

C H S P

Issues & Trends Report

A synthesis of provider forums, consultations and Senate inquiry submissions on the Commonwealth Home Support Program

1 July 2025 to 30 June 2026



The Big Picture



123

entries logged this period across forums, submissions and discussions with providers

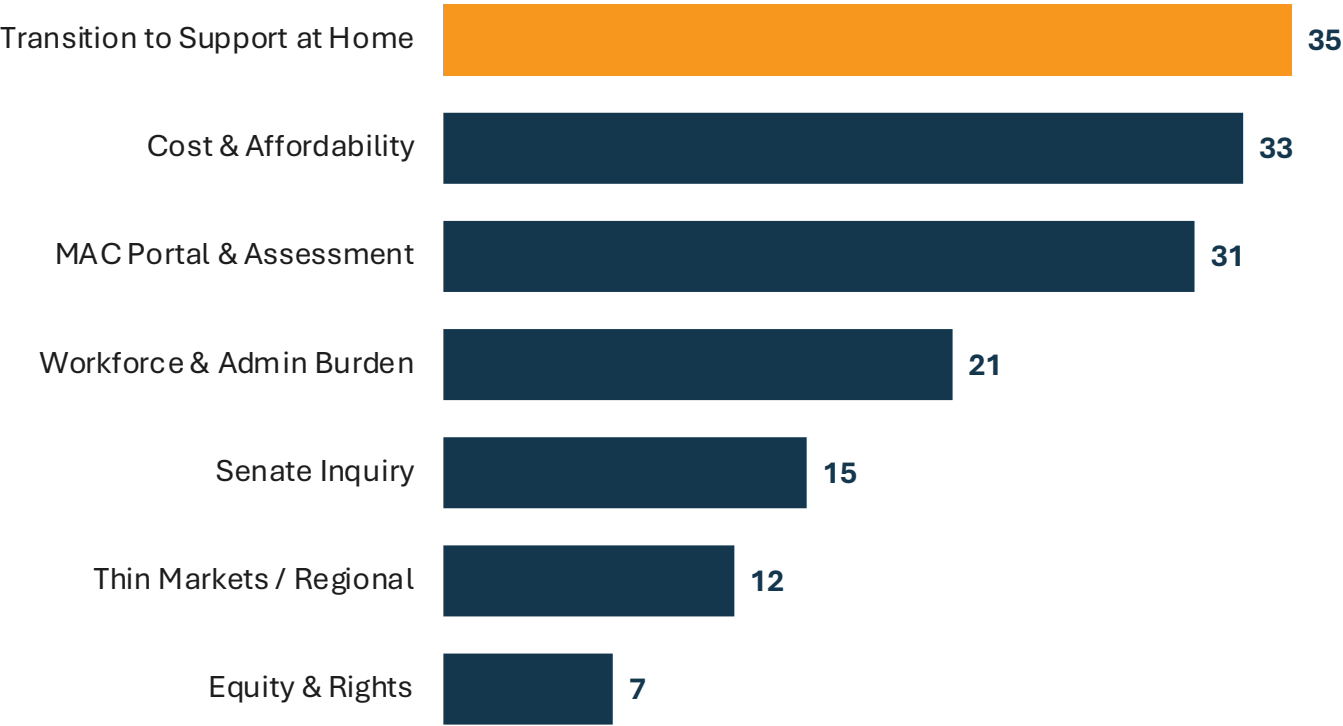
15+

independent Senate inquiry submissions raising CHSP concerns

#1

issue: confusion around the CHSP → Support at Home transition

Entries touching each theme (123 total, many entries span multiple themes)





THEME 01

CHSP → Support at Home Transition



The most repeated issue across the dataset

- Persistent confusion over transition timelines, eligibility, and when CHSP providers should cease services for clients approved for Support at Home
- Clients approved for Support at Home funding for assistive tech / home mods are sometimes not approved for the CHSP equivalent – leaving people in limbo
- Distinct, confusing access rules for assistive technology / home modifications between the two programs, including new SaH clients locked out of CHSP equipment pathways
- Transition set for “no sooner than 1 July 2027”, but providers lack information to plan for staff, clients, and services
- Rising CHSP demand as clients who can’t afford Support at Home’s contribution rates actively choose to stay on or return to CHSP
- Providers report being ~12-18 months from the end of current CHSP contracts with no clarity on expectations or transition support



