



**Australian Government**

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**Department of Health and Aged Care**

Dear XX,

## **Preparing for the new Support at Home program**

I am writing to you because you currently receive aged care services through a Home Care Package, or you are the authorised representative of someone who does.

The Australian Government is making changes to in-home aged care. On 1 July 2025 you will move to Support at Home, a new program designed to help you remain independent in your home and community for longer.

### **About Support at Home**

Support at Home will give you access to services, products, equipment and home modifications to remain healthy, active and socially connected, like the current Home Care Packages program. The services you receive will be based on your assessment, approval and budget. You will receive the same services, if the services are listed on the Support at Home service list. Your provider will continue to support you to choose the right mix of services for your needs and budget.

Support at Home also provides access to new funding pathways:

- the restorative care pathway, which will increase funding from 8 weeks of care to 12 weeks focusing on allied health to build the strengths and capabilities.
- an end-of-life pathway, so people who are at end-of -life can have a higher level of care in their final months
- dedicated funding for assistive technology and home modification, so you don't have to use your regular home care budget to pay for these services.

You will continue to receive the same funding level as you do with your Home Care Package. Under Support at Home your annual budget amount will be managed **quarterly**. Any unspent funds you, currently have will still be available. If you do not spend your quarterly budget you can carry over a maximum of \$1,000 or 10 per cent (whichever is greater) to the next quarter.

### **Next steps**

Before 1 July 2025, your provider will contact you to review your care plan, advise you of their new pricing, and to prepare a new service agreement to continue to deliver care services under the new program. This is an important conversation, and you should use it to ensure that you receive the services that best support you.

The government has put protections in place so that you can be sure those prices are reasonable and transparent. For more information on these protections and pricing under Support at Home you

can visit: <https://www.health.gov.au/news/new-support-at-home-pricing-guidance>.

Services Australia will be writing to tell you about what you will need to co-contribute to the cost of your services. Services Australia may ask for your income and asset information to do this.

We have included a checklist with this letter to help you prepare for Support at Home.

**Where can I go if I have questions?**

If you would like to learn more about Support at Home, please visit [myagedcare.gov.au/improving-australias-aged-care-system](https://myagedcare.gov.au/improving-australias-aged-care-system)

You can also contact:

- your Home Care Package provider
- the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on 1800 700 600 for information about your rights and to request support to talk to your provider. Visit [www.opan.org.au](https://www.opan.org.au)

The Australian Government will write to you again as we get closer to 1 July 2025 with any more information you will need.

Yours sincerely,

Sonja Stewart  
Deputy Secretary  
02 May 2025