



The new regulatory model

Guidance for CHSP providers

Version 2.0

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Purpose

This guidance outlines the regulatory changes affecting [Commonwealth Home Support Program](#) (CHSP) providers under the [new Aged Care Act](#) (new Act). The new Act introduces a [new regulatory model](#) from 1 November 2025 that will see CHSP providers regulated under the Act for the first time. This means many of your obligations, conditions and reporting requirements will now be specified in law rather than in your grant agreement. It is important to understand what this means for your delivery of aged care services.

The guidance also outlines the roles of the [Department of Health, Disability and Ageing](#) (department) and [Aged Care Quality and Safety Commission](#) (ACQSC).

Further guidance about what CHSP providers can expect under the new aged care reforms is available on the department's website:

[Provider obligations and support](#)

Find out how we're preparing providers to transition to the new regulatory model, and what you need to do.

[Webinar: How the new model will work](#)

Read the department's responses to questions asked by providers at a webinar held on 14 November 2024.

[How the new aged care regulatory model will work](#)

Learn about the new features and processes of the new regulatory model.

[New programs to be regulated](#)

For the first time, CHSP and NATSIFAC Program will be regulated under the Act.

Learn about the change.

[Regulation and oversight under the new Act](#)

Learn about who will regulate and provide an oversight of the aged care system under the new Act and what their roles will be.

[CHSP reforms](#)

Read more about the changes we are making to improve in-home aged care services. See also: CHSP 2025-27 extension resources

Context

The [Royal Commission into Aged Care Quality and Safety](#) found that the current [Aged Care Act \(1997\)](#), and related legislation, was no longer fit for purpose to support quality aged care delivery. Several reforms to the industry were delivered in response.

A [new Aged Care Act](#), starting on 1 November 2025, will build on those reforms and around 60 [Royal Commission into Aged Care Quality and Safety recommendations](#). The [new Act](#) seeks to reform the aged care system to make it simpler, fairer and safer for older people. For the first time, all aged care providers will be regulated under the same Act, including CHSP providers.

[CHSP](#) will continue to be grant-funded and will not transition to the new [Support at Home](#) program before 1 July 2027. This staged approach gives CHSP providers time to prepare as they transition to the Support at Home program.

Overview of the new regulatory model

The [new regulatory model](#) sets out how all aged care providers will be required to operate under the [new Act](#). It will include provider registration and obligations, monitoring and enforcement, and complaints and whistle-blower protections. The new model starts when the [new Act](#) starts.

The new model will introduce:

- **universal registration** – a single registration for each provider across all aged care programs they deliver
- **obligations** that reflect the types of services delivered
- **more protections** that place the rights and needs of older people at the centre of aged care to help them feel confident about their care
- **ways for providers demonstrating excellence** to be recognised, such as longer registration periods and graded audits against the [strengthened Aged Care Quality Standards](#).
- The new model will make it easier for providers to operate across multiple aged care programs by simplifying the arrangements for entry to service types and more clearly articulating the obligations that are associated with those service types.

It is unlikely CHSP providers will experience any material change in their obligations and responsibilities. However, the new model will strengthen the monitoring powers of the ACQSC. This will support the ACQSC to continue to respond proactively and address emerging issues in the sector.

CHSP providers must be aware of their obligations under the new Act, including those specific to their relevant registration categories.

Transitioning to the new regulatory model

When the [new Act](#) starts, the [ACQSC](#) will register and regulate new providers, including [CHSP](#) providers. All existing aged care providers will also be automatically set up – or deemed – as registered providers. CHSP providers will be deemed as a registered provider and allocated into registration categories 1, 2, 3, 4, or 5 (or a combination of these) based on the services they are approved to deliver in their current grant agreement.

Organisations delivering additional types of care, such as home care packages, will be deemed as a single provider, with registration covering services delivered across all programs. However, during the 2025-27 transition period, when accepting referrals from CHSP clients, providers are only allowed to deliver the CHSP services outlined in their funding agreement.

