



Your guide to **The Commonwealth Home Support Program**

Assisting you to live at home



With the exception of the Commonwealth Coat of Arms and where otherwise noted, all material presented in this document is provided under a Creative Commons Attribution 4.0 International **CreativeCommons.org/Licenses/by/4.0/** licence.

The details of the relevant licence conditions are available on the Creative Commons website, accessible using the links provided, as is the full legal code for the CC BY 4.0 International licence **CreativeCommons.org/Licenses/by/4.0/LegalCode.**

The document must be attributed as the Department of Health, Disability and Ageing.

Your guide to the Commonwealth Home Support Program

Contact us

Enquiries regarding the licence and any use of this document are welcome via email at: **Communication.AgedCare@health.gov.au**

You can find this product at: **MyAgedCare.gov.au**

This booklet is designed to help you, your family or your friends make important decisions about your care. It includes lots of useful information but you may want to do more research to help you make a decision.

Information is current from 1 November 2025.

Is this booklet right for you?

This booklet explains how older people can receive support in their home and daily life through the Commonwealth Home Support Program (CHSP).

You should read this booklet if you have been assessed by an aged care assessor for CHSP services.

You can also access booklets about the other types of aged care support listed on the next page at **MyAgedCare.gov.au/Resources**.



Contact My Aged Care on freecall **1800 200 422**
go to **MyAgedCare.gov.au** or visit any Services Australia Service centre

Is this booklet right for you?

Entry-level care at home

Ongoing or short-term assistance through CHSP. You can get help with housework, personal care, meals and food preparation, transport, shopping, allied health and social support. You can also apply for planned respite, giving your carer a break.

The CHSP will become part of the Support at Home program no earlier than 1 July 2027. The CHSP will continue for current and new clients with low level support needs.

For more information visit:

MyAgedCare.gov.au/Commonwealth-Home-Support-Program

More complex support at home

The Support at Home program provides access to care and support services, equipment and home modifications to help older people remain healthy, active and socially connected to their community.

Support at Home provides a higher level of care for those with complex needs who require more help to remain at home.

Residential aged care

Personal and nursing care in aged care homes if you are unable to live independently in your own home. This also includes residential respite for short stays in an aged care home.

Restorative Care Pathway

The Restorative Care Pathway is a short-term allied health/ nursing focused pathway as part of the Support at Home program. Restorative care can help you stay independent for longer and support you in doing the activities you enjoy.

End-of-Life Pathway

The End-of-Life Pathway supports older people who have been diagnosed with 3 months or less to live and wish to remain at home. It is intended to provide additional in-home aged care to complement available services under state or territory-based palliative care schemes. This pathway is part of the Support at Home program.

Contents

The Commonwealth Home Support Program	4
How to access Commonwealth Home Support Program services	6
1. Contact My Aged Care	7
2. Have an aged care assessment	9
3. Agree on a support plan	11
4. Select service providers and work out your fees	12
5. Manage your services	15
Further assistance	19

Improving Australia's aged care system

Over the last few years, the Australian Government has delivered major changes to aged care in response to the Royal Commission into Aged Care Quality and Safety. These wide-ranging reforms have provided positive change, increasing transparency and improving quality of care provided to older people in Australia.

High-quality care and support should be accessible, whether you choose to remain at home or move to an aged care home.

The *Aged Care Act 2024* is driving further improvements for older people accessing aged care. This includes regulations to ensure a stronger aged care sector, to give older people more trust, control and confidence in their aged care.

The Commonwealth Home Support Program

This booklet is about the Commonwealth Home Support Program (CHSP) which provides low-level assistance for eligible older people to keep living independently at home and in their community. If you can manage at home but need some help with daily tasks and living independently, CHSP services may be right for you.

These services can also help if you've had a setback and need support for a short period of time to get back on your feet.

The government funds CHSP service providers across Australia to deliver care and services to you.

From 1 November 2025, all people accessing government-funded aged care services, including CHSP, must be registered with My Aged Care and have had an aged care assessment.

