

Commonwealth Home Support Program

Care and Services Plans checklist guidance –

Version 2

Contents

Version history	1
CHSP Care and Services Plans from 1 November 2025	2
Existing CHSP clients	2
New CHSP clients	2
What's changing from 1 November 2026	2
Checklist guidance for CHSP providers	3
Wellness and Reablement resources	4

Version history

Publication date	Version history	Summary of changes
October 2025	Version 1	
September 2026	Version 2	
	CHSP Care and Services Plans from 1 November 2025	New section: • Section on transitional arrangements from 1 November 2025
	What's changing from 1 November 2026	New section: • New content for requirements from 1 November 2026

CHSP Care and Services Plans from 1 November 2025

Existing CHSP clients

Transition arrangements for CHSP Care and Services Plans have been in place since 1 November 2025 to support existing CHSP clients until 1 November 2026 (as per section 58 of the *Aged Care (Consequential and Transitional Provisions) Rules 2025*).

CHSP providers must have had a Care and Services Plan in place which documents the delivery of services to clients as per the CHSP 2025-27 Manual.

CHSP providers are required to review the Care and Services Plan as soon as practicable and no later than the end of the period of 12 months beginning at the transition time.

By the next date of formal service review (that must occur at least once every 12 months and prior to 1 November 2026), providers must have a Care and Services Plan that documents all the requirements of the *Aged Care Act 2024* (148(e)) and the *Aged Care Rules 2025* (148-80).

Refer to section 58 of the [*Aged Care \(Consequential and Transitional Provisions\) Rules 2025*](#) – Support plan or old care and services plan in existence before transition time

New CHSP clients

All new CHSP clients since 1 November 2025 must have had a new CHSP Care and Services Plan in place which reflects the requirements of the *Aged Care Act 2024* (Act) (148(e)) and the *Aged Care Rules 2025* (148-80).

What's changing from 1 November 2026

From 1 November 2026 under the Act, all CHSP clients approved to access funded aged care services must have a Care and Services Plan in place which reflects the requirements of the *Aged Care Act 2024* (Act) (148(e)) and the *Aged Care Rules 2025* (148-80) and includes:

- client details and contact information
- client's care needs, goals and preferences
- services they are receiving, including the frequency and volume
- a review date, noting plans must be reviewed at least once every 12 months
- any registered supporter details and engagement (if any).

A CHSP provider must develop a Care and Services Plan for a client:

- before or on the client's start date; or
- if the client is accessing funded aged care services in any of the circumstances where a person may access services before assessment or determination.

This is a requirement in the *Aged Care Rules 2025* under section 148-80.

Checklist guidance for CHSP providers

Below is a checklist guide to assist CHSP providers with the development of their Care and Services Plan. This general information is provided as guidance only.

Refer to section 148-80 of the [Aged Care Rules 2025](#) for more information

☐ Client details

- Client name, contact details, My Aged Care ID, emergency contact information
- Information on the client's current situation/circumstance that may be important for successful service delivery
- Registered supporter details (if any)

☐ Goals

- Goals to be set and recorded (where the client wants to be/what they wish to achieve)

☐ Services

- The specific services that will be delivered during the support period to meet the client's needs, goals and preferences
- Includes strategies for risk management and preventative care

☐ Dates / Frequency

- How often the client will receive services
- How long the services will go for (ongoing or short term)
- When the services will be reviewed/completed/finalised
- When the client's plan will be reviewed (for ongoing services)

☐ Documenting and Reviewing

- Language that is clear, concise and easy to understand
- Shared with client and their family/carers
- Details of who the Care and Services Plan will be shared with
- Regular review of the Care and Services Plan details

- Copy provided to the client and their registered supporter/other support person:
 - a) once the plan is developed
 - b) any time the plan is updated
 - c) upon request from the client
-

☐ **Registered supporter engagement**

- Details of who was involved in developing the Care and Services Plan
 - Engagement with the following to develop the review the Care and Services Plan:
 - Client
 - Registered supporter (if any)
 - Any other persons involved in the care of the client
-

Wellness and Reablement resources

Wellness and reablement resources

A collection of practical guides and tools for CHSP providers are available to assist with embedding wellness and reablement approaches into service delivery.

These resources can assist with the development of Care and Services Plans with eligible clients and their family/carer/supporter, and deliver support focussed on client strengths.