



Support at Home program

A guide for older people in Australia,
families and carers

Changes to aged care

The Australian Government is making positive changes to aged care.

These changes – known as the aged care reforms – will improve aged care in Australia now and into the future.

Many of these changes are in response to recommendations of the Royal Commission into Aged Care Quality and Safety. Our vision is to deliver the highest quality person-centred care for older people, where and when they need it.

Together we can make positive, lasting changes to aged care that deliver:

- high-quality care for older people
- better conditions for workers
- a sustainable, innovative sector.

The changes to aged care in Australia aim to achieve six main outcomes:

- respect, care and dignity
- real choice and control
- safe and high-quality care
- independence through care at home
- easy, consistent and equitable access
- appropriately skilled care.



health.gov.au/our-work/aged-care-reforms/priorities

About the Support at Home program

The Australian Government is improving in-home aged care to help older people live independently at home for longer.

A new program has been developed called Support at Home, which will bring together some in-home aged care programs from 1 July 2025.

Under the new Support at Home program, there will be improved access to services, products, equipment and home modifications to help older people to remain healthy, active and socially connected to their community.

This includes:

- A Restorative Care Pathway, which can help you maintain and improve your independence through multidisciplinary allied health services.
- The Assistive Technology and Home Modifications (AT-HM) Scheme, which will support you to access products, equipment and/or home modifications to meet your assessed needs.
- An End-of-Life Pathway, which can provide dedicated funding to access services and remain at home in your last 3 months of life.

 health.gov.au/support-at-home






Support at Home start date

The Support at Home program will replace the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme from 1 July 2025.

The Commonwealth Home Support Programme (CHSP) will become part of the Support at Home program no earlier than 1 July 2027.

CHSP will continue operating as usual until it moves to Support at Home.

-  health.gov.au/support-at-home
-  health.gov.au/our-work/hcp
-  health.gov.au/our-work/short-term-restorative-care-strc-programme



Support at Home program inclusions

Services to support you to live at home for longer

Support at Home offers a wide range of support so you can continue to live well at home. Based on your aged care assessment and eligibility, you will have access to an approved list of services. You will be supported to choose the mix of services you can access within your budget.

This includes support for:

- **Clinical care** – such as nursing care, occupational therapy and continence care.
- **Independence** – such as help with showering, getting dressed, taking medications, transport or respite care.
- **Everyday living** – such as cleaning, gardening, shopping or meal preparation.

Under the Support at Home program, you can request to change the mix of services you access from the approved list at any time with your provider, who will support you to make sure the services you receive meet your needs

Support at Home will have 8 ongoing service classifications, each with a budget for you to access services. You can request a re-assessment if your needs change.



health.gov.au/support-at-home-ongoing-services



Restorative Care Pathway

The Restorative Care Pathway will help you stay independent, reduce the need for more services and support you in doing the activities you enjoy.

Under the Restorative Care Pathway, you may:

- have access to up to 12 weeks of restorative care
- access restorative care services alongside any Support at Home services you already receive
- receive an extra budget of about \$6,000 (or up to \$12,000 if required) for multidisciplinary allied health services
- have access to assistive technology and home modifications through the Assistive Technology and Home Modifications (AT-HM) Scheme if needed.



health.gov.au/support-at-home-short-term-supports

End-of-Life Pathway

The End-of-Life Pathway will support you to remain at home in your last 3 months of life. You can be referred for a high-priority assessment to access the End-of-Life Pathway, even if you're not already a Support at Home participant.

Under the End-of-Life Pathway, you will:

- have urgent access to a higher level of in-home aged care services if you have 3 months or less to live
- have access to assistive technology through the Assistive Technology and Home Modifications (AT-HM) Scheme if needed
- receive funding of up to \$25,000 over a 3-month period, with 16 weeks to use the funds to provide more flexibility.



health.gov.au/support-at-home-short-term-supports

Assistive Technology and Home Modifications (AT-HM) Scheme

The Assistive Technology and Home Modifications (AT-HM) Scheme will give you access to products, equipment and/or home modifications to meet your assessed needs.

If you are eligible for the AT-HM Scheme, after your aged care assessment, you can access up to \$15,000 for home modifications and \$15,000 (or more with evidence) for assistive technology.

The separate funding tiers for assistive technology and/or home modifications include:

Low	\$500
Medium	\$2,000
High	\$15,000

If you have specific needs, such as severe ongoing incontinence, you may be eligible for more funding over a longer time.

A defined AT-HM list will outline the products, equipment and home modifications available under the AT-HM Scheme.



health.gov.au/support-at-home-short-term-supports



Care management

You will have access to care management, which supports you to get the best outcomes from your aged care services.

Your provider will be responsible for delivering the Support at Home program and providing care management as needed.

