Commonwealth Home Support Program (CHSP) Service List Mapping

Guide

# Contents

[Contents 2](#_Toc201846821)

[Staged transition to the new Commonwealth Home Support Program (CHSP) service list 3](#_Toc201846822)

[What is changing? 3](#_Toc201846823)

[Staged transition 3](#_Toc201846824)

[Appendix A: Mapping the old services to the new CHSP service list 5](#_Toc201846825)

[Old Service: Community and home support 6](#_Toc201846826)

[Old Service: Assistance with care and housing 14](#_Toc201846827)

[Old Service: Care relationships and carer support 15](#_Toc201846828)

[Appendix B: Service mapping step‑by‑step examples 17](#_Toc201846829)

[Mapping to the new CHSP service list effective 1 July 2025 18](#_Toc201846830)

[Service mapping examples 19](#_Toc201846831)

[Other resources 27](#_Toc201846832)

# Staged transition to the new Commonwealth Home Support Program (CHSP) service list

This guide outlines what CHSP providers need to know about the staged transition of service lists from 1 July 2025.

## What is changing?

The new Aged Care Act 2024 (the Act) defines the service groups, service types and services available to eligible, assessed clients under the CHSP. Introduction of the new Act has been briefly deferred from 1 July to 1 November 2025.

To align with the Act, the CHSP service list will change from 1 July 2025. CHSP grant agreements for 2025–2027 are in accordance with the new CHSP service list.

Client referrals will be against the old (pre-1 July 2025) service list until the Act commences on 1 November 2025. Providers need to map the CHSP referrals to the appropriate service or service type against the new service list.

## Staged transition

Due to the staged implementation of systems in support of the Act, some systems will continue to refer to the old (pre-1 July 2025) service list. For example, the client assessment and referral system, My Aged Care, will refer to the old service list until the Act commences on 1 November 2025. In contrast, the new CHSP service list has been implemented in the Data Exchange (DEX) for monthly reporting.

CHSP providers will need to map client referrals for services from the old to the new CHSP service list for this 4 month period. This fact sheet provides service list mapping to assist CHSP providers navigate the differences.

* **Appendix A** maps from the old list to the new CHSP service list.
* **Appendix B** provides step-by-step examples demonstrating how to use the CHSP service list to map My Aged Care referrals through delivery to DEX reporting during the transition period.

### CHSP service list structure changes

From 1 July 2025 the CHSP service list structure aligns with the Act and prepares providers for the transition from 1 November 2025.

CHSP service list structure

|  |  |  |
| --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | |
| Service | Service group | Example: Home support |
| Service type | Service type | Example: Allied health and therapy services |
| Service sub-type | Service | Example: Podiatry |

### Exceptions

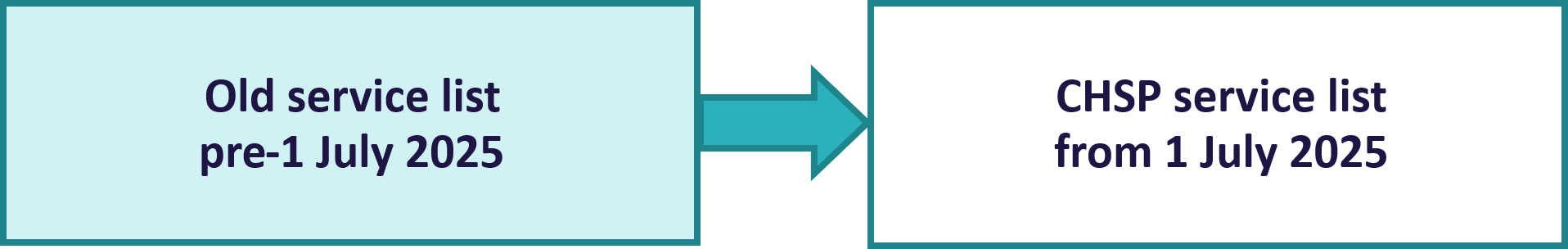
From 1 July 2025, CHSP providers of Specialised support services (SSS) are required to realign their service sub types, where possible, to other services under the CHSP service list. We acknowledge that some services may not easily realign, such as vision and dementia advisory services. In these circumstances, SSS providers will continue to be funded through a separate schedule in their CHSP grant agreement in 2025‑26.

