



Who is accessing the Commonwealth Home Support Program? Insights into first-time recipients using linked data

Some older people require additional support to live independently in their homes. The Commonwealth Home Support Program (CHSP) subsidises services for people requiring assistance with tasks like cleaning, meals, transport, personal care and home maintenance. The CHSP is available to people aged 65 and over and Aboriginal and Torres Strait Islander (First Nations) people aged 50 and over. From 2023–24, around 835,000 people accessed the program.

The CHSP provides:

- *Everyday living* services for domestic assistance, home maintenance and repairs, and meal preparation and delivery
- *Independence* services for a variety of services including personal care, social support and home modifications
- *Clinical support* services for nursing care, and allied health and therapy services
- *Advisory* services for specialised support services to recipients.

These service use groupings reflect common 'themes' in care needs and service use at the person-level. While the [CHSP Service List](#) was designed for operational delivery and governance, this analysis focussed on describing patterns of service use based on individual care needs and linking these patterns to the socio-demographic characteristics of the individuals accessing each 'theme'. For more information please see service groupings in Appendix 1 [Proposed changes to Commonwealth Home Support Programme service list to align with Support at Home](#).

By linking CHSP service group and aged care assessment data, we were able to explore the characteristics and patterns of service use among *first-time* CHSP recipients. Linked data allows for an examination of person-level CHSP use, rather than activity-level CHSP use which is usually reported.

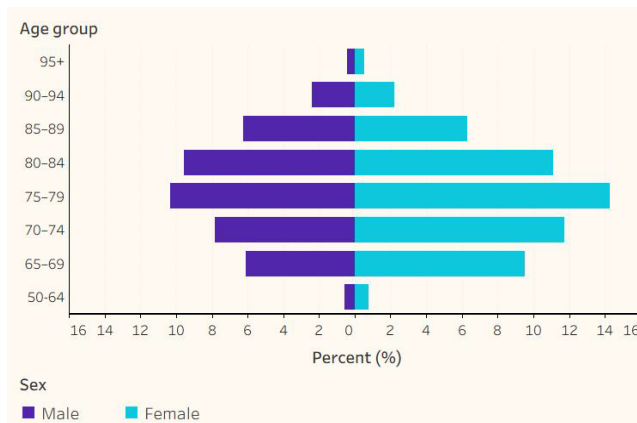
Profile of first-time CHSP recipients

In 2023–24, around 181,000 people used a CHSP service for the first time. Of these first-time recipients:

- the average age at entry was 77 years
- 56% were female
- 3.0% were First Nations people
- 37% were born in non-English-speaking countries
- 23% lived in rural or remote areas
- 47% were living with their spouse or partner
- 29% were living alone

- 36% had an informal carer (family member, friend or neighbour who provided regular care and assistance)
- 5.0% had been diagnosed with dementia
- 14% had been diagnosed with a mental health condition
- 70% were living with 3 or more chronic health conditions
- 4.1% died in the first year of receiving services.

Figure 1. People accessing CHSP for the first time in 2023–24, by sex and age group



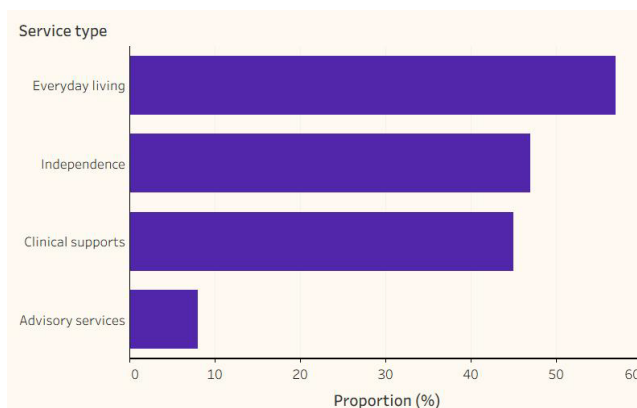
What services did people use?

People may access a single or multiple CHSP services depending on their needs.

In their first year of using services in 2023–24:

- 57% of people used Everyday living services, 47% used Independence services, 45% used Clinical support services and 8% used Advisory services.

