

Support At Home

Frequently Asked Questions

Starting July 1, 2025, the Australian Government will launch the Support at Home program, replacing the current Home Care Packages program. The Government is implementing the Support at Home program in response to the Royal Commission into Aged Care Quality and Safety.

It's important to note that the Commonwealth Home Support Programme will transition no earlier than 1 July 2027.

The current home care programs are not sustainable due to our growing older population.

The new Support at Home program 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 does this mean for our clients?

Existing clients who were receiving a Home Care Package (HCP) will automatically transition to Support at Home as of 1 July 2025. The budgets of existing HCP clients, or those who were approved before 30 June 2025, will remain the same.

For clients who were receiving an HCP or who were on the government Home Care Package waitlist as of 12 September 2024, their contributions will stay the same or be lower.

After 1 July 2025, if their needs change, they will be reassessed to ensure they continue to receive the most appropriate level of care, and their contributions will stay the same.

Supporting our clients:

- / **Government Updates** – Clients will receive official updates from the government outlining key changes.
- / **Regular Communication** – We will provide ongoing updates to clients as more details become available, ensuring they stay informed.
- / **Dedicated Hotline** – Clients can contact our Support at Home team on **1300 050 435** for any questions or concerns.
- / **Online Information Hub** – A client webpage has been created to provide the latest updates, resources, and answers to frequently asked questions.
- / **Personalised Support** – Home Care Partners will reach out to each client to discuss how the changes will affect them and answer any individual questions.

Supporting you:



We recognise these changes are significant and a number of you have raised concerns about how to address questions about client contributions. A dedicated staff webpage has been developed to provide up-to-date information and key resources to support you, this will be added to overtime as we know more and develop more materials to support you: helpinghand.org.au/hcs-updates-staff

If you have any questions or feedback, we encourage you to reach out. You can email us at supportathome@helpinghand.org.au for more information or call the dedicated hotline at **1300 050 435** for any immediate questions or concerns.

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What are the key changes?

Support

Clients have three new support options:

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

Services

The new program will clearly define service options, 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

Budget

Annual budgets will be split into quarterly amounts, allowing a rollover of up to \$1,000 or 10% of unspent budgets each quarter. We will help our clients manage these budgets. Unspent funds as of 30 June 2025, will be retained for the new Support at Home program. However, going forward from that time the new program will no longer allow unspent funds to rollover and accumulate.

Client Contribution

Client contributions will be means-tested by the government and will take into account income and assets. The amount clients will be asked to contribute will depend on their financial situation and the type of service they are using. The table below shows an indication of what contributions will look like.

	Clinical Care	Independence	Everyday Living
Full Pensioner	0%	5%	17.5%
Part pensioner and Commonwealth seniors' health care eligible	0%	5%-50% depending on income and assets	17.5% - 80% depending on income and assets
Self-funded retiree	0%	50%	80%

From 1 July 2026, pricing for services will be capped by the government to ensure fair and transparent pricing.