

Key Issues and Questions Raised with the Department of Health, Disability and Ageing

**Interim access to CHSP services for clients awaiting commencement of Support at Home, including whether CHSP service codes may be used where service type and level are equivalent.**

- The intent of the CHSP is to provide one or two entry level services to support people's independence. The CHSP is not designed to provide more complex or coordinated services to clients. Clients who have been approved to access Support at Home and have CHSP approvals can continue to access their CHSP services while they wait for their Support at Home funding to be allocated. These CHSP services will be entry level and not at the level of their Support at Home package.
- Chapter 6 of the [CHSP 2025-27 Manual](#) outlines the interactions between CHSP and Support at Home.
- Where a client is waiting for their Support at Home funding:
  - A current CHSP client can keep using their CHSP services, including equipment and products and home adjustments, while they wait for ongoing Support at Home funding (including Minimum Service Offers) or AT-HM scheme funding. Once AT-HM scheme services begin, the individual will no longer be able to access CHSP equipment and products or home adjustments. However, they may continue using their other CHSP services until Support at Home ongoing funding is accepted.
  - For new clients who are waiting for ongoing Support at Home funding or AT-HM scheme funding and were not approved for CHSP services, they cannot access equipment and products or home adjustment services through the CHSP. CHSP equipment and products and home adjustment services are not available through the Urgent services pathway for people approved for Support at Home AT-HM and waiting for funding.

**Availability of urgent or crisis pathways through My Aged Care to prioritise high-risk clients.**

- Chapter 5 (5.3 Accessing urgent CHSP services) of the [CHSP 2025-27 Manual](#) outlines the circumstances where a client can access urgent CHSP services.
- Examples of CHSP services which may be appropriate include nursing for wound care, transport to a specialist medical appointment, delivery of meals, personal care, or other support services due to the absence of a carer, such as flexible respite.

**Access to additional or substitute services where care needs change while clients are awaiting reassessment.**

- CHSP clients can access CHSP services they have been approved to access. If the CHSP client's need change, they can request a Support Plan Review with an aged care assessor.

- Support at Home participants can only access additional CHSP services in the following five circumstances:
  1. Pre-existing CHSP social support group
  2. Hoarding and Squalor (time limited)
  3. Cottage respite, Community and centre-based respite and Flexible respite
  4. Urgent services (this does not include equipment and product services or home adjustments services) (time limited)
  5. Specialised support services (Vision advisory services). (Refer to Section 6.3 of the [CHSP 2025-27 Manual](#) for further detail).

**Whether clients can return to CHSP after transitioning to Support at Home, and, if so, under what conditions.**

- Where a CHSP client has moved to the Support at Home program, they should continue to access their Support at Home services.
- Support at Home participants can only access CHSP services in the following five circumstances:
  1. Pre-existing CHSP social support group
  2. Hoarding and Squalor (time limited)
  3. Cottage respite, Community and centre-based respite and Flexible respite
  4. Urgent services (this does not include equipment and product services or home adjustments services) (time limited)
  5. Specialised support services (Vision advisory services). (Refer to Section 6.3 of the [CHSP 2025-27 Manual](#) for further detail).
- Support at Home services are designed to meet the client's more complex needs in a coordinated package of funding.
- The CHSP is designed as an entry level program and should not be delivered at the intensity or complexity of Support at Home.

**Existence of any approved CHSP to Support at Home service mapping or substitution arrangements during the transition.**

- The *Aged Care Act 2024* (the Act) introduced the Aged Care Service List which prescribes the list of services for which funding may be payable under the Act.
- The single Aged Care Service List introduces consistency between funded aged care services.
- CHSP approved clients can access a range of basic CHSP support services.

- The CHSP remains as a grant funded program until 30 June 2027.

**Clarification of Short-Term / Supplementary (SSD) funding arrangements, including extension status, eligibility, allocation, and access mechanisms.**

- Sector Support and Development (SSD) is an activity funded under the CHSP.
- As part of the 2026–27 Federal Budget, the Australian Government has agreed to extend SSD agreements for a further 12 months to 30 June 2027. This aligns with the end of the current CHSP grant agreements.
- The Department of Health, Disability and Ageing has contacted organisations to confirm if they wish to continue to deliver SSD activities in 2026-27, with grant agreements to be executed prior to 1 October 2026.
- The department will continue to provide updates through SSD Moderators meetings and the Community of Practice as they become available.

Please note the CHSP 2025-27 Manual (version4), Appendices and Summary of Changes have recently been updated and can be found at [Commonwealth Home Support Program \(CHSP\) 2025–27 Manual | Australian Government Department of Health, Disability and Ageing](#).