Categories

The 6 registration categories

- Category 1 – Home and community services
- Category 2 – Assistive technology and home modifications
- Category 3 – Advisory and support services
- Category 4 – Personal and care support in the home or community (including respite)
- Category 5 – Nursing and transition care
- Category 6 – Residential care (including respite)

Providers in all categories will be subject to monitoring under the ACQSC's supervision model and risk-based suite of responses.

As outlined in the ACQSC's [Regulatory Strategy](#), all providers will be given a supervision status based on information the ACQSC has about their capability,

capacity and commitment to meet their obligations and manage risks effectively to prevent harms, to ensure providers uphold the rights in the Statement of Rights.

Specialist Aged Care Program

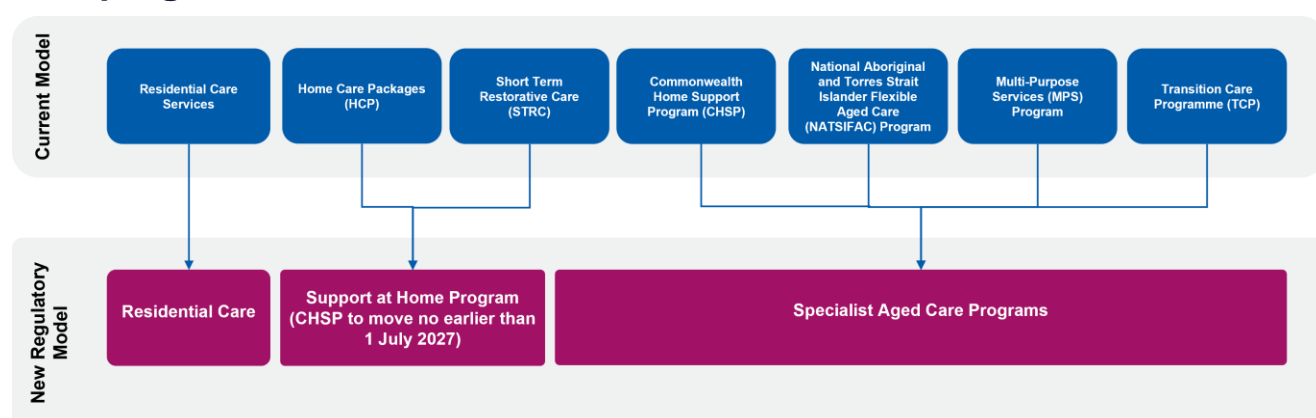
When the [new Act](#) starts, [CHSP](#) will be referred to as a Specialist Aged Care Program. [Specialist Aged Care Programs](#) are government-funded programs where there is an agreement or arrangement, such as a grant, to provide aged care services. To deliver CHSP services, you will need to be both registered in the relevant registration category and have a grant agreement in place to deliver the particular type of service.

Prior to CHSP transitioning to the [Support at Home](#) program (no earlier than 1 July 2027), you will maintain your grant agreements. This means there will be no change to existing grant payment arrangements for 2025-27. This staged approach will allow time for you to adjust your business systems for audits and reporting by the time you join the [Support at Home](#) program.

During this transitional period, you will continue to be managed by the department and your Funding Arrangement Manager (FAM) in the Community Grants Hub. You are expected to meet your obligations [under the new Act and those](#) outlined in your grant agreement.

If you have questions about your grant funding, contact your FAM in the Community Grants Hub. For program related queries, contact CHSPprogram@health.gov.au.

