

Support at Home Changes to DEX Reporting Requirements

Reporting	What has changed
Registration Categories	<ul style="list-style-type: none"> Six Registration Categories (Attachment 1)
Client ID	<ul style="list-style-type: none"> All new clients from 1 July 2025 should have a My Aged Care ID <p><i>The department will work with providers and clients to register all clients on My Aged Care during the 2025-2027 grant period</i></p>
DEX Reporting schedule	Monthly, No change
New Service list	<ul style="list-style-type: none"> New naming conventions Reporting at the service level (Attachment 2) for example <ul style="list-style-type: none"> Domestic Assistance: <ul style="list-style-type: none"> General house cleaning Laundry services shopping assistance Personal Care <ul style="list-style-type: none"> Assistance with self-care and activities of daily living Assistance with the self-administration of medication Continence management (non-clinical) etc
Client contribution	<ul style="list-style-type: none"> Actual amount
Additional Reporting Fields	
My Aged Care ID	<ul style="list-style-type: none"> ACXXXXXXXX
No Show (Cancellations)	<ul style="list-style-type: none"> If a client cancels a service within 24 hours and the provider does not get a replacement booking, this will be recorded as a no show.
Engagement time spent with client (minutes)	<ul style="list-style-type: none"> Additional time spent with the client outside the standard service delivery allocation. <p>Refers to social engagement or informal welfare check for clients receiving meals and transport</p>
Session delivered by a subcontractor	<ul style="list-style-type: none"> Session was delivered by a sub-contractor that invoices the primary provider for services delivered.
Volunteer involvement in service delivery	<ul style="list-style-type: none"> Session was supported by an unpaid volunteer
Transport	<ul style="list-style-type: none"> Number of one-way trips Groups or individual (carers are not counted, groups is 2 or more persons where at least 2 person has MAC referral) Groups unique identifier (derived from provider CRM) Carer (travelling with the client & providing personal care, support, and assistance) Trip distance (pick up to drop off km)
Respite	<ul style="list-style-type: none"> Respite setting- home or centre Day- between 9am and 5 PM (yes/No) Overnight – between 5pm and 9am (Yes/No)

Support at Home Changes to DEX Reporting Requirements

Assistive Technology	<ul style="list-style-type: none"> ○ Number of equipment /products purchased/loamed ○ Equipment and products Total cost (excluding wages)
Home Modification	<p>New fields are:</p> <ul style="list-style-type: none"> ○ Toileting products ○ Bathroom products ○ Light fixtures ○ Supporting handrails and grab bars ○ Construction elements in homes ○ Vertical accessibility ○ Safety equipment for homes and other premises ○ Furniture for storage ○ Mechanical products for operation and controlling devices ○ Gate, door, window and curtain openers/closers ○ Electronic products for operation and controlling devices ○ Total cost as quoted for the client (excludes consumer contribution)
Meals	<ul style="list-style-type: none"> ○ Delivery setting- at home or centre ○ Cooked onsite or offsite ○ Meal texture modified (Yes/No) ○ Main Meal- quantity per delivery ○ Light meal- quantity per delivery (soups., sandwiches, entrée salads ets) ○ Dessert- quantity per delivery ○ Beverage- quantity per delivery ○ Snack- quantity per delivery (Cheese & biscuits, crisps, custard) <p><i>Note: Meals delivered during respite reported under a Respite session</i></p>

Support at Home Changes to DEX Reporting Requirements

Attachment 1

Support at Home Registration Categories*

Provider registration category	Description	Service types
Category 1	Home and community services	<ul style="list-style-type: none"> • Domestic assistance • Home maintenance and repairs • Meals • Transport
Category 2	Assistive technology and Home modifications	<ul style="list-style-type: none"> • Equipment and products • Home adjustments
Category 3	Advisory and support services	<ul style="list-style-type: none"> • Hoarding and squalor assistance • Social support and community engagement
Category 4	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> • Allied health and other therapy • Personal care • Nutrition • Therapeutic services for independent living • Home or community general respite • Community cottage respite • Care management • Restorative care management
Category 5	Nursing and transition care	<ul style="list-style-type: none"> • Nursing care • Assistance with transition care
Category 6	Residential care (including respite)	<ul style="list-style-type: none"> • Residential accommodation • Residential everyday living • Residential services • Residential clinical care

*[Commonwealth Home Support Programme \(CHSP\) service catalogue 2025–27 | Australian Government Department of Health and Aged Care](#)

Support at Home Changes to DEX Reporting Requirements

Attachment 2

Table Support at Home Service List

Contribution Categories	Service Type	Services
Clinical Supports	Nursing care	<ul style="list-style-type: none"> ○ Registered nurse ○ Enrolled nurse ○ Nursing assistant ○ Nursing care consumables <p><i>Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants.</i></p>
	Allied health and other therapeutic services	<ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander health practitioner ○ Aboriginal and Torres Strait Islander health worker ○ Allied health therapy assistant ○ Counsellor or psychotherapist ○ Dietitian or nutritionist ○ Exercise physiologist ○ Music therapist ○ Occupational therapist ○ Physiotherapist ○ Podiatrist ○ Psychologist ○ Social worker ○ Speech pathologist
	Nutrition	<ul style="list-style-type: none"> ○ Prescribed nutrition <p><i>Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.</i></p>
	Care management	<ul style="list-style-type: none"> ○ Home support care management
	Restorative care management	<ul style="list-style-type: none"> ○ Home support restorative care management
Independence <i>Support delivered to older people to help them manage activities of daily living and the</i>	Personal care	<ul style="list-style-type: none"> ○ Assistance with self-care and activities of daily living ○ Assistance with the self-administration of medication ○ Continence management (non-clinical)
	Social support and community engagement	<ul style="list-style-type: none"> ○ Group social support ○ Individual social support

Source [Proposed changes to Commonwealth Home Support Programme \(CHSP\) Data Exchange from 1 July 2025 – Fact sheet | Australian Government Department of Health and Aged Care](#)

4 | Page

The Eastern Sector Development Team is supported by the Australian Government Department of Health and Aged Care.

Visit the Department of Health website (<http://www.health.gov.au/>) for more information.

Although funding for this resource has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Support at Home Changes to DEX Reporting Requirements

<i>loss of skills required to live independently.</i>		<ul style="list-style-type: none"> ○ Accompanied activities ○ Cultural support ○ Digital education and support ○ Assistance to maintain personal affairs ○ Expenses to maintain personal affairs
	Therapeutic services for independent living	<ul style="list-style-type: none"> ○ Acupuncturist ○ Chiropractor ○ Diversional therapist ○ Remedial masseuse ○ Art therapist ○ Osteopath
	Respite	<ul style="list-style-type: none"> ○ Respite care
	Transport	<ul style="list-style-type: none"> ○ Direct transport (driver and car provided) ○ Indirect transport (taxi or rideshare service vouchers)
	Assistive technology and home modifications	<ul style="list-style-type: none"> ○ Assistive technology ○ Home modifications
Everyday living	Domestic assistance	<ul style="list-style-type: none"> ○ General house cleaning ○ Laundry services ○ Shopping assistance
	Home maintenance and repairs	<ul style="list-style-type: none"> ○ Gardening ○ Assistance with home maintenance and repairs ○ Expenses for home maintenance and repairs
	Meals	<ul style="list-style-type: none"> ○ Meal preparation ○ Meal delivery

**[Support at Home service list - November 2024](#)