



# Support at Home

## Communication toolkit for informing older people

Providers, peak bodies, advocacy organisations and community groups can use this toolkit to inform older people, families and carers about the new Support at Home program. The new program starts along with the new Aged Care Act from 1 November 2025.

Contents

Communication toolkit for informing older people..... 1

About this toolkit ..... 3

    What’s in this toolkit? ..... 3

    Audiences ..... 3

    Call to action ..... 3

Different languages, same aged care ..... 4

    Translating and interpreting services ..... 4

    Help from your aged care provider..... 4

    Deaf Connect..... 4

Key messages ..... 5

Discussion guide ..... 6

    Why is in-home aged care changing? ..... 6

    What is Support at Home? ..... 6

    What do I need to do to move to Support at Home? ..... 6

    How do I access in-home aged care services?..... 8

    How much do I have to pay for in-home aged care services?..... 8

    How can I make a complaint about my aged care services? ..... 9

Editorial content..... 10

    Changes coming to in-home aged care ..... 10

Social media posts ..... 11

Videos ..... 13

    Support at Home..... 13

    New Aged Care Act ..... 13

Resources ..... 13

    Support at Home program..... 13

    Contributions and pricing ..... 13

    Services ..... 13

    FAQs..... 13

# About this toolkit

This toolkit provides information to support you to talk with older people, their families and carers about changes that affect older people when Support at Home starts from 1 November 2025.

We have also created materials that may help you to communicate the changes through your channels, such as newsletters, websites, meetings, discussions and social media channels.

## What's in this toolkit?

- Key messages
- Discussion guide
- Editorial content
- Social media posts and images and videos
- Videos
- Resources.

## Audiences

Older people, their families and carers

## Call to action

We recommend including the following calls to action in your communication materials:

- Learn more about the [Support at Home program](#).
- Read the [Support at Home guide for older people, families and carers](#).
- Find out more about [participant contributions](#).
- Find out more about [hardship assistance](#).
- To learn more about aged care and how it's changing, visit the [My Aged Care website](#).
- To keep up to date with changes to aged care, subscribe to the Department of Health, Disability and Ageing's:
  - newsletter for older people, [EngAged](#)
  - [Facebook](#)
  - [Instagram](#).

## Different languages, same aged care

If you, or someone you care for, has difficulty speaking or understanding English, you can use an interpreting service to communicate in your preferred language.

### Translating and interpreting services

If you are receiving care, you can get interpreting through [TIS National](#). TIS National is available 24 hours a day, every day of the year.

- Call **131 450** and tell the operator the language you speak.
- You can also ask your aged care provider to contact TIS National for you using their client code.

### Help from your aged care provider

Aged care providers can give you information in your preferred language.

You can ask your aged care provider to use the [Department of Health, Disability and Ageing's free translation service](#). This service can translate printed and online materials in different languages, as well as 'Easy Read' or 'plain English'.

### Deaf Connect

You can access free sign language interpreting and captioning services through Deaf Connect for eligible older people.

Deaf Connect can help you:

- with aged care services
- take part in professional and social activities
- with health and medical appointments that have a Medicare rebate.

To make a booking:

- call 1300 773 803
- email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au)
- go to the [Deaf Connect website](#).

## Key messages

- From 1 November 2025, Support at Home will improve in-home aged care to help you stay at home for longer.
- These changes are about making sure that in-home aged care:
  - gives you timely access to safe and high-quality services
  - supports you to live at home for longer
  - is available for everyone who needs it, now and into the future.
- Support at Home will start under the new Aged Care Act. The new Act will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.
- Support at Home will replace the Home Care Packages (HCP) program and Short-Term Restorative Care (STRC) Programme from 1 November 2025. The Commonwealth Home Support Program (CHSP) will become part of Support at Home no earlier than 1 July 2027.
- Support at Home will make it easier to get the services, products, equipment and home modifications you need to help you remain healthy, active and socially connected to your community. It includes both ongoing services and 3 pathways for short-term periods of care.
- Support at Home short-term pathways include:
  - the Assistive Technology and Home Modifications (AT-HM) scheme – for products, equipment and changes to your home that make daily tasks easier and safer
  - the Restorative Care Pathway – for allied health services to help you maintain, improve and regain your ability to do everyday tasks
  - the End-of-Life Pathway – for additional services to support older people to remain at home in the last 3 months of life.
- Participant contributions are an essential part of the Support at Home program to ensure a fairer system that can provide access to better and more tailored services in an affordable way.
- From 1 November 2025, participants in the Support at Home program will contribute towards the cost of some services, while other services will be free of charge. You will only pay contributions for services you receive.
- The Government will continue to fund the majority of aged care and will fund all clinical costs for all participants receiving Support at Home. Where contributions are required, they will be based on your income and assets. If you can't afford your aged care contributions for reasons beyond your control, you might be eligible for financial hardship assistance. If approved, the government will pay for some or all of your aged care fees.