Map of the transition to the new regulatory model across all aged care programs



Government agency functions

Regulation and oversight responsibilities for the Australian aged care system is split across different agencies. The following Government agencies have functions under the [new regulatory model](#):

Aged Care Quality and Safety Commission	The Department of Health, Disability and Ageing
<p>National regulator of aged care services.</p> <p>Until 31 October 2025:</p> <p>Conducts all quality reviews of aged care services provided in the community to ensure they meet the Aged Care Quality Standards. Only CHSP sub-programs that deliver direct care to clients are subject to quality reviews.</p> <p>From 1 November 2025:</p> <p>Will register and monitor all aged care providers (including CHSP) to make sure they meet their obligations under the new Act.</p> <p>Will have strengthened powers to monitor provider compliance with obligations, including the Aged Care Code of Conduct and audit providers against the strengthened Aged Care Quality Standards, where applicable, and other obligations.</p>	<p>Until 31 October 2025:</p> <p>The department has policy and program oversight of the aged care programs that support the aged care sector.</p> <p>From 1 November 2025:</p> <p>The department's Secretary will be the aged care System Governor.</p> <p>The System Governor and the department will be responsible for the operations and oversight of the aged care system.</p>
Learn more	Learn more

Overarching obligations of the new Aged Care Act

Under the [new regulatory model](#), there will be core conditions that apply to all registered providers, including:

- [Statement of Rights](#) (replaces current [Charter of Rights](#))
- [Aged Care Code of Conduct](#)
- [workforce and worker registration requirements](#)
- compliance with applicable laws
- [protecting personal information](#) (as is currently required under the Act).

Obligations for all providers registered in all registration categories include complying with their conditions of registration, having both a complaints management system and having an incident management system in place.

Other conditions or obligations will only apply to some providers, for example, providers who are registered in a specific registration category. This will help make sure obligations on providers are proportionate and address specific risks. The ACQSC will also have power to impose or vary conditions on an individual provider's registration.

Providers operating across multiple aged care programs will have one set of consolidated obligations depending on the registration category, or categories, in which they are registered. This will help streamline interactions between providers and the ACQSC.

The [strengthened Quality Standards](#) are one example of an obligation that will apply to some providers, including some CHSP providers depending on the registration category they are registered in.

Providers registered in categories 4-6 will need to comply with the relevant [strengthened Quality Standards](#) and an audit against the Quality Standards will inform registration, renewal and variation decisions. The strengthened Aged Care Quality Standards guidance promotes best practice in service provision.

Read more about the [key changes to the way providers operate and the obligations they must meet](#).

Summary of regulatory changes

The [new regulatory model](#) puts the safety, health, wellbeing and quality of life of older people first. It also seeks to create a culture of continuous improvement, to improve the quality and safety of aged care services. Many of the changes introduced, such as graded registration and renewal audits, public reporting and the new Statement of Rights, are designed to provide incentives for positive change and promote a constructive working relationship with the ACQSC.

The following tables outline how your regulatory responsibilities and obligations will change as CHSP transitions to a Specialist Aged Care Program (1 November 2025) before entering [Support at Home](#) (no earlier than 1 July 2027).

- [CHSP Program Responsibilities](#)
- [ACQSC oversight](#)
- [Registration and Renewal](#)

- [strengthened Aged Care Quality Standards](#)
- [Reporting](#)
- [Codes of Conduct](#)
- [Rights](#)
- [Incident Management and Complaints](#)
- [Worker Screening](#)

CHSP Program Responsibilities

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Program principles	<p>CHSP principles that underpin CHSP service delivery:</p> <ol style="list-style-type: none"> 1. Social and cultural sensitivity 2. Client, carer and family empowerment 3. Client-centred support with a wellness and reablement approach 4. Committed and responsive service provision 5. Wellness and reablement 	<p>The 5 principles underpinning CHSP service delivery align with the Statement of Rights and Statement of Principles in the new Aged Care Act.</p> <ol style="list-style-type: none"> 1. Social and cultural sensitivity 2. Client, carer and family empowerment 3. Client-centred support with a wellness and reablement approach 4. Committed and responsive service provision 5. Wellness and reablement 	<p>CHSP Program obligations no longer apply.</p> <p>Obligations under Support at Home will apply.</p>
Professional standards and guidelines	All providers must comply with relevant codes of ethics, and industry quality standards and guidelines.	All providers must comply with relevant codes of ethics, and industry quality standards and guidelines, including clinical and scope of practice requirements where these apply.	<p>CHSP Program obligations no longer apply.</p> <p>Obligations under Support at Home will apply.</p>
Grant agreements	All providers must have a grant agreement and meet the requirements of their agreement.	All providers must have a grant agreement and meet the requirements of their agreement. Agreements will be drafted to avoid duplication with conditions of registration and obligations that apply under the new Act.	Grant agreements no longer in use as Support at Home is subsidised by the Australian Government.

