

Community based care - where to now for CHSP?

Ageing Australia - South Australian Conference

22 April 2026

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Acknowledgement of Country

Ageing Australia acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, sea, waters and community.

We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.



Outline

The current state of CHSP

Advocacy on the future state of CHSP

Where we think CHSP reform is going

What the community telling us



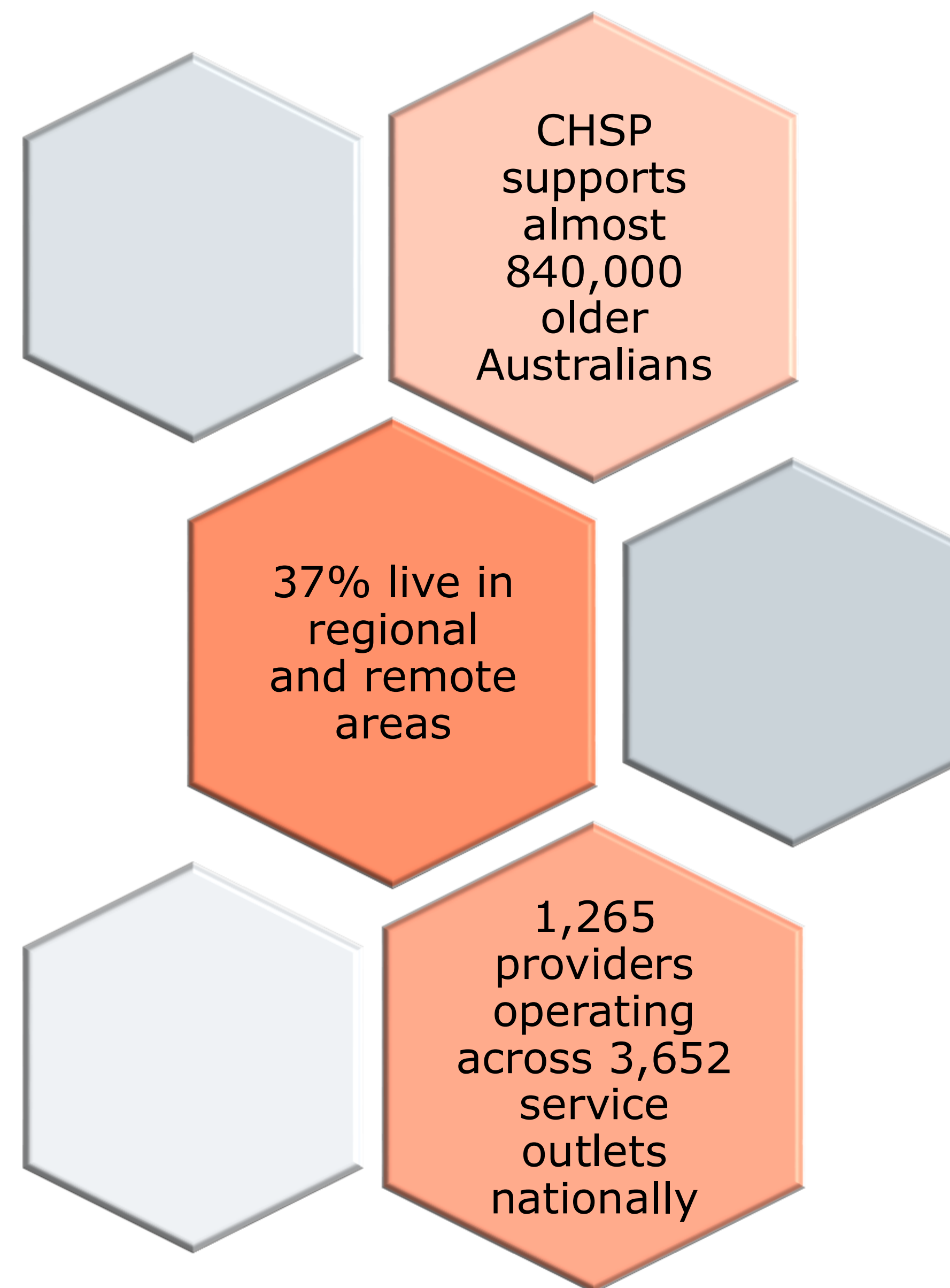


The current state of CHSP

CHSP remains a **critical part** of
Australia's aged care system

It is helping older people to stay
connected, independent and **living
well at home**

CHSP supports around **66%** of all
aged care participants, yet receives
<9% of the aged care funding pool



