

Commonwealth Home Support Program (CHSP) Service List Mapping

Guide

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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

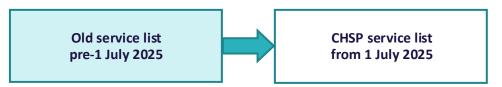
Exceptions

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: 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
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

¹ The service 'expenses for home maintenance and repairs' is included in the unit price for these CHSP services.

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
Nursing	Home support	Nursing care	Registered nurse
	Home support	Nursing care	Enrolled nurse
	Home support	Nursing care	Nursing assistant

² The service 'nursing care consumables' is included in the unit price for these CHSP services.

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
services	Home support	Nursing care	Enrolled nurse ⁴
	Home support	Nursing care	Nursing assistant ⁵
	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)		gn services to the CHSP
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
Other support services	The department will wo service list (see note 6)	ork with providers to re-alig	gn services to the CHSP
Client advocacy	Home support	Social support and community engagement	Cultural support
	Home support	Social support and community engagement	Group social support

³ The service 'nursing care consumables' is included in the unit price for this CHSP service.

⁴ The service 'nursing care consumables' is included in the unit price for this CHSP service.

⁵ The service 'nursing care consumables' is included in the unit price for this CHSP service.

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.

Home support Social support and community engagement
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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: 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.

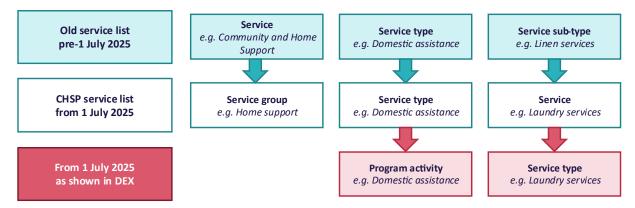
Mapping to the new CHSP service list effective 1 July 2025

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.



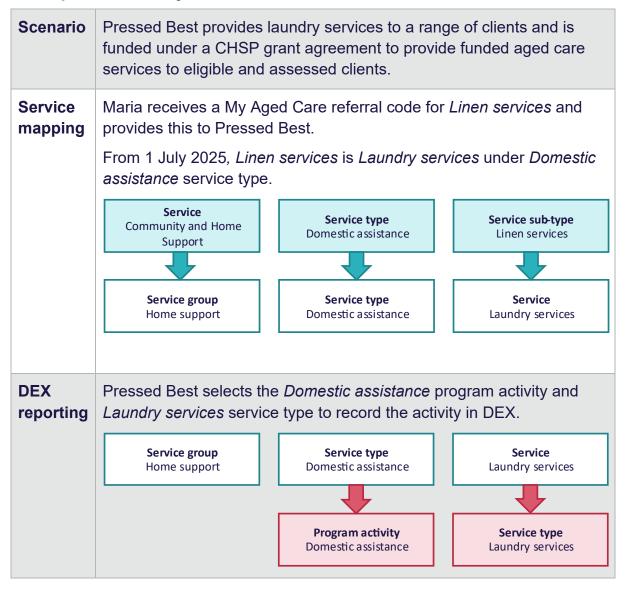
Exceptions

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



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 Luciano receives a My Aged Care referral code for both mapping 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. Service Service type Service sub-type Community and Home Specialised support Continence advisory Support services services Service Service group Service type Continence management Personal care Home support (non-clinical) 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 In DEX, Wonderful Life select the *Personal care* program activity and Continence Management (non-clinical) service type. reporting Service Service group Service type Continence management Home support Personal care (non-clinical) Service type **Program activity** Continence management Personal care (non-clinical) In DEX, Wonderful Life select the Specialised support services program activity and *Dementia advisory services* service type. **Program activity** From 1 July 2025 Service type Specialised support Dementia advisory services as shown in DEX services

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.			
	Service Community and Home Support Service type Home modifications Service group Home modifications Service type Home adjustments Service sub-type Home modifications Service sub-type Home modifications			
DEX reporting	In DEX, Home Install selects the Home adjustments program activity and Home modifications service type. Service group Home modifications Service type Home adjustments Program activity Home adjustments Service type Home modifications			

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

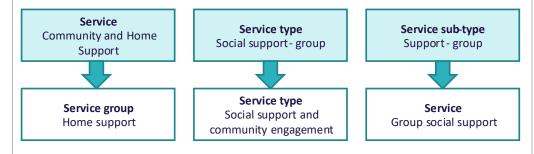
Greater Quimby Community Service (GQCS) is a CHSP provider delivering a range of funded aged care services through a CHSP grant agreement. GQCS' client management system has been updated to reflect the new CHSP service list effective 1 July 2025.

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 <i>Food preparation in the home</i> 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. Service Community and Home Support Service type Other food services Service sub-type Food preparation in the home Service group Home support Service type Meals Service type Meal preparation		
DEX reporting	The Meal preparation see DEX as both a program Therefore, Meal prepara and service type in DEX Service group Home support	activity and service typ <i>tion</i> will populate in bot	e.

Example 7. *Hydrotherapy* service

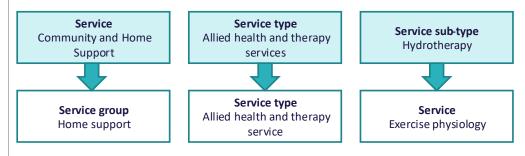
Scenario

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 <i>Diversional therapy</i> services under Allied health and therapy services. From 1 July 2025, the <i>Diversional therapy</i> services will be mapped to <i>Therapeutic services for independent living</i> service type.		
Service mapping	From 1 July 2025, Eucalyptus Body and Mind notes the <i>Diversional</i> therapy service come under the new <i>Therapeutic services for</i> independent living service type.		
	Service Community and Home Support	Service type Allied health and therapy services	Service sub-type Other allied health and therapy services
	Service group Home support	Service type Therapeutic services for independent living	Service Diversional therapy
DEX reporting	From 1 July 2025, Eucalyptus Body and Mind reports the <i>Diversional therapy</i> sessions provided under the <i>Therapeutic services for independent living</i> program activity and <i>Diversional therapy</i> service type.		
	Service group Home support	Service type Therapeutic services for independent living	Service Diversional therapy
		Program activity Therapeutic services for independent living	Service type Diversional therapy

Other resources

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

- CHSP Reforms
- CHSP 2025-27 extension resources
- CHSP Service Catalogue 2025–2027
- CHSP Data Exchange (DEX) Toolkit Stage 1
- CHSP 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.

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

To stay up to date with aged care reforms, please <u>subscribe to aged care newsletters</u> and alerts.