



Australian Government

Department of Health and Aged Care

# **Commonwealth Home Support Program (CHSP) 2025-27 webinar**

13 March 2025

# Agenda



## CHSP 2025-27

- Updates since October 2024 webinar
- Overview of broader reforms in CHSP
- Provider call to action

**Rachel Blackwood**

Assistant Secretary, Home Support Operations Branch



## CHSP 2025-27 grant process

- Unit pricing approach and MMM loading
- DEX reporting changes including capturing My Aged Care ID
- Relinquishments

**Martin Dempsey**

Director, CHSP Operations



## Provider regulatory requirements

- Overview of regulatory changes
- Requirements for provider deeming
- Available information for CHSP providers

**Rob Day**

Assistant Secretary, Harmonisation and  
Regulatory Strategy Branch



## CHSP service list, client transition and future consultations

- Highlights from 2024 CHSP Survey
- CHSP Service List and future consultations on CHSP services
- Client transition

**Felicity Benedetti**

Director, CHSP Service Reform



## Panel Q&A

# CHSP 2025-27

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Key updates



# Key updates

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## Changes to Grant Agreements

- Services will be funded, regulated and delivered differently in the 2025-27 extension.



## Service List

- Providers' current funded services have been mapped to the new CHSP service list which aligns with Support at Home.



## Transition

- New regulatory requirements will apply for providers and provider obligations.

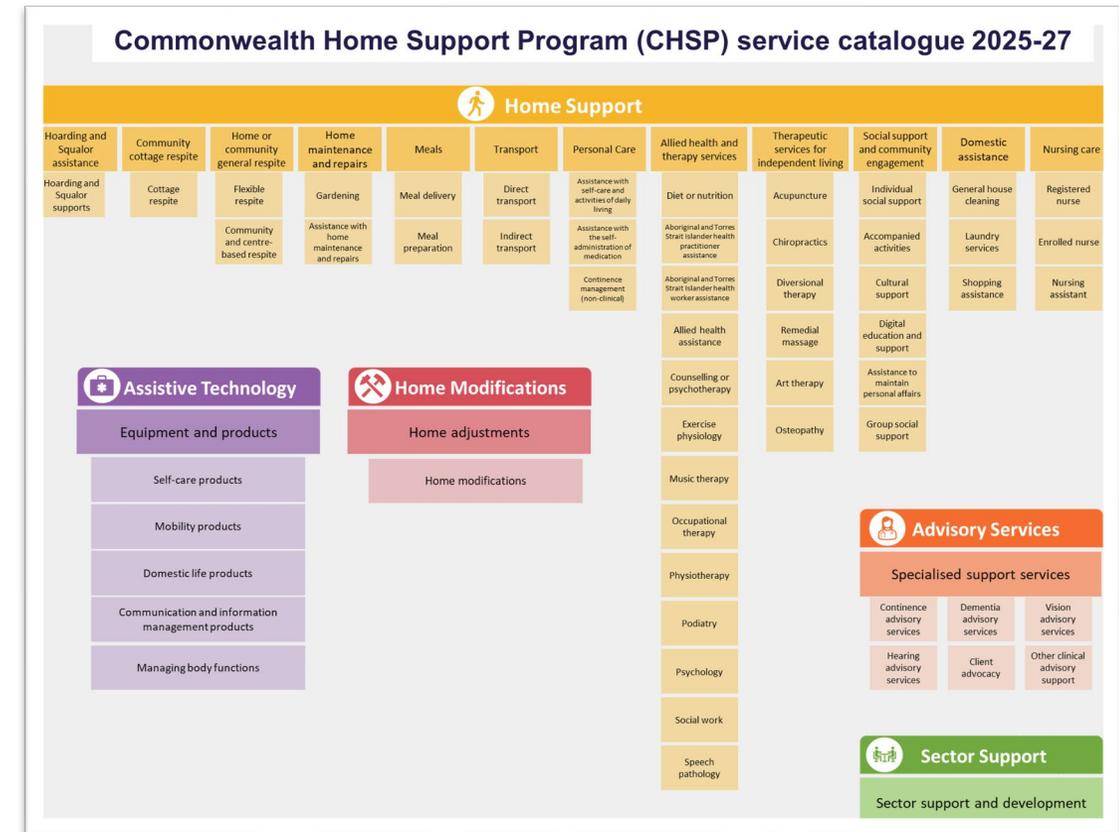


## Consultations

- Opportunities for information and consultation.
- Provide feedback on the program changes.

# Changes to the CHSP

- 2025-27 extension process underway with a new grant agreement.
- Updated CHSP service catalogue.
- Changes to CHSP reporting in the Data Exchange.
- Registration categories apply for each service delivered under the new universal provider registration.
- No change to the current client contribution arrangements.



# My Aged Care assessments

## Currently

- Having an aged care assessment is an **important requirement** for accessing government-subsidised aged care programs like CHSP.
- These requirements are outlined in the CHSP Program Manual and we have **communicated regularly** with CHSP providers on this issue.

