



Summary of changes to the CHSP Manual from 1 July 2025

The table below summarises the changes to the CHSP Manual from 1 July 2025.

CHSP Manual Chapter	Content change	Manual section and description
PART A – About the Commonwealth Home Support Program		
About this manual	New content	Purpose of this manual Added highlight box to explain the period of effect for the Manual – from 1 July 2025 to 1 November 2025. What's new highlights have been included in relevant chapters.
Chapter 1: Overview of the CHSP	Reordering of content	1.2 History of the CHSP Moved this section from appendices into main body of manual.
	Editorial change	1.6 Client choice Renamed this section from “What is consumer choice”.
Chapter 2: 2025-27 Reforms to in-home aged care	New content	New chapter on the broader aged care reforms, what's not changing under the CHSP, and what's new for the CHSP from 1 July 2025 until the commencement of the <i>Aged Care Act 2024</i> from 1 November 2025.
Chapter 3: Entry level services	New content	3.2 CHSP service list New summary table of new services and descriptions.
	Updates to existing content	3.3 Additional CHSP service information Updated service descriptions.
	New content	New content – Home adjustments (increase from \$10,000 to \$15,000 Commonwealth contribution).
	Updates to existing content	3.4 Sector Support and Development Service description updated for 2025-26.
	Updates to existing content	3.7 What not to use CHSP funding for Updated list based on CHSP 2025-27 Extension grant opportunity (GO7466).



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Chapter 4: Wellness and reablement	Minor editorial changes	All of chapter, minor editorial changes for clarification.
PART B - Eligibility and Delivery Requirements		
Chapter 5: Access to the CHSP	Updates to existing content	5.1 Access to CHSP services Updates to how clients access CHSP services (assessments process and removal of screening step).
	New content	5.4 Other eligible groups New and updated content on clients of former programs consolidated into the CHSP (grandfathered clients).
Chapter 6: Interaction with other programs	Updates to existing content	Providing services to HCP care recipients. Updates to service names.
Chapter 7: Provider grant funding and client contributions	Updates to existing content	7.2 CHSP National Unit Price Ranges Update on services which do not have a unit price range. Updates on exceptions – new service names, and updated info on service caps.
	Updates to existing content	7.3 Aged Care Work Value Case Updates to Aged Care Work Value case.
	New content	7.4 Modified Monash Model (MMM) loadings Inclusion of MMM loadings for area 5.
Chapter 8: Flexibility Provisions	Updates to existing content	8.1 Changes to flexibility provisions Updated information on which service types can be moved out of or into Aged Care Planning Regions.
	Editorial change	8.4 Monitoring flexibility provisions Updated flexibility provisions – provider scenarios.



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PART C - Administration and Provider Responsibilities		
Chapter 9: Quality arrangements and client rights	Editorial changes	9.1 Quality arrangements Editorial updates on provider responsibilities.
	New content	9.8 Service continuity CHSP Selections Framework – new content describing the CHSP Selections Framework which is included at Appendix G. Providers transitioning out – updated details on when providers can exit and minimum notice time.
Chapter 10: Incident management and staffing responsibilities	New content	10.4 Staff qualifications and training Provision of information about qualifications and training requirements, with service specific information.
	Updates to existing content	10.10 Aged Care Provider Workforce Survey Editorial change from workforce census form to aged care provider workforce survey.
Chapter 11: Financial responsibilities	Editorial change	11.2 Acknowledging funding Content updated to reflect department name change.
Chapter 12: Provider reporting and system responsibilities	New content	12.1 Requirement to ensure and document client eligibility Added requirement to record MAC ID in providers' client management systems until data exchange (DEX) reporting functionality is available in 2026.
	New content	12.2 Key reports under the CHSP Added new report on Child Safety Annual Statement of Compliance. Added requirement on statement of compliance as part of Financial Declaration that Commonwealth funds have been spent on eligible assessed clients.
	New content	12.3 Financial reporting



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		New content on grant funds must be spent on clients who have been assessed and on services as defined under the service list.
	Updates to existing content	12.4 DEX performance reporting Reporting time spent on service level assessment content updated
	New content	12.6 Child Safety Annual Statement of Compliance Added requirement for new compliance statement
	New content	12.8 IT systems requirements Updated information on DEX reporting system with new resource materials Inclusion of new section on Government Provider Management System (GPMS)
Glossary	Updates to existing content	Removed and updated terms and definitions.
Whole of document changes		Changed dates to 2025-27. Updated references to services and service list to match new service list.

CHSP Manual 2025-27 Appendices

Appendix	Appendix Title	Content change
Appendix A	Inclusions and exclusions for CHSP Service List	New appendix. Service list information including inclusions and exclusions for CHSP Service List.
Appendix B	Embedding Wellness and Reablement in the CHSP overview	Minor editorial changes
Appendix C	CHSP provider supports resources and information	Minor editorial changes. Updated information combining the former Appendix C: CHSP contacts, supports and resources with the former Appendix D: CHSP client and carer supports, resources and information. Updated resources links and contacts



Appendix	Appendix Title	Content change
Appendix D	CHSP Police Certificate Guidelines	No changes
Appendix E	CHSP National Unit Price Ranges and Client Contributions	New appendix. Combined the former Appendix F: Guide to the National CHSP Client Contribution Framework with the former Appendix G: CHSP National Unit Price Ranges and reasonable client contributions. Updated information on MMM areas and unit price ranges and client contributions.
Appendix F	CHSP Compliance Framework 2025-27	Updated to reflect changes from 1 July 2025 and new compliance activities. Updated information regarding My Aged Care and My Aged Care ID changes including reporting and provider expectations and Child Safety Annual Statement of Compliance to the department.
Appendix G	CHSP Selections Framework	New appendix. Describes process for relinquishment of grant funding, and the selection process undertaken by the department.