

CBS SAH Services List –2026-27 (applicable from 1 July 2026)

Clinical Supports

Clinical supports are specialised services to maintain or regain your physical and cognitive abilities. They must be delivered or supervised by university-qualified or accredited health professionals trained in evidence-based prevention, diagnosis, treatment, and management to provide safe, quality care for older people.

Nursing Care			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Registered Nurse	Partner Provider	Nursing care by registered nurses in the community, based on your individual needs. Support may include: ✓ Checking, treating, and monitoring health conditions ✓ Giving medications ✓ Wound and skin care ✓ Help with continence ✓ Health education and advice ✓ Continence products, wound management and skin treatments (as prescribed) ✓ Referrals to specialist services	✗ Nursing services funded by other systems, such as: ✗ Public hospitals ✗ Specialist palliative care programs
Enrolled Nurse	Partner Provider		

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Allied Health and Other Therapeutic Services			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Dietician	Partner Provider	Help to improve or maintain your physical, mental and cognitive health. Services may include: ✓ Therapy and treatment programs ✓ Advice and education to support self-care and recovery ✓ Support with assistive technology and home modification planning ✓ Group or individual sessions, delivered in person or via telehealth Some services may be provided by assistants under supervision.	✗ Services already covered by other programs, such as: ✗ Chronic Disease Management or Mental Health Plans ✗ Hospital treatments, medical tests, or medicines ✗ Services unrelated to age-related decline
Exercise Physiologist	Partner Provider		
Occupational Therapist	CBS Delivered		
Physiotherapist	Partner Provider		
Psychologist	Partner Provider		
Podiatrist	Partner Provider		
Speech Pathologist	Partner Provider		
Care Management			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Care management	CBS Delivered	These are activities that help aged care services support your overall wellbeing. They include care planning, coordinating services, ongoing monitoring, regular reviews and evaluations, advocating for your needs, and providing support and education.	✗ Additional administrative costs. These are included within service pricing costs.
Restorative care management	CBS Delivered and/or Partner Provider	These are specialist clinical coordination activities tailored for individual clients on an approved a time-limited Restorative Care Pathway.	✗ Additional administrative costs. These are included within service pricing costs. ✗ Health services funded by other systems, such as: ✗ Public hospitals ✗ General practitioners

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			✖ Allied Health services
Nutrition			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Nutrition (prescribed nutrition)	Partner Provider	Special dietary products (taken by mouth or through a feeding tube) and equipment that are needed because of a condition that affects your ability to function or causes physical decline.	✖ Products that are not prescribed for age related needs (e.g., weight loss).

Independence

Support to help you manage daily activities and cope with any loss of skills needed to live independently

Personal Care - this service category will move to the clinical category from 1 October 2026)			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Assistance with self-care and activities of daily living	CBS Delivered (unless otherwise agreed)	Support from a care worker with essential daily tasks like moving, eating, and personal care.	✖ Services you'd normally pay for yourself, like hairdressing or waxing. ✖ Health-related services that are usually covered by the health system, like medications or dose administration aids.
Assistance with the self-administration of medication	CBS Delivered (unless otherwise agreed)	Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs).	
Continence Management (non-clinical)	CBS Delivered	Support with managing continence, like getting advice, funding help, or assistance with changing aids.	

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Social Support and Community Engagement			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Group Social Support (Social Hubs/Exercise Class)	CBS Delivered and/or Partner Provided	Services that help you stay socially connected and involved in your community. This can include: ✓ Finding and linking you to activities and services ✓ Helping you take part in social interactions, in person or online ✓ Visiting, phone, or online check-in services ✓ Support to attend or travel to appointments or go shopping Support can be one-on-one or in groups, based on what works best for you.	✗ Costs to join activities like tickets, accommodation and memberships. ✗ Buying smart devices to help you connect online. ✗ Service fees, such as funeral plans or accountant charges.
Individual Social Support and Accompanied shopping	CBS Delivered (unless otherwise agreed)		
Digital education and support	Partner Provider	Training or help with technology to boost your digital skills and support your independence, like paying bills online, using telehealth, or joining online social programs.	✗ The delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services
Therapeutic Services for Independent Living			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Acupuncturist	Partner Provider	Support from qualified health professionals to help you stay safe and independent at home. This includes treatment, education, and advice based on proven methods to manage your social, mental, and physical wellbeing. ✓ Programs that teach you skills to manage your condition and recover independently when possible. ✓ These supports can be provided in person or through telehealth, and one-on-one or in	Costs for allied health and other therapy services that are covered by other programs won't be paid through aged care funding. This includes: ✗ Services you should access first through other government programs (like a Chronic Disease Management Plan). ✗ Services funded by the primary health care system, such as ambulance,
Chiropractor	Partner Provider		
Osteopath	Partner Provider		
Remedial Massage	Partner Provider		

