

# 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 explaining these changes and what they mean.

### *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?*

Support at Home clients will 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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### *How will budgets change?*

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

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

Monthly statements will provide a detailed breakdown of costs, so people know exactly how their funds are being spent.

From 1 July 2025, care management fees will be capped at 10% of the total package and care management fees will be clearly shown on statements.

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

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

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### *What does this mean for current Home Care Package holders?*

For anyone currently receiving a Home Care Package (HCP) you will transition to Support at Home automatically from 1 July 2025.

For anyone currently receiving an HCP or have been approved for one before 30 June 2025, budgets will remain at their current level.

For anyone receiving an HCP or were on the National Priority System as of 12 September 2024, contributions will stay the same or be lower.

### *Where can I seek further information?*

If you are currently receiving an HCP the government will be writing to you with further information about these changes. Alternatively, you can access all current Support at Home resources via [the department's website](#).