



# Appendix A – Inclusions and exclusions for CHSP Service List

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## Introduction

The new CHSP service list aligns with the Support at Home program and prepares providers with the transition to the Aged Care Act from 1 November 2025.

CHSP clients can access a range of basic support services under the following Service Groups:

### Home Support

- Allied health and therapy services
- Community cottage respite
- Domestic assistance
- Hoarding and squalor assistance
- Home maintenance and repairs
- Home or community general respite
- Meals
- Nursing care
- Personal care
- Social support and community engagement
- Therapeutic services for independent living
- Transport

### Assistive technology

- Equipment and products

### Home modifications

- Home adjustments

CHSP services may be accessed on a short-term, intermittent or ongoing basis.

Some CHSP providers are also funded to deliver Advisory services (Specialised support services) and Sector support (Sector support and development) and have been either re-mapped to other services or funded for a further one year until 30 June 2026.

For further information see the service catalogue under [CHSP Reforms](#).

Some CHSP providers are also funded to deliver Sector support and development services to support providers and the sector with aged care reforms.

## Allied health and therapy services

High level description	Service	Description	Exclusions
The provision of supplementary services that restore, improve, or maintain an older person's health, wellbeing and independence.	Aboriginal and Torres Strait Islander health practitioner assistance	<p>Assistance provided by an Aboriginal and Torres Strait Islander health practitioner:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	<p>Services provided under allied health and therapy services do not include:</p> <ul style="list-style-type: none"> <li>• services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care);</li> <li>• management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>• specialist post-acute care and rehabilitation services.</li> </ul>
	Aboriginal and Torres Strait Islander health worker assistance	<p>Assistance provided by an Aboriginal and Torres Strait Islander health worker:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Allied health assistance	<p>The provision of allied health therapy assistance:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> </ul>	

		<ul style="list-style-type: none"> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul> <p>Hydrotherapy services may be delivered by an allied health assistant where prescribed by an exercise physiologist or physiotherapist.</p>	
	Counselling or psychotherapy	<p>The provision of counselling or psychotherapy services:</p> <ul style="list-style-type: none"> <li>for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>for the management of conditions related to age-related disability or decline;</li> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Diet or nutrition	<p>The provision of diet or nutrition services:</p> <ul style="list-style-type: none"> <li>for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>for the management of conditions related to age-related disability or decline;</li> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	

	Exercise physiology	<p>The provision of exercise physiology services:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul> <p>Hydrotherapy services may also be delivered under exercise physiology by an accredited exercise physiologist.</p>	
	Music therapy	<p>The provision of music therapy services:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Occupational therapy	<p>The provision of occupational therapy services:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged</li> </ul>	

		<p>care worker under the supervision of the health professional where safe and appropriate to do so;</p> <ul style="list-style-type: none"> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Physiotherapy	<p>The provision of physiotherapy services:</p> <ul style="list-style-type: none"> <li>for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>for the management of conditions related to age-related disability or decline;</li> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul> <p>Hydrotherapy services may also be delivered under physiotherapy by a registered physiotherapist.</p>	
	Podiatry	<p>The provision of podiatry services:</p> <ul style="list-style-type: none"> <li>for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>for the management of conditions related to age-related disability or decline;</li> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Psychology	<p>The provision of psychology services:</p> <ul style="list-style-type: none"> <li>for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> </ul>	

		<ul style="list-style-type: none"> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Social work	<p>The provision of social work services:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	
	Speech pathology	<p>The provision of speech pathology services:</p> <ul style="list-style-type: none"> <li>• for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including clinical intervention, expertise, care and treatment, education, advice and supervision to improve capacity.</li> </ul>	

## Community cottage respite

High level description	Service	Description	Exclusions
The provision of overnight care delivered in a cottage-style respite facility setting to support and maintain care relationships between older people and their carers.	Cottage respite	Overnight care for the individual that is provided: <ul style="list-style-type: none"> <li>• in a cottage-style respite facility; and</li> <li>• in a community setting (other than in the individual's home, the home of a carer of the individual or the home of a host family); and</li> <li>• to provide respite for a carer of the individual.</li> </ul>	This service does not include residential respite or other subsidised programs.

