



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 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.

Version History

Date	Summary of changes
February 2025	Support at Home program provider transition guide (v1.0) first issued.
May 2025	<p>The primary changes to the May release (v2.0) of the transition guide include:</p> <ul style="list-style-type: none">• Links to new resources in the resource section and actions where relevant throughout the guide.• New actions added to the following sections:<ul style="list-style-type: none">○ Prepare for transition○ Understand your regulatory obligations as a provider○ Support at Home services for Aboriginal and Torres Strait Islander people○ Receive payments

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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.

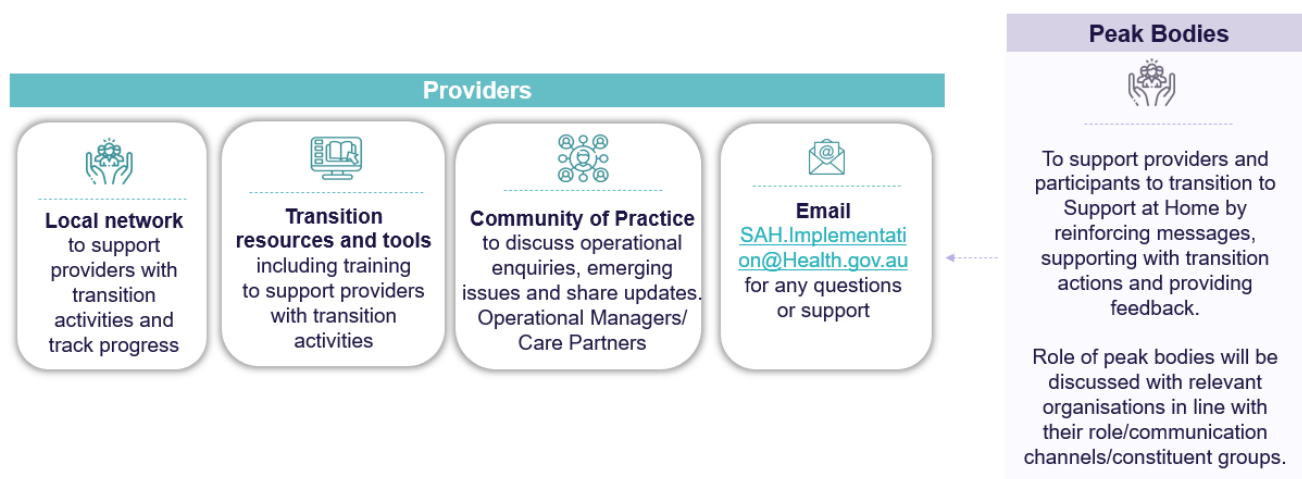
The guide is divided into 5 key transition stages.

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.



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
The new Aged Care Act and associated rules	Information on the new Aged Care Act is available on the department's website - New Aged Care Act . 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.

Support at Home program manual	Available now on the department's website - Support at Home program manual Consultation on the Rules is scheduled through to May 2025. The program manual will be updated with additional content once the Rules have been finalised.
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 fact sheet (includes information about the Support at Home program and the participant contributions framework)	Available now on the department's website - Support at Home – Fact sheet
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 Monthly Statement Template	Available now on the department's website – Support at Home monthly statement template .
Support at Home program - Videos for older people, providers and workforce	Available end of May 2025.

Information about the transition to Support at Home

Transition resources and tools	Link and anticipated release timeframe
Navigating the reforms – Webpage	Available now on the department's website - Navigating the reforms
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
Support at Home pricing guidance	Available now on the department's website - Consumer protections for Support at Home prices – fact sheet for providers Available now on the department's website - Guidance for setting Support at Home prices – fact sheet for providers Available now on the department's website - Summary of indicative Support at Home prices
Letters to older people approved for Home Care Packages	Available now on the department's website – Letter to older people approved for Home Care Packages after 12 September 2024 Letter to older people approved for Home Care Packages before 12 September 2024 Support at Home letters – Frequently asked questions for providers Support at Home letters – Frequently asked questions for older people
Checklist and guide for HCP care recipients transitioning to Support at Home	Available now on the department's website – Checklist for HCP care recipients transitioning to Support at Home Available from May 2025 – Guide for HCP care recipients transitioning to Support at Home
Support at Home service agreement guidance	Available from May 2025.
Guide for Short-term Restorative Care providers transitioning to Restorative Care Pathway	Available from May 2025.
Assistive Technology and Home Modifications (AT-HM) scheme guidelines	Available from end of May 2025

