

FAQ

SUPPORT AT HOME

Answers to Frequently Asked Questions

What is Support at Home?

Support at Home (or SAH for short) is the Australian Government's new in-home aged care program that unifies Home Care Packages (HCP) and Short Term Restorative Care into one system.

SAH begins from 1 November 2025 and will give you greater choice and flexibility in how your care is delivered. The Commonwealth Home Support Program (CHSP) will join SAH in 2027.

I have a Home Care Package, what does Support at Home mean for me?

If you currently have a HCP, then you will transition into Support at Home with the same funding as you currently have and will not lose any unspent funds you have at the time SAH begins.

Will I have to pay for my care?

Clients assessed for a HCP after 12 September 2024 will be required to make contributions to their care. These contributions depend on the category of service being used and your pension status. See page 18 of the Client Guide for a table outlining these contributions.

Any client assessed for or receiving a HCP on or before 12 September 2024 will not be required to pay contributions under SAH unless they already do now.

How will my budget change?

Budgets will now be set quarterly rather than annually, and you can only carry over 10% or \$1,000 (whichever is greater) of unspent funds into the next quarter unless you still have HCP funds.

Please note that any HCP unspent funds you have now will stay with you in SAH.

Another important change is the removal of package management fees and only 10% of your budget being used for care management. See page 15 of the Client Guide for more information.

Will my package funding change?

If you are assigned a package under Support at Home then your budget will be placed into one of 8 classifications compared to HCP's 4 current levels.

This allows for more precise budgets that better meet your specific needs.

Any grandfathered or transitioned recipient will still receive their same level of HCP funding unless they are reassessed. See page 12 of the Client Guide for more information.



Will I have less money in my budget?

This answer will be different for everyone, and we recommend that you discuss this with your service consultant (soon to be called 'care partner') if you would like to understand this more.

However, many of our clients will likely be better off under Support at Home due to the removal of package management fees and reduction of care management fees.

If we believe you are one of the few people who will require changes to your care and service plan under SAH, then we will be in contact with you soon to explore options.

What is the prescribed service list?

The services that you can access will fall into one of 3 categories: clinical supports (such as nursing), independence (such as transport) and everyday living (such as cleaning).

Anyone assessed or reassessed once SAH begins will have their budget divided by the assessor to decide how much you can spend in each service category, depending on your needs.

All providers can only give you a service that is on your prescribed list.

What are registered supporters?

With your consent, one or more people can register through My Aged Care to then help communicate decisions about your care. They are called registered supporters and should be someone you trust and who understands your care.

Regular representative or any authorised representatives in My Aged Care will automatically become a registered supporter from 1 November 2025. No action is needed to do this.

How are equipment purchases changing?

Support at Home includes a new Assistive Technology and Home Modifications (AT-HM) Scheme to help with equipment purchases.

This is additional money that can be applied for so that you no longer use your budget to save funds for big purchases. However, this funding must be spent as it otherwise disappears, usually 12 months after you receive it. HCP clients will need to use any unspent funds before accessing this funding.

See pages 13 and 14 of the Client Guide for more information, including how much money you receive and what approvals you need for purchases.

Haven't had your question answered?

We can still help have it answered. You can:

- Call us at (08) 8532 2255 (Regional) or (08) 8365 0151 (Metro)
- Visit the 'Support at Home' page on our official website (murraymallee.org.au) to see our other information documents, including our detailed Client Guide.

Please reach out if you have any concerns, we are here to help!