ACQSC Oversight

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Role of ACQSC	<p>The ACQSC conducts quality reviews and assessment contacts of CHSP home services against the current Quality Standards.</p>	<p>The ACQSC will register new CHSP providers and consider applications for renewal of registration.</p> <p>This will include checking providers' compliance with the Aged Care Code of Conduct, worker screening and other obligations.</p> <p>Only providers registered in categories 4 and 5 will be audited against the strengthened Aged Care Quality Standards.</p> <p>The purpose of audit for those registered in categories 4 and 5 against the strengthened Quality Standards is to inform registration, renewal and variation decisions.</p> <p>Providers in categories 1-3 will be subject to monitoring by the ACQSC and may be investigated if there is a risk of harm.</p> <p>ACQSC will also respond to complaints and serious incident notifications, plus undertake its broader legislated education and engagement functions, for ALL providers.</p> <p>The ACQSC may impose conditions at any time to manage risks and for non-compliance.</p>	<p>The ACQSC will register providers and consider applications for renewal of registration.</p> <p>This will include checking providers' compliance with the Aged Care Code of Conduct, worker screening and other obligations.</p> <p>Only providers registered in categories 4 and 5 will be audited against the strengthened Aged Quality Standards.</p> <p>The purpose of audit for those registered in categories 4-6 against the strengthened Quality Standards is to inform registration, renewal and variation decisions.</p> <p>Providers in categories 1-3 will be subject to monitoring by the ACQSC and may be investigated if there is a risk of harm.</p> <p>ACQSC will also respond to complaints and serious incident notifications, plus undertake its broader legislated education and engagement functions, for ALL providers.</p>

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
			The ACQSC may impose conditions at any time to manage risks and for non-compliance
Powers and impact on renewal	<p>The department can respond to non-compliance by revoking grant funding.</p> <p>The ACQSC has no power to revoke authority for service delivery.</p>	<p>The ACQSC can place conditions on a provider's registration in response to non-compliance with obligations. The ACQSC also has a number of compliance and enforcement options it can use if a provider is unable or unwilling to correct non-compliance.</p> <p>If the participation of a provider continues to present risk of harm, the ACQSC can revoke their registration and ban their delivery of some or all types of funded aged care services. Further information will be provided in the coming months.</p>	<p>The ACQSC can place conditions on a provider's registration in response to non-compliance with obligations. The ACQSC also has a number of compliance and enforcement options it can use if a provider is unable or unwilling to correct non-compliance.</p> <p>If the participation of a provider continues to present risk of harm, the ACQSC can revoke their registration and ban their delivery of some or all types of funded aged care services.</p>
Complaints mechanisms	<p>CHSP providers must have complaints mechanisms in place. CHSP providers must actively encourage their clients and carers to provide feedback about services received.</p>	<p>CHSP providers must have complaints mechanisms in place. CHSP providers registered in categories 4-5 must also align complaints mechanisms with the strengthened Aged Care Quality Standards.</p>	<p>CHSP providers must have complaints mechanisms in place. CHSP providers registered in categories 4-6 must also align complaints mechanisms with the strengthened Aged Care Quality Standards.</p>
Incident management	<p>Providers need to report under the Serious Incident Response Scheme.</p>	<p>Providers need to report under the Serious Incident Response Scheme. Providers in categories 1, 3, 4 and 5 must also maintain an incident management system.</p>	<p>Providers need to report under the Serious Incident Response Scheme. Providers in categories 1, 3, 4 and 5 must also maintain</p>

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
			an incident management system.