Government-funded aged care will be available to people with care needs who are:

- aged 65 years and over
- Aboriginal or Torres Strait Islander and aged 50 years or over
- homeless or at risk of homelessness and aged 50 years or over
- existing clients who were approved for aged care before 1 November 2025.



Commonwealth Home Support Program services

There are different services to help you manage your day-to-day activities.

Depending on your needs, you may be eligible to receive:

- transport to appointments and activities
- domestic help such as light house cleaning and washing clothes
- personal care such as help with showering or dressing
- home maintenance such as changing light bulbs and gardening
- home modifications such as having a grab rail installed
- equipment and products such as a bath seat, raised toilet seat and mobility aids
- meals, help with food preparation and cooking skills and nutrition advice
- nursing support such as wound care
- allied health support such as podiatry, physiotherapy and occupational therapy
- social support such as accompanied activities and group excursions
- respite — care for you while your carer takes a break.



How to access Commonwealth Home Support Program services

Take these steps to access Commonwealth Home Support Program services:

1

Contact My Aged Care

2

Have an aged care assessment

3

Agree on a support plan

4

**Select service providers
and work out your fees**

5

Manage your services



myagedcare

1

Contact My Aged Care

My Aged Care is where you manage Australian Government-funded aged care services. You can access My Aged Care online, on the phone or in person.

You need to get an assessment to access aged care services. If you have not already been assessed, you can apply for one in three ways:

Online

The online application form is quick and easy to use. You can also use the eligibility checker before applying.

Visit: **MyAgedCare.gov.au/Apply-Online**

By telephone

Call My Aged Care to discuss your needs and complete the application for an assessment over the phone. The contact centre is open 8am to 8pm weekdays and 10am to 2pm Saturday.

Freecall **1800 200 422**

In person

Visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support.

For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or use video chat.

Visit: **ServicesAustralia.gov.au/MyAgedCareFaceToFace**

Services Australia service centres are open weekdays from 8am to 5pm.

Freecall **1800 227 475**.

What to expect when applying for an aged care assessment

When you apply, we will ask you a few questions to find out if you are eligible for an assessment. If you are, you will need to provide some personal information including your Medicare number and contact details.

During the application, you can register a person of your choosing, such as a family member, friend or carer as your registered supporter. This means they can speak to My Aged Care on your behalf, help you make decisions about your care and access or request your information. You can ask to change your registered supporter at any time.

We will also ask you for permission to create a personalised client record. This will hold current information on your needs, assessment results and the services that you receive. The client record will reduce the need for you to retell your story.

You can access your client record through your My Aged Care Online account. This account is a free and secure way to manage your services, representatives and personal details. You can access your Online Account by linking it to your myGov account.

For more information, visit:

MyAgedCare.gov.au/Access-Your-Information-Online



The Single Assessment System is in place to simplify and improve aged care assessments. It makes it easier for you to access aged care and different services as your needs change.

The Single Assessment System:

- makes it easier for you, your registered supporters, your family and carers to navigate
- limits the amount of times you have to tell your story
- adapts to your changing needs, without having to change assessment provider
- improves access to assessments in regional, rural and remote areas.

All organisations conducting aged care needs assessments can now undertake:

- home support assessments for the Commonwealth Home Support Program
- comprehensive assessments for the Support at Home program, residential respite and entry into residential aged care.

These assessments can also be used to access National Aboriginal and Torres Strait Islander Flexible Aged Care, Multi-Purpose Services and Transitional Care Program services.

Aboriginal and Torres Strait Islander assessment organisations began rolling out in a phased approach from August 2025 to provide older Aboriginal and Torres Strait Islander people with culturally safe access to aged care services.

How an assessment works

Once you have registered for an assessment with My Aged Care, a local assessment organisation will contact you within 2 – 6 weeks of accepting your referral.

An assessor will come to your home to conduct your assessment at your booked time and date. You may wish to have a family member, friend or carer at the assessment to support you, or to speak on your behalf. Aged care assessments are free.

