

Your Top 20 Questions About Support at Home answered

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1.

What is the Support at Home program?

The Support at Home program is a new initiative by the Australian Government, starting on **1 July 2025**. It aims to improve in-home aged care by combining several existing programs into one streamlined system.

The focus is on helping older Australians stay independent, healthy, and connected to their communities while receiving the right support in their own homes.

2.

What services will I get under Support at Home?

The program offers a broad range of services tailored to help you live well at home. Based on your assessment and needs, you will have access to:

- **Clinical care:** Nursing, physiotherapy, occupational therapy, and continence support.
- **Independence support:** Assistance with showering, dressing, taking medications, and transportation.
- **Everyday living services:** Help with cleaning, gardening, shopping, meal preparation, and respite care.

Services are flexible, and you can work with your provider to adjust them as your needs change.

3.

When does Support at Home start?

On **1 July 2025**, *Home Care Packages (HCP)* and *Short-Term Restorative Care (STRC)* will be replaced by the **Support at Home** program.

The Commonwealth Home Support Programme (CHSP) will continue to operate separately until it transitions into the new program **no earlier than 1 July 2027**.

These changes aim to simplify the system so older Australians have a consistent and easier experience accessing in-home care.

4.

What are the funding levels for ongoing support?

If you're eligible for Support at Home services, you'll be assigned one of **eight classification levels**. Each level determines your quarterly funding to access ongoing services like clinical care, independence support, and everyday living assistance:

- **Level 1:** \$3,000 per quarter
- **Level 2:** \$4,500 per quarter
- **Level 3:** \$7,000 per quarter
- **Level 4:** \$10,500 per quarter
- **Level 5:** \$13,500 per quarter
- **Level 6:** \$16,500 per quarter
- **Level 7:** \$19,500 per quarter
- **Level 8:** \$22,500 per quarter



You can work with your provider to tailor services to meet your needs. If you don't use your full budget, you can carry over up to \$1,000 or 10% of your budget (whichever is greater) into the next quarter.

5.

What other funding sources are available under Support at Home?

In addition to ongoing support, the program provides targeted funding through several pathways to meet specific needs:

Assistive Technology and Home Modifications (AT-HM) Scheme:

- Low: \$500 for smaller items like handrails.
- Medium: \$2,000 for assistive equipment such as mobility aids.
- High: \$15,000 or more for larger home modifications, such as bathroom adjustments or ramps (with supporting evidence).

Restorative Care Pathway:

Designed to help improve or maintain your independence, this provides short-term allied health and multidisciplinary services with funding of \$6,000–\$12,000 over up to 12 weeks.

End-of-Life Pathway:

This pathway supports individuals in their final months of life by providing up to \$25,000 in funding over a 3-month period, with 16 weeks to use the allocated funds for in-home care and support.

These additional funding sources are designed to ensure you can access the right services, technology, and care at critical times in your life.

6.

What is the Restorative Care Pathway

The Restorative Care Pathway focuses on short-term, intensive support to help you maintain or improve your independence.

- You can access up to 12 weeks of allied health and multidisciplinary care to assist with mobility, strength, and daily activities.
- Additional funding of about \$6,000–\$12,000 may be available for restorative care services.
- Assistive technology and home modifications are also available to support you during your care plan.

The aim is to reduce reliance on longer-term services and help you stay active and engaged.



Why not speak to our friendly Home Care experts today

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