Registration and Renewal

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Registration process	<p>CHSP providers are not currently registered. Funding arrangements through grants contracts are managed by the department.</p>	<p>CHSP providers will be deemed as a registered provider and allocated into registration categories between 1-5 based on the services they are approved to deliver in their current grant agreement.</p> <p>New applicants must meet the registration requirements under the new Act.</p> <p>CHSP providers already registered through the deeming process will have registration renewal timings set by the ACQSC.</p> <p>Only providers registered in categories 4 and 5 will be audited against strengthened Aged Care Quality Standards as part of registration/renewal audit.</p>	<p>New applicants will undergo registration audit and decision.</p> <p>All providers must meet the registration requirements under the new Act.</p> <p>Only providers registered in categories 4, 5 and 6 will be assessed against strengthened Aged Care Quality Standards as part of registration/renewal audit.</p> <p>CHSP providers already registered through the deeming process (1 November 2025) will have registration renewal timings set by the ACQSC.</p>
Duration of registration	<p>Duration of grant agreement is variable.</p> <p>Grant agreements are managed by the department.</p>	<p>Period of registration set by ACQSC from time of deeming/registration.</p> <p>Grants will be in place until 30 June 2027.</p>	<p>Each registered provider will be given a registration renewal date by the ACQSC (most likely every three years), based on matters such as:</p> <ul style="list-style-type: none"> • risk • regulatory intelligence • workforce management • recency of audits

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Revocation of provider status	Providers must refer to the Community Grants Hub Grant Recipient Portal or reach out to their FAM.	Providers must submit a request for the revocation of their approval status to the ACQSC if they no longer wish to deliver services. A provider's registration can only be revoked when the ACQSC is satisfied they have met certain requirements , including continuity of care for older people.	Providers must submit a request for the revocation of their approval status to the ACQSC if they no longer wish to deliver services. A provider's registration can only be revoked when the ACQSC is satisfied they have met certain requirements , including continuity of care for older people.

Quality Standards

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Assessment against the Quality Standards	All approved providers must comply with relevant industry standards and guidelines, this includes current Quality Standards . Read the current Commission Guide to Assessment of CHSP services (against the standards).	The ACQSC will audit services delivered in categories 4 and 5 against the strengthened Aged Care Quality Standards as part of registration/renewal audit. The ACQSC will monitor providers in all categories based on the Regulatory Strategy .	The ACQSC will audit services delivered in categories 4 and 5 against the strengthened Aged Care Quality Standards (as part of registration/renewal audit). The ACQSC will monitor providers in all categories based on the Regulatory Strategy .
Grading	Assessment - compliant/non-compliant against current Quality Standards .	Audit outcomes will be graded as major non-conformance, minor conformance, conformant or exceeding. This is designed to incentivise excellence, innovation and continuous improvement for the sector.	Audit outcomes will be graded as major non-conformance, minor conformance, conformant or exceeding. This is designed to incentivise excellence, innovation and continuous improvement for the sector.

