



Support at Home program provider transition guide

From 1 July 2025, Support at Home will replace the Home Care Packages (HCP) Program and the Short-Term Restorative Care (STRC) Programme. Support at Home will ensure a simpler and more equitable system for older people that helps them to stay at home for longer.

The new Aged Care Act also commences on 1 July 2025. The new Act responds to 58 recommendations from the Royal Commission. In addition to Support at Home, it also makes laws about:

- a Statement of Rights for older people
- who can access aged care services
- funding of aged care services delivered under the new Act, including what the government will pay and what an older person can be asked to pay
- strengthened Aged Care Quality Standards – these outline what quality and safe aged care services look like
- stronger powers for the regulator, the Aged Care Quality and Safety Commission.

About this guide

This guide provides guidance on the actions existing HCP and STRC providers should take to be operationally ready to transition to the Support at Home program.

The guide is divided into 5 key transition stages.

1. Understand the impact of the Support at Home program
2. Prepare for transition
3. Deliver services
4. Receive payments
5. Facilitate change in service

We will update this guide as additional support tools and resources are released. Providers are recommended to regularly check the department’s website for further information.

Transition Support Model

We have developed a Transition Support Model (Figure 1), which outlines the mechanisms that will be put in place to assist you to transition to Support at Home.

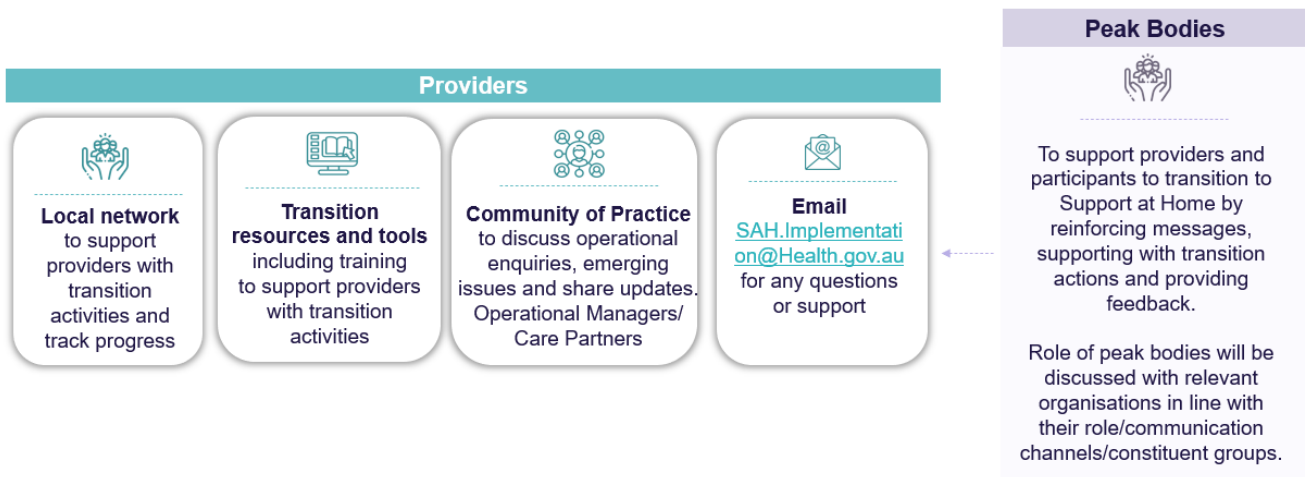


Figure 1: Transition Support Model

Resources

Below is a list of resources and tools to assist you to complete the actions in this guide.

Information about the Support at Home program

Transition resources and tools	Link and anticipated release timeframe
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Support at Home program handbook	Available now on the department's website - Support at Home program handbook
Support at Home service list	Available now on the department's website - Support at Home service list
Assistive Technology and Home Modifications List (AT-HM List)	Available now on the department's website - Assistive Technology and Home Modifications List (AT-HM List)
Support at Home program manual	<p>The department will finalise consultation on the program manual in stages until mid-February and will publish the first tranche in March 2025.</p> <p>Some sections of the manual are dependent on consultation of the new Aged Care Act Rules. These sections contain placeholders and further updates to the manual will be available from May.</p>
The new Aged Care Act and associated rules	<p>Information on the new Aged Care Act is available on the department's website - New Aged Care Act.</p> <p>Refer to the Consultation on the new Aged Care Act webpage for the current status of consultation, and access to rules which have been released for consultation.</p>

Technical resources to assist with setting up your systems

Transition resources and tools	Link and anticipated release timeframe
Support at Home Claims and Payments Business Rules Guidance (provides context for understanding the business intent detailed in the Technical Specification for claims and payment processing)	The Support at Home Claims and Payments Business Rules Guidance will be published on the department's website in February 2025.
Services Australia Technical Specifications	Technical specifications to support the change are available on the Health Systems Developer Portal . The vendor test environment will be available early in 2025.

