Support at Home program provider transition guide

From 1 November 2025, Support at Home will replace the Home Care Packages (HCP) Program and the Short-Term Restorative Care (STRC) Programme. Support at Home will ensure a more equitable system for older people that helps them to stay at home for longer.

The new Aged Care Act will commence from 1 November 2025. The new Act responds to 58 recommendations from the Royal Commission. In addition to Support at Home, it also makes laws about:

- a Statement of Rights for older people
- who can access aged care services
- funding of aged care services delivered under the new Act, including what the government will pay and what an older person can be asked to pay
- strengthened Aged Care Quality Standards – these outline what quality and safe aged care services look like
- stronger powers for the regulator, the Aged Care Quality and Safety Commission (the Commission).

Version history

Date	Summary of changes
February 2025	Support at Home program provider transition guide (v1.0) first issued.

May 2025	The primary changes to the May release (v2.0) of the transition guide include:
	
	• links to new resources in the resource section and actions where relevant throughout the guide
	• new actions added to the following sections:
	    o prepare for transition
	    o understand your regulatory obligations as a provider
	    o Support at Home services for Aboriginal and Torres Strait Islander people
	    o receive payments.

July 2025	The primary changes to the July release (v3.0) of the transition guide include: • changes to align the guide to the 1 November 2025 commencement of the Aged Care Act 2024 and the Support at Home program, following the announcement of the brief deferral from 1 July 2025 • links to new resources in the resource section and actions where relevant throughout the guide • new actions 2.5 and 3.7 • updates to content in actions 2.43 and 2.44.
October 2025	The primary changes to the October release (v4.0) of the transition guide include: • links to new resources in the resource section and actions where relevant throughout the guide • new actions 2.8, 2.25, 2.28, 2.29, 2.33, 2.34, 2.43, 3.3, 4.3, 5.4, 5.6 • updates to content in actions 2.13, 2.15, 2.16, 2.30, 2.32, 2.37, 2.40, 2.42, 3.1 and 4.4.

Contents

About this guide

This guide provides guidance on the actions existing HCP and STRC providers should take to be operationally ready to transition to the Support at Home program.

The guide is divided into 5 key transition stages.

1. Understand the impact of the Support at Home program.
2. Prepare for transition.
3. Deliver services.
4. Receive payments.
5. Facilitate change in service.

We will update this guide as additional support tools and resources are released. Providers are recommended to regularly check the department's website for further information.

Transition Support Model

We have developed a Transition Support Model (**Figure 1**), which outlines the mechanisms that will be put in place to assist you to transition to Support at Home.
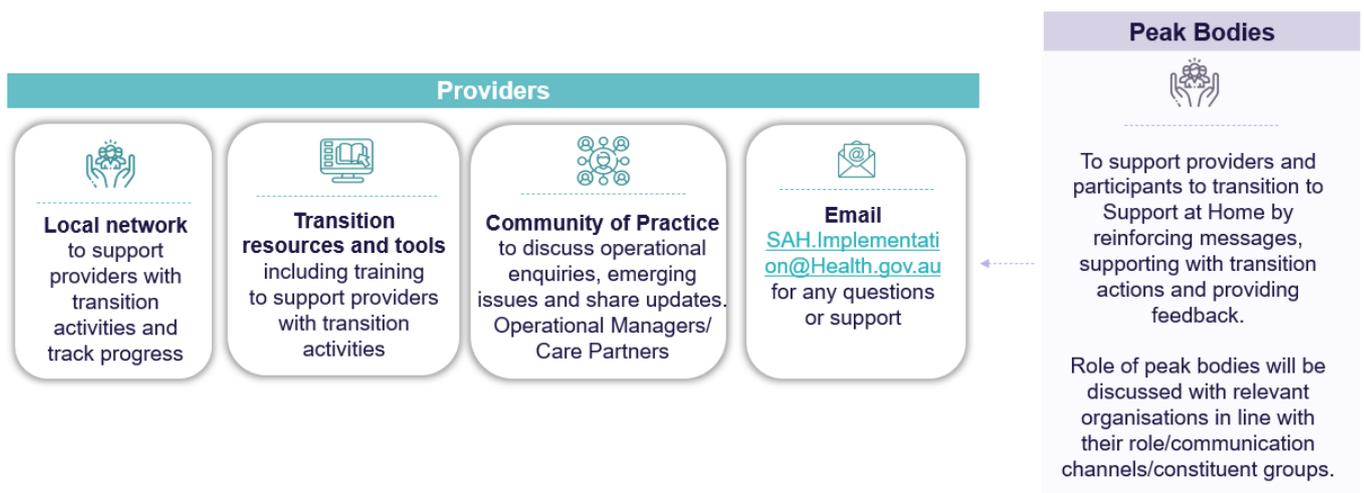

Figure 1

You can join our Community of Practice to talk with us and each other about Support at Home.

Join the Community of Practice: Home Care Packages Program Assurance Community of Practice (this Community of Practice will be renamed in line with the Support at Home commencement).

For more information refer to Provider engagement – Community of Practice.

Resources

Below is a list of resources and tools to assist you to complete the actions in this guide.

Information about the Support at Home program

Transition resources and tools	Link and anticipated release timeframe
The new Aged Care Act and associated rules	Information on the new *Aged Care Act 2024* is available on the department's website – [new Aged Care Act](#) Available now on the department's website – [Guide to Aged Care Law](#) Available now on the department's website – [Summary of key changes to the new Aged Care Rules](#) and [Final draft of the new Aged Care Rules](#). Legislative information including the *Aged Care Act 2024,* the *Aged Care Consequential and Transitional Provisions) Act 2024* and the *Aged Care Rules 2025* can be found on the [Federal Register of Legislation](#).
Support at Home program manual	Available now on the department's website – [Support at Home program manual](#)
Support at Home service list	Available now on the department's website – [Support at Home service list](#) Available now on the department's website – [Support at Home service list FAQs](#)
Assistive Technology and Home Modifications list	Available now on the department's website – [Assistive Technology and Home Modifications list (AT-HM list)](#)
Assistive Technology and Home Modifications	Available now on the department's website – [Assistive Technology and Home Modifications (AT-HM) scheme guidelines](#) Available now on the department's website – [Assistive Technology and Home Modifications (AT-HM) scheme resource collection](#)
Support at Home program – Booklet for older people, families and carers	Available now on the department's website – [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	Available now on the department's website – [Support at Home program – Booklet for older Aboriginal and Torres Strait Islander people, families and carers](#)

Transition resources and tools	Link and anticipated release timeframe
Support at Home Monthly Statement Template	Available now on the department's website – Support at Home monthly statement template
Support at Home fact sheets for older people	Available now on the department's website – Support at Home program – services Support at Home program – End-of-Life Pathway Support at Home program – Restorative Care Pathway Support at Home program – Assistive Technology and Home Modifications (AT-HM) scheme Support at Home program – care management Support at Home program – self-management Support at Home program – classifications and budgets Support at Home program – participant contributions Hardship assistance for aged care – Fact sheet
Restorative Care Pathway Clinical Guidelines	Available now on the department's website – Restorative Care Pathway Clinical Guidelines
Support at Home program - Videos for older people, providers and workforce	Available now on the department's website – Support at Home overview (for providers/ workforce) Support at Home overview for older people Support at Home contributions (for older people)
Support at Home program – Frequently asked questions for providers	Available now on the department's website – Support at Home program – Frequently asked questions for providers