## From 1 July 2025

CHSP will be regulated under the new Aged Care Act 2024.



CHSP clients must be assessed as eligible for CHSP through a **My Aged Care assessment** to receive government-subsidised CHSP services.



# Call to action – supporting your unassessed clients before 1 July



## **Guidance documents and templates will be provided**

The department will provide a factsheet and a letter template to CHSP providers which have historically provided CHSP services to unregistered and/or unassessed clients.



## **Have an aged care assessment by 30 June 2025**

If your organisation is contacted, we will ask for your assistance to support your unregistered and/or unassessed clients, who receive and need regular services.



**Your Funding Arrangement Manager will contact your organisation with next steps.**

# Assistance for First Nations and vulnerable people



## Emergency Pathway

Under the new *Aged Care Act 2024*, there will be mechanisms for individuals to access funded aged care services where they have **urgent needs**.



## Elder Care Support Program

Clients may be able to have an Elder Care Support Program worker or connector to **help** them with their aged care journey.



## Support from providers

Providers are encouraged to **support** clients or their representatives to access My Aged Care.



## Clients contacting My Aged Care

Clients can **call** My Aged Care, with **interpreting supports available**, or book a **face-to-face appointment** with an Aged Care Specialist Officer

# Minimising the impact to My Aged Care

1

Providing **additional support** for more registrations and assessments before 30 June 2025

2

**Working closely** with assessment organisations to help manage referrals and wait times

3

Aged care assessments are **free**

4

Supporting providers to determine which clients need to be **urgently assessed**

# CHSP Manual



- The department will shortly release a new draft CHSP Manual 2025-27 with further details about the program changes.
- The department will be seeking feedback on the content from CHSP providers via an **online survey**.
- Your feedback will inform the final Manual to be published prior to 1 July 2025.

# Key takeaways

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Your Funding Arrangement Manager will be available to assist with these changes.

- There are changes to the way CHSP is funded, delivered and regulated from 1 July 2025.
- There are fact sheets to support the program changes which are available on the department's website under CHSP Reforms.
- Under the new Aged Care Act, CHSP clients need to have been assessed as eligible for CHSP through a **My Aged Care assessment** to receive government-subsidised CHSP services.
- A draft CHSP Manual 2025-27 will be available for consultation and feedback.

# CHSP Services

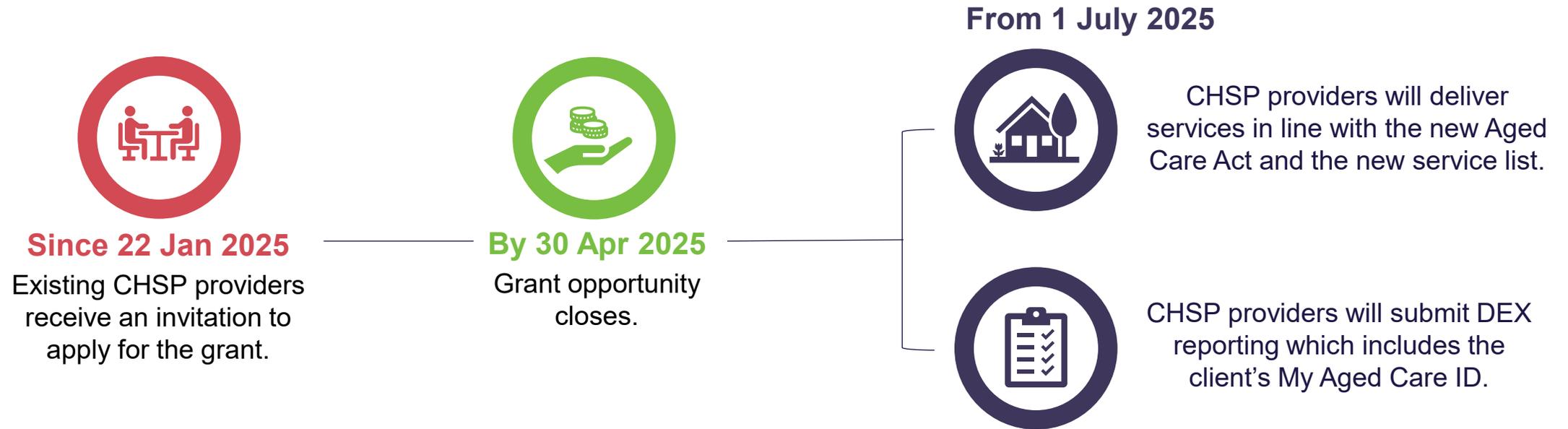
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Preparing for 1 July 2025



