Implementation Action Plan

CHSP Manual 2025-27 V4 Update July 2026

A practical companion to the CHSP Program Manual
Prepared by Eastern Sector Development Team (ESDT)

This Implementation Action Plan identifies the substantive July 2026 updates to the CHSP Program Manual and translates them into practical implementation actions for providers.
It is designed as a quick-reference guide and should be read alongside the CHSP Program Manual
http://www.health.gov.au/sites/default/files/2026-07/commonwealth_home_support_program_chsp_2025-27_manual.pdf

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Priority	Meaning
Priority Action	Immediate implementation required
Action Required	Review and update policies, procedures or practice
Check Current Practic	Validate existing arrangements
Informaition	Information or contextual update

ID	Chapter	Manual Section	Priority	July 2026 Change	Implementation Action	Responsible Role	Suggested Evidence	Status	Target Date	Completion Date	Comments
1.1	1	1.3	Check Current Practice	Program context updated to reflect the Aged Care Act 2024 and the new aged care system.	Review organisational information and staff induction material to align with the Act	CEO / CHSP Manager	Updated induction material				
1.2	1	1.4	Check Current Practice	CHSP service list updated to align with services prescribed under the Act, including Assistive Technology and Home Adjustments.	Review service catalogue, website and client information.	CHSP Manager	Service catalogue				
1.3	1	1.5-1.8	Check Current Practice	Rights-based language aligned with the Statement of Rights and Statement of Principles.	Review governance, orientation and training resources to align with the language	Quality Manager	Updated policies				
2.1	2	2.1	Information	Reform overview updated following commencement of the Aged Care Act 2024.	Brief Executive and Board on current reform environment.	CEO	Executive briefing				
2.2	2	2.2	Check Current Practice	Single Assessment System information updated.	Review intake and referral procedures.	Intake Coordinator	Procedure				
2.3	2	2.3-2.4	Check Current Practice	Legislative references updated throughout the chapter.	Update policy references where/if applicable.	Quality Manager	Policy register				
3.1	3	3.2	Action Required	Service descriptions updated to align with the current CHSP service list.	Review organisational service descriptions to align with the CHSP List	Operations Manager	Service guide				
3.2	3	3.3	Priority Action	Equipment and Products - total support per financial year capped to $1,000 for equipment/items on loan or purchase. Personal alarm must be prescribed by an OT. All clients with cognitive impairment or complex needs requiring equipment must be assessed by an Allied Health professional to identify correct equipment/item	Update Equipment and Products procedures and client information.	Allied Health Lead	Procedure				
3.3	3	3.4	Action Required	Hoarding and Squalor Assistance guidance expanded, including referral pathways and contribution arrangements.	Review referral pathways and staff guidance.	CHSP Manager	Referral procedure				
3.4	3	3.6	Check Current Practice	Duplicate referral management clarified--where a couple in a household has the same assessed need. Clients may be able to access more than one referral for the same service type in certain circumstances as listed.	Brief intake staff.	Intake Coordinator	Meeting record				
3.5	3	3.7	Action Required	Examples of activities that cannot be funded through CHSP clarified.	Review finance and operational guidance.	Finance Manager	Finance procedure				
4.1	4	4.1-4.3	Check Current Practice	Wellness and reablement expectations strengthened across assessment and service delivery.	Ensure Care Plans are in line with the Wellness & Reablement principles.	Quality Manager	Care plan audit				
4.2	4	4.4	Action Required	Time-limited reablement services tend to be delivered within a 12-week period with the aim to wrap up services when the client has met their goal or specific outcome. Time-limited reablement may involve restorative care services where the client has the potential to make a functional gain or improvement after a setback, or in order to avoid a preventable injury.	Review review/discharge procedures.	Care Coordinators	Procedure				
4.3	4	4.5	Information	Provider resources updated.	Circulate current resources.	Team Leaders	Email				
5.1	5	5.1	Action Required	Access pathway updated to reflect registration, assessment, approvals and referral priority processes. All new and returning clients seeking access to funded aged care services must enter the CHSP through My Aged Care	Review intake workflow.	CHSP Manager	Workflow				
5.2	5	5.2	Action Required	Approval for services guidance updated under the Aged Care Act 2024 including Notice of Decision	Update commencement checklist.	Intake Coordinator	Checklist				

