



Commonwealth Home Support Programme (CHSP) provider update – Draft Aged Care Rules (Release 4b)

May 2025

The Department of Health and Aged Care (the department) will be briefing the government on proposed transitional arrangements for existing CHSP clients for new requirements in the draft Aged Care Rules 2025 (draft Rules).

This update provides further information about the [Draft Aged Care Rules – Release 4b](#) and how they will apply to the Commonwealth Home Support Programme (CHSP).

The draft Rules were publicly released for consultation on 15 April 2025 and feedback is due by 13 May 2025.

This document provides additional information on how the draft Rules for **service agreements, care and services plans** and the **provision of information to individuals** will be applied to the CHSP.

The new Aged Care Act and CHSP

The new Aged Care Act 2024 (new Act) comes into effect from 1 July 2025 and will change in-home aged care, including the CHSP. There will be changes to the way that services are regulated and delivered. These changes will help ensure CHSP providers are compliant with the new Act from 1 July 2025.

Draft Rules and transitional arrangements for CHSP

The purpose of the draft Rules is to provide further detail and instruction on how the new Act will work and what this means for the CHSP providers. The draft Rules have been published in stages to allow the community and aged care sector time to provide feedback.

While most of these draft Rules already exist in aged care, they have been updated to match the language of the new Act. These include the requirements for registered providers to **provide information to clients** and enter into a **service agreement** and **care and services plan** with clients when accessing funded aged care services.

Requirements for service agreements

The draft Rules propose that, from 1 July 2025, a service agreement between CHSP providers and clients will bring together important requirements of the current CHSP in one place. These requirements have also been updated to match the language of the new Act. This is to support clarity of services, charges and other obligations of CHSP providers and ensure that the rights of CHSP clients are upheld.

Most of the service agreement requirements should already exist in CHSP providers' current arrangements with clients, as set out in the current CHSP funding agreement, the CHSP Manual and in Quality Standard 2 – Ongoing assessment as well as through planning with clients.

While most of the requirements proposed in the draft Rules for service agreements currently exist through CHSP program requirements, there are additional requirements proposed that reflect new service list names, and specify review dates and variation arrangements, and circumstances where services can be ceased.

Following consultation, the department will brief the government on the draft Rules and the feedback received. This would likely include information on any transition period that could be required to meet new requirements for service agreements for existing CHSP clients. While this is a matter for the government, this would ensure that if providers are meeting current CHSP requirements for existing clients, they would have sufficient time to implement any new requirements.

For new clients, from 1 July 2025, the current draft Rules require that a service agreement is put in place before services commence.

Requirements for care and services plans

The department expects all CHSP providers currently have care and services plans in place with their clients. This is a requirement under the current program.

As per the proposed arrangements for service agreements, this would mean that if providers are meeting current CHSP requirements for existing clients, they will have sufficient time to implement any new requirements.

For new clients, from 1 July 2025, the current draft Rules require that a care and services plan is put in place before services commence.

Provision of information to individuals

The department expects that CHSP providers already provide clients with information on the Code of Conduct for Aged Care, client contribution policies and complaints information, as outlined in the current CHSP 2024-25 Manual.

The draft Rules provide detail around what specific information must be provided and explained, including the new Statement of Rights. This is a condition of a provider's registration.

As per the proposed arrangements for service agreements, this would mean that if providers are meeting current CHSP requirements for existing clients, they will have sufficient time to implement any new requirements.

For new clients, from 1 July 2025, the current draft Rules require that prescribed information is provided to clients so they are compliant under the new Act.

To prepare for this change, providers can meet this obligation by making this information available to individuals accessing services as per their existing mechanisms, such as client contact meetings, brochures, information updates and ensuring their website is up to date with the required information.

Questions and Answers

How do these changes impact CHSP providers from 1 July 2025?

From 1 July 2025, there will be changes to the way that services are regulated and delivered. These changes will help ensure CHSP providers are compliant with the new Act from 1 July 2025.

Do CHSP providers need to do anything now?

Yes. It is important CHSP providers review the draft Rules to understand their obligations and requirements as per their registration category.

What are transitional rules and how do they interact with the draft Rules?

The transitional rules align to the Chapters in the new Act and will deal with matters not addressed by the *Aged Care (Consequential Amendments and Transitional Provisions) Act 2024*. The transitional rules are mechanical in nature and will seek to ensure a seamless transition between the existing legal framework and the new framework, with a focus on ensuring continuity of care for older people.

When will the transitional rules be available to the sector?

The transitional rules are being developed concurrently with the new Aged Care Rules, in preparation for the commencement of the new Act from 1 July 2025. The transitional rules will be available prior to 1 July 2025.

Further information

The department will keep CHSP providers informed about the changes and actions they need to take.

Further details on the consultation of the new Act and draft Rules are available on [Aged Care Act consultations](#).

The department will also publish updates about [CHSP reforms](#) on our 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.

For enquiries about policy changes in 2025-27, contact CHSPservicereform@health.gov.au.

For general enquiries related to the CHSP, contact CHSPprogram@health.gov.au.