



# Commonwealth Home Support Programme (CHSP) provider factsheet – Supporting unregistered and unassessed CHSP clients

This fact sheet has been developed as guidance material for CHSP providers to support their unregistered and unassessed CHSP clients in the lead up to the Aged Care Act 2024 (new Act) coming into effect on 1 July 2025.

Updated May 2025

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

1. Read through this factsheet to learn about answers to frequently asked questions and guidance for providers.
2. Use the checklist (**Attachment A**) 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**) and send this to your identified clients.
4. Support your clients to register with My Aged Care and undergo an assessment before 30 June 2025.

# 1. Frequently asked questions

## What is the department asking my organisation to do and why?

- Please contact your unregistered and unassessed CHSP clients who currently receive and still need CHSP government-subsidised services and support them to undergo an aged care assessment. The department does not have contact information for these clients and needs your help so we can minimise any potential service disruptions.
- CHSP clients must be assessed as eligible for CHSP through My Aged Care by 30 June 2025 to continue to receive government-subsidised CHSP services.
- Your organisation received this factsheet because you indicated you had unregistered clients as part of the 2025-27 extension process, or because the department's records indicate that during 2023-24, your organisation provided CHSP services to one or more clients without an aged care assessment
- On receipt of this factsheet and the letter from the department, if you believe your organisation does not provide services to CHSP clients who have not had an aged care assessment, please contact your Funding Arrangement Manager (FAM).

## What about grandfathered clients that are registered but have not had an assessment?

- Grandfathered clients are current CHSP clients that were receiving aged care services through another program that was superseded by CHSP in 2015.
- CHSP providers with grandfathered clients that are registered but have not been assessed still need to refer their clients for an assessment.
- Alternately, people can apply for an assessment by calling My Aged Care on 1800 200 422, or by booking a face-to-face appointment with an Aged Care Specialist Officer (ACSO) at select Services Australia centres.

## What is the Australian Government doing to support unregistered and unassessed CHSP clients?

- The government is providing additional support to the My Aged Care call centre and assessment workforces to support additional registrations and assessments before 30 June 2025.
- The government will work closely with assessment organisations to ensure that these referrals and wait times are managed. We have increased the funding for the assessment workforce to assist in getting an assessment before 1 July 2025.

## Can I provide CHSP government-subsidised services to unregistered and unassessed clients from 1 July?

- No, consistent with existing 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.

- CHSP providers will not be able to keep providing CHSP government-subsided services to clients unless they have been assessed as eligible for CHSP through My Aged Care by 30 June 2025.

### **Why can't clients be grandfathered before 30 June?**

- Consistent with existing 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.
- From 1 July 2025, CHSP will be regulated under the new Aged Care Act 2024, and the vast majority of clients will be transitioned under the new Act because they have previously been assessed as eligible for the CHSP. This transition will ensure continuity of service is maintained for these clients and their approvals to access care, and the levels of service available to them, will be safeguarded.
- There will also be mechanisms for individuals to access funded aged care services where they have urgent needs.

### **Why do clients need to be assessed as eligible for CHSP?**

- Having an aged care assessment is a requirement for accessing government-subsidised aged care programs like CHSP. All new and returning clients must enter the CHSP through My Aged Care.
- The department consults regularly with CHSP providers to remind them of these requirements, which are outlined in the CHSP Program Manual.

### **I have been providing CHSP government-subsidised services to unregistered and unassessed clients, why can't this continue?**

- 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 in-home aged care, including the CHSP starting from 1 July 2025.
- From 1 July 2025, the CHSP will be regulated under the new Aged Care Act.
- The new Aged Care Act will introduce laws to ensure that older people who access aged care services are treated with respect and have the quality of life they deserve.
- 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.
- Your organisation will not be able to keep providing services to these clients unless they apply for and have an aged care assessment by 30 June 2025. Alternatively, impacted clients would need to move to full fee for service arrangements.
- If your client wishes to continue receiving your subsidised aged care services, they must register with My Aged Care and be assessed as eligible for CHSP through an aged care assessment by 30 June 2025.

## 2. Guidance for CHSP providers

### Which unassessed clients need a letter

The department anticipates that unassessed clients who receive CHSP government-subsidised services on regular basis (7-12 months of the year) will require additional support to access an assessment by 30 June 2025.

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.

The questions in the checklist (**Attachment A**) will help providers determine which clients require a letter and an urgent assessment.

### How to support the registration of an existing CHSP client

CHSP providers can, on behalf of their CHSP client, register them online through the [Make a Referral page](#) on the My Aged Care website.

When you complete a referral, you will need to provide details about your client.

You will need to have the following information ready:

- their Medicare or DVA details
- their personal information, including their date of birth and contact details.