# CHSP contracting process has commenced

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





No change to client contribution arrangements

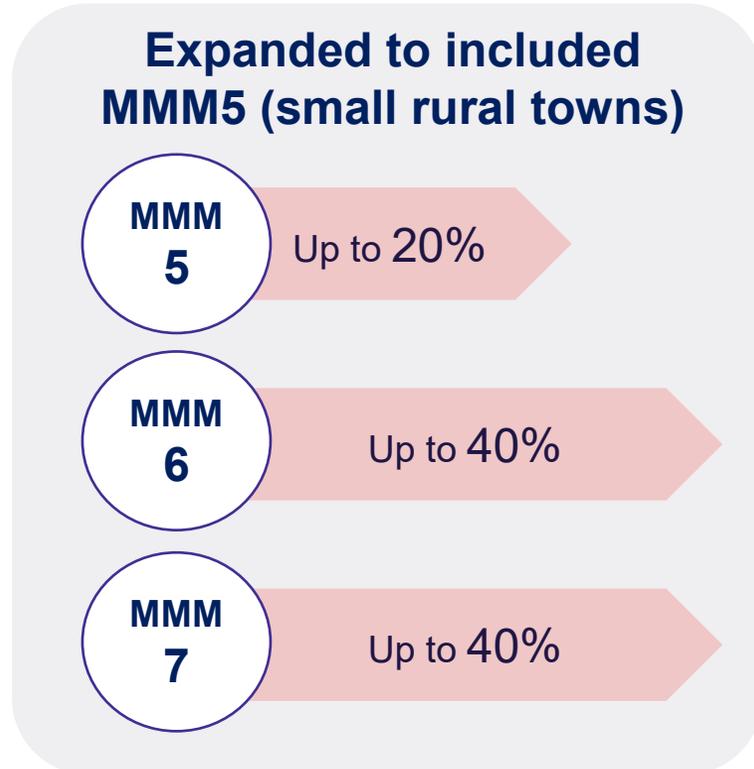
# Pricing CHSP Services in 2025-27

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- The Support at Home program is staging the introduction of price caps on services, to commence on 1 July 2026.
- This will provide the Independent Health and Aged Care Pricing Authority (IHACPA) more time to undertake further consultation and build the evidence base informing price caps.
- CHSP will **maintain current CHSP national unit price ranges** with standard indexation applied annually.
  - Slight adjustment for **Home or community general respite** service type.
  - **Specialised support services** will be realigned to other service types or **funded for one year (2025-26)** under a **separate grant agreement**.
  - **Sector support and development** will be **funded for one year (2025-26)** under a **separate grant agreement**.

# Price loading for 2025-27

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- There is no scope for provider-initiated negotiation to move funding between services ahead of the 2025-27 funding grant agreement.
- 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.
- Providers in MMM5 have been invited to request a loading of up to 20% for service types delivered.

# Grant agreements for 2025-27

- **No reduction** in funding.
- **Revised** supplementary terms and conditions apply.
- Changes to **DEX reporting**.
- Price loading to **include MM5**.
- **FY 2026-27 indexation** will be applied through a Notice of Change.

## Fair Work Commission decisions

- Providers successful for the Fair Work Commission Award Wage increases will have these funds included in their 2025-27 CHSP grant agreement.
- CHSP Nursing providers will have their Nursing funds indexed via a Notice of Change from 1 March 2025, 1 October 2025 and 1 August 2026 following the FWC Award Wage increase.

## Commonwealth Home Support Program (CHSP) service catalogue 2025-27

Home Support											
Hoarding and Squalor assistance	Community cottage respite	Home or community general respite	Home maintenance and repairs	Meals	Transport	Personal Care	Allied health and therapy services	Therapeutic services for independent living	Social support and community engagement	Domestic assistance	Nursing care
Hoarding and Squalor supports	Cottage respite	Flexible respite	Gardening	Meal delivery	Direct transport	Assistance with self-care and activities of daily living	Diet or nutrition	Acupuncture	Individual social support	General house cleaning	Registered nurse
		Community and centre-based respite	Assistance with home maintenance and repairs	Meal preparation	Indirect transport	Assistance with the self-administration of medication	Aboriginal and Torres Strait Islander health practitioner assistance	Chiropractics	Accompanied activities	Laundry services	Enrolled nurse
						Continence management (non-clinical)	Aboriginal and Torres Strait Islander health worker assistance	Diversional therapy	Cultural support	Shopping assistance	Nursing assistant
							Allied health assistance	Remedial massage	Digital education and support		
							Counselling or psychotherapy	Art therapy	Assistance to maintain personal affairs		
							Exercise physiology	Osteopathy	Group social support		
							Music therapy				
							Occupational therapy				
							Physiotherapy				
							Podiatry				
							Psychology				
							Social work				
							Speech pathology				

Assistive Technology	Home Modifications
Equipment and products	Home adjustments
Self-care products	Home modifications
Mobility products	
Domestic life products	
Communication and information management products	
Managing body functions	

Advisory Services		
Specialised support services		
Continence advisory services	Dementia advisory services	Vision advisory services
Hearing advisory services	Client advocacy	Other clinical advisory support

Sector Support
Sector support and development

# Changes to DEX reporting from July 2025

- DEX reporting requirements are changing from 1 July 2025 to provide greater assurance that providers are being **accurately paid** for services they have delivered in line with the Aged Care Act.
- Plan to make changes to your systems, business processes and policies in relation to the CHSP in coming months.