Information about the transition to Support at Home

Transition resources and tools	Link and anticipated release timeframe
Navigating the reforms webpage	Available now on the department's website – [Navigating the reforms](#)
Support at Home pricing guidance	Available now on the department's website – [Consumer protections for Support at Home prices – fact sheet for providers](#) [Guidance for setting Support at Home prices – fact sheet for providers](#) [Summary of indicative Support at Home prices](#) [Support at Home pricing FAQs](#)
Letters to older people approved for Home Care Packages	Available now on the department's website – [Letter to older people approved for Home Care Packages after 12 September 2024](#) [Letter to older people approved for Home Care Packages before 12 September 2024](#) [Support at Home letters – Frequently asked questions for providers](#) [Support at Home letters – Frequently asked questions for older people](#)
Letters to older people, October 2025, that include more information about the estimated financial contribution to aged care.	[Letter to older people about the Support at Home program – full pensioner approved before 12 September 2024](#) [Letter to older people about the Support at Home program – full pensioner approved after 12 September 2024](#) [Letter to older people about the Support at Home program – part-pensioner approved before 12 September 2024](#) [Letter to older people about the Support at Home program – approved after 12 September 2024](#)
Checklist for HCP care recipients transitioning to Support at Home	Available now on the department's website – [Checklist for HCP care recipients transitioning to Support at Home](#)
Aged Care Act 2024 deferral announcement	Available now on the department's website – [Aged Care Act – open letter to aged care workers from the Minister for Aged Care and Seniors](#) [Aged Care Act – open letter to older people from the Minister for Aged Care and Seniors](#)

Transition resources and tools	Link and anticipated release timeframe
	Aged Care Act – open letter to aged care providers from the Minister for Aged Care and Seniors Video – Support at Home starts 1 November Video – New Aged Care Act starts 1 November
Guidance for Support at Home care partners	Available now on the department's website – Guidance for Support at Home care partners
Guide for Short-term Restorative Care providers transitioning to Restorative Care Pathway	Available now on the department's website – Guide for Short-term Restorative Care providers transitioning to Restorative Care Pathway
Support at Home program – Pooled care management funding and service delivery branches	Available now on the department's website – Support at Home program – Pooled care management funding and service delivery branches fact sheet
Support at Home service agreement guidance	Available now on the department's website – Support at Home – Guidance for providers on service agreements Support at Home – Checklist for providers on service agreements Support at Home – Template for service agreements Support at Home – Key messaging for older people on service agreements
Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people	Available now on the department's website – Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people
Support at Home prices for allied health and nursing services – fact sheet for providers	Available now on the department's website – Support at Home prices for allied health and nursing services – fact sheet for providers
End-of-Life Pathway – fact sheet for doctors and nurse practitioners	Available now on the department's website – End-of-Life Pathway – fact sheet for doctors and nurse practitioners
Services Australia Support at home estimated contribution rate eKit	Providing home care – Health professionals – Services Australia Support at Home eKit
Assistive Technology and Home Modifications (AT-HM) scheme data collection	Available now on the department's website – AT-HM scheme data collection

Transition resources and tools	Link and anticipated release timeframe
Support at Home – The new priority system and funding allocation	Available now on the department's website – Support at Home – The new priority system and funding allocation

Technical resources to assist with setting up your systems

Transition resources and tools	Link and anticipated release timeframe
Support at Home program claims and payments business rules guidance	Latest release, version 1.5, is available now on the department's website – Support at Home program claims and payments business rules guidance This resource provides context for understanding the business intent detailed in the Technical Specification for claims and payment processing, and evidence requirements
Services Australia Technical Specifications	Technical specifications to support the change and the vendor test environment are now available for software vendors and developers who are building ICT systems for providers on the Health Systems Developer Portal
Support at Home User Guide – submitting claims to the Aged Care Provider Portal	Available now on the department's website – Support at Home User Guide – submitting claims to the Aged Care Provider Portal
Submit a Support at Home claim	Available now on the department's website – Submit a Support at Home claim
My Aged Care – Service and Support Portal resources to support providers to use the My Aged Care Service and Support Portal	Available now on the department's website – My Aged Care – Service and Support Portal resources. Support at Home resources will be available from 3 November 2025

Training

Transition resources and tools	Link and anticipated release timeframe

Support at Home provider training packages	Available now on the department's website – Support at Home provider training
	
	The training is organised into 2 main learning packages:
	
	• Learning package 1 – **Program overview**
	   o **Program overview**
	      ▪ Recommended audience: All registered aged care providers and their staff.
	• Learning package 2 – **Delivering services modules**. There are 6 modules in this learning package:
	   o **Assessment process and service delivery**
	      ▪ Recommended audience: All registered aged care providers and their staff.
	   o **Service agreement, care plan and budget planning**
	      ▪ Recommended audience: Operations staff, managers, care partners and frontline staff.
	   o **Short-term pathways**
	      ▪ Recommended audience: Operations staff, managers, care partners and frontline staff.
	   o **Claiming and payment arrangements**
	      ▪ Recommended audience: Operations staff, managers and care partners.
	   o **Care management**
	      ▪ Recommended audience: Operations staff, managers and care partners.
	   o **Self-management**
	      ▪ Recommended audience: Operations staff, managers and care partners.
	
	Providers can request Shareable Content Objective Reference Model (SCORM) files to embed the training packages into their own Learning Management System (LMS). PowerPoint versions are also available to support internal presentations or team training. To request these files, please email sah.implementation@health.gov.au

eLearning modules on the new Aged Care Act	Available now on the department's website – eLearning modules on the new Aged Care Act There are different versions of each module – for older people, aged care workers or aged care providers: • eLearning for older people, their families and carers • eLearning for aged care providers • eLearning for aged care workers and volunteers

1. Understand the impact of the Support at Home program

Understand Support at Home

To prepare for the commencement of Support at Home from 1 November 2025, you will need to understand the details of the program and the impact it will have on your organisation. The following activities need to be completed by 31 October 2025 to start delivering Support at Home services from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
1.1	Understand the Support at Home program services and requirements, including: • service list details • Assistive Technology and Home Modifications (AT-HM) scheme provisions • access and delivery of Restorative Care Pathway funding, including with reference to the Restorative Care Pathway Clinical Guidelines • access and delivery of End-of-Life Pathway funding, including the eligibility criteria • the assessment, reassessment and waitlist process, including the new Aboriginal and Torres Strait Islander assessment pathway • delivering services to older Aboriginal and Torres Strait Islander people the interface with other programs (such as the Commonwealth Home Support Program).	October 2024 – October 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Support at Home service list for the list of services participants can access under the Support at Home program. Refer to Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people for actions you can take to support the delivery of culturally safe, respectful and person-centred care. Information on Aboriginal and Torres Strait Islander Aged Care Assessment Organisations is available on the department's website. Available now on the department's website – Assistive Technology and Home Modifications (AT-HM) scheme guidelines

#	Actions providers should take	Timeframe	Transition resources and tools
1.2	Ensure you are registered to the right home care categories and understand your obligations under the Support at Home program, including: • provider registration categories • obligations and conditions of registration • obligations for keeping information on associated providers (sub-contracted or third-party providers) up to date • workforce and aged care worker obligations • what actions will occur if you do not meet obligations.	November 2024 – October 2025	For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department's website. The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care.
1.3	Assess the impacts of the Support at Home program on your business model and operations and identify the services you will provide to participants.	March – October 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Support at Home service list for the list of services participants can access under the Support at Home program. Refer to Guidance for setting Support at Home prices – fact sheet for providers for guidance to consider when setting and publishing prices for the first year of the Support at Home program. Refer to the Summary of indicative Support at Home prices factsheet for indicative price ranges for most Support at Home services.

