



Support at Home update

Older people, families and carers

April 2025



Acknowledgement of country

I would like to acknowledge the Traditional Owners and Custodians of the vast lands on which we meet today and pay my respects to Elders past and present. I am presenting to you from Ngunnawal country.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples joining us today.



Our panel

Chair:

- Greg Pugh, First Assistant Secretary, Reform Implementation Division

Presenters:

- Craig Gear, CEO, Older Persons Advocacy Network
- Tom Symondson, CEO of Ageing Australia
- Pat Sparrow, Chief Executive, Council on the Ageing
- Lezah Rushton, Assistant Secretary, Assessment and Home Care Transition Branch
- Jasmine Snow, Acting Assistant Secretary of Support at Home Reform Branch



Why Support at Home is needed

- Supports people to live independently at home for longer
- Gives people timely access to safe and high-quality services
- Is sustainable for an ageing population



Case study: Transitioning Home Care Package Client (Pre 12 September)



Muhammed
Part pensioner

- Muhammed is a single part pensioner. Muhammed's income is \$40,000 per year, including pension income of \$25,260.
- Muhammed owns his home and has non-financial assets of \$100,000.
- He was approved and in a home care package as at 12 September 2024. When SAH begins on 1 July 2025 Bill's income will be assessed and he will pay the 'no worse off principle' contribution rates required.

Based on the assessment of his income, Muhammed's contribution rates from 1 July 2025 will be :

0% for clinical services

2.5% for independence services

2.5% for everyday living services

*In addition, Muhammed will retain the current HCP lifetime cap amount (currently \$82,018 - indexed) and retain the same HCP package amount.



Case study: New Support at Home Participant



Sue
Part pensioner

- Sue is a single part pensioner. Sue's income is \$40,000 per year, including pension income of \$25,260.
- Sue owns her home and has non-financial assets of \$100,000. She was approved for home care in March 2025.
- When SAH begins on 1 July 2025 Sue's income and assets will be assessed and she will pay the standard contribution rates required.

Based on the assessment of her income and assets, Sue's contribution rates from 1 July 2025 will be:

0% for clinical services

9.4% for independence services

23.7% for everyday living services

*A lifetime cap will also apply, and Sue will no longer have to pay contributions once she reaches \$130,000 (indexed) in total contributions across Support at Home (including any fees she previously paid in home care).



Support at Home pricing: What this means for you

- The department has released indicative prices that providers intend to charge for Support at Home services.
- What is changing with prices?
 - Under the HCP Program, you are charged separately for package management (e.g. third-party costs and staff travel).
 - On Support at Home, the price for each service will include those costs and that is the total price you will pay. Prices may also change if the cost of delivering services to you has changed.



First Nations Aged Care Assessments | benefits

- Culturally sensitive and trauma aware
- Healing informed
- Enhances the connection of older Aboriginal and Torres Strait Islander people with suitable services
- Improved trust in aged care services from First Nations people
- Improved client interaction and experience of the assessment process.



Supports available to you



Speak with your provider if you have any questions about your current package or supports



Contact My Aged Care on 1800 200 422 from 8am to 8pm on weekdays and 10am to 2pm on Saturdays or visit the website at <https://www.myagedcare.gov.au/>



Sign up to the department's Engaged newsletter at www.health.gov.au/using-our-websites/subscriptions/subscribe-to-aged-care-newsletters-and-alerts



Contact the Older Persons Advocacy Network (OPAN) for free, independent and confidential support on 1800 700 600 from 8am to 8pm on weekdays and 10am to 4pm on Saturdays or visit the website at www.opan.org.au



If you have a complaint about your aged care services including pricing, contact the [Aged Care Quality and Safety Commission](#) and they will be able to investigate and take regulatory action where required