Provision of Sector support and development (SSD) services will continue for a further one year in 2025‑26.

Appendix A

# Appendix A: Mapping the old services to the new CHSP service list

This appendix maps the old (pre-1 July 2025) service list to the CHSP service list effective from 1 July 2025.



For referrals issued until 31 October 2025, providers need to map client referrals to the appropriate service or service type against the new service list.

## Old Service: Community and home support

### Old Service type: Allied health and therapy services

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Podiatry | Home support | Allied health and therapy services | Podiatry |
| Social work | Home support | Allied health and therapy services | Social work |
| Speech pathology | Home support | Allied health and therapy services | Speech pathology |
| Dietician or nutritionist | Home support | Allied health and therapy services | Diet or nutrition |
| Aboriginal and Torres Strait Islander health worker | Home support | Allied health and therapy services | Aboriginal and Torres Strait Islander health worker assistance |
| Diversional therapy | Home support | Therapeutic services for independent living | Diversional therapy |
| Physiotherapy | Home support | Allied health and therapy services | Physiotherapy |
| Psychologist | Home support | Allied health and therapy services | Psychology |
| Exercise physiologist | Home support | Allied health and therapy services | Exercise physiology |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Occupational therapy | Home support | Allied health and therapy services | Occupational therapy |
| Ongoing allied health and therapy services | Not available under the CHSP service list effective 1 July 2025, providers will need to report the actual service provided in accordance with the new CHSP service list (see note 2) | | |
| Restorative care services | Not available under the CHSP service list effective 1 July 2025, providers will need to report the actual service provided in accordance with the new CHSP service list (see note 1 or 2) | | |
| Other allied health and therapy services | Not available under the CHSP service list effective 1 July 2025, providers will need to report the actual service provided in accordance with the new CHSP service list (see note 2) | | |
| Hydrotherapy | Not available under the CHSP service list effective 1 July 2025 (see note 3) | | |

Note 1. The following services are available under the *Allied health and therapy services* service type in CHSP service list effective 1 July 2025:

* *Allied health assistance*
* *Aboriginal and Torres Strait Islander health practitioner assistance*
* *Counselling or psychotherapy*
* *Music therapy*.

Note 2. The following are new services available under the *Therapeutic services for independent living* service type in the CHSP service list effective 1 July 2025:

* *Acupuncture*
* *Chiropractics*
* *Remedial massage*
* *Art therapy*
* *Osteopathy*.

Note 3. *Hydrotherapy* is not available as a standalone service under the CHSP service list effective 1 July 2025. However, the activity may be provided under the *Exercise physiology*, *Physiotherapy* or *Allied health assistance* service under the *Allied health and therapy* *services* service type dependent on the profession delivering the service.

### Old Service type: Goods, equipment and assistive technology

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Medical care aids | Assistive technology | Equipment and products | Managing body functions |
| Reading aids | Assistive technology | Equipment and products | Communication and information management products |
| Self-care aids | Assistive technology | Equipment and products | Self-care products |
| Support and mobility aids | Assistive technology | Equipment and products | Mobility products |
| Other goods and equipment | Not available under the CHSP service list effective 1 July 2025, providers will need to report the actual service provided in accordance with the new CHSP service list | | |
| Car modification | Assistive technology | Equipment and products | Mobility products |
| Communication aids | Assistive technology | Equipment and products | Communication and information management products |

Note 4. The *Domestic life products* service is available under the *Equipment and products* service type in the CHSP service list effective 1 July 2025.