#	Actions providers should take	Timeframe	Transition resources and tools
1.4	You will need to **determine your workforce requirements** for Support at Home so you can deliver care and services to participants. This includes understanding: • the role of service delivery staff and care partners • workforce training requirements • education needs for the workforce to provide culturally safe, appropriate care and to support staff with end-of-life care • the obligations under the Quality Standards for those working for providers registered into categories 4 and 5. You may need to determine options for upskilling staff.	March – September 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Strengthened Quality Standards page on the Commission's website. Refer to the Support at Home provider training modules to learn about the changes under the Support at Home program. Refer to the eLearning modules on the new Aged Care Act to learn about the changes introduced in the new Aged Care Act.
1.5	Determine if and how you will **deliver assistive technology and home modifications**.	March – October 2025	Available on the department's website - Assistive Technology and Home Modifications list (AT-HM list). Refer to the Support at Home program manual for detailed program information. Available now on the department's website – Assistive Technology and Home Modifications (AT-HM) scheme guidelines.
1.6	Determine **how you will source assistive technology and home modifications**: • source and purchase low cost/low risk assistive technology from the AT-HM list with agreement of the participant • source and purchase non-loanable assistive technology including organising wrap arounds and delivery with agreement of participant • source prescription for assistive technology items where required and for all home modifications from appropriately qualified allied health professionals.		

#	Actions providers should take	Timeframe	Transition resources and tools
1.7	Understand the Support at Home program **financial and payment mechanisms**, including: • the new funding model • care management fund administration • eligibility for supplementary grants.	March – October 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Support at Home – Pooled care management funding and service delivery branches fact sheet.
1.8	Review documentation on the **claiming process to understand additional data and information sharing requirements** for receiving payments. Consider what changes are required to your ICT systems to support this.	March – October 2025	Refer to the Support at Home program claims and payments business rules guidance available on the department's website. Technical specifications to support the change are available on the Health Systems Developer Portal. Aged Care APIs are available on the vendor test environment. Refer to the Support at Home User Guide – submitting claims to the Aged Care Provider Portal which explains how to submit Support at Home payment claims in ACPP.

#	Actions providers should take	Timeframe	Transition resources and tools
1.9	Ensure that relevant provider transition activities extend to sub-contracted registered and non-registered associated providers (e.g. gardener, allied health professional). • review ways of working and new contract requirements • renegotiate contracts and/or working arrangements with Associated Providers.	March – October 2025	Refer to the Support at Home program manual for detailed program information. More guidance for associated providers can be found on the Aged Care Quality and Safety Commission website.
1.10	Understand **transition arrangements** for existing HCP care recipients. Providers are required to continue to meet requirements under the current legislative framework, including to communicate and consult with older people about the care and services they receive, such as changes to services, costs and fees.	May – October 2025	The Support at Home program manual includes information about transition arrangements for existing HCP care recipients. Key messages in Guidance for Support at Home care partners can help you understand the transition arrangements. Refer to Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people for actions you can take to support older Aboriginal and Torres Strait Islander people.

2. Prepare for transition

Prepare for service delivery under Support at Home

You will need to consider what changes are required to your organisation to transition to Support at Home from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.1	**Update and validate payment account details** to ensure payments are received for services delivered under the Support at Home program. Ensure that service contact details, including postal addresses, are up to date in GPMS to avoid any delays in communication post 1 November 2025.	November 2024 – October 2025	Refer to the Update your bank details as an aged care provider instructions on the Services Australia website. Refer to the Government Provider Management System (GPMS) – Managing your organisation webpage on the department's website.
2.2	**Update communication products** for participants to align with Support at Home communication artefacts and client facing environments.	December 2024 – September 2025	Communication products for older people are available on the My Aged Care website.

#	Actions providers should take	Timeframe	Transition resources and tools
2.3	**Prepare financial and reporting processes and systems** for transition to Support at Home. This includes establishing: • processes and reporting to claim against care management funds • financial reporting • technologies adaptable for quality reporting (such as the Serious Incident Response Scheme) • processes to monitor each participant's quarterly budget and expenditure to mitigate risks of overspends/ running out of funds • processes to collect participant contribution payments.	February – October 2025	Refer to the Support at Home program claims and payments business rules guidance available on the department's website. Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program. Refer to the Support at Home User Guide – submitting claims to the Aged Care Provider Portal which explains how to submit Support at Home payment claims in ACPP. Home care claim sample files are available on the Services Australia website.
2.4	**Prepare your ICT systems** to facilitate the transfer of required data and information to Services Australia to submit itemised invoices.	February – October 2025	Technical specifications to support the change are available on the Health Systems Developer Portal. Aged Care APIs are available on the vendor test environment.

#	Actions providers should take	Timeframe	Transition resources and tools
2.5	Understand pooled care management funding under Support at Home including how the allocation of care management funding occurs at the level of the service delivery branch from November 2025, including for new participants From 1 November 2025, all existing home care services will automatically be migrated to service delivery branches. You are not required to restructure home care services ahead of Support at Home. However, you may wish to review or make changes based on operational needs.	July – October 2025	Refer to the Support at Home – Pooled care management funding and service delivery branches fact sheet. Refer to the Support at Home program manual, chapter 8 for details on care management. Refer to the Support at Home program manual, section 8.9 for detail on allocation of care management funding. When creating new or making changes to existing home care services up to 31 October 2025, providers should continue to use the Home Care Service Notification Form to notify the department, Services Australia and the Aged Care Quality and Safety Commission. Email your Local Network contact for support with this process. A new notification form will be available from 1 November 2025 on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
2.6	Establish and/or confirm processes to implement Support at Home program features such as self-management, care management and interaction with digital platforms. Discuss your organisation's approach to care management including how you will deliver this service to participants, meet your obligations under strengthened Quality Standards and manage the pooled care management account across your service delivery branches.	February – October 2025	Refer to the Pooled care management funding and service delivery branches fact sheet. Refer to the Support at Home program manual for detailed program information. Further information on the Strengthened Quality Standards is available on the Commission's website.
2.7	Ensure that relevant care partners and service delivery staff hold relevant health qualifications.	March – October 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Support at Home provider training modules: care management and self-management.

#	Actions providers should take	Timeframe	Transition resources and tools
2.8 **NEW**	**Ensure processes and systems are in place to manage interim funding arrangements when it comes into effect for some participants from 1 November.** Interim funding may be allocated to a participant to avoid wait times increasing as a result of demand. Interim funding may be provided to an older person who is: • on the National Priority System on 31 October 2025 and assessed as eligible for a Home Care Package • assessed as eligible for Support at Home services from 1 November 2025. When interim funding is allocated, providers need to communicate clearly and work with participants to: • discuss the interim funding allocation and develop a care plan and individualised budget • enter into a service agreement. **Providers should monitor the status of interim funding.** A participant who has already been allocated their interim funding at 60% will then be allocated the remaining 40% when funding becomes available. When full service offer of funding is available, providers should review and update the care plan and individualised budget to reflect the change in funding and services to be delivered.	1 November – ongoing	Refer to the Support at Home program manual for detailed program information (6.8.1 Interim Funding). Refer to Support at Home – The new priority system and funding allocation.