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		groups (like recreation programs led by a diversional therapist). ✓ Sometimes, a trained assistant or aged care worker delivers the program under professional supervision, when it's safe to do so. ✓ Remedial massage by an accredited therapist can be included if it's part of your health plan to address physical decline. ✓ Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation.	hospital, medical treatments, medicines, psychiatry, and dental care. ✗ Care for conditions not related to age or disability decline (like acute mental health issues). ✗ Services from Chinese Medicine Practitioners (except acupuncture). ✗ Massage for relaxation ✗ Costs to join recreation programs like tickets, accommodation, memberships, or supplies such as craft materials.
Respite Care			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Respite Care	CBS Delivered (unless otherwise agreed)	✓ Supervision and help for an older person from someone other than their usual carer, provided one-on-one or in groups, at home or in the community.	✗ Residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).

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Assistive Technology and Home Modifications			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Assistive technology	CBS Delivered (Admin & Coordination) Partner Provider (products)	✓ Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.	✕ Items not listed in the Assistive Technology and Home Modifications Scheme
Home modifications	CBS Delivered (Admin & Coordination) Partner Provider (Project Delivery)		
Transport			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Direct transport (hub only)	CBS Delivered	✓ Group and individual transport assistance to connect an older person with their usual activities.	✕ Buying a personal car and paying for its running costs or license fees are not covered. ✕ Professional transport services like public transit, flights, or ferries are included. ✕ Transport costs can't be claimed if you can use state or local government travel assistance programs. ✕ Travel for holidays.
Indirect transport (taxi or rideshare and community transport)	Partner Provider		

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Everyday Living

Support to help you maintain your home so you can continue living independently.

Domestic Assistance

Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
General House Cleaning	CBS Delivered (unless otherwise agreed)	✓ Domestic assistance includes: ✓ Essential light cleaning like mopping, vacuuming and washing dishes. ✓ Laundry and ironing. ✓ Shopping done without you being there ✓ Spring clean by CBS worker including seasonal dusting and sweeping, turn mattresses etc (contact CBS for specific services offered)	✗ Professional cleaning services you'd normally pay for, like pest control, carpet cleaning, and dry cleaning. ✗ Pet care costs. ✗ Groceries and other shopping expenses.
Laundry Services	CBS Delivered (unless otherwise agreed)		
Shopping Assistance	CBS Delivered (unless otherwise agreed)		

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Home Maintenance and Repairs			
Service Name	Delivery Method	What does CBS provide in this service?	What is excluded?
Gardening	Partner Provider	✓ Basic gardening like lawn mowing, pruning, and clearing the yard to keep paths safe.	✗ Professional gardening services you'd normally pay for, like tree removal, landscaping, or farm and water feature maintenance. ✗ Gardening focused on appearance, such as planting and maintaining garden beds and compost, not related to safety or access.
Assistance with home maintenance and repairs (incl product expenses)	CBS Delivered and/or Partner Provider	Small essential repairs and maintenance that you used to do yourself or that keep you safe like: ✓ Cleaning gutters ✓ Changing lightbulbs ✓ Fixing a broken door handle ✓ Oven and window cleaning ✓ Pressure washing paths	✗ Professional maintenance and repairs you'd usually pay for, like pest control, installing cabinets, or replacing worn carpets—unless there's an urgent age-related safety risk, such as fixing uneven floors or wheelchair-damaged carpet. ✗ Repairs that are the responsibility of others, like landlords, housing authorities, or private insurance, are not covered.
Meal delivery	Partner Provider	✓ Delivery of pre-prepared meals.	✗ Cost of ingredients ✗ Takeaway food delivery ✗ Meal delivery for other members of the household.
Meal preparation	CBS Delivered (unless otherwise agreed)	✓ Support to prepare meals in the home.	