

CHSP & Aged Care Resource Guide

Key Acronyms : **ACQSC** Aged Care Quality and Safety Commission. **DoHDA** Department of Health Disability and Ageing. **ARIIA** Aged Care Research and Industry Innovation Australia **OPAN** Older Persons Advocacy Network

NEW & UPDATED THIS QUARTER — October–December 2026

DoHDA Training and Education Catalogue – updated edition **(released 17 November 2026)**

ACQSC Oral stage eating, drinking and swallowing difficulties (dysphagia) – Learning Bite **(released 25 November 2026)**Short learning activity and lesson plan that can be used in toolbox sessions or adapted for staff education. Relevant to care workers and clinical, nursing and kitchen staff.

OPAN Diversity, Identity and Belonging: Making Sure Every Older Person Is Included in Aged Care **(released 7 October)**

ACQSC Incident management Effective Incident Management Systems – Best Practice Guidance and (Reportable Incidents and Serious Incident Response Scheme (SIRS) – Provider Guidelines **(released 12 October 2026)**

ACQSC Proactive Risk Management Responsible Person Question Tool and Proactive Risk Management – Worker Tool **(released 7 October 2026)**

Continuing Resource key

CORE	Key system, legislation, programme, rights and compliance resources providers should know or return to.
PRACTICAL / TRAINING	Tools, guides, education and workforce resources that can be applied in day-to-day work.
SPECIALIST	Resources for particular populations, practice areas or situations; use when relevant.

Getting Started & Navigating Aged Care

Core entry points for older people, families, carers and workers navigating the aged care system.

CORE – My Aged Care & navigation

- New My Aged Care website – launched 1 November 2025.
- Aged Care Specialist Officer (ACSO) at Services Australia centres
- Help from a care finder | My Aged Care about care finder, intensive support for vulnerable older people or find your local care finder in Adelaide /Country SA.

CHSP & Aged Care Reform

The main government guidance for providers working through CHSP, the new Aged Care Act, Support at Home and the wider reform environment.

CORE – Current programme and reform guidance

- Commonwealth Home Support Programme (CHSP) reforms and CHSP Manual 2025–27.
- About the Support at Home program.
- Support at Home program manual – a guide for registered providers.
- Single Assessment System workforce – fact sheet and information
- ACQSC Code of Conduct for Aged Care.
- ACQSC Let's Talk About Complaints
- ACQSC Community toolkit: Choice, dignity, respect - older people's rights in aged care - public information program

CORE – The New Aged Care Act

New Aged Care Act resources DoHDA

- For older people, their families, and carers
- For aged care providers
- For aged care workers
- For aged care assessors
- For primary care and allied health workers
- For technology enablers
- For communication practitioners

Client documentation & agreements

- SAH template for Service Agreements
- CHSP Service Agreement guidance materials
- New Aged Care Act resources for aged care providers

Quality, Rights, Safety & Provider Responsibilities

Key resources that help providers understand their quality, safety, governance and consumer-rights responsibilities.

CORE – Strengthened Aged Care Quality Standards

- Strengthened Aged Care Quality Standards and guidance.
- Operationalising rights-based care | ARIIA , information and resources to support delivery of rights based care.

CORE – Rights & consumer information

- Statement of Rights resources: poster, explainer for welcome packs
- Your aged care rights video – available in 7 languages and Auslan.
- Stakeholder communications toolkit.

CORE – Governance & regulatory tools

- Policy on Provider Governance.

Updated audit evidence collection tools

- Audit Evidence Collection Tool – Registration
- Audit Evidence Collection Tool – Renewal
- Audit Evidence Collection Tool – Variation.
- Care Delivery Evidence Collection Tool – Care delivery location (Category 4 and 5)

Incident management & safeguarding

- ACQSC SIRS Provider Resources
- ACQSC SIRS Overview
- ACQSC What is SIRS , Volunteer, reportable incidents YouTube videos
- Free online SIRS for Volunteers training from the Southern Services Reform Group (SSRG)
- Free online SIRS for Staff training from the SSRG
- Free online Effective Documentation training from the SSRG

Practical complaints and feedback guidance.

- ACQSC Complaints & Feedback Main web page,
- OPAN consumer toolkit
- OPAN Advocacy Line (1800 700 600)
- ACQSC Whistleblower Protections
- DoHDA Whistleblower Protections Guide

PRACTICAL – Technology and AI

- DEX reporting guides and learning tools
- DoHDA Digital Transformation Tech Talk webinars
- AI in Aged Care Podcast series, *Get Started with AI – A Guide for CHSP Providers*,
- Technology in Aged Care | ARIIA technology resource and learning hub

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Consumer, Carer & Advocacy Support

Practical support for older people and carers to understand their rights, make choices and navigate aged care.

