



# Summary of changes to the Commonwealth Home Support Programme (CHSP) Manual 2024-25

## CHSP Manual 2024-25

CHSP Manual chapter	Content change	Manual section and description
<b>PART A – About the Commonwealth Home Support Programme</b>		
<b>Chapter 1 – Overview of the CHSP</b>	New content	<b>Overview of the CHSP</b> Inclusion of Aged Care Reforms information
<b>Chapter 2 – Wellness and reablement</b>	Editorial change	<b>Wellness and reablement</b> Wellness and reablement information moved to <b>Appendix B</b>
<b>PART B – Eligibility and Delivery Requirements</b>		
<b>Chapter 4 – Access to the CHSP</b>	Updates to existing content	<b>4.6 Waitlists</b> Updates to existing content
	Updates to existing content	<b>4.4 Other eligible groups</b> <b>Clients needing services that exceed entry-level support section</b> – updates to existing content
	Deletion of content	Existing clients waiting for a Home Care Package Removal of outdated information
<b>Chapter 5 – CHSP services</b>	New content	<b>5.1 Community and Home Support Domestic Assistance – Out of scope activities</b> – new content
	New content	<b>5.1 Community and Home Support</b>

		<b>Goods, Equipment and Assistive Technology – Note</b> – new content
	New content	<b>5.1 Community and Home Support Home Maintenance – Out of scope activities</b> – new content
	Updates to existing content	<b>5.1 Community and Home Support Meals – Service type description</b> – new content <b>Meals – Out of scope and Output measure</b> – updates to existing content
	Updates to existing content	<b>5.1 Community and Home Support Nursing – Service type description</b> – updates to existing content
	Updates to existing content	<b>5.2 Care Relationships and Carer Supports Consideration for Carers</b> – updates to existing content
	Updates to existing content	<b>5.3 Assistance with Care and Housing Francesco case study</b> – updates to existing content
	New content	<b>5.4 Sector Support and Development Service type description</b> – New content <b>Service considerations</b> – updates to existing content
<b>Chapter 7 – Provider grant funding and client contributions</b>	Editorial change	<b>7.2 The National Client Contribution Framework</b> Information moved to <b>Appendix F</b>
	Editorial change	<b>7.3 2024-25 CHSP National Unit Price ranges</b> Information moved to <b>Appendix G</b>
	Updates to existing content	<b>7.4 Modified Monash Model (MMM) loadings</b> Updates to existing content
	New content	<b>7.5 Community Transport Pricing Pilot</b> New content and more detailed information at <b>Appendix J</b>

<b>Chapter 8 – Flexibility provisions</b>	New content	<b>Flexibility provision – example</b> New table with flexibility provision examples included
	Updates to existing content	<b>Provider scenarios – flexibility provisions</b> Example 3 (across Aged Care Planning Regions) – updates to existing content
<b>PART C – Administration and Provider Responsibilities</b>		
<b>Chapter 9 – Quality arrangements and client rights</b>	Updates to existing content	<b>9.1 Quality arrangements</b> <b>Provider responsibilities</b> – updates to existing content
	New content	<b>9.7 Complaints mechanisms</b> Additional content added
<b>Chapter 10 – Incident management and staffing responsibilities</b>	Updates to existing content	<b>10.1 Serious Incident Response Scheme</b> Detailed information removed and updated, with references to ACQSC resources included
	Deletion of content	<b>10.4 Staffing and training</b> <b>Fair Work Commission award wage increase</b> – removal of outdated information
	Editorial change	<b>10.5 Police checks</b> Information moved to <b>Appendix E</b>
	New content	<b>10.9 Interactions between service providers and the Australian Public Service</b> New content
<b>Chapter 11 – Financial responsibilities</b>	Updates to existing content	<b>11.1 Spending the grant</b> Updates to existing content
	Updates to existing content	<b>11.4 CHSP Planning Framework</b> Updates to existing content
	New content	<b>11.6 CHSP Compliance Framework</b> New content and additional information at <b>Appendix H</b>

<b>Chapter 12 – Provider reporting and system responsibilities</b>	Updates to existing content	<b>12.1 Key Reports CHSP</b> Updates to report due dates
	Updates to existing content	<b>12.2 Financial Reporting</b> Updates to existing content
	Deletion of content	<b>12.4 Performance reporting via the Data Exchange (DEX)</b> Deletion of outdated information about partnership approach information
	Deletion of content	Emergency COVID-19 funding reporting Deletion of outdated information
	Updates to existing content	<b>12.5 My Aged Care provider responsibilities</b> Updates to existing content and removal of outdated information
<b>Manual Appendices</b>	Editorial change	All appendices are new
<b>Glossary</b>	Updates to existing content	Updates to existing content across glossary terms

## Appendices

All [CHSP appendices](#) are available on the department's website.

Appendix	Appendix title	Content change
<b>Appendix A</b>	Context and history of the CHSP	Existing content moved from the Manual to the appendix
<b>Appendix B</b>	Embedding Wellness and Reablement in the CHSP	Existing content moved from the Manual to the appendix
<b>Appendix C</b>	CHSP provider contacts, supports and resources	Existing content moved from the Manual to the appendix
<b>Appendix D</b>	CHSP client and carer supports, resources and information	Existing content moved from the Manual to the appendix
<b>Appendix E</b>	CHSP Police Certificate guidelines	Existing content moved from the Manual to the appendix

<b>Appendix F</b>	Guide to the National CHSP Client Contribution Framework	Existing content from the Manual and an <a href="#">existing online resource</a> , updated and moved to the appendix
<b>Appendix G</b>	CHSP National Unit Price Ranges and Client Contributions	Information about national unit price ranges and client contribution ranges  New information – inclusion of table with 2023-24 and 2024-25 pricing information
<b>Appendix H</b>	CHSP Compliance Framework	New information of the department's Compliance Framework for 2024-25
<b>Appendix I</b>	CHSP Service Catalogue	Existing resource on website – useful visual representation of the service list
<b>Appendix J</b>	CHSP Community Transport Pricing Pilot	New information on the pilot and linked to existing <a href="#">Community Transport Pricing Pilot</a> on the department's website