## Stage 1 – from 1 July 2025

### Basic reporting (Service type)

- Service delivery against the Activity Work Plan (AWP) in their funding agreement
- Provide client level data (identified by My Aged Care ID)
- Provide service delivery information (referenced by activity ID as per agreement) for all activities – similar to current reporting

## Stage 2 – from October-December 2025

### More granular (Service level)

- Additional data fields
  - Trip distance in kilometres and time travelled
  - Type of meal and additional processing
  - Setting, timing (day/night), meals provided
- Identifying hidden costs (no shows) and additional benefits (social engagement)

# Reporting requirements

- A **provider toolkit** will be available, outlining the reporting changes being implemented within DEX system for CHSP services.
- Providers will have access to a staging environment from early April to view changes and test the new interface.



## Review the reporting requirements

- Naming conventions for services are changing
- DEX reporting during 2025-26 will include additional detail provided on services delivered to clients – service level information

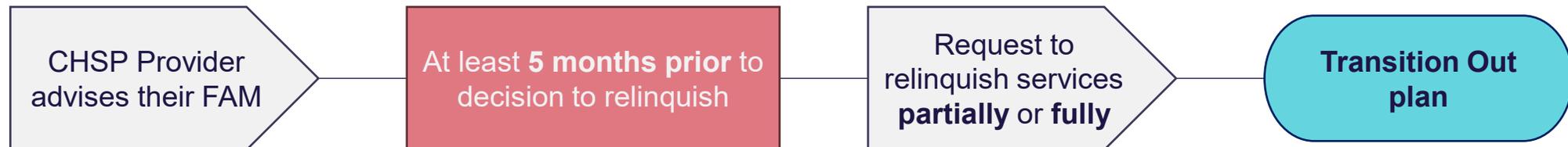


## Record client's My Aged Care ID

- Clients with evidenced need for CHSP services, have a care plan recorded against their My Aged Care ID
- Providers will be required to report on DEX services being delivered and include the MAC ID

# Relinquishments

- Providers will still be required to provide 5 months notice on a decision to relinquish CHSP services either partially or fully.
- Incoming providers selected will be deemed in the services they are receiving or to commencing services from 1 July 2025.



- There will be an appendix to the CHSP Manual that steps out the process.

# Key takeaways

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- DEX reporting for 2025-27 agreements will be implemented in two stages, commencing 1 July 2025 with service mapping and MyAgedCare ID reporting, and then stage two post October 2025
- Fact sheet will be provided by early April 2025.
- CHSP unit price ranges will remain, with indexation applied annually.
- The department should be notified of provider's intent to relinquish any services no less than 5 months prior.

# CHSP and the new regulatory model

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What the 1 July 2025 changes mean for CHSP providers



# The four foundations and aims of the new regulatory model

1

## Rights-based

*Ensures the new regulatory model protects the rights of older Australians*

2

## Person-centred

*Focuses on the unique needs, goals, values, preferences, and dignity of older Australians*

3

## Risk-based

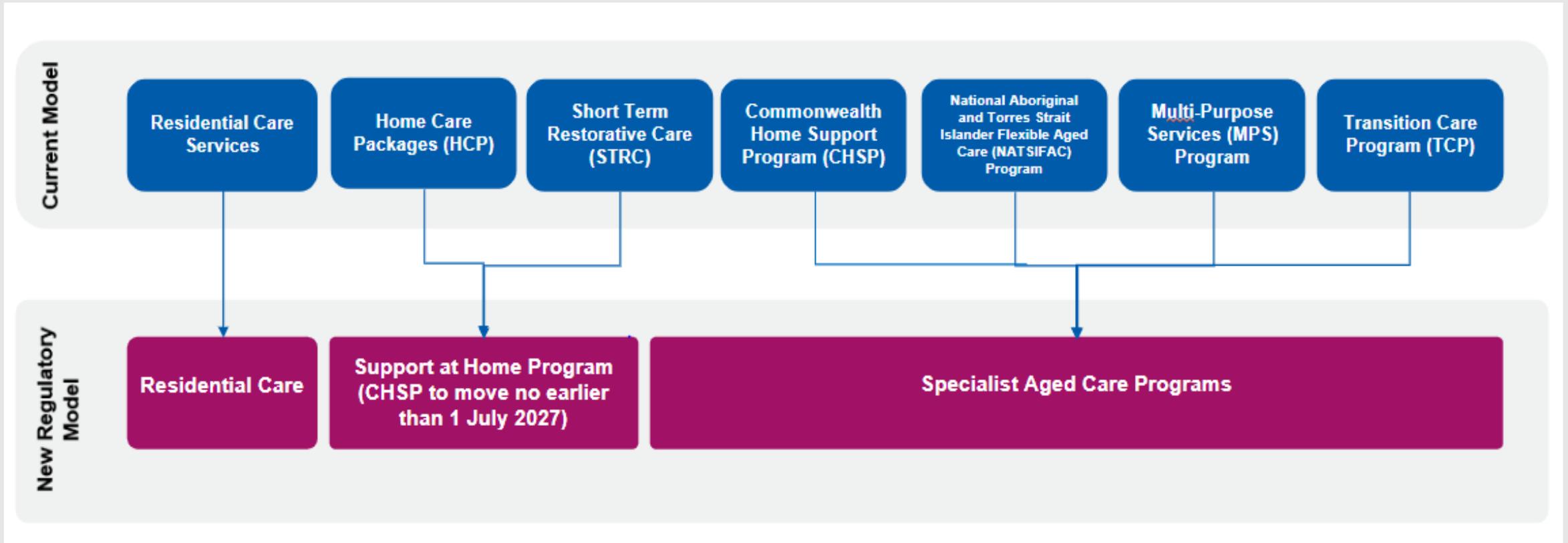
*Preventing, detecting and correcting risks*

