

Support At Home

Frequently Asked Questions



Starting 1 July 2025, the Australian Government is introducing a new program called Support at Home. This program will replace the current Home Care Packages (HCP) model and is designed to help more older Australians stay independent and at home for longer, with the right level of care and support that they need.

It's important to note that the Commonwealth Home Support Programme (CHSP) will remain unchanged at this present time. It will transition to Support at Home no earlier than 1 July 2027.

This fact sheet provides information to better understand these changes and what it means for you.

Why are these changes happening?

The government is implementing the Support at Home program in response to the Royal Commission into Aged Care Quality and Safety. Support at Home will bring together current in-home aged care programs, ensuring a simpler and more equitable system for older people that helps them to stay at home for longer.

Support at Home will:

- / Support an additional 300,000 people by 2034-35
- / Provide increased focus on early interventions to help people stay active and independent
- / Ensure higher levels of care for those with complex needs
- / Increase the number and level of packages
- / Provide access to new service types

What services will be available?

The new program will define available services differently and are categorised in the following three service types including:

- / Clinical care such as nursing and allied health services
- / Independence support such as personal care, transport and social support
- / Everyday living services such as cleaning, meals and gardening

Will there be more support options?

You will now have access to three additional support options:

- / Restorative Care Pathway: up to 12 weeks of allied health support to regain or maintain independence
- / End-of-Life Pathway: specialised support for those who have 3 months or less to live and wish to remain at home
- / Assistive Technology and Home Modifications (AT-HM) Scheme: support for those with an assessed need for equipment, products and/or home modifications

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Will my budget change?

For previous Home Care Package holders transitioning to Support at Home, your annual budget will now be divided into quarterly amounts, with funding allocated every three months. If you don't spend your entire budget, you can roll over up to \$1,000 or 10% (whichever is greater) from one quarter to the next. We will help you manage these changes.

Any unspent funds, as of 30 June 2025, will be retained for use under the new Support at Home program. However, the new program will no longer allow the ongoing accumulation of unspent funds.

What does the introduction of client contributions mean?

For new clients entering the Support at Home program from 1 July 2025, there will be government means-tested contributions for some services:

- Clinical care will be fully funded by the government
- Independence support will require moderate contributions
- Everyday Living support will require higher contributions

Your monthly statements will provide you with a detailed breakdown of your costs, so you will know exactly how your funds are being spent.

From 1 July 2025, care management fees will be capped at 10% of your package. As we continue providing care management services to you, your statements will show these services more clearly, with pricing that will be calculated and communicated with you prior 1 July 2025.

From 1 July 2025 package management fees will no longer be charged to you. The government has indicated to service providers that this will need to be rolled into our service prices that we charge our clients.

We are working through our pricing changes and will write to you separately to explain what this will look like under Support at Home and will discuss this with you when renewing your service agreements.

From 1 July 2026, pricing will be regulated and capped by the government to ensure pricing is transparent.

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What does this mean for me?

If you are currently receiving a Home Care Package (HCP), you will transition to Support at Home automatically from 1 July 2025, without any disruption to your care or services.

If you are currently receiving an HCP or have been approved for one before 30 June 2025, your budget will remain at your current level.

If you were receiving an HCP or were on the National Priority System as of 12 September 2024, your contributions will stay the same or be lower. After 1 July 2025, if your needs change, you will be reassessed to ensure you continue to receive the right level of care for you and your contributions will also stay the same.

Where can I seek further support?

The government will provide further information about these changes, and we will share updates as they become available.

Helping Hand is committed to keeping you informed and supported throughout this transition.

To stay updated:

- / Visit helpinghand.org.au/hcs-updates-clients-families for the latest updates
- / Register for email updates by emailing us at supportathome@helpinghand.org.au
- / If you have any questions or concerns, please contact our dedicated customer support at home team on **1300 050 435**