References:

Aged care data snapshot—2025 - AIHW Gen

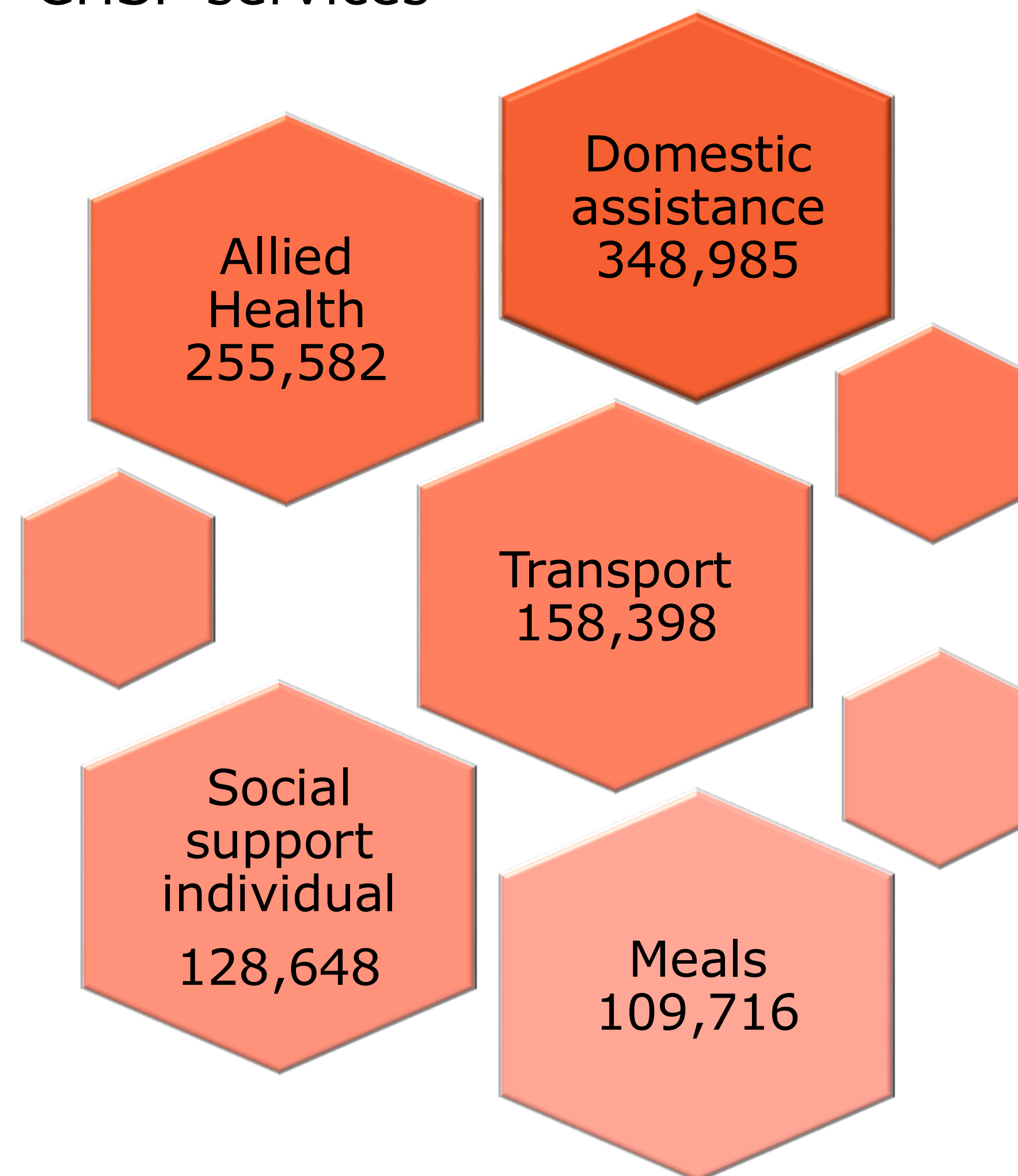
Productivity Commission Report on Government Services 2026



Reach of CHSP services

As CHSP serves almost three times as many participants as Home Care Packages, its future design matters deeply

Numbers of participants accessing CHSP services





The road ahead for entry-level aged care

A critical moment for early support

- CHSP helps older people stay safe, independent and connected at home.
- It can be the difference between stability and decline.
- When it works well, families are supported and pressure on hospitals and more intensive services is reduced.
- The transition from CHSP to Support at Home is a chance to strengthen what works and improve what does not.



