



# Commonwealth Home Support Programme (CHSP) 2025-27 Extension

## Provider update – December 2024

The CHSP has been extended from 1 July 2025 to 30 June 2027. Existing CHSP providers will be issued with a new grant agreement, an Activity Work Plan and revised supplementary terms and conditions. This fact sheet outlines what existing CHSP providers need to know about the 2025-27 extension and associated program changes.

## Aged care reforms

The Australian Government is reforming the aged care system to make it simpler, fairer, and safer for older people. These reforms will make comprehensive changes to improve in-home aged care, including the CHSP.

- The [Single Assessment System](#) commenced 1 July 2024, which simplifies assessments to make it easier for older people to access different services as their needs change.
- The [new Aged Care Act](#) will take effect from 1 July 2025.
- The Support at Home program will replace the [Home Care Packages Program](#) and [Short-Term Restorative Care Programme](#) from 1 July 2025. The CHSP will become part of Support at Home **no earlier than 1 July 2027**.

For more information see [Aged care reforms and reviews](#).

## Changes to CHSP under the reforms

Under the CHSP 2025-27 extension, there will be changes to the way that services are funded, regulated, and delivered. These changes will help ensure providers are compliant with the new Aged Care Act and prepare for transition to Support at Home no earlier than 1 July 2027.

This fact sheet outlines the changes to CHSP under the new Aged Care Act, including administrative adjustments to services that provide direct care to clients and a transition pathway for those that support the broader aged care sector. Unless stated otherwise, all the changes described will come into effect on 1 July 2025.

For further information, see [CHSP reforms web page](#).

## Changes to CHSP services

**There will be changes to the CHSP service list.** This includes new service type names and descriptions, including inclusions and exclusions.

The CHSP will also be renamed to Commonwealth Home Support **Program** from 1 July 2025.

These changes align with the new Aged Care Act. We will work with CHSP providers to understand the impacts of changes and re-map service subtypes to the new service list.

For more information, see the [CHSP service catalogue 2025-27](#) and the [Changes to CHSP service list from 1 July 2025](#).

## Mapping current services to the new service list (January 2025)

We will work with CHSP providers to map their current funded services to the new service list and directly address any anomalies that may arise.

In early January 2025, we will write to all CHSP providers and map their current services to the new service list. This will assist providers to confirm alignment of current delivery ahead of releasing the 2025-27 CHSP Grant Opportunity.

There is no scope for provider-initiated negotiation to move funding between services ahead of the 2025-27 grant agreement. However, we will invite providers to request up to a 20% loading for service types delivered in MM5 (see below [Loading for remote and very remote areas](#)).

CHSP providers wishing to partially or fully relinquish funding allocated for any current service must immediately notify their Funding Arrangement Manager and the department in writing (see below [Provider relinquishments and transition timing](#)).

## Changes to CHSP standard grant agreement

**There will be changes to the CHSP standard grant agreement.** This includes:

- new CHSP service type names and descriptions
- revised supplementary terms and conditions
- requirements to make an annual statement about [child safety compliance](#).

**What remains the same in provider grant agreements from 1 July 2025** is that:

- providers will continue to receive monthly payments in arrears for direct service delivery
- Sector Support and Development (SSD) providers will continue to receive quarterly upfront payments
- monthly Data Exchange (DEX) reporting continues (see below for [other changes](#))
- annual wellness and reablement reporting
- SSD providers will have twice a year performance reporting.

## Changes to DEX reporting

We are updating DEX to ensure that CHSP providers can accurately report against the new service list and comply with new reporting requirements under the new Aged Care Act.

Most of the updates relate to naming conventions for services, with additional adjustments for allied health, meals and transport services. From 1 July 2025, it will be mandatory for providers to report service level information against clients who receive the services.

CHSP providers who use the online DEX portal to report will still be able to use this functionality and will be required to report against the new reporting fields for each service delivered.

To support the additional requirements for data collection and entry, there will be a grant opportunity in early 2025 for providers to apply for \$10,000 in one-off funding to assist with the cost to update IT systems.

