



Australian Government

Department of Health and Aged Care

Commonwealth Home Support Programme (CHSP) 2025-27 webinar

22 October 2024

Agenda



Strategic Context

- 2023-24 overview
 - The new Aged Care Act and Support at Home
 - Single Assessment System
-
- New regulatory model and deeming

Thea Connolly

First Assistant Secretary, Home and Residential Division

Rob Day

Assistant Secretary, Harmonisation and Regulation Strategy Branch



CHSP services

- New service list
- Interim changes to CHSP services
- New reporting obligations

Felicity Benedetti

Director, CHSP Service Reform



Looking ahead

- 2025-27 CHSP contracting process
- Unit pricing
- Future grant opportunities

Martin Dempsey

Director, CHSP Operations

















Panel Q&A

Overview of 2023-24

Service delivery insights



CHSP aggregates

	2022-23	2023-24	Change
 Clients Supported	816,132	834,981	 +2.3%
 Total Funding	\$3.229b	\$3.478b	 +7.7%
- Grant funding	\$2.961b	\$3.175b	+7.2%
- Client Contributions	\$268m	\$303m	+13.2%
 People referred to CHSP	454,708	491,876	 +8.2%
- New	170,676	182,781	+7.1%
- Existing	284,032	309,095	+8.8%
 Funded Providers	1,334	1,264	 -5.5%
 Contract Performance	74%	83%	 +9 points
 Median “Elapsed Time”	27 days	17 days	 -37.0%
 Unspent Grant funding	8.0%	3.1% (est)	 -4.9 points (est)

2023-24 Points of Interest

- **Largest demand increase** – 28% more referrals for Domestic Assistance, 19,443 more people supported
- **Largest funding increase** – Meal delivery increased by 10.3%
- **Lowest Performer** – Flexible Respite delivered just 41.6% of contracted outputs
- **Best Performer** – Allied Health delivered 102.7% of contracted outputs
- **Largest demand reduction** – 11% less referrals for Nursing.
- **Home Care Packages** – 19% of CHSP referrals were for people on the NPS, 45% of Cottage Respite, 33% of Personal Care, 32% of Centre-based Respite and 31% of Flexible Respite.

What's changing?

Preparing for 1 July 2025



What we know

- **Assessment system** is moving to Single Assessment System from December 2024 under new assessment contracts.
- **Regulation** will move to single system from 1 July 2025 under the new Aged Care Act.
- **Service List** will be standardised from 1 July 2025 under the new Aged Care Act, with some exceptions.

There is more work to do...

- on **funding models** to determine right balance between grants and individualised budgets
- on **pricing**, but the ambition is a consistent pricing process across in-home aged care
- on **consumer contributions**, but the ambition is to have a consistent approach across in-home aged care.

When will we know the detail?

- This presentation will inform you of the changes that will be implemented in line with the new Aged Care Act.
 - Single Assessment System
 - Regulation
 - Service List
- It will be followed by further consultation opportunities, published factsheets, and a new program manual in the next few months
- This presentation will also inform you of what changes and consultation processes are being made to continue the journey towards harmonisation.
 - Pricing
 - Consumer contributions
 - Funding model

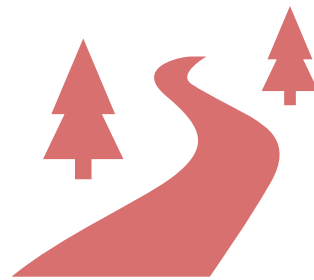
We do not yet know what the end state of CHSP will be. Only that CHSP not transition into Support at Home earlier than 1 July 2027.

What we do know is that the next 2 years are for Government, the department and stakeholders to consider these issues.



End-state

- The in-home aged care system will provide a consistent journey for older people as support needs increase.
- Our **long-term objective** is harmonisation with Support at Home.



The aged care landscape is changing fast. There are many things to do to prepare for 1 July 2025 **BUT** changes to CHSP should not impact older people.

