



Proposed changes to Commonwealth Home Support Programme (CHSP) Data Exchange (DEX) from 1 July 2025

This fact sheet outlines what CHSP providers need to know about the proposed changes to reporting requirements to reflect service list changes and provide greater program assurance.

What do these changes mean for CHSP providers?

From 1 July 2025, DEX reporting requirements are changing to ensure services align to the proposed CHSP service list and improve visibility of services being accessed by clients. The changes will require systems updates by providers.

Program assurance

From July 2025, providers will need to accurately report services delivered in accordance with their registration category and CHSP grant agreement. Data is critical for compliance activities and ensures funding is spent efficiently and effectively, and for funded services.

It also provides assurance to the department that providers can provide high-quality, safe, and consistent care to eligible older people who wish to remain in their own homes. The department can use the data to better understand how clients interact with the entire aged care system.

All clients must have a My Aged Care ID

Appropriate compliance and reporting measures provide the department with assurance that eligible older people are receiving CHSP services that meet their care needs.

The new Aged Care Act requires that aged care services be provided to assessed and eligible older people. This means all older people receiving services should have a My Aged Care ID, including those in the CHSP. This is not new policy for CHSP, however, we are now taking further steps to ensure providers are meeting their obligations.

From 1 July 2025, providers will need to record services delivered against a client's My Aged Care ID and report this to the department as part of their monthly DEX reporting. Other than in cases of short-term or emergency access, all new clients from 1 July 2025 should have a My Aged Care ID which accompanies their service referral when receiving ongoing CHSP services.

The department is aware that My Aged Care IDs may not have previously been collected by providers. The department will work with providers and clients to register all clients on My Aged

Care during the 2025-2027 grant period. There may be additional assurance and compliance activities put in place and the department will support providers through these changes.

DEX reporting is still required between 2025-27

Submission of a monthly DEX performance report will continue to be a mandatory requirement for all CHSP providers (except those who only deliver Sector Support and Development) once the new Act takes effect from 1 July 2025. Failure to submit the performance report may affect the release of a provider's next payment.

There may be changes to the service list in DEX

Pending the outcomes of service list consultations, the DEX will be updated to ensure that CHSP providers are able to report against the new service list, including the new terminology outlined in the legislation.

Instead of the current reporting at the service type level (domestic assistance), providers will be prompted to report at the service level (cleaning, laundry). Most of the updates relate to naming conventions for services, with additional adjustments for allied health, meals, and transport services.

We are also proposing to include additional reporting fields:

- no shows or cancellations
- social engagement time, for clients receiving meals and transport, to inform policy and quantify social engagement with clients during service delivery
- My Aged Care ID
- recording if a volunteer delivered the service
- recording if the service was delivered by a sub-contractor.

A summary of the proposed changes is available at **Appendix A**. The department will provide further information on the necessary IT-related changes as soon as possible.

Meals, transport and respite reporting framework

The proposed Meals and Transport reporting frameworks will change the way providers report. Additional DEX reporting for meals and transport will provide information and data on the time spent with clients, use of volunteers, and will help to inform the policy development of consistent definitions and pricing structures. Examples of the new outputs include:

- **Transport:** Number of one-way trips per person (trip distance in kilometres and time travelled, including service complexity, no shows, duration, and social engagement)
- **Meals:** 6 output types for meals delivered (including subcategories, e.g., if the meal is texture modified), and with social engagement or 'drop & go'. Each course/drink in a meal is recorded as a separate output.

For more detail on these proposed changes please, see [Appendix A](#).

Providers who also deliver respite services

We would like to capture all instances where meals services are provided during a respite service. This means the additional meals reporting requirements will also apply to all respite services so that a broader range of information can be captured.

What do providers need to do?

We will continue to work closely with aged care service providers, older people, and everyone connected to the aged care system to ensure that the transition to new CHSP arrangements happens as smoothly as possible.

In the meantime, there are several actions that providers can take to get ready for 1 July 2025:

- **Review** the proposed reporting requirements (**Appendix A**)
- **Make your staff aware** of the changes that are coming from 1 July 2025, including the introduction of a new Aged Care Act and the Support at Home program
- **Plan to make changes** to your systems, business processes and policies in relation to the CHSP in coming months
- **Assure your existing clients** that CHSP services are continuing
- **Monitor communications** from the department to stay across the latest information as it becomes available.

