



COVID-19 – Changes to CHSP flexibility provisions

3 November 2022

Commonwealth Home Support Programme (CHSP) providers have full flexibility to move grant funds between their funded service types and Aged Care Planning Regions (ACPR) to better meet community demand pressures.

Can CHSP providers move funds between CHSP sub-programs?

CHSP providers can move funding between the:

- Care Relationships and Carer Support and
- Community and Home Support sub-programs.

CHSP providers have full flexibility to re-allocate funds from other sub-programs and from other ACPRs into the Assistance with Care and Housing (ACH) Sub-Program. However, because of the vulnerable and disadvantaged nature of most clients in need of support under this sub-program, service providers must seek written approval from the Department of Health and Aged Care before re-allocating funding from ACH to another sub-program or ACPR.

CHSP providers have full flexibility to re-allocate funds from other service types and from other ACPR into Sector Support and Development but cannot re-allocate base funding from Sector Support and Development to other service types or outside of an ACPR without prior written approval from the Department of Health and Aged care.

Can CHSP providers move funds between Aged care planning regions?

CHSP providers may move funds between ACPRs they are funded to operate in for the services they are funded to operate in that ACPR. CHSP providers should use caution when using this flexibility and regularly review service availability across their entire geographic footprint.

When using the flexibility provisions, CHSP providers must not:

- re-allocate funding to a service type or an ACPR they are not normally funded to deliver (note the exception below);
- leave a service gap in an area they are currently operating in. For example, providers can only reallocate resources out of a region where there is a clear drop in demand or need for a service;
- suspend services or move all resources and funding for a service type out of an ACPR, unless approval is granted by the department before this occurs. This can only be done for a specified time.

In recognition of the changed service delivery requirements due to COVID-19, some CHSP providers previously moved funding to services they were not funded for. This included CHSP providers of Social Support Group, Centre Based Respite, Cottage Respite, Flexible Respite or Transport who delivered Social Support Individual (web/telephone contact), Domestic Assistance (unaccompanied shopping) or meals delivery services. These CHSP providers must direct any new clients to My Aged Care and return to their usual funded service types in 2022-23.

Which CHSP providers can buy IT for social connection and what is covered?

CHSP providers funded to provide Social Support Individual or Social Support Group:

- can use the grant funds to buy IT
- must buy the IT to enable older people to connect with their family, carers and social groups.

Providers can buy the following types of IT:

- tablets
- smart devices
- internet subscriptions.

Providers can spend up to \$500 per person per year (or up to \$1,000 in exceptional circumstances). This aligns with CHSP arrangements for other aids, equipment and assistive technology.

How should CHSP providers report the outputs delivered under flexibility provisions?

CHSP providers must report all CHSP outputs delivered in Data Exchange (DEX), as per normal reporting procedures. This includes outputs delivered through the CHSP – Emergency Support for COVID-19 grants. When using flexibility provisions, providers should report the actual services delivered.

CHSP providers should report any outputs delivered under the CHSP – Emergency Support for COVID-19 grants using a separate performance report and statutory declaration.

For more information, CHSP providers should contact their Funding Arrangement Manager.

Where can CHSP service providers find more information?

The Department of Health and Aged Care has published a COVID-19 fact sheet for CHSP providers with information on [CHSP Other Support and Program Initiatives](#).

There is also a fact sheet available to [CHSP clients, families and carers](#) to address concerns or questions.

[Webinars](#) are available on the Department's website for on-demand viewing.

Providers are encouraged to [subscribe](#) to the Department's aged care sector email announcements and newsletters to keep up to date with the latest information.