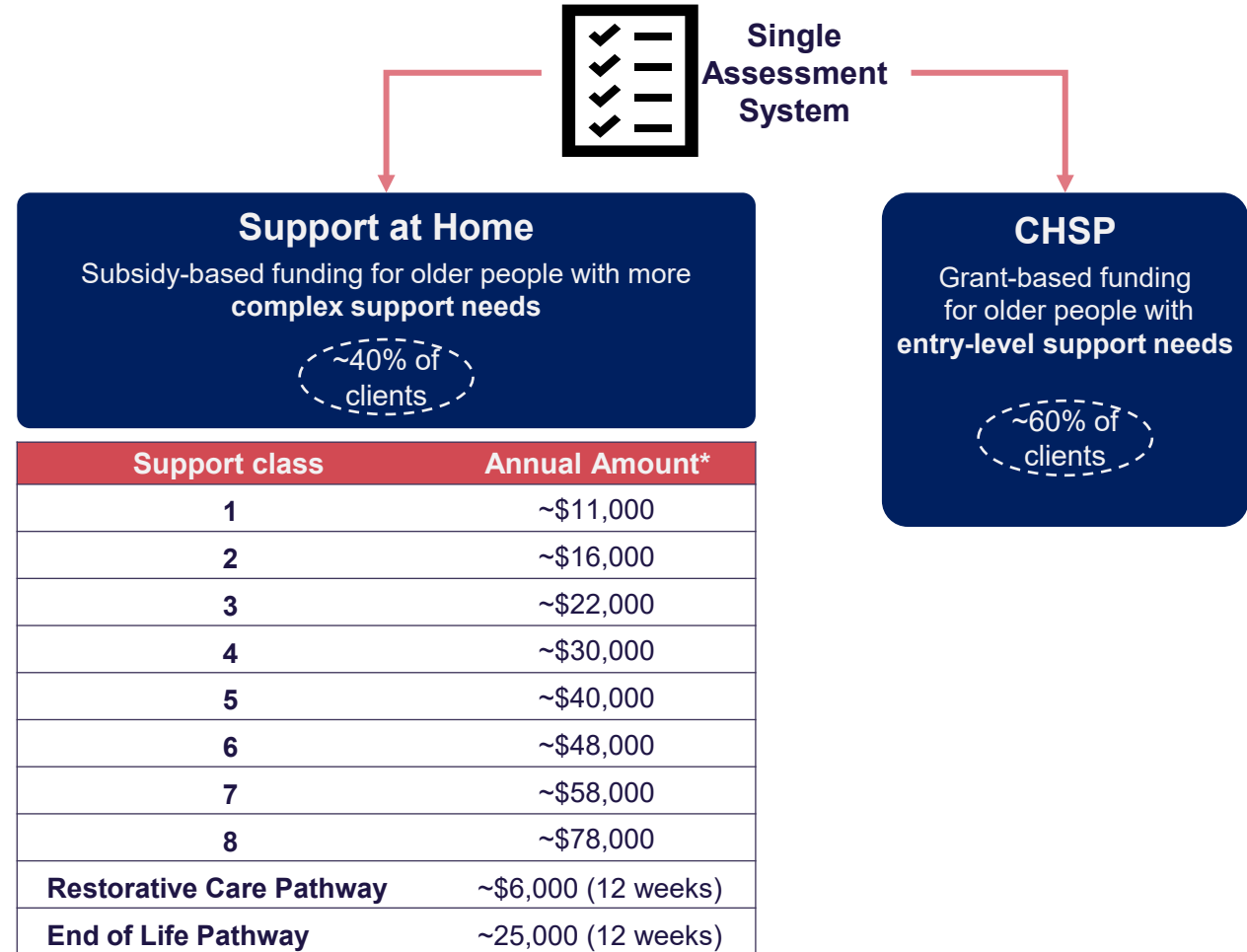
Single Assessment System

What it means for the Commonwealth Home Support Programme?



Assessment Pathway to CHSP or Support at Home

- Older people will receive funding for in-home aged care services and supports that meet their individual needs, based on the new **Integrated Assessment Tool (IAT)**.
- Older people who are assessed into the CHSP stream will not receive an individual budget but will be issued **CHSP referrals in line with current arrangements**.



*Dollar figures are indicative estimates.

Key takeaways

- Older people assessed into CHSP stream will **continue to receive referrals** and not an individualised budget.
- There are many things to do to **prepare** for CHSP transition no earlier than 1 July 2027.
- There will be further consultation, published factsheets, and a new program manual in the **next few months**.
- These changes are to **prepare providers** for Support at Home.

New Aged Care Regulatory Model

What it means for
Commonwealth Home Support
Programme providers?



Features of provider registration under the new regulatory model

The new registration model will apply a risk-proportionate approach to providers entering the aged care sector. This will be achieved through several new features and conditions that will apply to the new model.



Risk-based Registration Categories

The six registration categories are grouped service types based on risks and characteristics of the services.



Registration Renewal

Registered providers will generally be registered for three years and will be required to renew their registration at the end of this period to ensure their ongoing suitability and capability. The Commissioner will have the ability to extend or shorten a registration period depending on the provider's compliance to date.



Register of Providers

The register will be established as a single source of truth on registered providers, allowing providers operating in the sector, older people, and their families and carers to transparently seek and receive aged care services.



Registration Certificate

Registered providers can download a certificate of registration that outlines key information about the provider's registration.



Obligations

Providers must follow a Code of Conduct and other conditions of registration and obligations relevant to their services. Registration conditions are applied flexibly and risk-proportionately: core conditions for all providers, category-specific conditions for some, and provider-specific conditions set by the Commission on an individual basis.



Sole Traders and Partnerships

The eligibility requirements to be registered are expanded beyond corporations to include non-corporations such as sole traders and partnerships.

¹As at July 2024, endorsed by the Minister for Aged Care;



Six Registration Categories

The registration categories include¹:

Registration Category	Service types
Category 1: Home and community services	<ul style="list-style-type: none"> • Domestic assistance • Home maintenance and repairs • Meals • Transport
Category 2: Assistive technology and home modifications	<ul style="list-style-type: none"> • Equipment and products • Home adjustments
Category 3: Advisory and support services	<ul style="list-style-type: none"> • Hoarding and squalor assistance • Social support and community engagement
Category 4: Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> • Allied health • Personal care • Nutrition • Therapeutic services for independent living • Home or community general respite • Community cottage respite • Care management* • Restorative care management*
Category 5: Nursing and transition care	<ul style="list-style-type: none"> • Nursing care • Assistance with transition care
Category 6: Residential care (including respite)	<ul style="list-style-type: none"> • Residential accommodation • Residential everyday living • Residential services • Residential clinical care

When will the registration categories come into effect?

