



Australian Government

Department of Health, Disability and Ageing

Commonwealth Home Support Program (CHSP) 2025-27

Sector readiness webinar

12 June 2025



Acknowledgement of Country

The Department of Health, Disability and Ageing would like to acknowledge the Traditional Owners and Custodians of the lands on which we are meeting virtually today.

We wish to acknowledge the Ngunnawal people and pay our respects to and pay respect to their continuing culture and the contribution they make to the life of this city and this region.

We would like to extend that acknowledgement and welcome other Aboriginal and Torres Strait Islander people who may be attending today's event.



Agenda



CHSP from 1 July 2025

- New grant agreements effective 1 July 2025
- Further changes in CHSP when the new Act commences

Claudia Dukats
a/g Assistant Secretary,
Home Support Operations Branch



CHSP 2025-27 extension

- 2025-27 grant agreements
- CHSP program changes from 1 July 2025

Martin Dempsey
Director, CHSP Operations



CHSP services

- SSS and SSD consultations
- Service continuity for CHSP clients

Nicholle Zervos
a/g Director, CHSP Service Reform



CHSP provider obligations

- Preparing for implementation under the Act

Rob Day
Assistant Secretary, Harmonisation and
Regulatory Strategy Branch



The role of the Aged Care Quality and Safety Commission

- Ongoing engagement under the current framework

Christian Hesse
a/g Executive Director, Regulatory
Operations Division



Q&A

Commonwealth Home Support Program

Preparing for 1 July 2025



CHSP 2025-27 grant agreements



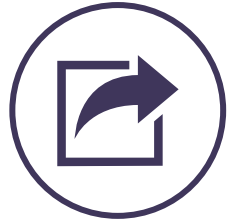
Agreements are being offered and executed

Contact your Funding Arrangement Manager if your organisation has not been notified about your application.

Existing arrangements from previous agreements continue

- ✓ Grant funding
- ✓ Monthly payments in arrears
- ✓ Client contributions
- ✓ National Unit Price Ranges

CHSP program changes from 1 July 2025



Program changes in effect from 1 July 2025

New grant agreements include key program changes that **come into effect** under the 2025-27 agreements



New service catalogue

- Funding agreements have been mapped to new service list
- Flexibility provisions continue
- Other program/service type changes



Client assessments

- Continue to get clients assessed to receive services
- Collect and record MAC IDs in own client reporting systems



New reporting requirements

- Child Safety Annual Statement of Compliance
- Financial declaration with new statement of compliance against funding for assessed clients

CHSP assurance program

From 1 July 2025, CHSP program assurance activities will commence.



My Aged Care ID

- Providers will need to record a client's MAC ID in their own reporting systems.
- Capturing a client's MAC ID will be included in DEX reporting from January 2026.
- A Stage 2 DEX toolkit will be available in the coming months to help providers prepare for DEX changes planned for 2026.



CHSP compliance activities

- Ongoing contract management of the Grant occurs.
- Annual compliance review will continue in 2025-26. It will be modified due to changes in service types and contracts.
- Compliance against grant agreements and deliverables remain in place.

What changes for CHSP when the Act commences from 1 November 2025



The Aged Care Quality and Safety Commission will have **enhanced powers** under the new legislation when the Act commences.



The **additional obligations** under the relevant registration categories will need to be met.



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



Requirement to have it in place with new clients will commence from 1 November, with **expected transitional arrangements** for existing clients.



Introduced under the Act, and replacing the current Charter of Aged Care Rights. **Further information will be available** prior to 1 November.

What CHSP providers need to know

- **New grant agreements from 1 July 2025:**
 - Return signed offers or contact your FAM if you haven't heard from the department by 16 June.
 - Key program arrangements from 1 July 2025 include:
 - New CHSP service list and descriptions
 - Collection of MAC ID in client management systems
 - All clients must still be assessed to receive subsidised services.
- **What will commence on 1 November due to the Act delay:**
 - Provider requirement for Service Agreements.
 - Changes to worker screening requirements.
 - Changes to eligibility for Aboriginal and Torres Strait Islander people aged 45-49 years and experiencing homelessness or at risk of homelessness.
 - Other CHSP provider obligations as prescribed by the Act.
 - Provider deeming arrangements.

