



Support at Home program provider transition guide

From 1 November 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 will commence from 1 November 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
July 2025	<p>The primary changes to the July release (v3.0) of the transition guide include:</p> <ul style="list-style-type: none">• Changes to align the guide to the 1 November 2025 commencement of the Aged Care Act 2024 and the Support at Home program, following the announcement of the brief deferral from 1 July 2025.• Links to new resources in the resource section and actions where relevant throughout the guide.• New actions 2.5 and 3.7.• Updates to content in actions 2.43 and 2.44.

Contents

Version history	2
About this guide	4
Transition Support Model	4
Resources	4
1. Understand the impact of the Support at Home program	10
Understand Support at Home	10
2. Prepare for transition	15
Prepare for service delivery under Support at Home	15
Understand your regulatory obligations as a provider	21
Support at Home services for Aboriginal and Torres Strait Islander people	23
Engagement with existing HCP care recipients	25
Existing Commonwealth Home Support Program clients	31
3. Deliver services	34
Deliver services under Support at Home	34
Deliver restorative care services under Support at Home	36
Deliver the End-of-Life Pathway	37
Deliver assistive technology and home modifications under Support at Home	38
4. Receive payments	39
5. Facilitate change in service	43
Transfer Support at Home participants to another provider	43
Facilitate exit from Support at Home	44

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.

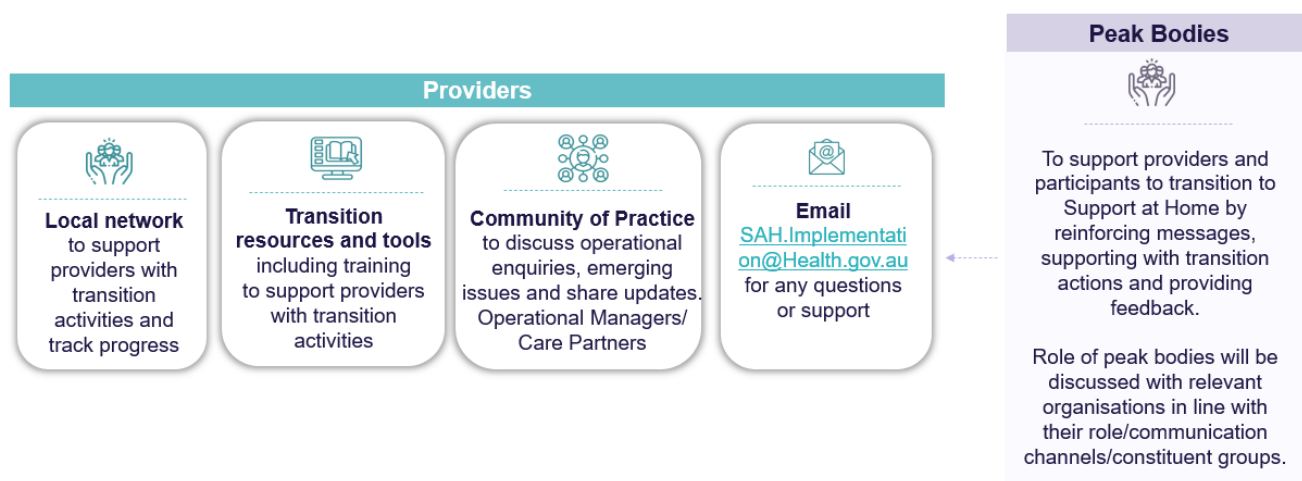
The guide is divided into 5 key transition stages.

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.



You can join our Community of Practice to talk with us and each other about Support at Home.

Join the Community of Practice here: Home Care Packages Program Assurance Community of Practice (this Community of Practice will be renamed in line with the Support at Home commencement).

For more information refer to [Provider engagement – Community of Practice](#).

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 . Available now on the department's website – Summary of key changes to the new Aged Care Rules 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
Support at Home service list	Available now on the department's website – Support at Home service list Available now on the department's website – Support at Home service list FAQs
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 – 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 fact sheets for older people	Available now on the department's website – <ul style="list-style-type: none"> • Support at Home program – services • Support at Home program – End-of-Life Pathway • Support at Home program – Restorative Care Pathway