If you are an Aboriginal and Torres Strait Islander older person you may wish to have an Elder Care Support worker to support you at the assessment, or to speak on your behalf. Assessors are also able to help you with interpreting support if this will help with your assessment.

If an in-person assessment at your home is not possible, your aged care assessor may arrange a telephone or video assessment. This may happen if you are in a remote area, in hospital or if there are exceptional circumstances such as a weather event.

During your assessment, you will be asked about your day-to-day activities, needs and preferences. You will also be asked what you can do well, what you need some help doing and what you want to be able to do.

After your assessment, you will receive a decision on your application for government funded aged care services and a support plan if you are eligible.

Assessment complaints

If you have concerns about your assessment, try to speak to your aged care assessor in the first instance as it might be possible to get a resolution that way.

Aged care assessment organisations have feedback and complaint procedures in place and will work with you to address your concerns.

If you and the aged care assessor cannot resolve the issue, or you feel uncomfortable approaching them directly, contact My Aged Care on freecall **1800 200 422**.

3

Agree on a support plan

The aged care assessor will work with you to develop a personalised support plan. Your support plan will explain what services you are eligible for.

Your support plan will be tailored to your needs, and will be developed to maximise your independence and quality of life.

For example, your support plan might include advice or referrals about:

- assistive devices or equipment to help you stay independent and safe in your home
- meals and food preparation
- transport to appointments, groups and activities to keep you connected with friends, services and the local community
- an exercise and/or daily activity program
- strategies to reduce falls.

Your aged care assessor might also suggest options for you that are not part of the CHSP. This may include things like local community services, groups and activities.

Your support plan should be reviewed by your service provider every 12 months, to ensure you are receiving services and supports that continue to be right for you.

4

Select service providers and work out your fees

To find out what service providers offer in your area, ask your aged care assessor or visit the My Aged Care website.

The My Aged Care website's 'Find a Provider' tool helps you to search for and compare providers in your preferred location.

Visit: **[MyAgedCare.gov.au/Find-A-Provider](https://myagedcare.gov.au/Find-A-Provider)**

If you would like to talk to someone face to face, you can book an appointment with an Aged Care Specialist Officer in selected Services Australia service centre locations, if there's one in your area, or via video chat. Visit: **[ServicesAustralia.gov.au/MyAgedCareFaceToFace](https://servicesaustralia.gov.au/MyAgedCareFaceToFace)**

Aboriginal and Torres Strait Islander people may wish to be supported by an Elder Care Support worker when choosing an aged care provider.

Your aged care assessor can arrange to have a 'referral for service' sent to the relevant provider(s) in your local area. A referral for service notifies providers there is a new client wanting a service, and prompts them to contact you to make arrangements.

You can also contact a service provider first to decide if their services are right for you. If you choose to do this, ask your aged care assessor to give you a 'referral code'. You can give this to the service provider when you speak with them. This allows them to view your client record, accept the referral and start organising services for you, if you choose to accept their services.

If there are no services available in your local area straight away you may be placed on a waitlist and you will need to stay in contact with My Aged Care. If you are placed on a waitlist and services become available, people on the waitlist with the highest level of need will be offered services first.

How to work out your fees

In CHSP, you will need to contribute towards the cost of the services you receive, if you can afford to do so.

You will not be asked to cover the full cost of services unless you are accessing services outside of your approved care plan.

The Australian Government subsidises CHSP service providers so that client fees can be kept to a reasonable and affordable level.

Any fees you are asked to pay will be agreed between you and the service provider before you start receiving services.

Your age pension will not be affected by the contributions you make towards the cost of your services.

How providers work out your fees

Each service provider is required to have their own client contribution policy and will use it to determine your fees. Service providers must make their client contribution policy publicly available. You can ask your service provider to give you a copy of their policy.

To work out your fees, your service provider will consider the information you shared with your aged care assessor during your assessment. The provider may ask you further questions about your financial situation. They will take into account your ability to pay and the number and type of services you are seeking.

