for a bit longer.

Annette arrives at Daphne's house at 1:15 pm and undertakes a functional assessment, confirming the handover notes from the post-acute care service and has a discussion with Daphne around her ability to care for herself and her goals post recovery. Daphne explains that as the stitches from her surgery are on her back, she cannot change the dressing herself but is doing okay with other daily tasks. Annette removes the current dressing, checks the site for any signs of infection, places a new dressing and leaves at 2:00 pm. Annette sends a report to *Dexpert Care* recommending regular enrolled nurse visits for three weeks, which is approved.

Mandatory DEX Fields	Responses for this session	
Service type*	Registered nurse	
Fees charged*	\$11.25	
Session delivered by a sub-contractor*	Yes	
Amount of assistance provided*	0 hours, 45 minutes	
Clients attached	1	
DEX delivery report outputs	0.75 hours	\$11.25

Personal care

While some providers may use nursing assistants or enrolled nurses to deliver some of the services provided under personal care, the reporting of the session service type is based on what assistance was provided to the client, not who delivered it.

Session reporting examples

Dexpert Care delivers Personal care through their nursing team, which includes personal carers who all have a minimum qualification of a Certificate III in Individual Support, and senior carers who have their Certificate IV in Ageing Support. *Dexpert Care* client contribution rate for Personal care services is \$12.00 per hour.

Example 1: Assistance with self-care and activities of daily living session delivered by employee

Dexpert Care assists Ellenor with showering three times a week. Jessica arrives at 10:30 am and reviews the comments from the last session, noting that Ellenor is due to have her hair washed. Jessica asks Ellenor if she wants her hair washed, which Ellenor confirms. After assisting Ellenor with her shower, Jessica assists Ellenor to the wash basin, where she brushes her own teeth, and uses the hair dryer under Jessica's supervision. Jessica then assists Ellenor to dress herself before settling Ellenor into her lounge chair. Jessica leaves at 11:15 am.

Mandatory DEX Fields	Responses for this session	
Service type*	Assistance with self-care and activities of daily living	
Fees charged*	\$9.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 45 minutes	
Clients attached	1	
DEX delivery report outputs	0.75 hours	\$9.00

Example 2: Individual Continence management (non-clinical) session delivered by employee

Victor has received support from *Dexpert Care*'s continence management nurse and has been using the products for a week. The continence nurse has approved three weekly visits by Rhonda, a senior carer with continence management training, to check on his progress. Rhonda arrives at Victor's house at 1:15 pm to undertake the continence management check in. Rhonda asks Victor how he has been managing with the products and if he has any questions. Victor complains of chaffing, so Rhonda checks the area for broken skin, which is not present, and provides Victor with some suggestions on how to prevent chaffing in the future. Rhonda leaves at 1:45 pm.

Mandatory DEX Fields	Responses for this session	
Service type*	Continence management (non-clinical)	
Fees charged*	\$6.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	0 hours, 30 minutes	
Clients attached	1	
DEX delivery report outputs	0.5 hours	\$6.00

Example 3: Assistance with the self-administration of medication session delivered by employee

Henry receives assistance with showering from *Dexpert Care*. While helping Henry to his lounge chair after the shower Brad notices a collection of tablets on the side table. Brad asks Henry about the tablets and Henry advises that he hasn't taken them because he has forgotten which ones he takes when and didn't want to overdose. Brad provides this information to his supervisor Rhonda. Rhonda works with Henry to get a referral for Assistance with the self-administration of medication, and speaks to Henry's doctor about the situation. The doctor provides a medication plan which details all the medications Henry should be taking and when.

Brad arrives at Henry's house at 10.15 am. Brad works with Henry to identify the different packets and put labels on them clearly indicating when they should be taken. Brad encourages Henry to only take the tablets out of the packets when he is about to take them, rather than opening the pack and taking them elsewhere. Brad places a copy of the medication plan on the fridge so Henry can refer to it if he is unsure, which gives Henry comfort in being able to manage. Brad leaves at 11.15 am, letting Henry know he will check in on progress when he attends showers.