	<ul style="list-style-type: none"> • <u>Support at Home program – Assistive Technology and Home Modifications (AT-HM) scheme</u> • <u>Support at Home program – care management</u> • <u>Support at Home program – self-management</u> • <u>Support at Home program – classifications and budgets</u> • <u>Support at Home program – participant contributions</u> • <u>Hardship assistance for aged care – Fact sheet</u>
Restorative Care Pathway Clinical Guidelines	Available now on the department's website – <u>Restorative Care Pathway Clinical Guidelines</u>
Support at Home program - Videos for older people, providers and workforce	<u>Support at Home overview</u> for providers and people who work in aged care <u>Support at Home overview for older people</u> <u>Support at Home participant contributions</u>
Assistive Technology and Home Modifications (AT-HM) scheme guidelines	Available from August 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 Guidance for setting Support at Home prices – fact sheet for providers Summary of indicative Support at Home prices Support at Home pricing FAQs
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 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
Aged Care Act 2024 deferral announcement	Available now on the department's website – Aged Care Act – open letter to aged care workers from the Minister for Aged Care and Seniors Aged Care Act – open letter to older people from the Minister for Aged Care and Seniors Aged Care Act – open letter to aged care providers from the Minister for Aged Care and Seniors Video – Support at Home starts 1 November Video – New Aged Care Act starts 1 November

Guide for Short-term Restorative Care providers transitioning to Restorative Care Pathway	Available from July 2025
Guidance for Support at Home care partners	Available from July 2025
Support at Home service delivery branches and allocation of care management pooled funding – fact sheet	Available from July 2025
Support at Home service agreement guidance	Available from August 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 November 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>Further training for care management and self-management will be available on the department's website from July 2025.</p> <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 from 1 November 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 31 October 2025 to start delivering Support at Home services from 1 November 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 Aboriginal and Torres Strait Islander assessment pathway• the interface with other programs (such as the Commonwealth Home Support Program).	October 2024 – October 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>Information on Aboriginal and Torres Strait Islander Aged Care Assessment Organisations 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 • 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. 	November 2024 – October 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 Quality and Safety Commission (the Commission) has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care.</p>
1.3	<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>	March – October 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 – September 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	<p>Determine if and how you will deliver assistive technology and home modifications.</p>	March – October 2025	<p>Available on the department's website - Assistive Technology and Home Modifications list (AT-HM list).</p>
1.6	<p>Determine how you will source assistive technology and home modifications:</p> <ul style="list-style-type: none"> source and purchase low cost/low risk assistive technology from the AT-HM list with agreement of 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 – October 2025	Refer to the Support at Home program manual 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 – October 2025	<p>Refer to the Support at Home: Claims and Payments Business Rules Guidance available on the department's website.</p> <p>Technical specifications to support the change are available on the Health Systems Developer Portal.</p> <p>Aged Care APIs are available on the vendor test environment.</p> <p>Refer to the Support at Home User Guide – submitting claims to the Aged Care Provider Portal which explains how to submit Support at Home payment claims in ACP.</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 – October 2025	Refer to the Support at Home program manual for detailed program information.

<p>1.10</p>	<p>Understand transition arrangements for existing HCP care recipients.</p> <p>Providers are required to continue to meet requirements under the current legislative framework, including to communicate and consult with older people about the care and services they receive, such as changes to services, costs and fees.</p>	<p>May – October 2025</p>	<p>The <u>Support at Home program manual</u> includes information about transition arrangements for existing HCP care recipients.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</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 from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.1	Update and validate payment account details to ensure payments are received for services delivered under the Support at Home program.	November 2024 – October 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 – September 2025	Communication products for older people 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 – October 2025	<p>Refer to the Support at Home: Claims and Payments Business Rules Guidance available on the department's website.</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>Refer to the Support at Home User Guide – submitting claims to the</p>

2.4	<p>Prepare your ICT systems to facilitate the transfer of required data and information to Services Australia to submit itemised invoices.</p>	February – October 2025	<p><u>Aged Care Provider Portal</u> which explains how to submit Support at Home payment claims in ACPP.</p> <p>Technical specifications to support the change are available on the <u>Health Systems Developer Portal</u>.</p> <p>Aged Care APIs are available on the vendor test environment.</p>
2.5 NEW	<p>Understand care management pooled funding, and how the allocation of care management funding occurs at the level of the service delivery branch.</p> <p>Understand how care management funding will be allocated when Support at Home commences from 1 November 2025.</p> <p>From 1 November 2025, all existing home care services will automatically be migrated to service delivery branches. You are not required to restructure home care services ahead of Support at Home. However, you may wish to review or make changes based on operational needs.</p>	July – October 2025	<p>Additional information on the allocation of care management funding from 1 November 2025 and how this relates to the service delivery branch will be available from July 2025.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</p> <p>When creating new or making changes to existing home care services, providers should continue to use the Home Care Service Notification Form to notify the department, Services Australia and the Aged Care Quality and Safety Commission. A new notification form will be available from 1 November 2025.</p>

