

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 automatically transition to the Support at Home program on 1st November 2025, and your current care and funding arrangements 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 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 move to the standard Support at Home arrangements on 1 November 2025. From that date, your care and contributions follow the new Support at Home pricing and fees framework.

New Service Categories

The new Support at Home program separates 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 is 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 are reduced to 10% of the quarterly budget. |
| 'No Worse Off' Principle' | If you are paying an income-tested care fee, you do not pay more than your current amount. |
| Service Categorisation | Services are reorganised into the above new service categories and charged under the Support at Home framework. |

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You automatically transition to the Support at Home program on 1st November 2025, and your current care and funding arrangements remain unchanged. **Under the Department of Health, Disability and Ageing’s “no worse off” principle, if you don’t currently pay fees, you are not required to start. If you do pay fees, your contribution stays the same.**

Your grandfathered status continues unless a reassessment is needed due to changes in your care needs. If reassessed after 1st November 2025, your contribution may be adjusted to reflect your updated support needs.

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New Service Categories

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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

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