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5.3	5	5.3	Priority Action	Limited circumstances to access CHSP services prior to aged care needs assessment Urgent services guidance clarifies when services may commence before assessment and transition to ongoing services. Urgent services only via MAC referral- if there is an immediate risk to the older person's health or safety may include nursing for wound care. transport to a specialist medical appointment, delivery of meals, personal care, other support services due to the absence of a carer, such as flexible respite. When ongoing CHSP services are approved, the urgent service referral should end.	Update urgent service procedure.	Operations Manager	Procedure				
5.4	5	5.4	Action Required	Clients who received CHSP services before 1 November 2025 without an assessment **are not approved** to access aged care services under the Act.	Review transition process.	CHSP Manager	Transition records				
5.5	5	5.5	Check Current Practice	Reassessment responsibilities and pathways clarified. All reassessment requests begin through a Support Plan Review (SPR)	Review reassessment process.	Care Coordinators	Procedure				
5.6	5	5.6	Priority Action	If a provider does not have imminent availability, they should not add clients to waitlists. Where a CHSP registered provider chooses to accept clients to a waitlist, providers maintain regular contact with their waitlisted clients until they start accessing services.	Review waitlist management.	CHSP Manager	Waitlist audit				
6.1	6	6.2	Action Required	Clarifies interaction between CHSP and the health system. CHSP services must not replace or fund supports provided under other systems. The CHSP is not a substitute for early intervention or rehabilitation, subacute or transition programs provided under the health system. Post-acute care is not funded under the CHSP. Where a client is already eligible for CHSP was accessing CHSP prior to hospitalisation, additional support services can be provided following a hospital stay, for a short period of time following a support plan review.	Review discharge procedures.	CHSP Manager	Procedure				
6.2	6	6.3	Priority Action	Support at Home interaction rules updated, including when CHSP services may continue. CHSP registered providers should only provide services to Support at Home participants **where they have capacity to do so without disadvantaging current or potential CHSP clients. .**	Update dual-program procedures.	CHSP Manager	Case audit				
6.3	6	6.4	Action Required	Restorative Care Pathway guidance updated. CHSP clients must be found eligible for the Restorative Care Pathway via reassessment to access these services. These clients can continue to access CHSP during their Restorative Care Pathway episode. Services must be complementary and the same services should not be accessed on the same day.	Brief staff.	Care Coordinators	Training				
6.4	6	6.8	Check Current Practice	Transition Care interaction clarified. Services can last up to 12 weeks (an extension of up to six weeks is available if needed). People may access CHSP and TCP services at the same time when the person meets eligibility requirements for both programs and there is no duplication between the services they access from the CHSP and TCP.	Review referrals.	Team Leader	Audit				
6.5	6	6.10-6.11	Check Current Practice	Palliative Care and Veterans guidance clarified to avoid service duplication.	Validate referral practices.	CHSP Manager	Case review				
7.1	7	7.1	Priority Action	Client Contribution Framework updated to include six principles, including financial hardship requirements. CHSP providers may charge a client contribution where agreed in writing and documented in the Service Agreement. Contributions should reflect service costs, affordability, and client circumstances. Providers must have publicly available Client Contribution and Financial Hardship policies outlining hardship evidence requirements and how fee waivers or reductions are determined.	Review contribution and hardship policies.	Finance Manager	Policies				
7.2	7	7.2	Action Required	National Unit Price Ranges have been updated for 2025-27 and continue to set government funding levels for most CHSP services. Funding includes service delivery costs and is indexed annually. Exemptions apply to Sector Support and Development, Hoarding and Squalor Assistance, Home Adjustments, and Equipment and Products, which are subject to separate funding arrangements and caps.	Review pricing schedule.	Finance Manager	Pricing				
7.3	7	7.3	Action Required	Work Value Case funding guidance updated. Additional funding has been provided to CHSP providers through increased indexation to support aged care award wage increases, including further pay rises for registered and enrolled nurses.	Review workforce budget.	CEO	Budget				
7.4	7	7.4	Check Current Practice	Modified Monash Model funding guidance updated.	Confirm eligibility.	Finance	Grant records				
8.1	8	8.1-8.4	Action Required	Flexibility provisions clarified, including approval requirements and output limits. SSD providers may use funding flexibility provisions where client services are not impacted. However, any transfer of funding to or from SSD requires prior written approval from the department and may require amendments to the Provider Activity Work Plan	Review flexibility approval process.	CHSP Manager	Activity Work Plan				
9.1	9	9.2	Priority Action	Strengthened Aged Care Quality Standards implementation guidance updated. Quality Standards are now aligned to the type of aged care services provided. CHSP providers delivering Category 4 (personal care and support) and Category 5 (nursing and transition care) services must comply with the relevant Quality Standards and have appropriate procedures in place to support quality care and quality of life outcomes.	Complete quality gap analysis.	Quality Manager	Gap analysis				
9.2	9	9.3	Priority Action	Registered provider obligations updated under the Act to include The Statement of Rights, The Aged Care Code of Conduct, meal requirements, Service delivery equipment requirements , PPE, infection prevention and control requirements, Complaints, feedback and whistleblowers, Obligation to notify specific changes, requests to provide Financial position of the provider	Review governance.	CEO	Governance review				

