

Support at Home changes for transitional participants

From 1 November 2025, the new Support at Home program will replace the existing Home Care Packages (HCP) system.

What does this mean for you?

Use it or lose it: Under Support at Home, your assessment sets out your quarterly (3-monthly) budget, based on your needs. If you don't spend your budget each quarter, you can carry over unspent funds of up to \$1000, or 10% (whichever is greater) to the next quarter.

Care Management Fees: Providers will charge up to 10% of your quarterly budget for care management.

Overhead: There will be a 10% overhead added to third party invoices.

Price Caps: Service prices will have government set caps (a maximum price services providers can charge) on all expenses after 1st July 2026.

Contribution Framework

Services will be grouped into new categories, with participants contributing a percentage of the service cost depending on your income and assets.

The amount you will pay will be set as a percentage of the price of each service you have received. This means that when you pay a contribution, the government will pay the remainder to the provider.

Participant	Clinical Care Nursing, Allied Health, Nutrition, Physiotherapy 	Independence Supports Personal Care, Respite, Transport and Social Support 	Everyday Living Cleaning, Gardening, Home Maintenance, Meals Support 
Full Pensioner	0%	5%	17.5%
Part Pensioner	0%	5-50%	17.5-80%
Self Funded Retiree	0%	50%	80%

Additional Supports & Key Features

There are 3 short term pathways that provide additional time-limited support.

✓ **Assistive Technology & Home Modifications(AT-HM):** The AT-HM scheme will allow access to equipment and home modifications up to \$15,000.

✓ **Restorative Care:** Access up to 16 weeks of restorative care and receive an extra budget of about \$6,000 (or up to \$12,000 if required) for multidisciplinary allied health services. This pathway can be accessed separately, or in addition to ongoing Support at Home services and AT-HM.

✓ **End of life Care:** Participants with less than three months to live who wish to remain at home can receive up to \$25,000 over 12 weeks. If services are required beyond 12 weeks, an assessment can be arranged to receive services under an ongoing package. This pathway is to complement other palliative care services provided through state and territory governments.