

HOME CARE PACKAGE PROVIDER STOCKTAKE - JUNE 2021

Frequently Asked Questions

Q: What is the purpose of the Stocktake?

A: To gather information on the types, volume and cost of care and services being delivered under the Home Care Packages (HCP) Program.

Data will provide greater insight into how the HCP Program operates and may inform workforce planning for the aged care sector and reform options for a new support at home program. In their Final Report, the Royal Commission into Aged Care Quality and Safety referenced the benefits that greater transparency of operations will provide the sector.

Q: How will the data be used?

A: Data will only be used for the purpose of understanding how the HCP Program operates. Data will not be used for any compliance activity.

Feedback will be provided to the sector based on analysis of information received.

Q: Is the Stocktake compulsory?

A: No. However, the Department strongly encourages participation to ensure your circumstances are considered as part of the analysis.

Q: Who has been asked to participate in the Stocktake?

A: All providers that had at least one care recipient in a HCP at 30 June 2021 and are still operational.

Q: How long do I have to complete the Stocktake?

A: The Stocktake is open from 9am (AEST), Monday, 20 September 2021 to 5pm (AEDT), Friday, 19 November 2021.

Q: Is data to be recorded at the provider or service outlet level?

A: Data is to be reported at the provider level only. For example, if an approved provider had four operational service outlets each with care recipients at 30 June 2021, the data of all four outlets should be combined and represented for the one provider only.

Q: Do I need to provide data for all service outlets?

A: Ideally yes. If this is not possible, please indicate in the comments section the number of outlets represented in your response.

Q: Which care recipients should data be recorded for?

A: Please enter the number of care recipients (at each package level) who received the relevant service or care type during June 2021. This is NOT the total number of care recipients at each level.

For example, if you provided care to 57 people in a Level 2 HCP, but only 25 of them received personal care in June 2021, please enter 25 as the number of people receiving personal care at Level 2.

Data for a care recipient should not be included across multiple HCP levels. The data should only be recorded against the HCP level they were in as at 30 June 2021. For example, a person who was in a level 2 HCP between 1 June 2021 and 22 June 2021 and then upgraded to a level 3 HCP from 23 June 2021 to 30 June 2021, should have their data recorded against the level 3 HCP only (level of care at 30 June 2021).

For care recipients who were in a HCP for a portion of June 2021 and were still in a HCP at 30 June 2021, please record data against the level they were at on 30 June 2021.

For care recipients who were in a HCP for a portion of June 2021, but had exited their HCP prior to 30 June 2021, please record the data against the level at which they exited.

The Stocktake relates only to the HCP Program. The Stocktake does not cover other types of care at home, such as the Commonwealth Home Support Programme (CHSP), Short-Term Restorative Care Programme or other home care setting. Privately funded home care is also excluded from the scope of the Stocktake. For example, a provider who delivers a HCP and CHSP assistance to the same care recipient should only record data on the care and funding delivered to the care recipient through the HCP and exclude the CHSP support.

Q: How should hours be recorded?

A: The time provided for a type of care at a HCP level should be rounded to the nearest hour. For example, if you had three care recipients in a level 3 HCP who all received 2hrs and 15mins each of light gardening in June 2021, you would enter 7hrs (rounded up from 6hrs and 45mins) against level 3. If a different three care recipients in a level 2 received 2hrs and 5mins each of light gardening in June 2021, you would enter 6hrs (rounded down from 6hrs and 15mins).

If you're unable to record amounts this way, please clarify the way you have recorded the hours in the comments box.

Note that hours of services are not applicable for services such as home modifications, ancillary expenses, management costs and home care fees.

Q: How should costs be recorded?

A: Figures should be rounded to the nearest dollar.

Q: How should services provided by subcontractors be recorded?

A: The Stocktake does not differentiate between services provided by directly employed care staff and those provided by contactors. All services provided by both internal and contracted staff are to be combined under the one line item for that service type.

Please note that there is a field within the Stocktake titled "Costs to care recipients for contracted services". This is only for the additional cost of receiving services through a

subcontractor (commonly known as a brokerage or handling fee) and not the cost of the service itself.

Q: What if I am unable to provide the level of detail sought for particular service types?

A: Service types in the Stocktake predominantly align with common care and services from the Home Care Pricing Schedule Definitions

(<https://www.health.gov.au/resources/publications/home-care-pricing-schedule-definitions>).

All fields have been pre-populated with 0 when you commence the stocktake. If you have not provided a particular service in June 2021, please leave 0 in the applicable field(s).

If you have provided a service but do not have the specific details (an example could be meal preparation being charged under personal care or, light-gardening being considered as home maintenance), please:

- a) provide an estimate of the hours and cost of that service provided; or
- b) provide information under the item where you have recorded that service.

In either case, please provide a description in the comments field.

Q. Why am I getting error messages while completing the form?

A: Several validation rules have been set up in the form to help with data quality. An error message will not prevent you from submitting the data. However, if you get an error message, please cross check the data entered and amend if required.

Q. Who should I contact in case I face difficulties in submitting the Stocktake?

A: Forms Administration is collecting the data on behalf of the Department of Health. Should you require assistance in completing the Stocktake, please contact them by:

- emailing health@formsadministration.com.au, or
- calling (02) 4403 0640.