



Commonwealth Home Support Program provider transition checklist

From 1 November 2025, the Commonwealth Home Support Program (CHSP) comes under the *Aged Care Act 2024* (the Act). This means there are changes to the way CHSP services are regulated and delivered. CHSP registered providers must be aware of and be compliant with their legislative obligations under the Act.

Existing approved CHSP clients can continue to access their CHSP services from 1 November 2025.

From 1 November 2025, older people who are not currently accessing CHSP, but who wish to, must apply for an aged care assessment through My Aged Care prior to service delivery and be approved to access services.

Version History

Date	Summary of changes
October 2025	CHSP provider checklist (v1.0) first issued.

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About this guide

This guide provides guidance on the actions CHSP providers should take to be operationally ready for changes to the program under the Act from 1 November 2025.

The guide is divided into **6 key transition stages**.

1. Understand and deliver CHSP grant agreement changes
2. Understand changes to the CHSP regulatory requirements
3. Prepare your organisation
4. Prepare and engage with existing clients
5. Deliver services
6. Action ongoing reporting obligations

We will update this guide as additional support tools and resources are released. Providers are recommended to regularly check the department's website for further information.

Resources

Below is a list of resources and tools to assist you to complete the actions in this guide.

Information about the Commonwealth Home Support Program

Key resources and tools	Links
CHSP 2025-27 Manual from 1 November 2025 and Appendices	Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025)
CHSP Service Agreement guidance documents	Commonwealth Home Support Program (CHSP) Service Agreement guidance materials for CHSP providers
The new regulatory model – Guidance for CHSP providers	The new regulatory model – Guidance for CHSP providers
Unassessed CHSP clients with exceptional circumstances	CHSP fact sheet – unassessed CHSP clients with exceptional circumstances
CHSP service catalogue	Commonwealth Home Support Program (CHSP) service catalogue 2025–27 Commonwealth Home Support Program (CHSP) Service List Mapping Appendix A – Inclusions and exclusions for CHSP service list
Resources to support CHSP provider actions for unassessed clients	CHSP provider letter Information for clients Information for providers Commonwealth Home Support Program (CHSP) aged care clients information collection notice CHSP data collection spreadsheet – Exceptional circumstances pathway
CHSP provider update – June 2025	June 2025 provider update
CHSP provider update – May 2025	May 2025 provider update
CHSP Sector support and development (SSD)	CHSP SSD information
CHSP Fair Work Commission Stage 3 decision	CHSP letter for providers
CHSP wellness and reablement	Wellness and reablement resources

Translating and Interpreting Service (TIS National) for aged care providers and older people in aged care	<u>Translating and Interpreting Service (TIS National) for aged care service providers and older people in aged care</u>
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Technical resources to assist with reporting and service delivery

Resources and tools	Links
CHSP service catalogue 2025–27	<u>Commonwealth Home Support Program (CHSP) service catalogue 2025–27</u>
Data Exchange (DEX) Stage 1 Toolkit	<u>DEX Exchange toolkit (Stage 1)</u>
DEX Stage 2 Toolkit	Stage 2 toolkit will be available on the <u>CHPS resources page</u> from 25 October 2025.
Data Dictionary Stage 1	<u>Data Exchange Dictionary (Stage 1)</u>
Government Provider Management System (GPMS) and CHSP	<u>GPMS resources</u>

Training

Resources and tools	Links
Resources to understand and prepare for the changes under the new Act	<u>Prepare for the new Act</u>
eLearning for aged care providers	<u>eLearning for aged care providers</u>
CHSP provider sector readiness webinar (12 June 2025)	<u>Webinar recording</u> <u>Webinar FAQs</u>
CHSP provider 2025-27 extension webinar (13 March 2025)	<u>Webinar recording</u> <u>Webinar FAQs</u>

Other support resources

Resources and tools	Links
Business Workforce Advisory Services (BWAS)	The Business and Workforce Advisory Services (BWAS) transition support program provides free, independent professional advisory services to eligible CHSP provider organisations. Refer to the Financial viability and capability support for aged care providers webpage to learn more about this program and how to apply.
Elder Care Support and Care Finder program	The Elder Care Support and Care Finder programs can support older Aboriginal and Torres Strait Islander people and ensure they are aware of which CHSP services you can provide. Refer to Elder Care Support and Care finder program for more information.
Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)	Refer to the Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP) to learn more about this program and how to apply.