2.6	<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 – October 2025	<p>Refer to the Support at Home program manual for detailed program information.</p> <p>Further information on the Strengthened Quality Standards is available on the Commission's website.</p>
2.7	Ensure that relevant care partners and service delivery staff hold relevant health qualifications.	March – October 2025	Refer to the Support at Home program manual for detailed program information.
2.8	Apply for supplementary grants in thin markets, if eligible.	Applications due 23 April 2025 (Complete)	Applications for the Support at Home Thin Market grant closed 23 April 2025.
2.9	<p>Ensure all aged care workers and responsible persons are aware of the Code of Conduct for Aged Care. You must also:</p> <ul style="list-style-type: none"> • support, equip and prepare aged care workers to comply with the Code, and • meet other provider obligations to ensure you have a diverse, trained and appropriately skilled workforce. 	April – October 2025	<p>Available on the Commission's website - Code of Conduct for Aged Care.</p> <p>Refer to the Commission's website for further information on provider obligations.</p>

2.10	Ensure you have undertaken a training needs analysis to identify your workforce's training needs and that 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 – October 2025	Refer to the Support at Home provider training modules to learn about the changes under the Support at Home program. Staff in leadership roles, care partners and responsible persons are also recommended to refer to the Support at Home program manual for more detailed information about these topics.
2.11	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.	October 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.
2.12	Understand changes to the My Aged Care Service and Support Portal and My Aged Care Online Account and Aged Care Provider Portal. From 1 November 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.	October – November 2025	The My Aged Care Service and Support Portal and My Aged Care Online Account guides will be updated by 1 November 2025.

2.13	<p>Update service pricing schedule in the My Aged Care Service and Support Portal</p> <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 in September and October 2025 and can be viewed on the Find a provider tool under the Full price lists section.</p>	September – October 2025 (Further advice on timeframe to be provided)	<p>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. A pricing schedule template will be available on the department's website.</p>
2.14	<p>Update service information in the My Aged Care Service and Support Portal</p> <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>If the services you are providing within a registration category change (removal or addition of a service type within a registration category) from 1 November 2025, you will need to notify the Aged Care Quality and Safety Commission of a Change in Circumstance. 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>	3 – 7 November 2025 (Further advice on timeframe to be provided)	<p>User guides for the My Aged Care Service and Support Portal will be updated by 1 November 2025 on how to update your service information and pricing in the portal. The Change in Circumstance notification and Application for Variation of Registration form will be available on the Commission's website ahead of 1 November 2025.</p>

2.15	<p>Update service pricing information on your website</p> <p>Update your pricing schedule on your website.</p>	November 2025 (Further advice on timeframe to be provided)	
2.16	<p>Understand the Business and Workforce Advisory Services (BWAS) transition support program</p> <p>Free, independent professional advisory service to improve provider operations. This includes advice and assistance with the transition to Support at Home.</p> <p>BWAS can help providers plan for and transition to Support at Home through activities such as:</p> <ul style="list-style-type: none"> • readiness assessments • transition planning • financial management information • service delivery advice • workforce planning. <p>BWAS provides practical advice to providers of Home Care Packages, the Commonwealth Home Support Program and residential aged care.</p> <p>The advice provided is confidential.</p>	Now – 30 June 2026	Refer to the <u>Financial viability and capability support for aged care providers</u> 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, including grant funded providers, to one of the 6 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
2.17	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.
2.18	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 November 2025.	January 2025 (Complete)	Refer to the Using the Government Provider Management System webpage on the department's website.
2.19	Understand the changes required under the new Act , including around open disclosure, protected information and a restorative justice approach to complaints handling.	March – August 2025	For more information about the New Aged Care Act visit the department's website. Refer to the Support at Home program manual (10.8 Managing complaints and feedback) for more information. Refer to the Commission's webpage on Reform changes for providers .

2.20	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 - October 2025	Refer to the Support at Home program manual (10.8 Managing complaints and feedback) for more information.
2.21	Regulatory model provider deeming preview – to validate registration information.	April - 1 June 2025, 5pm AEST (Complete)	You were sent a provider preview PDF in April 2025 to validate the registration information.
2.22	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 - October 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 Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care.
2.23	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 – October 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 Program (CHSP) providers join Support at Home, no earlier than 1 July 2027.

