

# **South West Sydney Ageing Forum**

**Sector Support & Development Updates  
June 2025**

# Key take-aways



Department of Health & Aged Care and the Aged Care Quality and Safety Commission:

Aged Care Reforms:

- ✓ new Rights-based Aged Care Act – 1 July
- ✓ Information and support for aged care providers and their clients
- ✓ Resources, training and events for the sector

**Speak with your Manager/  
Funding Manager for more  
information and support**

# How does the new Rights-based Aged Care Act affect me?

- older people, their families and carers
- aged care providers
- aged care workers
- the broader care sector
- the government agencies responsible for supporting, delivering, regulating and overseeing the aged care system, including:
  - the Department of Health, Disability and Ageing
  - the [Aged Care Quality and Safety Commission](#)
  - [Services Australia](#).



# Aged Care Reforms - 1 July



## New Aged Care Rights-based Act

- ✓ the Australian Government's response to the Aged Care Taskforce recommendations
- ✓ the new Support at Home program ( replaces Home Care Packages Program and Short-Term Restorative Care Programme). With the CHSP transition to Support at Home program no earlier than July 2027.
- ✓ strengthened Aged Care Quality Standards
- ✓ stronger powers for the Aged Care Quality and Safety Commission – Strengthened Aged Care Regulatory Model
- ✓ Statement of Rights for older people.

# Aged Care Reforms - 1 July

## The new Rights-based Aged Care Act



- ✓ Rights older people
- ✓ Single Entry point
- ✓ Equitable Single Assessment Framework
- ✓ Delivery of aged care services
- ✓ Accountability arrangements and obligations  
(Regulatory model)

### The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful. This visual outlines the main parts of the new Act and how they work together.



#### Your rights matter

- Respect for your choices
- Choose who helps you to make decisions
- More independence
- Respect for your culture and identity
- Better complaints process
- Stay connected to your community

The new Aged Care Act puts you at the centre of your aged care. This visual outlines the main parts of the new Act and how they work together.

# New Aged Care Act – 1 July

## Key Changes for Providers



### Obligations and Compliance

- **Provider Registration Preview Process** (April 25-June 25) - The provider registration preview is an opportunity for providers to review their registration details and proposed registration categories before the new Aged Care Act starts on 1 July 2025
- Starting 1 July 2025, **all aged care service providers must be registered by the [Aged Care Quality and Safety Commission](#)** to deliver government-funded services (existing providers automatically deemed and approved)
- The **deeming process** aims to simplify the transition to the new Act. It will make sure you can continue to provide services that protect the safety and welfare of older people
- **Providers should ensure their actions are consistent with the Statement of Rights**



# New Aged Care Act - 1 July

## Key Changes for Providers contd.

- Transitional arrangements for new [aged care workers screening](#) starts (will make sure new screening applications are processed efficiently and workers can continue to work without interruption)
- Reforms to means testing in residential care and Support at Home
- Publication of the [Financial Report on the Australian aged care sector \(FRAACS\) 23-24](#)
- Introduction of [Supported Decision-Making](#) (Older people will be able to register one or more people of their choice to assist them in their decision-making under the new Act)
- Funding for existing [CHSP service providers will be extended from 1 July 2025 to 30 June 2027](#) and will operate under the new Act.



### Commonwealth Home Support Programme (CHSP) provider factsheet – Supporting unregistered and unassessed CHSP clients

This fact sheet has been developed as guidance material for CHSP providers to support their unregistered and unassessed CHSP clients in the lead up to the new Aged Care Act 2024 (new Act) coming into effect on 1 July 2025.  
Publication Date: March 2025

#### Call to action – supporting your unassessed clients before 1 July

1. Read through this factsheet to learn about answers to frequently asked questions and guidance for providers.
2. Use the checklist (**Attachment A**) to help your organisation determine which clients currently receive and still need CHSP government-subsidised services, and support them to undergo an aged care assessment through My Aged Care. Please aim to send all clients who need a letter by 31 March.
3. Prepare a letter using the template provided (**Attachment B**) and send this to your identified clients.
4. Support your clients to register with My Aged Care and undergo an assessment before 30 June.