Mandatory DEX Fields	Responses for this session	
Service type*	Assistance with the self-administration of medication	
Fees charged*	\$12.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided*	1 hours, 0 minutes	
Clients attached	1	
DEX delivery report outputs	1.0 hours	\$12.00

4.11 Transport

Reporting fields for this Program Activity	Reporting field specification
Quantity	Number of Trips provided as per CHSP funding agreement.
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	None – standard definition applies
Trip distance (km)	This field is optional for 2026-27. Rounded up to the closest whole kilometre
Trip time (hours and minutes)	This field is optional for 2026-27. None – standard definition applies
Engagement time spent with client (minutes)	Does not apply to indirect transport. This field is optional for 2026-27. Time spent with the client in addition to the provision of the trip(s). The provision of the trip begins at the vehicle and concludes at the vehicle. If the provider assists the client (and Support person if relevant) in any way beyond putting the client and their bags/items into the vehicle at the beginning and out of the vehicle at the end, this is considered engagement time.

Session reporting examples

Dexpert Care delivers Transport using a mix of staff, volunteers and indirect transport. *Dexpert Care* client contribution rate for Transport is \$5.00 per trip.

Example 1: Individual Direct transport session with carer delivered by volunteer

Samuel is a volunteer with *Dexpert Care* who uses his own car to provide transport to clients. Today he is assigned to transport Chelsea and her carer (husband Clive) to the local markets and return them home afterwards.

Samuel arrives at Chelsea's home at 9:20 am. Clive greets him at the door, and Samuel offers to help Chelsea to the car while Clive locks the front door. As Chelsea comes through the front door Samuel realises that Chelsea's customised walker is not going to fit in the boot. When Samuel raises this with Clive, he advises that the raised armrests can be removed. Samuel and Clive work together to get the armrests off, and the walker just fits into the boot. Once Clive and Chelsea are in the car, they set off for the markets at 9:35 am.

They arrive at the markets at 10:00 am, having travelled 16km. Samuel helps Clive take the walker out of the boot and put it back together. Samuel then helps Chelsea out of the car onto the walker. He confirms pick up time and location and heads off at 10:05 am.

Samuel arrives at the pick-up point at 1:30 pm. Clive has already disconnected the armrests, so it is a quick and easy departure. They hit a bit of traffic on the way back, arriving at their home at 2:10 pm. Samuel assists Chelsea into the house while Clive goes ahead and opens the door and takes the shopping bags inside. Once Chelsea is settled in her lounge chair, Samuel checks on Clive and then heads off at 2:20 pm.

As this is a return trip it can be recorded as one session.

The engagement times needs to be combined into one figure.

Mandatory DEX Fields	Responses for this session	
Service type*	Direct transport	
Fees charged*	\$10.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	Yes	
Amount of assistance provided - Quantity*	2 trips	
Trip distance	32 kms	
Trip travel time	1 hours, 5 minutes	
Engagement time with client	0 hours, 30 minutes	
Clients attached	1	
Support persons attached	1	
DEX delivery report outputs	2 trips	\$10.00

Example 2: Individual Indirect transport session

Nancy would dearly like to join her friends at the senior citizens centre for bingo on Mondays, but her friends come from the other side of town and cannot pick her up. There are no bus services near her home. Nancy is approved for a referral for Transport, and she contacts *Dexpert Care*, who provide her Domestic assistance service, to see if they can help.

As Nancy does not need assistance getting in and out of cars, and is digitally literate, *Dexpert Care* suggest a taxi voucher program might be suitable. *Dexpert Care* sets Nancy up for a Cab charge digital pass, and sets the maximum value per trip (which is around 4 kms) based on the estimated cost of travel from Nancy's home to the senior citizens centre (around \$18.50, so the max is set to \$25.00). They also set a maximum number of trips to nine, so they can review the arrangement with Nancy in a month. *Dexpert Care* explain to Nancy that they receive the invoice for each trip, and if a trip does not appear to be consistent with the intended purpose, they may charge Nancy for the full trip. Nancy's client contribution of \$5.00 per trip will be billed to her account at the end of the month. Nancy agrees, installs the taxi app on her phone and is ready for next Monday.