CHSP 2025-27 extension

- 2025-27 grant agreements
- DEX changes
- Key program changes from 1 July 2025



2024-25 grant agreements



Final payment

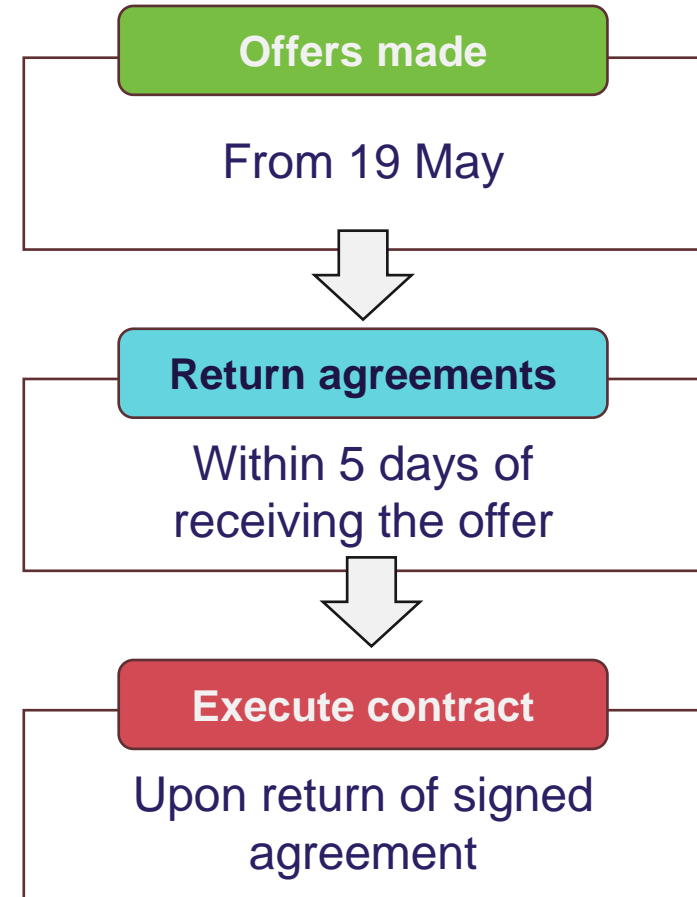
will be made from 23 June 2025



Unspent funds

cannot be carried over to the new agreement

2025-27 grant agreements



Refer to the [CHSP 2025-27 service catalogue](#) to understand how your services have been re-mapped.

CHSP 2025-27 grant agreements and DEX reporting



Funding

continues to be paid
monthly in arrears

- Agreements will be at the Service Type level **except** for four services which are at the Service level.

1

Meal delivery

2

Meal preparation

3

Individual social
support

4

Group social support



DEX reporting

continues against
service delivery

- **Stage 1** DEX Toolkit and Data Dictionary are available.
- Set up **outlets** according to the new service list.



Referrals

will be per the
2024-25 service list

- **Map** service referrals according to the new 2025-27 service list.
- **Start recording client MAC IDs** against services provided in your own client management system.

CHSP 2025-27 extension

1. **Annual indexation** will be applied to 2026-27 service delivery
2. **Fair Work Commission Stage 3** indexation
 - i. Aged care workers – 1 Oct 2025
 - ii. Nursing – 1 Oct 2025 & Aug 2026
3. **CHSP 2025-27 Manual**
 - i. Interim Manual available by end June 2025 to reflect program changes and extension (July to November 25)
 - ii. New Manual available in October 2025 with additional requirements under the Act

Extension resources

The **CHSP Reforms** page has more information for providers.



Key program changes from 1 July 2025

1. **Modified Monash Model 5** (small rural towns) up to 20% loading
2. **Home adjustments** – annual contribution increased to \$15,000
3. **Allied health clinical services** – client contributions will continue
4. **Provider relinquishments** – notice period extended to 5 months and exit dates of 30 June or 31 December
5. **Flexibility provisions continue**, with additional services needing written approval from the department
6. **Child Safety Annual Statement of Compliance** – new whole of government grant agreement requirement
7. **Financial declaration with new statement of compliance** against funding for assessed clients

Further guidance on program changes will be available shortly

CHSP Service Agreements and Care and Services Plan

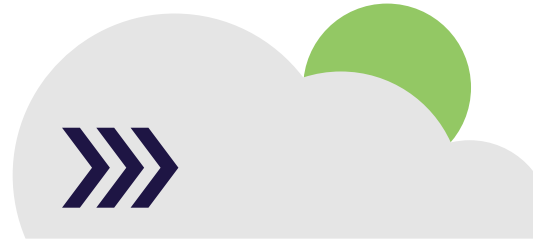


What is it?

Service Agreements reflects the arrangements between the provider and client on service delivery and costs prior to receiving services.

This is in addition to a Care and Services Plan with the client.

Providers should already have a similar arrangement in place.



New requirements?

The *Aged Care Act 2024* specifies additional requirements which include:

- Review dates
- Variation arrangements
- Circumstances where services can be ceased



What do I need to do?

Providers can use the Service Agreement template with their clients to explain service delivery arrangements and costs.

