

Top 20 Questions About Support at Home answered

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1.

What is the Support at Home program?

The Support at Home program is a new initiative by the Australian Government, starting on **1 November 2025**. It aims to improve in-home aged care by combining several existing programs into one streamlined system.

The focus is on helping older Australians stay independent, healthy, and connected to their communities while receiving the right support in their own homes.

2.

What services will I get under Support at Home?

The program offers a broad range of services tailored to help you live well at home. Based on your assessment and needs, you will have access to:

- **Clinical care:** Nursing, physiotherapy, occupational therapy, and continence support.
- **Independence support:** Assistance with showering, dressing, taking medications, and transportation.
- **Everyday living services:** Help with cleaning, gardening, shopping, meal preparation, and respite care.

Services are flexible, and you can work with your provider to adjust them as your needs change.

3.

When does Support at Home start?

From **1 November 2025**, *Home Care Packages (HCP)* and *Short-Term Restorative Care (STRC)* were replaced by the **Support at Home** program.

The Commonwealth Home Support Programme (CHSP) will continue to operate separately until it transitions into the new program **no earlier than 1 July 2027**.

These changes aim to simplify the system so older Australians have a consistent and easier experience accessing in-home care.

4.

What are the funding levels for ongoing support?

If you're eligible for Support at Home services, you'll be assigned one of **eight classification levels**. Each level determines your quarterly funding to access ongoing services like clinical care, independence support, and everyday living assistance:

- **Level 1:** \$2,682.75
 - **Level 2:** \$4,008.61
 - **Level 3:** \$5,491.43
 - **Level 4:** \$7,424.10
 - **Level 5:** \$9,924.35
 - **Level 6:** \$12,028.58
 - **Level 7:** \$14,537.04
 - **Level 8:** \$19,526.59
- All values are per quarter.
- If you don't use your full budget, you can carry over up to \$1,000 or 10% of your budget (whichever is greater) into the next quarter.



5.

What other funding sources are available under Support at Home?

In addition to ongoing support, the program provides targeted funding through several pathways to meet specific needs:

Assistive Technology and Home Modifications (AT-HM) Scheme:

- **Low:** \$500 for smaller items like handrails.
- **Medium:** \$2,000 for assistive equipment such as mobility aids.
- **High:** \$15,000 or more for larger home modifications, such as bathroom adjustments or ramps (with supporting evidence).

Restorative Care Pathway:

Designed to help improve or maintain your independence, this provides short-term allied health and multidisciplinary services with funding of **\$6,000** for 16 weeks.

End-of-Life Pathway:

This pathway supports individuals in their final months of life by providing up to **\$25,000** in funding over a 3-month period, with 12-16 weeks to use the allocated funds for in-home care and support.

These additional funding sources are designed to ensure you can access the right services, technology, and care at critical times in your life.

6.

What is the Restorative Care Pathway?

The Restorative Care Pathway focuses on short-term, intensive support to help you maintain or improve your independence.

- You can access up to 12 weeks of allied health and multidisciplinary care to assist with mobility, strength, and daily activities.
- Assistive technology and home modifications are also available during your care plan.

The aim is to reduce reliance on longer-term services and help you stay active and engaged.

7.

What are the biggest changes under Support at Home?

The program introduces several key improvements:

- **More funding:** Up to \$78,000 per year is now available, including extra allocations for Assistive Technology, Home Modifications, Restorative Care, and End-of-Life supports.
- **Less fees:** Care and package management fees are gone, meaning more of your funding goes directly to services.
- **New service categories:** All services now fall under three clear categories: Clinical, Independence, and Daily Living.
- **Co-contribution:** Everyone contributes to some services based on income, with clinical care fully covered by your package.

8.

What is the Assistive Technology and Home Modifications Scheme?

This scheme provides funding to help you access essential products and modifications that improve safety and independence at home. Examples include:

- Mobility aids (e.g., walkers, wheelchairs).
- Bathroom modifications (e.g., handrails, non-slip surfaces).
- Assistive devices like personal alarms or voice-controlled systems.

Funding levels include:

- **Low:** \$500.
- **Medium:** \$2,000.
- **High:** \$15,000 (with potential for more funding if needed).

Your needs will be assessed to determine the appropriate level of funding and support.



9.

How is care managed under Support at Home?

Care management is a key feature of the program, ensuring you receive the best possible outcomes from your services. Your provider will:

- Work with you to develop and adjust your care plan.
- Monitor your needs over time and ensure services are effective.

To fund this support, **10% of your quarterly budget** is allocated for care management. This amount remains the same, even if you have a self-managed arrangement with your provider.

10.

How are budgets determined?

Budgets are based on your individual aged care assessment, which considers your needs, goals, and health status. Funding is provided quarterly, giving you flexibility to plan and adjust your services.

If you don't use your full budget, you can carry over up to \$1,000 or 10% of your allocation (whichever is greater) into the next quarter.

11.

Can I save unused funds?

Yes. If you don't spend your entire budget in a given quarter, the program allows you to carry over:

- Up to **\$1,000**, or
- **10%** of your quarterly budget, whichever is greater.

This ensures you can access support when you need it most, without losing any funding.

12.

Will I have to pay for services?

Your contribution depends on the type of service and your income:

- **Clinical care** (e.g., nursing, physiotherapy): No contribution.
- **Independence services** (e.g., personal care): Moderate contributions.
- **Everyday living services** (e.g., gardening, cleaning): Higher contributions, as the government typically does not fund these services.

Your income and assets will be assessed to determine contribution rates, and pensioners or seniors card holders will pay less.

13.

What if I currently have a Home Care Package?

If you already receive a Home Care Package, you will automatically transition to *Support at Home* on 1 November 2025. You will keep the same funding level and continue accessing services through your current provider. Your income and assets will be assessed to determine contribution rates, and pensioners or seniors card holders will pay less.

14.

What happens if I am on the waiting list for a Home Care Package?

If you're on the *National Priority System* waiting for a Home Care Package, you will automatically move to *Support at Home* when a place becomes available. A new assessment won't be needed unless your needs have changed.

15.

How do I access Support at Home?

Start by contacting My Aged Care to check eligibility:

Online: myagedcare.gov.au

Phone: Call 1800 200 422.

If eligible, you'll receive an in-person assessment at home, followed by a care plan and funding details.

16.

What does the assessment include?

Your assessment will determine:

- Your care needs and goals.
- A budget for ongoing services and/or short-term supports (like restorative care).
- A tailored list of approved services and assistive supports to meet your needs.

17.

Will I need to change providers?

No, you will continue receiving care through your existing provider. If your needs or preferences change, you can choose to reassess or switch providers.

18.

What support is available for urgent care needs?

If you need urgent or short-term care, pathways like *Restorative Care* provide fast access to targeted services. You can also access assistive technology or home modifications to address immediate concerns by contacting My Aged Care..

19.

What is the “no worse off” principle?

If you were already receiving care or assessed as eligible by **12 September 2024**, you won't be disadvantaged. You will pay the same or less than under the current Home Care Packages program.

20.

Where can I find more information?

For up-to-date information and support:

Visit: myagedcare.gov.au

Call: 1800 200 422.

Speak to an Aged Care Specialist Officer at any Services Australia centre.

→ Why not speak to our friendly Home Care experts today

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