Factsheet

Support at Home changes for **Transitional participants**

If your Home Care Package was approved between 12 Sept 2024 and 31 October 2025, you will experience the transition from the Home Care Package system to the new Support At Home system, beginning 1 November 2025.

New services categories

The new Support at Home program will separate all services into three distinct service categories - see below:

Clinical care

- Nursing
- Allied health
- Nutrition
- Care management
- Restorative care management

Independence

- Personal care
- Social support
- Therapeutic services
- Respite
- Transport
- Assistive technology
- Home modifications

Everyday living

- Domestic assistance
- Home maintenance & repairs
- Meal preparation & support

What this means for you

You will continue to receive the services and supports already in place, but there may be some adjustments to align with the new categories.

Under the new system, your care plan will be more and targeted and planned – and you will no longer be able to save up funds but instead will be expected to use the majority of your quarterly budget.

Snapshot of key changes

No changes until Support At Home begins

After 1 November 2025, the new rules apply, including the payment of personal contribution fees

Annual funding moves to four equal quarterly budgets

You will retain any current unspent funds

New limits will apply to rolling over any unspent quarterly budget (~$1000 max) after 1 November 2025

Care Management charges now up to 10% of your quarterly budget

Income Tested Fee payees may pay less

Services will be categorised and charged differently

Contact 1300 254 326 info@ageuphealth.com.au ageuphealth.com.au

What you pay under Support At Home will depend on your income & assets, and the types of service you need:

	Clinical care services	Independence Supports	Daily Living Supports
Full pensioner	0%	5%	17.5%
Part pensioner	0%	5-50%	17.5-80%
Self-funded retiree	0%	up to 50%	up to 80%

Your common questions answered

1.

How does the Income Tested Fee work under the new scheme?

If you have been paying an ITF under your home care package, you will switch over to the new Support at Home contribution rates on 1 November 2025, as outlined above.

2.

What will happen to the funds I have saved over time from my current funding?

This amount will remain set aside for you and will continue to roll over month-to-month and year-to-year. However, after 1 November 2025, you will no longer be able to save additional funds. Instead, you will be expected to use your funds, with about $1000 or 10% of your budget allowed to be rolled over to the next quarter (which ever is higher).

3.

Can I access funding for Restorative Care?

A new budget of about $6000 over 12 weeks will be available for targeted allied health services. As a transitional participant, you may be able to access this funding however, your quarterly budget or unspent funds are generally expected to cover these costs.

4.

What will my Care & Package Management costs be?

All providers will charge up to 10% of your quarterly budget for Care Management, which support your care planning and service coordination. Package Management, which covers administration and compliance matters will no longer be charged at up to 15% of your funding. Instead providers will include the costs associated with this work as part of hourly service rates.

5.

Can I access funding for Assistive Technology & Home Modifications?

All participants will have access to the new AT-HM funding pool, which is additional to your quarterly budget and covers items such as equipment, home modifications, coordination costs, prescription by OTs, training for safety equipment and more.

You will have up to $15,000 available for these items, but you will also need to make contributions at the same rate as other services in this service category. Also note, you will need to exhaust any unspent funding before accessing this funding pool.