Summary & Implementation Plan
CHSP Service Agreements User Guide

The Department has updated the **CHSP Service Agreement User Guide**, clarifying requirements for CHSP Service Agreements.
This Summary & Implementation Action Plan identifies the substantive changes and translates them into practical implementation actions for providers.
Please note that this document is intended to support implementation and should be read alongside the Department's official guidance. It does not replace the official source documents

Area / Change	What providers need to know	What providers should do
1 November 2026	Transitional arrangements for existing CHSP clients end. All CHSP clients must have a Service Agreement meeting the Act and Rules requirements	Review agreements now and address gaps **before 1 November 2026**
Existing clients	Existing clients must have one consolidated Service Agreement with all required information by their next formal review, and before 1 November 2026	Review existing arrangements and consolidate information into a compliant agreement
New clients	New CHSP clients since 1 November 2025 should already have a Service Agreement meeting the requirements	Ensure the current process is followed for all new clients
Agreement content	From 1 November 2026, agreements must include access approval, classification, agreed services, client and provider details, contributions, review and variation arrangements, cooling-off provisions and relevant support persons	Check your template against all required elements
Client details	The client's details, including MAC number, must be recorded	Check information is complete and current
Access approval and classification	The Notice of Decision should be used where available. Where there is no Notice of Decision, the client's Support Plan can inform the Service Agreement	Check the appropriate evidence is available and recorded
Urgent services	A person may access urgent CHSP services through the alternative pathway before assessment where there is significant risk of harm. They will not yet have a Notice of Decision or Support Plan. Refer to **CHSP Manual Chapter 5**, page 42	Clearly document that the client is accessing urgent CHSP services through the alternative pathway
CHSP services	The agreement must identify the CHSP service type and service, including the agreed services to be delivered	Ensure the agreement accurately reflects the approved and agreed services
Additional services	Clients need approval before accessing new services. A Support Plan Review or reassessment may be required	Do not add services without an approval. Support the client to request a SPR where needs have changed
Associated providers	Services delivered by an associated provider must be identified, including the provider's name and services	Check associated provider arrangements are clearly documented
Service start and end dates	Each service needs a start date. End dates should be included for short-term or one-off services where applicable	Ensure dates reflect the client's needs, agreement and provider capacity
Client contributions	The agreed contribution for each service must be recorded Contributions must be agreed in writing and the client contribution policy made available	Check contributions are accurate, explained and documented
Financial hardship	Providers must have a publicly available financial hardship policy Clients cannot be denied CHSP services because they cannot pay	Ensure staff understand hardship arrangements and clients informed how to request a waiver or reduction
Higher contributions	Where a higher contribution applies for a particular service, the reason must be explained to the client	Clearly document and explain any higher contribution
Review of agreements	Service Agreements must be reviewed at least every 12 months or at the client's request	Have a system to track and complete reviews on time
No changes at review	A new Service Agreement is **not required** where there are no changes. The review must still be documented	Record the date, discussion and outcome of the review

The Eastern Sector Development Team is supported by the Australian Government Department of Health, Disability and Ageing. Visit 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.

Summary & Implementation Plan
CHSP Service Agreements User Guide

Area / Change	What providers need to know	What providers should do
Varying an agreement	Where changes are required, the client must be consulted and the agreement varied with the client's written consent	Document changes and obtain written consent before varying the agreement
Changes following reassessment	A change in assessed needs may result in additional services or additional hours and require a variation to the Service Agreement	Ensure the Service Agreement is updated when approved services change
Consent and signing	The client and provider mutually enter into the agreement The client should receive a copy of the signed agreement	Ensure consent is obtained and a copy is provided to the client
Client unable to physically sign	A client may consent without physically signing in circumstances such as physical incapacity or cultural safety considerations. Evidence of consent must be retained.	Keep the agreement offered to the client and a file note documenting the discussion, date and consent
Client does not consent	If a client does not consent to the Service Agreement, subsidised CHSP services cannot be delivered, and a client contribution cannot be charged	Document the decision and do not provide subsidised services without the required agreement
Multiple providers	A client can receive CHSP services from more than one provider and will need a Service Agreement with each provider.	Ensure your agreement only covers the services your organisation provides
Support at Home clients accessing CHSP	Support at Home participants may access CHSP in the limited circumstances permitted under the CHSP Manual. Their classification should reflect their Support at Home class	Check eligibility and ensure the correct classification and arrangements are documented
Service Agreement readability	The Service Agreement must be readable and understandable so clients can understand their rights and obligations	Review the language, format and accessibility of your agreement
Provider details	Provider name, ABN, business address and contact details must be included.	Check details match the organisation's CHSP funding agreement and are current.
Support persons / representatives	The agreement can identify registered supporters, nominated contacts or appointed decision-makers. Their authority and the matters they can assist with should be clear	Check representative details, authority and scope are current
Signing by representative	Where a guardian or enduring power of attorney signs, their name and type of authority must be recorded	Check the appropriate authority is confirmed and documented
Cooling-off period	Clients can withdraw within 14 days of signing, provided they have not received services. Any amount paid must be refunded	Ensure clients are informed of the cooling-off arrangements
Ending an agreement by client	A client can end the agreement by notifying the provider in writing, including if they no longer want services or move outside the provider's service area	Ensure the process for client-initiated termination is clear
Ending an agreement by provider	Providers can only terminate in specified circumstances, including where services are no longer appropriate, serious safety issues arise, or contributions remain unpaid without an alternative arrangement. Written notice is required	Review termination processes and ensure decisions and notices are documented.
Client copy and records	Clients should receive a copy of the agreement. Providers need evidence of agreements, consent, reviews and variations	Check document management and record-keeping processes
Overall Version 2 change	Version 2 adds specific guidance on existing clients, 1 November 2026 requirements, consent and signing, reviews and variations, multiple agreements and urgent CHSP services. It also clarifies use of the Support Plan where a Notice of Decision is unavailable.	Use the update to review **templates, client records, review processes and staff procedures before 1 November 2026**

The Eastern Sector Development Team is supported by the Australian Government Department of Health, Disability and Ageing. Visit 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.