Commonwealth Home Support Program (CHSP) CHSP Data Exchange Guide "The CHSP DEX Guide" Summary & Implementation Actions

Resources: this document should be read in conjunction with the CHSP Data Exchange Guide from 1 July 2026

Getting ready for Stage 3 reporting: The CHSP Data Exchange (DEX) Stage 3 reporting changes introduce additional service-specific reporting requirements to improve the consistency and quality of CHSP data. While the changes apply from **1 July 2026**, the new mandatory reporting fields are available in DEX Production from **11 August 2026**.

This guide summarises the key changes outlined in the CHSP Data Exchange Guide from 1 July 2026 and provides practical implementation actions to help providers update their systems, processes and staff training to support compliant DEX reporting

Priority implementation actions

☐ Audit CHSP client records to ensure all clients have a valid My Aged Care ID recorded in DEX.

☐ Review DEX Cases and My Aged Care referrals to ensure services align with current funding and client approvals.

☐ Update client management systems, forms and reporting processes to capture the new Stage 3 reporting fields.

☐ Train staff on the revised service-specific reporting requirements.

☐ Test data capture processes and validate reports before submitting Stage 3 DEX data.

☐ Review data quality regularly and address reporting issues promptly.

Legend		
Urgent / Before 11 August — for time-sensitive compliance and readiness items.	**High / Implementation readiness** — for core system, workflow and staff readiness actions.	**Medium / Process improvement** — for procedure updates and service-specific refinements.

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Chapter Number & Name	Summary	Actions	Priority
1.1 Mapping the CHSP Grant Agreement to the DEX Structure	• CHSP funding, service types and client approvals must align with DEX reporting • Providers may only report services they are funded to deliver and for which the client has an approved referral.	Review the CHSP Grant Agreement, My Aged Care referrals and DEX Cases to ensure each funded service aligns with an approved referral. Resolve any mismatches before submitting DEX sessions.	**High – Complete before first Stage 3 submission**
1.2 CHSP Structure in DEX:	• CHSP services are aligned to the DEX reporting structure, with CHSP Service Types reported as DEX Program Activities (Cases) and CHSP Services reported as DEX Service Types (Sessions)	Review and update system mappings so every CHSP service is reported against the correct DEX Program Activity (Case) and DEX Service Type. Test mappings before reporting.	**High – Complete before first Stage 3 submission**
1.3 Client Records	• My Aged Care IDs (#AC) are mandatory for CHSP clients in DEX	Audit all CHSP client records, obtain or correct missing My Aged Care IDs, update DEX records and validate that every client record is complete before submitting July 2026 data.	**Critical – Before first submission after 11 August 2026**
2.1 Client Records and Support Persons	• No change on recording CHSP clients, support persons and client eligibility in DEX • Support persons differ from My Aged Care supporters. Providers are not required to record the details of support persons in DEX however able to do so • Providers **must not** report anonymous or unidentified clients in DEX	Review client records to ensure clients are identifiable, CHSP eligible, linked to the correct referral and DEX Case, and are not recorded anonymously. Update procedures for recording support persons where applicable.	**High – Complete before first Stage 3 submission**
2.2 Sessions	• Defines what constitutes a reportable CHSP session and clarifies what activities should not be included (e.g. administration, travel, duplicated staff time)	Update internal procedures and train staff to record only reportable direct service delivery. Exclude administration, travel, duplicated worker time and other non-reportable activities.	**High**
2.3 Group Sessions	• Sessions that have multiple attendees should be recorded using the group session function as much as possible • DEX multiply the outputs entered for a session by the number of clients in attendance, therefore only the actual hours and minutes delivered in real time, or the quantity of units received by a client should be recorded • Fees charged and Engagement time (where relevant) are not multiplied by DEX so a total sum of fees across all clients at the session should be recorded	Configure systems and train staff to use group sessions wherever appropriate. Validate that outputs reflect actual service delivered and that total fees are entered once per group session.	**High**

