

Support at Home Factsheet

The Australian Government has introduced the Support At Home program to replace Home Care Packages from 1 November 2025. This new system aims to improve in-home care by reducing wait times, increasing access to services and ensuring funding is based on individual needs.

This fact sheet answers your key questions about this important change and what it means for you.

1. What is the Support at Home Program?

Support at Home is a new aged care program that brings together in-home care services to help you stay independent and safe at home for longer. It replaces Home Care Packages from 1 November 2025, with more funding levels, better access to services, and clearer rules about what you can receive.

2. What happens to existing Home Care Package recipients?

If you were approved for a Home Care Package before 12 September 2024, you'll automatically transition to Support at Home from 1 November 2025. Your budget will match your existing package level, and you won't need a new assessment unless your care needs change.

Any unspent funds from your Home Care Package will transfer across and can be used under the new program.

3. What services are covered under Support at Home?

Clinical services: nursing care, allied health and care management

Independence services: personal care, social support and community engagement, transport, respite care

Everyday living services: domestic assistance (cleaning, laundry), shopping, meal preparation and delivery, home maintenance and repairs, and gardening.

4. How much do I contribute under Support at Home?

Your contributions depend on two things: the type of service you receive and your financial circumstances. Unlike Home Care Packages, you only pay for services you actually use.

	Clinical Care	Independence	Everyday Living
Full Pensioner	0%	5%	18%
Part Pensioner	0%	5% - 50%	5% - 50%
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%	5% - 50%	5% - 50%
Self-funded retiree	0%	50%	80%

Minimum and Maximum contribution % are displayed. Your contribution will be determined by your individual circumstance.

5. What are the funding levels for Support At Home?

Support at Home has eight funding classifications based on your assessed needs. Your funding is provided quarterly (every three months) and reviewed regularly to ensure it continues to meet your needs.

- **Level 1:** \$2,682.75 per quarter
- **Level 2:** \$4,008.61 per quarter
- **Level 3:** \$5,491.43 per quarter
- **Level 4:** \$7,424.10 per quarter
- **Level 5:** \$9,924.35 per quarter
- **Level 6:** \$12,028.58 per quarter
- **Level 7:** \$14,537.04 per quarter
- **Level 8:** \$19,526.59 per quarter

6. What are the other funding sources under Support at Home?

Beyond your regular ongoing budget, Support at Home offers three additional short-term funding pathways:

Assistive Technology and Home Modifications: This provides separate funding for equipment and home modifications without using your care budget. There are three funding tiers: Low (\$500), Medium (\$2,000), and High (\$15,000).

Restorative Care Pathway: If you need intensive support to regain or maintain your independence, you can access up to 12 weeks of restorative care with a budget of around \$6,000. This focuses on coordinated allied health services to help you achieve your goals.

End-of-Life Pathway: If you have less than three months to live and wish to remain at home, you can access up to \$25,000 of end-of-life funding for additional services to support your comfort and dignity.

7. What are the next steps to getting Support At Home?

Register with My Aged Care: Apply for Support At Home funding by registering with My Aged Care on 1800 200 422.

Get Assessed: Once you've applied for funding, My Aged Care will assess your eligibility, your care needs and your means to co-pay. This may include a phone interview with My Aged Care, or a home visit with a trained assessor, and you'll need to contact Centrelink for your Income and Assets test.

While You Wait: After you've been assessed, there is a waiting period. During this time, it's a good idea to get to know Providers in your area. Contact Benetas to speak with your Client Liaison who can guide you with further information and tips.

Still have questions? Benetas has helped guide thousands of Victorians through their home care journey. Just call one of our caring consultants today on 1300 23 63 82