### Old Service type: Home maintenance

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service[[1]](#footnote-2) |
| Garden maintenance | Home support | Home maintenance and repairs | Gardening |
| Major home maintenance and repairs | Home support | Home maintenance and repairs | Assistance with home maintenance and repairs |
| Minor home maintenance and repairs | Home support | Home maintenance and repairs | Assistance with home maintenance and repairs |

### Old Service type: Other food services

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Food preparation in the home | Home support | Meals | Meal preparation |
| Food advice, lessons, training and safety | Home support | Allied health and therapy services | Diet or nutrition |

### Old Service type: Transport

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Direct (driver is volunteer or worker) | Home support | Transport | Direct transport |
| Indirect (through vouchers or subsidies) | Home support | Transport | Indirect transport |

### Old Service type: Social support - individual

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Visiting | Home support | Social support and community engagement | Individual social support |
| Telephone / web contact | Home support | Social support and community engagement | Digital education and support |
| Accompanied activities (e.g. shopping) | Home support | Social support and community engagement | Accompanied activities |

Note 5. The following are new services available under the *Social support and community engagement* service type in the CHSP service list effective 1 July 2025:

* Digital education and support
* Assistance to maintain personal affairs.

### Old Service type: Domestic assistance

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| General house cleaning | Home support | Domestic assistance | General house cleaning |
| Linen services | Home support | Domestic assistance | Laundry services |
| Unaccompanied shopping (delivered to home) | Home support | Domestic assistance | Shopping assistance |

### Old Service type: Meals

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| At home | Home support | Meals | Meal delivery |
| At centre | Home support | Meals | Meal delivery |

### Old Service type: Personal care

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Assistance with self‑care | Home support | Personal care | Assistance with self‑care and activities of daily living |
| Assistance with client self-administration of medication | Home support | Personal care | Assistance with self‑administration of medications |

### Old Service type: Social support – group

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Support – group | Home support | Social support and community engagement | Group social support |

### Old Service type: Home modifications

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Home modifications | Home modifications | Home adjustments | Home modifications |

### Old Service type: Nursing

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service[[2]](#footnote-3) |
| Nursing | Home support | Nursing care | Registered nurse |
| Home support | Nursing care | Enrolled nurse |
| Home support | Nursing care | Nursing assistant |

### Old Service type: Specialised support services

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Continence advisory services | Home support | Nursing care | Registered nurse[[3]](#footnote-4) |
| Home support | Nursing care | Enrolled nurse[[4]](#footnote-5) |
| Home support | Nursing care | Nursing assistant[[5]](#footnote-6) |
| Home support | Personal care | Continence management (non‑clinical) |
| Dementia advisory services | The department will work with providers to re-align services to the CHSP service list (see note 6) | | |
| Vision advisory services | The department will work with providers to re-align services to the CHSP service list (see note 6) | | |
| Hearing advisory services | Home support | Allied health and therapy services | Occupational therapy |
| Home support | Social support and community engagement | Assistance to maintain personal affairs[[6]](#footnote-7) |
| Other support services | The department will work with providers to re-align services to the CHSP service list (see note 6) | | |
| Client advocacy | Home support | Social support and community engagement | Cultural support |
| Home support | Social support and community engagement | Group social support |
| Home support | Social support and community engagement | Individual social support |

Note 6. From 1 July 2025 CHSP providers of *Specialised support services* (SSS) are required to realign their services, where possible, to other service types under the new CHSP service list. Some services may not easily realign, such as vision and dementia advisory services. In these circumstances, SSS providers will continue to be funded through a separate schedule in their CHSP grant agreement in 2025‑26.

## Old Service: Assistance with care and housing

### Old Service type: Assistance with care and housing

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Hoarding and squalor | Home support | Hoarding and squalor assistance | Hoarding and squalor supports |

## Old Service: Care relationships and carer support

### Old Service type: Flexible respite

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| In-home day respite | Home support | Home or community general respite | Flexible respite |
| Host family day respite | Home support | Home or community general respite | Flexible respite |
| In-home overnight respite | Home support | Home or community general respite | Flexible respite |
| Host family overnight respite | Home support | Home or community general respite | Flexible respite |
| Mobile respite | Home support | Home or community general respite | Flexible respite |
| Other planned respite | Home support | Home or community general respite | Flexible respite |
| Community access – individual respite | Home support | Home or community general respite | Flexible respite |

### Old Service type: Centre-based respite

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Residential day respite | Home support | Home or community general respite | Community and centre-based respite |
| Centre-based day respite | Home support | Home or community general respite | Community and centre-based respite |
| Community access – group | Home support | Home or community general respite | Community and centre-based respite |

### Old Service type: Cottage respite

|  |  |  |  |
| --- | --- | --- | --- |
| Pre-1 July 2025 | From 1 July 2025 | | |
| Old service sub-type | Service group | Service type | Service |
| Overnight community respite | Home support | Community cottage respite | Cottage respite |

Appendix B

# Appendix B: Service mapping step‑by‑step examples

Appendix B provides step-by-step examples demonstrating how to use the CHSP service list mapping (Appendix A) to map My Aged Care referrals through delivery to Data Exchange (DEX) reporting during the transition period from 1 July to 31 October 2025.