Reporting

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
What to report	Current reporting includes monthly performance reporting of services delivered, annual financial reports, service delivery reports (for SSD), and wellness & reablement reporting and compliance reporting.	CHSP providers will continue to deliver reporting for monthly performance, annual financials, service delivery (for SSD), wellness & reablement and compliance. Read more about the digital changes under the Act .	CHSP providers will deliver reporting for monthly performance, annual financials, service delivery (for SSD), wellness & reablement and compliance. Read more about the digital changes under the Act .
Where to report	Current client data reporting is provided through DEX reporting where a Statistical Linkage Key (SLK) is created (managed by Department of Social Services (DSS)).	CHSP providers will gain access to the Government Provider Management System GPMS to report information about their organisation and personnel. Continue reporting through DEX. However, reporting requirements for DEX will change to provide greater assurance providers are being paid accurately for services delivered.	GPMS to report information about their organisation and personnel. Continue reporting through DEX until transition to Support at Home.
My Aged Care ID	Most CHSP clients are registered in My Aged Care (MAC) and these clients will have a MAC ID . Some CHSP clients will not have a MAC ID.	Providers will need to ensure all clients receiving care have a MAC ID and the services linked to the ID. The department will work with providers on this requirement.	Providers will need to ensure all clients receiving care have a MAC ID and the services linked to the ID.

Codes of Conduct

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Aged Care Code of Conduct	Whilst the Aged Care Code of Conduct does not apply to CHSP , these providers must still provide safe and respectful care in keeping with the Code.	As registered providers, CHSP providers must comply with the Aged Care Code of Conduct.	As registered providers, CHSP providers must comply with the Aged Care Code of Conduct.

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Grantee Code of Conduct	Not applicable.	<p>The Grantee Code of Conduct (the Grantee Code) sets out compliance requirements for individuals or organisations receiving a grant under subsection 265(1) of the new Act from 1 November 2025 for a purpose other than delivery of aged care services to individuals.</p> <p>The Code of Conduct for Aged Care will apply to grantees receiving grants under s264 of the new Act for delivery of aged care services to individuals, as they will be required to be registered providers. However, this is not a requirement for recipients under subsection 265(1), which is why the Grantee Code has been introduced</p> <p>The Grantee Code of Conduct will not conflict with the Code of Conduct for Aged Care.</p> <p>A draft of this code was included in release 2C of the draft rules.</p>	<p>The Grantee Code of Conduct (the Grantee Code) sets out compliance requirements for individuals or organisations receiving a grant under subsection 265(1) of the new Act from 1 November 2025 for a purpose other than delivery of aged care services to individuals</p> <p>The Code of Conduct for Aged Care will apply to grantees receiving grants under s264 of the new Act for delivery of aged care services to individuals, as they will be required to be registered providers. However, this is not a requirement for recipients under subsection 265(1), which is why the Grantee Code has been introduced.</p> <p>The Grantee Code of Conduct will not conflict with the Code of Conduct for Aged Care.</p> <p>A draft of this code was included in release 2C of the draft rules.</p>

Rights

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Charter of Rights/Statement of Rights	<p>Charter of Rights.</p> <p>All providers must:</p> <ul style="list-style-type: none"> • help people using aged care to understand their rights under the Charter. • sign and give the person receiving care a copy of the charter (representatives can also receive a copy). • keep a record of the Charter given to the person receiving care. 	<p>Statement of Rights replaces the Charter.</p> <p>The Statement of Rights expands on the Charter to include the right to have quality and safe services delivered consistently with the requirements under the new Act.</p> <p>It will be a condition of registration for providers to demonstrate an understanding of the rights of individuals under the Statement of Rights and have practices in place to ensure the delivery of aged care services that are compatible with those rights.</p> <p>When an older person (or someone connected to them) believes their rights have not been upheld, they can raise this with their provider and/or make a complaint directly to the ACQSC.</p>	<p>Statement of Rights expands on the Charter to include the right to have quality and safe services delivered consistently with the requirements under the new Act.</p> <p>It will be a condition of registration for providers to demonstrate an understanding of the rights of individuals under the Statement of Rights and have practices in place to ensure the delivery of aged care services that are compatible with those rights.</p> <p>When an older person (or someone connected to them) believes their rights have not been upheld, they can raise this with their provider and/or make a complaint directly to the ACQSC.</p>