As it is a return trip, each Monday can be recorded as one session, but two sessions are acceptable if this method better suits your reporting software. You cannot bundle

all 9 trips into one session as they take place on different dates. *Dexpert Care* enters each trip as a separate session, so it aligns with the cab charge records.

Nancy's first Monday Bingo trip would be recorded as

Mandatory DEX Fields	Responses session 1		Responses session 2	
Service type*	Indirect transport		Indirect transport	
Fees charged*	\$5.00		\$5.00	
Session delivered by a sub-contractor*	No		No	
Volunteer involved in direct service delivery*	No		No	
Amount of assistance provided - Quantity*	1 trip		1 trip	
Trip distance	4 kms		4 kms	
Trip travel time	0 hours, 10 minutes		0 hours, 13 minutes	
Clients attached	1		1	
DEX delivery report outputs	1 trip	\$5.00	1 trip	\$5.00

Example 3: Group delivery

Three of *Dexpert Care*'s transport clients live in the same retirement village and enjoy getting out and about together. There is a new movie premiering next Thursday and they arrange with *Dexpert Care* for transport to assist them to get there and back. As Shirley has a walker and Marjorie uses a lightweight mobility scooter, they are booked in to use the large passenger vehicle (Kia Carnival) as this will fit all three of them and the walker and scooter folded up in the back.

Peter arrives at Joyce's home first at 9:00 am where she meets him on the driveway. As Joyce does not need assistance there is no engagement time. Peter then arrives at Marjorie's house, where he spends 7 minutes assisting Marjorie into the vehicle and packing her scooter in the back. Shirley is the last stop, where Peter spends 5 minutes helping her into the vehicle and packing the walker into the back. They arrive outside the movie theatre at 9:50 am, where Peter spends 10 minutes assisting Shirley and Marjorie out of the car and onto their respective chariots.

Mandatory DEX Fields	Responses group session	
Service type*	Direct transport	
Fees charged*	\$15.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided - Quantity*	1 trip	
Trip distance	25 kms	
Trip travel time	0 hours, 38 minutes	
Engagement time with client	0 hours, 22 minutes	
Clients attached	3	
DEX delivery report outputs	3 trips	\$15.00

5 Home Modifications Service Group

5.1 Home adjustments

Reporting fields for this Program Activity	Reporting field specification
Total Cost (dollars)	Total cost of modifications, including materials and labour, as quoted to the client.
Type of Modification	<i>Standard definition(s) from Attachment A of the CHSP Manual applies.</i> A maximum of three (3) types is recommended to enable the focus of the modifications to be identifiable.
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	Where volunteers have actively taken part in a session (e.g. painting while staff build) this field can be set to Yes.

If the modifications require multiple visits, the last visit can be the session date.

Example: Individual Home modifications - Support rail installation – delivered by employee

Ray has had an Occupational Therapy assessment of his home completed and the installation of a support rail along the side of the house has been recommended.

Safety and Security First lead builder Rob has come to assess the job requirements. Rob consults with Ray about his preferred railing style and material, and assesses the viability of the brick wall that the railing is to be attached to. Rob determines that they will need to use smaller increments between attachment points than usual to ensure the railing could take Ray's full weight if required. Rob explains their pricing structure to Ray, that all labour costs are covered by the program, and Ray will be required to contribute 50% of the cost of materials.

Rob sends Ray a full itemised quote that details all material (\$350.00) and labour (\$305.50) costs, and notes that Ray's contribution will be \$175.00. Ray rings Rob to confirm he wants to proceed as per the quote, and Rob's team install the next week.