## ❖ Sector Readiness Plan to prepare for the new Aged Care Act (assist the sector in preparing for the new Aged Care Act from a regulatory perspective)

## ❖ DRAFT Provider Handbook (overview of your obligations as a registered provider of Australian Government-funded aged care and information needed to meet your obligations)



More information available at:

[www.agedcarequality.gov.au/provider-handbook](http://www.agedcarequality.gov.au/provider-handbook)

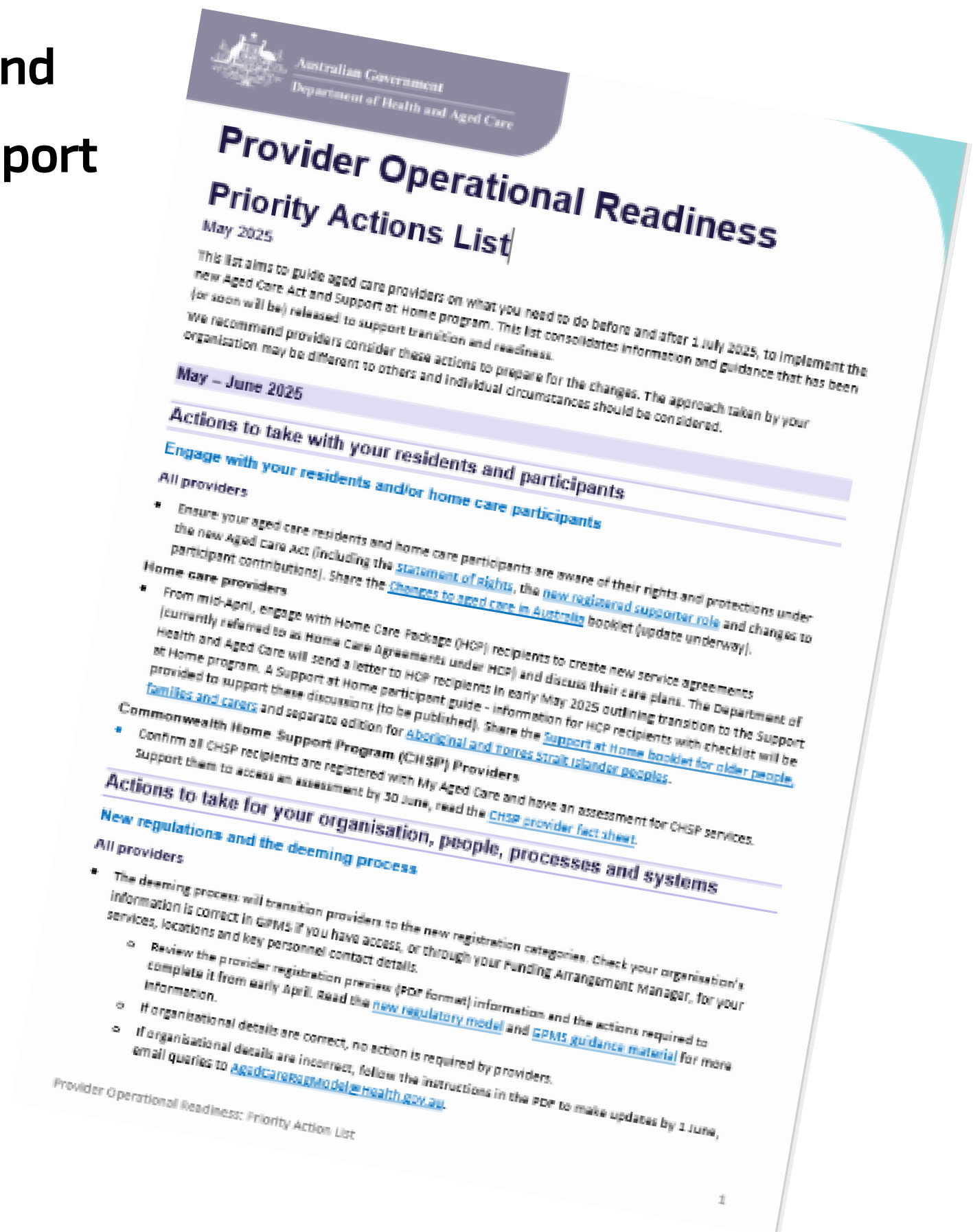
[www.agedcarequality.gov.au/resource-library/sector-readiness-plan](http://www.agedcarequality.gov.au/resource-library/sector-readiness-plan)