4

## Continuous improvement

*A commitment to keep improving the aged care sector*

# Transitioning aged care programs to the new regulatory model



# Key changes introduced by the new regulatory model

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**Universal  
provider  
registration**



**An easy to  
access and  
navigate  
system**



**Streamlined  
provider  
obligations**



**Enhanced  
powers for  
ACQSC**



**Focus on  
continuous  
improvement  
and  
innovation**

## Final proposed registration categories – July 2024

Provider registration category	Description	Service types	Application to registration categories			
			Provider obligations	Code of Conduct	Aged Care Quality Standards 1 to 4	Aged Care Quality Standards 5 to 7
<b>Category 1</b>	Home and community services	<ul style="list-style-type: none"> <li>Domestic assistance</li> <li>Home maintenance and repairs</li> <li>Meals</li> <li>Transport</li> </ul>	✓	✓	X	X
<b>Category 2</b>	Assistive technology and home modifications	<ul style="list-style-type: none"> <li>Equipment and products</li> <li>Home adjustments</li> </ul>	✓	✓	X	X
<b>Category 3</b>	Advisory and support services	<ul style="list-style-type: none"> <li>Hoarding and squalor assistance</li> <li>Social support and community engagement</li> </ul>	✓	✓	X	X
<b>Category 4</b>	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> <li>Allied health and other therapy</li> <li>Personal care</li> <li>Nutrition</li> <li>Therapeutic services for independent living</li> <li>Home or community general respite</li> <li>Community cottage respite</li> <li>Care management</li> <li>Restorative care management</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care – Outcome 5.1 Clinical Governance (Applies to the service types of care management and restorative care management only)
<b>Category 5</b>	Nursing and transition care	<ul style="list-style-type: none"> <li>Nursing care</li> <li>Assistance with transition care</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care
<b>Category 6</b>	Residential care (including respite)	<ul style="list-style-type: none"> <li>Residential accommodation</li> <li>Residential everyday living</li> <li>Residential services</li> <li>Residential clinical care</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care Standard 6: Food and Nutrition Standard 7: The Residential Community