Key contacts

Resources and tools	Links
CHSP program inbox for general enquiries	CHSPprogram@health.gov.au
CHSP policy and service reform enquiries	CHSPServiceReform@health.gov.au
CHSP Provider compliance and Selections	CHSPCompliance@Health.gov.au
Data Exchange (DEX) helpdesk	dssdataexchange.helpdesk@dss.gov.au
Department of Social Services Community Grants Hub Funding Arrangement Managers	Tasmania TASperformanceHealth@communitygrants.gov.au New South Wales and Australian Capital Territory NSWACTCHSP@dss.gov.au Victoria CHSP.Vic@dss.gov.au Queensland QLDPerformanceHealth@communitygrants.gov.au Western Australia CHSPWA@dss.gov.au South Australia SAPerformanceHealth@communitygrants.gov.au Northern Territory NTPerformanceHealth@communitygrants.gov.au
Supports for providers of aged care – expertise directory (SPACED)	SPACED@health.gov.au

1. Understand and deliver CHSP grant agreement changes

CHSP providers must understand the program changes from 1 July 2025 and become familiar with new Act-based provider obligations from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
1.1	Review and understand the CHSP Manual (2025–2027) and associated guidance materials.	Now - ongoing	Refer to: • Commonwealth Home Support Program (CHSP) • Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025)
1.2	Ensure your understanding of the CHSP service list and changes from 1 July 2025.	From 1 July 2025 (Complete)	Refer to: • Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) • Commonwealth Home Support Program (CHSP) service catalogue 2025–27 • Commonwealth Home Support Program (CHSP) Service List Mapping • Appendix A – Inclusions and exclusions for CHSP service list

#	Actions providers should take	Timeframe	Transition resources and tools
1.3	Ensure your understanding of compliance processes, including your grant funds and flexibility provisions.	From 1 July 2025 (Complete)	Refer to: • Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) • Commonwealth Home Support Program (CHSP) service catalogue 2025–27 • Appendix F – CHSP Compliance Framework 2025–27
1.4	Ensure your compliance with new grant agreement reporting requirements, including the Child Safety Annual Statement of Compliance.	From 1 July 2025 (Complete)	Refer to: • Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) • Commonwealth Home Support Program (CHSP) service catalogue 2025–27 • Appendix F – CHSP Compliance Framework 2025–27
1.5	Ensure all CHSP clients have a My Aged Care (MAC) ID and are registered with My Aged Care and have been assessed and approved for CHSP services.	From 1 July 2025 (Complete)	Refer to: • Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) • Appendix F – CHSP Compliance Framework 2025–27 • Guidance for unassessed clients

#	Actions providers should take	Timeframe	Transition resources and tools
1.6	Ensure you are reporting in DEX against the updated CHSP service list.	From 1 July 2025 – ongoing	Refer to - DEX Exchange toolkit (Stage 1) and Data Exchange Dictionary (Stage 1)
1.7	Ensure you understand what is required to collect client MAC IDs in your existing systems.	From 1 July – January 2026	Refer to DEX Exchange toolkit (Stage 2) available from 25 October 2025 and Data Exchange Dictionary (Stage 1)
1.8	Ensure you understand what is required to collect and report client MAC IDs in DEX.	January 2026 – ongoing	Refer to DEX Exchange toolkit (Stage 2) available from 25 October 2025

2. Understand changes to the CHSP regulatory requirements

The CHSP comes under the Act from 1 November 2025, which changes provider obligations and the way the program is regulated and delivered. Refer to [The new regulatory model – Guidance for CHSP providers](#) for detailed information.

#	Actions providers should take	Timeframe	Transition resources and tools
2.1	Understand the key changes under the Act, including: - the new aged care regulatory model - implementation of universal provider registration - CHSP provider deeming	Now – 31 October 2025	Refer to the CHSP 2025-27 Manual (from 1 November) and Appendix H which summarises the Act-based changes. For more information see the New Aged Care Act. For information on the regulatory model, please visit the How the new aged care regulatory model will work and The new regulatory model – Guidance for CHSP providers.
2.2	Understand obligations under the relevant registration category, including: - the Statement of Rights - the Aged Care Code of Conduct - complaints, feedback and whistleblowers - preventing damage to property - meals requirements - service delivery equipment requirements - personal protective equipment, infection prevention and control requirements.	Now – 31 October 2025	The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care. Also refer to: Statement of Rights Aged Care Code of Conduct CHSP 2025-27 Manual and Appendix H