## Domestic assistance

High level description	Service	Description	Exclusions
The provision of or assistance with domestic services to ensure an older person remains safe at home.	General house cleaning	The provision of, or assistance with, light household cleaning, including mopping, vacuuming, washing dishes, and general tidying of surface areas, that ensure the individual remains safe at home.	This service does not include: <ul style="list-style-type: none"> <li>• professional cleaning services (e.g., pest control, carpet cleaning);</li> <li>• pet care;</li> <li>• end-of-lease cleans;</li> <li>• moving or rearranging furniture or heavy items.</li> </ul>
	Laundry services	The provision of, or assistance with, laundry activities, including but not limited to the laundering of clothing and bedding and the ironing of clothing.	This service does not include: <ul style="list-style-type: none"> <li>• professional cleaning services (e.g., dry cleaning);</li> </ul>
	Shopping assistance	The provision of unaccompanied shopping, including developing a shopping list, driving to a shop, and assisting with the collection of shopping.	This service does not include: <ul style="list-style-type: none"> <li>• the cost of groceries and other purchased items;</li> <li>• financial advice or assistance managing an individual's finances.</li> </ul>



## Equipment and products

High level description	Service	Description	Exclusions
The provision of goods, equipment, or assistive technology to enable an older person to perform tasks they would otherwise be unable to do, promote safety and independence.	Communication and information management products	The sourcing, supply and provision to the individual of: <ul style="list-style-type: none"> <li>products that have been recommended by the assessor or prescribed by an allied health professional; and</li> <li>non-clinical wraparound services relating to those products.</li> </ul>	This service does not include: <ul style="list-style-type: none"> <li>items that are likely to cause harm to the participant or pose a risk to others;</li> <li>the purchase of hearing aids.</li> </ul>
	Domestic life products	The sourcing, supply and provision to the individual of: <ul style="list-style-type: none"> <li>products that have been recommended by the assessor or prescribed by an allied health professional; and</li> <li>non-clinical wraparound services relating to those products.</li> </ul>	This service does not include: <ul style="list-style-type: none"> <li>items that are likely to cause harm to the participant or pose a risk to others;</li> <li>items that are not related to functional impairment (e.g. general household, furniture or appliances).</li> </ul>
	Managing body functions	The sourcing, supply and provision to the individual of: <ul style="list-style-type: none"> <li>products that have been recommended by the assessor or prescribed by an allied health professional; and</li> <li>non-clinical wraparound services relating to those products.</li> </ul>	This service does not include: <ul style="list-style-type: none"> <li>items that are likely to cause harm to the participant or pose a risk to others;</li> <li>equipment for managing medical conditions (e.g., Continuous Positive Airway Pressure (CPAP) machines).</li> </ul>
	Mobility products	The sourcing, supply and provision to the individual of: <ul style="list-style-type: none"> <li>products that have been recommended by the assessor or prescribed by an allied health professional; and</li> <li>non-clinical wraparound services relating to those products.</li> </ul>	This service does not include items that are likely to cause harm to the participant or pose a risk to others.
	Self-care products	The sourcing, supply and provision to the individual of: <ul style="list-style-type: none"> <li>products that have been recommended by the assessor or prescribed by an allied health professional; and</li> <li>non-clinical wraparound services relating to those products.</li> </ul>	This service does not include items that are likely to cause harm to the participant or pose a risk to others.

