



Support at Home update

Older people, their families and carers

August 2025

Acknowledgement of Country

I would like to acknowledge the Traditional Owners and Custodians of the vast lands on which we meet today and pay my respects to Elders past, present and emerging. I am presenting to you from Ngunnawal country.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples joining us today.

Our panel

Chair:

- Josh Maldon, First Assistant Secretary, Reform Implementation Division

Presenters

- Lezah Rushton, Assistant Secretary, Assessment and Home Care Transition Branch
- Susan Trainor, Assistant Secretary, Contributions and Accommodation Reform Branch

Panellists

- Jasmine Snow, Assistant Secretary, Support at Home Reform Branch
- Julia Atkinson, Acting Assistant Secretary, Home Support Operations Branch
- Rowena Sierant, Director, Assistant Technology & Home Modifications Section

Arrangements for existing Home Care Package recipients

- **Automatically** move to the Support at Home program.
- Receive the **same services** from your current provider.
- **Same budget** as your current HCP budget.
- **Keep unspent funds** you have saved.
- **Automatically approved for all services** under Support at Home.
- **Only** need to be reassessed if your care needs have changed and the services you now require **can't be met within your current budget**.
- Update **Service Agreement** with your provider

Participant contributions if approved for a HCP on or before 12 September 2024

Age pension status	Clinical support	Independence	Everyday living
Full pensioner	0%	0%	0%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 0% and 25% depending on income	Between 0% and 25% depending on income
Self-funded retiree	0%	25%	25%

Participant contributions if approved for HCP after 12 September 2024

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded non-CHSC holder and means not disclosed	0%	50%	80%

Thank you

For more information, visit the My Aged Care website:



Website: www.myagedcare.gov.au/support-home-program

Phone: 1800 200 422 (My Aged Care's free call phone line)