The department will provide a [template and user guide](#) to assist with this requirement.

These should be in place when the Act commences on 1 November 2025.

What CHSP providers need to know

- **New grant agreements from 1 July 2025:**
 - Return signed 2025-27 agreements as soon as possible, prior to 1 July.
 - CHSP services are continuing with a new service list.
 - Know your DEX reporting and compliance requirements for service delivery.
 - Start recording client MAC IDs against services provided in your client management system.
 - Read the interim CHSP 2025-27 Manual to understand program changes.
- **How to prepare for 1 November:**
 - Subscribe to aged care newsletter and updates to stay informed about changes and the commencement of the Act from 1 November 2025.
 - Check the department's website under [CHSP Reforms](#) for program updates and information.

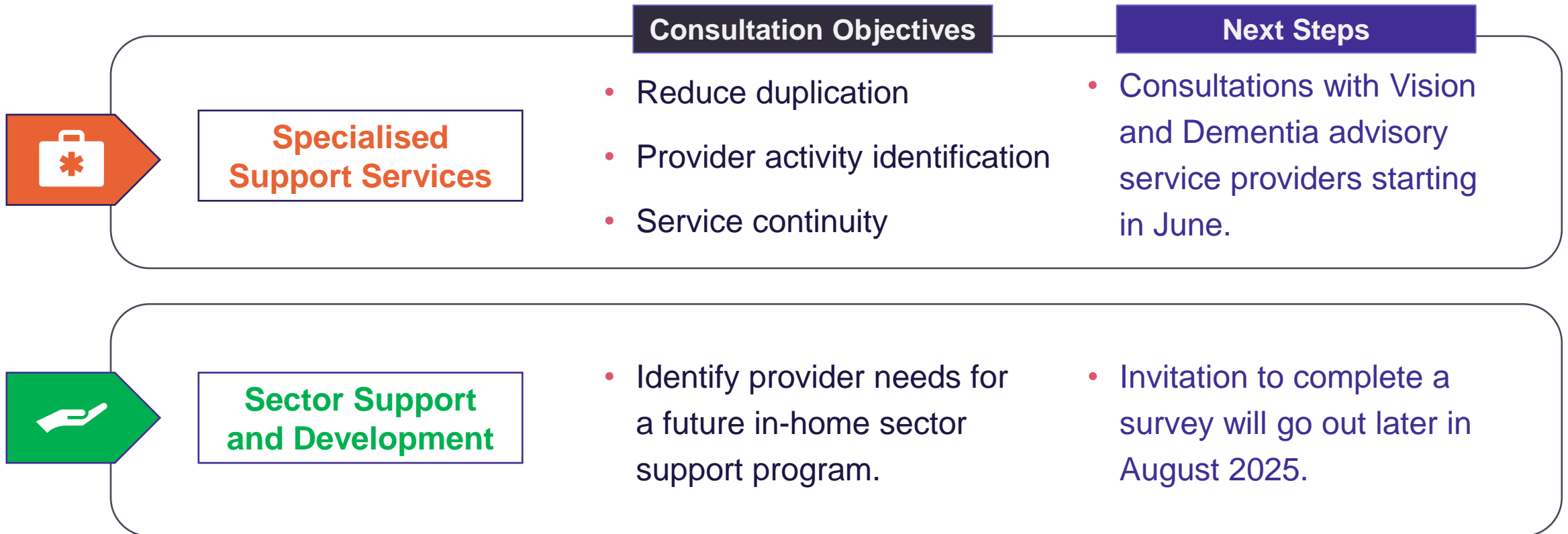
CHSP Services

Client transition and service updates



Help shape Specialised Support Services (SSS) and Sector Support and Development (SSD)

Consultation with the sector will inform future program design

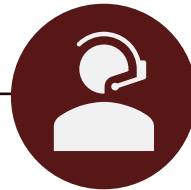


How to transition CHSP clients



Assessed Clients

- Assessed clients **will continue** to receive equivalent services under the new CHSP service list.
- Services should only be provided if clients have a referral for those services in My Aged Care.



Unassessed Clients

- Encourage and support clients **to register** for My Aged Care.
- Continue to **apply for** and complete an assessment where CHSP services are needed.
- Existing prematurely aged clients (45-49 years old) must register and be assessed before the new Act commences.



Grandfathered Clients

- Clients who were grandfathered from other aged care programs into the CHSP are required to **have an assessment**.
- An assessment will ensure services are meeting their current needs.
- My Aged Care Contact Centre will support these CHSP clients to receive an assessment.

Supporting unassessed clients through assessment



Contact your unassessed clients and support them to create a My Aged Care account and receive an assessment for CHSP services.