Read the [Forecast Opportunity](#) for the Support at Home and new Aged Care Act Transition Support 2024-2025 Grant on GrantConnect.

We will continue to work with providers to understand challenges in implementing the DEX reporting changes. We will provide more information on the technical changes in early 2025.

Read more about the [proposed changes to CHSP Data Exchange from 1 July 2025](#).

## Changes to Specialised Support Services (SSS)

SSS will be extended for a minimum of one year to allow us to undertake consultation with providers and clients. This aims to reduce duplication of services across the aged care system and create alignment with the [Support at Home service list](#).

SSS providers will be asked to remap their services, where possible, to other service types under the new service list. In early January 2025, through the provider mapping process, we will engage with all providers including SSS. During this engagement, SSS providers will be able to nominate how their SSS services may be remapped to other CHSP services (e.g. personal care) or whether the services are required to remain in SSS from 1 July 2025.

For more information, see appendix B in the [Changes to CHSP service list from 1 July 2025](#).

## Changes to Sector Support and Development (SSD)

**SSD will be extended for 12 months.**

During 2025, we will liaise with Government and work closely with SSD providers to design a proposed new in-home aged care sector support system, not just for the CHSP. This will:

- support capacity building
- better enable the carer workforce and volunteers
- have more structured funding for peak bodies and sponsorship arrangements.

SSD provider 2025-26 Activity Work Plans will be due 15 July 2025.

## Loading for remote and very remote areas

**Price loading will expand to include MM5 (small rural towns).** This loading will be applied by the department in the 2025-27 extension for eligible CHSP providers.

Providers delivering 50% or more of a service type in defined Modified Monash Model (MMM) areas may request a loading of up to 40%, depending on the remoteness of the area:

- MM5 (small rural towns): up to 20% loading
- MM6 (remote): up to 40% loading
- MM7 (very remote areas): up to 40% loading.

MM6 and 7 loadings have been available since July 2022. During the 2025-27 recontracting period, we will work with CHSP providers located in MM5 regions to add the remote loading. There is no new funding attached to any remote loadings, i.e. outputs will be adjusted.

## Registration categories

There will be new regulatory requirements for CHSP providers to be registered in a [registration category](#) with the Aged Care Quality and Safety Commission (ACQSC) for each service they deliver, before they can deliver services to older people.

- **Existing CHSP providers** will be automatically deemed into the relevant categories by the ACQSC. All operational government-funded aged care providers that hold an ABN will be deemed. The department will advise providers of the registration period, registration category and applicable conditions.
- **Sub-contractors** of existing CHSP providers are the direct responsibility of the registered provider they are contracted to and will not be automatically deemed into registration categories. If current sub-contractors seek to hold contracts directly, or to deliver Support at Home services, they will need to register with the ACQSC.
- **New CHSP providers** (including existing providers seeking to deliver new services in a category they did not deliver before 1 July 2025) will need to register with the ACQSC.

Read more [about the new aged care regulatory model](#).

## Registration of clients on My Aged Care

CHSP providers are currently required to ensure that services are **only delivered to clients who have documented and recorded evidence of the need for those services**. This means providers must ensure:

- all clients receiving services are recorded in My Aged Care with a My Aged Care ID
- clients have a care plan recorded in My Aged Care, which describes the client's assessed care need.

We acknowledge there are many clients who are not registered with My Aged Care. We have run several processes in recent years to address this issue, but it remains prevalent.

We will provide further advice on client transition arrangements in early 2025.

## Changes to flexibility provisions from 1 July 2025

Currently, flexibility provisions apply across most CHSP service types and service sub-types. These provisions allow providers to respond to changes in demand for services by reallocating funds between services and across Aged Care Planning Regions (ACPRs). The rules governing the use of flexibility provisions prevent creating service gaps and maintain compliance with performance reporting requirements. CHSP providers can use flexibility provisions when there is a demonstrated need (e.g. through My Aged Care referral requests).

From 1 July 2025, most of the current flexibility provisions will remain. However, we will be narrowing the scope for:

- home adjustments
- equipment and products
- SSS.