# Examples of conditions for all registered providers under the new regulatory model

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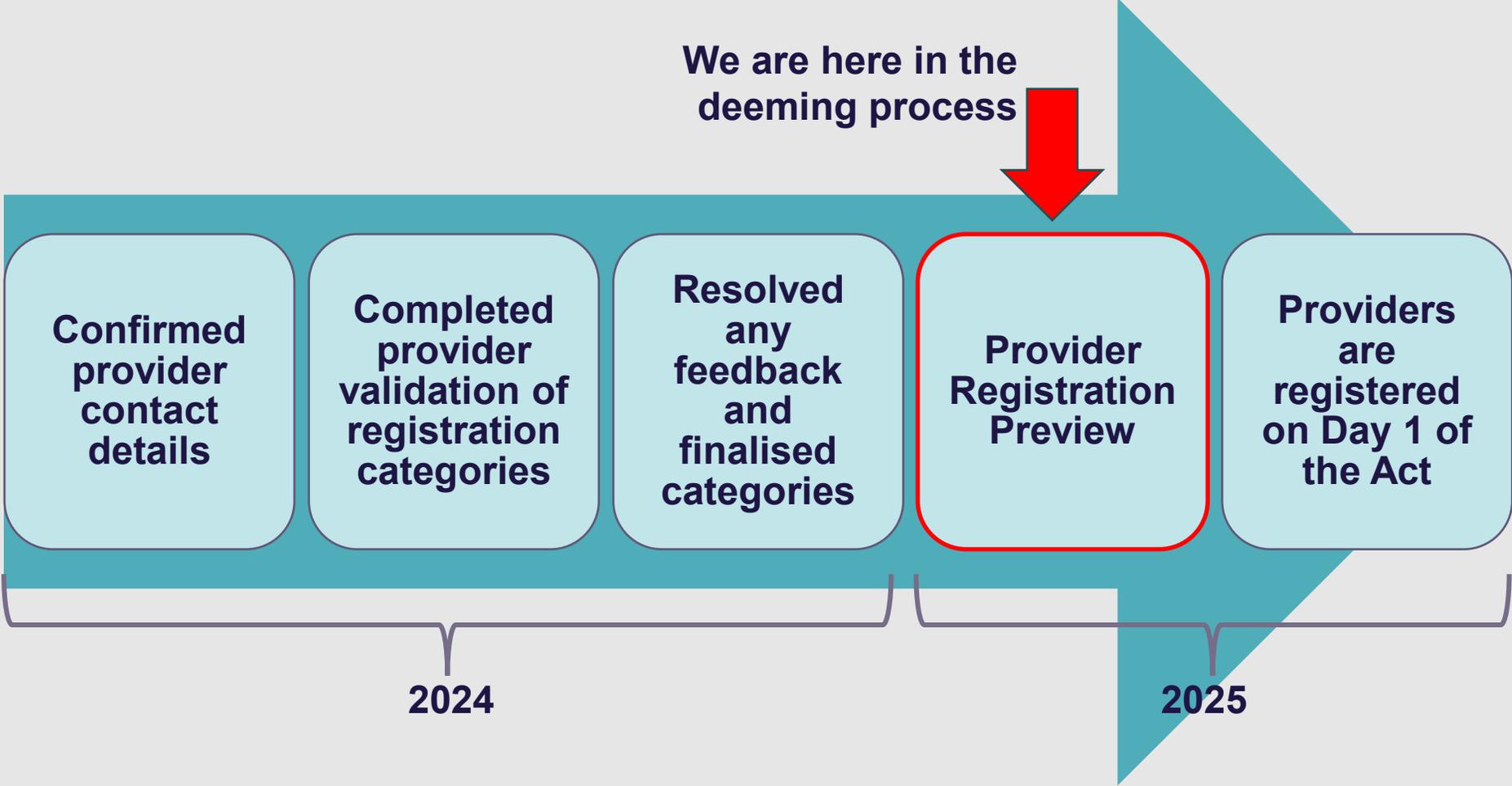


# Grantee Code of Conduct

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- For grant recipients not involved in delivery of regulated services
- The grantee must:
  - Undertake activity in a safe and competent manner, with care and skill
  - Raise and act on concerns about safety of the activity
  - Disclose, avoid or manage conflicts of interest
  - Act with integrity, honesty and transparency
  - Treat people with dignity and respect, without bullying or harassment, including valuing the individual's diversity
  - Not provide false or misleading information.

# What has happened - Deeming Validation



# What is coming your way



**Provider registration preview PDF** – review registration details and proposed registration categories



**Sent via email from:** [noreply@communications.health.gov.au](mailto:noreply@communications.health.gov.au)

**The Subject line:** For review | A preview of your proposed registration information and registration categories



**If preview information is correct** - providers do not need to do anything



**If changes need to be made** – details outlining instructions for all potential changes will be in the provider registration preview PDF



**Why wait, check your information now** - Providers can make any required updates through existing channels until 1 June 2025, to ensure their details are correct ahead of the new Act commencing.

# What you can do to prepare



If any details for your organisation are not correct or haven't been updated recently, contact your funding agreement manager to update before **1 April 2025**.



If you have access - go to the Manage Your Organisation tile within [GPMS](#) by **1 April 2025**



Further communications on how to prepare will be coming out soon!



# Renewal of registration post 1 July 2025

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- The Commission will register new CHSP providers and consider applications for renewal of registration.
- The Commission sets the period of registration.
- Grant agreements for CHSP providers will continue to be in place and managed by the Department until 30 June 2027.

# CHSP Service List

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What the changes mean for providers?



# Overview

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## Survey

- Completed by 902 CHSP service providers.
- Informed service mapping for 2025-27 agreements.



## Service List

- The new CHSP service list includes new service type names and descriptions.



## Consultations

- Mid 2025 SSS and SSD
- 2025-26 Meals and Transport

# 2025-27 CHSP Extension survey

- Canvassed feedback on:
  - proposed changes to DEX reporting,
  - unit prices,
  - Specialised Support Services (SSS) & Sector Support and Development (SSD).
- Responses from this survey have helped inform 2025-27 grant agreements.

## Survey highlights\*



**Biggest obstacles to DEX changes are cost (26%) and administration burden (35%).**

**83% of providers indicated that they already collect My Aged Care ID data.**



**85% of SSS providers had read about the changes to this service type and understood there would be a realignment of services as part of their indicative offer.**

\* These results are only representative of the providers who answered the question.

