

Support at Home changes for Grandfathered Participants

If you were approved for a Home Care Package before 12th September 2024, you are considered a “grandfathered” participant.

You will automatically transition to the Support at Home program on 1st November 2025, and your current care and funding arrangements will remain unchanged. For participant contributions, a no worse off principle applies for grandfathered HCP care recipients who, on or before 12 September 2024, were either receiving a Home Care Package, on the National Priority System, or assessed as eligible for a package. The no worse off principle applies to participant financial contributions.

As a grandfathered participant you will make the same contributions, or lower, than you would have had under HCP arrangements, even if you are reassessed into a Support at Home classification at a later date.

Note: If your Home Care Package was approved between 13 September 2024 and 31 October 2025 (inclusive), you will move to the standard Support at Home arrangements on 1 November 2025. From that date, your care and contributions will follow the new Support at Home pricing and fees framework.

New Service Categories

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

Clinical Care

- Nursing care
- Allied health
- Nutrition
- Care management
- Continence & mobility
- Restorative care

Independence

- Personal care
- Social connection
- Therapeutic services
- Respite care
- Transport
- Technology
- Medication assistance

Everyday Living

- Help at home - light cleaning, laundry & shopping
- Gardening
- Home maintenance
- Meals

Key Changes

The key changes that encompass the Support at Home program are tabled below:

Change	Details
Quarterly Budgets	Annual funding will be divided into four equal quarterly budgets.
Unspent Funds	If you don't spend your budget each quarter, you can carry over unspent funds of \$1,000 or 10% of your quarterly budget (whichever is greater).
Care Management Charges	Care management charges will be reduced to 10% of the quarterly budget.
'No Worse Off' Principle'	If you are paying an income-tested care fee, you will not pay more than your current amount.
Service Categorisation	Services will be reorganised into the above new service categories and charged under the Support at Home framework.

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