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)	Available now on the department's website - Support at Home: Claims and Payments Business Rules Guidance
Services Australia Technical Specifications	Technical specifications to support the change and the vendor test environment are now available for Software vendors and developers who are building ICT systems for Providers on the Health Systems Developer Portal .
Support at Home User Guide – submitting claims to the Aged Care Provider Portal	Available now on the department's website - Support at Home User Guide – submitting claims to the Aged Care Provider Portal
Submit a Support at Home claim	Available now on the department's website – Submit a Support at Home claim
My Aged Care - Service and Support Portal resources to support providers to use the My Aged Care Service and Support Portal.	Available now on the department's website – My Aged Care – Service and Support Portal resources . Resources about Support at Home will be updated by 1 July 2025.

Training

Transition resources and tools	Link and anticipated release timeframe
Provider training packages	<p>Available now on the department's website – Support at Home provider training.</p> <p>The training is organised into 2 main learning packages:</p> <ul style="list-style-type: none"> • Learning package 1 – Program overview. Introduces the Support at Home and explains how it will operate. This learning package is for providers and their staff who wants a broad overview about the program design. • Learning package 2 – Delivering services modules. There are 4 modules in this learning package: <ul style="list-style-type: none"> ○ assessment and process and service delivery explores in detail how aged care assessments and provider obligations, Support at Home service list and funding classifications. This module is for managers, care partners, operations staff and frontline staff. ○ short-term pathways provide detail around Assistive Technology and Home Modifications (AT-HM) scheme, Restorative Care Pathway and End-of-Life Pathway, and how they operate. This module is for managers, care partners and operations staff. ○ care plan, service agreement and budget planning cover how care plans, service agreements and participant budgets are developed. This module is for managers and care partners. ○ claiming and payment arrangement explains the claiming process, claiming timeframes, and how claims are processed and resolved. This module is for managers, care partners and operations staff. <p>Providers who wish to embed the training packages into their own LMS can request access to the SCORM files. To obtain these files, please email SAH.implementation@health.gov.au</p>

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
1.1	<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 to the Restorative Care Pathway Clinical Guidelines• 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 <p>the interface with other programs (such as the Commonwealth Home Support Programme).</p>	October 2024 – June 2025	<p>Refer to the Support at Home program manual for detailed program information. Refer to the Support at Home service list for the list of services participants can access under the Support at Home program. Information on First Nations Aged Care Assessments is available on the department's website.</p>
1.2	<p>Ensure you are registered to the right home care categories and understand your obligations under the Support at Home program, including:</p> <ul style="list-style-type: none">• provider registration categories• obligations and conditions of registration	November 2024 – 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>

	<ul style="list-style-type: none"> • 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. 		The Guide to Aged Care Law, available from June 2025, and resources from the Aged Care Quality and Safety Commission (the Commission) will provide more context on provider registration and obligations.
1.3	Assess the impacts of the Support at Home program on your business model and operations and identify the services you will provide to participants.	March – June 2025	<p>Refer to the Support at Home program manual for detailed program information.</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>Refer to the Support at Home program - Fact sheet – Changes to Support at Home pricing arrangements for in-home aged care providers for an overview on changes to price caps on services under the Support at Home program.</p> <p>Refer to the Summary of indicative Support at Home prices factsheet for indicative price ranges for most Support at Home services.</p>