Talk to your provider about the services you will receive and how much you'll be asked to contribute for each of them. Service providers should discuss and agree contribution amounts with you before you start receiving services.

Fee assistance

If you are unable to pay the requested contribution, please discuss what arrangements can be made with your service provider before they provide any services.

You will not be denied services if you are unable to contribute to the cost. Service providers will have their own arrangements for protecting those least able to contribute towards the cost of their care.

You have a right to appeal the amount you have been asked to pay. If you wish to question your fees, you should first discuss this with your service provider.

Where can you get financial information and education?

It is a good idea to seek independent financial advice before deciding how to pay for your aged care. Also, if both you and your partner need access to aged care, each of your payment methods may impact the other's aged care fees and contributions.

To find out more about aged care fees and contributions, freecall **1800 227 475** to book an appointment with an Aged Care Specialist Officer in selected Services Australia service centres if there's one in your area, or you can use video chat.

You can also get basic information about managing your finances from the Services Australia Financial Information Service. This free service can help you make informed decisions about investment and financial matters for your current and future needs.

Visit: **ServicesAustralia.gov.au/Financial-Information-Service**

What to expect from service providers

CHSP service providers should support you to do as much as you can and help improve your quality of life.

They will help you to live as independently as possible by focusing on your needs and preferences and building on your strengths.

They should provide services they are registered to deliver, tailored to your unique circumstances, working in partnership with you, your family, friends and carers.

Service providers will work with you to develop a service agreement and care and services plan before your services start. The service agreement and care and services plan will include information about your provider, how and when your services will be delivered and how much you will pay.

Service providers should review your service agreement and care and services plan every 12 months to make sure they continue to meet your needs.

Changing care needs

If your needs change over time, you, your registered supporter, a family member or your aged care provider can contact My Aged Care to request a reassessment.

Under the Single Assessment System, you may have your first reassessment or Support Plan Review with a different assessment organisation.

You will then keep the same assessment organisation for all future reassessments. Assessors will continue to undertake Support Plan Reviews, making it easier for you to stay with the same assessment organisation you saw last time.

Once there's a clear picture of what your new needs are, you will be given options about the care and services best suited to you.

Changing providers or locations

You should talk to your service provider(s) in the first instance, who may refer you back to My Aged Care. You can also contact My Aged Care directly to talk about your needs. Depending on your circumstances, you may be required to have another assessment.

Hospital stays

Speak to your CHSP service provider(s) to let them know you are in hospital, so your services can be suspended while you're away from home.

You may be able to receive additional CHSP services for a short period of time to provide extra help after you return home. Talk to your service provider to request an assessment or you can freecall My Aged Care on **1800 200 422**.

If your needs have changed significantly, your services might need to change as well. Or perhaps another type of aged care might now be more appropriate, such as the Transition Care Program. You will need another assessment to access these supports.

Your legal rights and responsibilities

Under the Aged Care Act, your rights are at the centre of your aged care. If you are receiving aged care services, you should expect to have your rights upheld and your wishes met, whether you are living independently at home or in residential care.

Statement of Rights

The Aged Care Act includes a Statement of Rights.

The Statement of Rights puts your rights at the centre of your aged care – so you can make decisions on how and where you live, get the information and support you need, communicate your wishes and have your culture and identity respected. It also ensures those around you, including your family and carers, not only accept but also respect your choices.

You will also have the right to choose who you want to support you in making these decisions.

For more information visit:

[MyAgedCare.gov.au/Know-Your-Rights](https://myagedcare.gov.au/Know-Your-Rights)

Registered supporters

You may want or need support from another person to help make and communicate your decisions. You can register supporters to help you understand information and communicate your wishes, if you want them to.

The new registered supporter role replaces existing My Aged Care representative relationships and will apply across the aged care system. You do not need to do anything if you want your existing representatives to continue as supporters.

To check or update your representatives or to opt out, visit your **My Aged Care online account** or freecall **1800 200 422**.