Claiming process guides on the Aged Care Provider Portal (ACPP)	Available from April 2025. The guides will be updated to include the information required to submit and finalise a home care claim. Aged Care Provider Portal (ACPP) - Home Care - Health Professional Education Resources
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Communication

Transition resources and tools	Link and anticipated release timeframe
Support at Home program – Booklet for older people, families and carers	Available now on the department’s website - Support at Home program – Booklet for older people, families and carers
Support at Home program – Booklet for older Aboriginal and Torres Strait Islander people, families and carers	Available now on the department’s website - Support at Home program – Booklet for older Aboriginal and Torres Strait Islander people, families and carers
Support at Home program – Fact sheet – Changes to Support at Home pricing arrangements for in-home aged care providers	Available now on the department’s website - Support at Home program – Fact sheet - Changes to Support at Home pricing arrangements for in-home aged care providers
Navigating the reforms – Webpage	Available now on the department’s website - Navigating the reforms
Information to support providers to communicate with existing HCP recipients about their transition to Support at Home	Available from February 2025.
Support at Home program - Videos for older people, providers and workforce	Available from April 2025.
Support at Home program - Knowledge articles on participant contributions	Available from April 2025.

Training

Transition resources and tools	Link and anticipated release timeframe
Provider training packages	The department will deliver training and have training resources available from early April 2025.

1. Understand the impact of the Support at Home program

Understand Support at Home

To prepare for the commencement of Support at Home on 1 July 2025, you will need to understand the details of the program and the impact it will have on your organisation. The following activities need to be completed by 30 June 2025 to start delivering Support at Home services from 1 July 2025.

Actions providers should take	Timeframe	Transition resources and tools
<p>Ensure you are registered to the right home care categories and understand your obligations in the Support at Home program, including:</p> <ul style="list-style-type: none">• provider registration categories• obligations and conditions of registration• obligations for keeping information on associated providers (sub-contracted or third-party providers) up-to-date• workforce and aged care worker obligations• what actions will occur if you do not meet obligations.	Now	<p>For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department's website.</p> <p>The Aged Care Act Policy Manual, available from March 2025, and resources from the Aged Care Quality and Safety Commission (the Commission) will provide more context on provider registration and obligations.</p>
<p>Understand the Support at Home program services and requirements, including:</p> <ul style="list-style-type: none">• service list details• Assistive Technology and Home Modifications (AT-HM) Scheme provisions• access and delivery of Restorative Care Pathway funding, including with reference	October 2024 – April 2025	<p>Refer to the Support at Home program handbook for information about the program.</p> <p>The program manual will have detailed information about the Support at Home program, the Assistive Technology and Home Modifications Scheme, the Restorative Care Pathway and the End-of-Life Pathway. This will be available from March 2025 on the department's website.</p>

Actions providers should take	Timeframe	Transition resources and tools
<p>to the Restorative Care Pathway Clinical Guidelines</p> <ul style="list-style-type: none"> • access and delivery of End-of-Life Pathway funding, including the eligibility criteria • the assessment, reassessment and waitlist process, including the new First Nations assessment pathway • the interface with other programs (such as the Commonwealth Home Support Programme). 		<p>Refer to the Support at Home service list for the list of services participants can access under the Support at Home program.</p> <p>Information on First Nations Aged Care Assessments is available on the department's website.</p>
<p>Understand the Support at Home program financial and payment mechanisms, including:</p> <ul style="list-style-type: none"> • the new funding model • care management fund administration • eligibility for supplementary grants. 	<p>From March 2025</p>	<p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p>
<p>Understand transition arrangements for existing HCP recipients.</p>	<p>From February 2025</p>	<p>Available on the department's website - Fact sheet – Changes to Support at Home pricing arrangements for in-home aged care providers.</p> <p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February.</p> <p>The program manual will include information on transition arrangements for existing HCP recipients.</p>

Actions providers should take	Timeframe	Transition resources and tools
<p>Assess the impacts of the Support at Home program on your business model and operations and identify the services you will provide to participants.</p>	<p>From December 2024</p>	<p>Refer to the Support at Home service list for the list of services participants can access under the Support at Home program.</p> <p>Available on the department’s website - Fact sheet – Changes to Support at Home pricing arrangements for in-home aged care providers.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p>
<p>Ensure that relevant provider transition activities extend to sub-contracted registered and non-registered associated providers (e.g. gardener, allied health professional).</p> <ul style="list-style-type: none"> • review ways of working and new contract requirements. • renegotiate contracts with Associated Providers. 	<p>From March 2025</p>	<p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p>
<p>Review documentation on the claiming process to understand additional data and information sharing requirements for receiving payments.</p> <p>Consider what changes are required to your ICT systems to support this.</p>	<p>From February 2025</p>	<p>The Support at Home Claims and Payments Business Rules Guidance will be published on the department’s website in February 2025.</p> <p>Technical specifications to support the change are available on the Health Systems Developer Portal . The vendor test environment will be available early in 2025.</p>

