



# Support at Home – Frequently asked questions for older people

This document answers some frequently asked questions from older people, families and carers about the Support at Home program following the webinar on 14 August 2025.

If you have questions about your individual circumstances, please contact the My Aged Care Contact Centre on 1800 200 422 or see an [Aged Care Specialist Officer](#) (ACSO) in person at select Services Australia centres.

You can also read more about [Australia's aged care system](#).

## Where can I find more information about the Support at Home program?

- The [Support at Home booklet for older people, families and carers](#) provides an overview of the program. Also available for [older Aboriginal and Torres Strait Islander people, families and carers](#).
- The [Support at Home fee estimator](#) shows you what your contributions may be for each service.
- Watch videos about the [Support at Home program](#) and [participant contributions under Support at Home](#).
- Find more helpful [Support at Home resources](#), including fact sheets on contributions, budgets, hardship, self-management and the short-term pathways.
- Resources on the [My Aged Care website](#) are being translated into 21 languages, including Arabic and Chinese, and are planned for release in September 2025.

## **Where can I get printed information about Support at Home?**

If you'd like a printed copy of the Support at Home booklet for older people, families and carers, you can:

- ask at your local library
- call National Mailing and Marketing on 02 6269 1000 and ask for one to be sent to you.

National Mailing and Marketing also have a range of Support at Home fact sheets available for order.

If you are already receiving home care, you can also speak with your service provider and request printed material about the Support at Home program.

## **I have a Home Care Package, what will happen when I move to Support at Home?**

Older people receiving home support through the Home Care Packages (HCP) Program will move to Support at Home on 1 November 2025.

If you have a Home Care Package:

- your Support at Home budget will match the same funding level as your current Home Care Package
- your unspent Home Care Package funds can be used for Support at Home services, including assistive technology (like walkers) or home modifications if needed.
- you will have access to all services on the Support at Home service list and will not need a Support Plan Review or reassessment to access different services
- you will need to sign a new service agreement or update your existing Home Care Agreement with your Home Care Package provider.

Please note that prices for services may change under Support at Home. The Australian Government has put protections in place to ensure prices are reasonable and transparent.

## **I'm a Home Care Package (HCP) recipient, where can I find out what my contribution rate will be?**

Soon, the department will write to all HCP recipients with information about Support at Home and the contribution rates that may apply to their circumstances.

From 1 November 2025, Services Australia will confirm contribution rates and send Support at Home fee advice letters to every participant. If Services Australia needs more information, they will send you a letter asking for income and asset details. It's important that you provide this information as soon as possible to avoid paying too much for services.

See what your contributions may be for each service with the [Support at Home fee estimator](#).

## **I receive CHSP services, what will happen when Support at Home starts on 1 November 2025?**

The Commonwealth Home Support Program (CHSP) will transition to Support at Home no earlier than 1 July 2027.

To continue receiving CHSP services from 1 November 2025, all CHSP clients must have had an aged care assessment. If you've previously been assessed, even if it was a few years ago, you will continue to receive your existing CHSP services without disruption. CHSP clients who have not had an assessment before must request an assessment before 1 November 2025. If you're unsure if you've had an assessment check with your provider or contact My Aged Care on 1800 200 422, 8am to 8pm Monday to Friday and 10am to 2pm Saturday (local time).

If you have been approved for CHSP, you will continue to receive CHSP services after Support at Home has started. If your needs are reassessed as more complex, you may be eligible for Support at Home or other aged care services.

## **What services are covered under Support at Home?**

The Support at Home service list provides information about which services can be funded under the program. The service list has 3 categories, each with their own service types and participant contribution arrangements.

- Clinical supports
- Independence
- Everyday living

Read the [Support at Home service list](#).

## **What service type is osteopathy?**

In the Support at Home service list, osteopathy is in the 'independence' category under 'therapeutic services for independent living'.

## **Why is there no dementia supplement under Support at Home?**

The Support at Home program will continue to support older people with dementia.

Support at Home will have higher funded levels of care for those with complex needs who need more help to remain at home. An older person's level of funding will be based on their assessment, which will consider their cognitive ability.

HCP care recipients receiving the Dementia and Cognition Supplement as of 31 October 2025 will continue to receive the supplement under Support at Home.

## **Can I keep using Cabcharge and rideshare services under Support at Home?**

Yes, you can continue to use Cabcharge and other voucher rideshare services. These are listed under the 'indirect transport' service on the Support at Home service list.