1.4	<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 partners 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>You may need to determine options for upskilling staff.</p>	March - May 2025	<p>Refer to the Support at Home program manual for detailed program information.</p> <p>Refer to the Strengthened Quality Standards page on the Commission's website.</p> <p>Refer to the Support at Home provider training modules to learn about the changes under the Support at Home program.</p>
1.5	Determine if/how you will deliver assistive technology and/or home modifications .	March – June 2025	<p>Available on the department's website - Assistive Technology and Home Modifications List (AT-HM List).</p> <p>Refer to the Support at Home program manual for detailed program information.</p> <p>AT-HM scheme guidelines will be available from end of May 2025.</p>
1.6	<p>Determine how you 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 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 		

1.7	<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. 	March – June 2025	Refer to the <u>Support at Home program manual</u> for detailed program information.
1.8	<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>	March – June 2025	<p>Refer to the <u>Support at Home: Claims and Payments Business Rules Guidance</u> available on the department's website.</p> <p>Refer to the technical specifications to support the change are available on the <u>Health Systems Developer Portal</u>. Aged Care APIs are available on the vendor test environment.</p> <p>Refer to the <u>Support at Home User Guide – submitting claims to the Aged Care Provider Portal</u> which explains how to submit Support at Home payment claims in ACPP.</p>
1.9	<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. 	March – June 2025	Refer to the <u>Support at Home program manual</u> for detailed program information.

1.10	Understand transition arrangements for existing HCP care recipients.	May – June 2025	<p>Refer to the <u>Support at Home program manual</u> includes information about transition arrangements for existing HCP care recipients.</p> <p>Information to support you to communicate with existing HCP care recipients about their transition to Support at Home will be available from May.</p>
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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.

#	Actions providers should take	Timeframe	Transition resources and tools
2.1	Update and validate payment account details to ensure payments are received for service delivered under the Support at Home program.	November 2024 – June 2025	Refer to the Update your bank details as an aged care provider instructions on the Services Australia website.
2.2	Update communication products for participants to align with Support at Home communication artefacts and client facing environments.	December 2024 – April 2025	All consumer products will be available on the My Aged Care website .
2.3	Prepare financial and reporting processes and systems for transition to Support at Home. This includes establishing: <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.	February – June 2025	Refer to the Support at Home: Claims and Payments Business Rules Guidance available on the department's website. Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program. Refer to the Support at Home User Guide – submitting claims to the Aged Care Provider Portal which explains

2.4	Prepare your ICT systems to facilitate the transfer of required data and information to Services Australia to submit itemised invoices.	February – June 2025	<p>how to submit Support at Home payment claims in ACPP.</p> <p>Technical specifications to support the change are available on the Health Systems Developer Portal. Aged Care APIs are available on the vendor test environment.</p> <p>Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 July 2025.</p>
2.5 NEW	<p>Establish and/or confirm processes to implement Support at Home program features such as self-management, care management and interaction with digital platforms.</p> <p>Discuss the organisation's approach to care management including how you will deliver this service to participants, meet your obligations under strengthened Quality Standards and manage the pooled care management fund across your service delivery branch.</p>	February – June 2025	<p>Refer to the Support at Home program manual for detailed program information.</p> <p>Further guidance to support you will be available from May 2025.</p>
2.6	Ensure that relevant care partners and service delivery staff hold relevant health qualifications.	March – June 2025	Refer to the Support at Home program manual for detailed program information.

