

CHSP 2026 Wellness & Reablement (W&R) Report

Overview

Using wellness and reablement (W&R) approaches to deliver support to older people is a key objective of the Commonwealth Home Support Program (CHSP).

The 2026 Wellness and Reablement report aims to measure progress towards embedding wellness and reablement approaches in the CHSP. The report consists of 12 questions to enable the Department of Health, Disability and Ageing (the Department) to gather data on the delivery and benefit of W&R services to CHSP clients, and 4 questions for administrative purposes. A Provider Guidance document has been prepared to define wellness and reablement, and provide more information for each question to assist respondents in answering questions correctly.

The following changes have been made since last year's report:

- The following questions were removed as these were no longer needed as (i) there was sufficient data from previous reports, or (ii) the data being requested was able to be obtained through other sources:
 - Reasons for not developing a care plan (now known as a care and services plan)
 - Provision of Goods, Equipment and Assistive Technology (GEAT)
 - Proportion of clients requiring different types of GEAT products.
 - Use of multi-disciplinary reablement approaches involving Allied Health and Therapy Services
 - Use of coordinated reablement approaches involving non-clinical services.
- No new questions have been added.
- The report has been updated to align with the revised [CHSP service list structure](#) effective from 1 July 2025, including changes to service types used throughout the report.
- The report is structured to enable providers who did not deliver reablement services in 2025-26 to skip any reablement-specific questions.
- The report also allows providers to skip one question if they do not deliver Allied health and therapy services or Therapeutic services for independent living.
- The report has been updated to reference CHSP provider obligations under the Aged Care Act 2024 and the Aged Care Rules 2025, including changing of Care Plan to Care and Services Plan

Service providers are asked to give their best estimate for responses to questions where data is (i) not yet collected or (ii) if they are facing technical limitations (such as their IT systems) in their data collection or reporting.

CHSP Provider Obligations

CHSP Providers are to complete this survey annually as per their agreement with the Department and in accordance with 166-615 of the Aged Care Rules. Providers who are unable to complete the report in the allocated period will need to request an extension via wellnessandreablement@Health.gov.au by **24 July 2026**. The request should include robust

justification and/or evidence. If the evidence to support a provider's request is inadequate, the extension request may be declined. Not completing the report may result in payments being suspended.

Report instructions (online)

Please refer to the **Provider Guidance** for definitions, explanations of questions, and tips on how to complete each question in this report.

This report is gathering data for the reporting period from 1 July 2025 to 30 June 2026, and relates to services provided to any CHSP clients during this timeframe. Service providers are asked to estimate responses to questions where data has not been or is not yet collected.

The PDF and Word version of the 2026 Wellness and Reablement Report online report template is to enable organisations to gather relevant information prior to completion. **All responses must be submitted online via the [report link](#).** Online submissions will enable the Department to accurately collate report responses.

If you have any questions regarding the report, please contact your Funding Arrangement Manager in the first instance, or email wellnessandreablement@health.gov.au.

Details of your Organisation

1. Organisation Name (Required)

2. ABN (Required)

3. Program Schedule ID (located at the top of page 4 of your CHSP Grant Agreement) (Required)

Care and Services Plans

4. Does your organisation develop a care and services plan for each CHSP client?

(Required)

(Select one option for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	Never	Rarely	Someti mes	Mostly	Always	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐

Clients Participating in Tasks with the Service Provider (Staff)

5. For each service type your organisation was funded to deliver in 2025-26, approximately how often do your CHSP clients participate in tasks with or alongside the service provider (staff)? (Required)

(Select one option for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	None	1% to 10%	11% to 25%	26% to 50%	51% to 75%	More than 75%	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐	☐

Short-term Reablement CHSP Service Delivery

6. Did your organisation deliver periods of reablement to your CHSP clients in the 2025-26 reporting period? (Required)

When answering this question, this refers to reablement offered either through a referral from aged care needs assessors, or a period of reablement offered (where needed) to your ongoing CHSP clients. This includes reablement identified and provided as part of your ongoing or long-term service delivery to CHSP clients without a referral or service recommendation

(Select one option)

- ☐ Yes
☐ No

7. How often are you accepting referrals from My Aged Care for short-term reablement? (Required)

If your organisation has not received a referral for reablement in the 2025-26 reporting period, select 'referral for reablement not received'. If you received referrals but did not accept them, select 'never.'

(Select one option for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	Never	Rarely	Sometimes	Mostly	Always	Referral for reablement not received	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐	☐

Service type	Never	Rarely	Sometimes	Mostly	Always	Referral for reablement not received	Not funded to deliver this service
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐	☐

8. If your organisation did not provide reablement services in the 2025-26 reporting period, what are the reasons for this (select one or more options)? (Required)

- ☐ Your organisation did not receive reablement referrals
- ☐ Client/carer resistance
- ☐ Capacity of your organisation to deliver against goals for entire client base (don't have enough time with each client)
- ☐ Capacity of your organisation to deliver against goals for entire client base (organisation not set up to deliver time-limited reablement)
- ☐ Clients required ongoing services
- ☐ Staffing levels
- ☐ Funding/cost
- ☐ Location
- ☐ Other client barriers e.g. cultural preference
- ☐ Your organisation is unsure how to implement reablement.
- ☐ Unknown/not clear
- ☐ Other, please explain below

Please specify other reasons your organisation did not provide reablement services (1000 characters or less).

