



# Important changes for clients of the Commonwealth Home Support Program

## Client fact sheet

From 1 November 2025, all Commonwealth Home Support Program (CHSP) clients need to be registered with My Aged Care and have an assessment to access CHSP services. There will also be changes to eligibility for the CHSP from this date.

## Understanding the changes

When the new Aged Care Act (the Act) starts on 1 November 2025:

- all people accessing government-funded aged care services, including CHSP, will need to be registered with My Aged Care and have had an aged care assessment by 31 October 2025
- government-funded services will be available to people with care needs who are:
  - aged 65 years and over; or
  - Aboriginal or Torres Strait Islander and aged 50 years or over; or
  - homeless or at risk of homelessness and aged 50 years or over; or
  - existing clients who were approved for aged care before 1 November 2025.

# Preparing for the 1 November 2025 changes

## If you are already registered and assessed

If you are registered with My Aged Care and have already had an aged care assessment, your CHSP services will continue without interruption. You don't need to do anything.

If you are unsure about your assessment status contact your provider.

## If you haven't registered or been assessed

If you have never had an aged care assessment and are accessing CHSP services, you must apply for and be assessed for aged care by 31 October 2025 to continue accessing services.

Please apply for a free aged care assessment as soon as possible by:

- contacting your provider who can help you register on My Aged Care and refer you for an assessment; or
- applying online through the [My Aged Care](#) website or call 1800 200 422 (free call), 8am to 8pm Monday to Friday and 10am to 2pm, Saturday (local time); or
- booking a face-to-face appointment with an Aged Care Specialist Officer (ACSO) at select Services Australia service centres by calling 1800 227 475, 8am to 5pm, Monday to Friday.

If you already have a My Aged Care ID (8-digit number starting in AC) phone My Aged Care and ask for an assessment. This cannot be completed online.

If you booked your assessment before 1 November 2025, but are waiting for it to be done, you *may* be eligible to have your approval backdated. This will depend on your circumstances at the time of assessment.

If you cannot be assessed before 1 November 2025, or are unsure if you have been assessed, speak with your provider as soon as possible.

If you choose not to be assessed, you will no longer be eligible for government funded aged care services and will need to pay the full price of your care to your provider if you want to continue receiving services from them.

## If you are a younger person accessing aged care services

If you are an existing CHSP client aged between 45 to 49 and Aboriginal and Torres Strait Islander, you can keep accessing CHSP services from 1 November 2025 without disruption if you are registered with My Aged Care and assessed by 31 October 2025.

You do not need to be reassessed if you have already been assessed as eligible by this date.

If you do not register and have not had an assessment by this time, you will no longer be eligible to access CHSP.

## Urgent referrals will continue

Urgent care services will continue to be available to people who need them. If you have an immediate health or safety need for aged care services call My Aged Care on 1800 200 422.

All older people who access urgent or emergency aged care services will then need to complete an assessment. My Aged Care staff can organise this when you call them.

## Aged care assessments

To apply for an assessment, visit the [My Aged Care](#) website or call 1800 200 422. Fact sheets about the [Single Assessment System](#) are available on the department's website. There is a Single Assessment fact sheet for Aboriginal and Torres Strait Islander people and a fact sheet in an easy read format.

## Translation support

- Help is available to talk to My Aged Care in another language. You or a representative on your behalf (a family member or carer) can call the [Translating and Interpreting Service \(TIS National\)](#) for the cost of a local call:
  - call TIS National on 131 450
  - tell the operator the language you speak
  - ask the interpreter to call My Aged Care on 1800 200 422.
- You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.
- When you are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation.

## Support for older Aboriginal and Torres Strait Islander people

- Elder Care Support workers help older Aboriginal and Torres Strait Islander people to make decisions about their aged care. They can help with assessments, accessing services, working with providers to meet their needs, and assisting with disability support.
- Find where Elder Care Support workers are located on the [NACCHO.org.au/aged-care/](https://naccho.org.au/aged-care/).

## Support for hearing and vision impairment

- If you are Deaf, Deafblind or hard of hearing, you can access My Aged Care with a sign language interpreter from [Deaf Connect](#).
- You can also contact Deaf Connect:
  - SMS only: 0476 857 251, FaceTime: 0407 647 591, call: 1300 773 803, email: [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au) or
  - online [deafconnect.org.au/services/interpreting#book-interpreter](https://deafconnect.org.au/services/interpreting#book-interpreter)
- More information on accessibility can be found on the [My Aged Care website](#).

## Older Persons Advocacy Network (OPAN)

The Older Persons Advocacy Network (OPAN) is a free, confidential, and independent service supporting people receiving or applying for government-funded aged care. An OPAN advocate can help you raise and address any



Phone **1800 200 422**  
(My Aged Care's free call phone line)



Visit [health.gov.au/aged-care-reforms](https://health.gov.au/aged-care-reforms)

aged care issues and understand your aged care rights.

Call the Aged Care Advocacy Line on 1800 700 600 or visit [opan.org.au](https://opan.org.au).