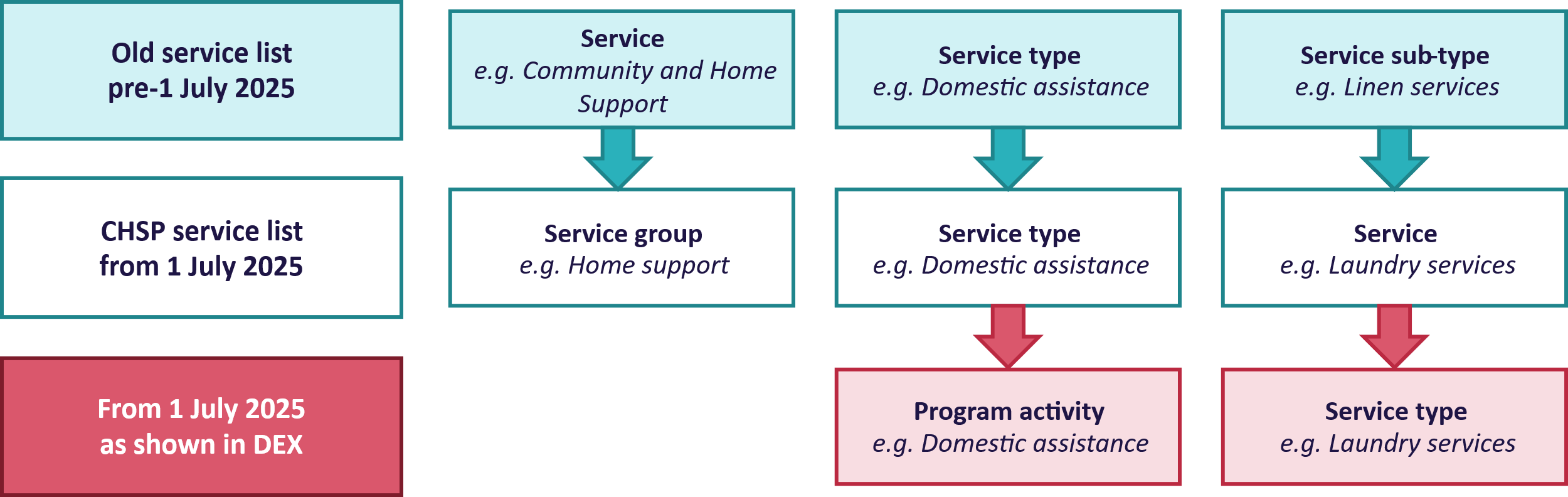
## Mapping to the new CHSP service list effective 1 July 2025

During the staged transition period (1 July to 31 October 2025) CHSP providers will need to map My Aged Care referrals through to the new CHSP service list for delivery and DEX reporting purposes.

As described in the fact sheet, the new CHSP service list effective 1 July 2025 has a different organisational structure and, in some instances, different naming conventions to the old (pre‑1 July 2025) service list.

In addition, there are some new services available under CHSP from 1 July, and some that are no longer available.

The organisational structure in DEX is also represented differently.



### Exceptions

Note that there are 4 services that are exceptions to the structure depicted in DEX. These services are defined in DEX as both program activities and service types:

* Meal delivery
* Meal preparation
* Individual social support
* Group social support.