For more information, visit:

MyAgedCare.gov.au/Registering-Supporter

Making a complaint about your aged care

If you have a concern about the care that you or someone else is receiving, it is important to talk about it. In the first instance, you should speak to your provider. Under the Aged Care Act, all providers are required to have a complaints management system and process in place.

If you raise a concern with your provider, they must listen and respond quickly and fairly. If they don't, you have the right to raise the issue with the Aged Care Quality and Safety Commission (the Commission) without fear of punishment.

The Commission can help you to resolve your concern or complaint. They can also provide you with information about how to talk directly to your service provider.

Raising a concern is safe and easy. You can choose to make a confidential or anonymous complaint. Making a complaint is not 'being difficult' – it can help improve the quality of care and help other people with the same problem.

Contact the Aged Care Quality and Safety Commission

You can contact the Commission several ways:

- Visit: **AgedCareQuality.gov.au/Complaints-Concerns**
- Freecall: **1800 951 822**
- Write to: Aged Care Quality and Safety Commission
GPO Box 9819
[Your capital city] [Your state/territory]

Advocacy, information and support

The Australian Government works closely with peak bodies and other groups that represent and advocate for the needs of older people, including for example: the Aged Care Council of Elders, COTA, the National Aged Care Advisory Council and the Older Persons Advocacy Network (OPAN).

The government funds OPAN to deliver the National Aged Care Advocacy Program. This program provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care, their families or supporters.

OPAN's aged care advocates can help you to:

- understand and exercise your aged care rights
- find aged care services that meet your needs, and
- resolve issues with your government-funded aged care provider.

If you have questions or concerns, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line** on **1800 700 600**. You will be connected with the aged care advocacy organisation in your state or territory.

Visit: **OPAN.org.au**

Further assistance

Translating and interpreting support

For translating and interpreting services, call:

Translating and Interpreting Service (TIS National) – **131 450**, tell the operator the language you speak and ask them to call My Aged Care on **1800 200 422**.

For Aboriginal and Torres Strait Islander interpreting services, call:

My Aged Care – **1800 200 422** and ask for an interpreter.

See a list of available languages: **MyAgedCare.gov.au/Accessible-All**

For sign language interpreting services, call:

Deaf Connect – **1300 773 803** or
email: **Interpreting@DeafConnect.org.au**

Make contact well in advance to ensure an interpreter is available.

For more information, visit: **DeafConnect.org.au**

If you are Deaf, Deafblind or hard of hearing, or have a speech or communication difficulty, call:

The National Relay Service (NRS) by selecting your preferred call channel on the NRS website. Once selected, ask the NRS to call My Aged Care on **1800 200 422**:

For more information, visit: **AccessHub.gov.au/About-The-NRS**

Dementia support

The Australian Government expects all aged care providers to offer services that meet the needs of people with dementia.

- The **National Dementia Support Program** (NDSP) provides a wide range of support services for people living with dementia, their families, carers and representatives. Services are available over the phone, online and in-person across Australia, and include information, education, counselling, support activities, peer mentoring and advice.

Contact Dementia Australia's National Dementia Helpline – freecall **1800 100 500**, 24 hours a day, 7 days a week.

For more information, visit: **[Health.gov.au/NDSP](https://www.health.gov.au/NDSP)**

- The **Dementia Behaviour Management Advisory Service** (DBMAS) provides individualised support for people when behavioural and psychological symptoms of dementia affect a person's care or quality of life. Trained consultants work in any location or setting to support service providers and individuals caring for people living with dementia.

Contact Dementia Support Australia – freecall **1800 699 799**, 24 hours a day, 7 days a week.

For more information on the DBMAS, visit: **[Health.gov.au/DBMAS](https://www.health.gov.au/DBMAS)**

For more information on dementia support visit:

[MyAgedCare.gov.au/Living-Memory-Loss-Dementia-Or-Depression](https://www.MyAgedCare.gov.au/Living-Memory-Loss-Dementia-Or-Depression)

Homelessness or hoarding support

Support is available to people:

- living with hoarding behaviour
- living in a squalid environment
- who are at risk of homelessness
- who are unable to receive the aged care supports they need.