Actions providers should take	Timeframe	Transition resources and tools
<p>You will need to determine workforce requirements for Support at Home so you can deliver care services to participants. This includes understanding:</p> <ul style="list-style-type: none"> • the role of service delivery staff and care managers • workforce training requirements • education needs for the workforce to provide culturally safe, appropriate care and to support staff with end-of-life care • the obligations under the Quality Standards for those working for providers registered into categories 4 and 5. 	<p>March - April 2025</p>	<p>Services Australia will update existing guides on the Aged Care Provider Portal from April 2025 with changes to the claiming process. This should include the information you need about changes to your claiming process and what changes you need to make to internal systems.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p> <p>Resources from the Commission will provide additional information on Quality Standards.</p> <p>Training resources will be available from April 2025.</p>
<p>You may need to determine options for upskilling staff.</p>		

2. Prepare for transition

Prepare for service delivery under Support at Home

You will need to consider what changes are required to your organisation to transition to Support at Home on 1 July 2025. The following activities need to be completed by 30 June 2025 to start delivering Support at Home services from 1 July 2025.

Actions providers should take	Timeframe	Transition resources and tools
<p>Prepare financial and reporting processes and systems for transition to Support at Home. This includes establishing:</p> <ul style="list-style-type: none">• processes and reporting to claim against care management funds• financial reporting• technologies adaptable for quality reporting (such as the Serious Incident Response Scheme)• processes to monitor each participant's quarterly budget and expenditure to mitigate risks of overspends/ running out of funds• processes to collect participant contribution payments.	From February 2025	<p>The Support at Home Claims and Payments Business Rules Guidance will be published on the department's website in February 2025.</p> <p>Technical specifications to support the change are available on the Health Systems Developer Portal. The vendor test environment will be available early in 2025.</p> <p>Services Australia have an education gateway, Aged Care Provider Portal (ACPP) - Health Professional Education Resources, that will include resources and information for providers regarding Support at Home claiming. Updated resources will be available from April 2025.</p>
<p>Prepare your ICT systems to facilitate the transfer of required data and information to Services Australia to submit itemised invoices.</p>	From February 2025	

Actions providers should take	Timeframe	Transition resources and tools
Establish processes to implement Support at Home program features such as self-management, care management and interaction with digital platforms.	From March 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Update communication products for participants to align with Support at Home communication artefacts and client facing environments.	December 2024 – March 2025	Available on the department's website - Support at Home program – Booklet for older people, families and carers Available on the department's website - Support at Home program – Booklet for older Aboriginal and Torres Strait Islander people, families and carers
Ensure your workforce has completed training on the Support at Home program design , Restorative Care Pathway, End-of-Life Pathway, Assistive Technology and Home Modifications Scheme, care management responsibilities, cultural competencies and contribution waiver systems.	April – June 2025	Support at Home training will commence from April and training packages will be developed to support the workforce transition to Support at Home.
Ensure all individuals working in aged care are aware of the Code of Conduct for Aged Care . You must also support, equip and prepare aged care workers to comply with the Code.	Ongoing	Available on the Commission's website - Code of Conduct for Aged Care .
Ensure that relevant care partners and service delivery staff hold relevant health qualifications.	March – June 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.

Actions providers should take	Timeframe	Transition resources and tools
<p>Update and validate payment account details to ensure payments are received for service delivered under the Support at Home program.</p>	Now	<p>Refer to the Update your bank details as an aged care provider instructions on the Services Australia website.</p>
<p>Apply for supplementary grants in thin markets, if eligible.</p>	<p>We will advise eligible providers of the due date for grant applications.</p>	<p>Further guidance and resources will be made available in coming months to support you to apply for the grant (if eligible).</p>
<p>Update service information.</p> <p>From 1 July 2025 you will need to verify and update the services you are delivering. This will include removing services that are not included in the Support at Home service list.</p> <p>You will also need to update pricing for the services you deliver and revalidate that your service delivery area is accurate.</p> <p>If the services you are providing change from 1 July 2025 you will need to notify the Commission. If you are removing all service types in a category, you will need to complete a variation</p>	<p>From 1 July 2025 – 6 July 2025</p>	<p>Instructions on how to update your services will be available from 1 July 2025.</p>

Actions providers should take	Timeframe	Transition resources and tools
application to the Commission to remove the registration category.		

Understand your regulatory obligations as a provider

In preparation for the new Aged Care Act, all current government-funded providers will be transitioned to the new system as registered providers. Through the deeming process, the department will transition existing providers to one of the 6 new registration categories based on the services you are currently approved for.