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9.3	9	9.5	Priority Action	Service Agreement and Care Plan guidance aligned with the Aged Care Rules. Service Agreement requirements have been strengthened under the Aged Care Act and Rules. CHSP providers must work in partnership with clients, ensure services align with agreed goals and care plans, facilitate reassessments where needs change, and discharge clients when goals are achieved. Service Agreements must be mutually agreed, provided to clients, and supported by documented evidence of consent where a client is unable to sign	Revise templates.	CHSP Manager	Templates				
9.4	9	9.6-9.15	Action Required	Client rights, advocacy, complaints and monitoring guidance updated. New requirements strengthen client monitoring, review, governance and consumer protections under the Aged Care Act. CHSP providers must regularly monitor client needs, review Service Agreements at least annually, and request Support Plan Reviews when circumstances change. Providers must protect personal information, recognise the role of registered supporters from 1 November 2025, and comply with enhanced regulatory, quality, incident management and complaints obligations. Additional requirements clarify responsibilities for associated providers, responsible persons, continuous improvement, feedback and complaints systems, advocacy access, and elder abuse support and reporting pathways. New or expanded guidance directing providers and clients to the National Elder Abuse phone line (1800 ELDERHelp), with information about recognising elder abuse and available support resources such as COMPASS.	Review policies.	Quality Manager	Policies				
10.1	10	10.1-10.4	Action Required	Service continuity and Transition Out Plan requirements strengthened. The CHSP Selections Framework has been updated to clarify provider relinquishment and transition processes, including responsibilities, timelines and record transfer requirements. Outgoing providers must transfer client records to incoming providers within 28 days of a request. Providers intending to cease CHSP services must give at least five months' notice, submit a transition-out plan, support service handover arrangements, and update their registration and My Aged Care information. All providers must maintain a transition-out plan within their Activity Continuity Plan to support a smooth transition and continuity of care for clients.	Update Transition Out Plan.	CEO	Plan				
11.1	11	11.1	Information	SIRS obligations aligned with the Aged Care Act 2024.No substantive policy change. The section has been updated to reflect the correct legislative references	Update SIRS polices	Quality Manager	SIRS audit				
11.2	11	11.4	Action Required	Workforce capability expectations clarified. The section title has changed from "Staff qualifications and training" to "Worker and staff qualifications and training" to align with the terminology used in the Aged Care Act 2024. The guidance has been updated to consistently refer to aged care workers, ensuring workforce capability expectations align with the new legislative framework.	Update training matrix.	HR	Training matrix				
11.3	11	11.6	Priority Action	Worker screening obligations. Guidance has been updated to align with the worker screening requirements under the Aged Care Act 2024 and the Rules. It reinforces provider responsibilities to ensure workers and responsible persons comply with screening requirements and reflects the transition toward nationally consistent screening arrangements.	Audit screening.	HR	Register				
11.4	11	11.7	Information	Work Health and Safety guidance strengthened for home-based care.	Review WHS.	WHS Lead	Audit				
12.1	12	12.1-12.6	Action Required	Providers remain responsible for managing services within available funding. If they choose to deliver services beyond funded levels, they must ensure this does not affect existing clients or service continuity. Providers facing financial pressures are expected to engage with their Funding Arrangement Manager early to identify sustainable solutions.	Review compliance framework.	CEO	Compliance register				
13.1	13	13.1	Priority Action	Requirement to deliver and report services only to clients who are registered in MAC, approved and have an #AC	Audit client files.	CHSP Manager	Audit				
13.2	13	13.2-13.5	Action Required	DEX and provider reporting responsibilities updated.	Review reporting calendar.	Data Manager	Calendar				
13.3	13	13.10	Action Required	ICT system responsibilities clarified.	Review ICT capability.	ICT Manager	ICT review				