Funds cannot be moved in or out of these service types without written approval. These are the same conditions that already apply to hoarding and squalor assistance and SSD.

These restrictions will enable us to identify the baseline funding required for SSS, home adjustments and equipment and products without being skewed by funding moving in or out.

Additionally, these new restrictions will inform how home modifications and equipment and products will interact with the Assistive Technology and Home Modifications (AT-HM) Scheme when the CHSP joins Support at Home no earlier than 1 July 2027.

## Additional grants and roll over funding

The 2025-27 extension is **not** an opportunity to request additional funds.

We are actively looking at additional growth funding opportunities for 2025-27 and further information will be available in the coming months.

Providers will **not** be allowed to roll over any unspent 2024-25 funds into 2025-27.

Providers who were successful for the Fair Work Commission CHSP Stage 3 Base Funding Grant will have these funds included in their 2025-27 CHSP grant agreement, if time permits. For more information see [Better and fairer wages for aged care workers](#).

## Funding amounts and indexation

The funding amounts available for providers in 2025-26 and 2026-27 financial years will be the same as current CHSP 2024-25 grant agreements, but with indexation. Any indexation will be applied automatically to CHSP grant agreements, and a notification will be sent to providers.

## Unit prices for services funded by ‘the hour’

There will be a [staged introduction of pricing arrangements in Support at Home](#), with price caps beginning from 1 July 2026. This will provide more time to undertake consultation and assess impact of pricing reform in practice, which will ensure prices for Support at Home are evidence-based.

While this work is underway, we will **maintain current CHSP unit prices** as a range with standard annual indexation applied. This will allow the CHSP to work alongside Support at Home in preparation for transitioning no earlier than 1 July 2027. Therefore, CHSP providers' current unit prices will be recontracted with indexation for the 2025-27 period.

## Client contributions

Until the CHSP transitions to Support at Home, there will be no change to the current client contribution arrangements.

The general principle for the CHSP 2025-27 period is that clients are required to contribute to the cost of services, where they can afford to do so, to help providers recover the full cost.

For more information, see the [National Guide to the CHSP Client Contribution Framework](#).

## CHSP compliance activity

We undertake ongoing compliance activities. This includes examining the service delivery and performance of all funded CHSP providers. Where providers have a history of under-delivery, we will continue to actively monitor these providers.

Some grace may be given to providers in the first few months of the new contract, where additional time is required to adapt to new settings. If providers have concerns about potential non-compliance before 1 July 2025, they should contact their Funding Arrangement Manager.

## Provider relinquishments and transition timing

If a provider plans to discontinue delivering CHSP services in the 2025-26 financial year, they must immediately notify their Funding Arrangement Manager and the department in writing of their proposal to transfer all or part of their services and include a draft Transition Out Plan.

Funding Arrangement Managers can provide a copy of the Transition Out Plan template.

The proposed withdrawal date must be a **minimum of 5 months** from the date of the first draft Transition Out Plan. We have increased this timeframe to manage complexities in transitioning all contract material under the new service list.

CHSP providers must negotiate with the department on a suitable transition date with the replacement organisation. If the department is notified after 31 January 2025, we will provide formal notification that service disruptions may occur and request to delay to the transition out date.

## New CHSP Manual

The new CHSP Manual 2025-27 will be available in the [CHSP 2025–27 extension resources](#) early 2025 and will include further detail about the program changes.

## Further information

We will keep CHSP providers informed about changes and action they need to take. There will be further opportunities for information and consultation with providers in 2025.

We will publish updates on [CHSP reforms](#) on the department's website.

To stay up to date, please [subscribe to aged care newsletters and alerts](#).

For enquiries about the CHSP 2025-27 extension, contact [CHSPExtension@health.gov.au](mailto:CHSPExtension@health.gov.au).

For enquiries about policy changes in 2025-27, contact [HomeSupportPolicy@health.gov.au](mailto:HomeSupportPolicy@health.gov.au).

For general enquiries related to the CHSP, contact [CHSPprogram@health.gov.au](mailto:CHSPprogram@health.gov.au).