Mandatory DEX Fields	Responses for this session	
Service type*	Home modifications	
Fees charged*	\$175.00	
Session delivered by a sub-contractor*	No	
Volunteer involved in direct service delivery*	No	
Amount of assistance provided – Total Cost*	\$655.50	
Modification Type	Supporting rails and grab bars	
Clients attached	1	
DEX delivery report outputs	\$655.50	\$175.00

6 Assistive Technology Service Group

6.1 Equipment and products

Reporting fields for this Program Activity	Reporting field specification
Quantity Primary measure for Equipment and Products e	Number of items provided
Total Cost (dollars) Secondary measure	Total cost of products as quoted to the client.
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies

The option to report if a Volunteer was involved in direct delivery is not available for this program activity as the service being delivered is not direct delivery.

Example: Individual Domestic life products session delivered by employee

Raelene has had an Occupational Therapy assessment of her home completed and the purchase of a power lift recliner chair has been recommended to support Raelene in getting out of her lounge chair safely.

Home Technology First (HTF) receives Raelene's referral for Equipment and products, consults with Raelene over the phone about her preferences for material and style and confirms there are no space restrictions in the spot where Raelene wants the chair, as it will need more space than her current lounge chair because of the reclining feature. Raelene then receives an email from HTF with information about three different chairs she can choose from. The email also advises that the maximum amount the program can cover is \$1,000.00 and Raelene will need to cover the difference.

Raelene selects a chair and colour and sends the order form back. The next email from HTF confirms the full cost of the supply of the chair is \$1,350.00, which includes the chair, delivery to her home and installation. Raelene will need to contribute \$350.00. Raelene talks to her daughter about it as she doesn't think she can afford it, and her daughter offers to pay half. Raelene rings HTF to confirm she wants to proceed as per the quoted price.

Mandatory DEX Fields	Responses for this session	
Service type*	Domestic life products	
Fees charged*	\$350.00	
Session delivered by a sub-contractor*	No	
Amount of assistance provided – Total Cost*	\$1,350.00	
Amount of assistance provided – Quantity*	1	
Clients attached	1	
DEX delivery report outputs	\$1,350.00	\$350.00

7 Advisory Services Service Group

7.1 Specialised Support Services

Reporting fields for this Program Activity	Reporting field specification
Time (hours and minutes) Primary measure	The amount of time the person(s) delivering the service was face to face with client(s).
Total Cost (dollars) Secondary measure	Total cost of providing session to client(s) including materials as quoted to the client(s)
Fees Charged	None – standard definition applies
Session delivered by a sub-contractor	None – standard definition applies
Volunteer involved in direct service delivery	None – standard definition applies

Example: Individual Vision advisory services session delivered by employee

Brian has recently been diagnosed with age-related macular degeneration (AMD). Brian is quite independent at home and worries how he is going to cope as the disease progresses. *Dexpert Care* support Brian to get a referral for Vision advisory services, which is accepted by *Vision Care*. Mary from Vision Care visits Brian at home. This first visit does not have a client fee or any costs except Mary's time.

Brian and Mary discuss Brian's diagnosis; his understanding of how the disease will progress and how it may affect his mobility and independence. Mary explains to Brian that as his AMD has been detected early, there are strategies that can be put in place to support him to maintain his safety and independence.

Mary suggests that Brian undertakes an assessment with their Orthoptist, who can assess the progression of the AMD and determine if a vision management program (such as orientation and mobility training) would be of benefit. Mary advises that the assessment usually takes around two hours, and has a client contribution of \$40.00, which includes the assessment and a follow up visit with Mary to discuss next steps. Mary explains that future services provided will have different costs and client contributions. Brian agrees to the assessment, and Mary confirms she will ring Brian with a time. Mary leaves after an hour.

Mandatory DEX Fields	Responses for this session		
Service type*	Vision advisory services		
Fees charged*	\$0.00		
Session delivered by a sub-contractor*	No		
Volunteer involved in direct service delivery*	No		
Amount of assistance provided* - Time	1 hours, 0 minutes		
Amount of assistance provided* - Cost	\$0.00		
Clients attached	1		
DEX delivery report outputs	1.0 hours	\$0.00	\$0.00

Appendix A. Chronology of Data Exchange (DEX) changes to CHSP reporting for the 1 July 2025 to 30 June 2027 CHSP Grant Agreement.