CORE – Advocacy & rights

- Aged Rights Advocacy Service (ARAS) – free, confidential and state-wide service.
- MyAged Care how advocacy works – support for older people and their representatives, with information for aged care workers on responsibilities and rights.
- ACQSC Complaints & Feedback plain English resources for consumers

PRACTICAL – Consumer information

- Transition to registered supporters guide (2025)
- Exploring aged care booklet for older people, families and carers.
- Consumer videos on the new Aged Care Act and Support at Home.
- Other consumer video about the Aged Care Quality Standards.

Inclusive & Accessible Aged Care

Resources that support culturally safe, inclusive and accessible communication and service delivery.

CORE / SPECIALIST – First Nations

- ACQSC First Nations Hub
- First Nations Stakeholder Communications Toolkit

PRACTICAL / SPECIALIST – Cultural inclusion

- Centre for Cultural Diversity in Ageing
- Culturally inclusive care – free courses for people working in aged care
- DOHDA New booklet: Delivering inclusive aged care
- Aged Care Sector Support: resources developed by Multicultural Communities Council of SA (MCCSA), Video series: Communication Skills for Volunteers Interacting with Diverse Older People

PRACTICAL – Language & communication access

Free Translating and Interpreting services:

- National Sign Language Program in-person and online sign language interpreting and live captioning for older people. Deaf Connect Sign Language interpreting and captioning service

- Free translation service – translation of aged care service materials Flyer and Explainer video
- TIS National interpreting service – 24/7 access to TIS National interpreting services, including phone, on-site and video remote interpreting. Video: How to use the TIS National Automated Telephone Interpreting Service
- Information in other languages also available on the My Aged Care website.

Workforce, Volunteers & Training

Professional development and workforce resources that providers can use to build capability.

PRACTICAL / TRAINING – Reform & core aged care learning

- DoHDA Training and Education catalogue (updated July 2026)
- New Aged Care Act – Module 3 Embedding Best Practice in the Aged Care System
- Equip Aged Care Learning – UTAS free online microlearning program on a range of topics.

Aged Care Quality and Safety Commission

- Education and Training for providers
- Online workshops for approved providers *(including recorded presentations)*
- Aged Care: Online learning (Alis)- ACQSC free for government-funded aged care providers and their employees. Live online learning available: https://learning.agedcarequality.gov.au/user_login

PRACTICAL – Volunteering

- Volunteering SA&NT Aged Care Volunteering Hub -in partnership with CHSP Sector Support and Development organisations has consolidated resources for volunteers across CHSP and SAH
- Aged Care Volunteer Visitors Scheme (ACVVS) aged care volunteering booklet. Other ACVVS Resources available here.
- Volunteering in aged care resources - webpage and resources for aged care volunteers, managers and providers.
- Consultation Report: Proposed minimum training for volunteers in aged care.

Specialist Practice

Specialist resources for situations that may arise in CHSP delivery but do not need to sit in the core system guidance.

Support and resources available for rural and remote providers

PRACTICAL / TRAINING - Trauma

Trauma informed notebook Sector Support and Development partnership resource

SPECIALIST – Dementia

- Professional development and training | Dementia Australia
- Dementia Training Australia Care Training for Volunteers, and care workers
- The Wicking Dementia Centre, UTAS Understanding Dementia MOOC and Dementia Essentials MOOC

- Dementia Respite Education and Mentoring (DREAM), Wicking Dementia Research and Education Centre, University of Tasmania.
- Dementia Support Australia Resource Hub for people living with cand caring for those with dementia as well as staff and volunteer resources
- Dementia care | ARIIA Aged Care Research and Industry Innovation Australia resource and learning hub
- *ALIS learning ACQSC has relevant modules for those registered.

SPECIALIST – Mental health

- Medicare Mental Health Services – free, confidential mental health support, 1800 595 212

Planning Ahead & End-of-Life Care

Resources that support conversations, planning and care as needs change or life approaches its end.

PRACTICAL / SPECIALIST – Advance care planning

- Advance Care Planning Australia website, including information about the National Advance Care Planning Support Service and the ACD Professional Resource Hub
- SA Health Advance Care Directive website, including the online Form and link to the new Advance Care Directive Kit
- Supporting First Nations peoples with advance care planning webinar recording
- South Australian Advance Care Directive Digital Resource Pack (Local Government and Community resoures)

PRACTICAL / SPECIALIST – Palliative care

- Palliative Care Connect suite of services providing information and links to palliative care and bereavement supports in South Australia.
- Free palliative care education and training is available to anyone who works in aged care. Download the communication toolkits.
- PalliLEARN – Introductory level 1-hour online webinars on a range of topics surrounding palliative care. Offered FREE for people living or working in country SA.
- Free resources to support workers providing end-of-life care for older people at home
- Community palliative care resources
- Resources for Aboriginal and Torres Strait Islander families
- Translated resources

Disclaimer: This resource list has been developed collaboratively by SA Sector Support and Development officers to support service delivery and referral pathways. Information is current at the time of publication and is reviewed quarterly. While every effort is made to maintain accuracy, details and links may change between review periods. Users are encouraged to confirm information directly with relevant agencies where required.