You can access additional information on the [New model for regulating aged care web page](#) on the department's website.

Actions providers should take	Timeframe	Transition resources and tools
<p>Update your service provider information in the Government Provider Management System to support the deeming process. Confirm service delivery branches are current, and participants are linked to these branches to enable payments from 1 July 2025.</p>	Now	Refer to the Using the Government Provider Management System webpage on the department's website.
<p>Validate your registration categories assigned during the deeming process and, if required, provide additional information, to ensure you can meet your category obligations.</p>	Complete	Refer to information on the deeming process on the department's website.
<p>The department will reach out to you to confirm the nominated contact to receive deemed categories.</p>		

Actions providers should take	Timeframe	Transition resources and tools
<p>Understand the changes required under the new Act, including around open disclosure, protected information and a restorative justice approach to complaints handling.</p>	From March 2025	<p>The Aged Care Act Policy Manual will contain more context on provider obligations under the new Aged Care Act. This information will be progressively available from March 2025.</p>
<p>Regulatory model provider deeming preview – to validate registration information.</p>	April 2025	<p>You will be sent a provider preview PDF in April 2025 to validate the registration information.</p>
<p>Prepare systems and processes to align with the new aged care regulatory model. Establish practices to comply with conditions of registration and obligations under the New Act. This should include processes to deliver services in line with the statement of rights and statement of principles.</p> <p>Note that if you are not registered in category 5, you will not be able to submit claims for payment for nursing care.</p>	May - June 2025	<p>For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department’s website.</p> <p>The Aged Care Act Policy Manual will contain more context on provider registration conditions. This information will be progressively available from March 2025.</p>
<p>Implement a complaints management system in line with your obligations under the new Aged Care Act and communicate the processes for making, addressing and resolving a complaint with Support at Home participants.</p>	May - June 2025	<p>The Aged Care Act Policy Manual will contain more context on provider obligations under the new Aged Care Act. This information will be progressively available from March 2025.</p>

Actions providers should take	Timeframe	Transition resources and tools
You will need to maintain your registration in line with the new regulatory model.	From 1 July 2025	For information on the regulatory model, please visit the <u>How the new aged care regulatory model will work</u> webpage on the department's website.

Engagement with existing HCP recipients and STRC clients

We will provide resources to assist older people and their families and carers to understand the changes to in-home aged care under Support at Home. You will need to engage with existing HCP recipients and STRC clients to communicate how the changes will impact them. This will minimise care service disruption and impacts relating to the transition to Support at Home.

Actions providers should take	Timeframe	Transition resources and tools
<p>Ensure existing HCP recipients receive confirmation that:</p> <ul style="list-style-type: none">• they will receive a Support at Home budget that matches the same funding level as their HCP. Under the HCP program, if they receive an Oxygen, Enteral feeding, Veterans or Dementia and Cognition supplement, these will be retained under their Support at Home budget• they will keep any Commonwealth unspent funds for use under Support at Home• they can be reassessed to a higher level if their needs change• they will have access to assistive technology and/or home modifications if needed through the separately funded AT-HM Scheme or HCP Commonwealth unspent funds.	<p>From February 2025</p>	<p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.</p> <p>The department will also release a video in March 2025 outlining participant transition arrangements.</p> <p>Existing HCP recipients will receive targeted communication from April 2025 outlining how the transition to Support at Home will impact them.</p>

Actions providers should take	Timeframe	Transition resources and tools
<p>Inform HCP recipients about changes to their services under the Support at Home service list. This should include:</p> <ul style="list-style-type: none"> • reviewing services currently being accessed under HCPs and preparing for any adjustments that may be required to align with the Support at Home service list. Support recipients to determine the likely service mix required to best meet their needs, including consideration of privately funded arrangements if necessary • what services they are eligible for under the Support at Home service list • any services that the provider is unable to offer under the Support at Home program • how to access short-term supports, including the Assistive Technology and Home Modifications Scheme, the End-of-Life Pathway, and the Restorative Care Pathway. 	Now	Refer to the Support at Home service list and the Assistive Technology and Home Modifications List on the department's website.
<p>Inform existing HCP recipients about changes to consumer contributions (including for short-term supports), budget management, eligibility for special rates and supplements and how their contributions may change if they are reassessed.</p>	From February 2025	Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.