#	Actions providers should take	Timeframe	Transition resources and tools
2.24	<p>Nominate whether you can deliver relevant Aboriginal and Torres Strait Islander services</p> <p>It is an obligation of a provider's condition of registration that they are accessible, including for older Aboriginal and Torres Strait Islander people. All providers are required to be able to deliver culturally safe, trauma informed and healing aware care.</p>	November 2024 - October 2025	Providers can apply for specialisation verification for aged care services through the My Aged Care Service and Support Portal.
2.25	<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 they are aware of which Support at Home services you can provide.</p>	November 2024 - October 2025	<p>Refer to the National Aboriginal Community Controlled Health Organisation website for information about Elder Care Support.</p> <p>Refer to the Care finder program webpage on the department's website.</p>
2.26	<p>Understand the definition of cultural safety as defined in the new Aged Care Act.</p>	November 2024 - October 2025	<p>Read the definition of cultural safety in the Explanatory Memorandum of the Aged Care Bill.</p> <p>Refer to the Commission's webpage on Caring for First Nations older people.</p>

2.27	<p>Understand supplement care management funds for Aboriginal and Torres Strait Islander Support at Home participants.</p>	March - October 2025	Refer to the Support at Home program manual for detailed program information.
2.28	<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>	Now – 30 June 2026	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.

Engagement with existing HCP care recipients

You will need to support care partners within your organisation to engage with existing HCP care recipients to prepare them for the transition to Support at Home on 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.29	Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).	From May – October 2025	<p>Refer to the Support at Home program manual for further information on service agreements.</p> <p>Guidance for Support at Home care partners will be available from July 2025. Detailed guidance on service agreements will be available from August 2025.</p> <p>Refer to Letter to older people approved for Home Care Packages before 12 September 2024 and 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 that answer some frequently asked questions from providers about preparing for the new Support at Home program.</p>
2.30	<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, dementia and cognition or hardship supplement, these will be retained under their Support at Home budget they will have their HCP entry notification transitioned to Support at Home from 1 November 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 they will have access to assistive technology and home modifications if needed through the separately funded AT-HM scheme or HCP unspent funds (provider-held and/or Commonwealth-held). 		

2.31	<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 the HCP program and preparing for any adjustments that may be required to align with the Support at Home service list. Support HCP care 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 - October 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 that answer some frequently asked questions from providers about preparing for the new Support at Home program.</p>
2.32	<p>Inform HCP care recipients about changes to participant contributions (including for short-term supports), budget management, eligibility for special rates and supplements and how their contributions may change if they are reassessed. This will be general information about participant contributions.</p> <p>Where possible, providers may have access to indicative means assessment outcomes during October to support having service agreements in place for 1 November. Further advice will be provided in September.</p> <p>From November 2025, care recipients will receive a letter from Services Australia with their contribution obligations under Support at Home.</p>	May - October 2025	<p>A Support at Home fee estimator is available on the 'Upcoming changes to aged care funding: how they affect you' page of the My Aged Care website.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</p> <p>Refer to the Support at Home program manual for detailed information about participant contributions.</p> <p>Refer to Support at Home letters – Frequently asked questions for providers that answer some frequently asked questions from providers about preparing for the new Support at Home program.</p>

2.33	<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 - October 2025	<p>Refer to the Support at Home program manual for detailed information about care management.</p> <p>A fact sheet for older people on care management is available on the department's website.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</p>
2.34	<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 - October 2025	<p>Refer to the Support at Home program manual for detailed information about care management.</p> <p>Further training for care management and self-management will be available on the department's website from July 2025.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</p>
2.35	<p>Communicate available unspent funds and how they can use their unspent funds under the Support at Home program.</p>	May - October 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> <p>Refer to the Support at Home program manual for information on the use of HCP unspent funds under Support at Home.</p>

2.36	<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 participant contribution amounts. HCP care recipients should understand that any HCP Commonwealth unspent funds must be used before accessing their AT-HM budget.</p>	May - October 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 August 2025.</p>
2.37	<p>Identify existing HCP care recipients needing assistive technology and home modifications.</p> <p>Providers need to complete the AT-HM scheme data collection process for HCP care recipients that require low, medium, high AT or HM funding tier or AT ongoing tier. HCP care recipients will have to use their HCP Commonwealth unspent funds before they access AT-HM funding.</p>	October 2025 – February 2026 (TBC)	<p>Information to support you with this activity will be available from October 2025.</p> <p>Guidance for Support at Home care partners will be available from July 2025.</p>