Incident Management and Complaints

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Complaints mechanisms	<p>CHSP providers must have incident and complaints mechanisms in place as required under the Aged Care Quality Standards.</p> <p>CHSP providers must actively encourage their</p>	<p>All providers must have an incident management and complaints process as a condition of registration.</p> <p>Please note, the obligation to have an incident management process does</p>	<p>All providers must have an incident management and complaints process as a condition of registration.</p> <p>Please note, the obligation to have an</p>

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
	clients and carers to provide feedback about services received.	not apply to providers only registered in category 2.	incident management process does not apply to providers only registered in category 2.
Complaints reporting	Incident management and reporting under the Serious Incident Response Scheme .	Incident management and reporting under the Serious Incident Response Scheme . Updated guidance from the ACQSC on good complaints practice will be available soon.	Incident management and reporting under the Serious Incident Response Scheme .

Worker Screening

	UNTIL 31 October 2025	FROM 1 November 2025	NO EARLIER THAN 1 July 2027
Background checks	<p>CHSP providers must undertake thorough background checks of staff in accordance with the requirements under the CHSP Grant Agreement and the current Aged Care Quality Standards.</p> <p>As part of this, providers must ensure National Criminal History Record Checks, no more than 3 years old, are held by staff and volunteers.</p>	<p>CHSP providers are required to ensure that aged care workers and responsible persons have either a police certificate or a NDIS worker screening clearance.</p> <p>The department is working to introduce a new Aged Care Worker Screening Check for risk assessed roles. The process for Aged Care Worker Screening Checks will be the same as NDIS Worker Screening Checks.</p> <p>The new screening process for aged care will not start before 2026. Aged care providers and workers do not need to prepare for the new screening check yet.</p> <p>See fact sheet for providers – Aged care worker screening from 1 November 2025.</p> <p>More guidance will be released by the department when available.</p>	<p>The New Aged Care Worker Screening Check is expected to be in place.</p> <p>See Screening requirements for aged care workforce for more information on the future of screening checks.</p>

GPMS

The [Government Provider Management System \(GPMS\)](#) is the portal where providers view and maintain some of their information about their organisation and personnel. When the [new Act](#) starts, some CHSP providers will gain access to [GPMS](#) for the first time.

The department will establish GPMS records in the lead up to 1 November 2025 and provide relevant guidance material and support to help you navigate its functionalities. You will have a first look at the information held about your organisation in this portal as part of the [Provider Registration Preview](#) completed in June 2025.

You can continue to update your organisational details via your Funding Arrangement Manager until 1 November 2025 and will not be required to log on or complete reporting on GPMS before this time.

Learn more about the [digital changes related to the new Aged Care Act](#).

FAQs

If I have been deemed into a registration category under CHSP, am I eligible to deliver the other services in that category?

While Support at Home is being implemented, CHSP will continue for CHSP clients and providers until at least 30 June 2027.

Providers can only deliver CHSP services they are funded to deliver, and in the Aged Care Planning Regions (ACPRs) they are funded for, as outlined in their grant agreement.

CHSP providers could consider expanding their range of services by becoming a Support at Home provider under the new Aged Care Act. This would require them to be able to deliver all of the services needed by Support at Home clients, including care management and be registered to deliver all of those service types. Providers can also apply to the ACQSC once the new Act is in effect to vary the services they deliver, including adding or removing service types where this is relevant.

What is the deeming process for existing CHSP providers that continue to deliver services when the new Act comes into effect?

Existing CHSP providers will be automatically deemed into the relevant registration categories by the department. All operational Australian Government-funded aged care providers that hold an ABN will be deemed. We will advise providers of the registration period, registration category and applicable registration conditions.

This deeming process will transition providers to the new regulatory model and will not disrupt the delivery of services in the transition to the new Act. We provided a preview of this deeming outcome in April 2025. This is called the Provider Registration Preview.

How do my obligations as a CHSP provider change when the new Act starts?

