



Australian Government

Department of Health, Disability and Ageing



Commonwealth Home Support Program (CHSP) provider update June 2025

2025-27 CHSP extension

June 2025

CHSP provider update – June 2025

From 1 July 2025, CHSP providers will continue to provide services to older people. However, there are some changes to the program, in line with the 2025-27 grant agreements that providers should be aware of.

This provider update details the program changes from 1 July 2025 for the duration of the 2025-27 grant agreements, including:

- CHSP program changes from 1 July 2025
- 2025-27 grant agreements
- 2025-27 service list
- Data Exchange (DEX) reporting changes
- client assessments
- additional reporting requirements
- additional resources.

Brief deferment of the *Aged Care Act 2024*

Providers should also be aware there will be further changes to the CHSP following the commencement of the *Aged Care Act 2024* (Aged Care Act) from 1 November 2025, including:

- the CHSP will come under the Aged Care Act
- the [Support at Home program](#) will replace the [Home Care Packages \(HCP\) Program](#) and [Short-Term Restorative Care \(STRC\) Programme](#).

The CHSP will transition to Support at Home no earlier than 1 July 2027.

Further program updates relating to the legislative changes from 1 November 2025 will be available through separate updates.

CHSP program changes from 1 July 2025

There are several program changes which come into effect from 1 July 2025. These program changes are not dependent on the Aged Care Act commencement.

The key program changes from 1 July 2025 are detailed in the CHSP 2025-27 Manual and include:

1. **Service list names and descriptions** with inclusions and exclusions.
2. **Specialised support services (SSS) and Sector support and development (SSD) services** have been either re-mapped to other services or providers have received a one-year schedule as part of their grant agreement.

3. **Collection of My Aged Care IDs** – providers will need to collect their clients' MAC IDs in their own client management systems in preparation for this functionality in DEX from January 2026.
4. **Client assessments** – all clients wanting to access subsidised CHSP services need to have an aged care assessment and be deemed eligible to receive those services. This is an existing program requirement and prepares providers and clients for the Aged Care Act commencement on 1 November 2025.
5. **Modified Monash Model 5** (small rural towns) up to 20% loading has been included in eligible provider grant agreements.
6. **Home adjustments** – the Commonwealth contribution has been increased from \$10,000 to \$15,000 and is available per client per financial year.
7. **Client contributions towards allied health clinical services** – client contributions will continue for these clinical services.
8. **Provider relinquishments** – to ensure all requests for relinquishments are actioned in a timely manner, providers can **elect to relinquish on either 30 June or 31 December in a financial year**.
9. **Flexibility provisions continue**, with additional services needing written approval from the department, including *Home adjustments, Equipment and products, Specialised support services, Sector support and development* and *Hoarding and squalor assistance*.
10. **Child Safety Annual Statement of Compliance** – this is a new Commonwealth grant agreement requirement.
11. **Financial declaration with new statement of compliance** that Commonwealth funding has been spent on assessed clients.

2025-27 grant agreements

The 2025-27 CHSP grant agreement will be in effect from 1 July 2025 to 30 June 2027. During this time, the CHSP will continue as a block-funded grant program, and payments will continue monthly and in arrears.

National Unit Price ranges

A National Unit Price Range continues to apply for each service type. This is reflected in the individual provider agreements, with the exception of Meal delivery, Meal preparation, Individual Social Support, and Group social support which are funded at their individual service level.

The indexation boosts for the Fair Work Commission Stage 3 decision and annual indexation for 2026-27 financial year will be applied from later this year.

Client contributions

From 1 July 2025, providers will continue to set their own client contributions as per existing CHSP policies. Providers should already have a client contribution policy in place, with arrangements that clearly detail how clients will be charged for their CHSP services and what fees they will need to pay.

Monthly performance reporting and client's My Aged Care ID

This will continue in the Data Exchange (DEX) for all service delivery according to the signed agreement. Provider outlets in DEX should align with the program activity names to report against the [2025-27 service catalogue](#).

Although the My Aged Care ID of clients will not be reported in DEX from 1 July 2025, providers are expected to collect this information in relation to services delivered from 1 July 2025, so it can be entered when the field is introduced to DEX from January 2026.

Further information about the DEX changes from 1 July 2025 can be found below.