Urgent service referrals (direct-to-provider referrals) are available for clients who urgently need services while waiting for an assessment.



The department will work with providers who have clients experiencing exceptional circumstances and face additional barriers to being assessed.

What CHSP providers need to know

- **CHSP services**

- New service list will be in place from 1 July 2025.
- SSS and SSD providers to return signed 2025-27 agreements as soon as possible.
- Impacted SSS and SSD providers will be consulted on further changes.
- Only provide government-subsidised CHSP services to clients that had an assessment for those services.

- **Client transition**

- Registered and assessed clients will be automatically transition on 1 November 2025.
- Support unregistered clients to create a My Aged Care account and receive an assessment for CHSP services, this includes Grandfathered CHSP clients.

Provider obligations

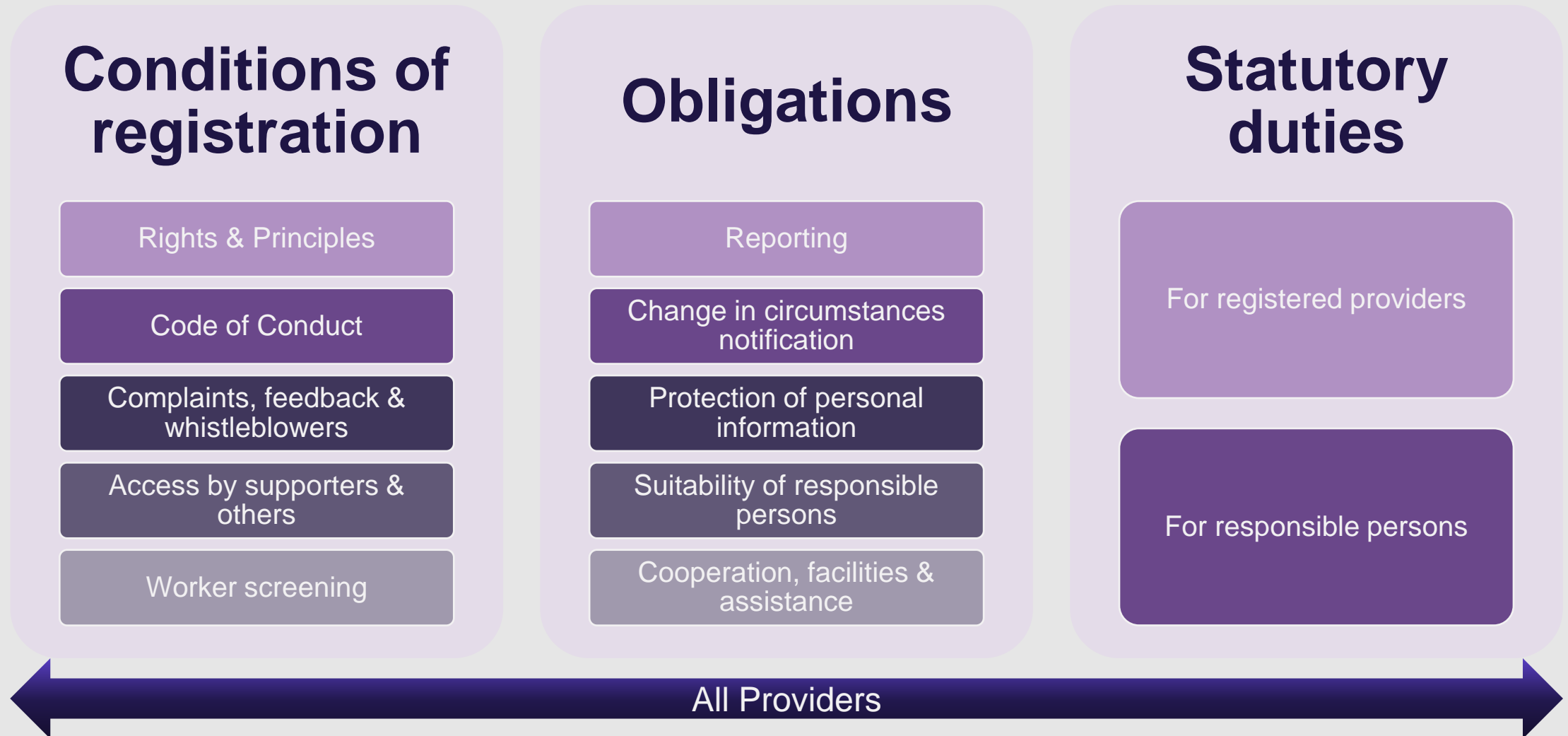
Rob Day

Assistant Secretary, Harmonisation and Regulatory Strategy
Branch

- Overview of requirements for all providers
- Obligations for CHSP providers relating to reporting, notifications & information
- Update on deeming



