



Commonwealth Home Support Program – Client transition

Provider fact sheet

The following guidance is for CHSP providers to help your clients transition under the new *Aged Care Act 2024* (the Act) commencing 1 November 2025.

Consistent with existing program arrangements, Commonwealth Home Support Program (CHSP) providers are required to ensure that services are only delivered to clients who have documented evidence on My Aged Care of their eligibility for those services.

Summary

- Registered and assessed clients will automatically transition under the Act on 1 November 2025.
- If you have unregistered and/or unassessed clients who currently access CHSP services, support them to apply for an aged care assessment as soon as possible.
- CHSP clients must be assessed as eligible for CHSP through My Aged Care by 31 October 2025 to continue accessing government-funded CHSP services without disruption.
- Urgent care referrals remain available for people who need them.

Unregistered and unassessed clients

Unregistered and unassessed clients must register with My Aged Care and be assessed as eligible for the CHSP by 1 November 2025 to continue accessing government-funded aged care services without disruption.

The department does not have contact information for unregistered CHSP clients. Please continue to support your unassessed clients to apply for an assessment.

You can do this by:

- registering online on your client's behalf through the [Make a Referral](#) page on the My Aged Care website
- visiting the My Aged Care website with your client or a representative on their behalf (i.e. family member or carer) to [Apply for an Assessment Online](#).

If your clients would prefer to apply themselves, they can:

- register and apply for an assessment by calling My Aged Care on 1800 200 422 (free call), 8am to 8pm, Monday to Friday, and 10am to 2pm, Saturday (local time)
- book 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.

Clients who are waiting for an assessment by 1 November *may* be eligible under the Act to have their approvals backdated. However, this will be dependent on their circumstances at the time of their assessment. To avoid uncertainty, please support your unassessed CHSP clients (including grandfathered clients) to request an assessment through My Aged Care **as soon as possible** in the lead up to 1 November 2025.

Unassessed clients, including those who choose not to be assessed, will otherwise need to move to full fee-for-service arrangements, if they wish to continue accessing aged care services.

CHSP provider compliance

The department will continue to actively monitor provider compliance, including monitoring that providers are only delivering CHSP services to clients who are registered with My Aged Care (have a My Aged Care ID) and have been approved for CHSP services.

CHSP providers are required to ensure all clients they deliver CHSP services to are registered and assessed. As part of your 2025-27 CHSP Grant Funding agreement, you are required to complete an annual CHSP Financial Report to acquit your grant funding and provide assurance that funding has been spent on the delivery of the CHSP services for which you are funded under your CHSP grant agreement. This report will include a statement of compliance that Commonwealth funds have been spent on approved CHSP clients.

Supporting grandfathered clients

Grandfathered clients are current CHSP clients who were accessing aged care services through another program that was replaced by the CHSP.

Unassessed grandfathered clients who are registered with My Aged Care still require an aged care assessment to comply with the Act and ensure they have the correct service referrals.

Clients who already have a My Aged Care ID (8-digit number starting in AC) need to contact My Aged Care to request an assessment. These clients cannot request an assessment online.

The My Aged Care Contact Centre is ready to support these clients with referrals for an assessment. Call My Aged Care on 1800 200 422 (free call), 8am to 8pm, Monday to Friday, and 10am to 2pm, Saturday (local time).

Younger people accessing aged care

From 1 November 2025, the Act will limit entry to government-funded aged care services 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.

All CHSP clients who do not meet the criteria of the Act, including clients aged 45 to 49, must be registered and assessed before the Act comes into effect to continue accessing services without disruption.

- ✓ **If clients are assessed before 1 November 2025:** Clients will continue to access CHSP services without any disruption to their services.
- ✗ **If clients are not referred for assessment before 1 November 2025:** Clients will no longer be eligible under the Act until they satisfy the eligibility criteria.
- ? **If clients are referred for an assessment but not assessed before 1 November 2025:** Clients who are waiting for an assessment may be approved for government-funded aged care services under the Act.

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/elder-care-support-program](https://naccho.org.au/elder-care-support-program).

Translation support

- If your clients want help to talk to My Aged Care in another language, they 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 they speak
 - Ask the interpreter to call My Aged Care on 1800 200 422.
- For people with particular needs, such as hearing or vision impairment, information on accessibility can be found on the [My Aged Care website](#).
- Deaf, Deafblind, or hard of hearing clients can contact Deaf Connect:
 - SMS only: 0476 857 251, FaceTime: 0407 647 591, call: 1300 773 803, email: interpreting@deafconnect.org.au or

- online deafconnect.org.au/services/interpreting#book-interpreter

Aged care assessments

As wait times for aged care assessments vary across Australia, we encourage you to support unassessed CHSP clients to apply for an aged care assessment as soon as possible.

Any clients who are waiting for an assessment by 1 November 2025 *may* be eligible under the Act to have their approvals backdated. However, this will depend on their circumstances at the time.

Urgent referrals

Referrals are available for any client needing urgent services while they are waiting for their assessment and these arrangements will continue under the Act.

- Clients can access urgent services through My Aged Care on 1800 200 422 if there is an immediate health or safety need, in line with current arrangements.
- When the Act commences on 1 November 2025, assessment organisations can also provide clients with urgent referrals for CHSP if they determine there is a need due to a significant delay in assessment availability.

All clients who access urgent or emergency services will still need to complete an aged care assessment. Please support clients who have received urgent services to undergo an assessment.

Registered and assessed clients

Registered and assessed CHSP clients will be automatically transitioned under the Act on 1 November 2025 and will continue accessing their current CHSP services in line with their assessed need.

As with existing arrangements, if a client's care needs change significantly, request a reassessment through the [My Aged Care Service and Support Portal](#).

Additional resources

CHSP 2025-27 Manual

A CHSP Program Manual 2025-2027 covering the period 1 July 2025 to 1 November 2025 is available on the department's website at health.gov.au/our-work/chsp/reforms.

Fact sheets and further updates

This provider update should be read in conjunction with the [CHSP 2025-27 extension resources](#) available on the department's website.

To stay up to date, please ensure you and your team are [subscribed to aged care newsletters and alerts](#).

If you have any further questions or require guidance, please contact your Funding Administration Manager (FAM).

For enquiries about policy changes in 2025-27 contact CHSPservicereform@health.gov.au.

For enquiries about the CHSP 2025-27 extension contact CHSPExtension@health.gov.au.

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

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 CHSP clients raise and address any aged care issues and understand their aged care rights.

Call the Aged Care Advocacy Line on 1800 700 600 or visit opan.org.au.



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



Visit **health.gov.au/aged-care-reforms**

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 nrschat.nrscall.gov.au/nrs or call 1800 555 660.