Stage 1 – Service List changes (see Table 1)

- implemented from 1 July 2025; released into DEX Production as mandatory 1 July 2025

The activation of the new CHSP Service list into the Data Exchange to ensure reporting aligns with the program activity and service type names in the new CHSP Grant Agreement and Activity Work Plan for 2025-2027 in accordance with the *Aged Care Act 2024*.

Stage 2 – My Aged Care client details

- implemented from 1 July 2025; released in DEX Production 11 December 2025 as ‘optional’; Mandatory in DEX Production on 30 June 2026.

The inclusion of two new fields in the DEX Client Record (Is the client registered for My Aged Care - Yes/No, Enter MAC ID) to capture information related to client eligibility for the CHSP services they are receiving.

The inclusion of these fields is intended to streamline some of the new reporting requirements for CHSP Funded Organisations in allowing the department to cross reference DEX data with My Aged Care data, reducing the need for organisations to provide evidence for over 700,000 CHSP clients individually every year to meet compliance under the Act.

Stage 3 – Service specific information – additional DEX Session fields (see Table 2)

- implementation 1 July 2026; released in DEX Production 11 August 2026 as mandatory for sessions records for service delivery from 1 July 2026.

Additional session-level data fields for more detailed reporting to support meeting some requirements under the Act, and to help the department better understand the hidden costs of CHSP service delivery.

All services required at least one additional field, with most new fields required for services involving the provision of meals or transport.

Table 1. Stage 1 changes to service title structures for 2025 – 2027 CHSP Grant Agreement DEX Reporting

DEX Program Activity	DEX Service Type	DEX Service sub-type	New DEX Program Activity	New DEX Service Type
Community and Home Support	Allied Health and Therapy Services	Aboriginal and Torres Strait Islander Health Worker	Allied health and therapy services	Aboriginal and Torres Strait Islander health worker assistance
		Dietitian or Nutritionist		Diet or nutrition
		Exercise Physiologist		Exercise physiology
		Occupational Therapy		Occupational therapy
		Physiotherapy		Physiotherapy
		Podiatry		Podiatry
		Psychologist		Psychology
		Social Work		Social work
		Speech Pathology		Speech pathology
		Hydrotherapy		*Relevant service type for the profession that delivered the session
		Restorative Care Services		
		Ongoing or Other Allied Health and Therapy Services		
		Diversional Therapy	Therapeutic services for independent living	Diversional therapy
Community and Home Support	Domestic Assistance	General House Cleaning	Domestic Assistance	General house cleaning
		Linen Services		Laundry services
		Unaccompanied Shopping		Shopping assistance
Community and Home Support	Goods, Equipment Assistive Technology	Car Modifications	Equipment and products	Mobility products
		Communication Aids		Communication and information management products
		Medical Care Aids		Managing body functions
		Reading Aids		Domestic life products
		Self-Care Aids		Self-care products
		Support and Mobility Aids		Mobility products
		Other Goods and Equipment		*Refer to AT-HM list

DEX Program Activity	DEX Service Type	DEX Service sub-type	New DEX Program Activity	New DEX Service Type
Community and Home Support	Home Modifications	Home Modifications	Home adjustments	Home modifications
		OT Assessment Modifications		Home modifications
Community and Home Support	Home Maintenance	Garden Maintenance	Home maintenance and repairs	Gardening
		Major Home Maintenance and Repairs		Assistance with home maintenance and repairs
		Minor Home Maintenance and Repairs		Assistance with home maintenance and repairs
Community and Home Support	Nursing	Nursing	Nursing care	*Relevant service type for the nurse that delivered the session
Community and Home Support	Other Food Services	Food Advice, Lessons, Training and Food Safety	Meal preparation	Meal preparation
		Food Preparation in the Home		Meal preparation
Community and Home Support	Personal Care	Assistance with Client Self-Administration of Medicine	Personal care	Assistance with the self-administration of medication
		Assistance with Self-Care		Assistance with self-care and activities of daily living
Community and Home Support	Social Support Group	Social Support Group	Group social support	Group social support
Community and Home Support	Social Support Individual	Visiting	Individual social support	Individual social support
		Accompanied Activities		Accompanied activities
		Telephone/Web Contact		Digital education and support
Community and Home Support	Specialised Support Services	Vision Services	Specialised support services	Vision advisory services
		Client Advocacy	*The service type(s) as funded for 2026-27	
		Continence Advisory Service		
		Dementia Advisory Service		
		Hearing Services		
		Other Support Services		
Community and Home Support	Transport	Direct Transport	Transport	Direct transport
		Indirect Transport		Indirect transport