## **Will there be a cap on service prices?**

Providers will continue to set their own prices for services.

From 1 July 2026, the Australian Government will set price caps for Support at Home and from that time providers' prices must be at or below the caps.

If you are on the HCP Program, the price of your services may change when you move to the Support at Home program. Your provider will let you know about any price changes before asking you to agree to them.

Learn more about [Support at Home pricing](#), including consumer protections.

## **Will providers charge administration fees on top of the service price?**

No, there will be no administration fee charged in addition to the service price.

Under the HCP Program, you are charged for a service, such as cleaning, and then charged separately for package management.

Under Support at Home, the set price for each service will already include the associated administration costs. The service prices you agree to will be the total amount charged to your budget.

## **If I'm self-managing, why do I still pay a percentage of my budget to a provider for care management?**

All Support at Home participants receiving ongoing services will receive care management activities from their provider and will have 10% deducted from their budget for care management. This is even if you self-manage. Care management activities include the oversight of quality, safety, governance and compliance requirements.

Learn more about [self-management](#).

## **Can I use my AT-HM funding for occupational therapy assessments?**

If the occupational therapy appointment is mainly for AT-HM prescriptions or wraparound services, such as education on the safe use of equipment or follow up appointments to assess if the equipment meets your needs, and you have AT-HM funding available, then it should be used. This is because AT-HM funding is for products, equipment and home modifications, including any:

- required prescriptions
- associated wraparound services, like repairs and maintenance
- administration costs.

Occupational therapy is also on the Support at Home service list under 'Allied health and other therapeutic services'.

## **Why will Support at Home participants have to pay a contribution for personal hygiene and showering?**

‘Clinical supports’ services are fully funded by the government and defined as specialised services to maintain or regain functional and/or cognitive capabilities.

To be categorised as ‘clinical supports’, services must be delivered by, or under supervision of, university qualified or accredited health professionals.

Assistance with showering is under the ‘independence’ category. It is a service that supports an older person to remain independent in their own home.

## **What if I can’t afford to pay for my contributions?**

If an older person can’t afford aged care contributions for reasons beyond their control, they might be eligible for financial hardship assistance that will help pay their fees.

Individuals will be assessed on their specific circumstances. If approved for hardship assistance, the Australian Government will pay some (or all) of the individual’s aged care fees.

The government will pay any approved amounts to the aged care provider on the individual’s behalf. If an older person is required to pay some fees, they will continue to pay those to their provider.

To apply for hardship assistance, complete the [Aged Care Claim for financial hardship assistance form \(SA462\)](#) (Services Australia will assess applications within 28 days).

## **What is the government going to do for people who are waiting for an assessment or services?**

The government understands that there are extended wait times for aged care assessments in some regions. The government is working closely with assessment organisations to ensure they have the staff, training and systems in place to deliver timely assessments and support leading into the commencement of the new Aged Care Act and beyond.

## **Will I need a Support Plan Review (SPR) every time my needs change?**

You or your provider can ask for a Support Plan Review when:

- your needs, goals or circumstances change
- you need additional services that are not on your support plan (including additional services for the Restorative Care Pathway and AT-HM scheme where access has already been approved, and access to the End-of-Life Pathway), or
- a time-limited service has ended.

However, not every change will mean a Support Plan Review is needed.

Your Support at Home provider should be able to work with you to adjust your care without requiring a full review every time your needs change.

When you move from the Home Care Packages Program to Support at Home on 1 November 2025, you will have access to all services on the Support at Home service list and will not need to be reassessed if you need a different combination of services.

## **Who else can I talk to about my rights?**

For information about your rights or for support to talk to your provider:

- call the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on 1800 700 600
- visit [OPAN's website](#).

Speak to an Elder Care Support worker:

- at your local health service
- visit the [National Aboriginal Community Controlled Health Organisation's website](#).

## **Will there be any further letters sent from the department regarding Support at Home?**

Soon, the department will write to all Home Care Package care recipients about Support at Home. It will include information about the contribution rate that may apply to you, according to your circumstances.

The letters include information about:

- HCP unspent funds
- the contribution rates that may apply based on your individual circumstances.

You can read more about Support at Home on the [My Aged Care website](#).

You can also speak to your provider, or contact:

- the Older Person Advocacy Network (OPAN) Aged Care Advocacy Line on 1800 700 600 for information about your rights or for support to talk to your provider
- an Elder Care Support worker at your local health service or visit the [National Aboriginal Community Controlled Health Organisation's website](#).