Actions providers should take	Timeframe	Transition resources and tools
Implement processes to ensure that the contributions from participants for services are clearly understood before the services begin.	From March 2025	<p>The department will also release a video by March 2025 outlining participant transition arrangements.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p> <p>Existing HCP recipients will receive targeted communication from April 2025 outlining how the transition to Support at Home will impact them.</p> <p>The outcome of income and assets assessment will be sent out by Services Australia to participants and their home care provider to inform them of their contribution obligations.</p> <p>We will continue to conduct webinars for older people, families and carers in 2025 to communicate Support at Home changes.</p> <p>You may choose to plan your communication with existing HCP recipients to support the transition in alignment with this. You can refer to the Support at Home Q&As for communication with older people, families and carers, Support at Home program handbook and the Support at Home program manual (from March 2025) to inform your engagement with participants.</p>
Inform existing HCP recipients how to review and read the new monthly statement.	From March 2025	The monthly statement template will be available on the department's website from March 2025.

Actions providers should take	Timeframe	Transition resources and tools
<p>Inform existing HCP recipients about changes to care management funding, including:</p> <ul style="list-style-type: none"> • 10% of funding will be allocated for care management funding, with no client contribution required • what is and is not included in care management services • care management funding will be allocated to providers at the beginning of each quarter • non-clinical care partners will receive appropriate training • care management arrangements for Support at Home short-term supports 	From March 2025	<p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p>
<p>Inform HCP recipients about the availability and obligations of self-management and your role in overseeing and supporting self-management, including that:</p> <ul style="list-style-type: none"> • Support at Home participants who choose self-management will do so with the agreement that you will oversee and support them to ensure quality and safety of service delivery, as well as compliance with legislation and program guidance 	From February 2025	<p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from <u>March</u> 2025 on the department's website.</p>

Actions providers should take	Timeframe	Transition resources and tools
<ul style="list-style-type: none"> any third-party workers engaged, regardless of how they are selected, will need to meet the regulatory requirements of the provider. Providers can apply an overhead cap of up to 10% of the third-party service price as part of the care management funding for self-managed participants care partners will provide care management services at least once a month. 		
<p>Communicate with participants about their rights under the Statement of Rights and be prepared to demonstrate how you plan to meet the obligation to deliver care and services in a way that is compatible with the Statement of Rights.</p>	<p>From March 2025</p>	<p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p>
<p>Inform participants that they can register a person to assist them in their decision-making.</p>	<p>Now</p>	<p>Information on supported decision making is available on the rights-based new Aged Care Act webpage on the department's website.</p>
<p>Advise participants of their options if they want to raise a concern.</p>	<p>Now</p>	<p>If a participant has a concern their options are outlined on the Complaints webpage on My Aged Care.</p>

Actions providers should take	Timeframe	Transition resources and tools
<p>Inform STRC clients that short-term restorative care will change to the Restorative Care Pathway under Support at Home.</p> <ul style="list-style-type: none"> • For existing STRC clients, their current care will continue, subject to Support at Home program arrangements. • For people approved for STRC that commence their care after 1 July 2025, their care will be delivered under the Support at Home program’s Restorative Care Pathway. 	<p>From February 2025</p>	<p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p>
<p>Inform existing STRC clients that they will have access to the AT-HM Scheme through the Restorative Care Pathway, and how to access it.</p>	<p>From May 2025</p>	

3. Deliver services

Transition existing HCP recipients to Support at Home

Existing HCP recipients will transition to Support at Home from 1 July 2025.

Actions providers should take	Timeframe	Transition resources and tools
Ensure each existing HCP recipient is assigned a care partner to support the transition.	From February 2025	Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.
Care partners need to connect with Support at Home participants to review and discuss their Support at Home care plan and eligibility for care management supplements. This includes planning services against quarterly budgets and outlining contributions against quarterly budgets so that Support at Home participants understand what service they will receive and what contributions they will need to make.	From April 2025	The department will also release a video by March 2025 outlining participant transition arrangements. The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Create new service agreements (currently referred to as Home Care Agreements under HCP), reflecting changes to the services and pricing, including care management fees, and specify a price for all services, to maintain transparency and clarity.	From April 2025	
Support existing HCP recipients to request a reassessment , if required. If this reassessment occurs after 1 July 2025 the participant will be	Ongoing	

Actions providers should take	Timeframe	Transition resources and tools
assigned a Support at Home classification, and their consumer contribution amount may change, depending on the volume and type of services received.		

Deliver services under Support at Home

From 1 July 2025, you will deliver home care services in alignment with the Support at Home program and the new Aged Care Act. Providers and their workforce should take all reasonable steps to deliver services that are in line with the Statement of Rights.

Actions providers should take	Timeframe	Transition resources and tools
Create service agreements (currently referred to as Home Care Agreements under HCP) and care plans for new participants approved for Support at Home from 1 July 2025.	From 1 July 2025	The program manual will have detailed information about service agreements and support plans and will be available from March 2025 on the department's website.
Determine care management responsibility for participants and allocate workforce to deliver care management.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Deliver care to Support at Home participants in alignment with their care plan and service agreement.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Advise participants what they can do if they have a question or concern about their care.	Now	Refer to the Complaints webpage on My Aged Care for options for participants wanting to make a complaint.