Appendix A: Summary of DEX changes

Definitions

Basic Session Details	
MAC Registered Client	The client is registered with My Aged Care and can provide an ID number.
My Aged Care ID	This field is designed to capture the client's unique identifying number (begins with the letters AC, followed by 8 digits) that links to their My Aged Care account. If the client cannot provide a My Aged Care ID, leave the field blank.
No show	This field is designed to capture CHSP clients who did not receive their scheduled service. If a client cancels a service within 24 hours and the provider does not get a replacement booking, this will be recorded as a no show. If a client cancels more than 24 hours before the service is due to be provided, this does not count as a no show as the provider should have sufficient time to fill the vacancy.
Time (Hours:Minutes)	This field is designed to capture the total time (recorded in hours and minutes in 15 minute increments) as actually delivered for the relevant service (e.g. for home maintenance/repairs and home mods, labour time). When recording a session for a client in the event of a no show, the time/output recorded should reflect details of the appointment were it to have occurred.
Engagement time spent with client (minutes)	Additional time spent with the client outside the standard service delivery allocation. For example, having a conversation or a cup of tea, or undertaking an informal welfare check.
Was this session delivered by a sub-contractor?	This field is designed to capture if the session was delivered by a sub-contractor that invoices the primary provider for services delivered. When recording a session, select yes if a sub-contractor delivered the session.
Was a volunteer involved in the direct service delivery?	This field is designed to capture if the session was supported by an unpaid volunteer. When recording a session, select yes if an unpaid volunteer assisted to deliver the session.
Client contribution	This field is designed to capture the amount the client contributed to the delivery of the service. When recording a session, enter the actual client contribution amount in dollars and cents.
For services that provide Equipment and Products and/or Home Modifications	
Quantity	For Assistive Technology, the number of equipment and products purchased or loaned that provide short-term and ongoing support to clients in independently completing daily activities e.g. mobility, communication, reading and personal care.
Type of modification	Home modifications provided that improve safety, accessibility and independence within the home environment for the client - Fields are: <ul style="list-style-type: none"> Toileting products Bathroom products Light fixtures Supporting handrails and grab bars Construction elements in homes

	<ul style="list-style-type: none"> • Vertical accessibility • Safety equipment for homes and other premises • Furniture for storage • Mechanical products for operation and controlling devices • Gate, door, window and curtain openers/closers • Electronic products for operation and controlling devices
Total Cost (\$) (excl client contributions)	Equipment and Products: Total product cost of purchasing/constructing the equipment/product. Excludes wage related costs.
	Home Modifications: Total cost of the Home Modification as quoted to the client, excluding consumer contributions.
For Services that provide transport	
Number of one way trips	Pick up of the client from the agreed location and arrival at their end destination. Any stops in between are not counted as a trip.
Group or Individual	An Individual trip is where no other person is transported concurrently. In this instance, 'other person' includes people receiving privately funded care, or through another government program (for example within the aged care system or the NDIS). A carer is not considered another person for this purpose.
	A Group is 2 or more people transported concurrently, where at least one person has a MAC referrals. Carers are not counted for this purpose
if Group, Unique identifier	A Unique Identifier for the group trip, as determined by the provider. Used to group individual sessions into a group session.
Carer	Someone who is travelling with the client to provide personal care, support, and assistance.
Trip distance (km)	Kilometres rounded to the nearest kilometre travelled from the agreed pick up location to the client's end destination.
For services that provide respite	
Respite Setting (e.g. At Home or At Centre)	Delivery settings for respite services are set as the client's home or at a centre. At home includes host family and other settings that are not considered a centre.
Day	Respite services provided between the hours of 9:00am and 5:00pm (Yes/No)
Overnight	Respite services provided between the hours of 5:00pm and 9:00am (Yes/No)
For services that provide meals	
Meal Delivery Setting (Home, Community)	Meals can be delivered to the client's home, or a centre. Centres may include, but are not limited to, senior citizen centres and other community-based venues. This does not include respite programs, where meals should be reported under a respite session.
Any meals cooked onsite or offsite?	The meal has either been prepared and cooked at the provider's location or it has been prepared and cooked at an external location and delivered to the provider for distribution to clients.
Are there any items texture modified? (e.g. Yes or No)	Where a meal is provided as part of a service, this field is designed to capture if the meal's texture was modified. When recording a session, select yes if meals were prepared in a different method to change the consistency and make it easier for an older person to eat, e.g. puree or mashed vegetables.
Main meal (per delivery)	This field is designed to capture the quantity of main meals provided. Example: meat and vegetables, stews and curry dishes, combination dishes, main salads.
Light meal (per delivery)	This field is designed to capture the quantity of light meals provided. Example: soup, sandwiches, entrée salads.