Proportion of Services Delivered on a Short-term Basis

9. For each service type your organisation was funded to deliver in 2025-26, approximately what proportion of services were delivered on a short-term basis with a reablement focus? (Required)

- *Short-term is considered to be for a period of up to 3 months.*
 - *A reablement focus refers to all clients for whom reablement services were delivered.*
- (Select one option for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	None	1% to 10%	11% to 25%	26% to 50%	51% to 75%	More than 75%	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐	☐

10. Was your organisation funded to deliver Allied health and therapy services or Therapeutic services for independent living services in 2025-26? (Required)
(Select one option)

- ☐ Yes
☐ No

11. If so, approximately what proportion of services, for each Allied health and therapy service or Therapeutic services for independent living service were delivered on a short-term basis with a reablement focus? (Required)

- Short-term is considered to be for a period of up to 3 months.

(Select one option for each service. Please select 'Not Provided' if your organisation did not provide that service in 2025-26)

Allied health and therapy services	None	1% to 10%	11% to 25%	26% to 50%	51% to 75%	More than 75%	Not Provided
Aboriginal and Torres Strait Islander health practitioner assistance	☐	☐	☐	☐	☐	☐	☐
Aboriginal and Torres Strait Islander health worker assistance	☐	☐	☐	☐	☐	☐	☐
Allied health assistance	☐	☐	☐	☐	☐	☐	☐
Counselling or psychotherapy	☐	☐	☐	☐	☐	☐	☐
Diet or nutrition	☐	☐	☐	☐	☐	☐	☐
Exercise physiology	☐	☐	☐	☐	☐	☐	☐
Music therapy	☐	☐	☐	☐	☐	☐	☐
Occupational therapy	☐	☐	☐	☐	☐	☐	☐
Physiotherapy	☐	☐	☐	☐	☐	☐	☐
Podiatry	☐	☐	☐	☐	☐	☐	☐
Psychology	☐	☐	☐	☐	☐	☐	☐
Social work	☐	☐	☐	☐	☐	☐	☐
Speech pathology	☐	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	None	1% to 10%	11% to 25%	26% to 50%	51% to 75%	More than 75%	Not Provided
Acupuncture	☐	☐	☐	☐	☐	☐	☐
Chiropractic	☐	☐	☐	☐	☐	☐	☐
Diversional therapy	☐	☐	☐	☐	☐	☐	☐
Remedial massage	☐	☐	☐	☐	☐	☐	☐
Art therapy	☐	☐	☐	☐	☐	☐	☐
Osteopathy	☐	☐	☐	☐	☐	☐	☐

Client Outcomes from the Reablement Period

12. For each service type your organisation was funded to deliver in 2025-26, how often are your CHSP reablement clients meeting their reablement goals (either full or part)?

(Required)

(Select one option for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	Never	Rarely	Sometimes	Mostly	Always	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐

13. Which of the following aspects of your CHSP clients' situation improved as a result of their reablement period? (Required).

(Select one or more options for each category, and please indicate if your organisation is not funded to deliver a service type)

Service type	Gaining new skills	Improved physical function e.g. strength and mobility	Greater social engagement/ social connections	Improved emotional wellbeing	Improved cognitive abilities	Improved confidence	Adaptation to functional decline/limitations	Adaptation to cognitive decline	Unsure	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Home adjustments	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Challenges with Delivering a Wellness and Reablement Approach

14. If your CHSP clients' wellness or reablement goals weren't met, what was the reason for this? (Required)

(Select one or more options)

- ☐ Client/carer resistance
- ☐ Client goals required a longer reablement period
- ☐ Other client barriers e.g. cultural preference
- ☐ Client condition e.g. cognitive impairment, changed emotional state, frailty, declined physical condition, living circumstances etc
- ☐ Capacity of your organisation to deliver against goals for entire client base (don't have enough time with each client)
- ☐ Capacity of your organisation to deliver against goals for entire client base (organisation not set up to deliver time-limited reablement)
- ☐ Staffing levels
- ☐ COVID
- ☐ Funding/Cost
- ☐ Location
- ☐ Referral process
- ☐ Client improvement – no longer required services
- ☐ Client services obtained through other means e.g. home care package, residential care, other program/providers
- ☐ Unknown/not clear

15. Are there any services where you have not been able to embed, or have had challenges delivering, a wellness or a reablement approach to CHSP clients? What are the barriers? (Required)

(Select one or more options for each service type your organisation is funded to deliver, and please indicate if your organisation is not funded to deliver a service type)

Service type	Current service delivery model	Costs associated with short-term services (reablement only)	Size of organisation	Client/ Carers preference	Work -force issues	Lack of available funding	Funding not allocated where it's needed	Other (explain)	No challenges or barriers	Not funded to deliver this service
Allied health and therapy services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community cottage respite	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Domestic assistance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Equipment and products	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hoarding and squalor assistance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Service type	Current service delivery model	Costs associated with short-term services (reablement only)	Size of organisation	Client/ Carers preference	Work -force issues	Lack of available funding	Funding not allocated where it's needed	Other (explain)	No challenges or barriers	Not funded to deliver this service
Home adjustments	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Home maintenance and repairs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Home or community general respite	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Meals - Meal delivery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Meals - Meal preparation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Personal care	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Group social support	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Social support and community engagement – Individual social support	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Specialised support services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Therapeutic services for independent living	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Transport	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please specify other reasons for challenges / other barriers that have not been specified above (1000 characters or less).

Declaration

16. I declare that the information provided in this report is complete/true to the best of my knowledge.

☐ I declare that the information provided in this report is complete/true to the best of my knowledge (Required)

Full Name (Required)

Position/role (e.g. CEO, General Manager, Business Manager, etc.) (Required)

Contact number (Required)

Email address (Required)

Thank you for completing the 2026 Wellness and Reablement Report. If you have any questions regarding the report, please contact your Funding Arrangement Manager in the first instance, or email wellnessandreablement@health.gov.au.