



Australian Government
Department of Health, Disability and Ageing

Letter ref: NFPN404

Dear XX,

The new Support at Home program

I am writing to you because you currently receive aged care services through a Home Care Package and will be moving to the new Support at Home program on 1 November 2025.

Your financial contribution

Your provider will talk to you about any price changes to your service under the Support at Home program, and ask you to agree to them. The Australian Government has put protections in place so that you can be sure those prices are reasonable and transparent.

You will not have to contribute for clinical care services, such as nursing and physiotherapy.

The Australian Government will pay for all clinical care costs.

Your estimated ongoing contribution to Support at Home services will be between **5% and 50%** under the independence category, and between **17.5% and 80%** in the everyday living category.

You will transition to the Support at Home contribution rates on 1 November 2025. See pages 8-10 in the enclosed Support at Home program booklet for more information about contributions.

Depending on your situation, you may need to take some steps to make sure your contribution rate is correct:

Your situation	What you need to do
You currently receive an income support payment, such as the Age Pension	Services Australia has all the information they need to determine your contribution rate. Speak to your provider who can tell you your early contribution rates before you sign your service agreement. Contact Services Australia on 1800 227 475 if you would like them to confirm your estimated contribution rates.
You are not receiving an income support payment, such as the Age Pension	Contact Services Australia on 1800 227 475 to find out what information you will need to provide from 1 November 2025. Provide this information as soon as possible after 1 November 2025 to reduce delays in determining your contribution rates.

Home Care Package unspent funds

If you have been saving any Home Care Package funds you will keep all of these funds when you transition to the Support at Home program on 1 November 2025. Unspent Home Care Package funds may be used to access additional services if your Support at Home quarterly budget is fully allocated, or for assistive technology and home modifications, if approved.

Next steps

Your provider should contact you before 1 November 2025 to review your care plan, advise you of their new pricing, and to prepare a new service agreement to continue to deliver care services under the new program. This is an important conversation, and you should use it to ensure that you receive the services that best support you.

After 1 November 2025 Services Australia will send you a letter about contributions. If your financial circumstances have recently changed you can update your details by contacting Services Australia.

Where can I go if I have questions?

There are resources and support available to help you learn more about the Support at Home program. Please visit www.myagedcare.gov.au/improving-australias-aged-care-system for information on the new program.

You can also contact:

- your Home Care Package provider
- the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on 1800 700 600 for information about your rights and to request support to talk to your provider.
Visit www.opan.org.au
- your Elder Care Support worker at your local health service or visit www.naccho.org.au/aged-care/

Yours sincerely,

Sonja Stewart
Deputy Secretary
September 2025