Overview of requirements for all providers



Quality Standards

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



The new regulatory model: Guidance for CHSP providers

- Starting point for CHSP providers seeking to understand the key changes introduced by the new regulatory model, such as:
 - universal provider registration
 - Aged Care Quality and Safety Commission oversight
 - new obligations, including those specific to relevant registration category(ies)
 - access to GPMS
- To navigate to the booklet, visit our resource index at www.health.gov.au/our-work/aged-care-act/resources and follow:

**For aged care providers - - → Regulatory model
- - → CHSP booklet**



The new regulatory model

Guidance for CHSP providers

Introduction to a Digital Provider Requirements tool

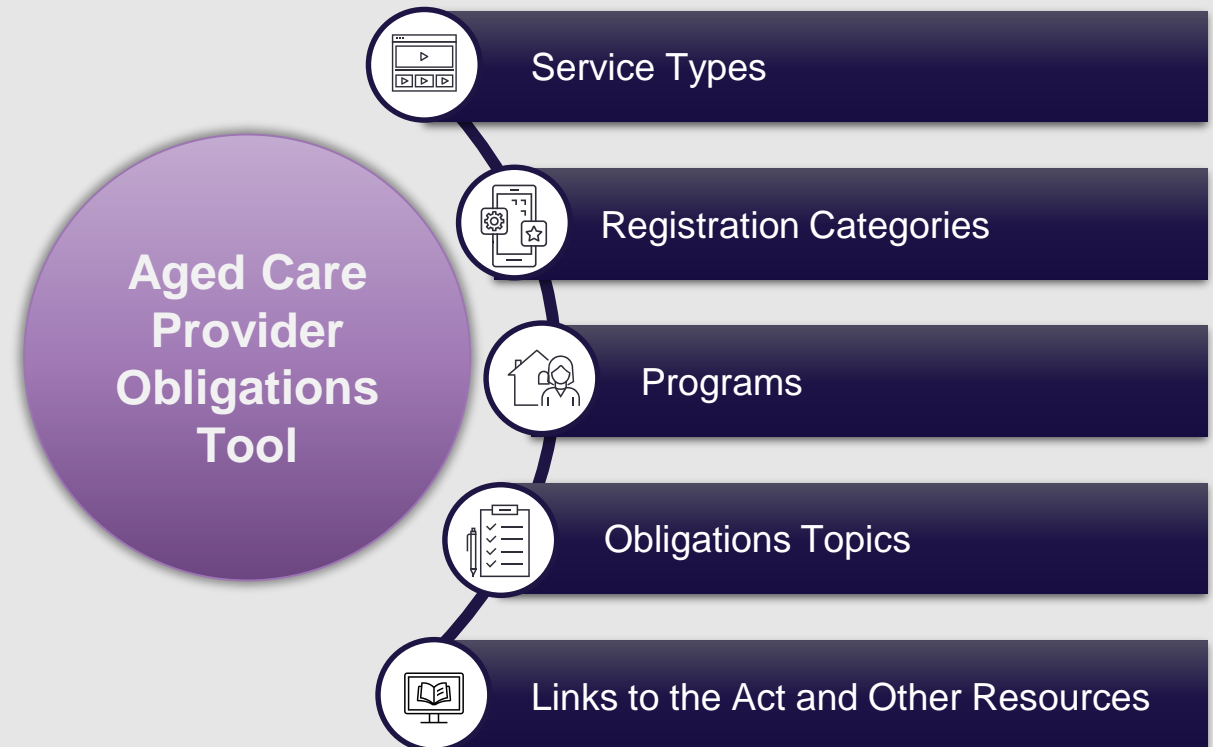
What is the tool?

An online resource for aged care providers, whether you are prospective, new, or existing.

Purpose:

To support you to understand and navigate requirements under the new legislation. It will not substitute the Act or Rules, rather provides a summary of the information.

We are developing this online resource to provide details about requirements, including:



Deeming

Provider Registration Preview

- ☒ **Early April** - Provider Registration Preview email sent.
- ☒ **April - 1 June** - Providers to review PDF and update details if necessary.
- ☒ **July - November** - Provider details are now fixed and can no longer be changed. The department will use this time to update data in readiness for formal deeming on commencement of the new Act.

