



# Unassessed CHSP clients with exceptional circumstances

From 1 November, Commonwealth Home Support Program (CHSP) providers cannot deliver government funded aged care services to unassessed clients.

However, we recognise that some clients may be unable to undergo an aged care needs assessment due to **exceptional circumstances**.

This fact sheet includes information on how to support your unassessed clients to apply for consideration under the exceptional circumstances pathway.

## Supporting people with exceptional circumstances

Some of your current unassessed clients may not be able to complete an aged care needs assessment through the normal assessment pathway due to **exceptional circumstances**. Where there is evidence of exceptional circumstances, the Department of Health, Disability and Ageing (department) may be able to provide access to funded aged care services without an assessment under subsection 65(4) of *Aged Care Act 2024* (the Act).

With the consent of your client, you can submit an application on their behalf for assessment under the exceptional circumstances pathway. You will need to provide information about the client in the spreadsheet provided, in line with instructions in the 'user guide' tab and the attached information collection notice.

The department will assess each person individually to determine if they can be approved for funded aged care services under the Act. Once submissions have been reviewed and a determination has been made, a Notice of Decision will be sent to the client to advise of the outcome in accordance with section 70 of the Act. We will also advise you of the outcome as long as the client has provided consent.

## How will the exceptional circumstances pathway work?

The Act sets out criteria that all clients must meet to access funded aged care services to ensure government funds are used appropriately. Trained assessors use standardised tools to determine whether these criteria are met.

The department is also providing a one-time pathway for unassessed CHSP clients who cannot be assessed due to **exceptional circumstances**.

If your client applies for the exceptional circumstances pathway, we will check their eligibility against the following sections of the Act:

- Section 56: Applied for funded aged care using an approved form, including the exceptional circumstances pathway
- Section 58: Meets minimum age requirements
- Subsection 65(4): Has exceptional circumstances and can access funded aged care without undergoing an aged care needs assessment
- Section 66 or 67: Is either Aboriginal and/or Torres Strait Islander (s66) or has an 'impairment' and identifies the reason(s) the client requires the CHSP services they are currently accessing (s67)
- Subsection 71(2): Can have their approval backdated to 1 November 2025.

The questions in the attached spreadsheet will help us check if your client is eligible under these requirements of the Act.

## Eligibility for the exceptional circumstances pathway

Exceptional circumstances do not include waiting for an assessment or choosing not to apply for an assessment when there were no barriers. Unassessed CHSP clients are generally expected to apply for an assessment before 1 November 2025. There are fact sheets and resources for supporting your unassessed clients on the department's [website](#).

You should only ask a client if they wish to apply for the exceptional circumstances pathway if they meet the following criteria:

- They are a current client who accesses services through your organisation
- They are unassessed
- You believe they are unable to get an aged care needs assessment through My Aged Care because of their circumstances
  - For example, this might include people who are members of the Stolen Generations, care leavers or those with a history of institutional abuse.

## What will the department do with the personal information?

Client information will be used to:

- Determine if exceptional circumstances prevent a standard assessment
- Determine approval for CHSP services
- Update or create new My Aged Care profiles.

The personal information we will collect includes:

- full name, age, address, date of birth and gender
- Aboriginal and/or Torres Strait Islander status
- My Aged Care number and/or Medicare number (if available)
- information about the CHSP services the person is accessing
- information on impairments and personal circumstances.

Details about how personal information entered into a My Aged Care profile will be used and disclosed is available from your CHSP provider or can be found here: [My Aged Care privacy](#).

## **How to collect and report client consent**

Under the [Privacy Act 1988](#) and the [Australian Privacy Principles](#), it is important that individuals understand why their personal information is being collected and what it will be used for. They also need to provide consent for their information to be collected.

You should clearly explain to your client that:

- their personal information will be shared with the department
- we will use their personal information to
  - assess if they are eligible for the exceptional circumstances pathway, and
  - assess if they can be approved for services
  - update or create a My Aged Care profile.
- if your CHSP client chooses not to provide their consent, they will be required to apply for an aged care needs assessment or move to a full-fee paying arrangement from 1 November 2025.

An information collection notice is attached to support you with these conversations and answer questions clients might have. Clients must provide their consent voluntarily. You should not place any pressure on a client to provide their consent.

Before obtaining consent, you should be certain that the client understands what is happening. If English is not the client's preferred language, or they do not speak English at all, you should arrange for an interpreter. Where a client does not have capacity to consent, you may get consent from their authorised representative.

Once you have obtained consent, record it in the data collection spreadsheet and include the date you received this consent.

If a person does not give consent, we recommend documenting this in your own records.

## Questions?

For general questions and submission of applications, please email the CHSP Exceptional Circumstances team:

- **Email**  
CHSPECsupport@health.gov.au

For general information about My Aged Care, you can call the free helpline Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

- **Telephone**  
1800 200 422

For privacy-related matters, please contact the department's Privacy Officer via one of the following methods:

- **Post**  
Privacy Officer  
Department of Health, Disability and Ageing  
23 Furzer Street  
WODEN ACT 2606
- **Email**  
privacy@health.gov.au
- **Telephone**  
02 6289 1555