**Put simply, when we get early support right, everyone
benefits and lives are enriched**

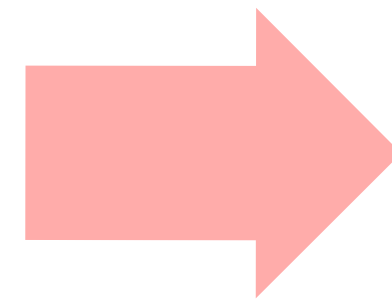


Advocacy on the future state of CHSP

Short term

Transition of CHSP to SaH

- ANAO performance report on CHSP effectiveness (April 2026)
- Senate Inquiry on transition of CHSP to SaH (June 2026)
- Transition of CHSP to SaH (no earlier than 1 July 2027)



Longer term

Future of entry-level aged care

- Monitoring & evaluation of outcomes post CHSP transition to SaH
- Continuum of Ageing 2050



Design principles for future entry-level aged care



Thin Markets

Commission for equity and plan services locally, especially in rural/remote and specialist contexts



Easy Access

Preserve CHSP's low-barrier, high-trust approach



Local flexibility, national value

Protect local flexibility within a clear national framework



Wellness, Prevention and Reablement

Resource and embed these practices across a future program



Empower Carers and Volunteers

Acknowledge, design for and support unpaid carers and volunteers



Entry Fit-for-Purpose

Streamline to one simple, contextual and timely entry process



Co-Design

Place the aspirations and choices of older people living at home at the centre in governance and service delivery



