

COMPLIANCE REQUIREMENTS

RURAL HEALTH OUTREACH FUND (RHOF)



As part of RWAV's Compliance obligation under the Commonwealth Department of Health RHOF Service Delivery Standards, we are required to capture the following documentation and undertake an assessment of services performed.

Documentation Required from each Service Provider - **Due after execution of the funding schedule and no later than one month after the completed first visit**

- Working with Children Check- For service providers who have confirmed they will be treating patients under 18 years of age.
- Professional Indemnity & Public Liability Insurance- As part of the service providers professional obligation for undertaking a consultation.

Service Delivery Data (Submitted on Online Portal) - **Due within one month of the completed visit**

- Service Data submitted is accurate and complete in respect of the service visit, and will be presented to the Commonwealth Department of Health as part of the RWAV reporting requirements.
- Funding support for the service visit is claimed in conjunction with submitting the Service Data. The amount that can be claimed will be aligned to the actual activities undertaken or incurred in delivery of the service and up to the level of funding support as detailed in the Schedule.

Changes to Service Delivery – please notify RWAV prior to delivery of a visit subject to the change

- Changes to the mode of delivery - Face to Face (On-Site) or Telehealth (Off-Site)
- Changes to Proposed Visit Dates
- Changes to authorised Service Provider
- Changes to Location of Service
- Any other reasons the service provider is unable to complete service.

Contract Holder Performance Assessment

- Ability to provide proposed visit dates in advance of the service delivered;
- A service not fulfilling the requirements of the RHOF may be reconsidered, and the funding may be reallocated to an alternative area of need in the relevant region;
- Service reports are required to be submitted within one month of the service visit being completed;