



Commonwealth Home Support Program – Frequently asked questions – 12 June 2025 webinar

This document answers frequently asked questions from the 12 June 2025 webinar about changes to the Commonwealth Home Support Program (CHSP) from 1 July 2025.

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CHSP 2025-27 extension and funding arrangements

What are the funding arrangements for the CHSP from 1 July 2025. Will block funding be continued?

The CHSP remains as a block grant funded program from 1 July 2025 to 30 June 2027. Providers will continue to be grant funded to deliver services as per their grant agreement. Payment in arrears arrangements remain.

Is there an increase in funding under the 2025-27 grant agreements to help providers navigate program changes?

The funding amounts available for providers in the 2025-26 and 2026-27 financial years will have indexation applied. The two-year extension process was not an opportunity for providers to request additional funding or negotiate unit pricing.

Providers should be in regular contact with their Funding Arrangement Manager (FAM) in the Community Grants Hub if they have any concerns about their funding or service delivery.

Will CHSP grant agreements be renewed annually under the two-year extension?

With the exception of providers funded to deliver Specialised support services (SSS) and Sector support and development (SSD), most CHSP provider grant agreements have been extended for a two-year period from 1 July 2025 to 30 June 2027. There is no annual renewal for these two-year grant agreements.

What are the funding arrangements for SSS and SSD providers?

The CHSP grant agreement for providers funded to deliver SSS and SSD services is for one year from 1 July 2025 to 30 June 2026.

Will the Department of Health, Disability and Ageing be offering opportunities for current providers to increase the services they provide under CHSP?

There are currently no new growth funding opportunities for CHSP providers. Any future grant funding opportunities will be available on Grant Connect at www.grants.gov.au.

Providers should stay in regular contact with their FAM in the Community Grants Hub if they are experiencing any issues or have concerns about their funding or service delivery.

CHSP service list

When does the new CHSP service list come into effect?

CHSP provider grant agreements have been mapped to the new 2025-27 CHSP service list. The [new CHSP service list](#) came into effect from 1 July 2025 for monthly performance reporting.

CHSP client referrals will continue to use the old list until 1 November 2025. During this transition period, providers can use [Service List Mapping guide](#) to map referrals from the old service list to the new one for reporting purposes in the Data Exchange (DEX).

What happens if a client has a referral for a service that is not listed in the 2025-27 CHSP service catalogue?

Where a client has a referral for a service no longer listed in the CHSP service catalogue from 1 July 2025 (for example Hydrotherapy), they can still receive support under a corresponding service that remains in the service catalogue (such as Exercise physiology).

This is what we mean when we refer to “mapping to the new service”. Since Hydrotherapy is typically delivered by a qualified Exercise Physiologist, providers can continue delivering this support by mapping the referral to Exercise physiology, even though Hydrotherapy is no longer listed as a standalone service. If the Hydrotherapy service is being delivered by a Physiotherapist, providers can map this referral to Physiotherapy.

Providers can apply this same logic when managing referrals for other services in a similar situation by mapping them to the most appropriate corresponding service. Providers can refer to the [Service List Mapping guide](#) for further assistance.

Is there a limit to the number of Domestic assistance hours a client can receive under the CHSP service list?

No. There are no limits on Domestic assistance services for eligible CHSP clients.

However, providers must ensure the level of support remains consistent with the entry level nature of the CHSP and aligns with the client’s assessed needs as outlined in their support plan.

Are clients required to undergo an assessment before receiving Group social support services?

Yes. All CHSP clients must undergo an aged care assessment to be approved to access government funded aged care services. Consistent with existing program arrangements, CHSP providers are required to ensure that government funded services are only delivered to clients who have documented, and My Aged Care recorded evidence, of the need for those services.

Providers must support any of their unassessed clients to apply for an aged care assessment before 1 November 2025. My Aged Care can be contacted on 1800 200 422 (free call) between 8:00am and 8:00pm weekdays and between 10:00am and 2:00pm on Saturdays.

Can CHSP providers charge client contributions for clinical and nursing services given these arrangements may differ from those under the Support at Home program?

Yes. CHSP providers can continue to charge client contributions for clinical and nursing services during the two-year extension period. These contributions should align with the provider’s existing client contribution policy.

What is the future of SSD under the CHSP?

SSD providers are funded for one year until 30 June 2026. The department has released a consultation schedule under [CHSP Reforms](#).

All in-home aged care providers and aged care peak bodies will have an opportunity to complete a consultation survey in August 2025. Results of this survey will help inform the design of a proposed new in-home aged care sector support system from July 2026.

What are the changes to SSS under CHSP?

SSS are not on the Support at Home service list and are not considered 'funded aged care services' under the *Aged Care Act 2024* (the Act). As such, SSS cannot be approved and regulated under the Act like other services on the CHSP service list.