Align Funding with Outcomes

Shift from funding outputs to funding outcomes that matter to older people



Deliberate Role

Fund CHSP as integrative infrastructure, not just a backstop



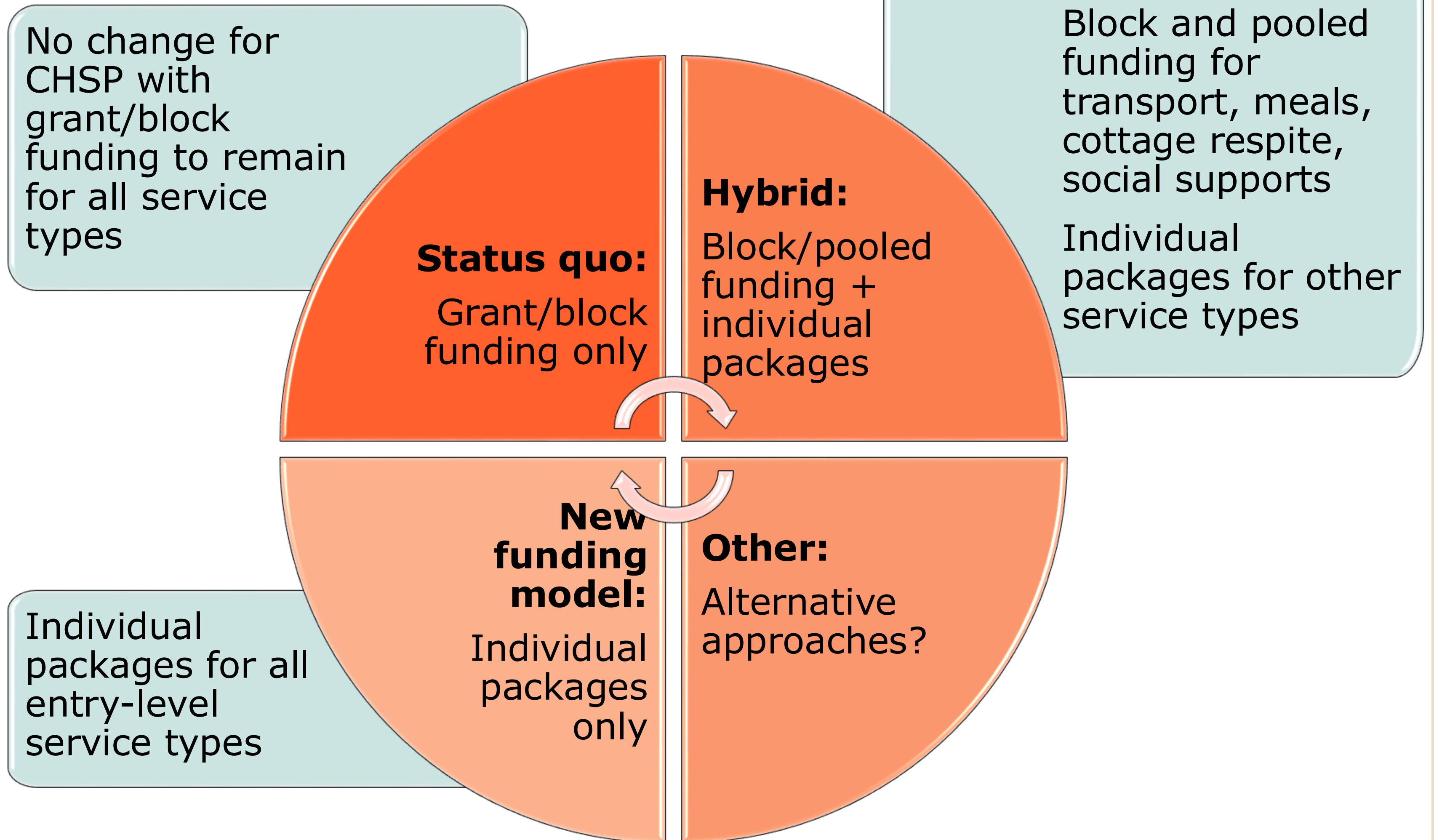
Government Accountability

Transparency on CHSP financial reporting, impacts and outcomes - demonstrating value to older people & society



A dive into funding models

The funding model should enable a shift from funding outputs to funding outcomes that matter to older people





Key Ageing Australia Recommendations



A commitment before transition

R1 - Retain entry-level care under SaH

R2 - Fix Support at Home issues before CHSP transition

R3 - Co-design reform with providers, consumers, carers

R4 - Provide at least 12 months clear transition lead time



Key Ageing Australia Recommendations

Protect flexibility and continuity

R5 - Fund a comprehensive transition support package

R6 - Increase provider funding flexibility

R7 - Establish rapid-access surge funding

R8 - Retain and index the \$15K home modification cap





Key Ageing Australia Recommendations



Enable a stronger, sustainable entry-level aged care system

R9 - Reform the end-of-life pathway (rapid, flexible, rural support)

R10 - Strengthen funding design, sustainability and indexation

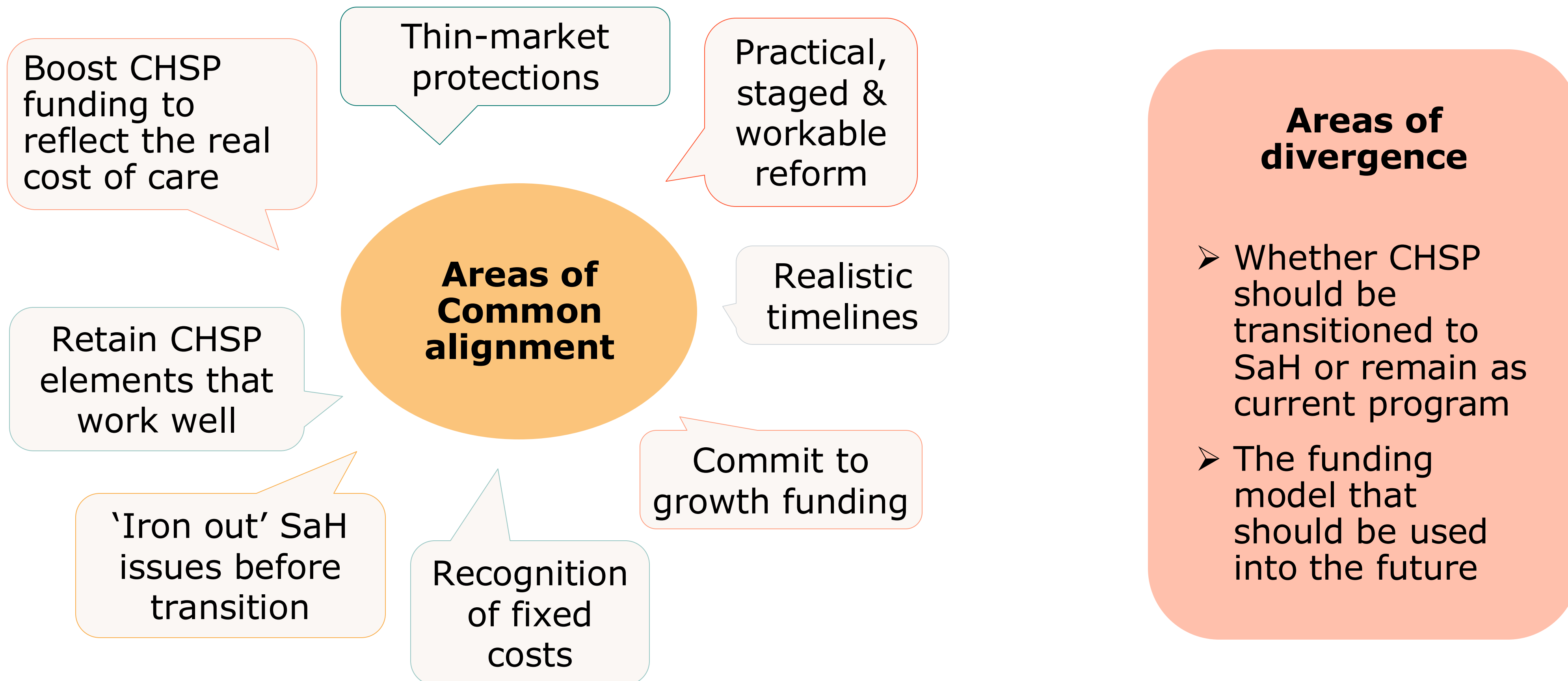
R11 - Invest in workforce and volunteer support

