

Commonwealth Home Support Program

The care you need at home

Your home is more than just a place – it's where life happens, where memories are made, and where you feel most yourself. Bene Aged Care understands that staying independent in your own home matters. We will help you design your support so that you can live independently, safely and on your own terms.

Introduced on 1 November 2025, the new [Aged Care Act 2024](#) follows the recommendations of the Royal Commission into Aged Care Quality and Safety. The new Act makes clear what you should expect from aged care services and has stronger quality and safety standards to protect your wellbeing and improve the quality of services you receive. The new [Statement of Rights](#) prioritises your care, your independence and your right to raise concerns without fear of reprisal.

The [Commonwealth Home Support Program](#) (CHSP) is an Australian Government program that offers support services to help older people stay at home longer and maintain their independence. If you need extra help with daily tasks CHSP may be the right support for you. Most people accessing CHSP only require one or two services a month to help them live independently.

The Bene difference – services you care about

Bene provides tailored, entry-level CHSP services to help you live at home safely, comfortably, and remain independent for as long as possible. Whether you need extra help after a hospital stay, or day-to-day support at home, Bene is here to make life easier. Whether it's groceries, laundry, cleaning, or getting to appointments – we're your extra set of hands – so you can focus on enjoying your day.

Depending on your needs, you may be eligible to receive the following CHSP services:

- **domestic assistance** such as cleaning and laundry
- **personal care** such as showering or dressing
- **home maintenance** for example, gardening
- **social support** such as shopping or group activities
- **respite care** for you while your carer takes a break.

How to access CHSP services?

You may be eligible for Support at Home if you are 65 years or older, (or 50 or over for Aboriginal or Torres Strait Islander people), homeless or at risk of homelessness and aged 50 years or over) and need some help with daily tasks.

Getting started is simple. Follow these easy steps:

- contact [My Aged Care](#) or call **1800 200 422**. You can use their [eligibility checker](#) before applying.
- My Aged Care will guide you through registering and arrange an assessment.
- the assessor will discuss your needs and develop a support plan with you.
- once approved you can choose Bene Aged Care as your preferred CHSP service provider.
- Bene will contact you to set up your services as soon as you're approved.

Do you have questions about CHSP?

We're here to help you – call the Bene team on 08 8131 2000.

In most cases, you can only receive in-home aged care services from one program at a time – either through the Commonwealth Home Support Program or Support at Home, and not both.

For further information and advice about your situation, please call 08 8131 2000 or email homecare.team@bene.org.au to arrange a consultation with a Bene care manager.

Commonwealth Home Support Program schedule of fees

Service	Cost
Personal care (e.g. showering, dressing)	\$20 per hour
Domestic assistance (e.g. cleaning, laundry)	\$20 per hour
Social support (e.g. shopping, appointments)	\$20 per hour
Gardening	\$30 per hour
In-home respite	\$20 per hour
Bene Vita Social Support Group – Weekdays (e.g. activities, meals, transport, allied health services)	\$32 per hour
Bene Vita Social Support Group – Weekends (e.g. activities, meals, transport)	\$35 per hour

About Bene services

Standard hours: Monday to Friday, 7am to 8pm. Please consult your coordinator if you require additional services outside of these times.

Weekends and public holidays: Only essential services are delivered on weekends and public holidays.

Fees: See the Commonwealth Home Support fees above. Fees are correct as of 1 December 2025.

Transport fees: We charge for travel time if we take you to appointments.

Bookings and cancellations: Full fee applies if you do not give us 24 hours' notice. To cancel nursing or allied health services 48 hours' notice is required.

Changing services: Talk to your coordinator if your needs change and you want to increase or change your service

Translation and language support:

- National Relay Service: **1300 555 727** – if you're d/Deaf or it's hard to hear or speak on the phone
- Translating and Interpreting Service: **131 450** – for people with limited English.