Where possible, the department has mapped existing CHSP services, including SSS, in the funding agreements against the new CHSP service list for 1 July 2025.

A number of providers may not have had their SSS services re-aligned to the new CHSP service list appropriately. We will be engaging with these providers with the aim to:

- better understand the activities currently being delivered; and
- to identify any duplication with existing programs.

DEX reporting changes

Will providers be required to comply with the DEX reporting changes from 1 July 2025, even though the Act has been deferred to 1 November 2025?

Yes. CHSP providers are required to comply with the DEX monthly performance reporting changes from 1 July 2025.

We acknowledge there is a temporary misalignment between My Aged Care referrals and DEX service lists until 1 November 2025. To assist providers during this transition, the [Service List Mapping](#) guide is available.

Providers can also access the [DEX Stage 1 Toolkit](#) and [Data Dictionary Stage 1](#) guidance documents which are available under [CHSP Reforms](#).

For any questions or concerns, please contact the Data Exchange Helpdesk on **1800 020 283 (Option 3)** or email DSSDataExchange.Helpdesk@dss.gov.au.

How are changes to DEX being implemented?

DEX changes are being introduced in a staged approach to support alignment with the new CHSP service list under the Act and the Support at Home program.

From 1 July 2025, DEX reporting requirements have been updated to reflect the new CHSP service list under the Act. This list features a revised structure and has updated naming conventions to service types to ensure it is aligned with the Act and the Support at Home program. The planned DEX reporting changes for CHSP providers are as follows:

Stage 1 July 2025:

- Introduction of the new CHSP service list to enable providers to complete their monthly performance reporting in line with the program activities outlined in their 2025-27 grant agreements.

Future changes:

- Addition of new DEX reporting fields to capture the My Aged Care (MAC) ID for each client receiving CHSP funded services.
- Expansion of reporting requirements to include additional fields that will support policy development, accurate costing of services and improved visibility of providers' time and effort spent on social engagement with their clients while delivering CHSP services.

Further guidance will be provided to assist providers with the transition.

From 1 July 2025, if there are changes to the services delivered by providers, will they be required to report at the individual service level (e.g. Laundry services), or only at the broader service type level (e.g. Domestic assistance)?

The new CHSP service list came into effect from 1 July 2025. Providers are required to report at the individual service level in DEX. For example, reporting Laundry services under Domestic assistance.

Providers can access the [DEX Stage 1 Toolkit](#) and [Data Dictionary Stage 1](#) guidance documents which are available under [CHSP Reforms](#).

Are new CHSP service referrals required from 1 July 2025 for all clients, or will existing referrals issued prior to 1 July 2025 still be valid?

No, new CHSP referrals are not required from 1 July 2025. All existing referrals will remain valid. However, CHSP providers must re-align the services they deliver to match the new CHSP service list. Further details are available in the [Service List Mapping guidance document](#).

Can Home Care Package (HCP) recipients continue to access short-term CHSP services?

Yes. Until 1 November 2025, eligible HCP recipients can continue to access CHSP services on a time-limited basis, as per the six specific circumstances outlined in the [CHSP Manual](#).

CHSP changes from 1 July 2025

What are the program changes from 1 July 2025, and why did they come into effect ahead of the Act?

A number of minor program changes were introduced from 1 July 2025 to support alignment with the Act from 1 November 2025. These include:

1. **Updated service list** - Revised CHSP service list names and descriptions and inclusions and exclusions.
2. **SSS and SSD changes** – Providers funded to deliver SSS or SSD have a one-year grant agreement from 2025-2026.
3. **Collection of MAC IDs** - Providers must begin collecting their clients' MAC IDs in their own client management systems in preparation for DEX reporting functionality in mid 2025-26.
4. **Client assessments** - All clients seeking government-funded aged care services, including CHSP services, must undergo an aged care needs assessment and be

approved to access those services. This existing requirement supports provider and client readiness for commencement of the Act on 1 November 2025.

5. **Modified Monash Model (MMM) loading** – Eligible providers operating in MMM5 (small rural towns) can access up to a 20% adjustment to their unit pricing in their grant agreement. Applying for a MMM loading is not an opportunity to request additional funding. MMM loading is applied by reducing a provider's activity outputs.
6. **Home adjustments** - The Commonwealth contribution has increased from \$10,000 to \$15,000 per client, per financial year.
7. **Client contributions for Allied health and therapy services** - Unlike Support at Home, client contributions continue to apply for CHSP Allied health and therapy services.
8. **Provider relinquishments** - Provider relinquishments will be either 30 June or 31 December in a financial year to ensure timely selections and client transitions.
9. **Flexibility provisions** - Additional services will require written approval from the department, including:
 - Home adjustments,
 - Equipment and products,
 - Specialised support services,
 - Sector support and development and
 - Hoarding and squalor assistance.
10. **Child Safety Compliance** - A new requirement for a Child Safety Annual Statement of Compliance is required under the Commonwealth grant agreements.
11. **Financial declaration** – As part of the financial declaration, providers must include a new statement of compliance confirming that Commonwealth funding has been spent on assessed clients. This will come into effect from August 2026.

