

February 2026

Dear Client

Subject: Important Information Regarding your Commonwealth Home Support Program Services

I am writing to you to share some important information about the Commonwealth Home Support Program services you currently receive through Carer and Community SA (CCSA).

After careful consideration, CCSA has made the difficult decision to cease participation in the Commonwealth Home Support Program (CHSP). As a result, CCSA will cease delivering services on **30 June 2026**.

It has truly been a privilege to support you and please rest assured that until our exit date, we remain fully committed to continuing your services and supporting you strongly and compassionately through your transition to another provider.

We understand that this may be concerning news. Please be assured that this decision has not been taken lightly, and that our priority remains supporting you with the utmost care and respect during this transition.

We will be calling you personally to discuss this change in more detail, and anticipate that we will contact you through February and March 2026.

What this means for you

We are providing you with this early notice so that you have time to consider your options supported by us throughout the process should you wish us to.

In summary, you may choose to:

- **Continue your current services during this transition.**
In this period CCSA will continue to deliver your services with your existing provider. However, this is dependent on your provider choosing to continue with us during the transition. At this time, we do not anticipate any disruption to your current provider arrangements. We can support you to find a new provider prior to our exit.

Or

- **Cancel your service agreement at any time should you wish to appoint a new provider earlier.**
If you would prefer to explore alternative provider options now, we can assist you with this process. Availability will depend on whether providers have CHSP funding available to establish services for you. When we speak with you, we can explain this

in more detail. Importantly, it is your right to choose your provider and we can support you by providing information about the processes for making that choice.

Our notification to our providers/your support workers

We are currently in the process of advising our service provider(s), who will then inform their staff, including your support worker. There is a possibility that at your next scheduled service, your support worker may not yet be aware of our planned exit.

If you have any questions about CCSA's exit, the continuation of services, or what this means for you, please direct these questions to us. Your support worker will not be able to answer these questions.

Your Primary Government Contact for CHSP is My Aged Care

You may already be aware that My Aged Care is the starting point for accessing Australian Government-funded aged care services, including CHSP. My Aged Care provides information and support to help people understand, access, and navigate the aged care system, including referrals and assistance to find service providers that meet individual needs.

My Aged Care can assist with questions about CHSP, including how to find a provider. We will also talk through this information with you when we call.

You can find more information about My Aged Care by:

- Visiting these pages on their website:
 - About My Aged Care: [About us | My Aged Care](#)
 - How to contact My Aged Care: <https://www.myagedcare.gov.au/how-to-contact-my-aged-care>
 - How to choose a provider: <https://www.myagedcare.gov.au/find-a-provider>
- Phoning them on: **1800 200 422**

CCSA next steps

We are in the process of contacting all CCSA clients and are applying as many resources as possible to ensure these calls are completed as soon as we can. We anticipate that we will contact you through February and March 2026.

When we speak with you, we will discuss your care plan. This is an important document and will help future providers understand and assess how they can support your needs.

Do I need to do anything now?

You do not need to take any action at this time as we will be calling you with more detail and to guide you through each step of this process.



Mail: Unit 1/13 King William Rd, Unley, SA 5061

Email: clientservices@carersupport.org.au

Phone: (08) 8433 9555

We are currently updating our website and will continue to keep it current as more information becomes available. You can visit us at: <https://carersupport.org.au/>.

Thank you for being a valued client of Carer and Community SA. We appreciate the trust you have placed in us, and we will be in touch very soon.

If you would like to contact us before we call you, please phone **8433 9555** or email clientservices@carersupport.org.au.

Warm regards,

A handwritten signature in black ink, appearing to read "Maggie Dowling".

Maggie Dowling
Interim CEO
Carer and Community SA