



SUPPORT AT HOME TOWNHALL

Preparing for Australia's new in-home aged care program

Presented By
MURRAY MALLEE AGED CARE GROUP

Information in this presentation is correct as of October 2025



WELCOME

FOSTER DAVIS

Deputy CEO & Operations Manager
of Murray Mallee Aged Care Group



ACKNOWLEDGEMENT OF COUNTRY

Murray Mallee Aged Care Group respectfully acknowledge the Aboriginal and Torres Strait Islander people as the traditional owners of this land on which we meet, work, and learn. We respect and acknowledge their spiritual connection as the custodians of this land and that their cultural heritage beliefs are still important to the living people today.

We support you whatever your gender, age, sex, ethnicity, cultural heritage, sexual orientation, or social status.





TODAY, WE WILL COVER

What is Support at Home?

Recap of the Aged Care Reforms

What Has Changed?

Adjustments since the previous Town Halls

What Are We Doing?

How we are preparing for the transition

Questions & Answers



WHAT IS SUPPORT AT HOME?



The Australian Government is unifying in-home aged care services under a **single program called Support at Home (SAH)**.



To make these changes, a **new Aged Care Act and Aged Care Rules** has been passed in Parliament.



FUNDING LEVELS

Under Support at Home, there will be **8 classifications** instead of 4 levels, meaning **higher funding amounts** will be available.

Your yearly budget will stay the same unless you are reassessed, but it will be equally divided into quarterly budgets once the program starts.

SAH Funding from November 2025

Classification Level	Quarterly Budget	Annual Amount
1	\$2,683.01	\$10,732.04
2	\$4,008.91	\$16,035.64
3	\$5,491.67	\$21,966.70
4	\$7,424.07	\$29,696.28
5	\$9,924.40	\$39,697.61
6	\$12,028.44	\$48,113.74
7	\$14,536.88	\$58,147.50
8	\$19,526.51	\$78,106.04



EQUIPMENT & HOME MODIFICATIONS

Equipment and home modifications will now be funded separately under what is called the AT-HM Scheme. This funding will be available based on an assessment.

Funding must be spent as it **expires after 12 months** and if you have any **unspent HCP funds**, then you would use them first.

In the future, we will be **surveying** you to see what clients will require for AT-HM funding.

AT-HM Funding Tier	Amount
Low	Up to \$500
Medium	Up to \$2,000
High	Up to \$15,000



CLIENT CATEGORIES

Every client is in one of two categories:

GRANDFATHERED CLIENT

Assessed for aged
care **on or before 12
September 2024.**

TRANSITIONED CLIENT

Anyone assessed for
aged care **after 12
September 2024.**

It is important to know if you are a Grandfathered Client, as this will provide you **special provisions.**



SERVICE CONTRIBUTIONS

Clients will be **required to pay contributions** towards their services. These contributions will be **based on the Service Category and the client's pension status** as means-tested by Services Australia.

Grandfathered clients will not pay contributions unless they are already doing so.

All providers **must** collect contributions, unless you have a full fee reduction supplement.

Service Category	Full Pensioner	Part Pensioner	Self-Funded Retiree
 CLINICAL SUPPORTS Nursing, Allied Health	0%	0%	0%
 INDEPENDENCE Personal Care, Social Support, Transport	5%	5-50%	50%
 EVERYDAY LIVING Domestic Assistance, Home Maintenance, Meals	17.5%	17.5-80%	80%



SERVICE PRICING

Unlike the current flat service rate, pricing from **all providers** will change under SAH because:

- Administration fees are **reducing from 30% to 10%**.
- All travel costs, reporting costs, and administration costs must now be captured in the hourly service price.

Therefore, **prices are increasing**.

Example prices and contribution for a full pensioner (non-Grandfathered)

Service Category	Service Type	Weekday Hourly Rate	Client Contribution
 Clinical Support	Enrolled Nurse	\$127	\$0
	Registered Nurse	\$142	\$0
 Independence	Personal Care	\$120	\$6.00
	Respite	\$120	\$6.00
	Social Support	\$114	\$5.70
	Transport	\$135	\$6.75
 Everyday Living	House Cleaning	\$106	\$18.55
	Meal Preparation	\$110	\$19.25
	Gardening	\$90	\$15.75



<u>Summary Table</u>	Keep their existing unspent HCP funds	Only carry over \$1,000 or 10% into the next quarter	Continue receiving the same level of funding as their current HCP	Be charged the new service rates	Transition from annual to quarterly budgets	Be required to make client contributions
GRANDFATHERED HCP CLIENT		 (unless unspent HCP funds are exhausted)				 (unless they are already paying contributions)
TRANSITIONED HCP CLIENT		 (unless unspent HCP funds are exhausted)				
SAH PARTICIPANTS						



WHAT HAS CHANGED?



WHAT HAS CHANGED SINCE THE LAST TOWN HALLS?

- **Aged Care Act and Rules** – These laws have now been finalised by the Government.
- **Subcontractors** – Have extra requirements (must register on the Department Portal).
- **AT-HM Caps** – Funding for high-tier home modifications will have lifetime cap of \$15,000.
- **Cancellation Period** – A late cancellation occurs when a client provides less than 2 business days' notice of a cancellation to a scheduled service.
- **Registered Supporters** – If an older person has a regular or authorised representative active in My Aged Care on 31 October 2025, their representative will become a registered supporter. This ensures continuity of decision-making support for older people with aged care services.
- **Services** – Focus is to support age-related function decline that impact health and safety.
 - E.g. Annual dietitian assessments to access meal services; professional services like professional cleaning, are excluded under Support at Home.





WHAT ARE WE DOING?



SAH PREPARATION DONE BY MMACG

- Hosted information sessions for over 100 clients.
- Completed information and training sessions for all staff members.
- Prepared updated marketing materials with information about the new program.
- Working with our software providers to ensure our systems are up-to-date.
- Updated our subcontractor arrangements and agreements, along with informing them about the changes.
- Updated our pricing and sent a letter to all clients.
- Reviewed clients who are at risk of overspending their budgets and are reaching out to them.

WHAT MMACG WILL DO IN THE FUTURE

- Having new service agreements signed by all clients.
- Continue updating our policies and marketing materials to reflect the changes.
- Monitor the effect of pricing changes.
- Complete data collection from clients about AT-HM funding.





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Questions

Q&A

Answers



THANK YOU

FOR ATTENDING

If you have any questions, please don't hesitate to contact us

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