2.7	Apply for supplementary grants in thin markets, if eligible.	Applications due 23 April 2025	Applications for the Support at Home Thin Market grant closed 23 April 2025.
2.8	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.	April – June 2025	Available on the Commission’s website - Code of Conduct for Aged Care .
2.9	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 and care management responsibilities.	May – June 2025	Refer to the Support at Home provider training modules to learn about the changes under the Support at Home program.
2.10 NEW	Validate roles assigned to users in the My Aged Care Service and Support Portal This should include confirming the person nominated as the Organisation Administrator is correct.	June 2025	Refer to the My Aged Care Service and Support Portal User Guide – Part 1: Administrator Functions for guidance on creating and maintaining staff accounts.
2.11 NEW	Understanding the changes to the My Aged Care Service and Support Portal and My Aged Care Online Account and Aged Care Provider Portal. From 1 July 2025, changes will be implemented in the My Aged Care Service and Support Portal and My Aged Care Online Account to reflect Support at Home program features.	June – October 2025	User guides for the My Aged Care Service and Support Portal and My Aged Care Online Account will be updated by 1 July 2025. The My Aged Care Service and Support Portal and My Aged Care Client Portal guides will be updated by 1 July 2025.

2.12 NEW	Update service pricing schedule in the My Aged Care Service and Support Portal <p>Provider should upload a revised pricing schedule for Support at Home services they will offer to the My Aged Care Service and Support Portal.</p> <p>Pricing schedules should be uploaded between 1 May to 27 June 2025 and can be viewed on the Find a provider tool under the Full price lists section.</p>	1 May – 27 June 2025	Refer to the My Aged Care – Service and Support Portal user guide – Creating service delivery outlets and adding service information . Page 25 has instructions on how to upload the pricing schedule to the My Aged care Service and Support Portal.
2.13 NEW	Update service information in the My Aged Care Service and Support Portal <p>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>.</p> <p>If the services you are providing within a registration category change (removal or addition of a service type within a registration category) from 1 July 2025, you will need to notify the Aged Care Quality and Safety Commission through a Change in Circumstance application. If you are removing all service types in a category, you will need to submit an Application for Variation form to the Commission to remove the registration category.</p>	1 – 7 July 2025	<p>User guides for the My Aged Care Service and Support Portal will be updated by 1 July 2025 on how to update your service information and pricing in the portal.</p> <p>The Change in Circumstance application and Application for Variation form will be available on the Commission’s website ahead of 1 July 2025.</p>

2.14 NEW	Update service pricing information on your website Update your pricing schedule on your website.	1 – 7 July 2025	
2.15 NEW	Understand the Business and Workforce Advisory Services (BWAS) transition support program. Free, independent professional advisory service to improve provider operations. This includes advice and assistance with the transition to Support at Home. BWAS can help providers plan for and transition to Support at Home through activities such as: <ul style="list-style-type: none"> • readiness assessments • transition planning • financial management information • service delivery advice • workforce planning. BWAS provides practical advice to providers of Home Care Packages, the Commonwealth Home Support Program and residential aged care. The advice provided is confidential.	Now – 30 June 2026	Refer to the Financial viability and capability support for aged care providers webpage on the department's website to learn more about this program and how to apply.

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 aged care regulatory model](#) webpage on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
2.16	Validate your registration categories assigned during the deeming process and, if required, provide additional information, to ensure you can meet your category obligations. The department will reach out to you to confirm the nominated contact to receive deemed categories.	November 2024 (Complete)	Refer to information on the deeming process on the department's website.
2.17	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.	January 2025	Refer to the Using the Government Provider Management System webpage on the department's website.
2.18	Understand the changes required under the new Act , including around open disclosure, protected information and a restorative justice approach to complaints handling.	March – April 2025	For more information about the Aged Care Act 2024 visit the department's website. The Guide to Aged Care Law will contain more context on provider obligations under the new Aged Care Act. This information will be available from June 2025.

2.19	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.	March - June 2025	Refer to the Support at Home program manual (9.7 Managing complaints and feedback) for more information.
2.20	Regulatory model provider deeming preview – to validate registration information.	April - 1 June 2025, 5pm AEST	You will be sent a provider preview PDF in April 2025 to validate the registration information.
2.21	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. Note that if you are not registered in category 5, you will not be able to submit claims for payment for nursing care.	May - June 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 Guide to Aged Care Law will contain more context on provider registration conditions. This information will be available from June 2025.
2.22 NEW	Prepare to comply with the new Financial and Prudential Standards. Registered providers in categories 4 and 5 must comply with the Financial and Prudential Management Standard.	May – June 2025	Refer to the Aged Care Quality and Safety Commission's guidance on the new Financial and Prudential Standards .