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3.0 CHSP Standard Definitions for DEX Reporting Elements	• Definitions specified:
	  • subcontractor delivery
	  • volunteers
	  • meals
	  • engagement time
	  • service location
		Update DEX procedures, forms and staff guidance to apply consistent definitions for subcontractors, volunteers, meals, engagement time and service location.	**High**

3.1 Session Details	New or updated fields • **Service Setting** (**optional for now**, **mandatory from 11 August)** mode of service delivery (face-to-face, telephone, online etc) • **interpreter present** (**optional for now**, **mandatory from 11 August)** • **Fees charged-** Organisations must have a Client Contribution Policy; do not record fees charged under cancellation policies • **Session Location** – Select "Home" or "Community" where the session is outside the home environment Only applies to ○ Home or community general respite ○ Flexible respite only ○ Individual social support ○ Meal delivery • **Session includes overnight support-** Flexible respite only ○ session included overnight attendance at the client's home • **Session delivered by a sub-contractor** (Associated Provider)- service provided directly to the client by an associated provider (sun-contractor) • **Volunteer involved in direct service delivery** (Yes/No) ○ session has been predominantly delivered directly to the client by a volunteer ○ group session, led by a trained staff member, has volunteers assigned to support clients to participate in activities ⚠ Does **NOT** apply to: ○ Allied health and therapy services ○ Equipment and products ○ Nursing care	For all new Stage 3 fields update: • client management systems • templates and • data collection forms Configure mandatory fields before 11 August 2026 Train staff and test data capture (audit) before submitting July services	**Critical – Configure before 11 August 2026**

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3.1 Session details	○ Personal care ○ Therapeutic services for independent living • **Meals cooked offsite** (Yes/No)-meals have not been prepared by the funded organisation at their own location ○ Only applies to Meal Delivery • **Meals provided during session** (Yes/No) -meals were provided by the funded organisation during a respite session. ○ applies to all respite services ONLY • **Texture modified items** (Yes/No)- meal was prepared to change the consistency for a specific dietary need. Only one meal in a session needs to be texture modified to select Yes ○ Only applies to Meal Delivery ○ All respite services • **Engagement time spent with client** (minutes) –(**optional in 2026-27**) time spent with the client in addition to the provision of the service delivery, which builds connectedness and trust interactions with workers and volunteers ○ Only applies to Meal delivery and Transport		
3.2 Primary Output Measures	• Clarifies how time, quantity and cost outputs are reported depending on service type • CHSP service types reportable against one primary output measure identified in your Grant Agreement ○ **Time** (hours and minutes) ○ **Quantity** (count)- applies only to ▪ Meal delivery ▪ Transport ▪ Equipment and products ○ **Total Cost** (Dollars) applies only o ▪ Home adjustments (dollars)	Review every CHSP service type to confirm the correct primary output measure is used. Update system validation rules and staff guidance to prevent incorrect reporting.	**High**
3.3 Secondary Output Measures	• Part of the reporting requirements under your CHSP Grant Agreement • Introduces additional reporting on measures such as costs, meal types, trip distances, travel times and modification categories • **Total Cost** (Dollars) -total cost of providing the service to the client, excluding the client contribution. NOT available for home maintenance and repairs - Gardening. Applies only to	Update forms and software to capture all applicable secondary output measures including • Costs • meal types • trip distance • trip time and	**High**