## Hoarding and squalor assistance

High level description	Service	Description	Exclusions
The provision of support for an older person who is homeless, at risk of homelessness, or unable to receive the aged care supports they need because of living with hoarding behaviour or living in a squalid environment.	Hoarding and squalor supports	<p>Services for an individual who is experiencing symptoms of hoarding disorder or who is living in severe domestic squalor, including, for example, the following:</p> <ul style="list-style-type: none"> <li>• implementing the care and services plan for the individual;</li> <li>• a one-off- clean-up;</li> <li>• review and evaluation;</li> <li>• linking the individual to specialist support services.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• assessment and advocacy services (e.g., financial, legal) unless targeted at avoiding or reducing the impact of hoarding and squalor situations;</li> <li>• permanent support and/or direct care provision;</li> <li>• funding to purchase accommodation for clients.</li> </ul>

## Home adjustments

High level description	Service	Description	Exclusions
The provision of modifications to an older person's home to prevent accidents and support independent living.	Home modifications	The sourcing, supply and provision to the individual of adjustments to the home that have been prescribed by an occupational therapist.	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• general home renovations;</li> <li>• capital works.</li> </ul>

## Home maintenance and repairs

High level description	Service	Description	Exclusions
The provision of or assistance with maintenance of the house and garden to ensure a safe and habitable home environment.	Assistance with home maintenance and repairs	<p>Essential minor repairs and maintenance:</p> <ul style="list-style-type: none"> <li>that the individual used to be able to do themselves (such as cleaning gutters, replacing lightbulbs and repairing broken door handles); or</li> <li>that are required to maintain safety; or</li> <li>that are required to address an imminent age-related safety risk (such as repairing uneven flooring that poses a falls risk or a section of carpet damaged by a wheelchair).</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>professional maintenance and repair services that would usually be paid for by the individual (e.g., professional pest extermination, installing cabinetry or replacing carpets due to usual wear and tear);</li> <li>services that are the responsibility of other parties (e.g., landlords, government housing authorities) and that are generally covered by private insurance;</li> <li>general renovations;</li> <li>the purchase of external home security systems;</li> <li>assistance packing and unpacking of removal boxes for the purpose of moving house.</li> </ul>
	Gardening	<p>The provision of, or assistance with, maintenance of a residential garden, including essential light gardening such as mowing lawns, pruning shrubs and clearing yards that contributes to maintaining the individual's home in a safe and habitable condition.</p>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>professional gardening services that would usually be paid for by the individual (e.g., tree removal, landscaping, farming);</li> <li>gardening services that relate to visual appeal rather than safety or accessibility (e.g., installing and maintaining plants, garden beds and compost, watering systems, water features, rock gardens);</li> <li>planting and maintaining crops;</li> <li>services that are the responsibility of other parties (e.g., landlords, government housing authorities) and that are generally covered by private insurance.</li> </ul>

## Home or community general respite

High level description	Service	Description	Exclusions
The provision of respite as a form of temporary relief in order to support and maintain care relationships between older people and their carers.	Community and centre-based respite	Small day outings or structured group activities for the individual that are provided: <ul style="list-style-type: none"> <li>to enable the individual to develop, maintain or support independent living and social interaction;</li> <li>in a community setting; and</li> <li>to provide respite for a carer of the individual.</li> </ul>	These services do not include residential respite or other subsidised programs.
	Flexible respite	Support and assistance for the individual that is provided: <ul style="list-style-type: none"> <li>during the day or overnight;</li> <li>in the individual's home; and</li> <li>to provide respite for a carer of the individual.</li> </ul>	For flexible respite: providers are not obligated or responsible for providing meals and / or ingredients for a client's meal in a home.

## Meals

High level description	Service	Description	Exclusions
The provision of meals to older people to ensure proper nutrition is maintained, including advice on meal preparation.	Meal delivery	<p>Providing meals to CHSP clients at home, a centre or in another setting has a range of benefits, including informal health monitoring of clients and supporting social engagement. For example, spending time with the client when delivering the meal and social interactions at a centre or other setting.</p> <p>CHSP meals offer a range of fresh, frozen and hot service options.</p> <p>For meals delivered to the client at home, CHSP funds must assist in paying for the production and distribution of the meal. Funding for meals at a centre or other setting must assist in paying to produce the meal.</p> <p>Funding may be used to access dietetic advice from an Accredited Practising Dietitian (APD) where required, for example, APDs reviewing menus. This does not require a referral to an allied health and therapy service.</p> <p>Where a provider requires dietetic advice from an Accredited Practising Dietitian for a client on a one-to-one basis, the client must first have a</p>	<p>These services do not include:</p> <ul style="list-style-type: none"> <li>the cost of ingredients;</li> <li>takeaway food delivery;</li> <li>meals prepared in the client's home;</li> <li>meal delivery for other members of the client's home.</li> </ul>

