



Australian Government

Department of Health, Disability and Ageing

Dear Commonwealth Home Support Program provider,

On 4 June 2025, the Australian Government announced the new *Aged Care Act 2024* (the Act) will be deferred to 1 November 2025.

Although the start date of the Act has been briefly deferred, there are some changes that came into effect for Commonwealth Home Support Program (CHSP) providers on 1 July 2025. Information on the changes for CHSP providers from 1 July can be found on the Department of Health, Disability and Ageing (the department) website here: www.health.gov.au/our-work/chsp/reforms

CHSP clients who are already registered with My Aged Care and have had an assessment will transition automatically under the Act on 1 November 2025. This means the majority of clients will continue accessing their current CHSP services in line with their assessed need.

Consistent with current arrangements, CHSP providers will be required to ensure that government-funded aged care services are only delivered to clients who have documented and recorded evidence with My Aged Care, showing the need for those services.

Action by 31 October 2025

All of your clients who currently access CHSP must be assessed as eligible for CHSP by 31 October 2025 to continue to access these services.

Any clients who have applied but 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. You can call My Aged Care on **1800 200 422** Monday to Friday 8am to 8pm (local time) and Saturday 10am to 2pm (local time).

Compliance with the Act

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

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.

Updated age criteria

From 1 November the Act will limit entry to funded aged care services to people with care needs who are:

- aged 65 years or older; or
- an Aboriginal or Torres Strait Islander person aged 50 or older; 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 new Act, including clients aged between 45-49, must be registered and assessed before the new Act comes into effect to continue accessing services without disruption.

Fact sheets and templates

The department has developed 2 fact sheets on CHSP client transition which accompany this digital letter.

- Provider fact sheet – Commonwealth Home Support Program (CHSP) – Client transition
- Client fact sheet – Commonwealth Home Support Program (CHSP) – Important changes for clients

The client fact sheet will help you engage with your CHSP clients about the upcoming changes and the requirement to be registered and assessed.

If you have any further questions or require guidance, please contact your Funding Arrangement Manager (FAM) at the Community Grants Hub.

Kind Regards



Julia Atkinson
A/g Assistant Secretary
Home Support Operations Branch
Access and Home Support Division
Department of Health, Disability and Aged Care

1 September 2025

Encl:

1. Provider fact sheet – Commonwealth Home Support Program (CHSP) – Client transition
2. Client fact sheet – Commonwealth Home Support Program (CHSP) – Important changes for clients