Implementation of the new regulatory model will occur on commencement of the new Aged Care Act.

Deeming of CHSP providers

What is deeming?

Deeming is a process of transitioning providers into a new regulatory model.

- based on the services they are currently required to provide,
- by analysing existing data and, where necessary,
- engaging with certain provider cohorts to gather additional information for a manual deeming approach.

Why is deeming being undertaken?

In essence, deeming is about safeguarding the welfare of older people by ensuring care services are consistently available and appropriately flexible as the new model is introduced.



Flexible Process



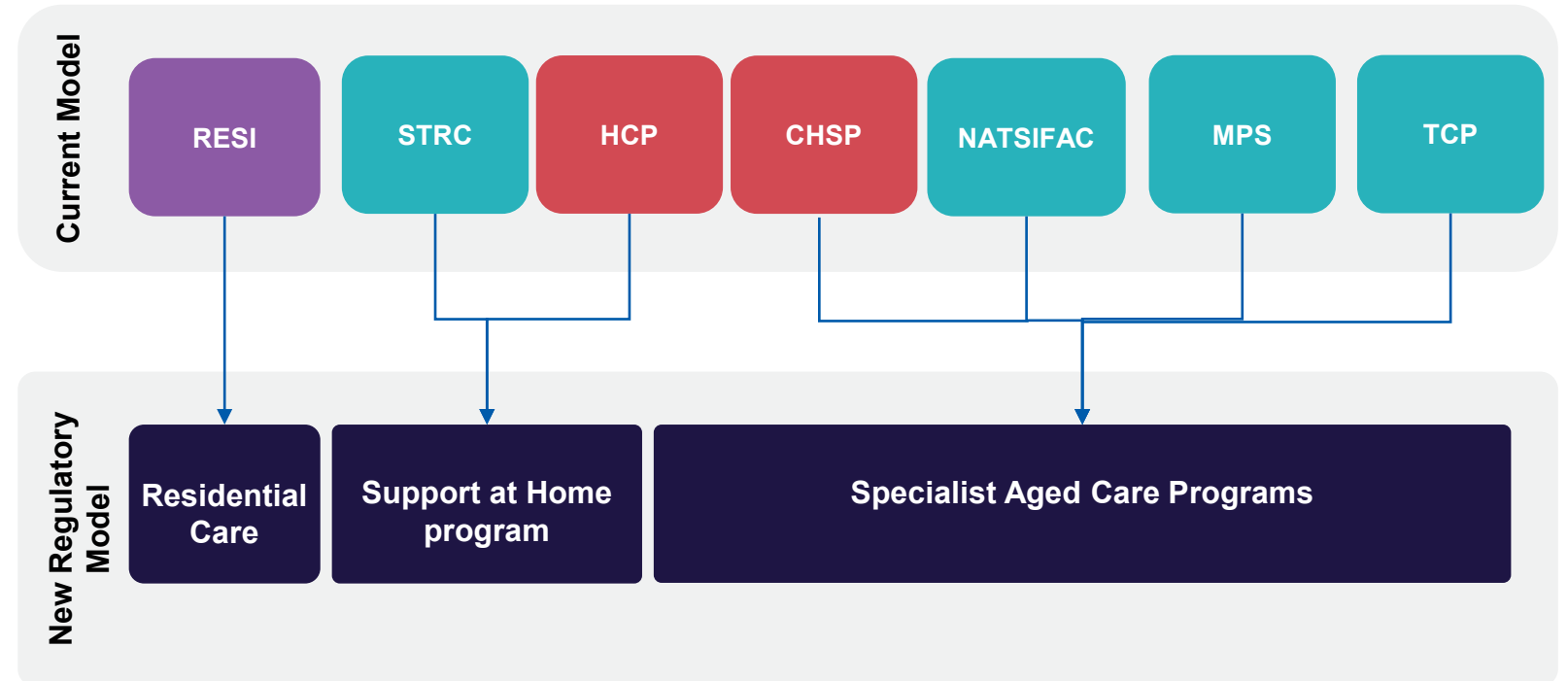
Continuity of Service

How providers are being deemed from the current to the new regulatory model

Providers being deemed

Operational Commonwealth funded aged care providers that deliver the following services will be transitioned to the new model. This includes providers currently operating the following services under existing programs:

- Residential aged care services (RESI)
- **Commonwealth Home Support Programme (CHSP)**
- Home Care Packages Program (HCP) and Short-Term Restorative Care (STRC) Programme
- Transition Care Programme (TCP)
- Multi-Purpose Services Program (MPS)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)