# Discussion guide

This discussion guide can be used for conversations with older people, their families and carers about the Support at Home program.

## Why is in-home aged care changing?

- In-home aged care is changing in line with the implementation of the new Aged Care Act, which begins on 1 November 2025.
- The Royal Commission into Aged Care Quality and Safety found the existing *Aged Care Act 1997* was no longer fit for purpose and did not adequately consider the rights and needs of older people in the delivery of aged care services.
- The new Aged Care Act will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.
- Support at Home addresses key issues raised by the Royal Commission to ensure in-home aged care:
  - gives people timely access to safe and high-quality services
  - supports people to live at home for longer
  - is sustainable for an ageing population.
- Learn more about [your rights and how they will be protected](#).

## What is Support at Home?

- The new [Support at Home program](#) improves in-home aged care to help you stay at home for longer.
- Support at Home will make it easier to get the services, products, equipment, and home modifications you need to help you remain healthy, active, and socially connected to your community. It includes both ongoing services and 3 short-term pathways.
- [Support at Home ongoing services](#) are listed under 3 categories:
  - clinical care, such as nursing
  - independence, such as help with showering
  - everyday living, such as cleaning, gardening and meal preparation.
- [Support at Home short-term pathways](#):
  - The Restorative Care Pathway is for allied health services to help you maintain, improve, and regain your ability to do everyday tasks. Participants can access up to 16 weeks of restorative care services from a budget of approximately \$6,000 (or up to \$12,000 if required).
  - The End-of-Life Pathway is for additional services to support older people to remain at home in the last 3 months of life. Participants can access more home care services for up to \$25,000 over a 12-week period, with an additional 4 weeks to use the funds.
  - The Assistive Technology and Home Modifications (AT-HM) scheme is for products, equipment and changes to your home that make daily tasks easier and safer. Participants can access up to \$15,000 for assistive technology and up to \$15,000 for home modifications. Additional funding may be available with evidence of need.

## What do I need to do to move to Support at Home?

- On 1 November, if you are currently accessing aged care services you will continue to receive safe, quality care without interruption.
- Support at Home will replace the [Home Care Packages \(HCP\) program](#) and [Short-Term Restorative Care \(STRC\) Programme](#) from 1 November 2025. The [Commonwealth Home Support Program \(CHSP\)](#) will become part of Support at Home no earlier than 1 July 2027.
- Bringing people onto the new program in two stages will minimise disruption and ensure continuity of care.
- If you are moving to Support at Home, you will need to sign a service agreement. It's ok to review your service agreement to ensure it covers all the information you need to make a decision.

### **Home Care Packages program recipients**

- You will automatically be moved to Support at Home on 1 November 2025 if you:
  - have a current Home Care Package
  - are on the National Priority System waiting for a Home Care Package.
- You will not need to be reassessed and your Support at Home funding will be equivalent to your Home Care Package level.
- If you were receiving or were approved for a Home Care Package on or before 12 September 2024, you will pay the same amount or less under Support at Home.

### **Short-Term Restorative Care Programme (STRC) participants**

- If you were participating in the Short-Term Restorative Care Programme (STRC) before 1 November, you will continue to receive care from your provider under Support at Home.
- If you were approved for STRC before 1 November 2025 but have not commenced your restorative care episode, you will receive care under the new Support at Home Restorative Care Pathway.
- In either situation, your provider will ensure that services delivered from 1 November align with the Support at Home service list and Assistive Technology and Home Modifications (AT-HM) list.

### **Commonwealth Home Support Program participants**

- You will continue to access the Commonwealth Home Support Program (CHSP) until it transitions to Support at Home no earlier than 1 July 2027.
- From 1 November 2025, all CHSP clients must be registered with My Aged Care and have had an aged care assessment to continue accessing government-funded aged care.
- CHSP clients will also need to sign a service agreement with their provider. It's ok to review your service agreement and make sure it covers all the information you need.

If your needs are re-assessed as more complex, you may be eligible for Support at Home or other services from 1 November 2025

## How do I access in-home aged care services?

- You are entitled to an aged care assessment if you are:
  - a person over the age of 65
  - an Aboriginal and Torres Strait Islander person over the age of 50
  - a person who is at risk of, or experiencing, homelessness and over the age of 50.
- Assessments for Support at Home are through the [Single Assessment System](#), which was designed to make it easier to:
  - access aged care
  - adapt services as your needs change.
- If you are found eligible, you will receive:
  - a Notice of Decision – outlining your quarterly budget for ongoing services and/or approval for short-term pathways
  - an individual support plan – outlining your goals, strengths and assessed needs.
- You will begin to receive ongoing services when funding becomes. Funding for the Restorative Care Pathway and End-of-Life Pathway will be available immediately.

