

Summary of changes to the CHSP 2025-27 Manual from 1 November 2025 Version 3

The table below summarises the changes to the CHSP 2025-27 Manual from 1 November 2025:

CHSP Manual Chapter	Content change	Manual section and description	Explanation of Changes
About this manual			
Purpose of this manual	New content (version 3)	Purpose of this manual	Inclusion of summary of changes table to highlight updates to the manual
PART A - About the Commonwealth Home Support Program			
Chapter 1: Overview of the CHSP	New content	1.1 About the CHSP	Updated to 1 November 2025 changes
	New content	1.3 Context of the CHSP in the aged care system	Updated to 1 November and inclusion of Support at Home information
	Updated	1.4 Services available under the CHSP	Updated services and changes from 1 November 2025, Act references
	Updated	1.5 Objectives of the CHSP	Updated to 1 November 2025 Act reference
	New content	1.6 Principles of the CHSP	Updated to 1 November and added Statement of Rights and Statement of Principles. Principles updated to include appointed decision maker and registered supporters (2. Client, carer and family empowerment) Care and Services Plans updated (4. Committed and responsive service provision)
	New content	1.7 Supports diverse needs	Updated to align with the Act Addition of Strengthened Quality Standards paragraph

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	New content	1.8 Client freedom of choice	Inclusion of new information about Statement of Rights and supportive decision making
Chapter 2: 2025-27 reforms to in-home aged care	Updates	2.2 Single Assessment System	Update to First Nations assessment organisations commencement date to August 2025
	New content	2.3 The Act	New information about the Act
	New content	2.4 CHSP changes under the Act	New section with new information: <ul style="list-style-type: none"> • Assessment requirement for all CHSP clients • Program eligibility changes • Service Agreements, Care and Services Plans and Provision of Information • Record keeping • Registration categories • Provider obligations • New service list • Changes to CHSP reporting in DEX – inclusion of DEX Stage 2 provider toolkit information (version 2) • Registered supporters
Chapter 3: CHSP services	Updated information	3.1 Entry level support	Updates to align with the Act
	Updated information	3.2 CHSP service list	Minor editorial updates to services and descriptions
	Updates to existing content New content	3.3 Additional CHSP service information	Minor updates to: <ul style="list-style-type: none"> • Equipment and products and GEAT2GO • Social support and community engagement – inclusion of expenses to maintain personal affairs
	New content	3.4 Hoarding and squalor assistance	Changes to eligibility under the Act, minor updates to service descriptions

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	Updates	3.5 Sector support and development	Removal of SSD provider 2025-26 Activity Work Plans due 15 July 2025
Chapter 4: Wellness and reablement	Minor editorial changes	All of chapter	Updates to align with the Act, section references and minor editorial changes
PART B - Eligibility and Delivery Requirements			
Chapter 5: Access to the CHSP	New content	5.1 Access to CHSP services	Updates to align with the Act New information under client navigation – reference to accessibility information on My Aged Care
	New content	5.2 CHSP approvals	New information: <ul style="list-style-type: none"> • Age eligibility • Service approval • Notice of Decision
	New content	5.3 Access to urgent CHSP services	New information about circumstances for urgent service access
	Updates to existing content	5.3 Access to urgent CHSP services	Removal of reference to GP and hospital referrals (version 3)
	New content	5.4 Unassessed existing clients at 1 November 2025	New and updated content on Clients of former programs consolidated into the CHSP (grandfathered clients)
	New content	5.5 Reassessment of aged care needs	New information to align with the Act Updated information on Support Plan Reviews
	Editorial changes	5.6 Waitlists	Minor editorial changes
Chapter 6: Interaction with other programs	Updates to existing content	6.1 Overview	New content to align with Support at Home and added 5th circumstance to access CHSP services – Specialised

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			support services (Vision advisory services) (version 2) Updates on access to CHSP services by Support at Home participants (version 3) Updates on the Interaction between the CHSP and the AT-HM scheme (version 3)
	Updates to existing content	6.3 Support at Home participant access to CHSP services	Updates to Support at Home participant access to CHSP services (version 3)
	Updates to existing content	6.4 Restorative Care Pathway	Removed content on CHSP clients accessing Restorative Care Pathway (version 3)
	New content	6.9 NATSIFAC Program	Inclusion of NATSIFAC Program interaction information
Chapter 7: Provider grant funding and client contributions	Updates to existing content	7.1 CHSP client contributions	Inclusion of Act references Minor editorial changes Edits to Hardship provisions under the Framework
	Updates to existing content	7.2 CHSP National Unit Price Ranges	Updated information for 2025-26 and 2026-27 indexation
	Updates to existing content	7.3 Aged Care Work Value Case	Updates to Aged Care Work Value Case
	New content	7.4 Modified Monash Model (MMM) loadings	Inclusion of MMM loadings for area 5 and updated information about MMM loadings
Chapter 8: Flexibility Provisions	Minor editorial changes	8.2 About flexibility provisions	Minor editorial changes to existing content
PART C - Administration and Provider Responsibilities			
	New content	9.1 CHSP grant agreements	Inclusion of Act references

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Chapter 9: Quality arrangements and client rights	New content	9.2 Strengthened Aged Care Quality Standards	New content and Act references New content for Continuous improvement section
	New content	9.3 CHSP registered provider obligations	New content on: <ul style="list-style-type: none"> • Statement of Rights • Aged Care Code of Conduct • Preventing damage to property • Meal requirements • Service delivery equipment requirements • PPE, infection prevention and control requirements • Complaints, feedback and whistleblowers
	Edits to existing content	9.4 My Aged Care provider responsibilities	Edits to existing content to make clearer Minor change to Sensitive information -addition of appointed decision maker for consent
	New content	9.5 Service Agreements, Provision of Information and Care and Services Plans	New section on these provider requirements
	Updates to existing content	9.6 Client monitoring	Updated to reflect Act and references Removal of timeframe for cancellation policy and recording of no service delivery under Scheduling appointments
	New content	9.7 Support Plan Reviews	Editorial changes to restorative care references New content for Requesting a SPR New content to Outcomes of the review