# Service catalogue structure

More information will be in the 2025-27 CHSP Manual

Current	From 1 July 2025												
Service group	Service group level	 <b>HOME SUPPORT</b>											
Service type level	Service type level	 <b>ALLIED HEALTH AND THERAPY SERVICES</b>				 <b>THERAPEUTIC SERVICES FOR INDEPENDENT LIVING</b>							
Service sub-type level	Service level	Diet or nutrition	Allied health assistance	Occupational therapy	Exercise physiology	Acupuncture	Chiropractics	Aboriginal and Torres Strait Islander health practitioner assistance	Aboriginal and Torres Strait Islander health worker assistance	Physiotherapy	Music therapy	Diversional therapy	Remedial massage
		Counselling or psychotherapy	Psychology	Social work	Podiatry	Art therapy	Osteopathy			Speech pathology			



# Allied health and therapy services

- Responses from the recent CHSP provider survey informed changes to the services offered under allied health and therapy services from 1 July 2025.
- Some services have been removed and remapped against other services under both the **allied health and therapy services** service type and the new **therapeutic services for independent living** service type.
- We will keep providers informed about planned changes to the CHSP and any action they may need to take.

Current CHSP service list	Revised CHSP service list from 1 July 2025
Allied health and therapy services	Allied health and therapy services
<i>New service</i>	Aboriginal and Torres Strait Islander health practitioner assistance
Aboriginal and Torres Strait Islander health worker	Aboriginal and Torres Strait Islander health worker assistance
<i>New service</i>	Allied health assistance
<i>New service</i>	Counselling or psychotherapy
Accredited practising dietitian or nutritionist	Diet or nutrition
Diversional therapy	<i>Moved to therapeutic services for independent living</i>
Exercise physiology	Exercise physiology
Hydrotherapy	<i>Moved to allied health assistance, exercise physiology, or physiotherapy</i>
<i>New service</i>	Music therapy
Occupational therapy	Occupational therapy
Ongoing allied health and therapy services	<i>Removed service</i>
Other allied health and therapy services	<i>Removed service</i>
Physiotherapy	Physiotherapy
Podiatry	Podiatry
Psychology	Psychology
Restorative care services	<i>Removed service</i>
Social work	Social work
Speech pathology	Speech pathology

Service Type  
Service



# Therapeutic services for independent living

- A new service type known as **therapeutic services for independent living** will be in effect from 1 July 2025.
- This service type offers assistance designed to manage social, mental and physical wellbeing in support of an older person remaining safe and independent at home.

Current CHSP service list	Revised CHSP service list from 1 July 2025
<b>New service type</b>	<b>Therapeutic services for independent living</b>
<i>New service</i>	Acupuncture
<i>New service</i>	Art therapy
<i>New service</i>	Chiropractics
<i>Moved from allied health and therapy services</i>	Diversional therapy
<i>New service</i>	Osteopathy
<i>New service</i>	Remedial massage

*Service Type*  
*Service*



## Specialised support services (SSS)

- From 1 July **other support services** will no longer be a SSS service and will need to be realigned to more appropriate CHSP services.
  - Refer to the *Proposed changes to Commonwealth Home Support Programme Service List from 1 July 2025* factsheet published on the department's website.
  - Providers need to speak with their Funding Arrangement Manager as this must be reflected in submissions for the 2025-27 Extension.
- From 1 July **continence advisory services**, **client advocacy** and **hearing advisory services** will need to be realigned to more appropriate CHSP services.
  - Providers need to speak with their Funding Arrangement Manager as this must be reflected in submissions for the 2025-27 extension.
- **Dementia advisory services** and **vision advisory services** will be **funded for one year (2025-26)** under a **separate CHSP agreement**. These providers will be invited to register for an April consultation.