THEME 02

Cost & Affordability



Contribution rates and regional pressures are reshaping who accesses care

- Higher Support at Home contribution rates are pushing clients to decline services, go through funds faster, or drop out of care altogether
- Rising fuel and transport costs straining service delivery, especially across large geographic service areas
- Some clients have insufficient package funds for meals, worsened by confusing Services Australia guidance on contribution costs
- Regional cost-of-living pressure compounding affordability barriers to care
- Clients are reporting hardship in paying contributions, with some refusing Support at Home outright
- No current ad-hoc CHSP growth funding round – future funding depends on government decisions, adding uncertainty onto rising demand



THEME 03

System & Assessment Problems



Portal, tool and referral challenges are compounding delay

- My Aged Care portal issues: an inaccurate “find a provider” tool, referrals outside provider service areas or capacity, wrong service codes, address-update failures
- Long waits for assessments and referrals – one organisation cited an 11 to 12 month wait
- Limited departmental clarity on what happens to existing CHSP social support group members when group funding shifts to Support at Home
- The Integrated Assessment Tool and its algorithm repeatedly cited as a source of errors and delay
- Discrepancies between what providers and assessors see in the My Aged Care portal, with referrals often misaligned to real provider capacity
- Recommendation to use reconsideration pathways for disputed assessment outcomes



THEME 04

Workforce & Provider Strain



Stress, admin load and shortages are eroding capacity

- High staff stress, exhaustion, and departures from aged care, with some reports of “moral injury” from ongoing system frustration
- Workforce shortages, especially domestic assistance, gardening, and allied health such as physiotherapy and occupational therapy
- Loss of experience and expertise from the Sector Support and Development (SSD) sector due to delayed advice on the program’s continuation, raising concerns about legacy knowledge
- Growing administrative burden: service agreements, care plans, consent forms, and DEX reporting changes rolled out with little consultation
- Difficulty finding land for service redevelopment outside flood zones, and difficulty staffing regional / remote areas even after investing in new vehicles
- Cessation of a community transport service in one region triggered a sharp rise in referrals, straining intake capacity



THEME 05

Senate Inquiry Submissions



A strikingly consistent pattern across independent organisations

- Common threads: program viability, thin markets and service gaps, assessment system failures, and calls for a more conditional or better-supported transition
- Workforce shortages cited repeatedly as a structural risk to service continuity
- One submission characterised CHSP as an “overwhelmed safety net,” citing confusion with Support at Home and tension between block-funding and fee-for-service models
- Insufficient lifetime caps on home modifications and end-of-life pathway time limits raised across multiple submissions
- A CHSP submission flagged funding and service delivery issues, thin markets, and assessment failures alongside inadequate home modification limits
- A submission raised rising prevalence service gaps and workforce supply challenges as sector-specific concerns



THEME 06

Equity & Rights-Based Themes



Access, inclusion and rights surfaced throughout the dataset

- Ageism and a sense of being unheard or dismissed within the system is being reported by older clients
- Financial abuse and rights-based care flagged as a concern throughout the dataset
- Aged care auditors were noted to be improving in their understanding of quality of care for Aboriginal and Torres Strait Islander elders
- Access barriers for CALD and Aboriginal and Torres Strait Islander clients and organisations, including inappropriate referrals and disrupted delivery during Sorry Business
- A Diversity Symposium's curated music playlist featuring LGBTIQA+, CALD, and Aboriginal and Torres Strait Islander artists was highly valued as a way of expressing connection and inclusion
- Calls for greater support and education for primary healthcare workers navigating My Aged Care, to improve equitable access to referrals

The Overall Narrative

System stress is highly visible across multiple fronts at once

- Consumers and providers alike leaned heavily on sector support and development, advocacy organisations, peer networks, and informal navigation support to make sense of the reforms
- Hospital discharge and transition gaps between health, aged care, and disability systems were repeatedly flagged as a serious pain point for older people
- Broad reform confusion runs underneath every theme – clarity, timelines, and communication are the common ask

For more resources, reform updates and webinars visit the CHSP Provider Hub

bit.ly/cotaq-hub

