



Support at Home letters – Frequently asked questions for providers May 2025

The *Preparing for the new Support at Home program* letters and checklist have been mailed to Home Care Package recipients. This document answers frequently asked questions in relation to the content of the letters.

The new Aged Care Act

The new Aged Care Act will take effect from 1 July 2025. The new Act will:

- make sure older people have explicit rights, and ways to protect them
- let older people choose someone they trust to help them make decisions
- make it easier to access aged care with a simple, single-entry point and needs assessment
- improve information about aged care providers to help older people make informed decisions
- make clear what older people should expect from aged care providers and workers
- allocate a permanent residential care place to older people directly if they need one.

New contributions arrangements

The government will continue to be the majority funder of older people's aged care. However, older people who can afford to will contribute to their aged care costs. How much someone contributes will depend on:

- their personal circumstances
- the level of support they need
- the combination of their income and assets.

Support at Home program

Support at Home is a new in-home aged care program that will commence on 1 July this year. It will replace the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme.

Under Support at Home, older people will have improved access to services, products, equipment and home modifications to help them live independently at home for longer. The rights-based Aged Care Act and strengthened Quality Standards support older people to know what they should expect when seeking or accessing aged care services. The Statement of Rights makes sure older people can exercise choice and make decisions in relation to their approved services; how, when and who delivers those services; and their financial affairs.

How much older people contribute to Support at Home will be based on an assessment of income and assets similar to the age pension means test. Contributions will also depend on services delivered to participants and will vary depending on the type of service used. Further information on contributions will be available soon.

A 'no worse off' principle protects an older person who, on or before 12 September 2024, was receiving a Home Care Package or assessed as eligible for a package. That person will make the same contribution, or lower, as they would have under Home Care Packages Program arrangements. If they were assessed as not required to pay an income-tested care fee, they will never be required to make a contribution under Support at Home.

Questions and answers

Who will receive a letter and checklist?

The letter and checklist has been sent to HCP recipients and their authorised representatives based on the following criteria:

- **HCP care recipient or person assessed as eligible, on or before 12 September 2024**
Existing HCP care recipients or older people who were assessed as eligible for a Home Care Package on or before 12 September 2024. Under Support at Home, these participants will make the same contribution or lower, as they would have under Home Care Packages program arrangements.
- **HCP care recipient or person assessed as eligible, after 12 September 2024**
Existing HCP care recipients who commenced a Home Care Package and older people who have been assessed as eligible for a HCP, after 12 September 2024. Participants will be required to contribute to the cost of their services on Support at Home (unless approved for hardship).

What is the difference between the content in the letters?

The difference between the letters is subtle and reflects changes to participant contributions.

- **Letter to HCP clients (on or before 12 September 2024):** Services Australia will be writing to tell them about what they **may** need to contribute to the cost of their services. Services Australia may ask for their income information to do this.
- **Letters to HCP clients (after 12-September 2024):** Services Australia will be writing to tell them about what they **will** need to contribute to the cost of their services. Services Australia may ask for their income and asset information to do this.

When should I contact my clients about the service agreement?

You should contact your clients from May 2025 and before 1 July 2025 to review their care plan, explain your updated pricing, and agree an updated service agreement.

What if my client's needs have changed?

If a client's needs have changed and their current budget level is unable to cover their care needs, you can help them request a reassessment through a support plan review.

For further information please see: [Support at Home program manual – A guide for registered providers](#)

Which services can I deliver under the Support at Home service list?

From July 2025, Support at Home providers must be registered into relevant registration categories to deliver their participants' services. All existing Home Care Package and STRC providers will be deemed into registration categories that align to the services they currently deliver. A provider can only deliver services under categories included on their registration. Registration categories include service types referenced in the Support at Home Service list, which link individual services to each service type.

To ensure no impact on service continuity existing providers will be deemed into all home and community registration categories 1 – 5, covering all existing services. For more information on the registration categories and deeming arrangements, please visit the [How the new aged care regulatory model will work](#) on the department's website.

How do I help clients understand their new budget?

Participants will continue to receive a budget that is equivalent to their existing HCP level funding. The transitioned HCP classification funding amount will be divided into four to create the Support at Home quarterly budget from 1 July 2025. You will need to plan with your participants the services they will receive in each quarter and the cost of the services.

The Support at Home Budget Planner available on My Aged Care shortly will enable providers to work with participants to provide information about the participant's likely contribution rate, and the amount that they will need to contribute in total.

Resources: [Support at Home program manual – A guide for registered providers](#)