The new Act will regulate CHSP providers the same way as other aged care programs. Overarching obligations apply to all aged care providers, such as the Statement of Rights, the Aged Care Code of Conduct and worker screening requirements. Other obligations will be specific to the service types provided and may include regulation under the strengthened Aged Care Quality Standards. Further information on obligations under each registration category will be shared when available.

I am a subcontractor delivering services on behalf of a CHSP provider. How will the new regulatory model affect me?

Once the new Act starts, subcontractors who are currently providing services on behalf of an approved provider will be known as associated providers. Associated provider is a new concept under the new Act.

Registered providers can continue to subcontract out service delivery. Subcontractors will be known as associated providers and will not be required to be registered providers; however, the registered provider will be responsible for ensuring the associated provider complies with all relevant obligations.

Associated providers may decide to apply to become a registered provider once the new Act starts. If current sub-contractors seek to hold agreements with the Commonwealth directly to deliver CHSP services, they will be required to apply through an open CHSP grant funding round in the first instance. If successful through the grant round, these entities will need to then follow the application process managed by the [ACQSC](#) to become registered under the correct registration categories.

How will deeming determine CHSP provider unit pricing and affect the funding extension?

The department will move or deem existing government-funded providers into registration categories when the new Aged Care Act starts. This will be based on the services being delivered or the services required under the grant agreement as part of the CHSP 2025-27 extension. The services that you have in your 2025-27 agreements will be reflected in GPMS.

The deeming activity is not linked to the grant funding extension and will not determine unit pricing.

If CHSP providers currently delivering services would like to increase the levels of support under the new registration categories, how and when can they apply to do this?

Existing providers, including CHSP providers, will automatically be moved, or deemed, into registration categories when the new Aged Care Act starts. This will be according to the services they currently deliver or are required to deliver under their grant agreement.

The CHSP Extension process for 2025-27 is not an opportunity for providers to seek additional funds. Further information is available in the [CHSP Extension provider fact sheet](#).

If an existing provider is looking to vary their service offering under the new regulatory model, they will need to make an application to the ACQSC when the new Act and registration process commences on 1 November 2025. Further information on application processes and any applicable costs will be provided as they become available.

Can I vary my organisation's registration categories and deliver additional services before the new Act starts?

From 1 July 2025, providers delivering CHSP services have been contracted to deliver services for a two-year period. CHSP Provider's 2025-27 contracts were mapped to align to the services that they have been delivering against the new service list that started from 1 July 2025. If a provider identifies a contract misalignment, providers are to contact their funding agreement manager for advice and next steps.

To increase services through seeking additional funding, a CHSP provider would need to apply through a grant opportunity that was open on Grant Connect or look to become a Support at Home provider. CHSP providers delivering the Support at Home program from 1 November 2025, must also be registered under the Act. [The Support at Home program manual 2025-2027](#) outlines how the Support at Home program should be delivered under the Aged Care Act 2024.

From 1 November 2025, if an existing CHSP provider is looking to increase their service offering under the new regulatory model, they will need to be successful in a growth funding opportunity and notify the [ACQSC](#) that they intend to increase services within a category they are already registered in or apply to add an additional category to their registration. Further information on application processes and any applicable costs will be provided as they become [available](#).

Can I vary my organisation's registration categories and deliver additional services before the new Act starts?

The CHSP Manual 2025–2027 is [now available](#).



For more information about CHSP:

[Health.gov.au/Our-Work/CHSP](https://www.health.gov.au/our-work/chsp)



For more information about the new regulatory model:

[Health.gov.au/Regulatory-Model](https://www.health.gov.au/regulatory-model)



For resources about the new Aged Care Act:

[Health.gov.au/our-work/Aged-Care-Act/Resources](https://www.health.gov.au/our-work/aged-care-act/resources)



Email: AgedCareRegModel@Health.gov.au

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit [AccessHub.gov.au](https://www.accesshub.gov.au) or call **1800 555 660**.