Support at Home services for Aboriginal and Torres Strait Islander people

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
2.23	Nominate that you can deliver relevant Aboriginal and Torres Strait Islander services.	November 2024 - June 2025	Providers can apply for specialisation verification for aged care services through the My Aged Care Service and Support Portal.
2.24	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 they are aware of which Support at Home services you can provide.	November 2024 - June 2025	Refer to the National Aboriginal Community Controlled Health Organisation website for information about Elder Care Support. Refer to the Care finder program webpage on the department's website.
2.25	Understand the definition of cultural safety as defined in the new Aged Care Act.	November 2024 - June 2025	Read the definition of cultural safety in the Explanatory Memorandum of the Aged Care Bill.
2.26	Understand supplement care management funds for Aboriginal and Torres Strait Islander Support at Home participants.	March - June 2025	Refer to the Support at Home program manual for detailed program information.

<p>2.27 NEW</p>	<p>Understand the transition support program available for Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)</p> <p>SDAP provides free professional support to aged care service providers who:</p> <ul style="list-style-type: none"> • are in rural or remote areas (MMM4 to MMM7), or • provide care to Aboriginal and Torres Strait Islander peoples. <p>SDAP can assist eligible services through individualised projects that build capability for readiness and the transition to Support at Home.</p> <p>SDAP panel members are qualified and experienced professionals who work with services to improve the way they deliver and administer aged care in areas such as:</p> <ul style="list-style-type: none"> • clinical care • financial and workforce planning • governance and regulation • policies and procedures • training. <p>SDAP provides culturally appropriate support to all First Nations aged care services.</p>	<p>Now – 30 June 2026</p>	<p>Refer to the Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP) webpage on the department's website to learn more about this program and how to apply.</p>
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Engagement with existing HCP care recipients

You will need to engage with existing HCP care recipients to communicate and get ready for the transition to Support at Home on 1 July 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.28	Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).	From May 2025	Refer to Letter to older people approved for Home Care Packages on or before 12 September 2024 for a copy of the letter sent to older people about the next steps to transition to the Support at Home program.
2.29	<p>Assist HCP care recipients to understand what transitioning to Support at Home will mean for them:</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 and Hardship supplement, these will be retained under their Support at Home budget they will have their HCP entry notification transitioned to Support at Home on 1 July. they will keep any HCP unspent funds (provider-held and/or Commonwealth-held) for use under Support at Home they will have access to all services on the Support at Home service list under HCP transition arrangements they can be reassessed to a Support at Home classification if their needs change 		<p>Refer to Letter to older people approved for Home Care Packages after 12 September 2024 for a copy of the letter sent to older people about the next steps to transition to the Support at Home program.</p> <p>Refer to Support at Home letters – Frequently asked questions for providers answers some frequently asked questions from providers about preparing for the new Support at Home program.</p> <p>Refer to Support at Home letters – Frequently asked questions for older people answers some frequently asked questions from older people about</p>

	<ul style="list-style-type: none"> they will have access to assistive technology and/or home modifications if needed through the separately funded AT-HM Scheme or HCP unspent funds (provider-held and/or Commonwealth-held). 		preparing for the new Support at Home program.
2.30	<p>Inform HCP care 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 HCP program 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 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. 	May - June 2025	<p>Refer to the Support at Home service list and the Assistive Technology and Home Modifications List on the department's website.</p> <p>Refer to Support at Home letters – Frequently asked questions for providers answers some frequently asked questions from providers about preparing for the new Support at Home program.</p>
2.31	<p>Inform HCP care 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>	May - June 2025	<p>Refer to the Support at Home program manual for detailed information about consumer contributions.</p> <p>Refer to Letter to older people approved for Home Care Packages on or before 12 September 2024 for a copy of the letter sent to older people about the next steps to transition to the Support at Home program.</p>

