**Commonwealth Home Support Program (CHSP) – Provision of information checklist**

# Provision of information to be provided to CHSP clients in accordance with s155(1) of the *Aged Care Act 2024.*

This checklist should be read in conjunction with the CHSP Service Agreement Template and User Guide and Care and Services Plan checklist.

## **Before or when commencing services**

|  |  |
| --- | --- |
| **Tick** | **Requirement** |

### **Statement of Rights**

* Clients have been provided with information on their rights under the Statement of rights and a copy of the Statement of Rights.
* Clients have been assisted to understand all the above information provided and the Statement of Rights.

### **Complaints and Feedback**

* Clients have been provided with a copy of the document mentioned in   
  s165-20(1)(f) of the *Aged Care Rules 2025* that describes:
  + how to make a complaint or give feedback to the provider
  + what the person complaining or giving feedback can expect in relation to how the feedback or complaint is being managed
  + how feedback or a complaint can be made to the Complaints Commissioner
  + that clients will not be victimised or discriminated against for providing feedback or complaints to the provider or Complaints Commissioner.
* Clients have been assisted to understand the information given in the above document.

### **Aged Care** **Code of Conduct**

* Clients have been provided with a copy of the Aged Care Code of Conduct.
* Clients have been assisted in understanding the Aged Care Code of Conduct.

### **Protection of personal information**

* Clients have been provided an explanation that their personal information will be protected and only used in the ways authorised under s168 of the *Aged Care Act 2024* and have been assisted to understand the information provided.

### **Client Contributions**

* Clients have been provided with information on CHSP client contributions and a copy of the client contribution policy.
* Clients have been assisted to understand the process of requesting hardship provisions under the client contribution policy where they cannot afford their CHSP client contributions.
* Clients have been assisted to understand the information provided.

### **Ceasing services**

* Clients have been given information about the circumstances in which the provider may cease services under s149-35(2) of the *Aged Care Rules 2025*.
* Clients have been given an explanation of the notice requirements in s149-40 of the *Aged Care Rules 2025* that the provider must comply with if they intend to cease services.
* Clients have been assisted to understand the information provided.

### **Care and Services Plans**

* Clients have been given an explanation of the requirement in s148-80 of the *Aged Care Rules 2025* that the provider develops a Care and Services Plan before services commence and provides information on what kind of information the Care and Services Plan will include.
* Clients have been assisted to understand the information provided.

### **Financial position of the provider**

* As per s155-70 of the *Aged Care Rules 2025*, clients have been notified in writing that if they make a request, the provider must give them the following information and documents within 7 days:

(a) a clear and simple presentation of the provider’s financial position; and

(b) a copy of the most recent statement of the audited accounts of the service delivery branch or the organisation that includes the service delivery branch.

## **While delivering services**

|  |  |
| --- | --- |
| **Tick** | **Requirement** |

### **Assisting clients to choose the best services for them**

* Clients will be provided with information that assists them to choose the services that best meet their needs and preferences within the resources available.

### **Invoices**

* Clients will be provided with invoices that are clear and understandable.

### **Financial position of the provider**

* If requested, clients will be provided the following information and document within 7 days after receiving request:

(a) A clear and simple presentation of the provider’s financial position

(b) A copy of the most recent statement of the audited accounts of the service delivery branch or the organisation that includes the service delivery branch.