#	Actions providers should take	Timeframe	Transition resources and tools
2.9	**Apply for supplementary grants** in thin markets, if eligible.	Applications for the first thin market grant opportunity were due 23 April 2025 (Complete)	Applications for the Support at Home Thin Market grant closed 23 April 2025. Register on Grant Connect and select your notification preferences to be informed when future relevant grant opportunities are announced: Become a Registered User.
2.10	Ensure all aged care workers and responsible persons are **aware of the Code of Conduct for Aged Care**. You must also: • support, equip and prepare aged care workers to comply with the Code, and • meet other provider obligations to ensure you have a diverse, trained and appropriately skilled workforce.	April – October 2025	Available on the Commission's website – Code of Conduct for Aged Care. Refer to the Commission's website for further information on provider obligations.
2.11	Complete a training needs analysis to determine workforce training needs. Ensure your staff complete **training on the Support at Home program design**, Restorative Care Pathway, End-of-Life Pathway, Assistive Technology and Home Modifications scheme and care management responsibilities.	May – October 2025	Refer to the Support at Home provider training modules to learn about the changes under the Support at Home program. Staff in leadership roles, care partners and responsible persons are also recommended to refer to the Support at Home program manual for more detailed information about these topics.

#	Actions providers should take	Timeframe	Transition resources and tools
2.12	Validate **roles assigned to users in the My Aged Care Service and Support Portal** This should include confirming the person nominated as the Organisation Administrator is correct.	October 2025	Refer to the [My Aged Care Service and Support Portal User Guide – Part 1: Administrator Functions](#) for guidance on creating and maintaining staff accounts.
2.13	**Update service pricing schedule in the My Aged Care Service and Support Portal** Providers should upload a new pricing schedule to the My Aged Care Service and Support Portal. The pricing schedule should align with the services they will offer from the Support at Home service list and include Support at Home prices. Providers can upload pricing schedules from September until 30 October 2025. This enables the schedule to be viewed on the Find a provider tool under the Full price lists section.	September – 30 October 2025	Refer to the [My Aged Care – Service and Support Portal user guide – Creating service delivery outlets and adding service information](#). Page 25 has instructions on how to upload the pricing schedule to the My Aged Care Service and Support Portal. A Support at Home pricing template for providers is available on the [Support at Home Program Provider Transition Guide](#) page on the department's website.
2.14	**Access user guides** for support navigating the My Aged Care Service and Support Portal and My Aged Care Online Account when changes take effect on 3 November 2025.	From 3 November 2025	The My Aged Care Service and Support Portal and My Aged Care Online Account guides will be updated by 3 November 2025. Refer to [Summary of changes for the My Aged Care System and Government Provider Management System (GPMS)](#).

#	Actions providers should take	Timeframe	Transition resources and tools
2.15	**Verify and update service and pricing information in the My Aged Care Service and Support Portal** Providers MUST complete the following actions. This is a critical requirement for transition to Support at Home: • verify and update the services you deliver. This includes removing services that are not included in the Support at Home service list • update pricing for the services you deliver • revalidate that your service delivery area is accurate • confirm outlet names and descriptions. Support at Home outlets will be created using existing home care information as the basis on most data points. **Important:** Providers who do not complete this within the specified window will not have accurate service and pricing information available in the My Aged Care Service and Support Portal. If the services you are providing within a registration category change (removal or addition of a service type within a registration category) from 1 November 2025, you will need to notify the Aged Care Quality and Safety Commission of a Change in Circumstance. If you are removing all service types in a category, you will need to submit an Application for Variation form to the Commission to remove the registration category.	3 – 7 November 2025	My Aged Care Service and Support Portal user guides will be updated on the departments website by 3 November 2025 showing how to update your service information and pricing in the portal. A Draft Change in circumstance notification form and a Draft Application for variation form is available on the Commission's website. The final forms will be available on the Commission's website from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.16	**Update service pricing information on your website.** From 1 November 2025 you must update your pricing schedule on your website to include the most common price you charge participants for each Support at Home service you intend to deliver. This pricing information published to your website must specify the most common price for the delivery of services during standard weekday business hours (for example, 8am to 6pm), non-standard weekday hours, Saturdays, Sundays, and public holidays.	From 1 November 2025	

#	Actions providers should take	Timeframe	Transition resources and tools
2.17	**Engage with the Business and Workforce Advisory Service (BWAS) transition support program** This advisory service will allow eligible aged care providers, including those is regional, rural and remote areas, to apply for free, independent, and confidential advice to improve their operations. This includes advice and assistance with the transition to Support at Home. BWAS can help eligible providers plan for and transition to Support at Home through activities such as: • readiness assessments • transition planning • financial management information • service delivery advice • workforce planning. BWAS provides practical advice to providers of Home Care Packages, the Commonwealth Home Support Program and residential aged care.	Now – 30 June 2026	Refer to the [Financial viability and capability support for aged care providers](#) webpage on the department's website to learn more about this program and how to apply.

Understand your regulatory obligations as a provider

In preparation for the new Aged Care Act, all current government-funded providers will be transitioned to the new system as registered providers. Through the deeming process, the department will transition existing providers, including grant funded providers, to one of the 6 registration categories based on the services you are currently approved for.

You can access additional information on the [New aged care regulatory model](#) webpage on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
2.18	**Validate your registration categories assigned during the deeming process** and, if required, provide additional information, to ensure you can meet your category obligations. The department will reach out to you to confirm the nominated contact to receive deemed categories.	November 2024 (Complete)	Refer to information on the deeming process on the department's website.
2.19	**Update your service provider information** in the Government Provider Management System to support the deeming process. Confirm home care services are current, and participants are linked to these services to enable payments from 1 November 2025.	January 2025 (Complete)	Refer to the Using the Government Provider Management System webpage on the department's website.
2.20	**Understand the changes required under the new Act**, including around open disclosure, protected information and a restorative justice approach to complaints handling.	March – October 2025	For more information about the New Aged Care Act visit the department's website. Refer to the Support at Home program manual (10.9 Managing complaints and feedback) for more information. Refer to the Commission's webpage on Reform changes for providers.
2.21	**Implement a complaints management system** in line with your obligations under the new Aged Care Act and communicate the processes for making, addressing and resolving a complaint with Support at Home participants.	March – October 2025	Refer to the Support at Home program manual (10.9 Managing complaints and feedback) for more information.
2.22	Regulatory model provider deeming preview – to validate registration information.	April – 1 June 2025, 5pm AEST (Complete)	You were sent a provider preview PDF in April 2025 to validate the registration information.

#	Actions providers should take	Timeframe	Transition resources and tools
2.23	**Prepare systems and processes to align with the new aged care regulatory model**. Establish practices to comply with conditions of registration and obligations under the new Act. This should include processes to deliver services in line with the statement of rights and statement of principles. Note that if you are not registered in category 5, you will not be able to submit claims for payment for nursing care.	May – October 2025	For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department's website. The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care. Resources are available to guide person-centred and rights-based care.
2.24	Prepare to comply with the new Financial and Prudential Standards. Registered providers in categories 4 and 5 must comply with the Financial and Prudential Management Standard.	May – October 2025	Refer to the Aged Care Quality and Safety Commission's guidance on the new Financial and Prudential Standards.

Support at Home services for older Aboriginal and Torres Strait Islander people

Support at Home will support older Aboriginal and Torres Strait Islander people to access culturally safe, respectful, and person-centred aged care in or close to their community, in alignment with their right to do so under the new Aged Care Act. Engagement is underway to design an Aboriginal and Torres Strait Islander pathway that could commence when Commonwealth Home Support Program (CHSP) providers join Support at Home, no earlier than 1 July 2027.

#	Actions providers should take	Timeframe	Transition resources and tools
2.25 **NEW**	**Follow the transition guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people** to understand actions your organisation can take to: • prepare to deliver services in a way that upholds the Statement of Rights and is culturally safe. For older Aboriginal and Torres Strait Islander people in particular, this includes the right to stay connected with their community, Country and Island Home when receiving services. • understand your obligations to provide culturally safe care under the new Aged Care Act. • learn how the Support at Home program supports older Aboriginal and Torres Strait Islander people. • facilitate the transition of older Aboriginal and Torres Strait Islander people from the HCP Program to the Support at Home program. It is a condition of a provider's registration that they comply with the Strengthened Quality Standards, and are accessible, including for older Aboriginal and Torres Strait Islander people (see Strengthened Aged Care Quality Standards – Outcome	September – October 2025	Refer to Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people.