Providers are registered on Day 1 of the Act

- ☐ **1 November** - Providers will be deemed ready for commencement of the new Act.
- ☐ **1 November onwards** All providers to have access to GPMS from 1 November. If you need to amend or update your registration details from this time, you can do so through the *Manage Your Organisation Tile* on GPMS. For instructions, please visit <https://www.agedcarequality.gov.au/providers/approval-accreditation/notifying-us-certain-matters#how-to-make-a-notification>



More information

- You can find more information on the department's resource index: www.health.gov.au/our-work/aged-care-act/resources
- Fact sheet for providers – Aged care worker screening from 1 July 2025:
www.health.gov.au/resources/publications/fact-sheet-for-providers-aged-care-worker-screening-from-1-july-2025
- Contact us at: AgedCareRegModel@health.gov.au





Australian Government

Aged Care Quality and Safety Commission

CHSP sector readiness webinar

Presenter: Christian Hesse, Acting Executive Director,
Quality Assessment and Monitoring Group

Date: 12 June 2025





Care in the community: Our regulatory functions

Safeguarding

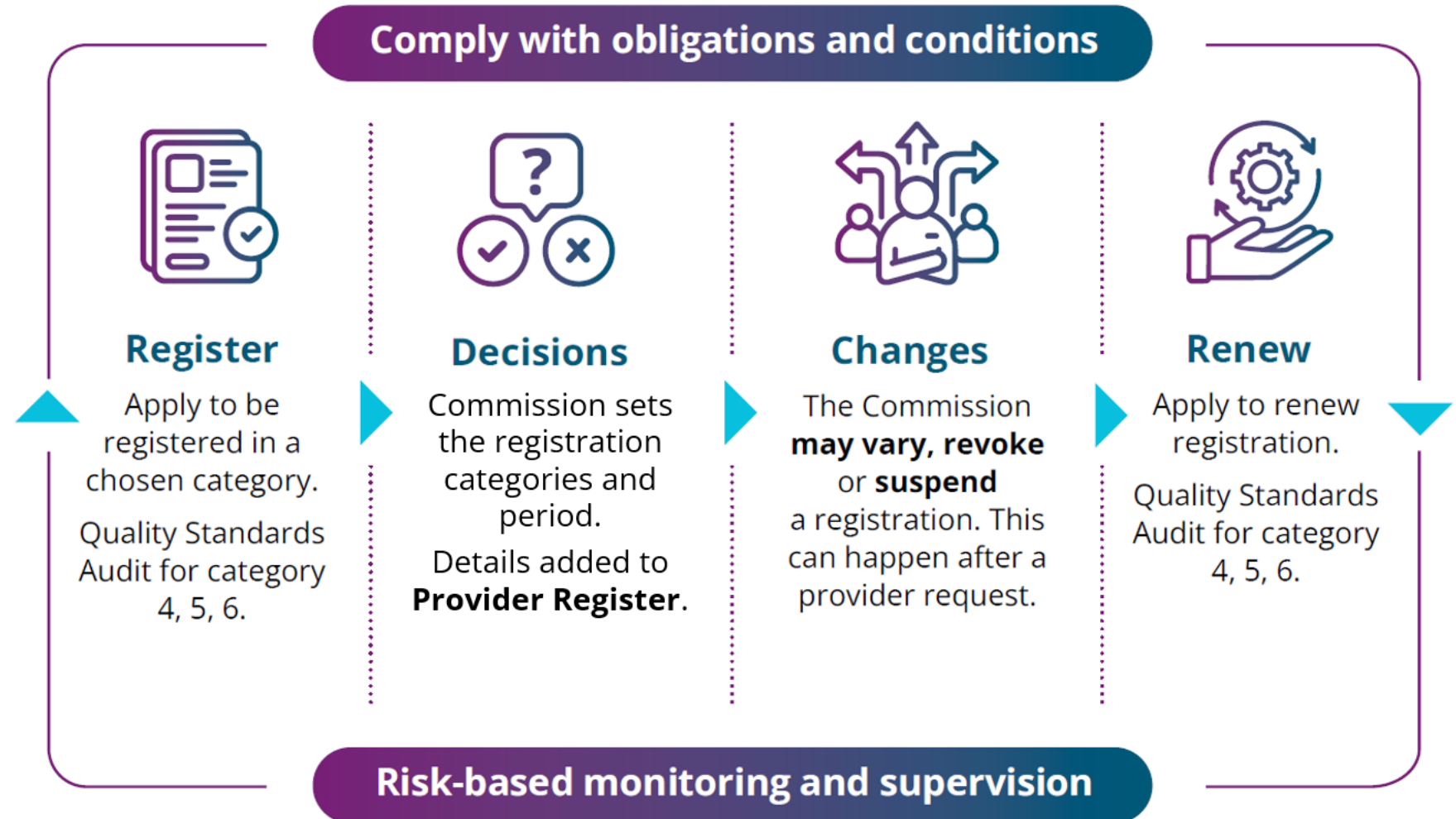
Registration

**Engagement
and
education**

Complaints



Registration model





The strengthened Aged Care Quality Standards

- Compliance a condition of registration for providers in **categories 4, 5 and 6**
- Take effect from **1 November 2025**
- Simplified, comprehensive and measurable
- Strengthened **focus areas**: dementia care, governance, food and nutrition, diversity, clinical care