Groups not being deemed

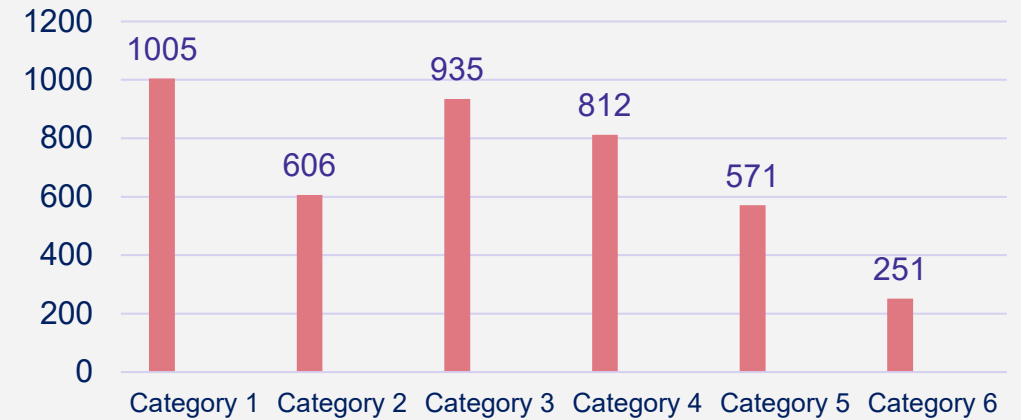
- Providers in the Innovative Care Program
- Subcontractors for aged care providers

CHSP indicative Registration Categories

- CHSP providers will be deemed into any or all of categories 1-5 based on the services they are approved to deliver when the new Aged Care Act commences.
- Nearly half (46%) of CHSP providers deliver aged care services from other Programs in addition to CHSP and as a result some will also be deemed into category six.

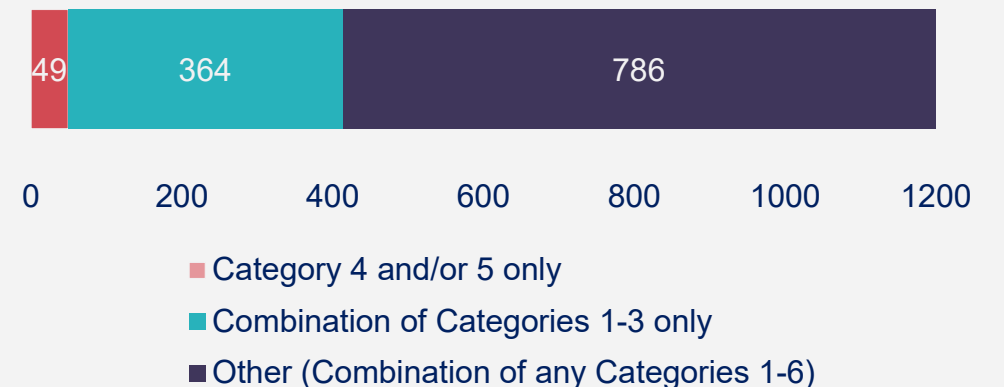
These diagrams uses the current CHSP services being delivered (which may change before commencement of the new Aged Care Act) to show indicative registration categories.

Providers delivering CHSP (non exclusive)

