

FREQUENTLY ASKED QUESTIONS – SUPPORT AT HOME

What is included in the New Support at Home Program?

The Support at Home Program launches on November 1, 2025. It will replace the Home Care Packages (HCP) and Short-Term Restorative Care (STRC) programs. This program aims to provide participants with tailored support to help them remain in their homes for a longer time. The program will offer a defined list of services across three categories:

1. Clinical Care (e.g., nursing, physiotherapy, care management)
2. Independence Support (e.g., personal care, assistance with showering)
3. Everyday Living Assistance (e.g., cleaning, gardening, meal preparation)

I am on the Commonwealth Home Support Programme (CHSP). Is that changing?

The current CHSP program will continue until at least 2027.

Will I need to be reassessed for the Support at Home Program?

If you begin a Home Care Package before July 1, 2025, you will transition to the new system without needing to be reassessed. Your funding will match the level of your current Home Care Package.

If you start your Home Care Package or are approved for one before September 12, 2024, your contributions under the Support at Home Program will not exceed what you are currently paying, according to the government's "no worse off" principle. However, if you are approved after September 12, 2024, you will fall under the means-tested contributions outlined by the Support at Home Program. Should you require more care in the future, you will need to undergo a new assessment under the Support at Home classification system.

What are some of the most significant changes with Support at Home?

Here are some of the major changes:

- You will not have to pay for clinical care services, such as nursing and physiotherapy, as these are fully funded by the government. However, you may need to pay more for other services, which will be explained below.
- Higher levels of care are now available, with over \$15,000 added to the maximum annual budget. There will also be improved access to restorative care.



- In-home support should be available more quickly, as the government aims to reduce the waiting list for ongoing care support through the Support at Home Program.
- There is separate funding of up to \$15,000 for assistive technology and home modifications, which can help you obtain necessary equipment, including top-recommended items.
- A new End-of-Life pathway offers up to \$25,000 to support individuals who wish to pass away at home.

Will I lose my unused Home Care Package funds?

You will not lose your unspent funds; however, there are specific rules regarding how you can utilise this funding within the Support at Home Program. You don't have to wait to begin using these funds, as you can already allocate them towards services that will help you remain in your home longer.

Will there be price limits on services?

The government will not implement service price caps until July 1, 2026. Until that date, providers will determine their own prices. The Department will monitor and audit these providers to ensure fairness.

What is the situation regarding residential aged care?

Changes to residential aged care include a new means-tested contribution for new residents, which will be indexed twice a year. Additionally, the maximum room price will increase from \$550,000 to \$750,000, with future indexing planned.

How does the Support at Home Program's budget work?

The program introduces eight levels of ongoing support, in contrast to the current four levels of Home Care Packages. Each level comes with a set quarterly and annual budget, with indicative estimates provided by the Government shown below. The budget figures include both the Government funding portion (subsidy) and the participant contribution.

Classification	Quarterly Budget	Annual Amount
1	\$2,750	\$11,000
2	\$4,000	\$16,000
3	\$5,500	\$20,000
4	\$7,500	\$30,000
5	\$10,000	\$40,000
6	\$12,000	\$48,000
7	\$14,500	\$58,000

Classification	Quarterly Budget	Annual Amount
8	\$19,500	\$78,000

You can roll over up to \$1,000 or 10% of your quarterly budget, whichever amount is greater, into your next quarterly budget. You can use this rollover for any additional care needs.

Can the End of Life pathway funding be accessed along with an ongoing budget?

New End-of-Life Pathway offers up to \$25,000 for older people who have less than three months to live. This funding helps them pass away with dignity at home. The End-of-Life Pathway has the highest daily funding classification under Support at Home and can be used for 16 weeks. If a participant is receiving this pathway, they will only get this budget during that time, replacing their ongoing budget.

Participants can only access the End-of-Life Pathway once. If they live longer than expected or recover, they will move to the relevant Support at Home classification based on their assessment or can ask for a re-assessment if needed. Services under the End-of-Life Pathway are the same as those in ongoing classifications, as detailed in the Support at Home service list.

It cannot be used in conjunction with other funding.

How will participants use their funding?

Participants will get an individual support plan from their Single Assessment Team. This plan includes their classification, and a list of ongoing services and/or short-term supports (like assistive technology) based on their needs assessment.

Can Support at Home funds be carried over from one quarter to the next?

Participants will be allowed to save funds between quarters to address unplanned needs. This savings will be capped at either \$1,000 or 10% of their quarterly budget, whichever amount is higher.

Those deemed to require assistive technology and/or home modifications will not need to set aside their funds for these services, as additional funding will be provided separately through the AT-HM Scheme.

Existing home care recipients with unspent funds from their Home Care Package will retain those funds. They can use these funds for ongoing services once their quarterly budget is exhausted, or for services under the AT-HM Scheme if necessary.

How will the quarterly funding cycle operate?



The quarterly funding cycle will align with the fiscal quarters as follows:

- July to September
- October to December
- January to March
- April to June

Participants will have access to the full value of their budget at the beginning of each quarter. Those who join during a quarter will receive a prorated amount of the budget.

What happens next?

If you are a current Home Care Package client, you will move to the Support at Home program starting in July 2025. We will keep you updated during this transition and be in touch for you to sign a new agreement. If you are not yet on a Home Care Package, you can check your eligibility now! Contact us to learn what support you may be eligible for.

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