DEX Program Activity	DEX Service Type	DEX Service sub-type	New DEX Program Activity	New DEX Service Type
Assistance with Care and Housing	Assistance with Care and Housing	Hoarding and Squalor	Hoarding and squalor assistance	Hoarding and squalor supports
Care Relationships and Carer Support	Cottage Respite	Overnight Community Respite	Community cottage respite	Cottage respite
	Centre-Based Respite	Centre-Based Day Respite	Home or community general respite	Community and centre-based respite
		Community Access - Group		Community and centre-based respite
		Residential Day Respite		Community and centre-based respite
	Flexible Respite	Community Access - Individual Respite		Flexible respite (Community)
		Host Family Day Respite		Flexible respite (Home)
		Host Family Overnight Respite		Flexible respite (Home, Overnight)
		In-Home Day Respite		Flexible respite (Home)
		In-Home Overnight Respite		Flexible respite (Home, Overnight)
		Mobile Respite		Flexible respite
		Other Planned Respite		Flexible respite
Community and Home Support	Meals	Meals at Centre Meals at Home	Meal delivery	Meal delivery (Community) Meal delivery (Home)

New services from 1 July 2025 without direct equivalent

Allied health and therapy services	Therapeutic services for independent living	Group social support	Individual social support	Personal care
- Aboriginal and Torres Strait Islander health practitioner assistance - Counselling or psychotherapy - Music therapy	- Acupuncture - Art therapy - Chiropractics - Osteopathy - Remedial massage	- Cultural support - Accompanied activities - Digital education and support	Cultural support	Continence management (non-clinical)

Table 2. Stage 3 changes – Additional reporting elements required by DEX Program Activity (or Service Type)

Items in **green** indicate fields that are optional when triggered. All other fields are mandatory.

DEX Program Activity	DEX Service Type(s)	Subcontractor Delivered	Volunteer Direct Service	Session Location	Overnight Support Included	Engagement Time	Trip Time	Trip Distance	Meal Provided	Meal Cooked Offsite	Texture Modified Items	Meal Type Fields
Allied health and therapy services	All	Yes										
Therapeutic services for independent living	All	Yes										
Community cottage respite	Cottage respite	Yes	Yes						Yes		Yes	Yes
Home or community general respite	Community and centre-based respite	Yes	Yes						Yes		Yes	Yes
	Flexible respite	Yes	Yes	Yes	Yes				Yes		Yes	Yes
Domestic Assistance	All	Yes	Yes									
Group social support	All	Yes	Yes									
Hoarding and squalor assistance	Hoarding and squalor supports	Yes	Yes									
Home maintenance and repairs	All	Yes	Yes									
Individual social support	All	Yes	Yes	Yes								
Meal delivery	Meal delivery	Yes	Yes	Yes		Yes				Yes	Yes	Yes
Meal preparation	Meal preparation	Yes	Yes									
Nursing care	All	Yes										
Personal care	All	Yes										
Transport	Direct transport	Yes	Yes			Yes	Yes	Yes				
	Indirect transport	Yes	Yes				Yes	Yes				
Home adjustments	Home modifications	Yes	Yes									
Equipment and products	All	Yes										
Specialised Support Services	Vision advisory services	Yes	Yes									