Actions providers should take	Timeframe	Transition resources and tools
<p>Ensure compliance with registration conditions and mandatory obligations under the New Aged Care Act:</p> <ul style="list-style-type: none"> • meet all conditions of registration and obligations • understand and be prepared to interact and cooperate with the Aged Care Quality and Safety Commission • demonstrate continuous improvement. 	From 1 July 2025	<p>The Aged Care Act Policy Manual will contain additional information on provider registration conditions and mandatory obligations. This information will be progressively available from March 2025.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p>
<p>Complete financial reporting to fulfil financial reporting compliance obligations. This includes the Aged Care Financial Report, the Quarterly Financial Report and provider operations reporting.</p>	Ongoing reporting obligation	Refer to the Aged care provider reporting webpage on the department's website for further details on ongoing reporting obligations for aged care providers.
<p>Complete quality and safety reporting, such as Serious Incident Response Scheme reporting.</p>	Ongoing reporting obligation	

Deliver restorative care services under Support at Home

The Restorative Care Pathway under Support at Home will replace the Short-Term Restorative Care (STRC) Programme from 1 July 2025. The Restorative Care Pathway will focus on early intervention and prevention to restore function, supporting participants to remain independent at home for longer. Participants will receive coordinated allied health and nursing services to help them achieve their goals and slow functional decline.

Actions providers should take	Timeframe	Transition resources and tools
Provide up to 12 weeks of restorative support , with an additional 4 weeks in specific cases like remote areas and culturally safe care.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Build a goal plan with the Support at Home participant.	From 1 July 2025	The monthly statement template will be available on the department website from March 2025.
Schedule a reassessment for the Support at Home participant to evaluate ongoing care needs.	From 1 July 2025	
Provide a final statement summarising services received.	From 1 July 2025	
Create an exit report for restorative care.	From 1 July 2025	

Deliver the End-of-Life Pathway

Support at Home will include an End-of-Life Pathway, commencing from 1 July 2025. The End-of-Life Pathway will support participants who have been diagnosed with 3 months or less to live that wish to remain at home by providing an increase in the level of services available.

Actions providers should take	Timeframe	Transition resources and tools
Providers should support any HCP recipients who have transitioned to Support at Home who may fit the eligibility criteria for the End-of-Life Pathway, to access the End-of-Life Pathway.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.

Actions providers should take	Timeframe	Transition resources and tools
Provide up to 12 weeks of services under the End-of-Life Pathway.	From 1 July 2025	Additional information on the End-of-Life Pathway will be published on the department's website.
Understand options for clients who live beyond the End-of-Life funding period, including the use of Support Plan Reviews to transition to ongoing services.	From 1 July 2025	

Deliver assistive technology and home modifications under Support at Home

The Assistive Technology and Home Modifications (AT-HM) Scheme will provide eligible participants under the new Support at Home program upfront separate funding to access products, equipment and home modifications that will help them to live independently at home for longer.

Actions providers should take	Timeframe	Transition resources and tools
Determine if I will deliver assistive technology and/or home modifications .	Now	<p>Available on the department's website - Assistive Technology and Home Modifications List (AT-HM List).</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.</p>
<p>Determine how I will source assistive technology and/or home modifications:</p> <ul style="list-style-type: none"> source and purchase low cost/risk assistive technology from the AT-HM list in co-operation with the participant 	From March 2025	Available on the department's website - Assistive Technology and Home Modifications List (AT-HM List) .

Actions providers should take	Timeframe	Transition resources and tools
<ul style="list-style-type: none"> • source and purchase non-loanable assistive technology including organising wrap arounds and delivery with agreement of participant • source prescription for assistive technology items where required and for all home modifications from appropriately qualified allied health professionals • interact with the National Assistive Technology Loans Scheme to source loanable assistive technology products and equipment. 		<p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p> <p>AT-HM Scheme Guidelines will be available on the department’s website prior to commencement of the AT-HM Scheme.</p>
<p>Identify existing HCP recipients needing assistive technology and/or home modifications and inform the department to assist with transition of these clients.</p>	From April 2025	The department will provide further information on how to communicate with existing HCP recipients who need assistive technology and/or home modifications.
<p>Communicate available unspent funds to the participant under Support at Home for use in accessing assistive technology or home modifications.</p>	From April 2025	<p>Guides on the Aged Care Provider Portal for instructions on how to view unspent funds and participant budget.</p> <p>The department will provide further information on how to communicate with existing HCP recipients who do not have sufficient unspent funds to meet assistive technology and/or home modification needs.</p>
<p>Identify if unspent funds are sufficient to meet assistive technology and/or home modifications needs and communicate to the department if not.</p>	From April 2025	