2.38	<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 charge an overhead of up to 10% of the actual cost of the third-party service for self-managed HCP care recipients • care partners will deliver a care management activity at least once a month. 	May - October 2025	<p>Refer to the Support at Home program manual for detailed information about self-management.</p> <p>A fact sheet for older people on self-management is available on the department's website.</p> <p>Further training for care management and self-management will be available on the department's website from July 2025.</p>
2.39	Assist HCP care recipients to understand how to review and read the new monthly statements under Support at Home.	September – December 2025	Refer to the Support at Home monthly statement template on the department's website.
2.40	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 - October 2025	<p>Refer to the Support at Home program manual for detailed program information.</p> <p>Refer to the Commission's webpage on the Statement of Rights.</p>
2.41	Inform HCP care recipients that they can register a person to support them in their decision-making. They can have more than one registered supporter.	May - October 2025	Refer to the department's website for information about Supported decision-making under the new Aged Care Act .

2.42	Advise HCP care recipients of their options if they want to raise a concern or lodge a complaint with the Aged Care Quality and Safety Commission.	May - October 2025	If a participant has a concern their options are outlined on the Complaints webpage on My Aged Care.
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Existing Commonwealth Home Support Program clients

The Commonwealth Home Support Program (CHSP) has been extended from 1 July 2025 and will transition to Support at Home no earlier than 1 July 2027.

The CHSP comes under the Aged Care Act 2024 from 1 November 2025, which will change provider obligations and the way the program is regulated and delivered.

From 1 November 2025, existing CHSP clients will continue to receive their CHSP services. If their needs change and they need more complex care, they can be re-assessed to see if they are eligible for Support at Home services.

#	Actions providers should take	Timeframe	Transition resources and tools
2.43	<p>CHSP providers should ensure registration to the right category and understand the obligations under the new Aged Care Act, 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.	By 1 November 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 new regulatory model – Guidance for CHSP providers outlines the regulatory changes affecting Commonwealth Home Support Program (CHSP) providers under the new Aged Care Act.</p> <p>The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care and how the Commission will communicate and work with registered providers.</p>

2.44	<p>CHSP providers should inform existing CHSP clients about changes to the CHSP from 1 November 2025:</p> <ul style="list-style-type: none"> • CHSP services for existing clients will continue once the CHSP comes under the Aged Care Act 2024. There will be some changes, including the need for Service Agreements and provision of information such as the Statement of Rights • the changes to service names will 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 • clients will need to be registered and assessed as eligible to receive CHSP services in preparation for the commencement of the new Aged Care Act from 1 November 2025. This means providers will need to: <ul style="list-style-type: none"> ○ ensure all clients receiving services are recorded in My Aged Care with a My Aged Care ID ○ ensure clients have a care plan recorded in My Aged Care, which describes the client's assessed care need ○ support their clients to be registered and assessed as soon as possible 	By 1 November 2025	<p>Refer to the CHSP Reforms resources to support you with the transition to the Aged Care Act 2024 from 1 November 2025, including the CHSP service mapping guidance and DEX guidance documents. Refer to the CHSP 2025-27 Manual.</p> <p>The CHSP booklet and Easy Read Guide for older people will be updated prior to 1 November 2025 with details on what's available through the CHSP from 1 November 2025.</p> <p>Resources for transitioning clients under the new Aged Care Act can be found under CHSP Reforms.</p>
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	<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 can access up to \$15,000 in subsidised assistance through CHSP Home adjustments ● clients will continue to pay their existing payment contributions to their CHSP provider until at least 1 July 2027. 		
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3. Deliver services

Deliver services under Support at Home

From 1 November 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 November 2025.	From 1 November 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 November 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 November 2025. The outcome could be retaining their transitioned HCP classification with or without additional short-term supports.	From 1 November 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 November 2025	Refer to the Complaints webpage on My Aged Care for options for participants wanting to make a complaint.
3.5	Ensure compliance with registration conditions and other obligations under the New Aged Care Act:	From 1 November 2025	Refer to the Support at Home program manual for detailed program information.

