

# Guide for Short-Term Restorative Care providers transitioning to the Restorative Care Pathway

This information will assist Short-Term Restorative Care (STRC) providers transition to the Support at Home program.

This resource includes:

- [Information about the Support at Home program Restorative Care Pathway](#)
- [A comparison of the STRC Programme and the Restorative Care Pathway](#)
- [Transition scenarios for STRC clients](#)
- [Transition activities for STRC providers](#)
- [STRC transition frequently asked questions](#)

# Support at Home program Restorative Care Pathway



## About the program

From 1 November 2025, the Support at Home program will replace the Home Care Packages Program and the Short-Term Restorative Care (STRC) Programme. The Support at Home program includes funding for ongoing services for older people, and short-term supports, including a Restorative Care Pathway, an End-of-Life Pathway, and the Assistive Technology and Home Modifications scheme.

The Restorative Care Pathway provides a short-term period of care of up to 16 weeks. This pathway is an approach to care that focuses on early intervention through intensive clinical services, care support and monitoring. Participants will receive multidisciplinary, coordinated allied health and nursing services to help them achieve their goals, stay at home for longer and delay entry into higher levels of care.

Participants accessing a restorative care episode can also access supports through the Assistive Technology and Home Modifications (AT-HM) scheme, in alignment with assessed need.



## Multidisciplinary care

The goal planning and service delivery of the Restorative Care Pathway must be multidisciplinary in nature, using a multidisciplinary team (MDT) of allied health and/or nursing professionals. The type and number of clinicians within the MDT should be selected based on the individual needs of the participant. The inclusion of a medical professional as part of the MDT is considered good practice and should be undertaken where possible.



## Care management for restorative care

Care management for the Restorative Care Pathway is delivered by a restorative care partner. Restorative care partners should hold qualifications in nursing or allied health, preferably at the university level to enable them to work autonomously. Other relevant clinical qualifications may be held noting providers remain obligated to meet the strengthened Quality Standards, including outcome 5.1. Restorative care management activities should be appropriately delivered to reflect the intensive nature of the episode. It should also support the Restorative Care Pathway's multidisciplinary approach to care delivery. Restorative care management is funded from the participant's restorative care budget. It is not funded from the pooled care management account for ongoing services.















## Additional restorative care services

Restorative Care Pathway participants can access a maximum of 2 units of funding over a 12-month period. This can be 2 separate episodes, at different periods within the year (non-consecutive), or 2 units of funding within a single 16-week period. If the participant is accessing 2 separate episodes of restorative care they will need to wait at least 3 months from the end of the 16 weeks period associated with the original episode before being eligible to receive a second episode within the 12-month period.

Providers should refer to the Support at Home program manual (14.0 Restorative Care Pathway) for more information about the Restorative Care Pathway. The Restorative Care Pathway Clinical Guidelines are available on the department's website.

## Comparison of the STRC Programme and the Restorative Care Pathway

		Short-Term Restorative Care Programme	→ Restorative Care Pathway
	<b>Care period</b>	8 weeks plus 7 days of leave	Up to 16 weeks with no leave provisions
	<b>Funding amount</b>	Daily subsidy, up to approximately \$14,500 for the episode	A unit of funding up to \$6,000
	<b>Additional restorative care</b>	2 episodes per 12 months	2 units of funding per 12 months
	<b>AT and HM</b>	Funded through the STRC subsidy	Access to the AT-HM scheme, in alignment with assessed need
	<b>Services</b>	Services included in the Specified Care and Services for STRC	Services from the Support at Home service list, in alignment with assessed need
	<b>Care agreement</b>	Flexible care agreement	Service agreement, a goal plan and individualised budget
	<b>Care management provision</b>	Coordinator or case manager	Restorative care partner
	<b>Multidisciplinary Care approach</b>	MDT consisting of 3 or more specialist care providers, which must include a medical clinician	Type and number of clinicians within the MDT selected based on the individual needs of the participant
	<b>Places</b>	Capped at 2,269 allocated places (equates to 14,778 possible places per year)	Capped at 20,000 units of funding per year
	<b>Contributions</b>	Calculated on daily basis, up to a set rate of the age pension	Aligns to the <a href="#">Support at Home participant contribution framework</a>
	<b>Claiming process</b>	STRC - Flexible Care subsidy paid monthly in advance	RCP claims for services delivered can be submitted up to daily (as per <a href="#">Support at Home claiming arrangements</a> )
	<b>Access to further care</b>	Refer the client to My Aged Care for assessment if they require ongoing aged care support	Undergo a Support Plan Review to request an additional unit of funding, <b>or</b> seek a reassessment to access ongoing services

## Transition scenarios for STRC clients

Transition to the Support at Home program Restorative Care Pathway for clients approved for or receiving Short-Term Restorative Care will differ based on when they commence their restorative care episode. There are 2 types of transitioning participants.

