



Meals on Wheels
Central Coast

Commonwealth Home Support Programme

Frequently Asked Questions



Learn all you need to know about the entry-level Commonwealth Home Support Programme and how it supports you to live at home.

What is Commonwealth Home Support Programme?

The Commonwealth Home Support Programme (CHSP) is an entry-level home support program that helps older people to live independently in their homes and communities. The program aims to build on your individual strengths and abilities to help you remain living independently and safely at home. CHSP falls under My Aged Care, which is part of the Australian Government. This service provides independent help and advice on all aspects of aged care.

CHSP is available across Australia and funds a large variety of organisations (called service providers) to deliver care and services. With the CHSP, you qualify for services such as meals, assisted shopping, transport etc., and the provider giving that service receives a government subsidy that reduces the cost of that service for you.

You pay a contribution or fee towards the cost of services. You are expected to contribute towards the cost of the services you receive, if you can afford to do so. You will not be asked to cover the full cost of services and any fees must be agreed between you and the service provider before services commence.

To find out more about My Aged Care, visit www.myagedcare.gov.au.

What Meals on Wheels services can I get through CHSP?

CHSP can provide services such as:

- Meal delivery
- Social support
- Centre-based meals (community restaurant)
- Assisted shopping program

Am I eligible for CHSP?

Eligibility for CHSP is based on your support needs and age. If you're having trouble with everyday tasks and feel that a little support could improve your health and wellbeing, CHSP could be right for you.

To be eligible for this program, you must be aged:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), or
- 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people), on a low income and homeless, or at risk of being homeless.

A Regional Assessment Service (RAS) will conduct the assessment to determine your eligibility for the CHSP, including specific services.

What is the difference between CHSP and HCP?

Clients will either have a Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP).

CHSP provides support for people with low level care needs, such as meals, assisted shopping or transport. If you're able to manage, but need support with a few tasks at home, you might start with the CHSP and transition to a HCP. With CHSP, you can choose multiple providers.

HCP is for people who have additional needs, such as nursing, allied health and therapy services. With HCP, you can only have one HCP provider to assist you in finding the right services and help manage your package. You can relax knowing that you can still access Meals on Wheels if you are on HCP. To find out if you are eligible for CHSP or HCP, you will need to have an assessment through My Aged Care.



How do I get an assessment?

Not sure how to get started? There are certain requirements to be eligible for an aged care assessment, but you can relax knowing there are several ways to do this. To apply, you can either:

- Answer a few simple questions using the My Aged Care eligibility checker tool at **www.myagedcare.gov.au/eligibility-checker**. If you meet the requirements, you can apply for an assessment
- Apply for an assessment online at **www.myagedcare.gov.au/assessment/apply-online**, or
- Call My Aged Care Contact Centre to have an assessment on **1800 200 422**.

If you're eligible for CHSP, you will find out at your assessment.

I qualify for CHSP – what's next?

If you qualify for CHSP and you would like meals, your assessor will send a referral to us. The referral lets us know you are a new client wanting to use our service and prompts us to contact you to set you up. Alternatively, My Aged Care may supply you with a referral code, you will need to contact us and reference this referral code. Do you want to access your meals later? Don't worry, your referral is valid for up to 12 months, so you can contact us anytime during this period.

I've signed up with Meals on Wheels – what's next?

-  1. We will arrange a first home visit to help get you started and answer any questions you may have.
-  2. Order from our extensive menu, which offers a variety of dietary options and meal sizes.
-  3. Meals are delivered to you with a smile by a friendly volunteer, who checks in on your wellbeing.
-  4. Enjoy affordable and nutritious meals, helping you to live a flourishing, independent life!