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	○ Equipment and products ○ Specialised support services ○ Home maintenance and repairs – Assistance • **Type of modification** ○ applies only to Home Adjustments ○ Capturing the breadth of modifications provided ○ A maximum of three (3) selections to enable the focus to be identifiable • **Meal Type Fields** (quantity) – applies only to Meal delivery and all Respite Services. Meal types are defined in CHSP Manual V4, Attachment A ○ Main meal ○ Light meal ○ Dessert ○ Beverage ○ Snack • **Trip distance (km) & Trip travel time** (hours and minutes). Applies only to Transport ○ A 'trip' starts form pick-up location and ends at the destination. ○ A group "trip" starts from the first pick, to any further pick up points, and ends at the destination	• modification type. • Train relevant service teams.	
4. 1 Allied health and therapy services; Therapeutic services for independent living	Reporting fields- • Time (hours and minutes) • Fees Charged • **Session delivered by a sub-contractor-** where the person(s) who provided the service to the client is not an employee of the funded organisation	Develop service-specific reporting guides for each CHSP service update operational forms and Deliver targeted staff training on mandatory reporting fields	**High**
4.2 Carer support – Respite services:	Reporting fields: • Session date • Time (hours and min) • Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery** – "Yes" if volunteers have attended the respite session in order to support the client	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service	**High**

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Community cottage respite; Home or community general respite.	• **Meals provided** (Yes/No)
	  ○ the client provided all of their own food, the selection is "No"
	  ○ the client provided some of the meals, select "Yes" and record the meal types and quantities that the funded organisation provided
	• **Texture modified? (Yes /No)**
	• **Main meal***
	• **Light meal***
	• **Dessert***
	• **Beverage*- water is not a beverage and not recorded**
	• **Snack***
	• *Meals definitions in CHSP Manual V4, Attachment A		

	Community and centre-based respite • group sessions (as much as possible) should be recorded using the group session function (i.e. all clients on same session ID)	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**
	Flexible respite • providers are not obligated or responsible for providing meals and/or ingredients for a client's meal in a home • Preparing a meal for the client using ingredients provided by the client/carer does not qualify as meal provision	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**
4.3 Domestic assistance	This service type should not be predominantly delivered by a volunteer Reporting fields: • Time • Fees Charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery**	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service.	**High**
4.4 Group social support	• Group social support should, as much as possible, be recorded using the group session function	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and	**High**

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	• Meals provided as part of a Group social support session (i.e. not reported separately in DEX) are not in scope for the meal requirements. • If/When reporting meals as Meal delivery sessions these meals are subject to the mandatory meal requirements of the registration category 1 Reporting fields • Time (hours and minutes • Fees charged • **Session delivered by a sub-contractor-** the person(s) who leads the session is not an employee of the funded organisation. • **Volunteer involved in direct service delivery**	• Train staff responsible for recording and submitting DEX data for this service.	
4.5 Hoarding and squalor assistance	Reporting fields • Time (hours and minutes) • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery**- This service type should not be predominantly delivered by a volunteer	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**
4.6 Home maintenance and repairs	**Home maintenance and repairs** Reporting fields • Time (hours and minutes) - The total time spent at the client's home can be recorded as one session, using the final attendance date • Total Cost (dollars) - Total cost of materials, that remain at the client's home ○ Does not apply to the Gardening service type. • Fees Charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery** – if volunteers have actively taken part in a session his field can be set to "Yes"	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service.	**High**
	Assistance with home maintenance and repairs • Does not include "Labour costs • Report staff time in the **Time** field and • Report only material costs in the **Total Cost** field	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**

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	Gardening Reporting fields • time • Fees charged	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**
4.7 Individual social support	Reporting fields • Time • Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery** • **Session Location (Home/Community)**	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service.	**High**

4.8 Meal delivery	Reporting fields
	• Quantity -number of meals
	• Fees charged
	• **Session Location (Home/Community)**
	• **Session delivered by a sub-contractor**
	• **Volunteer involved in direct service delivery**
	• **Meals cooked offsite**
	  ○ if meals are prepared at the premises of the organisation, set to 'No"
	  ○ if the main preparation and/or cooking occurs onsite the field should be set to "No"
	  ○ where a session has meals prepared both offsite and onsite, the option relevant to the majority of main meals should be selected
	• **Engagement time spent with client (minutes) (optional for 2026-27)**-time in addition to the provision of the meal delivery(s)
	• **Texture modified?**
	• **Main meal**
	• **Ligh meal**
	• **Dessert**
	• **Beverage**
	• **Snack**
		• Review service-specific reporting requirements
		• Update internal procedures and forms
		• Configure software where required, and
		• Train staff responsible for recording and submitting DEX data for this service.
			High

4.9 Meal preparation	Reporting fields • Time (hours and minutes)	Review service-specific reporting requirements, update internal procedures and forms, configure software where	**High**

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	• Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery**	required, and train staff responsible for recording and submitting DEX data for this service.	