**Participants who commence STRC before 1 November 2025 and continue to receive care for this episode post 1 November 2025**

**Participants approved for STRC before 1 November 2025 and commence their restorative care episode after 1 November 2025**

### Participants who commence STRC before 1 November 2025 and continue to receive care for this episode post 1 November 2025

Participants in this scenario will receive care for the remainder of the STRC episode from their provider, however the services they receive will need to align with the Support at Home program.

#### Services



From 1 November 2025, the services this participant receives must align to the [Support at Home service list](#). Providers should work with clients prior to 1 November 2025 to provide an alternative service if required. If the services a participant receives does change, their flexible care agreement and care plan should be updated to reflect this.

From 1 November 2025, STRC funding cannot be used to pay the remainder or gap of the participant's private health insurance for relevant services.

#### AT-HM



From 1 November 2025, assistive technology and home modifications delivered must align to the [AT-HM list](#).

#### Contributions



The participant will pay the fees agreed in the flexible care agreement for the duration of the episode.

#### Additional Care



The participant should be referred for an assessment if they require further care or ongoing support. If they are eligible for another episode of restorative care they will be approved for the Support at Home Restorative Care Pathway.

#### Claiming process












Providers will continue to claim the daily rate for STRC episodes that continue after 1 November 2025. Providers are not required to confirm what services were delivered when claiming but should record what services from the Support at Home service list or AT-HM list have been delivered.

Providers must submit the STRC entry form to Services Australia as well as all other claims and events, in a timely manner to ensure payment from 1 November 2025.

## Participants approved for STRC before 1 November 2025 and commence their restorative care episode after 1 November 2025

Participants in this scenario will commence their care under the Support at Home Restorative Care Pathway.

<b>Services</b> 	Through the Support at Home Restorative Care Pathway these participants will receive services from the <a href="#">Support at Home service list</a> . The duration of their episode will increase from 8 weeks, up to 16 weeks. The 6-month referral expiration will be retained and reassessment is not required if the STRC approval remains valid.
<b>Funding</b> 	The funding amount for the episode will change to \$6,000. A second \$6,000 unit of funding can be requested if required through a Support Plan Review. See additional care for more information.
<b>AT-HM</b> 	STRC clients transitioning to the Restorative Care Pathway after 1 November 2025 will be approved for a medium assistive technology funding tier of \$2,000 and a medium home modifications funding tier of \$2,000.
<b>Care management</b> 	A restorative care partner will deliver care management activities for the participant. These activities are funded from the participant's restorative care budget.
<b>Contributions</b> 	The participant will pay fees in alignment with the Support at Home participant contribution framework. They may need to pay contributions depending on what services they receive and the outcome of their income and assets assessment.
<b>Goal plan</b> 	A goal plan must be established for the participant at the start of the episode. This replaces the existing flexible care agreement and is in lieu of the care plan required for ongoing Support at Home services. A service agreement and individual budget must also be completed.
<b>Exit Plan</b> 	By the end of the episode an exit plan must be completed by the restorative care partner to consider next steps upon conclusion of the episode.
<b>Additional care</b> 	<p>If the participant accesses another Restorative Care Pathway episode (one unit of funding each) there must be at least 3 months between episodes.</p> <p>A second unit of funding to use within a single Restorative Care Pathway episode can be requested via a Support Plan Review request. If the participant accesses a second unit of funding, they must wait at least 12 months before accessing another episode.</p> <p>Note that a Support Plan Review can also be used to request an assessment for other aged care services.</p>
<b>System</b> 	Providers will retain their service IDs for their STRC services. This will allow providers to continue to receive STRC referrals from 1 November 2025. The STRC client's approval for STRC will remain unchanged in the My Aged Care Service and Support Portal.



## Transition activities for STRC providers

There are a number of steps providers should take now to prepare to deliver the Restorative Care Pathway from 1 November 2025. STRC providers should refer to the [Support at Home program provider transition guide](#) for detailed guidance on what to do to prepare for the commencement of the Support at Home program from 1 November 2025.

