



Aged Care Remote Accord Response to the Transition from CHSP to Support at Home

January 2026



About the Aged Care Remote Accord

The Aged Care Remote Accord (the Remote Accord) is a group of service providers and industry experts delivering aged care services in regional and remote areas of Australia.

The Remote Accord was formed based on the belief that every community – including those in remote and very remote areas of Australia – has an equal right to accessible, high quality aged care services.

The Remote Accord saw its genesis in the 'A Matter of Care: Australia's Aged Care Workforce Strategy' report; Strategic Action 11 recommended that the Government and industry support the establishment of a Remote Accord.

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Introduction

This submission to the Senate Community Affairs References Committee is made by the Aged Care Remote Accord (Remote Accord) in response to the January 2026 consultation period on the Transition from the Commonwealth Home Support Program (CHSP) to Support at Home. In giving this response, the Remote Accord wishes to ensure that the unique challenges facing service providers and their clients in remote and very remote Australian communities are given consideration. This submission draws on direct feedback from providers working in Modified Monash Model (MMM) regions 5 to 7 who have highlighted how this transition impacts remote and very remote services and communities.

➤ Key Recommendations

The CHSP program is due to wrap up in mid-2027, but due to extensive waitlists for Support at Home, we recommend that the timeline is extended until 2030. There are currently over 200,000 people on the waitlist to receive either partial or full Support at Home packages¹. The waitlist issue must be resolved before people receiving CHSP services are transferred onto Support at Home. This issue is particularly significant in remote Australia; Older people in remote areas are more likely to access home care services than any other type of aged care, in part due to a lack of residential aged care services in these communities. Our recommendations are:

- Extend CHSP services until 2030, until the waitlist has cleared and older people in remote areas can be transferred onto Support at Home.
- Retain the block-funded nature of CHSP within Support at Home for remote providers, who have inconsistent client loads and rely on block funding to deliver services flexibly.
- Reduce Support at Home contributions for older people in remote Australia, who are currently required to pay more to receive the same services as people in metropolitan areas, due to increased costs of delivering services in remote Australia.



➤ Recommendation 1: Extend CHSP Until 2030

Service providers and older people need more time than the current transition from CHSP to Support at Home allows. There are currently 88,000 older people who have been approved to receive home care services who are still on the waitlist to receive their partial or full Support at Home packages¹. There are an additional 120,000 older people waiting to be assessed for Support at Home services¹. As of 1 November 2025, waitlists to access Support at Home services are lengthy. People assessed as standard to medium priority can expect to wait an average of 8 to 11 months to receive their funding². People assessed as high to urgent priority can expect to wait between 1 to 2.5 months to receive their funding². The assessment waitlist issue combined with waiting times to receive packages indicates that it will not be possible to transfer clients off CHSP onto Support at Home by July 2027. By January of 2027, the 88,000 people waiting for their package should be on Support at Home, however, the 120,000 people who have not been assessed may still be waiting for their Support at Home package. If the people currently receiving CHSP services are added to the waitlist, the transition timeline will blow out even further and strain the aged care system. **Extending CHSP services to 2030 will allow enough time to address the current waitlist issue, before transitioning CHSP clients to Support at Home.**

Transition from CHSP to Support at Home in Remote Australia

Older people in remote Australia are particularly impacted by a timeline that expects them to transition from CHSP to Support at Home by July 2027. Getting an assessment done in-person can be challenging in remote Australia, since there are limited services nearby that undertake assessments for Support at Home. Remote customers may have to wait longer to get an assessment, be misclassified if an assessment is conducted via tele-health, or find it harder to challenge the outcome of an assessment. This could lead to older people in remote areas waiting longer for assessments and Support at Home packages compared to older people in metropolitan areas. **Extending the transition timeline to 2030 will allow the current waitlist issue to be resolved and give older people in remote Australia a longer timeframe to access CHSP while they wait to be assessed and receive funding.**



➤ Recommendation 2: Retain Block-Funding for Support at Home

Block funding should be retained for remote service providers, in combination with individualised Support at Home packages. Transitioning from block funding to individualised funding is already causing delays in older people receiving services and may exacerbate issues in remote Australia, where it is harder to conduct assessments to determine an older person's suitability to receive services.

