

## **Frequently Asked Questions Support at Home Transition 1 November 2025**

To make things easier, we have answered the most Frequently Asked Questions about the new Support at Home Program and how it may affect you. You can access further information on My Aged Care:

<https://www.myagedcare.gov.au/upcoming-changes-aged-care-funding-how-they-affect-you>

### **What is Support at Home?**

The Support at Home Program is part of the Australian Government's aged care reforms. It will replace the Home Care Packages (HCP) Program, and in 2027, the Commonwealth Home Support Programme (CHSP) and other in-home aged care programs with a single, streamlined system.

### **When will the Support at Home Program start?**

The new Support at Home Program commences on **1 November 2025**.

### **How is Support at Home different from Home Care Packages?**

Under the current Home Care Package system, funding is allocated across four package levels (Level 1–4) depending on care needs.

With Support at Home, the system will move to three categories of services:

- Clinical care
- Independence and Support
- Everyday Living

Your care needs will be assessed and matched to one of ten funding categories:

- Eight levels of ongoing support
- Two short-term pathways for restorative care and end-of-life care

This new approach ensures your funding aligns more closely with the type and level of care you need.

### **What changes if I already have a Home Care Package?**

If you are currently receiving a Home Care Package or CHSP services, you will continue to receive the same level of funding and services from 1 November 2025.

Instead of set fees, contributions will be based on the type of service received and financial means (Aged Pension means test, which includes assets and income).

<b>Type of Service</b>	<b>Government Funding</b>	<b>Client Contribution</b>
<b>Clinical care</b> Services under this category include clinical nursing care, physiotherapy, and other Allied Health services.  Care Management also falls under this category.	Fully funded	No cost to clients
<b>Independence support</b> Services under this category include personal care, social support, respite, and transport.	Partial funding	Moderate contribution
<b>Everyday living</b> Services under this category include domestic assistance including cleaning, meals, gardening, and home maintenance.	Partial funding	Higher contribution

We will be transitioning you to the new Support at Home Program and will work with you to ensure continuity of care. This may involve undertaking an assessment and updating your care plan to reflect your care needs.

## When will the contribution changes come into effect?

From 1 November 2025, there is a transition period that clients should be aware of. We have summarised the co-contributions in the table below:

	Clinical Care		Independence		Everyday Living	
	Before 12 September 2024	After 12 September 2024	Before 12 September 2024	After 12 September 2024	Before 12 September 2024	After 12 September 2024
Full Pensioner	0%	0%	0%	5%	0%	18%
Part Pensioner	0%	0%	0%-25%	5%-50%	0%-25%	5%-50%
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%	0%	0%-25%	5%-50%	0%-25%	5%-50%
Self-funded retiree	0%	0%	25%	50%	25%	80%

Unused funds will roll over each quarter, but only up to \$1,000 or 10% of the quarterly budget.

## How is Home Care Funding and Contribution Changing?

The Government will continue funding in-home care, but some cost-sharing changes will apply.

Support at Home will introduce a fixed service list with capped prices to standardise costs. Providers cannot charge above these limits or add extra administration fees. As a result of the Government changes, the way we charge for services will change. You will receive a new Service Agreement from us, which will reflect the prices explained in the attached Pricing Fee Schedule.

## What are the new Support at Home funding levels?

Classification Level	Annual Budget	Quarterly Budget	10% Quarterly Care Management Fee	Maximum Roll Over Amount per Quarter
Level 1 Home Care Package	\$10,833	\$2,708	\$270	\$1,000
Support at Home – Level 1	\$11,000	\$2,750	\$275	\$1,000
Support at Home – Level 2	\$16,000	\$4,000	\$400	\$1,000
Level 2 Home Care Package	\$19,049	\$4,762	\$476	\$1,000
Support at Home – Level 3	\$22,000	\$5,500	\$550	\$1,000
Support at Home – Level 4	\$30,000	\$7,500	\$750	\$1,000
Support at Home – Level 5	\$40,000	\$10,000	\$1,000	\$1,000
Level 3 Home Care Package	\$41,460	\$10,365	\$1,036	\$1,036
Support at Home – Level 6	\$48,000	\$12,000	\$1,200	\$1,200
Support at Home – Level 7	\$58,000	\$14,500	\$1,450	\$1,450
Level 4 Home Care Package	\$62,853	\$15,713	\$1,571	\$1,571
Support at Home – Level 8	\$78,000	\$19,500	\$1,950	\$1,950

## Who is eligible for Support at Home?

Eligible groups include:

- Australians aged 65 and over
- Aboriginal and Torres Strait Islander people aged 50+
- Australians aged 50+ who are homeless or at risk of homelessness

## Will I have to contribute to the cost?

Yes, there may be a co-contribution depending on your financial situation. The Government will continue to subsidise the majority of the cost, but you may be asked to pay a basic daily fee or an income-tested care fee. You will need to discuss co-contributions with Services Australia.