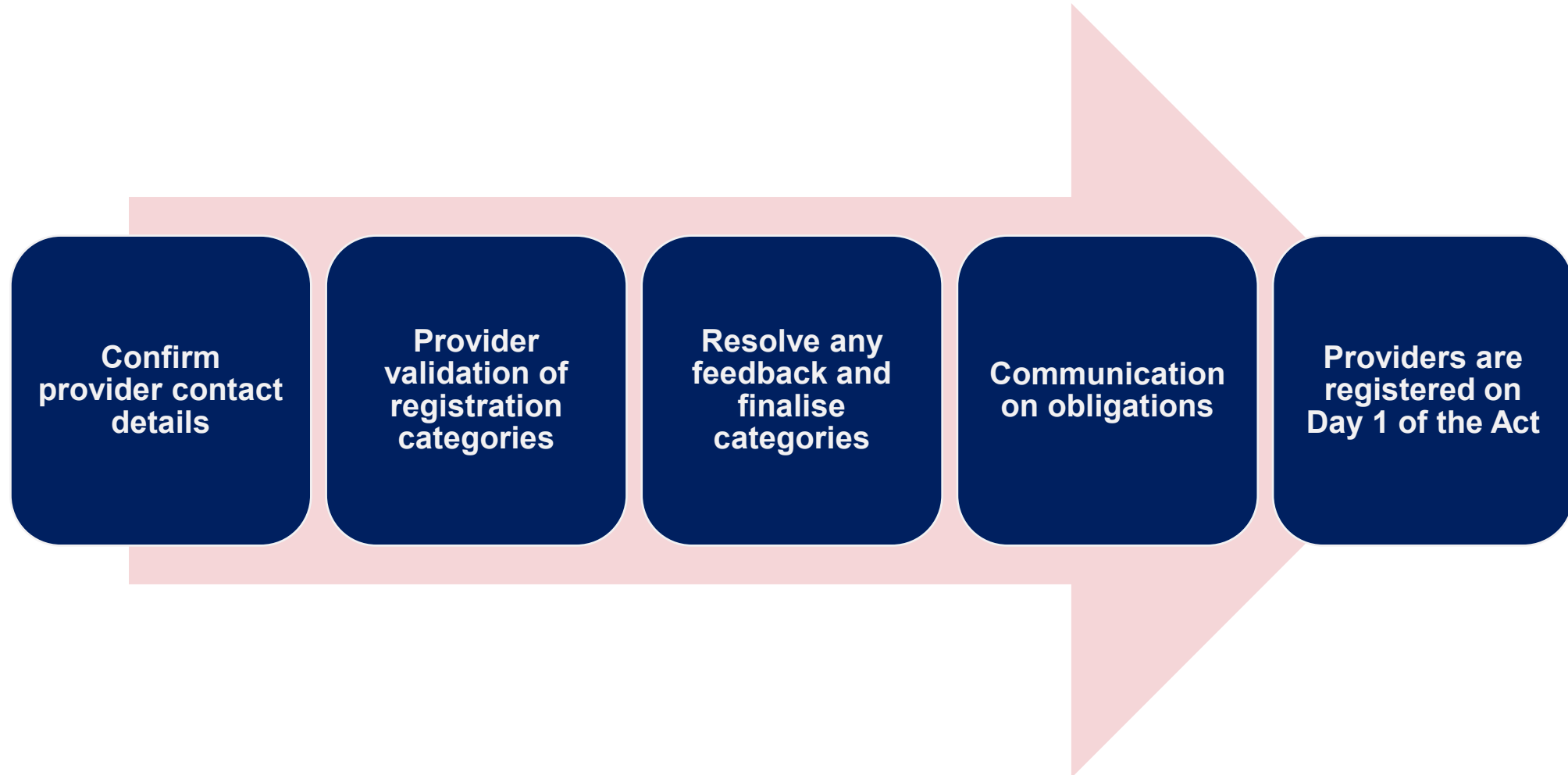


The total each bar in the chart will be greater than the total of CHSP providers as one provider can be registered into multiple registration categories.

Providers delivering CHSP spread of categories (mutually exclusive)

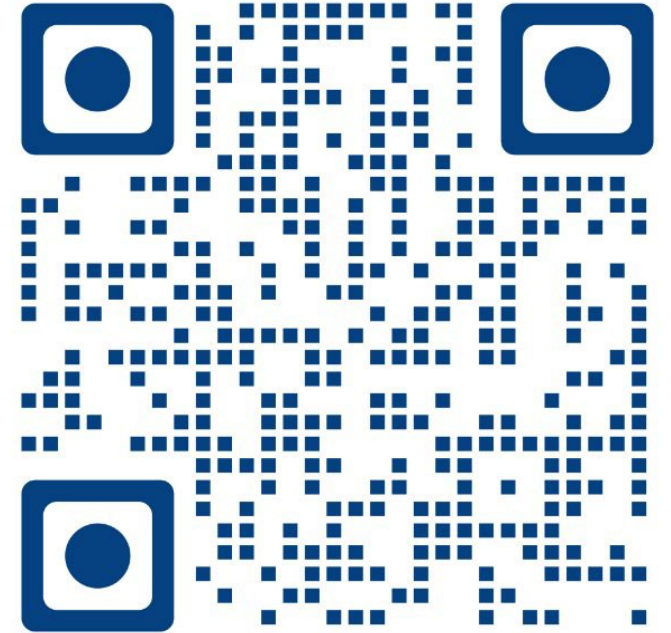


Deeming steps



More information about regulatory model

- Website: www.health.gov.au/our-work/new-model-for-regulating-aged-care
- Questions can be emailed to: AgedCareRegModel@health.gov.au
- Register for our new regulatory model webinar on **14 November 2024**, 2.00pm to 3.00pm: www.health.gov.au/resources/webinars/new-aged-care-regulatory-model-how-it-will-work-webinar



Scan QR code
to register


Service List changes

Aligning to Support at Home,
legislation and regulatory model



CHSP service list

Registration Category	Clinical Supports	Independence	Everyday Living	Advisory Services	Sector Support
Service Type	Allied health and therapy services	Hoarding and squalor assistance	Meals	Specialised support services	Sector support and development
Service	Nursing care	Personal care	Domestic assistance		
		Equipment and products	Home maintenance and repairs		
		Home adjustments			
		Social support and community engagement			
		Community cottage respite			
		Home or community general respite			
		Transport			
		new Therapeutic services for independent living			

 Further CHSP consultation opportunities are being scheduled.

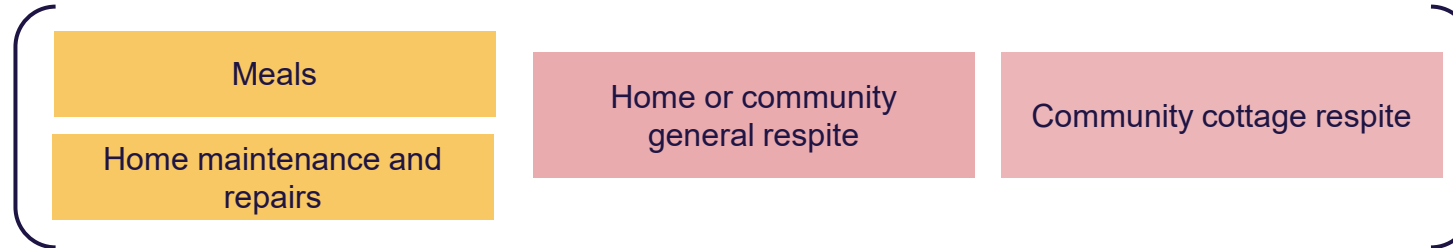
For more information on the Support at Home service list:
www.health.gov.au/resources/publications/support-at-home-service-list



- There will be changes to CHSP service list for consistency.
- Most services you provide are not changing, although the service name might change.

