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Woollahra Connect!

Commonwealth Home Support Program
A guide to government-funded support to help you stay at home

1. What is the Commonwealth Home Support Program (CHSP)?

The Commonwealth Home Support Program is an Australian Government–funded program that provides entry-level support for older people who need low-level assistance to live independently at home. CHSP is designed for people with lower support needs and works with you to maintain your independence.

2. Who is eligible?

To be eligible for CHSP you generally need to be:

- Aged 65 years or older, or
- An Aboriginal or Torres Strait Islander person aged 50 or older, or
- Homeless or at risk of homelessness and aged 50 or older.

3. What services can CHSP provide?

My Aged Care may approve one or more of the following entry-level services:

✓ Domestic assistance (light house cleaning)

✓ Respite care for carers

✓ Social support and group activities

✓ Gardening

✓ Nursing

✓ Transport to appointments and activities

✓ Meals and meal delivery

✓ Personal care

✓ Home maintenance

✓ Allied Health (physio, podiatry, etc.)

4. How to register and access CHSP service

1	**Contact My Aged Care and register for a free assessment** Call 1800 200 422 or visit www.myagedcare.gov.au to apply online. You will need your Medicare card and contact details.
2	**Have an aged care assessment**

	During your assessment, a trained assessor will ask about your day-to-day activities, needs, goals and preferences. You will then receive a decision on your eligibility and, if approved, a support plan.
3	**Agree on a support plan and receive your approvals** Your assessor will discuss your support plan with you to ensure it meets your goals. You will receive individual referral codes for each approved service. These codes are provided to your chosen provider. You can only use one provider per service code.
4	**Select a service provider and confirm your fees** You may need different providers for different services, for example, one for domestic assistance and another for meals. All fees are discussed and agreed before services begin. To find a provider near you, use the **Find a Provider** tool at www.myagedcare.gov.au/find-a-provider/search or call My Aged Care for on 1800 200 422 for help.
5	**Commence services** Once you have signed your service agreement, services can begin. As your needs change, contact My Aged Care to request a reassessment for higher-level support.

5. What does CHSP cost?

Under CHSP, you pay a small contribution towards the cost of the services you receive. Contributions are set by individual providers and are typically charged at an hourly rate. There are no exit fees.

Key facts about CHSP contributions:

- CHSP contributions are NOT means tested
- You will never be asked to pay the full cost of services
- The Australian Government subsidises CHSP services to keep costs affordable
- All fees are discussed and agreed with you before services begin
- Your Age Pension is not affected by CHSP contributions
- Contributions vary by provider and service type, ask your provider for their current rates
- There are no exit fees or lock-in agreements

If you cannot afford your aged care costs for reasons beyond your control, you may be eligible for Financial Hardship Assistance, which can help pay some or all your contributions. Ask your provider or My Aged Care for details.

👥 Contact details

☎**1800 200 422**

Mon–Fri 8am–8pm | Sat 10am–2pm

🔗 www.myagedcare.gov.au

5. Choosing the right provider

Choosing the right provider is an important decision. Providers vary in the services they offer, how they deliver care and what they charge. When comparing, consider location, services offered, costs, quality of care, and availability.

- Use the Find a Provider tool at www.myagedcare.gov.au to search, shortlist and compare up to 3 providers side by side.
- Every provider is regulated by the Aged Care Quality and Safety Commission and must meet the Aged Care Quality Standards.
- Some providers offer specialised care tailored to specific languages, cultures, faiths, or backgrounds, ask about this when you call.
- For aged care homes, check the Star Rating on the My Aged Care website to compare quality at a glance. Each home is rated across four areas: Residents' Experience, Compliance, Staffing, and Quality Measures.

For help understanding your options or discussing your individual needs, contact

Bimala Lama — Woollahra Connect! Coordinator

📞 1300 882 962 ✉ WoollahraConnect@holdsworth.org.au

This handout is for general information only. For personalised advice, contact My Aged Care or Woollahra Connect.