## How much do I have to pay for in-home aged care services?

- Under the new Aged Care Act, there are important changes to the way people will contribute to the cost of their care.
- The government will continue to fund the majority of aged care and will fund all clinical costs for all participants receiving Support at Home.
- People who can afford to will contribute more to their aged care costs.
- No matter what a person contributes, the government will pay the rest of their aged care costs.
- This ensures everyone gets the services they need.
- You will only pay contributions for services you receive.
  - If you were approved for a Home Care Package on or before 12 September 2024, you will pay the same, or less, in Support at Home as you did in the previous Home Care Package program. Where contributions are required, they will be based on your income and assets.
- There is a lifetime cap on contributions. Once you have paid \$130,000 (indexed) towards your services you will not be charged any more for the services you receive. The cap will be indexed annually. You can see what your contributions may be for each service with the [Support at Home fee estimator](#).
- Services Australia can tell you more about your contribution rates.
  - Before 1 November 2025 – Services Australia can give you an interim calculation if they have all the information they need.
  - From 1 November 2025 – they will send you a fee advice letter confirming your contribution rates.
  - If Services Australia needs more information to calculate your contribution rates, they will write to you. Please reply as soon as you can to avoid paying too much for your services.

- If you can't afford your aged care contributions, you might be eligible for [financial hardship assistance](#). If you're approved for hardship assistance, the government will pay some or all of your aged care fees.
- For more information from Services Australia:
  - call the Aged Care line on 1800 227 475 (Monday to Friday 8am – 5pm)
  - please have your My Aged Care ID and/or Centrelink Client Reference Number (CRN) ready.
- For information from the Department of Veteran's Affairs:
  - call the Veterans' Home Care Assessment Agency on 1300 550 450.

## **How can I make a complaint about my aged care services?**

- You can make a complaint to your aged care provider, worker or responsible person of an aged care provider, such as a CEO or Board Member.
- If you do not feel comfortable raising a complaint with your provider or are not satisfied with the outcome, you can make a complaint to:
  - the [Complaints Commissioner](#) (who is independent from the regulatory functions of the Aged Care Quality and Safety Commission)
    - email [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
    - call 1800 951 822 for general complaints
    - call 1800 844 044 for food, nutrition and dining related complaints
  - a staff member of the Aged Care Quality and Safety Commission
  - the Department of Health, Disability and Ageing
  - a police officer
  - an independent aged care advocate.
- The [Older Persons Advocacy Network \(OPAN\)](#) also provides free, confidential support to help older people, their families and representatives raise concerns and make complaints about aged care services. If you would prefer to speak to a representative over the phone, you can call the Aged Care Advocacy Line on 1800 700 600.

# Editorial content

This short article can be used in your newsletter, e-newsletter and/or website news section.

## Changes coming to in-home aged care

Support at Home is the Australian Government's new in-home aged care program starting from 1 November this year. It's designed to help you stay independent and live in your own home for longer.

Support at Home will simplify in-home aged care by replacing the Home Care Packages and Short-Term Restorative Care programs. The Commonwealth Home Support Program will join Support at Home no earlier than 1 July 2027.

Support at Home is part of the new Aged Care Act, which puts older people at the centre of aged care. The new Act will make aged care safer, fairer and more respectful.

Support at Home will make it easier to get the help you need to remain at home – for things like cleaning, gardening, shopping, nursing care and physiotherapy. Products, equipment and home modifications can also be purchased for support with daily tasks. There are ongoing services as well as 3 pathways for short-term periods of care.

### Short-term pathways

1. The Restorative Care Pathway helps you improve or regain your ability to do everyday tasks after an age-related illness or injury.
2. The End-of-Life Pathway gives extra support (such as personal care, domestic assistance and nursing care) for those who wish to spend their final months at home.
3. The Assistive Technology and Home Modifications scheme provides equipment and changes to your home to make it safer and easier for daily living.

### Moving to Support at Home

If you already receive a Home Care Package, you won't need a new assessment. Your provider will help you move to Support at Home and update your care plan.

### More information





Learn more about Support at Home:

- visit the [My Aged Care website](#)
- call My Aged Care on 1800 200 422.





# Social media posts

Below are suggested posts for your social media channels.