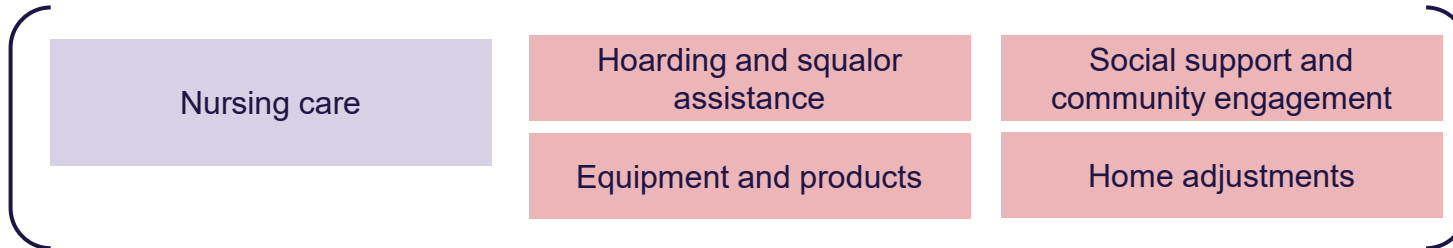
There are changes to the CHSP service list

1. Changes to services



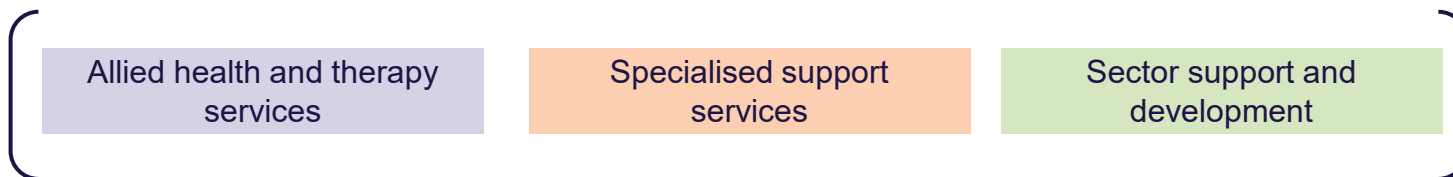
No service caps for *Domestic assistance* or *Home maintenance and repairs* under CHSP.

2. Re-named service types



An overview of the changes to the services will be published.

3. Material changes to note



For more information on the Service List consultation
www.health.gov.au/our-work/aged-care-act/consultation
Submissions close 31 October 2024

Changes to CHSP services from 1 July 2025

These **CHSP services** are not currently part of the Support at Home service list but will remain available:

Community cottage respite

Hoarding and squalor assistance

For more information on the Support at Home service list:

www.health.gov.au/resources/publications/support-at-home-service-list

Conditions of **flexibility provisions** will be narrowed for select services to support future alignment to AT-HM Scheme.

Equipment and products

Home adjustments

↑ \$15,000

Specialised support services

Allied Health service type will be **split** into 2, informed by the recent provider survey.

Allied health and therapy services

Therapeutic services for independent living

Special arrangements for SSD and SSS

Sector Support and Development:

- Likely to be **funded for one year** (2025-26) with wider scope of role to be considered in **future consultation** process.
- SSD will have increased **clarity** and **structure** to support all in-home aged care providers.

Specialised Support Services:

- To be realigned to other service types or **funded for one year** (2025-26) under a **separate schedule** in the CHSP contract.
- Its future role is to be determined through **future consultation** with SSS providers.



Further consultation opportunities will be available, details will be shared soon.

Transition will be as seamless as possible

The department will provide more information over the coming months:

- Detailed **system changes** will be provided.
- **Mapping** of service referrals for clients will occur to support the transition between the service lists.
- **Guidance materials** will be updated and **client journey maps** will be shared in early 2025.
- **Inclusions and exclusions** of each service will be made clear, in line with program rules.

CHSP services are available for Support at Home participants

There are some exceptions to services as they are specifically offered under CHSP

CHSP service type

Support at Home participants

Social support group (SSG)



Participants who have transitioned from the CHSP may **continue to access their existing CHSP social support group**.

Hoarding & squalor (H&S)



H&S services **can be accessed through CHSP** via reassessment.

Cottage respite



Participants may access **additional planned short-term respite services** through the CHSP.

GEAT / Home modifications



Where the participant only **needs GEAT and/or Home Modifications** and no other Support at Home services – they can purchase low risk/ cost items through CHSP GEAT and Home Mod providers.

Social capital within the CHSP

Some CHSP services can include regular social engagement with clients as part of service provision. The department recognises the importance of these regular engagements for clients and the associated benefits.

The department knows that...