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	New content	9.8 Information and access	Inclusion of new information: <ul style="list-style-type: none"> • Protection of personal information • Registered supporters • Active, appointed decision makers
	New content	9.9 Regulation of CHSP registered providers	New information about provider regulation under the Act
	New content	9.10 Provider and responsible person duties	New content to align with the Act
	Updates to existing content	9.11 Banning orders	Content aligned with the Act
	New content	9.12 Grantee Code of Conduct	New content to align with the Act
	Updates to existing content	9.13 Feedback and complaints mechanisms	Content aligned with the Act ACQSC complaints process – updated wording
	Updates to existing content	9.14 Advocacy	Updated information to support clients and creation of 9.15 Elder Abuse as a separate section
Chapter 10: CHSP service continuity and provider selection	Updates to existing content	10.1 Service continuity	Updates to Activity Continuity Plans
	Updates to existing content	10.2 CHSP Selections Framework	Updated to reflect the Act
	Updates to existing content	10.3 Providers transitioning out	Updates to clarify content
Chapter 11: Incident management and	New content	11.1 SIRS	Updated to reflect the Act

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staffing responsibilities	New content	11.2 National or state emergency	Updates to Emergency and disaster management planning with references to registration categories and Act
	Updates to existing content	11.3 Respiratory infection diseases	Updates to existing content
	New content	11.4 Staff qualifications and training	Updates to existing content to reflect Act references New information against Additional service-specific information – Meals (statutory obligations around food safety)
	Updates to existing content	11.9 Interacting with the APS	Minor editorial changes
Chapter 12: Compliance and financial responsibilities	Editorial change	12.3 Acknowledging funding	Removal of 'Other options for acknowledging the funding'
Chapter 13: Provider reporting and system responsibilities	New content	13.1 Requirement to ensure and document client approval under the Act	Updated information to reference the Act and added DEX reporting information
	New content	13.2 Key reports under the CHSP	Inclusion of Act references Inclusion of statement of compliance as part of the financial declarations Child Safety Compliance Statement inclusion Key reports table – Act and Rules references
	New content	13.3 Data Exchange (DEX) and performance management	Updated link to July 2025 DEX protocols for CHSP

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	Updates to existing content	13.4 Financial reporting	Updates to reflect Act and Rules references
	Updates to existing content	13.5 Monthly performance reporting	Updates to reflect the Act and Rules
	Updates to existing content	13.8 Child Safety Compliance Statement	Updated to reflect the Act and Rules
	Updates to existing content	13.9 IT system requirements	Updated information on DEX reporting system with new resource materials
	Updates to existing content	13.10 Other reporting obligations	<p>New information about:</p> <ul style="list-style-type: none"> Complaints and feedback management report Complaints and feedback information on request <p>Update to DEX reporting system – DEX query contact details (version 2)</p>
Glossary	Updates to existing content and new content	Glossary updates	Glossary definition updates to Care and Services Plans, Service Agreements and Transition Care Program (version 2)

CHSP Manual 2025-27 Appendices

Appendix	Appendix Title	Content change
Appendix A	Inclusions and exclusions for CHSP Service List	<p>Inclusion of Act references to Introduction</p> <p>Minor updates to Meals preparation and Meal delivery and Allied health and therapy (Allied health assistance)</p> <p>New content descriptions added to Equipment and products</p>
Appendix B	Embedding Wellness and Reablement in the CHSP overview	Removal of reference to Wellness and Reablement Community of Practice

Appendix	Appendix Title	Content change
Appendix C	CHSP contacts, supports and resources for providers and clients	<p>New content included:</p> <ul style="list-style-type: none"> • Volunteering in aged care • Aged Care Act resources <p>Information updates to:</p> <ul style="list-style-type: none"> • Advocacy and Elder Abuse • Continence supports • Dementia supports • Language translating and interpreting
Appendix D	CHSP Worker Screening Guidelines	<p>New content to align CHSP with NATSIFAC Program</p> <p>Updates to align with the Act</p> <p>New information about changes to worker screening requirements</p>
Appendix E	CHSP National Unit Price Ranges and Guide to the National CHSP Client Contribution Framework	<p>Updates to Act references</p> <p>Updated information on unit price ranges</p> <p>Part B updated:</p> <ul style="list-style-type: none"> • Client contribution framework content updated • Inclusion of Service Agreements and client contributions
Appendix F	CHSP Compliance Framework 2025-27 (Version 2)	<p>Updates to reflect Act and Rules</p> <p>New content on Compliance Model</p> <p>Updates to:</p> <ul style="list-style-type: none"> • DEX Oversight • Financial acquittals – inclusion of information about services being delivered to assessed clients • Enhanced monitoring of MAC ID reporting • Child Safety Compliance Statement <p>Version 2 updates:</p> <ul style="list-style-type: none"> • New version control table • New content under 3. DEX oversight, including exemption requests • Inclusion of Data Exchange Toolkit (Stage 2) information under 9.1 Enhanced monitoring of MAC client ID reporting

Appendix	Appendix Title	Content change
Appendix G	CHSP Selections Framework	No changes or updates
Appendix H	Guide for CHSP providers on program changes under the Aged Care Act 2024	New appendix outlining the Act-based changes, Act references and Chapter references