		<p>referral to allied health and therapy services.</p> <p>As social security payments provide for the cost of living, the cost of the ingredients of the meal will be covered by the client, such through their personal income, pension etc.</p> <p>Delivered to the client's home or another CHSP provider to distribute to CHSP clients or provided at a centre or other setting. Centres may include, but are not limited to, senior citizen centres and other community-based venues.</p>	
	Meal preparation	<p>Assistance with preparing and cooking a meal in a client's home to promote knowledge, skills, independence, confidence and safety.</p> <p>Advice on food including food preparation and nutrition, and lessons and training in food storage and safety.</p> <p>Funding must be used for activities that directly involve the client and promote their independence through education and re-skilling activities.</p> <p>The client's home is the primary setting. Some group-based education activities, however, may occur at centres. For example, education classes about nutrition.</p> <p>The term 'meals' recognises and includes choices from five Course Categories: Main meal, Light meal, Dessert, Beverage and Snack.</p> <ul style="list-style-type: none"> <li>• Main meals should be nutritious, contain a variety of food groups and provide good sources of protein and energy. Example: meat and vegetables, stews and curry dishes (made with meats or lentils), vegetarian dishes (made with vegetarian proteins such as eggs, dairy, tofu, legumes), combination dishes, main salads (with protein source such as chicken, tuna or eggs and grains such as noodles or couscous or starchy vegetables such as potato).</li> </ul>	These services do not include the cost of ingredients.

		<ul style="list-style-type: none"> <li>• Light meals are smaller than main meals but should provide good sources of protein and energy. Example: soup (containing meat, dairy, lentils/legumes), sandwiches (with meat/protein containing filling), entrée salads (with good source of meat or other protein source).</li> <li>• Desserts should focus on protein and energy and can provide a source of calcium. Example: dairy desserts, pies and crumbles, cakes and puddings, fruit plus dairy desserts.</li> <li>• Beverages can provide additional nutrients including energy, protein, vitamins and minerals. Example: energy dense drinks (with additional protein to ensure nutritional standards are met), fruit smoothies, milk.</li> <li>• Snacks should be nourishing with good source of nutrients including protein, energy and/or calcium. Example: cheese and biscuits, yogurt, custard, fruit and ice cream.</li> </ul>	
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## Nursing care

High level description	Service	Description	Exclusions
The provision of clinical care supports and education services provided by a nurse.	Enrolled nurse	Clinical care provided by an enrolled nurse, including: <ul style="list-style-type: none"> <li>• the assessment, treatment and monitoring of medically diagnosed clinical conditions;</li> <li>• administration of medications;</li> <li>• wound care;</li> <li>• clinical continence management;</li> <li>• management of skin integrity;</li> <li>• education; and</li> <li>• specialist service linkage.</li> </ul>	These services do not include services more appropriately funded through other systems (e.g., health or specialist palliative care).
	Nursing assistant	Clinical care provided by a nursing assistant, including: <ul style="list-style-type: none"> <li>• the assessment, treatment and monitoring of medically diagnosed clinical conditions;</li> <li>• administration of medications;</li> <li>• wound care;</li> <li>• clinical continence management;</li> <li>• management of skin integrity;</li> <li>• education; and</li> <li>• specialist service linkage.</li> </ul>	

