

# Home Care is changing

**What the Support at Home program means for you as a current Catholic Homes Home Care client.**



**The Australian Government will introduce a new program called Support at Home from 1 November 2025, replacing the current Home Care Package (HCP) and Short-Term Restorative Care (STRC) programs.**

This is the government's new name for Home Care, and we want to reassure you that at Catholic Homes, your support will continue with the same care, compassion, and personalised service you know and trust.

Below is a summary of the key changes between your current Home Care Package and the new Support at Home program to help you understand what's changing and what stays the same.

## **What do you need to do?**

As a current Catholic Homes client, we will take care of everything. No need to reapply or worry about the change; we will handle it for you.

- You don't need to reapply for Support at Home; your services will automatically transition on 1 November 2025.
- Your new Support at Home budget will match your current Home Care Package funding.
- If you have any unspent funds, you will retain them under the new program until they are exhausted, and you will not lose these on reassessment, and they are not time-limited.

## **What will Catholic Homes do to support you?**

We will provide the following documents before 1 November 2025 to ensure you are informed and confident about the changes.

- A summary of the key changes between your current Home Care Package and the new Support at Home program
- A Contract Variation
- An updated price list showing any changes to how services are charged under the new program

Your Case Manager will contact you by October 2025 to review the above documents, review your services, and answer any questions you may have.

# What is new

Change	What it means for you
A new name	Support at Home replaces Home Care Packages. New name, same quality care from Catholic Homes
Better assessments	A new, streamlined assessment system to reduce wait times and improve service consistency.
Eight funding levels	There are eight new funding levels instead of four. Your current funding level will roll over; however, if you are reassessed, you will move to the new funding categories.
Extra funding options	Eligible individuals may receive separate funding through the government-appointed Assessment Team, which can provide: <ol style="list-style-type: none"><li>1. Up to \$15,000 for assistive technology and home modifications (including equipment)</li><li>2. Up to \$6,000 for Restorative Care</li></ol>
End of Life Support	A new end-of-life support package offers \$25,000 in funding over three months.
New service categories	Home Care Services will be grouped into 3 levels. <ol style="list-style-type: none"><li>1. <b>Clinical care</b> – Nursing care, occupational therapy and continence care.</li><li>2. <b>Independence</b> – Help with showering, getting dressed, taking medications, transport or respite care.</li><li>3. <b>Everyday living</b> – Cleaning, gardening, shopping or meal preparation.</li></ol>
Quarterly budgets	Annual funding will be divided into four equal quarterly budgets, with funding refreshed every 3 months to ensure timely access to services.
Unspent funds	You will retain any existing unspent funds; however, these balances will no longer accrue further growth. Therefore, you must use your current unspent funds before accessing additional funding.
Care management fees	A 10% care management fee will be set aside to cover the costs of care planning and coordination support.  You will no longer be charged a monthly package management and care management fee; this fee is capped at 10% each quarter.
Your funding is protected	Under the government's "no worse off" guarantee, you will retain your current funding level and any unspent funds.



## **If you receive a Home Care Package and were assessed**

### **ON or BEFORE 12 September 2024**

If you were already receiving a Home Care Package, on or before 12 September 2024, the Australian Government's "no worse-off" principle applies to you.

#### **Funding, services, and contributions**

- You will retain any unspent funds accumulated before 1 November 2025.
- You will receive Support at Home funding aligned with your current Home Care Package level.
- Your budget will be allocated on a quarterly basis, with up to 10% of unused funds eligible for rollover each quarter.
- You will continue to receive the services you choose, within your allocated budget.
- If you are currently assessed to pay an Income-Tested Care Fee, you will continue contributing to your services. While your contribution amount may vary slightly, you will not pay more overall.
- If your care needs change and you are reassessed after 1 November 2025, your Support at Home classification will equal or exceed your current Home Care Package level. However, your contributions may still vary depending on the types of services you access.

## **If you receive a Home Care Package and were assessed**

### **AFTER 12 September 2024**

#### **Funding and contributions**

- You will retain any unspent funds accumulated before 1 November 2025.
- You will continue to receive your current level of funding until a new Support at Home package becomes available.
- Your budget will be allocated quarterly, with up to 10% of unspent funds eligible for rollover each quarter.
- Once your Support at Home package is available, services will be selected to align with your assessed needs.
- Depending on the type of services you receive and your pension status, you may be required to contribute to some services.

**For all our clients, if you are experiencing financial hardship, government assistance may be available to help cover some or all of your aged care costs. Each case is assessed individually. You can view more information at [www.myagedcare.gov.au/financial-hardship-assistance](http://www.myagedcare.gov.au/financial-hardship-assistance).**

# Our promise to you

We understand that change can feel uncertain, but you're in safe hands. Catholic Homes remains committed to supporting you with a personalised care plan and helping you navigate funding and services.

## Your Case Manager is here to support you.

### They will continue to get to know you

Your Case Manager will continue to take the time to understand what matters most to you, including your goals, preferences, and the supports you need to enhance your well-being.

### They will assist with any changes to your care plan

They will work with you to create and modify your personalised care plan tailored to your lifestyle, needs, and aspirations.

### They will organise your services

Based on your approved care needs, your Case Manager will coordinate the right mix of services, including clinical support, assistance with daily tasks, and help maintain your independence.

### They will stay connected and keep your care up to date

They will remain in regular contact and update your care plan as your needs evolve, ensuring you continue to receive the proper support at the right time.

## Need support or have questions?

We're ready to help. You can contact our Home Care team:

**Visit** [www.catholichomes.com/homecare](http://www.catholichomes.com/homecare)

**Call us** 1300 244 111

**Email** [homecare@catholichomes.com](mailto:homecare@catholichomes.com)

For more information, refer to the Support at Home program handbook, published by the Department of Health and Aged Care.

This information reflects the draft government guidelines as of May 2025. We will continue to provide updates as more details become available.



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