

FAQ

SUPPORT AT HOME

Answers to Frequently Asked Questions

What is Support at Home?

Support at Home (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 take 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. Please speak to your Care Partner 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. Please speak to your Care Partner 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 Care Partner (formerly called Service Consultant) 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 new prescribed service list?

The services you can access will fall into one of 3 categories:

- Clinical Supports (such as nursing)
- Independence (such as transport)
- 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 services that are 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 now will automatically become a registered supporter once SAH begins. No action is needed for this to happen.

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 large 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.

Please speak to your Care Partner for more information, including your eligibility.

What are short-term supports?

Short-term supports last up to 16 weeks to provide you additional help. There are two types of funding available.

The Restorative Care can help regain your ability to complete daily activities.

The End-of-Life Care enables people with three months or less to live to remain at home with family and friends.



How is taking leave changing?

There are no longer any leave arrangements under Support at Home.

However, you must still tell us if you wish to temporarily stop service for a time.

Please note that maximum suspension periods apply and if you do not use SAH services for four consecutive quarters (one year), you will no longer be eligible for ongoing funding.

What is the Statement of Rights?

The Statement of Rights is a key part of the New Aged Care Act – the laws that enable Support at Home to exist. They promote your right to an adequate standard of living in aged care.

It includes the right for every older person to have:

- independence, autonomy, empowerment and freedom of choice
- equitable access to care
- quality and safe funded aged care services
- respect for privacy and information
- person-centred communication and ability to raise issues without reprisal
- access and support from advocates, significant persons and social connections.

What are the Strengthened Quality Standards?

The Strengthened Aged Care Quality Standards will replace the current Quality Standards when SAH begins. Providers must meet these high standards to offer aged care services.



The goal of the Standards is to ensure you are at the centre of every part of your care.

If you believe a standard is not being met, you can contact your provider or make a complaint with the Australian Government's Aged Care Quality and Safety Commission.

Please note that Standards 6 and 7 do not apply to MMACG or My Choice Care as they concern residential living.

Haven't had your question answered?

We can still help have it answered. You can:

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

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