#	Actions providers should take	Timeframe	Transition resources and tools
	2.2b). All providers are required to be able to deliver culturally safe, trauma informed and healing aware care.		
2.26	**Engage with the Elder Care Support and Care Finder programs** in your local area. Understand how they can support older Aboriginal and Torres Strait Islander people and ensure they are aware of which Support at Home services you can provide.	November 2024 – October 2025	Refer to the National Aboriginal Community Controlled Health Organisation website for information about Elder Care Support. Refer to the Care finder program webpage on the department's website.
2.27	**Understand the definition of cultural safety** as defined in the new Aged Care Act.	November 2024 – October 2025	See the full definition of cultural safety in aged care in the Aboriginal and Torres Strait Islander Aged Care Framework 2025–2035, Appendix 1. See the definition and principles of cultural safety in the Aged Care Bill's Statement of Rights and supporting materials - Explanatory Memorandum of the Aged Care Bill.
2.28 NEW	Understand how older Aboriginal and Torres Strait Islander people can access an assessment. Advise people they can register their preference to receive an aged care assessment from an Aboriginal and Torres Strait Islander assessment organisation. Understand how older Aboriginal and Torres Strait Islander people can access Aboriginal and Torres Strait Islander Aged Care Assessment Organisations.	Now – Ongoing	Aboriginal and Torres Strait Islander Aged Care Assessment Organisations. All Aboriginal and Torres Strait Islander assessment organisations will be listed on the Single Assessment System list of Assessment Organisations. Organisations will be rolled out in a phased approach commencing with a pilot in August 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
	Know that if an Aboriginal and Torres Strait Islander assessment organisation isn't available, older Aboriginal and Torres Strait Islander people can still receive an assessment from any organisation in the Single Assessment System. Know what support is available for older Aboriginal and Torres Strait Islander people through the assessment process to assist them feel more culturally safe.		Stay up to date on what is available in your region.
2.29 **NEW**	Learn about specific supports available to older Aboriginal and Torres Strait Islander people eligible for the Support at Home program. This includes: • The care management supplement, which provides 12 additional hours of care management per year, allocated to providers, to ensure Support at Home services optimise older people's safety, health, wellbeing and quality of life • Access to Aboriginal or Torres Strait Islander Health Practitioners and Health Workers to deliver their Support at Home services. • Support to participate in cultural commitments, including transport • Access to assistive technology to support continued participation in cultural practices such as hunting, fishing, camping and caravanning through the AT-HM scheme • Translation and interpretation services if needed. Consider how you can deliver the Support at Home services for which the older person has been assessed as eligible, in a	Now – October 2025	Refer to Guidance for providers delivering Support at Home services to older Aboriginal and Torres Strait Islander people. Support at Home program manual – for information on the care management supplement. Assistive Technology and Home Modifications list – for assistive technology to support cultural activities. Support at Home service list – for the services available under the Support at Home program.

#	Actions providers should take	Timeframe	Transition resources and tools
	way that supports them to maintain connection to Country and/or Island Home, for example transport, flexible service delivery on-Country, and recognition of cultural responsibilities.		
2.30	**Apply for a specialisation verification** if your organisation specialises in the delivery of aged care services to Aboriginal and/or Torres Strait Islander peoples and communities. To apply for a specialisation verification you must meet criteria in the Specialisation Verification Framework and show your organisation has expertise in delivering services to diverse needs groups.	Now – Ongoing	Providers can apply for specialisation verification for aged care services through the My Aged Care Service and Support Portal.
2.31	**Understand the transition support program available for Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)** SDAP provides free professional support to aged care service providers who: • are in rural or remote areas (MMM4 to MMM7), or • provide care to Aboriginal and Torres Strait Islander peoples. SDAP can assist eligible services through individualised projects that build capability for readiness and the transition to Support at Home.	Now – 30 June 2026	Refer to the Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP) webpage on the department's website to learn more about this program and how to apply.
	SDAP panel members are qualified and experienced professionals who work with services to improve the way they deliver and administer aged care in areas such as: • clinical care • financial and workforce planning		

#	Actions providers should take	Timeframe	Transition resources and tools
	• governance and regulation • policies and procedures • training. SDAP provides culturally appropriate support to all First Nations aged care services.		

Engagement with existing HCP care recipients

You will need to support care partners within your organisation to engage with existing HCP care recipients to prepare them for the transition to Support at Home on 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
2.32	**Engage with transitioning HCP care recipients** to discuss their care plans and service agreements (currently known as Home Care Agreements). Ensure HCP care recipients: • Enter into a new Support at Home service agreement or sign a variation to their existing Home Care Agreement. • Are provided with a copy of the Statement of Rights and offered assistance to understand it. • Are provided with all other information, including complaints and feedback, Code of Conduct, protection of personal information, contributions framework, ceasing services and care plans.	From May – October 2025	Refer to Support at Home service agreement resources for guidance and key messaging for older people. Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients.
2.33 **NEW**	**Apply no client fees under Support at Home for pre-2014 HCP care recipients.** • For pre-2014 HCP care recipients, do not charge client fees from 1 November 2025 • Ensure their Service Agreement or variation to existing Home Care Agreement reflects no fees from 1 November 2025. • If a provider transfer occurs post 1 November 2025, maintain no client fees, do not on-charge, and annotate on HCP care recipient documentation (see 5.6).	Now – ongoing	

#	Actions providers should take	Timeframe	Transition resources and tools
2.34 **NEW**	**Access the Aged Care Provider Portal to view estimated contribution rates** for HCP care recipients you deliver services to. You can refer to these estimated contribution rates when discussing Support at Home service agreements with HCP care recipients to help them understand what their contributions might be under Support at Home. HCP care recipients will receive a letter from the department from late September about their contribution rates. The letter will inform the care recipient if they are covered by the no worse off principle and contribution rates that may apply based on their individual circumstances.	From 1 October 2025 – 31 October 2025	Refer to the Providing home care page on the Services Australia website for guidance on how to access the estimated contribution rates on the Aged Care Provider Portal and guidance when discussing these estimated rates with HCP care recipients.
2.35	Assist HCP care recipients to **understand what transitioning to Support at Home** will mean for them: • they will receive a Support at Home budget that matches the same funding level as their HCP. Under the HCP program, if they receive an oxygen, enteral feeding, veterans, dementia and cognition or hardship supplement, these will be retained under their Support at Home budget • they will have their HCP entry notification transitioned to Support at Home from 1 November • they will keep any HCP unspent funds (provider-held and/or Commonwealth-held) for use under Support at Home	From May – October 2025	Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients.

