



Australian Government
Department of Health, Disability and Ageing

Letter ref: FP101

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

As you are already receiving, or have been assessed as eligible for, a Home Care Package, your financial contribution will stay the same. This means you will pay the same or less than you currently pay under the new Support at Home program.

I want to assure you that 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.** Please see pages 8-10 in the enclosed Support at Home program booklet for more information about contributions.

You will also not have to contribute to Support at Home services under the independence or everyday living category.

Your provider will support you to transition to the Support at Home program and you will continue to receive care through your current Home Care Package provider. Your provider will communicate with you directly about any changes to your in-home care arrangements before they occur.

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 can 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 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, you will also receive a letter from Services Australia confirming that you will not have to contribute financially under the Support at Home program.

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, Ageing and Aged Care
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