



Support at Home Summary Guide



Transitioning to Support at Home

Participants will be split into separate groups based on their Home Care Package assessment, approval and assignment status.

2024

Are you receiving a Home Care Package before or by 12 September 2024?

Yes, I am an existing participant

NO. BUT I was assessed or approved on a waiting list for a package before 12 September 2024

NO

12
September
2024

You are **Grandfathered** and you do not pay the new participant contribution rate *

Were you approved or assigned a Home Care Package after 12 September 2024 and before 31 October 2025?

YES

NO

1
November
2025

You are a **Transitional Participant**, and you will pay the new participant contribution rate

2025

I was assessed and approved for a Support At Home funding classification after 1 November 2025

You are a **New Participant** under Support At Home and will pay the new participant contribution rate

* refer to 4. No worse off principle

Home care is undergoing a major change.

As of 31 October 2025, the current Home Care Packages (HCP) program will end and the new Support at Home (SAH) program will commence on 1 November 2025.

1 Under the SAH program, a suite of changes will be implemented:

New terms

Home Care Packages program - ending 31 October 2025	Support at Home program - commencing 1 November 2025
Home Care Package (HCP)	Support at Home
Consumer	Participant
Care Manager	Care Partner
Daily Subsidy	Quarterly budget

Your Simplified Guide to Support at Home, Get Smart Consultancy, 2025

2 New Service List

1	Clinical Care: Specialised services to maintain or regain functional and/or cognitive capabilities	Nursing, most allied health, nutrition, care management and restorative care management
2	Independence: Support to manage activities of daily living and loss of skills or function to live independently	Personal care, social support & community engagement, therapeutic services, respite, transport, assistive technology
3	Everyday Living: Support to keep your home in a liveable state and support your independence at home	Domestic assistance, home maintenance & repairs, meals

Your Simplified Guide to Support at Home, Get Smart Consultancy, 2025

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New Fee (participant contribution) Framework

Income and assets assessment outcome	Service category clinical support	Service category independence	Service category everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and self-funder CSHC holder	0%	Between 5% and 50%*	Between 17.5% and 80%*
Self-funder non-CSHC holder and means not disclosed^	0%	50%	80%
* Contributions will be applied on a tapered rate based on the participant's income and assets assessment. ^ A self-funded non-CSHC holder is an individual who is ineligible for the pension and the CSHC. A 'means not disclosed status' refers to an individual who has not disclosed their assets and income.			

Support at Home Manual, Department of Aged Care, 2025

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No worse off principle

For participant contributions, a no worse off principle applies for grandfathered HCP recipients who, on 12 September 2024, were either receiving a Home Care Package, on the National Priority System, or assessed as eligible for a package.

These participants will make the same contributions, or lower, than they would have had under HCP program arrangements, even if they are re-assessed into a higher Support at Home classification at a later date.

Information in this document is derived from resources provided by the Australian Government Department of Health and Aged Care and Get Smart Aged Care Consultancy (2025).

Dates are subject to change. For the latest updates, please visit goodwin.org.au/support-at-home



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