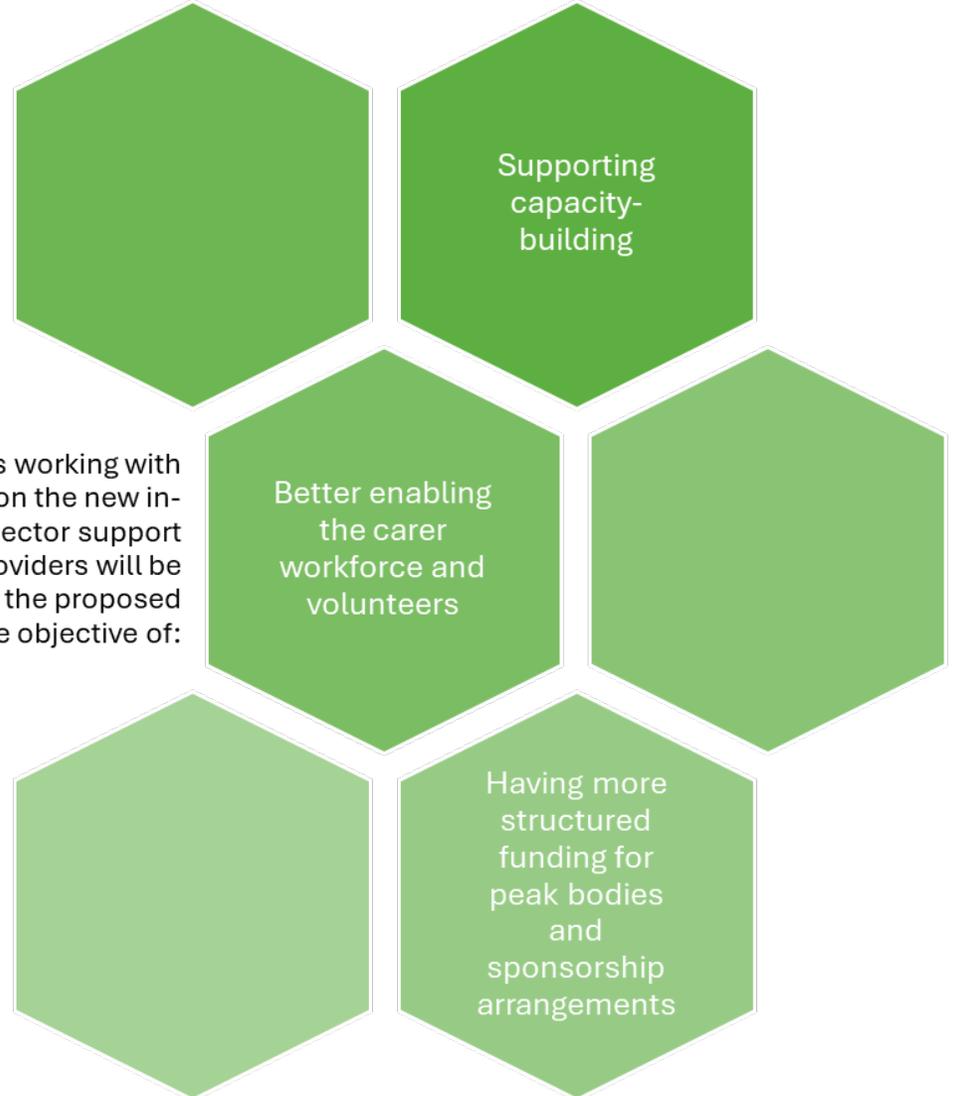
## Sector support and development

- Has been **extended and funded for one year** (2025-26).
- The department will continue to focus on the SSD Community of Practice and the expansion of service delivery in 2025-26.
- The department is aiming to publish a consultation schedule for a new in-home aged care support system in April 2025.
- In-home aged care providers are encouraged to participate in the consultation process to design SSD which will support providers operating in the new in-home aged care system.



Consultation on the future of SSD will commence in coming months

The department is working with Government on the new in-home aged care sector support system. SSD providers will be consulted on the proposed design with the objective of:



# Further consultation

- There will be consultations on longer term plans for services including:



**Specialised Support Services (SSS)**  
consultation April 2025



**Sector Support and Development (SSD)**  
consultation April 2025



**Meals**  
consultation 2025-26



**Transport**  
consultation 2025-26

More information will be shared after this webinar



Provider consultation



Factsheet available on the department's website:

<https://www.health.gov.au/our-work/chsp/resources>

# Key takeaways

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- Older people will continue to receive equivalent services under the new, defined service list from 1 July 2025.
- Providers have helped inform the department on how to remap existing services for the updated CHSP service list from 1 July 2025.
- Consultation opportunities are being scheduled for SSS and SSD in April 2025, and upcoming for Meals and Transport in 2025-26.

# Client transition

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What the changes mean for  
Commonwealth Home Support  
Program clients?



**The new *Aged Care Act 2024* will introduce laws to ensure that people who access aged care services are treated with respect and have the quality of life they deserve.**

## CHSP client transition under the new Act



**From 1 July 2025**

The vast majority of CHSP clients will be **transitioned** under the new *Aged Care Act 2024* because they have previously been assessed as eligible for the CHSP.

If you have any unregistered and unassessed clients they will need to be assessed as eligible for aged care services under the new *Aged Care Act 2024*.



**Continuity of care**

These transitional arrangements will ensure continuity of care is **maintained** for clients, including First Nations and vulnerable clients.

# Q&A

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# For more information, you can contact:

## Commonwealth Home Support Programme (CHSP)

 [CHSPServiceReform@health.gov.au](mailto:CHSPServiceReform@health.gov.au) or [CHSPprogram@health.gov.au](mailto:CHSPprogram@health.gov.au)

 [www.health.gov.au/our-work/CHSP](http://www.health.gov.au/our-work/CHSP)

## Support at Home

 [SAH.implementation@health.gov.au](mailto:SAH.implementation@health.gov.au)

 [www.health.gov.au/our-work/support-at-home](http://www.health.gov.au/our-work/support-at-home)

## New aged care regulatory model

 [AgedCareRegModel@health.gov.au](mailto:AgedCareRegModel@health.gov.au)

 [www.health.gov.au/our-work/aged-care-act/regulation](http://www.health.gov.au/our-work/aged-care-act/regulation)

## For additional client support

 1800 700 600

 [www.opan.org.au](http://www.opan.org.au)

## My Aged Care

 1800 200 422

 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)