	<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. 		The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care. You can also refer to the Commission's Provider Registration Policy and Regulatory Strategy 2024-25 .
3.6	<p>Complete financial reporting to fulfil financial reporting compliance obligations. This includes the Aged Care Financial Report (ACFR) and the Quarterly Financial Report (QFR).</p> <p>Continue reporting against the approved provider structure for your Q4 2024-25 and your Q1 2025-26 QFR and your 2024-25 ACFR.</p>	<p>Complete Q4 QFR reporting by 4 August 2025.</p> <p>Complete Q1 QFR reporting by 4 November 2025</p> <p>Complete 2024-25 ACFR reporting by 31 October 2025</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.
3.7 NEW	Collate your data required to complete your Q2 2024-25 QFR and your 2025-26 ACFR. Guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model will be distributed separately.	<p>Complete Q2 QFR reporting by 14 February 2026</p> <p>Complete 2025-26 ACFR reporting by 31 October 2026</p>	
3.8	Complete quality and safety reporting , such as Serious Incident Response Scheme reporting.	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 November 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
3.9	Provide up to 16 weeks of restorative support . STRC recipients approved for STRC and commenced receiving services before 1 November 2025 will complete their episode under STRC and will not transition to the Restorative Care Pathway.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Restorative care Pathway clinical guidelines on the department's website. Transition guidance for STRC providers will be available from July 2025.
3.10	Build a goal plan with the Support at Home participant.	From 1 November 2025	
3.11	Schedule a reassessment for the Support at Home participant to evaluate ongoing care needs.	From 1 November 2025	
3.12	Provide a final statement summarising services received.	From 1 November 2025	
3.13	Create an exit report for restorative care.	From 1 November 2025	

Deliver the End-of-Life Pathway

Support at Home will include an End-of-Life Pathway, commencing from 1 November 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
3.14	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 November 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 November 2025.
3.15	Provide up to 12 weeks of services under the End-of-Life Pathway.	From 1 November 2025	
3.16	Understand options for participants who live beyond the End-of-Life funding period, including how they might transition to ongoing services.	From 1 November 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. The Assistive Technology and Home Modifications scheme guidelines will be available from August 2025 on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
3.17	Deliver assistive technology and home modifications via the AT-HM scheme: <ul style="list-style-type: none">• refer a Support at Home participant to a suitably qualified health professional to have assistive technology needs or home modifications needs assessed• source assistive technology in line with the AT-HM list, with agreement from the participant• access home modifications in line with the AT-HM list with agreement from participant.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. AT-HM scheme guidelines will be available from August 2025.

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	Ensure that existing HCP care recipients have received a letter from Services Australia and understand their contribution obligations under Support at Home.	November - December 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 November, however for those where Services Australia do not hold the required information these letters will have a longer lead time.
4.2	Understand changes to the Aged Care Provider Portal.	November – December 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 November 2025.
4.3	Submit the October 2025 HCP claim to Services Australia as soon as possible. Completing this will enable Support at Home claiming. Note, the Aged Care Provider Portal will be offline for a period of time during the transition, and you can commence the HCP October claim following this.	November 2025 (Further advice on timeframe to be provided)	Refer to 'Submit and Finalise a Home Care Claim' on the Services Australia education gateway, Health Professional Education Resources .

4.4	<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 HCP 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>	November 2025 with your final HCP claim	<p>Refer to 'How to report Commonwealth unspent amount' on the Services Australia education gateway, Health Professional Education Resources.</p>
4.5	<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 final claim and it must be approved by Services Australia before you can start claiming for Support at Home services.</p>	<p>From December 2025 (Further advice on timeframe to be provided)</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</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 December 2025	<p>claims through the Services Australia Aged Care Provider Portal (ACPP). 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>Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.</p>
4.7	<p>Receive payment from Services Australia for services delivered to participant less any participant contribution payable.</p>	From December 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 November 2025.</p>
4.8	<p>You must generate and issue a monthly statement of services delivered against the care plan.</p>	From December 2025 (for services delivered in November)	<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 December 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 November 2025.</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>
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 December 2025	<p>Refer to the Support at Home program manual for detailed information about the different funding components that make up the participant's budget.</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 November 2025.</p>

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 November 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 November 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 November 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 November 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 November 2025.

Facilitate exit from Support at Home

You must facilitate a participant's exit from Support at Home to ensure payment for services delivered is received, 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 November 2025	Refer to the Support at Home program manual for detailed information about exiting the Support at Home program.
5.6	Notify Services Australia within 28 days of the exit date.	From 1 November 2025	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).
5.7	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 November 2025	Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.
5.8	Transfer participant portion HCP unspent funds, if applicable	From 1 November 2025	Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
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 November 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 November 2025.