# Provider Operational Readiness – Priority Actions List

This list is to guide aged care providers on what to do before and after 1 July to implement the new Aged Care Act and Home Support Program

- ✓ informing older people receiving your services of their rights and protections
- ✓ updating service agreements, digital systems and complaints processes
- ✓ workforce training on new obligations
- ✓ transition to the Support at Home program (for home care providers only)
- ✓ financial and regulatory requirements.



# Support at Home Program

The new Support at Home program will better support older people to remain independent at home. It will bring together current in-home aged care programs, have new classifications, equitable pricing, an increased focus on early interventions, and higher levels of care for people with complex needs.

## Key changes for providers and participants

- **Includes service list, budget and contributions, assisted technology and Home Mods,** Two new short-term services: Restorative Care Pathway & End-of-Life-Pathway

## Changes to Support at Home Program Manual

- For more information: <https://www.health.gov.au/news/updated-support-at-home-program-manual>

## Other Guidance to Come

- New Aged Care Act Policy Manual
- Supported Decision-Making Framework
- S@H Program Assurance Framework and Program Assurance Plan
- Assistive Technology & Home Modifications (AT-HM) Scheme Guidelines
- Restorative Care Pathway Clinical Guidelines



The Support at Home program manual is a guide designed to assist registered providers to understand and comply with the Support at Home program rules, procedures and obligations



# Support at Home Program



## Key changes for providers and participants

### Care Management

- Care Plans and Reviews

### Participant Budget & Contributions

- Participants budgets based on classification category and level, includes government funding & participant contribution, participant contributions are determined by Services Australia, contribution levels are based on Age Pension income and assets test