#	Actions providers should take	Timeframe	Transition resources and tools
	• they will have access to all services on the Support at Home service list including ongoing services and short-term pathways under HCP transition arrangements • they can be reassessed to a Support at Home classification if their needs change • they will have access to assistive technology and home modifications if needed through the separately funded AT-HM scheme or HCP unspent funds (provider-held and/or Commonwealth-held).		
2.36	Inform HCP care recipients about **changes to their services under the Support at Home service list**. This should include: • reviewing services currently being accessed under the HCP program and preparing for any adjustments that may be required to align with the Support at Home service list. Support HCP care recipients to determine the likely service mix required to best meet their needs, including consideration of privately funded arrangements if necessary • any services that the provider is unable to offer under the Support at Home program • how to access short-term supports, including the Assistive Technology and Home Modifications scheme, the End-of-Life Pathway, and the Restorative Care Pathway.	From May – October 2025	Refer to the Support at Home service list and the Assistive Technology and Home Modifications list on the department's website. Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients.
2.37	Inform HCP care recipients about **changes to participant contributions** (including for short-term supports), budget management, eligibility for special rates and supplements and how their contributions may change if they are reassessed. This will be general information about participant contributions.	From May – October 2025	A Support at Home fee estimator is available on the Upcoming changes to aged care funding: how they affect

#	Actions providers should take	Timeframe	Transition resources and tools
	Estimated contribution rates for HCP care recipients will be available on the Aged Care Provider Portal from 1 October 2025 (see 2.34). From November 2025, care recipients will receive a letter from Services Australia confirming their actual Support at Home contribution rates. If a participant's actual contribution rate is different from the estimated contribution rate ensure they understand how this impacts what they will pay.		you page of the My Aged Care website. Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients. Refer to the Support at Home program manual for detailed information about participant contributions.
2.38	Inform HCP care recipients about **changes to care management funding**, including: • 10% of a participant's ongoing budget will be allocated for care management funding, with no participant contribution required • what is and is not included in care management services • care management funding will be allocated to providers at the beginning of each quarter • non-clinical care partners will receive appropriate training • care management arrangements for Support at Home short-term supports.	From May – October 2025	Refer to the Support at Home program manual for detailed information about care management. A fact sheet for older people on care management is available on the department's website. Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients.

#	Actions providers should take	Timeframe	Transition resources and tools
			Refer to the Support at Home provider training modules: care management and self-management.
2.39	Ensure each existing HCP care recipient is **assigned a care partner** to support the transition. **Care partners need to connect with HCP care recipients to review and discuss their Support at Home care plan**. This includes planning services against quarterly budgets and outlining contributions against quarterly budgets so that HCP care recipients understand what service they will receive and what contributions they will need to make.	From May – October 2025	Refer to the Support at Home program manual for detailed information about care management. Guidance for Support at Home care partners includes key messages care partners can refer to when discussing the changes with HCP care recipients. Refer to the Support at Home provider training module: care management
2.40	**Communicate available unspent funds** and how HCP care recipients can use their unspent funds under the Support at Home program. Commonwealth portion HCP unspent funds can be used to pay for approved services once their quarterly budget has been fully exhausted and access assistive technology or home modifications to meet assessed needs (see 2.39). Participant portion HCP unspent funds can be returned to the participant or used to pay Support at Home participant contributions for services received (see 3.3).	From May – October 2025	Refer to 'How to view the Home Care Account balance on ACPP' in the Services Australia education gateway, Health Professional Education Resources. Refer to the Support at Home program manual for information on the use of HCP

#	Actions providers should take	Timeframe	Transition resources and tools
			unspent funds under Support at Home.
2.41	Inform **HCP care recipients** about the **availability of assistive technology and home modifications based on assessed needs**, including the AT-HM list and associated participant contribution amounts. HCP care recipients should understand that any HCP Commonwealth unspent funds must be used before accessing their AT-HM budget.	From May – October 2025	Refer to the Support at Home program manual for detailed information about the AT-HM scheme. Available on the department's website - Assistive Technology and Home Modifications list (AT-HM list). Available now on the department's website – Assistive Technology and Home Modifications (AT-HM) scheme guidelines.
2.42	**Identify existing HCP care recipients needing assistive technology and home modifications** If a transitioned HCP care recipient has no/insufficient unspent funds and requires assistive technology or home modifications, the provider can, with consent from the participant, complete the AT-HM scheme data collection process (see 2.43).	From September 2025 – February 2026	Refer to the Support at Home program manual for detailed information about the AT-HM scheme. Available on the department's website – Assistive Technology and Home Modifications list (AT-HM list). Available now on the department's website – Assistive Technology and

#	Actions providers should take	Timeframe	Transition resources and tools
			Home Modifications (AT-HM) scheme guidelines. Refer to the Assistive Technology and Home Modifications (AT-HM) scheme data collection page and AT-HM Scheme data collection guidance available on the department's website.
2.43 NEW	**Complete the AT-HM scheme data collection process** The data collection is a temporary pathway for providers to make bulk requests for AT-HM funding tiers for transitioned HCP care recipients directly with the Department. This will ensure providers can get prompt funding approvals without the need for individual Support Plan Reviews. Providers need to prepare for the collection by nominating coordinators to register early for Health Data Portal access. Care Partners should also ensure their HCP recipients have appropriate prescriptions/quotes for the AT-HM they require additional funding for. During the collection, providers will need to coordinate bulk submissions at an organisation or outlet level using the submission form. Care partners will also need to upload supporting evidence to client records in the My Aged Care Service and Support Portal for processing.	October 2025 – February 2026 (TBC)	Refer to the Assistive Technology and Home Modifications (AT-HM) scheme data collection page and AT-HM Scheme data collection guidance available on the department's website. Also refer to Guidance for Support at Home care partners for high-level information on the AT-HM scheme data collection.
2.44	Inform HCP care recipients about the availability and obligations of self-management and your role in overseeing and supporting self-management, including that: • HCP care recipients who choose self-management will do so with the agreement that you will oversee and support them to	May – October 2025	Refer to the Support at Home program manual for detailed information about self-management.

#	Actions providers should take	Timeframe	Transition resources and tools
	ensure quality and safety of service delivery, as well as compliance with legislation and program guidance • any third-party workers engaged, regardless of how they are selected, will need to meet the regulatory requirements of the provider. • providers can charge an overhead of up to 10% of the actual cost of the third-party service for self-managed HCP care recipients • care partners will deliver a care management activity at least once a month.		A fact sheet for older people on self-management is available on the department's website. Refer to the Support at Home provider training modules: care management and self-management.
2.45	Assist HCP care recipients to understand how to review and read the new monthly statements under Support at Home.	September – December 2025	Refer to the Support at Home monthly statement template on the department's website.
2.46	Communicate the Statement of Rights to HCP care recipients and be prepared to show how the care and services you deliver aligns with these Rights.	May – October 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Commission's webpage on the Statement of Rights.
2.47	Inform HCP care recipients that they can register a person to support them in their decision-making. They can have more than one registered supporter.	May – October 2025	Refer to the department's website for information about Supported decision-making under the new Aged Care Act.
2.48	Advise HCP care recipients of their options if they want to raise a concern or lodge a complaint with the Aged Care Quality and Safety Commission.	May – October 2025	If a participant has a concern their options are outlined on

#	Actions providers should take	Timeframe	Transition resources and tools
			the Complaints webpage on My Aged Care.
2.49	Support existing HCP care recipients to **request a reassessment**, if required. HCP care recipients may be assigned a Support at home classification if they request a reassessment after 1 November 2025. They may also retain their transitioned HCP classification with or without additional short-term supports. Through the transition period there may be some delay to assessment activities as assessment organisations manage transition processes and system scheduled maintenance requirements.	Ongoing	Refer to the Support at Home program manual for detailed program information.

Existing Commonwealth Home Support Program clients

The Commonwealth Home Support Program (CHSP) has been extended from 1 July 2025 and will transition to Support at Home no earlier than 1 July 2027.

The CHSP comes under the Aged Care Act 2024 from 1 November 2025, which will change provider obligations and the way the program is regulated and delivered.

From 1 November 2025, existing CHSP clients will continue to receive their CHSP services. If their needs change and they need more complex care, they can be re-assessed to see if they are eligible for Support at Home services.