			<p>Refer to Letter to older people approved for Home Care Packages after 12 September 2024 for a copy of the letter sent to older people about the next steps to transition to the Support at Home program.</p> <p>Refer to Support at Home letters – Frequently asked questions for providers answers some frequently asked questions from providers about preparing for the new Support at Home program.</p> <p>The Support at Home Fee Estimator will be available on the My Aged Care website in June and an updated version from 1 July 2025.</p>
2.32	<p>Inform HCP care recipients about changes to care management funding, including:</p> <ul style="list-style-type: none"> • 10% of a participant's ongoing budget will be allocated for care management funding, with no participant 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. 	May - June 2025	<p>Refer to the Support at Home program manual for detailed information about care management.</p>

2.33	<p>Ensure each existing HCP care recipient is assigned a care partner to support the transition.</p> <p>Care partners need to connect with HCP care recipients 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 HCP care recipients understand what service they will receive and what contributions they will need to make.</p>	May - June 2025	<p>Refer to the Support at Home program manual for detailed information about care management.</p>
2.34	<p>Communicate available unspent funds and how they can use their unspent funds under the Support at Home program.</p>	May - June 2025	<p>Refer to 'How to view the Home Care Account balance on ACPP' in the Services Australia education gateway, Health Professional Education Resources.</p>
2.35	<p>Inform HCP care recipients about the availability of assistive technology and home modifications based on assessed needs, including the AT-HM List and associated administrative costs. HCP care recipients should understand that any unspent funds must be used before accessing their AT-HM budget.</p>	May - June 2025	<p>Refer to the Support at Home program manual for detailed information about the AT-HM scheme.</p> <p>Available on the department's website - Assistive Technology and Home Modifications List (AT-HM List).</p> <p>AT-HM scheme guidelines will be available from end of May 2025.</p>

2.36	<p>Identify existing HCP care recipients needing assistive technology and/or home modifications and if HCP unspent funds are sufficient to meet AT and/or HM needs. Providers need to complete an AT-HM scheme data collection process for HCP care recipients that require low, medium, high AT or HM funding tier or AT ongoing tier.</p>	July – October 2025	Information to support you with this activity will be available from June 2025.
2.37	<p>Inform HCP care 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"> • HCP care recipients 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 • 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 actual cost of the third-party service for self-managed HCP care recipients • care partners will provide care management services at least once a month. 	May - June 2025	Refer to the Support at Home program manual for detailed information about self-management.
2.38	<p>Assist HCP care recipients on how to review and read the new monthly statements under Support at Home.</p>	May - August 2025	Refer to the Support at Home monthly statement template on the department's website.

2.39	Communicate with HCP care recipients 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.	May - June 2025	Refer to the <u>Support at Home program manual</u> for detailed program information.
2.40	Inform HCP care recipients that they can register a person to support them in their decision-making.	May - June 2025	Refer to the department's website for information about <u>Supported decision-making under the new Aged Care Act</u> .
2.41	Advise HCP care recipients of their options if they want to raise a concern.	May - June 2025	If a participant has a concern their options are outlined on the <u>Complaints</u> webpage on My Aged Care.

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
2.42	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: <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.	By 1 July 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 Guide to Aged Care Law, available from June 2025, and resources from the Aged Care Quality and Safety Commission (the Commission) will provide more context on provider registration and obligations.</p>
2.43	CHSP providers should inform existing CHSP clients about changes to the CHSP from 1 July 2025: <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, and they undergo a new assessment• communicating with clients about their rights under the Statement of Rights and be prepared to demonstrate how you	By 1 July 2025	<p>Refer to the Commonwealth Home Support Programme (CHSP) 2025-27 Extension – Provider update's on the department's website.</p> <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</p>

