

NEW SUPPORT AT HOME PROGRAM - 2025

Many older Australians want to stay in their own homes as they grow older. They prefer to keep their independence and stay connected to their community. Home care is usually more affordable and attractive than moving into a nursing home. However, the current system does not adjust well to the changing needs of older Australians. The Aged Care Act supports changes like the Support at Home program, which aims to provide flexible, person-centred in-home care.

The new Support at Home program will be introduced by the Australian Government on **1 November 2025** with the aim to provide more funding and improve the aged care system. This program will *replace* the current Home Care Package (HCP) program and Short Term Restorative Care (STRC) program

The Australian Federal Government created this program to help older Australians live safely and comfortably at home for as long as they can. The support at home program offers clear classifications, fair pricing, and a stronger focus on personalized assistance. This new program aims to make aging at home safer and more respectful.

Around 1.4 million older people will benefit from Support at Home. This program will help them stay independent and get the support they need. By 2034, about 300,000 more people will also get help.

What this change means for you

If you are receiving the Home Care Package you will move to the Support at Home program and continue to receive your care services under this new system. You will not need to be reassessed when the program begins.

Change can feel overwhelming at times. This update aims to make things easier and more flexible for you.

Everyone here at Curtin Heritage Living is here to help you navigate this new system.

Let's break it down in a way that's easy to understand.

Defining Support at Home

Support at Home is a new program for in-home aged care. It will replace the Home Care Packages (HCP) Program and the Short-Term Restorative Care (STRC) Program starting on November 1st, 2025.



If you are currently receiving services through the Commonwealth Home Support Program (CHSP), your care will continue as usual for now. The transition from CHSP to Support at Home will not happen before July 1, 2027, allowing everyone some time to adjust.

The good news is this new program makes it easier to get care at home and find the right support when you need it, without long waits or confusing steps.

Here is how this change will happen

1 November 2025:

If you are currently receiving Home Care Packages, your support will continue under the new "Support at Home" program. Your current level of care will remain the same.

This change will also bring new regulations for those who provide your care, ensuring that everyone works together effectively.

1 July 2027:

The Commonwealth Home Support Program (CHSP) will join the "Support at Home" program. This process will take longer because many different providers are involved, and they need time to prepare.

Who qualifies for Support at Home

If you are 65 years old or older, you can apply for government-funded in-home care.

If you are an Aboriginal or Torres Strait Islander person aged 50 or older, or if you are over 50 and at risk of or experiencing homelessness, you can also get support.

A new classification system

With Support at Home, your funding will now be based on a new system that matches support to your needs.

There will be ten funding classifications instead of the current four Home Care Package levels. This change ensures you receive the right level of care.

Here's how it will work:

- 8 ongoing classifications for long-term care needs
- 2 short-term classifications: a restorative care pathway (to help you regain independence) and an end-of-life care pathway (for those needing palliative support)
- 3 funding tiers for assistive technology and home modifications

The new Support at Home program will provide a higher level of ongoing assistance than the current Level 4 HCP, with a budget of nearly \$78,000 each year. This system aims to give you fairer and more personalized support, so you receive exactly what you need—no more, no less.

A new prioritisation system

This program has a fairer way to decide who gets home care first. It replaces the old system and uses your assessment answers to determine your priority level. Depending on what you need, you will receive one of the following priority ratings:

- Urgent
- High
- Medium
- Standard

If you wait longer than you thought, don't worry – Support at Home will help you. While you wait for the full amount of money, you will get 60% of your budget, so you can still get support. When your full funding comes in, you will receive the rest.

A defined service list

With Support at Home, there's no confusion about what services is available to you. The program includes a clear service list that breaks down exactly what you can access, making it easier for both you and your care providers to understand your options.

Services are grouped into three categories:

1. Clinical Care (e.g., nursing, physiotherapy): Fully funded by the government to keep you healthy and active

2. Independence Services (e.g., personal care): Moderately funded, helping you maintain your independence and dignity
3. Everyday Living Services (e.g., cleaning, gardening): These services require a higher contribution, as they're not typically covered by government funding

This structured approach ensures you receive the right kind of support based on your needs, while also offering clarity about what's included.

How costs will change

In the first year of the Support at Home program, your care provider will still decide how much to charge for their services, just like now. This will help you adjust to the new system.

Starting on 1 July 2026, the Australian Government will set limits on the prices to keep them fair.

The cost for a Support at Home service will cover everything needed to provide it, including transport and paperwork. This is different from the current program, where some costs are charged separately.

When you switch to the new program, you might see changes in prices. The goal is to make things simpler and easier for you.

- Health-related costs (e.g., nursing and medical treatments) are fully funded.
- Caps on care management fees allow for fair pricing.
- Contributions are based on income levels, ensuring affordability.

We're here to help!

We are learning about these changes too and know it can feel overwhelming. We are here to help.

Call us on 9382 7550 or you can EMAIL us funding@curtinheritage.com.au.

Let's navigate this together!

<END>