Dessert (per delivery)	This field is designed to capture the quantity of desserts provided. Example: dairy desserts, pies and crumbles, cakes and puddings, fruit plus dairy desserts.
Beverage (per delivery)	This field is designed to capture the quantity of beverages provided. Example: energy dense drinks (with additional protein to ensure nutritional standards are met).
Snack (per delivery)	This field is designed to capture the quantity of snacks provided Cheese and biscuits, crisps, custard.

Clinical service group

Reporting	Nursing Care			Allied Health and Therapy Services												
	Registered nurse	Enrolled nurse	Nursing assistant	Aboriginal and Torres Strait Islander Health Practitioner assistance	Aboriginal and Torres Strait Islander Health Worker assistance	Allied health assistance	Counselling or psychotherapy	Diet or nutrition	Exercise physiology	Music therapy	Occupational therapy	Physiotherapy	Podiatry	Psychology	Social work	Speech pathology
MAC Registered Client	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Aged Care ID	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
No show Cancellation	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Time (Hours: Minutes)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Delivered by a sub-contractor	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Client contribution	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Independence service group

Reporting	Social support and community engagement						Transport		Personal care			Therapeutic services for independent living						Hoarding and squalor supports	Home or community general respite		Cottage respite	Equipment and products						Home adjustments
	Individual Social Support	Accompanied activities	Cultural support	Digital education and support	Assistance to maintain personal affairs	Group social support	Direct transport	Indirect transport	Assistance with self-care and activities of daily living	Assistance with the self-administration of medication	Continence management (non-clinical)	Acupuncture	Chiropractics	Diversional therapy	Remedial massage	Art therapy	Osteopathy	Hoarding and squalor supports	Flexible respite	Community and centre-based respite	Cottage respite	Self-care products	Mobility products	Domestic life products	Communication and information management products	Managing bodily functions	Home modifications	
MAC Registered Client	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Aged Care ID	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
No show Cancellation	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x						x	
Time (Hours:Minutes)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x							
Was this session delivered by a sub-contractor? (Yes/No)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Was a volunteer involved in the direct service delivery? (Yes/No)	x	x	x	x	x	x	x	x											x	x	x							
Engagement time spent with client (minutes)							x																					

Respite Setting (At Home/At Centre)																			x	x							
Day (Yes/No)																			x	x							
Overnight (Yes/No)																			x	x							
Quantity																						x	x	x	x	x	
Type of modification																										x	
Number of one way trips							x	x																			
Group or Individual							x	x																			
if Group, Unique identifier							x	x																			
Carer Onboard							x	x																			
Trip distance (km)							x	x																			
Are there any items texture modified? (Yes /No)																			x	x	x						
Main meal (per delivery)																			x	x	x						
Light meal (per delivery)																			x	x	x						
Dessert (per delivery)																			x	x	x						
Beverage (per delivery)																			x	x	x						
Snack (per delivery)																			x	x	x						
Total Cost (excl client contributions)																						x	x	x	x	x	x
Client contribution	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	

Everyday Living service group

Reporting	Domestic assistance		Home maintenance		Meals		
	General house cleaning	Laundry services	Shopping assistance	Gardening	Assistance with home maintenance and repairs	Meal delivery	Meal preparation
MAC Registered Client	x	x	x	x	x	x	x
Aged Care ID	x	x	x	x	x	x	x
No show Cancellation	x	x	x	x	x	x	x
Time (Hours:Minutes)	x	x	x	x	x		x
Delivered by a sub-contractor? (Yes/No)	x	x	x	x	x	x	x
Volunteer involved in the direct service delivery? (Yes/No)	x	x	x			x	x
Engagement time spent with client (minutes)						x	
Meal Delivery Setting (Home/Community)						x	
Prepared/Cooked on-site						x	
Are there any items texture modified? (Yes /No, per delivery)						x	
Main meal (per delivery)						x	
Light meal (per delivery)						x	
Dessert (per delivery)						x	
Beverage (per delivery)						x	
Snack (per delivery)						x	
Client contribution	x	x	x	x	x	x	x