



# Commonwealth Home Support Program (CHSP) – Provision of Information checklist user guide

This user guide assists CHSP providers with their provision of information obligation as part of service provision under the *Aged Care Act 2024*.

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## How do I use the Provision of Information checklist?

From 1 November 2025 the [Aged Care Act 2024](#) (the Act) changes aged care services, including the CHSP.

There are new requirements for CHSP registered providers to provide and explain information to clients accessing funded aged care services.

The [Aged Care Rules 2025](#) (the Rules) provide details about specific information that must be provided and explained, including the new Statement of Rights. This is a condition of a CHSP provider's registration under the Act.

The Department of Health, Disability and Ageing (the department) has developed a checklist to assist providers to deliver their CHSP services.

## When do I use this checklist?

This checklist should be used by CHSP providers before commencing services with the client and throughout the service delivery, until the cessation of any or all service delivery.

From 1 November 2025, CHSP providers should have a conversation with their clients and provide this information to ensure they are aware of their services and rights.

## Why is the checklist important?

The department expects that CHSP providers already provide clients with information on the Code of Conduct, Charter of Aged Care Rights, their client contribution policies and complaints process, as per existing program requirements.

From 1 November 2025 under the Act, there are new information requirements for CHSP providers to provide to clients, as a condition of their registration.

**Appendix A:** [Provision of information requirements under the Act for CHSP providers](#) provides a description of the information that needs to be provided to CHSP clients.

CHSP providers can refer to this user guide when explaining the checklist items with existing or new clients.

## For more information

- [New Aged Care Act resources for aged care workers](#)
- About the [Commonwealth Home Support Program \(CHSP\) Reform](#)
- The [new regulatory model](#) for CHSP providers
- [Aged Care Rules 2025](#)

## Appendix A: Provision of information requirements under the Act for CHSP providers

*Refer Aged Care Act 2024 (s155) and Aged Care Rules 2025 (Chapter 4, Part 7, Division 2, s155)*

Requirement	Purpose
Statement of Rights	<p>The Statement of Rights in aged care outlines the fundamental rights of older people receiving government-funded services. It ensures they have the right to independence, autonomy, respect for privacy, safe and quality care, and the ability to raise concerns without fear of reprisal.</p> <p><a href="#">Section 155-15 of the Rules</a> prescribes the requirements for the provision and explanation of the Statement of Rights and demonstrate they understand the rights of older people and have practices in place to ensure they act compatibly with the Statement of Rights.</p> <p>The Statement of Rights emphasises a person-centred approach, putting individuals at the heart of their care. Whilst a client does not need to sign the Statement of Rights, the provider must give a copy to the client and explain the purpose to them when they start accessing aged care.</p> <p><i>Refer to the <a href="#">Statement of Rights</a> and a <a href="#">plain language fact sheet</a>.</i></p>
Complaints and Feedback	<p>Where a CHSP clients wishes to raise concerns and/or submit a complaint, the Aged Care Quality and Safety Commission (the Commission) can support the client, with information and options, to resolve the concern with the provider. This must be in line with <a href="#">s165-20(1)(f) of the Rules</a> that describes how to make a complaint or give feedback to the provider.</p> <p><i>Refer to the <a href="#">Aged Care Quality and Safety Commission's complaints information</a>.</i></p>

Requirement	Purpose
Aged Care Code of Conduct	<p>The Aged Care Code of Conduct (the Code) (<a href="#">Part 5 of the Rules</a>) describes how registered aged care providers, responsible persons, and workers (including volunteers) must behave and treat people receiving aged care. The Code:</p> <ul style="list-style-type: none"> <li>• supports a person's right to personal choice, dignity and respect</li> <li>• promotes kind, honest and respectful behaviour</li> <li>• keeps people receiving aged care safe from harm.</li> </ul> <p>The Code has additional information about expected behaviours, provider and worker responsibilities and governing persons responsibilities.</p> <p><i><a href="#">Refer to the Aged Care Quality and Safety Commission's website.</a></i></p>
Protection of personal information	<p>To access government-funded aged care services, an older person must be a registered and approved to access government-funded aged care services.</p> <p>Clients must be given an explanation that their personal information will be protected and only used in the ways authorised under <a href="#">s168 of the Act</a>.</p> <p>The exchange of personal information between provider and client will also include the use of the client's My Aged Care ID for performance reporting purposes to reconcile the service provision of government-funded aged care services. Clients need to be advised their My Aged Care ID will be collected for this purpose.</p>

Requirement	Purpose
Client Contributions	<p>The Australian Government provides the bulk of the funding for CHSP services via a grant. Eligible clients who can contribute to the cost of their care will be asked to do so – in a transparent, fair and consistent manner – by their provider. This is outlined in the provider's client contribution policy.</p> <p>A copy must be provided to the client. A CHSP provider may collect client contributions, however, these cannot be greater than the actual cost of the service. Any client contribution the provider collects is also reported to the Government.</p> <p>The agreed client contribution for each service is detailed in the Service Agreement and clearly explained to the client.</p> <p><a href="#">Section 286 of the Act</a> outlines the fees and contributions payable for delivery of funded aged care services under a specialist aged care program such as the CHSP.</p> <p><i>Refer to the <a href="#">CHSP 2025-27 Manual and Appendix E – National Guide to Client Contributions Framework</a></i></p>
Ceasing services	<p>CHSP providers are obliged to explain available supports to ensure service continuity where a provider is unable to continue service provision to the client.</p>

Requirement	Purpose
Care and Services Plans	<p>A Care and Services Plan outlines the specific support needs of the client and the services provided to meet those needs. This is a requirement in the <a href="#">Rules s148-80</a>.</p> <p>The Care and Services Plan <b>must</b> be developed with the client and any supporters of the individual and include:</p> <ul style="list-style-type: none"> <li>• details of the client's care needs, goals and preferences</li> <li>• the frequency and volume of the services to be provided to meet the client's needs</li> <li>• a review at least once every 12 months.</li> </ul> <p>The Care and Services Plan <b>must</b> be in place before services commence.</p> <p>The Care and Services Plan is in addition to the Service Agreement.</p>
Assisting clients to choose the best services for them	<p>A CHSP provider's duty of care is to ensure their client feels supported as they seek low-level in-home aged care services to help them to stay at home for longer.</p> <p>Where a provider feels the current approved services are insufficient, they should explain the options available to support the client, including how to seek a re-assessment through My Aged Care.</p>
Invoices	<p>Clients have a right to a document detailing the services provided by a CHSP provider to a client, and the amount due for those services. The information in the invoice must be clear and in a format that is understandable for the client.</p>

Requirement	Purpose
Financial position of the provider	<p>As per <a href="#">section 155-70 of the Rules</a> and as part of a rights-based and person-centred approach to aged care, a client may request the provider's financial position to assist them to make decisions about their care and ensure they will receive safe, quality services over their period of care.</p> <p>This can be provided <b>before services</b> commence to help inform clients of their delivery options or <b>when services</b> are being delivered.</p>

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