2025-27 CHSP service list

Understanding these changes is important for your grant agreement, your performance reporting in DEX and for client service referrals. Some service types have been re-mapped or re-named in the 2025-27 grant agreements.

The [CHSP 2025-27 service catalogue](#) is a quick reference guide to understand the changes to CHSP services.

Client referrals

Between 1 July 2025 and 31 October 2025, client approvals and referrals for services will be against the 2024-25 CHSP service catalogue.

Until the Act commences, providers will have to manually map service referrals to their 2025-27 grant agreements. For instance, *Home Modification* referrals will continue, but the grant agreement and DEX reporting will be against *Home adjustments* as the new service name.

Service mapping guidance

New CHSP service mapping guidance materials supports providers to understand the changes between referrals and reporting over this 4-month period before the Act comes into effect. See [CHSP Reforms](#) for more information.

DEX reporting changes

CHSP providers should be preparing their outlets in DEX with new program activities and be able to report according to the new service catalogue.

Stage 1 changes

For the new DEX Program activities (CHSP service types) commencing on 1 July 2025, you will be required to create new cases using the new OutletActivityID from Organisation Outlet and Activity reference file (refer to the below screenshot) once your outlet request has been approved.



Until the 2025-27 service list is active on 1 July 2025, DEX will restrict users from uploading any sessions commencing from 1 July to any of the existing cases created on or before 30 June 2025. This is to ensure that 2024-25 program activities are not carried over into the new 2025-27 program activities.

The DEX toolkit Stage 1 has been developed to guide providers with the IT and system actions needed for these Stage 1 requirements, and a corresponding data dictionary provides guidance on the data entry for these reports.

More detailed information on the DEX Stage 1 Toolkit and Data Exchange Dictionary (Stage 1) can be found under [CHSP Reforms](#).

If there are any questions or concerns with making these changes, please contact the Data Exchange Helpdesk on 1800 020 283 (Option 3) or email DSSDataExchange.Helpdesk@dss.gov.au quoting the incident ID in the subject line.

Stage 2 and 3 changes

Further DEX changes are being delivered in separate stages to allow the department and providers more time to initiate the system changes as CHSP prepares for transition to the new Act and towards Support at Home.

- Stage 2 in January 2026: DEX reporting to include the MAC ID for every client receiving government-subsidised CHSP services. This will allow the department to assure that services are being delivered in line with the program's policies.

- Stage 3 in July 2026: providers to report additional fields to aid policy development, proper costing of services and visibility of time and effort spent on social engagement with clients while delivering CHSP services.

Client assessments

As outlined in the CHSP Manual, all clients who receive CHSP services need to be assessed as eligible to receive those services. This includes grandfathered clients who have not had an assessment since they were transitioned from other programs to CHSP from 2015. This is an existing program requirement.

Providers need to continue to support any unassessed clients to be registered and assessed prior to commencement of the new Aged Care Act on 1 November 2025. CHSP providers should not be delivering services to clients who have not been assessed as eligible to receive CHSP supports.

Even though the Act is deferred, providers should be encouraging clients to undergo an assessment so that when the Act commences, clients can continue to receive services uninterrupted. We will work with providers with vulnerable clients with exceptional circumstances to ensure service continuity.

Further communications will be distributed to providers in the lead up to the commencement of the new Act.

Additional reporting requirements

The 2025-27 grant agreements include new reporting requirements.

Child Safety Annual Statement of Compliance

The Child Safety Annual Statement of Compliance is a new Commonwealth reporting requirement which was included in the [May CHSP provider update](#).

Financial declaration with new statement of compliance

The existing annual financial declaration must also include a statement of compliance that CHSP grant funding has only been spent on assessed and eligible CHSP clients.

Additional resources

CHSP 2025-27 Manual

A CHSP 2025-27 Manual covering the period 1 July 2025 to 1 November 2025 and to align with the 2025-27 extension will be available under [CHSP Reforms](#).

CHSP webinars

On 12 June 2025, we held a sector readiness webinar covering the program changes providers should expect on 1 July 2025 and further legislative-based changes on 1 November 2025.

A Frequently Asked Questions document will be published shortly to assist providers and be available under [CHSP Reforms](#).

Fact sheets

This provider update should be read in conjunction with the [CHSP 2025-27 extension resources](#) available 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.

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.