Supports include:

- care planning
- links to specialist support services
- one-off clean-ups.

If you are receiving assistance through the care finder program because you are homeless or at risk of homelessness, you may also be eligible to access Commonwealth Home Support Program services.

Contact My Aged Care – freecall **1800 200 422** or visit a Services Australia service centre for assistance.





Support for people with diverse needs

The Australian Government recognises that our society is diverse and people have a wide range of life experiences.

Many programs and services are available to support people with diverse needs to access the help they need. Specialised services may exist in your area that cater specifically to special needs groups. You can find out more through My Aged Care or by asking your aged care assessor.

Service providers should consider, respect and support specific and diverse needs when delivering care and services. No service provider should discriminate against anyone, including:

- Aboriginal and Torres Strait Islander people, including Stolen Generations survivors
- veterans or war widows
- people from culturally, ethnically, and linguistically diverse backgrounds
- financially or socially disadvantaged people
- people experiencing homelessness or at risk of experiencing homelessness
- parents and children who are separated by forced adoption or removal
- adult survivors of institutional child sexual abuse
- Care Leavers, including Forgotten Australians and former child migrants placed in out of home care
- lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientation or are gender diverse or bodily diverse
- individuals with disability or mental ill-health
- neurodivergent people
- Deaf, deafblind, vision impaired or hard of hearing people
- people living in rural, remote or very remote areas.

Federation of Ethnic Communities' Councils Australia

The Federation of Ethnic Communities' Councils Australia (FECCA) is a national peak body representing Australians from culturally and linguistically diverse backgrounds. FECCA works to ensure that nobody is left behind due to cultural or linguistic barriers.

For more information, visit: **FECCA.org.au**

Partners in Culturally Appropriate Care (PICAC)

PICAC are state and territory organisations that help older culturally and linguistically diverse people and their families make informed decisions about their aged care needs.

For more information, visit: **PICACAlliance.org**

Ending the abuse and mistreatment of older people

The abuse of older people is never okay. Abuse can be physical, sexual, psychological or emotional, financial or neglect. It causes harm, distress and a loss of dignity and respect. The abuse and mistreatment of older people is a violation of human rights.

If you are experiencing abuse, or know someone that may be experiencing abuse, there is help and support available.

Speak with someone you trust for information or advice:

- Freecall 1800ELDERHelp or **1800 353 374**
- Visit: **Compass.info** to find out more
- In an emergency, call **000**.

Support for carers

The Carer Gateway provides in person, phone and online services and support nationally to help your carer in their caring role.

- Freecall **1800 422 737**, weekdays between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider
- Visit: **CarerGateway.gov.au** for information, advice and resources

Visit the My Aged Care website for more resources, services and support groups at **MyAgedCare.gov.au/For-Carers**

Healthy ageing help

You, or a loved one, can check your health and find personalised suggestions for products and services that promote healthy ageing on the LiveUp website.

LiveUp can suggest low-cost assistive products and equipment to help you with everyday living, as well as personalised exercises and services, to help you or a loved one with age-related wellbeing.

For more information, visit: **LiveUp.org.au** or freecall **1800 951 971**.

Elder Care Support assistance

The Elder Care Support workforce helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services to meet their physical and cultural needs. The National Aboriginal Community Controlled Health Organisation delivers this program through their partner organisations across the country.

For more information, visit:

MyAgedCare.gov.au/Elder-Care-Support-Program

Help from a care finder

Care finders help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them. This includes people who:

- have difficulty communicating because of cognitive or literacy problems
- find it difficult to understand information
- are reluctant to engage with aged care or government
- or are in an unsafe situation if they do not receive services.

Visit the My Aged Care website to see a list of care finders in your area.

For more information, visit: **MyAgedCare.gov.au/Help-Care-Finder**



MyAgedCare.gov.au
1800 200 422