If you receive ongoing services, you will have 10% of your quarterly budget set aside with your provider to deliver care management. This amount will be the same even if you have a self-management arrangement in place with your provider.

 health.gov.au/support-at-home-features

Budgets and contributions

Your Support at Home classification for ongoing services and approval for short-term pathways, assistive technology and/or home modifications is determined during your aged care assessment.

This assessment informs a quarterly (3-monthly) budget, based on your needs, that you and your provider manage.

If you don't spend your budget each quarter, you can carry over unspent funds of \$1,000 or 10% of your quarterly budget (whichever is greater).

Assistive technology and/or home modifications through the AT-HM Scheme are not budgeted quarterly, but provide a funding level which can be accessed for a longer time period.

Under Support at Home, you will only pay contributions to the services you have received.

Contribution rates will vary by the type of service received and your income and assets. The Age Pension means test will be used to determine the means tested percentage contribution, and Commonwealth Seniors Health Card holders will pay lower contributions than other self-funded retirees.

You will make no contribution for clinical support services (such as nursing and physiotherapy).

You will make a moderate contribution for independence services (such as personal care), and products and equipment under the AT-HM Scheme, which help keep people out of hospital and residential aged care.

You will make a higher contribution for everyday living services (such as domestic help and gardening) – the government does not typically fund these services.



health.gov.au/support-at-home-participant-contributions

No worse off principle for older people in the aged care system

If you were already receiving a Home Care Package, on the National Priority System or assessed as eligible for a package on 12 September 2024, you will be no worse off under Support at Home.

You will make the same financial contributions, or lower, than you would under the Home Care Packages Program.

You will also be able to enter residential care under the current fee system, regardless of when you need to enter residential care.

 health.gov.au/support-at-home-case-studies



How to enter the Support at Home program

We have established the Single Assessment System to make it easier for older people to access aged care services as their needs change.

The first step to access government-funded aged care services is to check your eligibility for an assessment. You can do this online at **My Aged Care**, or by calling **1800 200 422**.

If your application is successful, you will be referred for an assessment. Assessments are done in person, at your own home.

When assessed as eligible for the Support at Home program, you will receive a notice of decision and an individual support plan to share with your provider. This will contain:

- a summary of your aged care needs and goals
- a classification with an associated ongoing quarterly budget and a list of your approved services; and/or
- an approval for short-term supports, which may include a budget for:
 - > assistive technology
 - > home modifications
 - > Restorative Care Pathway (for example, intensive allied health services)
 - > End-of-Life Pathway.

 myagedcare.gov.au/assessment



If you already access the Home Care Packages (HCP) Program, you will move to Support at Home and keep the same level of funding to access services from the service list.

If you are on the National Priority System waiting for a Home Care Package, you will automatically get a Support at Home classification when a place is available. You won't need a new assessment unless your needs change.

 health.gov.au/accessing-support-at-home

Changes for older people receiving in-home aged care

If you currently receive your home support through a Home Care Package, you will move to Support at Home on 1 July 2025 and receive care through the same provider.

You can be re-assessed to a higher classification level in the Support at Home program if your needs change.

If you need another round of restorative care after 1 July 2025, you will need to be re-assessed to access this under Support at Home.

If you receive your home support through the Commonwealth Home Support Programme, you will move to Support at Home no earlier than 1 July 2027, unless you are reassessed for a higher level of services.

The Department of Health and Aged Care is working with providers to ensure they are well prepared to move to Support at Home and reduce any impacts to your care.

Your provider will communicate with you directly about any changes to your in-home care arrangements before they occur.



GETTING STARTED WITH AGED CARE

We're working to make the aged care system easier to access and navigate.

My Aged Care

If you need help around the house or are thinking about aged care homes, contacting My Aged Care is the first step.

My Aged Care provides:

- information on the different types of aged care services available
- an assessment of needs to determine eligibility and the right type of care
- referrals and support to find service providers that can meet your needs
- information on what you might need to pay towards the cost of your care.



Australian Government



 **1800 200 422**


 **MyAgedCare.gov.au**

 **Face-to-face** by speaking with an Aged Care Specialist Officer (to book an appointment call **1800 227 475** or visit any Services Australia Service Centre).



Help from a care finder

Care finders can help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them. Visit the My Aged Care website to see a list of care finders in your area.

 **MyAgedCare.gov.au/
help-care-finder**



LET'S CHANGE AGED CARE TOGETHER

Thousands of people have been involved in shaping the reforms so far through surveys, webinars, online workshops, consultation papers and face-to-face events.

There are plenty of opportunities for you to have your say about the changes to aged care

'If aged people are given the slightest opportunity to speak, to contribute, to make a difference, they will thrive.'

*Gillian Groom, AO,
member of the
Council of Elders*

Sign up to receive EngAged, our monthly newsletter for older people:



health.gov.au/aged-care-newsletter-subscribe



Visit the Aged Care Engagement Hub to find out about the latest consultation opportunities and outcomes:



AgedCareEngagement.health.gov.au/get-involved