## Service mapping examples

### Example 1. Laundry services service

|  |  |
| --- | --- |
| Scenario | Pressed Best provides laundry services to a range of clients and is funded under a CHSP grant agreement to provide funded aged care services to eligible and assessed clients. |
| Service mapping | Maria receives a My Aged Care referral code for *Linen services* and provides this to Pressed Best.  From 1 July 2025*, Linen services* is *Laundry services* under *Domestic assistance* service type. |
| DEX reporting | Pressed Best selects the *Domestic assistance* program activity and *Laundry services* service type to record the activity in DEX. |

### Example 2. Re-aligning Specialised support services (SSS)

|  |  |
| --- | --- |
| Scenario | Wonderful Life employs support workers to provide a range of advisory and in home support services. In 2025-26, Wonderful Life’s CHSP grant agreement includes funding for Specialised support services (SSS). |
| Service mapping | Luciano receives a My Aged Care referral code for both *Continence advisory services* and *Dementia advisory services* which he provides to Wonderful Life.  As Wonderful Life doesn’t employ nurses, they map this to the *Continence management (non-clinical)* service under the *Personal care* service type.    *Dementia advisory services* is not mapped to the new CHSP service list effective 1 July 2025. However Wonderful Life is funded to provide this service through a separate schedule in their 2025-26 CHSP grant agreement. |
| DEX reporting | In DEX, Wonderful Life select the *Personal care* program activity and *Continence Management (non-clinical)* service type.    In DEX, Wonderful Life select the *Specialised support services* program activity and *Dementia advisory services* service type. |

### Example 3. Home modifications service group

|  |  |
| --- | --- |
| Scenario | To reduce the risk of falls, an occupational therapist has prescribed several handrails be sourced, supplied and installed at Praveen’s home. |
| Service mapping | Praveen receives a My Aged Care referral code for *Home Modifications* which he provides to Home Install.  From 1 July 2025*, Home Modifications* is *Home modifications* under the *Home adjustments* service type. |
| DEX reporting | In DEX, Home Install selects the *Home adjustments* program activity and *Home modifications* service type. |

### Example 4. Accompanied vs unaccompanied shopping

|  |  |
| --- | --- |
| Scenario | Blue Cross Services provides at home support services to a range of clients, including those eligible and assessed to receive funded aged care services. Their 2025-2027 CHSP grant agreement and activity work plan includes funding for both Social support and community engagement and Domestic assistance service types.   * For some clients Blue Cross Services support workers take clients to the shops. * For other clients Blue Cross Services support workers undertake clients’ shopping and deliver it to them.   Consistent with the old service list, accompanied and unaccompanied shopping come under different service types in the new CHSP service list effective 1 July 2025. |
| Service mapping | Josephine in no longer able to drive and is becoming frail; she now requires assistance getting to the supermarket, buying groceries and getting them home. She has a My Aged Care referral for Accompanied activities service sub-type under the Social Support – Individual service type.  Blue Cross Services refers to Appendix A and determines that under the new CHSP service list that the referral received for Josephine maps to Accompanied activities service under the Social support and community engagement service type. |
| DEX reporting | In DEX, Blue Cross Services selects the *Social support and community engagement* program activity and *Accompanied activities* service type. |

### Example 5. Group social support service

|  |  |
| --- | --- |
| Scenario | Greater Quimby Community Service (GQCS) is a CHSP provider delivering a range of funded aged care services through a CHSP grant agreement. GQCS’ client management system has been updated to reflect the new CHSP service list effective 1 July 2025.  GQCS runs social groups a few times a week consisting of a range of planned experiences such as games, music, arts and crafts. These social groups are hosted at the local community hall. GQCS ensures all clients have been assessed as eligible to receive their funded aged care services. |
| Service mapping | In early July 2025, GQCS receives a new My Aged Care client referral to provide *Support – Group* service sub-type under *Social Support – Group* service type to Monty.  From 1 July 2025, Social Support – Group service type is *Group social support* under the *Social support and community engagement* service type. |
| DEX reporting | Monty attends three social groups during July 2025.  GQCS’ client management system is configured for system-to-system import to DEX. The *Group social support* service is one of the 4 services defined in DEX as both a program activity and service type.  Therefore, *Group social support* will populate in both the program activity and service type in DEX. |