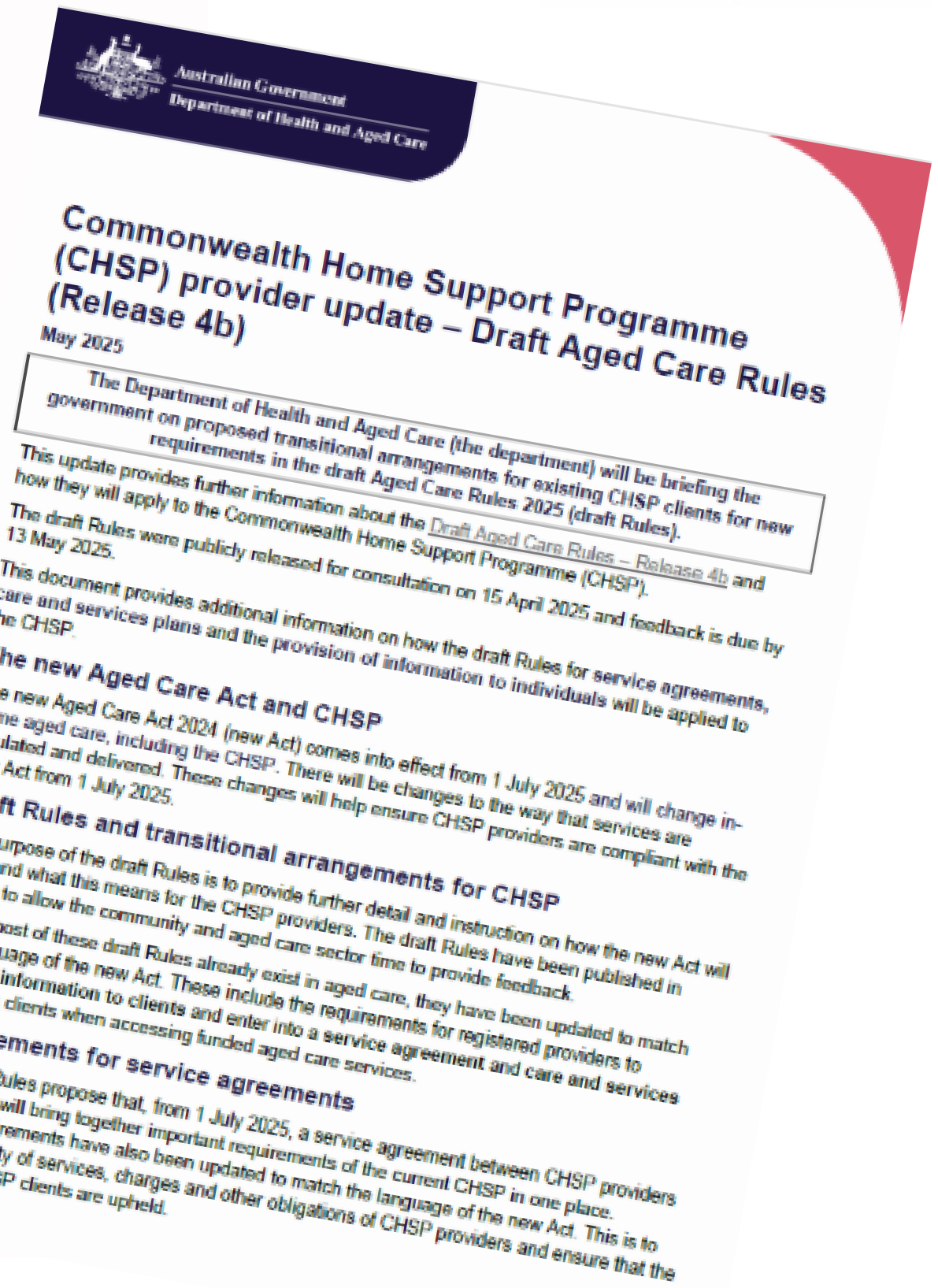
For more information:

<https://www.health.gov.au/our-work/support-at-home/features>

[Support at Home User Guide – submitting claims to the Aged Care Provider Portal](#)

[Submit a Support at Home claim fact sheet](#)

[Support at Home monthly statement template](#)



# Support at Home Program



## What is staying the same for older people?

- Existing HCP recipients will be transitioned to the new Support at Home program at the same budget level and will retain any unspent funds.
- Existing HCP recipients will continue to receive the same services if they are listed on the Support at Home service list.
- People who are waiting on the National Priority System for a Home Care Package will receive a budget equivalent to the package they are waiting for when available.
- A 'no worse off principle' will apply to the contributions arrangements for people who, on 12 September 2024, were either receiving a package, on the National Priority System, or assessed as eligible for a package.
- This group will make the same contributions, or lower, than they would have had under Home Care Package (HCP) Program arrangements.
- Existing HCP recipients will remain with their current HCP provider
- Managed transition to ensure continuity of services

# Support at Home Program



**Support at Home User Guide (assist in-home care providers with submitting claims through Services Australia's Aged Care Provider Portal) - 1 July**

Providers can register and access the portal to:

- View participant budgets
- Submit claims
- Upload invoices
- Support at Home Monthly Statement Template has been introduced, which providers will need to issue to their participants starting from 1 July

More Information:

[Support at Home User Guide – submitting claims to the Aged Care Provider Portal](#)

[Submit a Support at Home claim fact sheet](#)

[Support at Home monthly statement template](#)





# Support at Home Program



## Key changes for providers and participants

### Still to Come..

- Continuity of care (the new terminology for security of tenure)
- Provider obligations and registration conditions
- Additional details re wellness and reablement
- Additional details re the S@H priority system and access to interim funding
- Service agreements • Income and assets assessments
- End-of-Life Pathway Form
- Service Australia claiming guidance
- Cancellations and no shows
- Monthly Statements
- Program linkages (S@H relationships with CHSP, Transition Care, Residential Care, MPS, ATSI aged care, NDIS and Disability Support for Older Australians)