		Services can be delivered by a Nursing assistant where prescribed or delegated by an Enrolled nurse or Registered nurse.	
	Registered nurse	<p>Clinical care provided by a registered nurse, including:</p> <ul style="list-style-type: none"> <li>• the assessment, treatment and monitoring of medically diagnosed clinical conditions;</li> <li>• administration of medications;</li> <li>• wound care;</li> <li>• clinical continence management;</li> <li>• management of skin integrity;</li> <li>• education; and</li> <li>• specialist service linkage.</li> </ul>	

## Personal care

High level description	Service	Description	Exclusions
The provision of support for an older person to engage in activities of daily living that help them maintain appropriate standards of hygiene and grooming.	Assistance with self-care and activities of daily living	Attendant care to meet essential and ongoing needs (such as mobility, eating and hygiene).	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• professional services that would usually be paid for by the individual (e.g., waxing, hairdressing);</li> <li>•</li> </ul>
	Assistance with the self-administration of medication	Assistance with self-administration of medications, including arranging for medications to be dispensed by a pharmacist.	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• services more appropriately funded through other systems (e.g., pharmaceuticals, dose administration aids);</li> <li>• prescribing or administering medications.</li> </ul>
	Continence management (non-clinical)	Attendant non-clinical care to manage continence needs (such as support to access advice or funding, or assistance changing aids).	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• the cost of continence management aids.</li> </ul>

## Social support and community engagement

High level description	Service	Description	Exclusions
The delivery of services that support an older person's need for social connection and participation in community life including diverse cultural activities.	Accompanied activities	<p>Accompanying the individual to facilitate:</p> <ul style="list-style-type: none"> <li>meeting the individual's need for social contact or company and participation in community life (including diverse cultural activities); or</li> <li>the individual's attendance at medical or other appointments.</li> <li>accompanied activities (e.g., assisting the person through accompanied shopping, bill-paying, attendance at appointments and other related activities).</li> </ul>	<p>These services do not include:</p> <ul style="list-style-type: none"> <li>the purchase of smart devices for the purpose of online engagement;</li> <li>social gatherings that do not specifically aim to support client's social inclusion and independence;</li> <li>fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>service fees (e.g., funeral plans, accountant fees);</li> <li>travel for holidays.</li> </ul>
	Assistance to maintain personal affairs	Support for maintaining the individual's financial and legal affairs to facilitate meeting the individual's need for social contact or company and participation in community life. This may include navigation and linkage supports.	
	Cultural support	<p>Culturally focused support to facilitate meeting the individual's need for social contact or company and participation in community life (including diverse cultural activities), including the following:</p> <ul style="list-style-type: none"> <li>service and activity identification and linkage;</li> <li>assistance to access translating and interpreting services and translation of information into the individual's chosen language;</li> <li>referral pathways to advocacy or community organisations;</li> <li>assistance in attending cultural and community events.</li> </ul>	
	Digital education and support	Technology focused support to facilitate meeting the individual's need for social contact or company and participation in community life including provision of or assistance with access to training or direct assistance in the use of technologies to improve digital literacy to aid independence and participation (such as paying bills online, accessing telehealth	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>personal alarms and home monitoring equipment;</li> <li>the purchase of smart devices for the purpose of online engagement;</li> <li>social support provided to the client in a group-based environment;</li> </ul>



		services and connecting with digital social programs).	<ul style="list-style-type: none"> <li>the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.</li> </ul>
	Group social support	Support in a group setting to facilitate meeting the individual's need for social contact or company and participation in community life (including diverse cultural activities), including service and activity identification and linkage.	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>the purchase of smart devices for the purpose of online engagement;</li> <li>social gatherings that do not specifically aim to support client's social inclusion and independence;</li> <li>fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>travel for holidays.</li> </ul>
	Individual social support	<p>Support on an individual basis to facilitate meeting the individual's need for social contact or company and participation in community life (including diverse cultural activities), including the following:</p> <ul style="list-style-type: none"> <li>service and activity identification and linkage;</li> <li>assistance to participate in social interactions (in person or online);</li> <li>visiting services, telephone, and web-based check in services.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>personal alarms and home monitoring equipment;</li> <li>the purchase of smart devices for the purpose of online engagement;</li> <li>unaccompanied activities (e.g., bill-paying, shopping);</li> <li>social support provided to the client in a group-based environment;</li> <li>fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>service fees (e.g., funeral plans, accountant fees).</li> </ul>