4.10 Nursing care; Personal care	**Nursing Care**
	Reporting fields
	• Time (hours and minutes)
	• Fees charged
	• **Session delivered by a sub-contractor**
	
	Note: Report the session under the service type of the staff member who directly provided the care, not the supervising nurse
	• Example:
	  ○ Registered Nurse provides the care → select **Registered Nurse** service type
	  ○ Enrolled Nurse provides the care → select **Enrolled Nurse** service type
	  ○ The fact that an Enrolled Nurse is supervised by a Registered Nurse does **not** mean the session should be recorded as Registered Nurse
		• Review service-specific reporting requirements
		• Update internal procedures and forms
		• Configure software where required, and
		• Train staff responsible for recording and submitting DEX data for this service.
			High

	Personal Care Reported by the type of care provided, not by the worker's role or qualification Reporting fields • Time (hours and minutes) • Fees charged • **Session delivered by a sub-contractor**	• Review service-specific reporting requirements • Update internal procedures and forms • Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service.	**High**
4.11 Transport	Reporting fields • Quantity • Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery** • **Trip distance (km) - (optional** for 2026-27) • **Trip time** (hours and minutes (**optional** for 2026-27)	Review service-specific reporting requirements, update internal procedures and forms, configure software where required, and train staff responsible for recording and submitting DEX data for this service.	**High**
		• Review service-specific reporting requirements • Update internal procedures and forms	**High**

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	○ Ime begins at the vehicle and concludes at the vehicle minutes) - • **Engagement time spent with client (minutes)** - **optional** for 2026-27. ○ Time spent with the client in addition to the provision of the trip(s) ○ Does NOT apply to indirect transport ○ For transport services, any support provided beyond getting the client in and out of the vehicle is recorded as engagement time	• Configure software where required, and • Train staff responsible for recording and submitting DEX data for this service.	
5. Home Modifications Service Group	**Home adjustments – if** multiple visits were conducted, the last visit can be the session date Reporting fields • Total cost • Type of modification (maximum of three (3) types) • Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery**	• Set up recording for Home Adjustments, including total cost and up to three modification types	**High / Implementation readiness**
6. Assistive Technology Service Group	**Equipment and products** Reporting fields • Quantity • Total cost – total costs of products • Fees charged • **Session delivered by a sub-contractor**	• Confirm equipment and product workflows capture quantity, fees and total cost where required.	**High / Implementation readiness**
7. Advisory Services Service Group	Specialised Support Services • Time - time face to face with client(s) • Total cost- including materials • Fees charged • **Session delivered by a sub-contractor** • **Volunteer involved in direct service delivery**	• Ensure specialised support services record time, fees, subcontractor delivery and total cost where applicable.	**High / Implementation readiness**

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Appendix A: DEX Changes for 2025-2027	Summarises three implementation stages: service list changes (2025), mandatory MAC ID reporting (2026), and new service-specific reporting fields from 1 July 2026	Implement a project plan that includes system changes, staff training, testing, quality assurance and readiness checks for mandatory Stage 3 reporting.	**Critical – Before first submission after 11 August 2026**
Appendix A: Stage 3 Additional Reporting Fields	Introduces new mandatory and optional reporting fields across service types, including subcontractor delivery, volunteer involvement, engagement time, meal reporting, transport metrics and service location.	Confirm software and DEX reporting processes capture all mandatory and optional Stage 3 fields. Complete end-to-end testing and resolve issues before reporting July services.	**Critical – Before first submission after 11 August 2026**

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