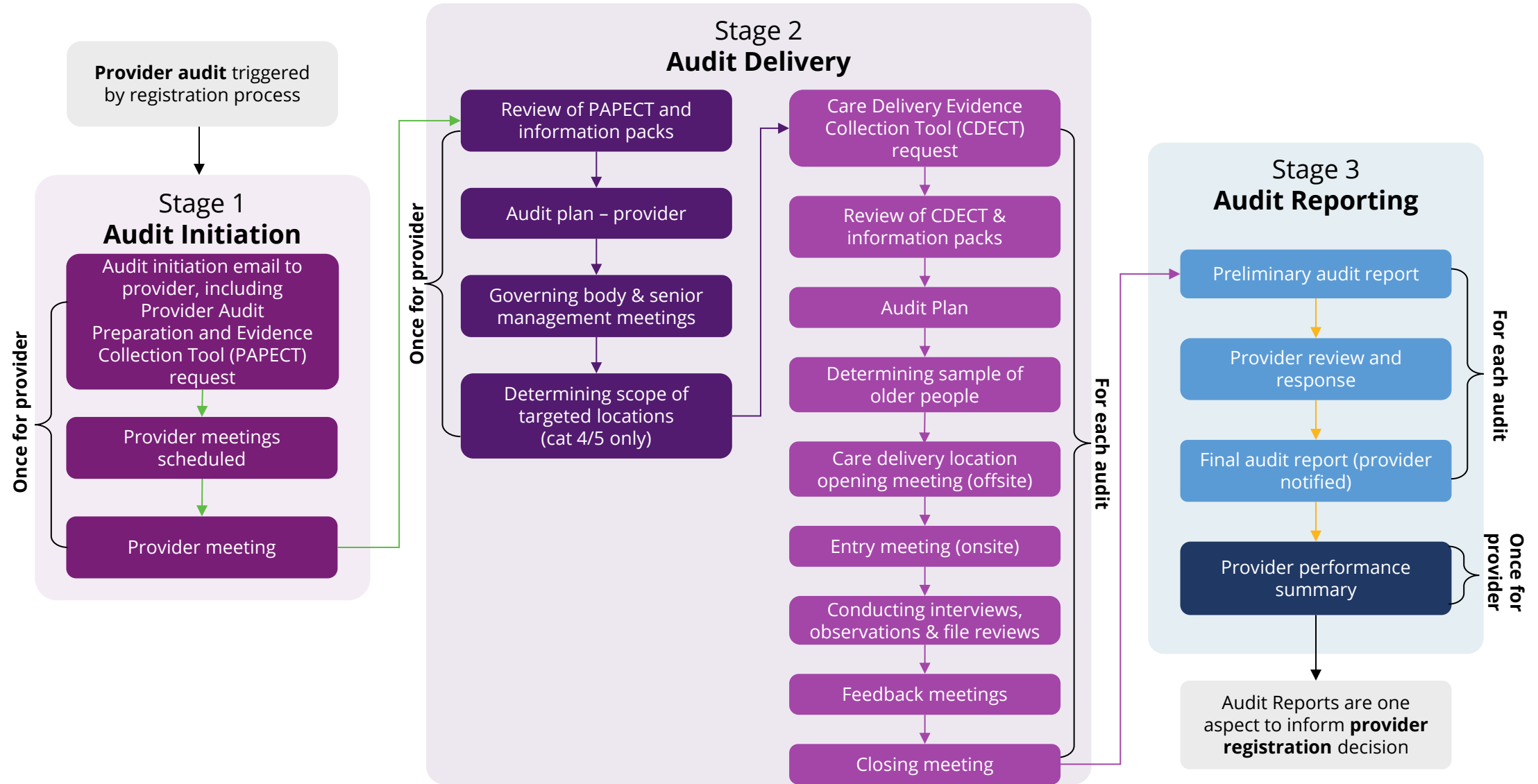




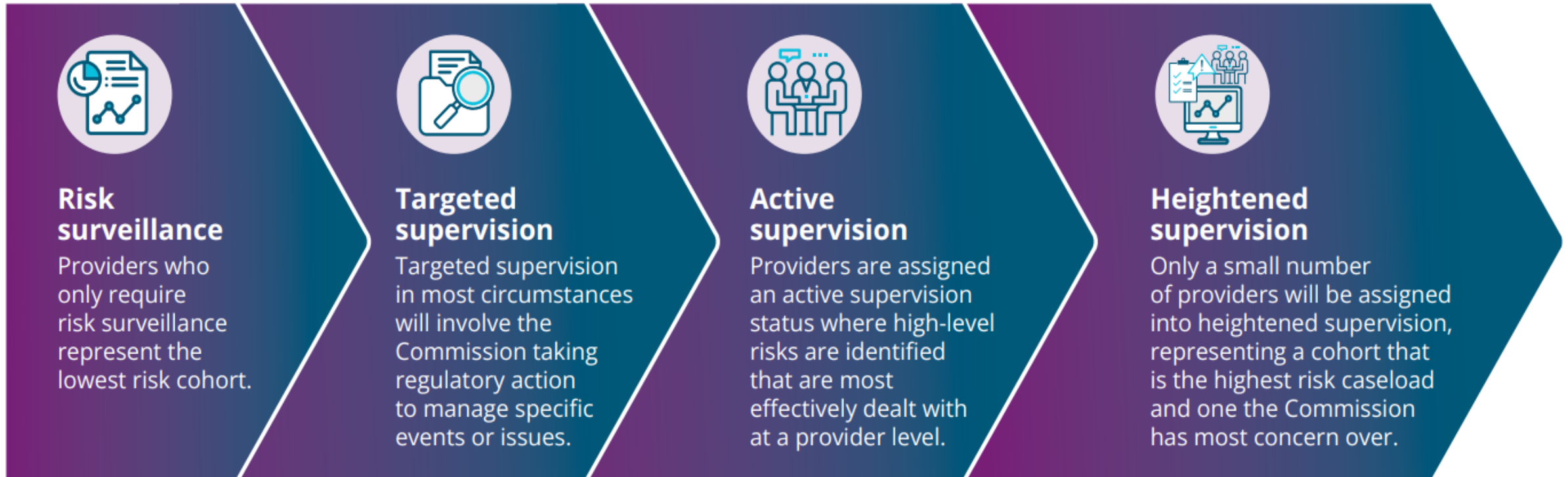
Quality Standards audits

Provider types	Audit arrangements	What Aged Care Quality Standards apply?
Type A - Category 1-3 (home or community based)	No audit	No standards
Type B - Category 1, 2, 3 and 4 (home and community based)	One provider-level audit for service types in Category 4	Standards 1-4 (Category 4 only) Standard 5, Outcome 5.1
Type C - Category 1, 2, 3, 4 and 5 (home or community based)	One provider-level audit across service types in Categories 4 and 5	Standards 1-5 (Categories 4 and 5 only)
Type D - Category 1, 2, 3, 4, 5 and 6 (home or community based and residential care)	One provider-level audit across service types in Categories 4 and 5 and one audit for each residential care home	All Standards (Categories 4, 5 and 6 only)
Type E - Category 6 (residential care)	One audit for each residential care home	All Standards

Renewal audit: stages & processes



Our supervision of the sector



The key benefits of the supervisory model



A complete picture of the sector



Improved insight and analysis



Sector wide risk ratings



Efficient internal resourcing



Provider specific approaches

How you can prepare for 1 November 2025

- Engage with material published on the Commission and Departments' website, including, but not limited to:
 - [Strengthened Quality Standards](#)