#	Actions providers should take	Timeframe	Transition resources and tools
2.50	**CHSP providers should ensure registration to the right category and understand the obligations under the new Aged Care Act, including:** • provider registration categories • obligations and conditions of registration • obligations for keeping information on associated providers (sub-contracted or third-party providers) up to date • workforce and aged care worker obligations • what actions will occur if you do not meet obligations.	By 1 November 2025	For information on the regulatory model, please visit the How the new aged care regulatory model will work webpage on the department's website. The new regulatory model – Guidance for CHSP providers outlines the regulatory changes affecting Commonwealth Home Support Program (CHSP) providers under the new Aged Care Act. The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care and how the Commission will communicate and work with registered providers.
2.51	**CHSP providers should inform existing CHSP clients about changes to the CHSP from 1 November 2025:** • all clients who are currently accessing services must be approved to access CHSP	By 1 November 2025	Refer to the CHSP Reforms resources to support you with the transition to the Aged Care Act 2024 from 1 November 2025, including the CHSP service mapping guidance and DEX guidance documents. Refer to the CHSP 2025-27 Manual.

#	Actions providers should take	Timeframe	Transition resources and tools
	by 31 October 2025 to continue to access these services		The [CHSP booklet](#) and Easy Read Guide for older people will be updated prior to 1 November 2025 with details on what's available through the CHSP from 1 November 2025.
	• support any unassessed clients to request an aged care assessment through My Aged Care		Resources for transitioning clients under the new Aged Care Act can be found under [Transitioning CHSP clients under the new Aged Care Act 2024](#).
	• providers will need to ensure all clients accessing services are recorded in My Aged Care with a My Aged Care ID		
	• CHSP services for existing clients will continue once the CHSP comes under the new Aged Care Act. There will be some changes, including Service Agreements and provision of information such as the Statement of Rights		
	• the changes to service names will align with the new Aged Care Act service list, noting CHSP services will continue for clients until their needs change, and they undergo a new assessment		
	• ensure clients have a care and services plan, which describes the client's assessed care need		
	• community cottage respite and hoarding and squalor assistance will still be available under the CHSP		
	• clients can continue to access and utilise equipment and products through CHSP providers		

#	Actions providers should take	Timeframe	Transition resources and tools
	• clients can access up to $15,000 in subsidised assistance through CHSP Home adjustments • client contribution arrangements will continue until the CHSP transitions to Support at Home.		

3. Deliver services

Deliver services under Support at Home

From 1 November 2025, you will deliver home care services in alignment with the Support at Home program and the new Aged Care Act. Providers and their workforce should take all reasonable steps to deliver services that are in line with the Statement of Rights.

#	Actions providers should take	Timeframe	Transition resources and tools
3.1	Create service agreements and care plans for new participants approved for Support at Home from 1 November 2025. Refer to the Notice of Decision to confirm the participant's eligibility to access specific service groups. You can view the participant's Notice of Decision on the My Aged Care Service and Support Portal. Assist participants to understand their Support Plan and Notice of Decision when developing their Support at Home care plan.	From 1 November 2025	Refer to Support at Home service agreement resources for guidance and key messaging for older people. Additional information is available in the Support at Home program manual.
3.2	Determine **care management responsibility** for participants and allocate workforce to deliver care management. **Deliver care management** to Support at Home participants in alignment with their care plan and service agreement.	From 1 November 2025	Refer to the Support at Home program manual for detailed information about care management. Refer to the Support at Home provider training modules: care management and self-management.
3.3 **NEW**	Discuss provider-held participant portion unspent funds with HCP care recipients. Within 70 days of 1 November 2025, agree (in writing) that the balance of the participant portion of unspent funds will be:	From 1 November 2025	Refer to section 9.3.1.1 of the Support at Home program manual for more information.

#	Actions providers should take	Timeframe	Transition resources and tools
	• refunded to the participant. This must occur within 14 days of agreement with the participant OR • retained by the service provider and used to pay for the participant's contributions to the services they receive.		
3.4	Advise participants what they can do if they have a question or concern about their care.	From 1 November 2025	Refer to the Complaints webpage on My Aged Care for options for participants wanting to make a complaint.
3.5	Ensure compliance with **registration conditions and other obligations** under the New Aged Care Act: • meet all conditions of registration and obligations • understand and be prepared to interact and cooperate with the Aged Care Quality and Safety Commission • demonstrate continuous improvement.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. The Aged Care Quality and Safety Commission has published a Draft Provider Handbook which gives a high-level overview of your obligations as a registered provider of Australian Government-funded aged care. You can also refer to the Commission's Provider Registration Policy and Regulatory Strategy 2024-25.
3.6	Complete **financial reporting** to fulfil financial reporting compliance obligations. This includes the Aged Care Financial Report (ACFR) and the Quarterly Financial Report (QFR). Continue reporting against the approved provider structure for your Q4 2024-25 and your Q1 2025-26 QFR and your 2024-25 ACFR.	Complete Q4 QFR reporting by 4 August 2025 (complete) Complete Q1 QFR reporting by 4 November 2025	Refer to the Aged care provider reporting webpage on the department's website for further details on ongoing reporting obligations for aged care providers. Refer to Serious Incident Response Scheme (SIRS) provider resources on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
		Complete 2024-25 ACFR reporting by 31 October 2025	
3.7	Collate your data required to complete your Q2 2025-26 QFR and your 2025-26 ACFR. Guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model will be distributed separately.	Complete Q2 QFR reporting by 14 February 2026 Complete 2025-26 ACFR reporting by 31 October 2026	
3.8	Complete **quality and safety reporting**, such as Serious Incident Response Scheme reporting.	Ongoing reporting obligation	

Deliver restorative care services under Support at Home

The Restorative Care Pathway under Support at Home will replace the Short-Term Restorative Care (STRC) Programme from 1 November 2025. The Restorative Care Pathway will focus on early intervention and prevention to restore function, supporting participants to remain independent at home for longer. Participants will receive coordinated allied health and nursing services to help them achieve their goals and slow functional decline.

#	Actions providers should take	Timeframe	Transition resources and tools
3.9	Provide up to **16 weeks of restorative support**. STRC recipients approved for STRC and commenced receiving services before 1 November 2025 will complete their episode under STRC and will not transition to the Restorative Care Pathway.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. Refer to the Restorative care Pathway clinical guidelines on the department's website. Refer to the Guide for Short-Term Restorative Care providers transitioning to the Restorative Care Pathway for more information on transition scenarios for STRC clients and actions providers should take to prepare for the transition.
3.10	Build a **goal plan** with the Support at Home participant.	From 1 November 2025	
3.11	Provide a **final monthly statement** summarising services received if ceasing to deliver services to the participant.	From 1 November 2025	
3.12	Create an **exit report plan** for restorative care and evaluate if there are any ongoing care needs.	From 1 November 2025	

Deliver the End-of-Life Pathway

Support at Home will include an End-of-Life Pathway, commencing from 1 November 2025. The End-of-Life Pathway will support participants who have been diagnosed with 3 months or less to live that wish to remain at home by providing an increase in the level of services available.

#	Actions providers should take	Timeframe	Transition resources and tools
3.13	Providers should support any HCP care recipients who have transitioned to Support at Home who may fit the eligibility criteria for the End-of-Life Pathway, to access the End-of-Life Pathway.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. Additional information, including the End-of-Life Pathway Form, will be available from 1 November 2025 on the department's website.
3.14	Provide up to 12 weeks of services under the End-of-Life Pathway.	From 1 November 2025	
3.15	Understand options for participants who live beyond the End-of-Life funding period, including how they might transition to ongoing services.	From 1 November 2025	

Deliver assistive technology and home modifications under Support at Home

The Assistive Technology and Home Modifications (AT-HM) scheme will provide eligible participants under the new Support at Home program with upfront separate funding to access products, equipment and home modifications that will help them to live independently at home for longer. The Assistive Technology and Home Modifications scheme guidelines will be available from October 2025 on the department's website.