Retaining the block-funding associated with CHSP within Support at Home will benefit remote service providers because:

- Due to the migratory and seasonal nature of aged care demand in remote areas, remote services have inconsistent client loads; receiving consistent funding helps to retain staff and workforces in remote areas despite this challenge.
- Remote service providers know their community well and can ascertain what services a client may need before an assessment is undertaken, enabling the service provider to ensure they are well positioned to meet needs as they arise.
- Block funding allows access to services right away, rather than waiting for up to 12 months for a customer to receive their Support at Home package.
- Block funding allows providers to deliver services in a flexible, culturally appropriate manner when needed, such as for Aboriginal and Torres Strait Islander Elders.

Block funding allows service providers to deliver care with the funding they have, rather than waiting for a customer's Support at Home package to be paid to the service. **Retaining some block-funding for remote service providers underneath Support at Home benefits remote service providers by helping them maintain their workforce and deliver consistent care, whilst also helping remote customers access care sooner while they wait for an individual Support at Home package.**



➤ Recommendation 3: Reduce Support at Home Contributions

Older people living in remote Australia predominantly receive aged care services delivered to their home, which means most older people in remote areas will need to access Support at Home. In 2020, home care services comprised 86% of accessed aged care services in remote and 89% of accessed aged care services in very remote Australia, compared to 70% of accessed aged care services in metropolitan areas³.

The new co-contributions system under Support at Home will disproportionately disadvantage older people accessing aged care services in remote areas. Delivering home care services in remote Australia costs more than delivering home care services in metropolitan areas, so an older person paying a 17.5% co-contribution will pay a different amount depending on where they live⁴. For example, Juniper delivers domestic assistance services in metropolitan Perth at \$115/hour, compared to \$170/hour in the remote Kimberlys^{5, 6}.

Case Study - Juniper Services

Transitioning to Support at Home

Since 1 November 2025, Juniper has found that customers are unable to pay co-contributions due to increased out-of-pocket costs. Some clients have been reducing or declining services due to the increased costs.

Declining engagement with services due to increased costs to older people creates the risk of unmet needs and reduced service uptake. This negatively impacts customer wellbeing, health outcomes, and continuity of care. Additionally, it impacts service providers by reducing the income their services receive and making it harder to retain workforces.

In remote and very remote areas, it is necessary to reduce the overall contribution customers must pay, because customers are paying more money than their metropolitan counterparts. Additionally, they have no alternative means through which they can access care, so they have no choice but to pay the contribution set by the provider in their community.

Support at Home co-contributions should be reduced for customers in remote Australia by providing additional funding to remote services, such as by rolling over the 40% loading given to service providers who operate CHSP services in remote and very remote regions⁷.



Reference List

- ¹ Australia's home care waitlist hits record highs under new Support at Home system. Aged Care Guide, 2025. [Australia's home care waitlist hits record highs under new Support at Home system | Aged Care Guide](#)
- ² Assessment outcome: Support at Home. My Aged Care, 2025. [Assessment outcome: Support at Home | My Aged Care](#)
- ³ [Older Australians, Older Australians living in rural and remote communities - Australian Institute of Health and Welfare](#)
- ⁴ Support at Home participant contributions. Department of Health, Disability, and Ageing, 2025. [Support at Home program – participant contributions](#)
- ⁵ Kimberly Support at Home fees. Juniper, 2025. [Kimberley Support at Home Fees - Juniper](#)
- ⁶ Perth Metro Support at Home fees. Juniper, 2025. [Home Care Package Fees, Costs & Pricing Perth – Juniper](#)
- ⁷ CHSP provider fact sheet. Department of Health, Disability, and Ageing, 2022. [CHSP provider fact sheet – Award changes and financial supports](#)