#	Actions providers should take	Timeframe	Transition resources and tools
2.3	Ensure awareness and understanding of the program changes, under the Act including: • program eligibility changes • assessment requirement for all CHSP clients • requirement to ensure and document client eligibility under the Act • changes to accessing urgent services • four circumstances for Support at Home participants to access some CHSP services • changes to CHSP service list • Service Agreements, Care and Services Plans and Provision of Information requirements • worker screening changes • new reporting requirements in addition to existing reports which may be requested: • record keeping requirements • client transfer timeframes • registered supporters • introduction of the Grantee Code of Conduct.	Now – 31 October 2025	Refer to the CHSP 2025-27 Manual (from 1 November) and Appendix H which summarises the Act-based changes. For more information see the New Aged Care Act. For information on the regulatory model, please visit the How the new aged care regulatory model will work and The new regulatory model – Guidance for CHSP providers.
2.4	Understand how provider deeming will operate. Existing CHSP providers will be automatically deemed into one or more registration categories on commencement of the Act, in line with the relevant category or categories to deliver the specific services outlined in their 2025-27 grant agreement.	Now – 31 October 2025	The new regulatory model – Guidance for CHSP providers outlines the regulatory changes affecting CHSP providers under the Act.

#	Actions providers should take	Timeframe	Transition resources and tools
2.5	Understand the Strengthened Aged Care Quality Standards, and determine which will apply, as per the registration category (categories 4 and 5) and services delivered within registration categories.	Now – 31 October 2025	Refer to the <u>Strengthened Aged Care Quality Standards</u> .

3. Prepare your organisation

You will need to consider what changes are required to your organisation to prepare for the commencement of the new *Aged Care Act* (2024) and changes to CHSP from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
3.1	CHSP providers should understand their obligations under their registration category/ies: - category 1 - Home and community services - category 2 - Assistive technology and home modifications - category 3 - Advisory and support services - category 4 - Personal and care support in the home or community - category 5 - Nursing and transition care.	Now – 1 November 2025	The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care and how the Commission will communicate and work with registered providers.
3.2	Prepare your organisation's systems and processes to support new reporting requirements, including: - financial - performance - wellness and reablement - Child Safety Compliance Statement - compliance report - service Delivery report - complaints and feedback management report and information.	Now – 1 November 2025	Refer to: Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) Appendix F – CHSP Compliance Framework 2025–27 For DEX information refer to: DEX Exchange toolkit (Stage 1), Data Exchange Dictionary (Stage 1) - DEX Toolkit (Stage 2) available on the CHSP webpage 25 October 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
3.3	Prepare your processes and systems to support new DEX reporting requirements. - Providers must record service provision against individual clients in DEX and record the MAC ID of each client who has received a service (i.e. from 1 July 2025 onwards). - Providers are required to record the MAC IDs in their own client management systems until the DEX reporting functionality is available in mid-2025-26.	Now – January 2026	For DEX information refer to: DEX Exchange Toolkit (Stage 1) , Data Exchange Dictionary (Stage 1) - DEX Exchange Toolkit (Stage 2) available on the CHSP webpage 25 October 2025.
3.4	Prepare systems and processes to align with the new aged care regulatory model. Establish practices to comply with conditions of registration and obligations under the New Act.	Now – 1 November 2025	For information on the regulatory model, see the How the new aged care regulatory model will work. The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care.
3.5	Ensure your staff have undertaken training on the new obligations and operational changes to the CHSP under the Act.	Now – 1 November 2025	For more information see eLearning for aged care providers.

4. Prepare and engage with existing clients

You will need to support your teams to engage with existing CHSP clients to prepare them for the commencement of the new Act and changes to the CHSP from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
4.1	CHSP providers should: • Ensure all clients who are currently accessing services are approved to access the CHSP by 31 October 2025 to continue to access these services. • Support any unassessed clients to request an aged care assessment through My Aged Care as soon as possible.	Now - 1 November 2025	Refer to the CHSP Reforms resources to support you with the transition under the Act. Refer to the CHSP 2025-27 Manual. The CHSP booklet and Easy Read Guide for older people will be updated by 1 November 2025. Resources for transitioning clients under the new Aged Care Act can be found under: • Transitioning CHSP clients under the new Aged Care Act 2024. • CHSP provider letter • Information for clients • Information for providers • Commonwealth Home Support Program (CHSP) aged care clients information collection notice • CHSP data collection spreadsheet – Exceptional circumstances pathway