# Transitioning CHSP Clients under the new Aged Care Act

- ✓ From 1 July, the Commonwealth Home Support Programme (CHSP) will be regulated under the new Aged Care Act.
- ✓ CHSP clients must be assessed as eligible for CHSP through a My Aged Care assessment to receive government-subsidised CHSP services.
- ✓ The majority of CHSP clients will be transitioned under the new Aged Care Act because they have previously been assessed as eligible for CHSP.
- ✓ The Department is supporting current CHSP clients who have not had an aged care assessment to get an assessment before the new Aged Care Act starts on 1 July.
- ✓ CHSP providers will be contacted and provided guidance documents that have historically provided CHSP services to unassessed clients.
- ✓ If a CHSP provider has not had an aged care assessment, they will not be able to keep providing services to these clients unless they apply for and have an aged care assessment by 30 June this year.
- ✓ The Department expects all CHSP providers currently have care and services plans in place with their clients

For more information, please read:

- [The new regulatory model – Guidance for CHSP providers](#)
- [CHSP client transition letter for providers](#)
- [CHSP client transition provider fact sheet](#)
- [Letter template for unassessed CHSP clients](#).



# CHSP updates to come..



## ❖ **CHSP contracting process has commenced** (grant agreement valid for 2 years, 1 July25 - June 27)

From July 25

- CHSP providers will deliver services in line with the new Aged Care Act and the new service list
- CHSP providers will submit DEX reporting which includes the client's My Aged Care ID

## ❖ **Pricing CHSP Services in 2025-27 (No change to client contribution arrangements)**

The Support at Home Program is staging the introduction of price caps on services to commence 1 July 26

## ❖ **Grant Agreements 2025-27**

No reduction in funding

Changes to DEX reporting - A provider toolkit will be available for CHSP services

# Resources

For Commonwealth Home Support Programme (CHSP) providers.

## New Aged Care Act Resources

- A list of resources – including guides, fact sheets and other publications – relating to the new Aged Care Act (Provider Operational Readiness – Priority Actions list) For more information go to:

<https://www.health.gov.au/our-work/aged-care-act/resources>

## Strengthened Quality Standards

- Draft worker guidance overview - [What's different in the strengthened Quality Standards | Australian Government](#)

[Department of Health and Aged Carehttps://www.agedcarequality.gov.au/node/115091](https://www.agedcarequality.gov.au/node/115091)

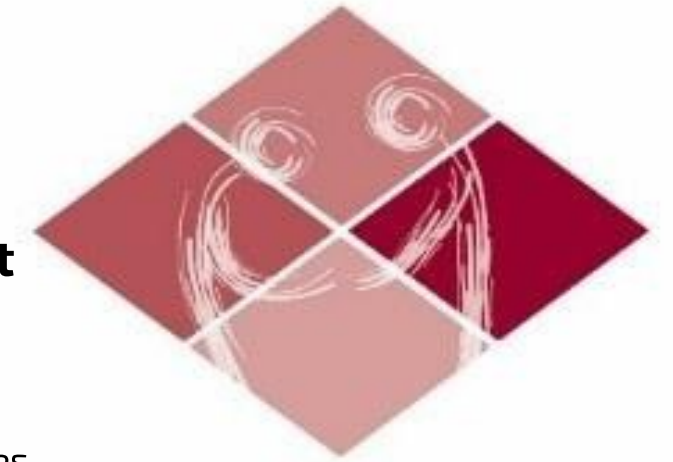
- Introductory videos on each standard - <https://agedcarequality.us2.list-manage.com/track/click>

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# Resources – Department of Health and Aged Care



## ❖ **Support at Home program resources apps, audio and video resources and other publications – about the Support at Home program**

- The Support at Home program manual is a guide designed to assist registered providers to understand and comply with the Support at Home program rules, procedures and obligations.
- The Support at Home User Guide explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).
- Support at Home User Guide – Submitting Claims to the Aged Care Provider Portal
- Checklist for HCP recipients transitioning to Support at Home

For more information: [Support at Home program resources | Australian Government Department of Health and Aged Care](#)

## ❖ **Resources for First Nations providers, workers and older people**

The Aged Care Quality and Safety Commission has new resources co-designed with First Nations providers, workers and older people, to ensure First Nations older people receive good quality, culturally appropriate and safe aged care. The resources can help you understand the changes occurring in aged care.