## Support at Home overview

Channel	Copy	Social media video
Facebook	<p> Support at Home is a new aged care program to help you stay in your own home for longer.</p> <p>Support at Home replaces the Home Care Packages and Short-Term Restorative Care programs. It is designed to:</p> <ul style="list-style-type: none"> <li>◆ help you live at home for longer</li> <li>◆ make it easier to access services</li> <li>◆ ensure care is safe, respectful and tailored to your needs.</li> </ul> <p>Services can be ongoing or short-term, depending on what's right for you.</p> <p>Learn more about Support at Home  <a href="http://www.myagedcare.gov.au/support-home-program">www.myagedcare.gov.au/support-home-program</a></p>	<a href="#">Support at Home - overview for older people</a>
Instagram	<p>Is your loved one is considering aged care options?</p> <p> Support at Home is designed to help older people stay in their own home for longer to:</p> <ul style="list-style-type: none"> <li>◆ help older people live at home for longer</li> <li>◆ make it easier to access services</li> <li>◆ ensure care is safe, respectful and tailored to needs.</li> </ul> <p>Services can be ongoing or short-term, depending on what's right for your loved one.</p> <p> Click the link in our bio and select 'Support at Home' to learn more.</p> <p>Link for bio: <a href="http://www.myagedcare.gov.au/support-home-program">www.myagedcare.gov.au/support-home-program</a></p>	<a href="#">Support at Home - overview for older people</a>
X	<p>#SupportatHome is a new aged care program to help older people stay independent at home for longer.</p> <p>It's designed to:</p> <ul style="list-style-type: none"> <li>◆ make services easier to access</li> <li>◆ ensure care is safe, respectful and tailored to individual needs.</li> </ul> <p>Learn more at <a href="http://www.health.gov.au/our-work/support-at-home">www.health.gov.au/our-work/support-at-home</a></p>	<a href="#">Support at Home - overview for older people</a>

## Support at Home services

Channel	Copy	Social media tile
Facebook	<p> Support at Home services can be ongoing or short-term. It depends on what's right for you.</p> <p>There are 3 types of ongoing services.</p> <ol style="list-style-type: none"> <li>1. Clinical care – things like nursing and physiotherapy</li> <li>2. Independence support – things like showering and social support</li> <li>3. Everyday living – things like cleaning, gardening and meals.</li> </ol> <p>And 3 short-term service pathways for restorative care, end-of-life support, and assistive technology and home modifications.</p> <p>Learn more about Support at Home   <a href="http://www.myagedcare.gov.au/support-home-program">www.myagedcare.gov.au/support-home-program</a></p>	<a href="#">Support at Home – a new program to help you stay at home for longer</a>
Instagram	<p>Do you or a loved one need help to stay at home?</p> <p> Support at Home services can be ongoing or short-term. It depends on what you need.</p> <p>Ongoing services include.</p> <ul style="list-style-type: none"> <li>◆ clinical care</li> <li>◆ independence support</li> <li>◆ everyday living</li> </ul> <p>There are also 3 short-term service pathways for restorative care, end-of-life support, and assistive technology and home modifications.</p> <p> Click the link in our bio and select 'Support at Home' to learn more.</p> <p>Link for bio: <a href="http://www.myagedcare.gov.au/support-home-program">www.myagedcare.gov.au/support-home-program</a></p>	<a href="#">Support at Home – helping you stay at home for longer</a>
X	<p>#SupportatHome can be ongoing or short-term. It depends on what you need.</p> <p>3 ongoing services assist w/ clinical care, independence support, and everyday living.</p> <p>3 short-term service types offer temp support when you need a bit of extra help.</p> <p>Learn more <a href="http://www.health.gov.au/our-work/support-at-home">www.health.gov.au/our-work/support-at-home</a></p>	<a href="#">Support at Home – helping older people stay at home for longer</a>

# Videos

You can share these videos in your communication with older people, families and carers.

## Support at Home

- [Overview of Support at Home](#)
- [Participant contributions under Support at Home](#)

## New Aged Care Act

- [How the new Aged Care Act comes together](#)
- [Your aged care rights](#)
- [I am the centre of my aged care](#)

# Resources

These resources can be downloaded and shared with older people, families and carers.

## Support at Home program

- [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](#)

## Contributions and pricing

- [Participant contributions – fact sheet](#)
- [Consumer protections for Support at Home prices – fact sheet](#)
- [Classifications and budgets – fact sheet](#)
- [Hardship assistance for aged care – factsheet](#)
- [Summary of indicative Support at Home prices](#)
- [Changes to Support at Home pricing arrangements for older people, families and carers – fact sheet](#)
- [Support at Home fee estimator](#)

## Services

- [Support at Home services – fact sheet](#)
- [Support at Home service list](#)
- [Restorative Care Pathway – fact sheet](#)
- [Assistive technology and home modifications \(AT-HM\) scheme - fact sheet](#)
- [End-of-Life Pathway – fact sheet](#)
- [Care management – fact sheet](#)

## FAQs

- [Support at Home update for older people, families and carers – webinar – August 2025](#)