Social interaction has **positive impacts** on physical, mental, and emotional health of older people



Currently, neither CHSP policy or funding settings recognise the **intrinsic benefits** of activities that provide social benefits.



Some CHSP services prioritise **regular social engagement** as part of service delivery.



The department will continue to work with Transport and Meals providers and clients to:

Better **define** social engagements in program policy.

Discuss proposed **data collection changes** for social engagements, including the additional time spent with the client and use of volunteers.

Continue developing **alternative** pricing methods which incorporate social engagement and client need.



Further consultation opportunities will be available, details will be shared soon.

There will be changes to DEX reporting

- **Clearer and more visible outcomes**
 - Alignment to the new service list
 - Additional detail provided on services delivered to clients
 - Stronger program governance through MAC ID
 - More transparency through new data publication strategy
- **All clients must have a My Aged Care ID**
 - There will be further communications on the transitional requirements in early 2025.
 - If providers deliver services to a client without a MAC ID, they will need to report this to the department in their monthly DEX reporting from July 2025.



Further consultation opportunities will be available, details will be shared soon.

Transition Support is being considered

Proposed DEX reporting changes:

- **Service list:** Consolidation of services and addition of new services to align with Support at Home.
- **Reporting framework:** Additional detail provided on services delivered to clients.
- **Social capital:** Additional metrics to capture the number of social engagements.

Financial support for IT changes is being considered to support with the cost to implement IT changes for data collection and entry.

Further advice will be provided before Christmas.

Any support would likely be targeted at smaller providers.

Planned engagements



For more information on the exposure draft of the Aged Care Bill 2024:

<https://www.health.gov.au/our-work/aged-care-act/consultation>

28 Oct – 11 Nov 2024



Survey

CHSP sector survey to seek feedback on pricing options

Jan – Jun 2025



Consultation

- Transitional arrangements for 1 July 2025, and strategies for people without Aged Care ID
- Sector Support and Development (SSD)

Nov 2024



Workshops

- Specialised Support Services (SSS)
- Sector Support and Development (SSD)
- Meal and Transport services

Jul 2025 onwards



Consultation

- GEAT and Home adjustment services
- Social capital

The department will consult with providers throughout the transition period

Key takeaways

- Most services you provide are not changing although the **service name might change**.
- There will be **updates to DEX reporting** that will require ICT changes.
- There will be some changes to how **flexibility provisions** can be used in certain service types.
- **Further webinars/workshops** to be scheduled to provide additional information.