For more information, visit the [Commission's First Nations Resource Hub](#).

## ❖ **Other Resources/training**

**Beyond Compliance: Embedding cultural safety and trauma-aware, healing-informed care for all communities in CHSP webinar (Ageing**

**Australia), 19 June – 12:30pm-2pm** – Learn from leading experts how to support dignity, inclusion and wellbeing for older adults from Indigenous, CALD, LGBTQ+ and disabled communities. To register: [Beyond Compliance: Embedding Cultural Safety & Trauma-Aware, Healing-Informed Care for All Communities in CHSP. | Ageing Australia](#)



# Department webinars

- **Preparing for the New Aged Care ACT: Governance and Compliance, Monday 16 June, 11-12:30pm - CHSP**  
provider obligations, compliance tips and more in this webinar (Northern Collaborative project, Salisbury Community Health and Wellbeing) To register: [Preparing for the New Aged Care ACT: Governance and Compliance Tickets, Mon 16/06/2025 at 10:30 am | Eventbrite](#)
- **Digital Transformation – 11 June, 2-3:30pm** — The Department's digital transformation roadmap, Support at Home update, information about our upcoming releases, including the Government Provider Management System and My Aged Care. To register: [Digital Transformation Tech Talk – 11 June 2025 | Australian Government Department of Health and Aged Care](#)
- **FREE Invox Webinar - CHSP – Preparing for 1 July, Tuesday 10 June, 11am-12pm AEST – What's been released**  
by the department, what it means for your day-to-day operations, and what actions to take now. To register or access recording: [Free Briefing: CHSP - Preparing for July 1](#)
- **Aged Care Reform webinar: Commonwealth Home Support Programme (CHSP) – Sector readiness - 5 June, 2pm-3pm (health.gov.au)**— The webinar is aimed at Commonwealth Home Support Programme providers. It will include information about changes to the CHSP from 1 July 2025 – To register or view recording: [CHSP sector readiness webinar - 5 June | Australian Government Department of Health and Aged Care](#)



# Department webinars



## ➤ **Webinar: Compliance and enforcement - 20 May (online)**

Compliance and enforcement under the new Aged Care Act (Aged Care Quality and Safety Commission) – To review recording:

<https://loghic.eventsair.com/231136/431162/Site/Register>

## ➤ **Webinar: Provider obligations and rules - for providers on the new regulatory model for aged care- 8 May**

Preparing for the start of the new Aged Care Act and provider registration preview and your registration categories: To view recording:

<https://youtu.be/CDJCgqmHGI8>

## ➤ **Webinar recording on 7 May: Digital transformation** – for the aged care sector and IT professionals.

Latest updates on digital transformation for the aged care sector. Presentation slides available -To access the slides and view the recording:

[https://www.youtube.com/watch?v=0z1dP37F\\_mM](https://www.youtube.com/watch?v=0z1dP37F_mM)

# Resources - Aged Care Quality Commission



## ❖ Aged Care Quality Commission

- Factsheets and resources Older people, workers and providers.
- Search key word: Reforms, Aged Care Act, Operational, Compliance etc

## ❖ Quality Standards Resource Centre

- Extends understanding of the strengthened Aged Care Quality Standards - Effective 1 July 2025.

More information:

- [Homepage | Aged Care Quality and Safety Commission](#)
- [Quality Standards Resource Centre | Aged Care Quality and Safety Commission](#)

# Consultation: Support At Home Cost Collection (online) - ends 31 July



The Independent Health and Aged Care Pricing Authority (IHACPA) invites in-home aged care providers to express interest in the Support at Home Cost Collection 2025.

The collection will help IHACPA:

- understand current costs
- identify opportunities for you to better track and manage costs and build on your costing and data infrastructure
- address cost reporting challenges
- develop evidence-based pricing advice to the government for the Support at Home service list.