## Therapeutic services for independent living

High level description	Service	Description	Exclusions
The provision of supplementary therapy services that enhances functional independencies in daily living activities.	Acupuncture	<p>The provision of acupuncture services:</p> <ul style="list-style-type: none"> <li>• using evidence-based techniques;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including treatment, education, and advice.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• massage for relaxation;</li> <li>• herbal medicine dispensing;</li> <li>• fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>• services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care);</li> <li>• management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>• specialist post-acute care and rehabilitation services.</li> </ul>
	Art therapy	<p>The provision of art therapy:</p> <ul style="list-style-type: none"> <li>• using evidence-based techniques;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including treatment, education, and advice.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>• services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care);</li> <li>• management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>• specialist post-acute care and rehabilitation services.</li> </ul>

	Chiropractics	<p>The provision of chiropractic services:</p> <ul style="list-style-type: none"> <li>• using evidence-based techniques;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including treatment, education, and advice.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• massage for relaxation;</li> <li>• herbal medicine dispensing;</li> <li>• fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>• services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment and medicine dispensing);</li> <li>• management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>• specialist post-acute care and rehabilitation services.</li> </ul>
	Diversional therapy	<p>The provision of diversional therapy:</p> <ul style="list-style-type: none"> <li>• using evidence-based techniques;</li> <li>• for the management of conditions related to age-related disability or decline;</li> <li>• delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>• including treatment, education, and advice.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>• services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment and medicine dispensing.);</li> <li>• management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>• specialist post-acute care and rehabilitation services.</li> </ul>
	Osteopathy	<p>The provision of osteopathy services:</p> <ul style="list-style-type: none"> <li>• using evidence-based techniques;</li> <li>• for the management of conditions related to age-related disability or decline;</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• massage for relaxation;</li> <li>• herbal medicine dispensing;</li> <li>• fees associated with participation in an activity (e.g., tickets,</li> </ul>

		<ul style="list-style-type: none"> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so;</li> <li>including treatment, education, and advice.</li> </ul>	<p>accommodation, membership fees);</p> <ul style="list-style-type: none"> <li>services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care);</li> <li>management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>specialist post-acute care and rehabilitation services.</li> </ul>
	Remedial massage	<p>The provision of remedial massage services:</p> <ul style="list-style-type: none"> <li>using evidence-based techniques;</li> <li>for the management of conditions related to age-related disability or decline;</li> <li>delivered directly by a health professional or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so; including treatment, education, and advice.</li> </ul>	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>massage for relaxation;</li> <li>herbal medicine dispensing;</li> <li>fees associated with participation in an activity (e.g., tickets, accommodation, membership fees);</li> <li>services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment and medicine dispensing.);</li> <li>management of conditions unrelated to age/disability related decline (e.g., acute mental health);</li> <li>specialist post-acute care and rehabilitation services.</li> </ul>

## Transport

High level description	Service	Description	Exclusions
The provision of direct and indirect transport services to connect an older person with the community and attend their usual activities.	Direct transport	Provision of a car and driver for group and individual transport services to connect the individual with their usual activities and including fuel.	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• transport incorporated into the cost for group social support services;</li> <li>• an individual's purchase of a vehicle;</li> <li>• an individual's vehicle running costs;</li> <li>• licence costs;</li> <li>• professional transit services (such as public transport, flights or ferries);</li> <li>• travel for holidays;</li> <li>• state or territory administered patient transport services;</li> <li>• transport costs where state-based or local government travel assistance programs are available.</li> </ul>
	Indirect transport	Provision of a service voucher for taxi or rideshare services for group and individual transport services to connect the individual with their usual activities.	<p>This service does not include:</p> <ul style="list-style-type: none"> <li>• transport incorporated into the cost for Group social support services;</li> <li>• professional transit services (such as public transport, flights or ferries);</li> <li>• travel for holidays;</li> <li>• state or territory administered patient transport services;</li> <li>• transport costs where state-based or local government travel assistance programs are available.</li> </ul>

## Specialised support services

Changes are being made to reduce duplication of services across the aged care system and ensure that the grants align with the Aged Care Act which will commence from 1 November 2025.