R12 - Implement a co-designed multi-provider data system



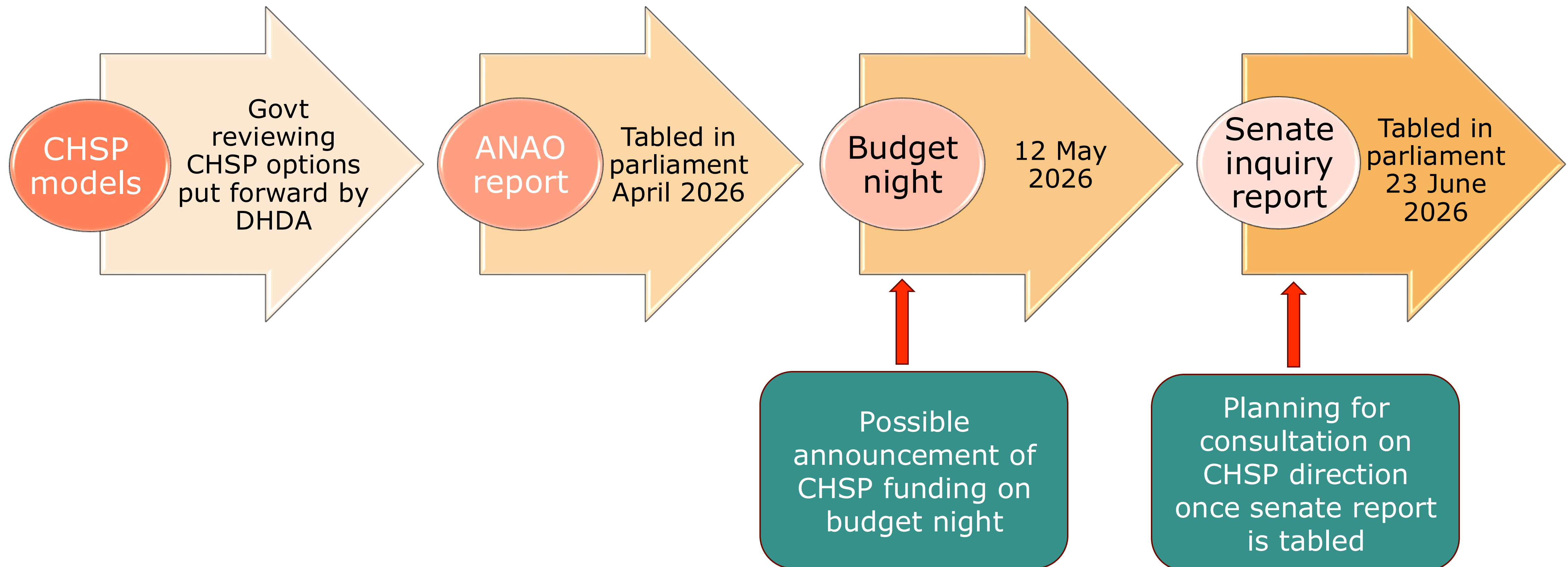
Sector alignment on CHSP reform

Broad sector alignment evident in Senate inquiry submissions





CHSP reform in motion





What the community is telling us



Views on the system supporting people to age well are polarised - confidence is generally low–neutral.

