

What is Support at Home?

From 1 July 2025, the Australian Government is introducing a new approach to aged care funding through the Support at Home program which will replace the current Home Care Package (HCP) Program and Short-Term Restorative Care Programme. The Commonwealth Home Support Program (CHSP) will also transition to Support at Home no earlier than 1 July 2027.

Key features of Support at Home include:

- **Introduction of eight funding levels** of up to \$78,000 per year
- **Quarterly budgets** will replace annual budgets
- **A simple and transparent pricing structure** with pricing caps being introduced in July 2026 (providers will continue to set their own fees until then)
- **A reduction in average wait times** from assessment to receiving support
- **Care management fees capped at 10%**

Support at Home services will fall into three main categories – Clinical Supports, Independence Supports and Everyday Living. You can find examples of the types of support you can expect from each category below.

Category	What's Included
Clinical Supports	<ul style="list-style-type: none">● Nursing● Allied health● Therapeutic services● Nutrition● Care management
Independence Supports	<ul style="list-style-type: none">● Personal care● Social support● Therapeutic services for independent living● Respite● Transport
Everyday Living	<ul style="list-style-type: none">● Domestic assistance● Gardening and home maintenance● Meal preparation and delivery

How will Support at Home affect me?

1. New classifications

Support at Home will introduce eight new funding classifications, ranging from \$11,000 to \$78,000 per year. These classifications will replace the existing four Home Care Package levels.

Support at Home classifications	Approx. quarterly budget	Approx. annual budget
1	~\$2,750	~\$11,000
2	~\$4,000	~\$16,000
3	~\$5,500	~\$22,000
4	~\$7,500	~\$30,000
5	~\$10,000	~\$40,000
6	~\$12,000	~\$48,000
7	~\$14,500	~\$58,000
8	~\$19,500	~\$78,000

*Indicative classification budgets

If you already receive support under a Home Care Package, you won't need reassessment and will automatically transition to a Support at Home classification level that matches your current Home Care Package.

Transitioned Home Care Package level	Support at Home quarterly budget	Support at Home annual budget
1	~\$2,708	~\$10,833
2	~\$4,762	~\$19,049
3	~\$10,365	~\$41,460
4	~\$15,713	~\$62,853

*Indicative classification budgets

If your needs change, you may be reassessed into a new classification with a higher budget.

Support at Home will also introduce three new short-term support pathways:

- **Restorative Care Pathway:** Provides access to co-ordinated intensive allied health services to help you regain independence and delay higher care needs for up to 16 weeks (with possibility of extension if required).
- **End-of-Life Pathway:** Provides up to \$25,000 in additional funding to access enhanced in-home support for those with a prognosis of less than three months to live who wish to remain at home. Support is available for up to 16 weeks.
- **Assistive Technology and Home Modifications (AT-HM) scheme:** allows people with an assessed need to access additional funding for assistive technology and home modifications.

2. Participant contributions:

The Support at Home program will also bring changes to the way the government subsidises services. As part of this change, you may be asked to contribute to the cost of the independence supports and everyday living services you receive. The date you were approved for care will determine how the changes affect you.

If you were approved for care **before 12 September 2024**, you will be covered by the government's 'no worse off' principle which means that your contribution will be set at a rate that is equal to or less than the income test fee that you currently pay. Your individual contribution rate will be determined and communicated to you by Services Australia based on your personal financial situation.

INCOME TYPE	CLINICAL	INDEPENDENCE	EVERYDAY LIVING
Full Pensioner	0%	0%	0%
Part Pensioner / CSHC	0%	0% – 25%	0% – 25%
Self-funded / No info provided	0%	25%	25%

If you were approved for care **on or after 12 September 2024**, your individual contribution rate will be determined and communicated to you by Services Australia based on your personal financial situation. You will then pay this contribution as a percentage of the services you receive.

INCOME TYPE	CLINICAL	INDEPENDENCE	EVERYDAY LIVING
Full Pensioner	0%	5%	17.5%
Part Pensioner / CSHC	0%	5% – 50% (based on assessment)	17.5% – 80% (based on assessment)
Self-funded / No info provided	0%	50%	80%

My Aged Care have created an online calculator which can help estimate the contributions you will be expected to pay. You can find the calculator at www.myagedcare.gov.au/upcoming-changes-aged-care-funding.

The calculator only gives an estimate of the contributions you might pay. The contribution that you will pay will be assessed by Services Australia.

3. Quarterly Budgets and Unspent Funds

From 1 July 2025, your funding will be allocated for you to use on a quarterly basis. If you do not use all your funding within that quarter, you can roll over up to \$1,000 or 10% of your quarterly government funding, whichever is higher. **Importantly, any other funds you do not use in that quarter will be returned to the Government.**

If you currently have unspent funds under your existing home care package, you will retain these and can use them to pay for some future services or AT-HM purchases.

4. Changes to Care Management

A cap of 10% of your quarterly budget will be allocated to your care provider to cover the cost of care management. This funding will support your provider to:

- Plan and coordinate your services
- Check in regularly to monitor, review and evaluate your care
- Provide clinical advice and practical support when needed or if your circumstances change
- Offer support and education when needed

We understand these changes are complex and want to reassure you that we are here to help you navigate this transition as smoothly as possible. While there are a

lot of changes happening, one thing that won't change is The District Nurses' commitment to providing outstanding customer service that supports our clients to remain healthy and independent in their homes and community.

FAQS

What are the key changes under Support at Home?

- Introduction of eight funding levels of up to \$78,000 per year
- Quarterly budgets will replace annual budgets
- A simple and transparent pricing structure with pricing caps being introduced in July 2026 (providers will continue to set their own fees until then)
- A reduction in average wait times from assessment to receiving support
- Care management fees capped at 10%

Why are the changes happening?

Support at Home is being introduced in response to recommendations made following the Royal Commission into Aged Care Quality and Safety.

When does the Support at Home program begin?

The Support at Home program will take effect from 1 July 2025.

Who is eligible for Support at Home?

You may be eligible for Support at Home if you:

- Are aged 65 or older (50 or older for Aboriginal or Torres Straight Islander people or people who are homeless or at risk of homelessness)
- Require assistance with daily living activities

What happens if I am already receiving a Home Care Package (HCP)? Will I need to be reassessed?

If you already receive support under a Home Care Package, you won't need reassessment and will automatically transition to a Support at Home classification level that matches your current Home Care Package.

How much will I pay for the care I receive under Support at Home?

The amount you will contribute will depend on the date you were approved for care, your funding level and your personal financial circumstances.

If you were approved for care **before 12 September 2024** you are considered a 'grandfathered' client and will be covered by the government's 'no worse off' principle which means your contribution rates will be the same or lower than they would have been under the Home Care Package (HCP) arrangements.

For those approved for care **on or after 12 September 2024**, the amount you will contribute will be determined by Services Australia based on your funding classification and personal financial circumstances. You will then need to pay this contribution as a percentage of the costs of the services you receive. You will receive an invoice for this amount that will be payable to The District Nurses.

How do I apply for Support at Home?

To apply for Support at Home you will first need to contact My Aged Care via their website or by calling 1800 200 422 to undergo an aged care assessment.

Where can I find more information?

You can find more information about Support at Home on the government [website](#). You can also contact My Aged Care on 1800 200 422.