Specialised support services (SSS) have been realigned, where possible, to other service types under the new service list. For example, allied health and therapy services, social support and community engagement, nursing or personal care. Unit pricing corresponds to the newly mapped service.

We acknowledge that some services may not easily realign, such as vision and dementia advisory services. In these circumstances, SSS providers will continue to be funded through a separate schedule in their CHSP agreement for SSS for one year with a possibility of a further one-year extension if specific criteria are met. During the 2025-26 financial year, we will work with these providers on future funding arrangements beyond 30 June 2026.

### SSS Exclusions

SSS Service	Exclusion
<b>Continence advisory services</b>	In terms of continence assistance, CHSP SSS offers continence advisory services. The CHSP does not provide funding for continence pads. Clients can access other equipment or products that can be used to manage continence issues, such as chair pads, bed pads, and floor mats. Additional support is available through the Continence Aids Payment Scheme (CAPS).
<b>Dementia advisory services</b>	Clinical or other specialised services that are more appropriately delivered through the health system. This includes services that are already funded under other Commonwealth, state, territory or local government programs (e.g. the National Dementia Support Program (NDSP)).
<b>Vision advisory services</b>	Vision services available through Medicare-funded optometrists is out-of-scope. Additionally, training and placement of guide dogs for vision impairment is out-of-scope. These supports are accessed through state and territory government supports.
<b>Hearing advisory services</b>	Hearing services accessible through the Hearing Services Program (HSP) should not be duplicated under CHSP.
<b>Other clinical advisory support</b>	Clinical or other specialised services that are more appropriately delivered through the health system. This includes services that are already funded under other Commonwealth, state, territory or local government programs are not within scope.
<b>Client advocacy</b>	Financial advice is out-of-scope for this service. If CHSP clients require financial advice they should be directed to appropriate services to receive this support.

The below provides an overview of how SSS will be realigned to other services from 1 July 2025.

### Summary of changes to SSS from 1 July 2025

SSS Service	Alignment approach
<b>Continence advisory services</b>	Re-aligned to either: <ul style="list-style-type: none"> <li>• nursing care – registered nurse</li> <li>• nursing care – enrolled nurse</li> <li>• nursing care – nursing assistant</li> <li>• personal care – continence management (non-clinical)</li> </ul>
<b>Client advocacy</b>	Re-aligned to either: <ul style="list-style-type: none"> <li>• social support and community engagement – cultural support</li> <li>• social support and community engagement – individual social support</li> <li>• social support and community engagement – group social support</li> </ul>
<b>Dementia advisory services</b>	SSS providers will continue to be funded through a separate schedule in their CHSP agreement for SSS for one year with a possibility of a further one-year extension if specific criteria are met. During the 2025-26 financial year, the department will work with these providers on future funding arrangements beyond 30 June 2026.
<b>Hearing advisory services</b>	Re-aligned to either: <ul style="list-style-type: none"> <li>• social support and community engagement – assistance to maintain personal affairs</li> <li>• allied health and therapy services – occupational therapy</li> </ul>
<b>Other support services</b>	We will work with providers to re-align services to more appropriate CHSP services.
<b>Vision advisory services</b>	SSS providers will continue to be funded through a separate schedule in their CHSP agreement for SSS for one year with a possibility of a further one-year extension if specific criteria are met. During the 2025-26 financial year, the department will work with these providers on future funding arrangements beyond 30 June 2026.