Lived experience drives higher satisfaction:

- 71% aged care users
- 63% carers



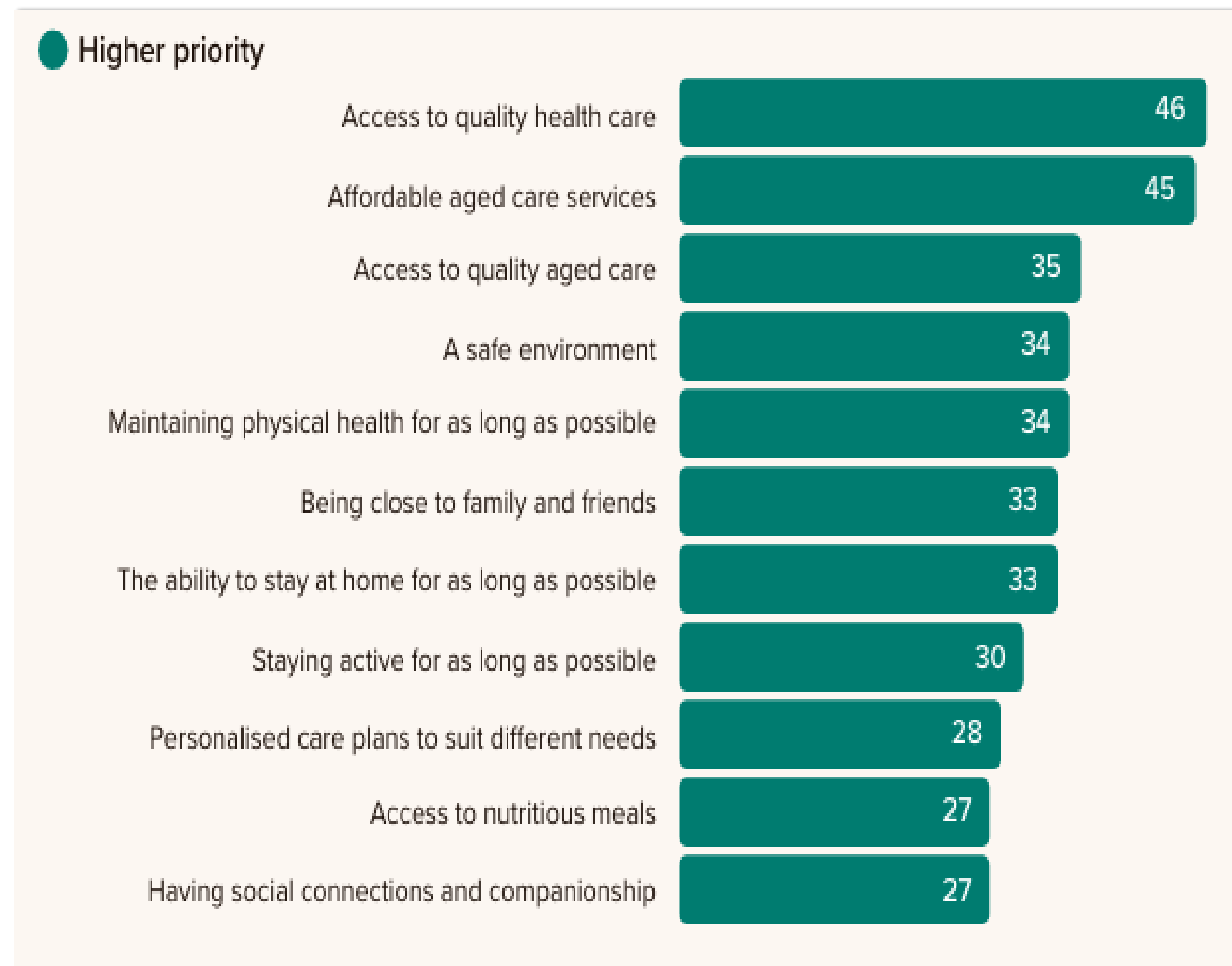
very or somewhat
satisfied with the
care provided

Ageing preference:

- 56% at home until death
- approx. 33% retirement/assisted living



What is important to people during their ageing journey?



Ageing priorities of respondents to the
*Ageing in Australia Community
Expectations Report 2026*, p. 33



What supports are important?



Initiatives that would be most helpful to keep older people socially connected -
Ageing in Australia Community Expectations Report 2026, p. 51



**Success will be defined not by what is built, but
by the outcomes people experience every day**