#	Actions providers should take	Timeframe	Transition resources and tools
3.16	**Deliver assistive technology and home modifications** via the AT-HM scheme: • refer a Support at Home participant to a suitably qualified health professional to have assistive technology needs or home modifications needs assessed • source assistive technology in line with the AT-HM list, with agreement from the participant • access home modifications in line with the AT-HM list with agreement from participant.	From 1 November 2025	Refer to the Support at Home program manual for detailed program information. Available now on the department's website – Assistive Technology and Home Modifications (AT-HM) scheme guidelines

4. Receive payments

The funding model to pay Support at Home providers will be based on services delivered.

#	Actions providers should take	Timeframe	Transition resources and tools
4.1	**Ensure that existing HCP care recipients** have received a letter from Services Australia and understand their contribution obligations under Support at Home.	November – December 2025	HCP care recipients will receive a letter from Services Australia to inform them of their actual Support at Home contribution rates. Most participants will receive this letter in November, however for those where Services Australia do not hold the required information these letters will have a longer lead time.
4.2	Understand changes to the Aged Care Provider Portal.	November – December 2025	Services Australia has an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.
4.3 **NEW**	Ensure your claims and entry events are up to date by 31 October 2025. The Aged Care Provider Portal (ACPP) will undergo a release scheduled maintenance from 6pm on Friday, 31 October 2025. The scheduled maintenance is expected to end 12:00PM midday on Saturday, 1 November 2025. During this period, the system will be unavailable. Following the scheduled maintenance, the ACPP will enter a read-only mode until at least 12pm (midday) on Wednesday, 5 November 2025. During this read-	By 31 October 2025	Services Australia have an education gateway, Health Professional Education Resources, which includes information for home care providers submitting home care claims using the Aged Care Provider Portal.

#	Actions providers should take	Timeframe	Transition resources and tools
	only period, providers will be unable to submit any claims or events via the portal. After the read-only period, providers will once again be able to make claims for the October 2025 period. Some Support at Home data, such as budget information, may be visible.		
4.4	Finalise and upload the October 2025 HCP claim to Services Australia and report any unspent HCP funds as soon as possible and by 30 November 2025. Completing this by 30 November will enable Support at Home claiming from 1 December 2025. NOTE: Providers do not need to wait to receive invoices to submit their claims. Providers can claim for services once the services have been delivered. Providers should follow up with subcontractors to confirm outstanding invoice amounts to ensure claiming is accurate. Note, the Aged Care Provider Portal will be offline for a period of time during the transition (see 4.3), and you can commence the HCP October claim from midday Wednesday 5 November 2025.	5 – 30 November 2025	Refer to 'Submit and Finalise a Home Care Claim' on the Services Australia education gateway, Health Professional Education Resources. Refer to Finalising HCP claims and commencing claims for Support at Home guidance for the timeline and checklist which will be available on the Department's website from October.
4.5	Report balance of provider-held HCP Commonwealth unspent funds in your final HCP claim in the Aged Care Provider portal. Provider-held unspent funds are an accumulated HCP subsidy, paid by the Commonwealth to the	5 – 30 November 2025 with your final HCP claim	Refer to 'How to report Commonwealth unspent amount' on the Services Australia education gateway, Health Professional Education Resources.

#	Actions providers should take	Timeframe	Transition resources and tools
	provider, where the HCP care recipient was receiving a HCP prior to September 2021. It is important you report provider held unspent funds in your final HCP claim. These HCP unspent funds will be used for services including AT-HM services.		
4.6	**Submit claims for services delivered under the Support at Home program** with itemised service delivery data in the Aged Care Provider Portal. Note, you <u>must</u> submit your HCP final claim, and it must be approved by Services Australia before you can start claiming for Support at Home services.	From 1 December 2025	Refer to the Support at Home program claims and payments business rules guidance available on the department's website. The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP). Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.
4.7	**Claim against care management funds** for a particular participant. Services Australia will create a new care management account for providers to claim for care management services. You can view the care management account on the Aged Care Provider Portal.	From 1 December 2025	Refer to the Support at Home program manual for more information about claiming for care management. Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.

#	Actions providers should take	Timeframe	Transition resources and tools
4.8	**Receive payment from Services Australia** for services delivered to participants less any participant contribution payable.	From December 2025	Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.
4.9	You must **generate and issue a monthly statement** of services delivered against the care plan.	From December 2025 (for services delivered in November)	Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
4.10	Receive contribution payments from Support at Home participants as per the Support at Home participant contribution framework.	From December 2025	Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025. Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
4.11	Use the Aged Care Provider Portal to **manage participant funding, subsidies, services, and budgets across various Support at Home services** (including the Restorative Care Pathway, End-of-Life Care Pathway, AT-HM scheme, and services for thin markets and older Aboriginal and Torres Strait Islander people).	From December 2025	Refer to the Support at Home program manual for detailed information about the different funding components that make up the participant's budget. Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.

5. Facilitate change in service

Transfer Support at Home participants to another provider

You must facilitate a transfer if a participant chooses to seek services from another Support at Home provider.

#	Actions providers should take	Timeframe	Transition resources and tools
5.1	A participant or their supporter **provides notification to the provider of a change in services and agree on exit date**.	From 1 November 2025	Refer to the Support at Home program manual for detailed information about changing providers.
5.2	**Notify Services Australia** of ceasing delivery of funded aged care services for the participant.	From 1 November 2025	The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).
5.3	**Submit the final claim to Services Australia** within 60 days of completing final delivery of services.	From 1 November 2025	Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.
5.4 NEW	**Refund participant portion of HCP unspent funds, if applicable**	From 1 November 2025	Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program.
5.5	**Prepare a final monthly statement** for the transition of the Support at Home participant detailing expenditures and any unspent funds against the participant's allocated budget.	From 1 November 2025	Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.
5.6 NEW	When a pre-2014 HCP care recipient is transferring to another provider confirm the status as a non-fee paying pre-20214 person and include in handover	From 1 November 2025	

#	Actions providers should take	Timeframe	Transition resources and tools
	summary to receiving provider (see 2.33 for related information).		

Facilitate exit from Support at Home

You must facilitate a participant's exit from Support at Home to ensure payment for services delivered is received, and the participant account is closed.

#	Actions providers should take	Timeframe	Transition resources and tools
5.7	**Receive notifications from participants** or supporters regarding changes in services.	From 1 November 2025	Refer to the Support at Home program manual for detailed information about exiting the Support at Home program.
5.8	**Notify Services Australia** within 28 days of the exit date.	From 1 November 2025	The Support at Home User Guide – submitting claims to the Aged Care Provider Portal explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP).
5.9	**Submit the final claim to Services Australia** within 60 days of completing final delivery of services and produce and send the final statement to the participant.	From 1 November 2025	
5.10	**Refund participant portion HCP unspent funds, if applicable**	From 1 November 2025	Refer to Submit a Support at Home claim for step-by-step instructions on how to complete claims.
5.11	**Prepare a final monthly statement** for the transition of the Support at Home participant detailing expenditures and any unspent funds against the participant's allocated budget.	From 1 November 2025	Refer to the Support at Home monthly statement template for an example of a monthly statement under the Support at Home program. Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.

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