All in-home aged care providers are invited to express interest, including those supporting:

- Aboriginal and Torres Strait Islander people
- rural and remote areas
- culturally and linguistically diverse groups

For more information please go to: <https://www.agedcareengagement.health.gov.au/engagement/support-at-home-cost-collection-2025>. Contact email: [agedcarecosting@ihacpa.gov.au](mailto:agedcarecosting@ihacpa.gov.au)



# Training for CHSP Providers

## ❖ Support Services Website ([supportservices.org.au](https://supportservices.org.au))

### FREE Membership benefits include:

- ✓ Exclusive access to CHSP and aged care related resources, updates and events, championing our diverse seniors
- ✓ Opportunity to promote your organisation and its activities under the 'Members Directory'
- ✓ Independently create and post information about your service onto the Noticeboard
- ✓ Receive periodical Support Services newsletter updates from the sector, including the Ageing Forums' communications

### Upcoming training

**Human Rights and older People** – Wednesday 11 June, 10-12pm (AEST)

- **Inclusive Care: Understanding Diversity & Intersectionality in Aged Care** – brought to you by IDC's

**SSD team** (online) - Tuesday 24 June, 11-12:30pm (AEST) - online

- **Trauma Informed care** – Robust panel discussion on applying practical trauma informed approach

**working with diverse communities** (Dementia, Aboriginal and Torres Strait Islander, CALD, LGBTIQ+

**and Care leavers)** - Wednesday 18 June, 11-1pm (AEST)

- **Single Assessment Training (LPA)** - Monday 16 June, 1-3pm (AEST) – online





# Training / Events for CHSP Providers

**Macarthur Disability Services (MDS) -Visit the MDS SSD Humanitix Host Page for**

**[CHSP provider training for staff and volunteers: MDS Sector Support and Development | Humanitix](#)**



## WINGECARRIBEE AGEING FORUM

June 2025

Thu, 12 Jun, 12:30pm - 2:30pm AEST

### Wingecarribee Ageing Forum: June 2025

Wingecarribee Shire Council, Moss Vale  
NSW, Australia



## MANUAL HANDLING

FREE WORKSHOP FOR CHSP VOLUNTEERS

Fri, 13 Jun, 10am - 12pm AEST

### Manual Handling for CHSP Volunteers -...

Guide Hall , Chester Hill NSW, Australia



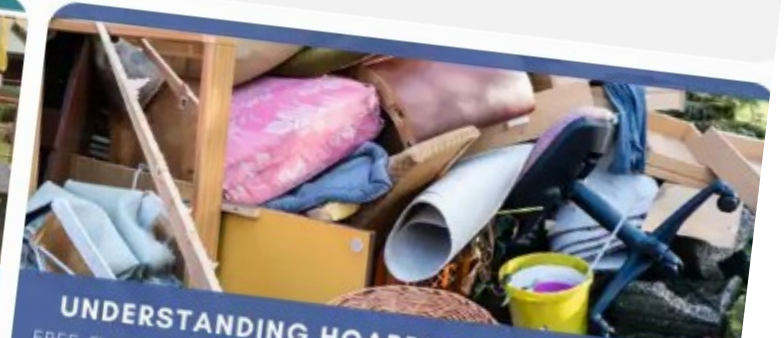
## ABORIGINAL AGED CARE GATHERING FORUM

Mid North Coast event for CHSP Service Providers

Wed, 25 Jun, 8:45am - 4pm AEST

### Aboriginal Aged Care Gathering Forum - Mid...

Port City Bowling Club, Port Macquarie  
NSW, Australia



## UNDERSTANDING HOARDING AND SQUALOR

FREE TWO PART WORKSHOP SERIES FOR CHSP STAFF AND VOLUNTEERS

Mon, 14 Jul, 1pm - 3pm AEST

### Understanding Hoarding and Squalor - Two Part...

Online Event

# Contact Us

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Macarthur Disability Services

***Sector Support  
& Development***



# **Thank You**

**A Network of Services Working Together to Support Older People  
and their Carers to remain Independent in the Community**