



FREE GUIDE

Helping older clients stay at home: CHSP, Support at Home and private help

Referring to My Aged Care, CHSP vs Support at Home, and private help.

Your patient is managing, just. The shower has become a worry, the house is slipping, and a daughter drives over every evening after work. This guide explains how to refer to My Aged Care, the difference between CHSP and Support at Home, what changed in 2026, and where private help fits.

Older people don't always raise it. You notice the weight loss, the missed appointment, the bruise they explain away. Families often notice later, sometimes after a fall. A referral at the right moment means help arrives before a crisis instead of after one.

Aged care at home changed a lot from November 2025, and again in October 2026. Here's the short version.

How to refer to My Aged Care

- You need your patient's consent before giving information to My Aged Care or contacting them on the patient's behalf.
- Refer using the Make a referral form on the My Aged Care website, the My Aged Care e-Referral option in your clinical software if it's available to you, or by calling 1800 200 422.
- If a patient needs services urgently, they can contact My Aged Care, which can refer them directly to a provider if they need immediate care that isn't available another way.
- An assessment organisation then calls the patient, or someone they choose, to book an assessment, usually in the patient's home.
- Patients and families can also apply themselves: online (about 10 to 15 minutes, with a Medicare card), by phone, or in person with an Aged Care Specialist Officer at Services Australia.

The Commonwealth Home Support Program (CHSP)

CHSP gives entry-level support to help older people live independently and safely at home. It works with the person to keep their independence, rather than doing things for them.

- **Who:** people aged 65 or older, Aboriginal or Torres Strait Islander people aged 50 or older, or people aged 50 or older who are homeless or at risk of homelessness.
- **Access:** an aged care assessment decides eligibility.
- **Cost:** people contribute if they can afford to, and each provider sets its own prices.
- **Choice:** a person can use a different provider for each CHSP service.
- **Timing:** the Department of Health, Disability and Ageing says CHSP grant funding has been extended to 30 June 2029.

Support at Home

Support at Home began on 1 November 2025, replacing Home Care Packages and the Short-Term Restorative Care Programme. It suits people who need a more coordinated approach: help with many everyday tasks, or care that's more complex.

- Ongoing services come with one of 8 funding classifications, which include care management.
- Three short-term pathways: the Restorative Care Pathway (up to 16 weeks, around \$6,000), the Assistive Technology and Home Modifications (AT-HM) scheme, and the End-of-Life Pathway for the last 3 months of life.
- **New from 1 October 2026:** the government fully funds personal care, so people approved for personal care in their support plan pay no out-of-pocket cost for it.
- No contribution for clinical supports. For other services, people contribute based on the service and what they can afford, and only for services they actually receive.
- Funding is released per approved service, so someone can start one service as soon as its funding is available and they've signed a service agreement.

Signs it may be time for an assessment

My Aged Care lists situations where an assessment may help, including when someone has:

- noticed a change in what they can do or remember
- been diagnosed with a medical condition or has reduced mobility
- had a change in family care arrangements
- had a recent fall or hospital admission.



Carers matter here too. If a family member is stretched, Carer Gateway (1800 422 737) offers support for carers.

Where private help fits

Not everyone qualifies, and not everyone can wait. Private, fee-for-service help can cover the gap while an assessment or funding comes through, top up funded hours, or simply suit people who'd rather arrange it themselves. Ask for a written quote before anything starts.

Referral checklist

- ☐ Patient's consent to share information and refer.
- ☐ Referral made through Make a referral, e-Referral or 1800 200 422.
- ☐ Patient and family know an assessor will call to book a time.
- ☐ A family member or friend invited to the assessment, if the patient wants.
- ☐ Urgent needs flagged to My Aged Care.
- ☐ Interim private help discussed if the wait is a risk.
- ☐ Carer's needs considered (Carer Gateway 1800 422 737).
- ☐ Follow-up date set to check help has actually started.

Questions people ask

Can a GP refer a patient to My Aged Care?

Yes, with the patient's consent. Use the Make a referral form on the My Aged Care website, the e-Referral option in your clinical software if available, or call 1800 200 422.

What's the difference between CHSP and Support at Home?

CHSP gives entry-level support to help older people stay independent at home. Support at Home is for people who need a more coordinated approach, with help across many everyday tasks or more complex care. An aged care assessment decides which program fits.

Is personal care free under Support at Home?

From 1 October 2026 the government fully funds personal care under Support at Home, so people approved for personal care in their support plan pay no out-of-pocket cost for it.

Who is eligible for CHSP?

People aged 65 or older, Aboriginal or Torres Strait Islander people aged 50 or older, and people aged 50 or older who are homeless or at risk of homelessness. An aged care assessment decides eligibility.



Does Kinship provide CHSP services in my area?

Kinship provides CHSP domestic assistance only, in the Northern Sydney and Southern Highlands regions. For other areas or services, My Aged Care can help find a provider.

Can Kinship take Support at Home clients?

Not yet. We've applied to deliver Support at Home and will update our website when we can take clients.

Can my patient pay privately while they wait?

Yes. Anyone can book private help. Kinship offers private personal care, home help and nursing across Greater Sydney wherever we can staff it, with a written quote before anything starts.

How Kinship can help you and your clients

We're a registered NDIS provider and an approved CHSP provider, working in disability and aged care since 2017. Our government-funded aged care is narrow, and we'd rather say so up front than waste your referral.

Domestic assistance, two regions. Through CHSP we provide domestic assistance only, and only in Northern Sydney and the Southern Highlands. Other aged care services are available via referral or partners.

Applying, not yet taking clients. We've applied to deliver Support at Home and can't take Support at Home clients yet.

Private help, wherever we can staff it. Personal care, home help and private nursing that anyone can book, across Greater Sydney wherever we can staff it. For private nursing, send us an enquiry and we'll talk it through; other services, call for a quote.

Same support worker every visit. A named worker starts and the same person keeps coming, with carer updates as standard.

If you have an older patient or client who needs help to stay at home, call us on 0437 733 744 and we'll talk it through. If we're not the right service for them, we'll say so plainly.

Call 0437 733 744 or email info@kinshipunitingservices.com. Referrer information: kinshipunitingservices.com/for-referrers/

Kinship Uniting Services · Registered NDIS provider 4-GWVHCEY · 39 Victory Road, Colebee NSW 2761

Deaf, or have a hearing or speech impairment? Contact us through the National Relay Service: Speak & Listen 1300 555 727, TTY 133 677, SMS relay 0423 677 767.

Sources

My Aged Care: For health professionals: <https://www.myagedcare.gov.au/health-professionals>

My Aged Care: How to get assessed: <https://www.myagedcare.gov.au/how-get-assessed>



My Aged Care: Commonwealth Home Support Program:

<https://www.myagedcare.gov.au/aged-care-programs/commonwealth-home-support-program>

My Aged Care: Support at Home program: <https://www.myagedcare.gov.au/support-at-home>

My Aged Care: Restorative Care Pathway: <https://www.myagedcare.gov.au/aged-care-programs/restorative-care-pathway>

Department of Health, Disability and Ageing: Commonwealth Home Support Program:

<https://www.health.gov.au/our-work/chsp>

Department of Health, Disability and Ageing: Support at Home program:

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

Carer Gateway: Financial support:

<https://www.carergateway.gov.au/help-and-support/caring-me/available-support-carers/financial-support>