Actions providers should take	Timeframe	Transition resources and tools
<p>Inform existing HCP recipients about the availability of assistive technology and home modifications based on assessed needs, including the AT-HM list and associated administrative costs. Existing HCP recipients should understand that any unspent funds must be used before accessing their AT-HM budget.</p>	<p>From February 2025</p>	<p>Information to support you to communicate with existing HCP recipients about their transition to Support at Home will be available from February 2025.</p> <p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p>
<p>Deliver assistive technology and home modifications via the AT-HM Scheme:</p> <ul style="list-style-type: none"> • refer Support at Home participant to an assistive technology prescriber to have assistive technology needs assessed, or to have home modifications needs assessed by an allied health professional • support participant to access assistive technology loans scheme if the item they need is available for loan • purchase assistive technology in line with the AT-HM list if not available or suitable to loan, with agreement from participant • access home modifications in line with the AT-HM list with agreement from participant. 	<p>From 1 July 2025</p>	<p>The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department’s website.</p>

Existing Commonwealth Home Support Programme clients

The Commonwealth Home Support Programme (CHSP) will transition to Support at Home no earlier than 1 July 2027.

CHSP providers will be covered by the new Aged Care Act from 1 July 2025 and have been extended from 1 July 2025 to 30 June 2027 under existing grant agreement arrangements.

Existing eligible CHSP clients can continue to receive their CHSP services from 1 July 2025.

Actions providers should take	Timeframe	Transition resources and tools
CHSP providers through their 2025-27 contract discussions should ensure registration to the right category and understand the obligations under the new Aged Care Act, including:	By 1 July 2025	For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department's website. The Aged Care Act Policy Manual, available from March 2025, and resources from the Aged Care Quality and Safety Commission (the Commission) will provide more context on provider registration and obligations.
<ul style="list-style-type: none">• provider registration categories• obligations and conditions of registration• obligations for keeping information on associated providers (sub-contracted or third-party providers) up-to-date• workforce and aged care worker obligations• what actions will occur if you do not meet obligations.		
CHSP providers should inform existing CHSP clients about changes to the CHSP from 1 July 2025:	By 1 July 2025	Refer to the Commonwealth Home Support Programme (CHSP) 2025-27 Extension – Provider update on the department's website.

Actions providers should take	Timeframe	Transition resources and tools
<ul style="list-style-type: none"> • The changes to service names to align with the new Aged Care Act service list, noting CHSP services will continue for clients until their needs change • The Statement of Rights under the new Aged Care Act and what this means for them as a CHSP client when accessing government-funded aged care services. • The requirement for all clients to be registered and assessed as this will be a requirement under the new Aged Care Act from 1 July 2025. CHSP providers are currently required to ensure that services are only delivered to clients who have documented and recorded evidence of the need for those services. This means providers must ensure: <ul style="list-style-type: none"> ○ all clients receiving services are recorded in My Aged Care with a My Aged Care ID ○ clients have a care plan recorded in My Aged Care, which describes the client’s assessed care need. 		<p>Refer to the 2025-27 extension process and changes to the CHSP on the department’s website.</p> <p>Refer to the CHSP manual 2025–27 for detail on changes to the CHSP from 1 July 2025, available from February 2025.</p> <p>The CHSP booklet and Easy Read Guide for older people will be updated prior to 1 July 2025 with details on what’s available through the CHSP from 1 July 2025.</p>
<p>It is acknowledged there are many clients who are not registered with My Aged Care. Several processes have been run in recent years to address this issue, but it remains prevalent.</p>		

Actions providers should take	Timeframe	Transition resources and tools
<p>Further advice on client transition arrangements will be provided to CHSP providers in the coming months.</p> <ul style="list-style-type: none"> Community cottage respite and hoarding and squalor assistance will still be available under the CHSP Clients can continue to access and utilise Equipment and Products through CHSP providers Clients will continue to pay their existing payment contributions to their CHSP provider until 1 July 2027. 		

Aboriginal and Torres Strait Islander Support at Home participants

Support at Home will support older Aboriginal and Torres Strait Islander people to access culturally safe, trauma-aware and healing-informed aged care in or close to their community, in alignment with their right to do so under the new Aged Care Act. Engagement is underway to design an Aboriginal and Torres Strait Islander pathway that could commence when Commonwealth Home Support Programme (CHSP) providers join Support at Home, no earlier than 1 July 2027.

Actions providers should take	Timeframe	Transition resources and tools
<p>Engage with the Elder Care Support and Care Finder programs in your local area. Understand how they can support Aboriginal and Torres Strait Islander Support at Home participants and ensure</p>	Now	<p>Refer to the National Aboriginal Community Controlled Health Organisation website for Elder Care Support.</p> <p>Refer to the Care finder program webpage on the department's website.</p>

Actions providers should take	Timeframe	Transition resources and tools
they are aware of which Support at Home services you can provide.		
Understand the definition of cultural safety as defined in the new Aged Care Act.	Now	Read the definition of cultural safety in the Explanatory Memorandum of the Aged Care Bill.
Understand about supplement care management funds for Aboriginal and Torres Strait Islander Support at Home participants.	From March 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Nominate that you can deliver relevant Aboriginal and Torres Strait Islander services.	Now	Providers can apply for specialisation verification through the My Aged Care Service and Support Portal.