#	Actions providers should take	Timeframe	Transition resources and tools
4.2	Review arrangements with existing clients to ensure the key elements of CHSP Service Agreements and Care and Services Plans are in place	Now – 1 November	Refer to the Commonwealth Home Support Program (CHSP) Service Agreement guidance materials for CHSP providers
4.3	Engage with existing clients who may not have had an aged care assessment and encourage them to apply for an aged care assessment to ensure registration and assessment has been completed.	Now – 1 November	Resources to support CHSP provider actions for unassessed clients are available on the Departments website – • Aboriginal and Torres Strait Islander Aged Care Assessment Organisations • CHSP provider letter • Information for clients • Information for providers • Commonwealth Home Support Program (CHSP) aged care clients information collection notice • CHSP data collection spreadsheet – Exceptional circumstances pathway

#	Actions providers should take	Timeframe	Transition resources and tools
4.4	Ensure CHSP clients understand the new rights-based Act which puts older people who need aged care at the centre of the system.	Now – ongoing	Refer to: • Statement of Rights and Aged Care Code of Conduct • Strengthened Aged Care Quality Standards • The Aged Care Act – what it means • The Aged Care Act – resources for older people.

5. Deliver services

From 1 November 2025, you will deliver CHSP services in alignment with the new Act. Providers and their workforce should take all reasonable steps to deliver services that are in line with the Statement of Rights.

#	Actions providers should take	Timeframe	Transition resources and tools
5.1	Establish Service Agreements and Care and Services Plans with new clients approved to access the CHSP from 1 November 2025. Ensure that Service Agreements are fully compliant at the point of formal review of services (that must occur at least once every 12 months).	From 1 November	Refer to the Commonwealth Home Support Program (CHSP) Service Agreement guidance materials for CHSP providers .

#	Actions providers should take	Timeframe	Transition resources and tools
5.2	Deliver services in line with the new Act.	From 1 November	Refer to the CHSP 2025-27 Manual (from 1 November) and Appendix H which summarises the Act-based changes. For more information see the New Aged Care Act . For information on the regulatory model, please see the How the new aged care regulatory model will work .
5.3	Ensure delivery of CHSP services to Support at Home participants is in line with the limited circumstances as detailed in the CHSP 2025-27 Manual.	From 1 November	Refer to Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025) .
5.4	Ensure services are only delivered to those clients who have a MAC ID and aged care assessment and have been approved to access the CHSP.	From 1 November	Refer to the CHSP 2025-27 Manual (from 1 November) and Appendix H which summarises the Act-based changes. Unassessed CHSP client resources .
5.5	Providers delivering CHSP services will have access to the Government Provider Management System (GPMS) for the first time on 3 November. - GPMS will only be used by CHSP providers to view and update organisation details. - From 3 November, CHSP providers should check details are correct in GPMS.	From 3 November	For more information see GPMS resources . Contact the My Aged Care service provider and assessor helpline on 1800 836 799 for additional support. GPMS training, user guides, quick reference guides, videos and other

#	Actions providers should take	Timeframe	Transition resources and tools
	Ensure the organisation administrator is prepared to action requests to add additional users as needed.		resources are available at Government Provider Management System resources .
5.6	Ensure compliance with registration conditions and other obligations under the New Aged Care Act.	From 1 November	Check the Aged Care Quality and Safety Commission's Draft Provider Handbook .

6. Action ongoing reporting obligations

From 1 November 2025, you will need to undertake reporting in alignment with the new Act and regulatory obligations.

#	Actions providers should take	Timeframe	Transition resources and tools
6.1	Undertake CHSP provider reporting requirements include the following: - financial reporting - performance reporting - wellness and reablement reporting - Child Safety Compliance Statement - complaints and feedback management report (as per registration category 4 and 5).	From 1 November 2025 and as required	For further information about your reporting and management obligations see Managing the Commonwealth Home Support Program (CHSP). Refer to the Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025).
6.2	Ensure adequate records and reports are prepared to provide additional reporting items on request, including: - compliance report - service delivery report - complaints and feedback information on request.	From 1 November 2025 and as required	Refer to the Commonwealth Home Support Program (CHSP) 2025–27 Manual (from 1 November 2025).
6.3	Record client MAC ID in your client management system and prepare for DEX reporting requirements that commence from January 2026.	From 1 July in existing systems, and mandatory in DEX from January 2026	Refer to: DEX Exchange toolkit (Stage 1) and Data Exchange Dictionary (Stage 1) - DEX Exchange Toolkit (Stage 2) available on the CHSP webpage 25 October 2025.