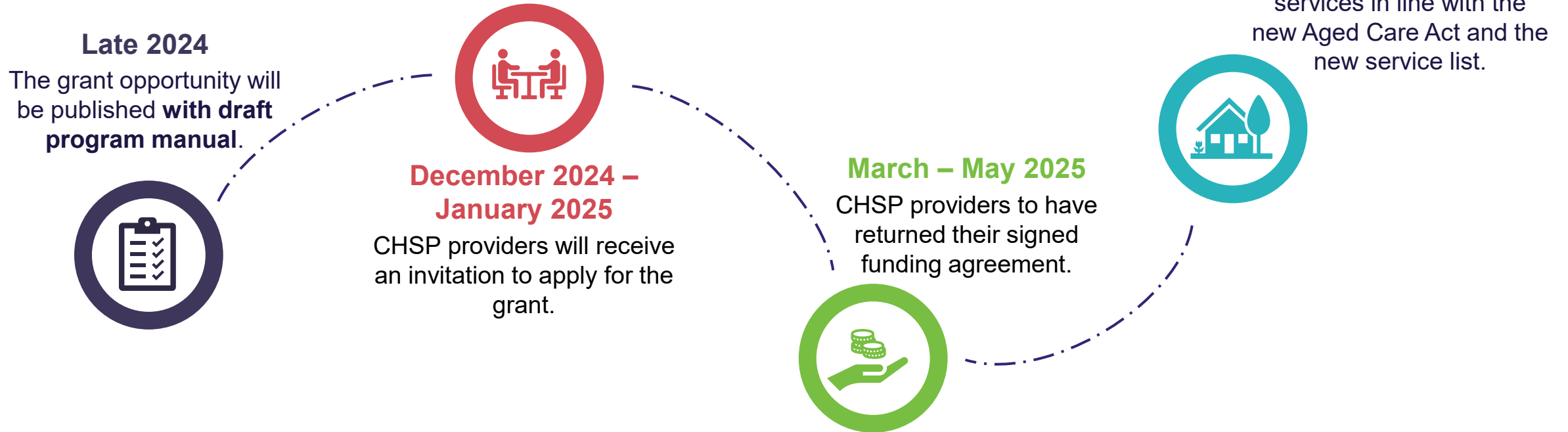
2025-27 Contracting process

The agreements



CHSP contracting process will commence in late 2024

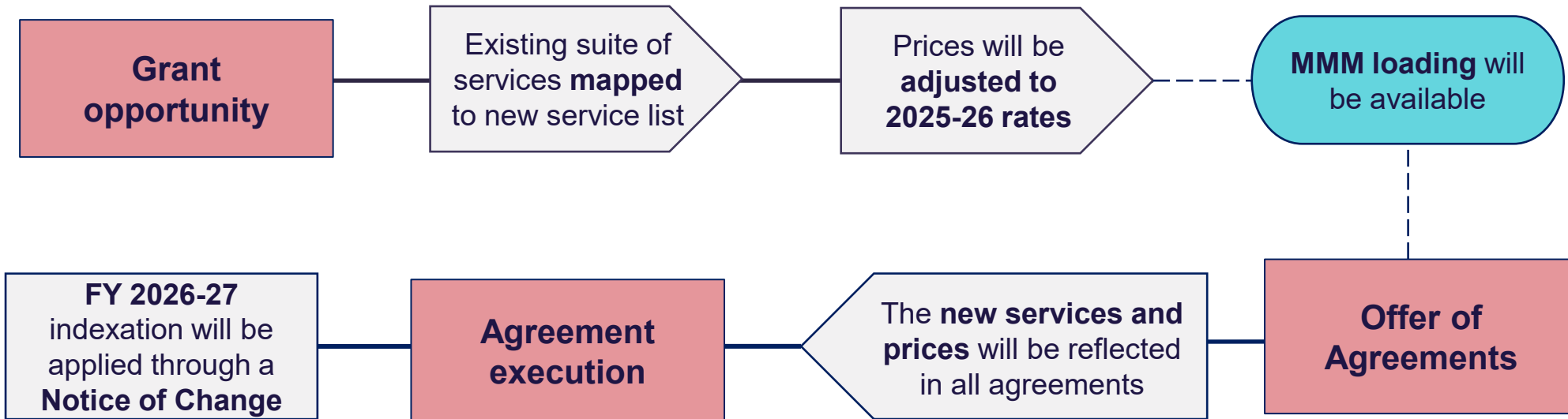
The grant agreement will be valid for 2 years from July 2025 to June 2027



Providers will **not be allowed to roll over** any unspent 2024-25 funds into 2025-27. No requests for exceptions will be considered.

Grant agreements will be new, not a variation

The department will map FY 2024-25 agreements to the new Aged Care Act and new service list



Providers **will not** be financially worse off as part of this process. Requests for additional funding will not be considered as part of the process.

No change to client contributions for CHSP before 2027

- Providers can retain existing pricing policies, but must be aware of and prepare for future changes
- **Current state:** Until CHSP transitions to Support at Home, CHSP providers will continue to set their own client contribution policies.
- **Future state:** It is expected that the contribution framework based on the new Support at Home age pension means assessment will apply to CHSP providers.
- To effectively plan for the future, CHSP providers should:
 - understand the new Support at Home means testing framework
 - consider the implications of the new framework for their business.

Regardless of pricing approach, the CHSP Manual will be updated to indicate what the Support at Home means test would look like, if applied. This is **for information purposes** only.

Unit price options for 2025-27

Unit prices do not apply to **Meals, Transport, Equipment and products & Home adjustments** service types.

Options for pricing CHSP services

MAINTAIN



Maintain **unit price ranges** for all CHSP providers.

NORMALISE



Move to **top of the price range** for all service types where the output measure is by 'hour', with an **adjustment** to outputs.

MOVE



Move to **consistent unit price** derived from Support at Home prices

Price Loading

MMM 5

Up to 20%

MMM 6

Up to 40%

MMM 7

Up to 40%



There will be a **survey** to seek feedback from all CHSP providers on pricing options to canvas options for transitioning towards a consistent unit price for each service.

Future grant opportunities are being considered

Fair Work Commission – Aged Care Work Value case

Provide funding to CHSP service providers for the **actual cost of base wage increases** and for the **on-costs of higher leave entitlements**.



CHSP Base Funding

Soon



Leave Liabilities
(All aged care programs)

Soon

Detailed announcements will be made, subject to further government decisions

CHSP supports

To ensure clients **continue to receive CHSP services** until the program transitions to Support at Home, no earlier than 1 July 2027. These grants complement existing grant agreements in effect over the 2024-25 financial year.



Emergency 2024-25

TBC



CHSP 2025-27

Dec



CHSP Growth 2025-27

TBC

Transition

There may be opportunities to **provide targeted support** to assist with the viability of providers through potential impacts because of the introduction of the new Aged Care Act.



In-home emergency
(CHSP + Support at Home)
2025-27

TBC



Thin Market
(Support at Home)
2025-27

TBD



DEX Transition (CHSP)
in 2025

TBC



SSD Reform (CHSP + SaH)
from 2026

TBC

Key takeaways

- **Register** on Grant Connect for future grant opportunities relating to CHSP extension.
- Providers will need to check that all their clients are registered with **My Aged Care**.
- The **CHSP extension grant** does not provide scope for additional funding.
- **More** grant rounds are coming!



For more information, you can contact:

Commonwealth Home Support Programme (CHSP)

 HomeSupportPolicy@health.gov.au or CHSPprogram@health.gov.au

 www.health.gov.au/our-work/CHSP

Support at Home

 SAH.implementation@health.gov.au

 www.health.gov.au/our-work/support-at-home

New aged care regulatory model

 AgedCareRegModel@health.gov.au

 www.health.gov.au/our-work/aged-care-act/regulation