If the client already has an My Aged Care ID (an 8-digit number starting in AC), you will need to contact My Aged Care to request an assessment. This cannot be completed online.

### How to support clients to register with My Aged Care and apply for an aged care assessment

You can help your client, or a representative on their behalf (i.e. family member or carer), by visiting the My Aged Care website together to ['Apply for an Assessment Online'](#).

Alternately, you can support impacted clients to:

- call My Aged Care on 1800 200 422 (free call) between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays (local time)
- book a face-to-face appointment with an Aged Care Specialist Officer (ACSO) at select Services Australia service centres by calling 1800 227 475 between 8am to 5pm on weekdays.

My Aged Care are prepared to assist clients and will:

- register the client with My Aged Care, if they are contacting for the first time
- ask the client some initial questions to discuss the aged care services they may need
- refer the client to an assessment organisation in their local area.

A Triage Delegate from an assessment organisation will call the client after accepting their referral. This will be a quick call to support them being booked into the right type of aged care needs assessment for their needs.

To learn more about aged care assessments, clients can visit My Aged Care's '[Apply for an assessment](#)' (available in different languages) or read the department's:

- [assessment fact sheet](#) (translations available)
- [Easy Read fact sheet](#)
- [Fact sheet for Aboriginal and Torres Strait Islander people](#)

## **Supports for Aboriginal and Torres Strait Islander clients**

Aboriginal and Torres Strait Islander clients are encouraged to register on my Aged Care and have an assessment to ensure that they can receive aged care services that meets their needs. Aboriginal and Torres Strait Islander can request a culturally safe assessment within the current assessment framework. Aged care assessors are trained to provide culturally appropriate assessments.

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

An Elder Care Support worker or connector can:

- Help clients book aged care assessments
- sit with clients during their aged care assessment
- and give clients support, if they want them to
- give clients advice about what they need to do next
- help clients contact an aged care provider that's right for them.

Clients can find where Elder Care Support workers and connectors are located on the [NACCHO.org.au/elder-care-support-program](https://naccho.org.au/elder-care-support-program).

## **Supports for clients from a culturally and linguistically diverse background**

To learn more about aged care assessments, culturally and linguistically diverse clients can visit My Aged Care's '[Apply for an assessment](#)' in different languages or read the department's [assessment fact sheet](#) in different languages.

An [Easy Read fact sheet](#) about the assessment process is also available.

If your clients want help to talk to My Aged Care in another language, they can call the [Translating and Interpreting Service \(TIS National\)](#) for the cost of a local call:

- Call TIS National on 131 450
- Tell the operator the language you speak
- Ask the interpreter to call My Aged Care on 1800 200 422.

They may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

When they are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation.

## **Access to urgent services**

My Aged Care can only refer a client directly to a CHSP provider (without an assessment) if they need immediate health or safety intervention that is unavailable through other means. These services may include nursing, personal care, meals, grocery shopping and transport.

From 1 July 2025, under the new Act there will be mechanisms for individuals to access funded aged care services where they have urgent needs.

## **Further assistance with My Aged Care and the assessment process**

If you need more information about the assessment process, please visit the [My Aged Care website](#) .

## **3. Support the department to monitor progress ahead of 30 June 2025**

Your FAM will contact your organisation regularly between now and 30 June 2025.

Please provide updates to your FAM on:

- The number of letters your organisation has sent to regular clients
- The number of clients you have supported to register on My Aged Care.



# Attachment A

<b>CHSP Provider Checklist</b> <b>Which clients require a letter</b>	
<b>1</b>	Has your organisation received a letter from the department, via your Funding Arrangement Manager, asking for your help to support unregistered and unassessed CHSP clients?
<b>2</b>	Review your organisations database/records and identify clients who receive government-subsidised CHSP services who are not registered on My Aged Care and who have not undergone a My Aged Care assessment.
<b>3</b>	<p>Do these unregistered and unassessed CHSP clients receive government-subsidised CHSP services on a regular basis (7-12 months of a year) and will they still need to access these services after 30 June 2025? These clients may be most impacted by a potential service disruption if they do not undergo an assessment by 30 June 2025.</p> <p>Unassessed clients who may require services on a less regular basis (1-6 months of a year) can be registered and assessed when they require their next services, which may be before or after 30 June 2025. These clients do not require a letter at this stage.</p>
<b>4</b>	Send a letter (template in Attachment B) to each unregistered and unassessed CHSP client that you identified through step 2 and 3.
<b>5</b>	<p>Support each client that your organisation sent a letter to and assist them to register on My Aged Care and apply for an aged care assessment.</p> <p>After they register, follow up and check they have an assessment date.</p>