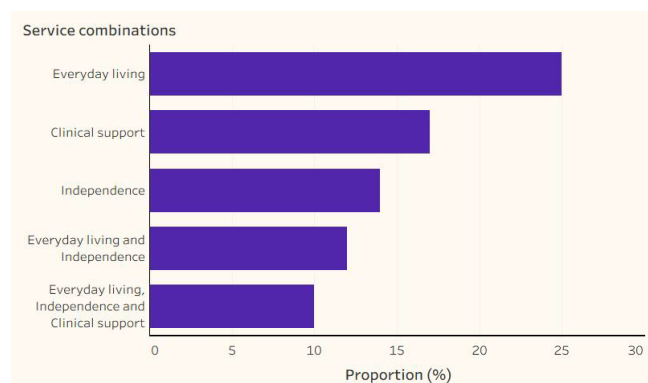
Figure 2. Service types used in the first year by people accessing CHSP for the first time in 2023–24



Between 2016–17 and 2023–24, around 777,000 people received a CHSP service for the first time. In their first year of accessing services:

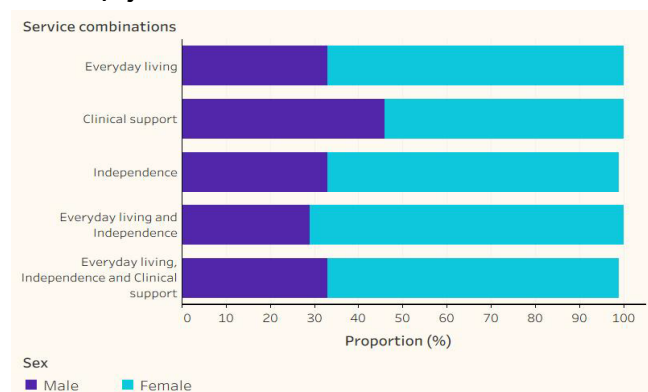
- More than half of people (56%) used a single service. Of these, 25% of recipients used *Everyday living*, 17% used *Clinical support* and 14% used *Independence* services.
- The most common service combinations used by first-time recipients were 'Everyday living and Independence' services (12%) and 'Everyday living, Independence and Clinical support' services (10%).

Figure 3. Most common service combinations used in the first year by people accessing CHSP for the first time from 2016–17 to 2023–24



- Nearly three-quarters (71%) of people using the service combination 'Everyday living and Independence' were female.
- *Clinical support* services was the service type with the highest proportion of male recipients (45%).

Figure 4. Most common service combinations used in the first year by people accessing CHSP for the first time from 2016–17 to 2023–24, by sex



- Among First Nations people, 'Everyday living and Independence' services (4,100 people, 19%) and *Clinical support* services (4,200 people, 19%) were the most commonly used services.

- Among people from a culturally and linguistically diverse background, the most commonly used services were *Everyday living* (22%) and *Clinical support* services (18%).
- Among people living in metropolitan, regional and rural areas, *Everyday living* services were the most commonly used services (used by more than 20% of recipients). By comparison, those living in remote and very remote communities were more likely to use 'Everyday living and Independence' services (21% and 31%, respectively).
- Among people who were married, the most commonly used services were *Everyday living* (24%) followed by *Clinical support* services (19%).
- Among people who lived alone, the most commonly used service combinations were *Everyday living* services (28%) followed by 'Everyday living and Independence' services (20%).
- Similarly, among people with an informal carer, *Everyday living* (19%) and *Clinical support* services (17%) were the most commonly used services.
- Among people with a diagnosis of dementia, *Independence* (18%) and 'Everyday living and Independence' (17%) were the most commonly used services.
- 'Everyday living, Independence and Clinical Support' (16%) and 'Everyday living and Independence' (15%) were the service combinations with the highest proportion of recipients living with a mental health condition.
- 'Everyday living, Independence and Clinical Support' was the service combination with the highest proportion of recipients living with three or more chronic health conditions (76%).
- 'Everyday living, Independence and Clinical support' (5.5%) and *Clinical Support* (5.5%) were the service combinations with the highest proportion of recipients who died in their first year of receiving services.

Where can I find out more?

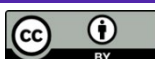
GEN dashboard: Commonwealth Home Support Program aged care services

www.gen-agedcaredata.gov.au/resources/dashboards/commonwealth-home-support-program-aged-care-services

Practical considerations for researchers using CHSP data linked to other aged care data

www.gen-agedcaredata.gov.au/resources/publications/2026/may/practical-considerations-for-researchers-using-chsp-data-linked-to-other-aged-care-data

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