These program changes were highlighted at the 12 June 2025 CHSP Extension Webinar and are outlined in the [June 2025 CHSP provider update](#) and the [interim CHSP 2025-27 Manual](#).

Are Service Agreements required for all CHSP clients from 1 July 2025?

No. Service Agreements are not required from 1 July 2025.

They will become a requirement for CHSP clients once the Act commences on 1 November 2025. The department's intent is to have transitional arrangements in place that where a provider is meeting the current CHSP requirements for existing clients, they would have sufficient time to implement any new requirements.

Most of the Service Agreement requirements should already exist in CHSP providers' current arrangements with clients, as per their CHSP grant agreement, the CHSP Manual and in Quality Standard 2 – Ongoing assessment, as well as through planning with clients.

For new clients, from 1 November 2025, it is anticipated that a Service Agreement is put in place before services commence.

Further guidance material will be available to support providers, including templates and user guides.

Are there any changes to Care and Services Plan reviews with clients from 1 July 2025?

No. The department expects that all CHSP providers have Care and Services Plans in place with their clients, as required under the current program from 1 July 2025. CHSP providers are also expected to review each client's services at least every 12 months. There is no change to this existing requirement.

Any changes to these arrangements will be communicated to providers in the lead up to the commencement of the Act from 1 November 2025.

CHSP client support and transition to the Aged Care Act 2024

How will clients access CHSP services from 1 November 2025?

Existing CHSP clients who have already been assessed and are receiving CHSP services will continue to receive their CHSP services under the Act.

From 1 November 2025, older people who need aged care services must undergo an aged care needs assessment (if not already done so), which may result in a recommendation for CHSP services or Support at Home for those people with more comprehensive support needs.

To ensure service continuity for CHSP clients, should unregistered and unassessed clients complete an assessment by 1 July 2025?

The Act has been deferred from 1 July 2025 to 1 November 2025. This means providers have more time to support clients to register with My Aged Care and be assessed ahead of 1 November 2025. This also includes clients 'grandfathered' into CHSP from previous programs. If they have not already done so, grandfathered clients will need to be assessed to continue receiving services after 1 November 2025.

What happens to clients who are still waiting for an assessment at 1 November 2025?

Clients who are not referred for assessment before 1 November 2025, cannot access government funded CHSP services until they are approved under the Act.

Clients who register with My Aged Care but cannot be assessed for CHSP through an aged care assessment by 31 October 2025 may be approved under the Act and have their approval backdated to continue accessing funded aged care services. They will be approved for services based on the criteria at sections 65 to 67 of the Act.

If they apply from 1 November, circumstances where an approval may be backdated include:

The individual urgently needs access to CHSP services and there is an immediate health or safety risk to the client if those services are not delivered before approval is given.

- The individual is an Aboriginal or Torres Strait Islander person and at the time the individual is seeking to access CHSP services there is a lack of availability of an approved needs assessor to undertake a culturally safe aged care needs assessment.

The individual is seeking to access CHSP services and there is a significant delay in the availability of an assessor to undertake an aged care needs assessment.

From 1 November 2025, will there still be a pathway for people with urgent needs or high risk to receive specific services before they have been assessed?

Yes. Clients can continue to access urgent services if there is an immediate health or safety need in line with current arrangements.

From 1 November 2025, assessment organisations will also be able to issue urgent referrals where there is significant delay in getting an assessment or lack of availability of an approved assessor to undertake a culturally safe aged care needs assessment.

All clients who access urgent or emergency services will still need to complete an aged care assessment when one becomes available.

How long are the wait times for a client to receive an aged care assessment?

Wait times for aged care assessments can vary across Australia depending on location and demand. Providers are encouraged to support unassessed clients to apply for an aged care assessment as early as possible to avoid delays in accessing services.

Between 1 April and 30 June 2025, the national median wait time for a simple assessment was 28 days, measured from the date the referral was issued to completion of the support plan.

Why does an existing client accessing services need to undertake an assessment?

Only clients **that have not** had an assessment and have a support plan are required to be assessed. It is also important clients have their current services reviewed at least every 12 months through a support plan review.

An aged care needs assessment is free and provides the client with a more holistic evaluation of their needs and may result in different services being recommended that they were not previously eligible for.

Can providers support Aboriginal and Torres Strait Islander peoples aged 45-49 who are at risk of homelessness?

From 1 July 2025, providers can continue delivering services to Aboriginal and Torres Strait Islander peoples aged 45-49 who are at risk of homelessness. Providers should be supporting these clients to become registered and assessed as eligible for CHSP services.