4. Receive payments

Payment arrangements for existing HCP recipients

The funding model to pay Support at Home providers will be based on services delivered. The collection of participant contributions is your responsibility. You will invoice Services Australia against different funding sources:

- participants' quarterly budgets for ongoing services delivered
- participant's assistive technology and home modifications funding tier for AT-HM provision, including prescribing costs
- participant's budget for End-of-Life Pathway and/or Restorative Care Pathway where applicable
- Commonwealth Unspent funds balances held by existing HCP recipients who have transitioned to Support at Home
- your care management fund for care management services delivered.

Actions providers should take	Timeframe	Transition resources and tools
Ensure that existing HCP recipients who were receiving care or waiting to receive a package on or before 12 September 2024 understand the new contribution arrangements and pay contributions for services delivered.	From 1 July 2025	Support at Home participants will receive a letter from Services Australia to inform them of their contribution obligations.
Ensure Support at Home participants are invoiced correctly and only pay a contribution against the services they receive.	From 1 July 2025	You can view the contribution amounts from the Services Australia payment statement after claiming for payments for services delivered, as per current process.
Use the My Aged Care Service and Support Portal and the Aged Care Provider Portal to manage participant funding, subsidies, services, and budgets across various Support at Home services (including the Restorative Care Pathway, End-of-Life Care Pathway, AT-HM	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website. Services Australia have an education gateway, Aged Care Provider Portal (ACPP) - Health Professional Education

Actions providers should take	Timeframe	Transition resources and tools
Scheme, and services for thin markets and Aboriginal and Torres Strait Islander people).	From 1 July 2025	<u>Resources</u> , that will include resources and information for providers regarding Support at Home claiming. Updated resources will be available from April 2025.
Ensure that HCP unspent funds are utilised before accessing AT-HM Scheme funds.	From 1 July 2025	
Claim against care management funds for a particular participant.	From 1 July 2025	The monthly statement template will be available on the department's website from March 2025.
Submit subsidy claim with itemised service delivery data to Services Australia.	From 1 July 2025	The Support at Home Claims and Payments Business Rules Guidance will be published on the department's website in February 2025.
Submit a claim using participant's AT-HM Scheme budget.	From 1 July 2025	Services Australia have an education gateway, <u>Aged Care Provider Portal (ACPP) - Health Professional Education Resources</u> , that will include resources and information for providers regarding Support at Home claiming.
You must generate a monthly statement of services used against the care plan.	From 1 July 2025	
Provide participants with an itemised participant contribution statement .	From 1 July 2025	
Receive payment from Services Australia for services delivered to participant less any participant contribution payable.	From 1 July 2025	
Receive contribution payment from participant as agreed upon in the Home Care Service Agreement.	From 1 July 2025	

5. Facilitate change in service

Transfer Support at Home participants to another provider

You must facilitate a transfer if a participant chooses to seek services from another Support at Home provider.

Actions providers should take	Timeframe	Transition resources and tools
A participant or their supporter provides notification to the provider of a change in services.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Submit notification to Services Australia of ceasing delivery of funded aged care services for participant.	From 1 July 2025	Services Australia have an education gateway, Aged Care Provider Portal (ACPP) - Health Professional Education Resources , that will include resources and information for providers regarding Support at Home claiming. Updated resources will be available from April 2025.
Prepare a final monthly statement for the transition of the Support at Home participant detailing expenditures and any unspent funds against the participant's allocated budget.	From 1 July 2025	
Create a notification for ceasing delivery of funded aged care services for the participant.	From 1 July 2025	
Submit the final claim to Services Australia within 60 days of completing final delivery of services.	From 1 July 2025	

Facilitate exit from Support at Home

You must facilitate a participant's exit from Support at Home to ensure they receive payment for services delivered, and the participant account is closed.

Actions providers should take	Timeframe	Transition resources and tools
Receive notifications from participants or supporters regarding changes in services.	From 1 July 2025	The program manual will have detailed information about the Support at Home program and will be available from March 2025 on the department's website.
Close the participant's account 60 days after receiving a death notification.	From 1 July 2025	Services Australia have an education gateway, Aged Care Provider Portal (ACPP) - Health Professional Education Resources , that will include resources and information for providers regarding Support at Home claiming. Updated resources will be available from April 2025.
Submit the final claim to Services Australia within 60 days of completing final delivery of services and produce and send the final statement to the participant.	From 1 July 2025	