	<p>plan to meet any obligations in terms of care and services when delivering government-funded aged care services</p> <ul style="list-style-type: none"> • requiring 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>It is acknowledged there are still clients who are not registered with My Aged Care. Providers must ensure all their clients are assisted to be registered as soon as possible. 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 at least 1 July 2027. 		<p>2025. A draft will be available for consultation in May 2025, with the final manual available prior to 30 June 2025. The manual will be available under CHSP reforms.</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>Resources for transitioning clients under the new Aged Care Act can be found under CHSP Reforms.</p>
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3. Deliver services

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
3.1	Create service agreements and care plans for new participants approved for Support at Home from 1 July 2025.	From 1 July 2025	Refer to the Support at Home program manual for detailed information about service agreements.
3.2	Determine care management responsibility for participants and allocate workforce to deliver care management. Deliver care to Support at Home participants in alignment with their care plan and service agreement.	From 1 July 2025	Refer to the Support at Home program manual for detailed information about care management.
3.3	Support existing HCP care recipients to request a reassessment , if required. HCP care recipients will be assigned a Support at home classification if they request a reassessment after 1 July 2025. The outcome could be retaining their transitioned HCP classification with or without additional short-term supports.	From 1 July 2025	Refer to the Support at Home program manual for detailed program information.
3.4	Advise participants what they can do if they have a question or concern about their care.	From 1 July 2025	Refer to the Complaints webpage on My Aged Care for options for participants wanting to make a complaint.

3.5	<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>Refer to the Support at Home program manual for detailed program information.</p> <p>The Guide to Aged Care Law will contain additional information on provider registration conditions and mandatory obligations. This information will be available from June 2025.</p>
3.6	<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. Continue reporting against the approved provider structure for your Q4 2024-25 QFR and 2024-25 ACFR.</p>	<p>Complete QFR reporting by 4 Aug 2025 and ACFR reporting by 31 Oct 25</p>	<p>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>
3.7	<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
3.8	Provide up to 16 weeks of restorative support . STRC recipients approved for STRC and commenced receiving services before 1 July 2025 will complete their episode under STRC and will not transition to the Restorative Care Pathway.	From 1 July 2025	Refer to the Support at Home program manual for detailed program information. The Restorative care Pathway clinical guidelines will be available from 1 July 2025.
3.9	Build a goal plan with the Support at Home participant.	From 1 July 2025	
3.10	Schedule a reassessment for the Support at Home participant to evaluate ongoing care needs.	From 1 July 2025	
3.11	Provide a final statement summarising services received.	From 1 July 2025	
3.12	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
3.13	Providers should support any HCP care 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	Refer to the Support at Home program manual for detailed program information. Additional information, including the End-of-life pathway form, will be available from 1 July 2025.
3.14	Provide up to 12 weeks of services under the End-of-Life Pathway.	From 1 July 2025	
3.15	Understand options for participants who live beyond the End-of-Life funding period, including how they might 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 with 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
3.16	Deliver assistive technology and home modifications via the AT-HM scheme: <ul style="list-style-type: none">• refer a 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.	From 1 July 2025	Refer to the Support at Home program manual for detailed program information. AT-HM scheme guidelines will be available for 1 July (Support at Home program manual – appendix 1)
3.17	Understand the new National Assistive Technology Loans Scheme to source assistive technology products and equipment.	From 1 July 2025	Information about the new National Assistive Technology Loans Scheme will be available from 1 July.

4. Receive payments

The funding model to pay Support at Home providers will be based on services delivered.

#	Actions providers should take	Timeframe	Transition resources and tools
4.1 NEW	Ensure that existing HCP care recipients have received a letter from Services Australia and understand their contribution obligations under Support at Home.	July – August 2025	HCP care recipients will receive a letter from Services Australia to inform them of their contribution obligations. Most participants will receive this letter in July, however for those where Services Australia do not hold the required information these letters will have a longer lead time.
4.2 NEW	Understand changes to the Aged Care Provider Portal. From 1 August 2025, you can commence claiming for Support at Home services from the Aged Care Provider Portal.	July – August 2025	Services Australia has an education gateway, Health Professional Education Resources , that will include resources and information for providers about Support at Home from 1 July 2025.
4.3 NEW	Submit the June 2025 HCP claims to Services Australia as soon as possible and before 31 July 2025. This is a vital step which must be completed to enable Support at Home claiming from 1 August 2025. Note, the Aged Care Provider Portal will be offline from 1-6 July, and you can start claiming for HCP June claims from 7 July.	7-31 July	Refer to 'Submit and Finalise a Home Care Claim' on the Services Australia education gateway, Health Professional Education Resources .