### Example 6. Meal preparation service

|  |  |
| --- | --- |
| Scenario | Greater Quimby Community Service (GQCS) also received a referral to provide *Food preparation in the home* service sub-type to Monty. They provide a support worker to assist Monty prepare meals two days a week in his home, using a wellness and reablement approach. |
| Service mapping | GQCS’ admin officer enters this referred service as *Meal preparation* service in the *Meals* service type into their client management system. |
| DEX reporting | The *Meal preparation* service is also one of the 4 services defined in DEX as both a program activity and service type.  Therefore, *Meal preparation* will populate in both the program activity and service type in DEX. |

### Example 7. Hydrotherapy service

|  |  |
| --- | --- |
| Scenario | Be Your Best gym is a CHSP provider that has received Nancy’s client referral to provide her *Hydrotherapy* service sub-type, which they’ll conduct in their onsite pool.  *Hydrotherapy* is not available as a standalone service under the CHSP service list effective 1 July 2025. As Be Your Best’s *Hydrotherapy* services are delivered by an exercise physiologist, this would be mapped to *Exercise physiology*. |
| Service mapping | Be Your Best confirms that *Hydrotherapy* is not a service available under the CHSP service list effective 1 July 2025 but can be provided through the *Exercise physiology* service. *Exercise physiology* is under the *Allied health and therapy services* service type. |
| DEX reporting | At the end of the month, Be Your Best manually enters Nancy’s hydrotherapy sessions under the *Allied health and therapy* program activity and *Exercise physiology* service type. |

### Example 8. Therapeutic services for independent living service type

|  |  |
| --- | --- |
| Scenario | Eucalyptus Body and Mind has been providing *Diversional therapy* services under Allied health and therapy services.  From 1 July 2025, the *Diversional therapy* services will be mapped to *Therapeutic services for independent living* service type. |
| Service mapping | From 1 July 2025, Eucalyptus Body and Mind notes the *Diversional therapy* service come under the new *Therapeutic services for independent living* service type. |
| DEX reporting | From 1 July 2025, Eucalyptus Body and Mind reports the *Diversional therapy* sessions provided under the *Therapeutic services for independent living* program activity and *Diversional therapy* service type. |

## Other resources

This provider guidance should be read in conjunction with other resources available on the department’s website:

* [CHSP Reforms](https://www.health.gov.au/our-work/chsp/reforms)
* [CHSP 2025-27 extension resources](https://www.health.gov.au/resources/collections/chsp-2025-27-extension-resources?language=en)
* [CHSP Service Catalogue 2025–2027](https://www.health.gov.au/resources/publications/chsp-service-catalogue-2025-27?language=en)
* [CHSP Data Exchange (DEX) Toolkit – Stage 1](https://www.health.gov.au/resources/publications/dex-exchange-toolkit-stage-1?language=en)
* [CHSP Data Exchange Dictionary – Stage 1](https://www.health.gov.au/resources/publications/data-exchange-dictionary-stage-1)

For general queries about the CHSP grant agreement, please contact your Funding Arrangement Manager in the Community Grants Hub.

For enquiries about policy changes in 2025-27, contact [CHSPservicereform@health.gov.au](mailto:CHSPservicereform@health.gov.au).

For general enquiries related to the CHSP, contact [CHSPprogram@health.gov.au.](mailto:CHSPprogram@health.gov.au)

To stay up to date with aged care reforms, please [subscribe to aged care newsletters and alerts](https://www.health.gov.au/using-our-websites/subscriptions/subscribe-to-aged-care-newsletters-and-alerts).

1. The service ‘expenses for home maintenance and repairs’ is included in the unit price for these CHSP services. [↑](#footnote-ref-2)
2. The service ‘nursing care consumables’ is included in the unit price for these CHSP services. [↑](#footnote-ref-3)
3. The service ‘nursing care consumables’ is included in the unit price for this CHSP service. [↑](#footnote-ref-4)
4. The service ‘nursing care consumables’ is included in the unit price for this CHSP service. [↑](#footnote-ref-5)
5. The service ‘nursing care consumables’ is included in the unit price for this CHSP service. [↑](#footnote-ref-6)
6. Where SSS Hearing advisory services providers deliver navigation and linking services to hearing impaired clients, these are being realigned to the Social support and community engagement service type. [↑](#footnote-ref-7)