 - [Draft Strengthened Quality Standards guidance for providers](#)
 - [Draft audit methodology](#)
 - [Draft evidence mapping framework](#)
 - [Draft pre-audit preparation tool](#)
 - Introductory and Up to Standard videos
 - Online learning
 - Storyboards





Sector readiness plan

- resources created this year
- what's to come



www.agedcarequality.gov.au/resource-library/sector-readiness-plan



Strengthened Quality Standards guidance

Select all service categories
that apply to your service



Does your service provide
clinical care?



Select the role types you
want to view



Tailored guidance



www.agedcarequality.gov.au/strengthened-quality-standards

Q&A



For more information, you can contact:

Commonwealth Home Support Program (CHSP)

 CHSPServiceReform@health.gov.au or CHSPprogram@health.gov.au

 www.health.gov.au/our-work/CHSP



For additional client support

Older Persons Advocacy Network (OPAN)

 1800 700 600

 www.opan.org.au

My Aged Care

 1800 200 422

 www.myagedcare.gov.au

GPMS guidance materials and communications update

- Guidance materials are currently being drafted with the aim of supporting providers to:
 - understand the changes to GPMS and associated processes
 - use the updated GPMS
 - access further information and support.
- Regular communications to providers are planned via multiple channels (newsletters, webinars, emails etc.) in preparation for the implementation of the new Act.