From 1 November 2025, Aboriginal and Torres Strait Islander people aged 45-49 will no longer be approved to access CHSP services unless they were registered and assessed prior to the Act commencing.

CHSP changes from 1 November 2025

Can new clients still access CHSP once Support at Home commences on 1 November 2025?

Yes. Under the Act (section 58), individuals will only be approved to access CHSP services if they meet one of the following criteria:

- aged 65 years or over; or
- an Aboriginal or Torres Strait Islander person aged 50 or over; or
- aged 50 or over *and* homeless or at risk of homelessness.

From 1 November 2025, older people being assessed (or re-assessed) for in-home aged care services will be assigned a classification level, also known as a class. This will determine whether a person accesses aged care through the CHSP or Support at Home. The range of classes reflect different physical and cognitive needs and levels of functional independence.

Existing CHSP clients that have been assessed as eligible for this program will be assigned to the CHSP class and can access CHSP under the Act.

From 1 November 2025, new clients who are Aboriginal and Torres Strait Islander people aged 45–49 and experiencing homelessness or at risk of homelessness will no longer be eligible for aged care services.

Are there any new regulatory changes to the CHSP from 1 November 2025?

Yes. The new regulatory changes for CHSP providers from 1 November 2025 are outlined in the [New Regulatory Guide for CHSP Providers](#). Further information is available under [aged care regulation and oversight under the Act](#).

When should CHSP providers begin signing new Service Agreements with their clients?

From 1 November 2025, under the Act, all CHSP providers will be required to have a Service Agreement in place with **new clients** who are commencing CHSP services. The Service Agreement formalises the services a client has been approved to access and outlines what financial contribution they will be expected to make towards these services.

It is expected transitional arrangements will be put in place for **existing CHSP clients** who are already receiving CHSP services and have similar arrangements in place. This will allow providers up to 12 months to establish a new Service Agreement with their existing clients which will meet the provider obligations under the Act from 1 November 2025.

Further guidance, including templates and user guides, will be available to assist providers in preparing for this change in the lead up to 1 November 2025.

Will audits against the Strengthened Aged Care Quality Standards only consider provider performance from 1 November 2025?

Yes. The Aged Care Quality and Safety Commission will conduct audits against the Strengthened Aged Care Quality Standards (Quality Standards) on provider performance from 1 November 2025. Audits against the Quality Standards will apply for providers in registration categories 4, 5 and 6.

Further information will be available for providers prior to 1 November 2025 to support their understanding and compliance with these requirements.

Will a provider registered in all 6 categories need to demonstrate compliance with the Quality Standards for services in categories 1-3?

From 1 November 2025, all registered providers, regardless of their registration category, must have practices in place to:

- act consistently with the Statement of Rights and Aged Care Code of Conduct,
- provide clients with clear information about their rights, and
- implement an effective complaints feedback mechanism.

Registered providers will only be audited against the Quality Standards that apply to the services they are delivering. This means that services delivered under registration categories 1-3 will not be audited against the Quality Standards.

Further information is available under [Strengthened Quality Standards](#).

How will subcontractors become associated providers under the Act from 1 November 2025, and what will their responsibilities be under the new regulatory model?

Under the Act commencing 1 November 2025, subcontractors delivering services on behalf of a registered provider will be classified as associated providers. Associated providers may be registered providers in their own right, or subcontracted entities delivering specific services on behalf of another registered provider.

Importantly, subcontractors currently working with approved providers will not automatically be considered as registered providers under the Act. The registered provider remains legally responsible for ensuring their associated providers, whether registered or not, meets all relevant obligations.

In addition, legal responsibilities cannot be contracted out and the registered provider is accountable for compliance across all services delivered.

Where to find more information

Aged care reforms

[Aged care reforms](#)

[Support at Home](#)

[Aged Care Act 2024](#)

[Webinars for the aged care sector](#)

Aged Care Quality and Safety Commission resources

[Aged Care Quality and Safety Commission – aged care reforms](#)

[Strengthened Aged Care Quality Standards](#)

CHSP resources

[CHSP Reforms](#)

[CHSP sector readiness webinar](#) (12 June 2025)

[CHSP Service List Mapping](#)

[CHSP 2025-27 extension resources](#)

CHSP 2025-27 Manual

An interim CHSP 2025-27 Manual covering the period 1 July 2025 to 1 November 2025 and to align with the 2025-27 extension is available under [CHSP Reforms](#).

Data Exchange (DEX) reporting resources

[DEX Toolkit \(Stage 1\)](#)

[DEX Dictionary \(Stage 1\)](#)

[CHSP service catalogue 2025–27](#)

To stay up to date, please [subscribe to aged care newsletters and alerts](#).

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.