



Australian Government

Department of Health and Aged Care

Dear Commonwealth Home Support Programme (CHSP) Service Provider,

From 1 July 2025, the CHSP will come under the new *Aged Care Act 2024*. This means there will be changes to the way that CHSP services are described, regulated and delivered.

The Department of Health and Aged Care's (the department) records indicate that your organisation may have historically provided government-subsidised CHSP services to one or more clients without an aged care assessment.

Consistent with current arrangements, CHSP providers are required to ensure that services are only delivered to clients who have documented and recorded evidence of the need for those services.

Clients must be assessed as eligible for CHSP through My Aged Care by 30 June 2025 to ensure they can continue to receive government-subsidised CHSP services. Aged care assessments are free and an important requirement for accessing government-subsidised aged care programs like CHSP.

Please contact your unassessed clients who receive regular services immediately.

The department is asking your organisation to contact your unassessed clients who receive CHSP government-subsidised services on regular basis (7-12 months of the year) as soon as possible. These clients will be the most impacted by a potential service disruption if they do not have an assessment by 30 June 2025. The department does not have contact information for these clients.

Unassessed clients who require services on a less regular basis can be registered and assessed when they require their next services, which may be before or after 30 June 2025.

As it can take time to receive an aged care assessment, please support your clients who receive CHSP government-subsidised services on regular basis to request an assessment through My Aged Care as soon as possible. Additional assessors are available to support these clients to get assessed in a timely manner.

The Australian Government is providing additional support to My Aged Care and assessment organisations to increase capacity and help manage wait times.

Fact sheet and templates

The department has developed the fact sheet accompanying this letter, which includes a checklist to help determine which clients need a letter from your organisation, as well as a letter template to help you engage with your unassessed clients.

Next steps

1. Read through the accompanying factsheet to learn about answers to frequently asked questions and guidance for providers.
2. Use the checklist (**Attachment A** in the factsheet) to help your organisation determine which clients currently receive, and still need CHSP government-subsidised services, and support them to undergo an aged care assessment through My Aged Care.

Please aim to send all clients who need a letter by 31 March.

3. Prepare a letter using the template provided (**Attachment B** in the factsheet) and send this to clients who need a letter.
4. Support your clients to register with My Aged Care and undergo an assessment before 30 June.

If you have any further questions or require guidance, please contact your Funding Arrangement Manager at the Community Grants Hub.

Kind regards

Rachel Blackwood
Assistant Secretary
Home Support Operations Branch
Access and Home Support Division
Department of Health and Aged Care
17 March 2025