

# 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

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Tick	Requirement
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<input type="checkbox"/>	<b>Statement of Rights</b>
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- 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.
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<input type="checkbox"/>	<b>Complaints and Feedback</b>
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- 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.
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<input type="checkbox"/>	<b>Aged Care Code of Conduct</b>
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- 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.
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☐ **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.
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☐ **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.
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☐ **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.
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☐ **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.
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☐ **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.
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## While delivering services

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Tick

Requirement

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### **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.
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### **Invoices**

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