Now - 31 October 2025			
Activity	Resource	<input checked="" type="checkbox"/>	Comments
Learn about the Support at Home program and the Restorative Care Pathway.	Refer to the <a href="#">Support at Home program manual</a>	<input type="checkbox"/>	_____
Prepare your organisation to deliver the Support at Home program.	Refer to the <a href="#">Support at Home program provider transition guide</a>	<input type="checkbox"/>	_____
Understand the changes for transitioning STRC participants and speak to them about changes they may experience from 1 November 2025.	Refer to this resource	<input type="checkbox"/>	_____
Train your workforce to deliver Support at Home and the Restorative Care Pathway.	Access <a href="#">Support at Home provider training</a> on the department's website	<input type="checkbox"/>	_____
Engage with STRC clients who will continue their episode after 31 October 2025 about changes to their care to align with the Support at Home service list and AT-HM list. Review and update the flexible care agreement and care plan if there will be any changes.	Refer to the <a href="#">Support at Home service list</a> and the <a href="#">Assistive Technology and Home Modifications List</a>	<input type="checkbox"/>	_____

**From 1 November 2025**

<b>Activity</b>	<b>Resource</b>	<input checked="" type="checkbox"/>	<b>Comments</b>
Deliver restorative care services through the Support at Home Restorative Care Pathway.	Refer to the <a href="#">Support at Home program manual</a>	<input type="checkbox"/>	_____
Engage with older people with STRC approval commencing their restorative care episode from 1 November 2025 about their care under the Restorative Care Pathway.	Refer to this resource	<input type="checkbox"/>	_____
Update service information in the My Aged Care Service and Support Portal (3-7 November 2025). <ul style="list-style-type: none"> <li>Services provided by STRC outlets must be updated in the My Aged Care Service and Support Portal between 3-7 November 2025 as they will look identical to Home Care service outlets as a result of the provider deeming activity.</li> </ul>	User guides for the My Aged Care Service and Support Portal will be available from 3 November 2025	<input type="checkbox"/>	_____

# **STRC transition frequently asked questions**

## **Provider transition**

### **What if I am not transitioning to the Restorative Care Pathway?**

Due to the short length of STRC episodes it is recommended that any provider that plans to cease STRC services in November or December 2025 should not commence new STRC episodes that will extend beyond 1 November 2025. Clients with an in-progress STRC episode after 1 November 2025 are unable to change providers during that episode.

Providers are subject to continuity of care obligations for clients in their care. The provider needs to ensure all clients in their care have appropriate care arrangements before they cease services.

Where the provider exits on or before 31 October 2025, general debt recovery processes will be used to recover any holdover amounts owing.

### **Will providers continue to receive STRC referrals up to 31 October 2025?**

Older people with a STRC approval can commence a STRC episode up to 31 October 2025.

STRC clients who have not started receiving care on 1 November 2025 can use their approval to access the Restorative Care Pathway. They will have 6 months from STRC approval to enter into an agreement for the Restorative Care Pathway. This will include approval and funding for assistive technology and home modifications.

## **Client transition**

### **What happens if a client wants to change providers?**

Clients with an in-progress STRC episode after 1 November 2025 are unable to change providers during that episode. If a client in this scenario needs to change providers, the episode will be concluded, and they will need to undergo an assessment to access further care.

Participants accessing the Support at Home Restorative Care Pathway from 1 November 2025 can change providers as per the process for the Support at Home program.

### **Will older people approved for STRC who do not commence an episode prior to 1 November 2025 retain the 6-month referral expiration date?**

Yes, older people with an STRC approval will retain the 6-month referral expiration date (from their STRC approval date).

### **What contributions will participants who receive care under the Restorative Care Pathway have to pay?**

STRC clients who commence their episode prior to 1 November 2025 will pay fees agreed with the provider in the flexible care agreement. This arrangement will continue to the end of the STRC episode.

Older people who commence their episode on or after 1 November 2025 will pay contributions in alignment with the Support at Home participant contributions. Participants may need to pay



contributions depending on the services received and the outcome of their income and assets assessment.

## **Claiming**

### **How will providers claim for STRC episodes that are ongoing after 1 November 2025?**

Providers can continue to claim the daily rate for STRC episodes until the payment and reconciliation process for all STRC episodes commenced prior to 1 November 2025 are complete. Providers are not required to confirm what services were delivered when claiming but should keep a record of what services from the Support at Home service list or AT-HM list have been delivered.

Providers must submit the STRC entry form to Services Australia, as well as all other claims and events, in a timely manner to ensure payment from 1 November 2025.

### **When can providers commence claiming for Restorative Care Pathway services delivered from 1 November 2025?**

Claims for services delivered under the Restorative Care Pathway will be subject to Support at Home claiming arrangements. From 1 December 2025, providers can commence claiming for the Restorative Care Pathway services delivered from 1 November 2025, in alignment with the transition arrangements for the Support at Home program. A valid start notification must be submitted before the provider can make claims for payment for the Restorative Care Pathway. Claims for STRC do not need to be complete before a provider can commence claiming for services delivered under the Restorative Care Pathway.