<p>4.4 NEW</p>	<p>Report HCP balance of unspent funds in your final HCP claim in the Aged Care Provider portal.</p> <p>Provider held unspent funds are an accumulated HCP subsidy, paid by the Commonwealth to the provider, where the care recipient was receiving a HCP prior to September 2021</p> <p>It is important you report provider held unspent funds in your final HCP claim. These HCP unspent funds will be used for services including AT-HM services.</p>	<p>7-31 July with your final HCP claim</p>	<p>Refer to 'How to report Commonwealth unspent amount' on the Services Australia education gateway, Health Professional Education Resources.</p> <p>The Claiming and Unspent Funds guidance document will be available on the department's website from May 2025.</p>
<p>4.5</p>	<p>Submit claims for services delivered under the Support at Home program with itemised service delivery data in the Aged Care Provider Portal.</p> <p>Note, you <u>must</u> submit your HCP claims for package services delivered June before you can start claiming for Support at Home services from 1 August 2025.</p>	<p>From 1 August 2025</p>	<p>Refer to the Support at Home: Claims and Payments Business Rules Guidance available on the department's website.</p> <p>The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).</p>

4.6	<p>Claim against care management funds for a particular participant.</p> <p>Services Australia will create a new care management account for providers to claim for care management services from this account.</p> <p>You can view the care management account on the Aged Care Provider Portal.</p>	From 1 August 2025	<p>Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.</p> <p>Refer to the Support at Home program manual for more information about claiming for care management.</p> <p>The Claiming and Unspent Funds guidance document will be available on the department's website from May 2025.</p> <p>Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 July 2025.</p>
4.7	<p>Receive payment from Services Australia for services delivered to participant less any participant contribution payable.</p>	From 1 August 2025	<p>Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 July 2025.</p>
4.8	<p>You must generate and issue a monthly statement of services delivered against the care plan.</p>	From 1 August 2025	<p>Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.</p>

4.9	Receive contribution payments from Support at Home participants as per the Support at Home participant contribution framework.	From 1 August 2025	Services Australia have an education gateway, Health Professional Education Resources , that will include resources and information for providers about Support at Home from 1 July 2025. Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
4.10	Use 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 scheme, and services for thin markets and Aboriginal and Torres Strait Islander people).	From 1 August 2025	Refer to the Support at Home program manual for detailed information about the different funding components that make up the participant's budget. Services Australia have an education gateway, Health Professional Education Resources , that will include resources and information for providers about Support at Home 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
5.1	A participant or their supporter provides notification to the provider of a change in services and agree on exit date.	From 1 July 2025	Refer to the Support at Home program manual for detailed information about changing providers. The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).
5.2	Notify Services Australia of ceasing delivery of funded aged care services for the participant.	From 1 July 2025	Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.
5.3	Submit the final claim to Services Australia within 60 days of completing final delivery of services.	From 1 July 2025	Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
5.4	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	Services Australia have an education gateway, Health Professional Education Resources , that will include resources and information for providers about Support at Home 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
5.5	Receive notifications from participants or supporters regarding changes in services.	From 1 July 2025	<p>Refer to the Support at Home program manual for detailed information about exiting the Support at Home program.</p> <p>The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).</p> <p>Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.</p> <p>Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.</p> <p>Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 July 2025.</p>
5.6	Notify Services Australia within 28 days of the exit date.	From 1 July 2025	
5.7	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	
5.8	Transfer participant portion HCP unspent funds, if applicable	From 1 July 2025	
5.9	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	