



Summary of changes to the Commonwealth Home Support Programme (CHSP) Manual 2024-25

CHSP Manual chapter	Content change	Manual section and description
PART A – About the Commonwealth Home Support Programme		
Chapter 1 – Overview of the CHSP	New content	Overview of the CHSP Inclusion of Aged Care Reforms information
Chapter 2 – Wellness and reablement	Editorial change	Wellness and reablement Wellness and reablement information moved to Appendix B
PART B – Eligibility and Delivery Requirements		
Chapter 4 – Access to the CHSP	Updates to existing content	4.4 Other eligible groups Clients needing services that exceed entry-level support section – updates to existing content
	Updates to existing content	4.6 Waitlists Updates to existing content
	Deletion of content	Existing clients waiting for a Home Care Package Removal of outdated information
Chapter 5 – CHSP services	New content	5.1 Community and Home Support Domestic Assistance – Out of scope activities – new content
	New content	5.1 Community and Home Support Goods, Equipment and Assistive Technology – Note – new content
	New content	5.1 Community and Home Support

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		Home Maintenance – Out of scope activities – new content
	Updates to existing content	5.1 Community and Home Support Meals – Service type description – new content Meals – Out of scope and Output measure – updates to existing content
	Updates to existing content	5.1 Community and Home Support Nursing – Service type description – updates to existing content
	Updates to existing content	5.2 Care Relationships and Carer Supports Consideration for Carers – updates to existing content
	Updates to existing content	5.3 Assistance with Care and Housing Francesco case study – updates to existing content
	New content	5.4 Sector Support and Development Service type description – New content Service considerations – updates to existing content
Chapter 7 – Provider grant funding and client contributions	Editorial change	7.1 Client contributions Information on the National Client Contribution Framework moved to Appendix F
	Editorial change	7.2 2024-25 CHSP National Unit Price Ranges Information moved to Appendix G
	Updates to existing content	7.3 Modified Monash Model (MMM) loadings Updates to existing content
	New content	7.4 CHSP Community Transport Pricing Pilot New content and more detailed information at Appendix J
	New content	8.5 Flexibility under SSD

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Chapter 8 – Flexibility provisions		Flexibility provision – example New table with flexibility provision examples included
	Updates to existing content	8.5 Flexibility under SSD Provider scenarios – flexibility provisions Example 3 (across funded Aged Care Planning Regions) – updates to existing content
PART C – Administration and Provider Responsibilities		
Chapter 9 – Quality arrangements and client rights	Updates to existing content	9.1 Quality arrangements Provider responsibilities – updates to existing content
	New content	9.6 Complaints mechanisms Additional content added
Chapter 10 – Incident management and staffing responsibilities	Updates to existing content	10.1 Serious Incident Response Scheme (SIRS) Detailed information removed and updated, with references to ACQSC resources included
	Deletion of content	10.4 Staffing and training Fair Work Commission award wage increase – removal of outdated information
	Editorial change	10.5 Police checks Information moved to Appendix E
	New content	10.9 Interacting with the Australian Public Service New content
Chapter 11 – Financial responsibilities	Updates to existing content	11.1 Spending grant funding Updates to existing content
	Updates to existing content	11.4 CHSP Planning Framework Updates to existing content
	New content	11.6 CHSP Compliance Framework

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		New content and additional information at Appendix H
Chapter 12 – Provider reporting and system responsibilities	Updates to existing content	12.1 Key reports under the CHSP Updates to report due dates
	Updates to existing content	12.2 Financial reporting Updates to existing content
	Deletion of content	12.4 DEX performance reporting Deletion of outdated information about partnership approach information
	Deletion of content	Emergency COVID-19 funding reporting Deletion of outdated information
	Updates to existing content	12.6 My Aged Care provider responsibilities Updates to existing content and removal of outdated information
Manual Appendices	Editorial change	All appendices are new
Glossary	Updates to existing content	Updates to existing content across glossary terms

Appendices

All [CHSP appendices](#) are available on the department's website.

Appendix	Appendix title	Content change
Appendix A	Context and history of the CHSP	Existing content moved from the Manual to the appendix
Appendix B	Embedding Wellness and Reablement in the CHSP	Existing content moved from the Manual to the appendix
Appendix C	CHSP provider contacts, supports and resources	Existing content moved from the Manual to the appendix
Appendix D	CHSP client and carer supports, resources and information	Existing content moved from the Manual to the appendix

Appendix	Appendix title	Content change
Appendix E	CHSP Police Certificate guidelines	Existing content moved from the Manual to the appendix
Appendix F	Guide to the National CHSP Client Contribution Framework	Existing content from the Manual and an existing online resource , updated and moved to the appendix
Appendix G	CHSP National Unit Price Ranges and Client Contributions	Information about national unit price ranges and client contribution ranges New information – inclusion of table with 2023-24 and 2024-25 pricing information
Appendix H	CHSP Compliance Framework	New information of the department's Compliance Framework for 2024-25
Appendix I	CHSP Service Catalogue	Existing resource on website – useful visual representation of the service list
Appendix J	CHSP Community Transport Pricing Pilot	New information on the pilot and linked to existing Community Transport Pricing Pilot on the department's website