

Your Guide to the New Support at Home Program



The **Support at Home Program** is a major reform to Australia's aged care system, replacing the *Home Care Packages* (HCP) and *Short-Term Restorative Care* (STRC) programs from the **1 November 2025**.

Below is a breakdown of the differences between *My Aged Care*, the *Support at Home Program*, and how they relate:

My Aged Care

WHAT IT IS: The starting point for older Australians to find and access care and support.

PURPOSE: *My Aged Care* is a central platform where older Australians, their families, and carers can:

- 🕒 Learn about aged care services
- 🕒 Get assessed for eligibility
- 🕒 Access and manage services

It is not a care program, but rather the gateway to programs like *Support at Home*.

Support at Home Program

WHAT IT IS: A new in-home aged care program replacing:

- 🕒 Home Care Packages (HCP)
- 🕒 Short-Term Restorative Care (STRC)
- 🕒 Eventually, the Commonwealth Home Support Program (CHSP) by July 2027

PURPOSE: To simplify, personalise, and improve in-home care for older Australians.

What this means for you or your clients

- 🕒 If someone is already receiving a *Home Care Package*, they will automatically transition to the *Support at Home Program*.
- 🕒 No new assessment is needed unless care needs change.
- 🕒 The new system aims to be simpler, faster, and more transparent.



Key Differences:

Support at Home vs Home Care Packages

Feature	Home Care Packages (Old)	Support at Home (New)
Structure	4 fixed package levels	8 flexible support levels
Funding	Annual, fixed per level	Quarterly, tailored to needs
Flexibility	Limited	High: services can be adjusted easily
Assessment	Aged Care Assessment Team (ACAT)	Integrated Assessment Tool (IAT)
Technology	Minimal	Encourages telehealth, digital tools
Admin Fees	Variable	Capped at 10% of budget
Assistive Tech & Modifications	Limited	Up to \$15,000 available
Focus	Maintenance	Reablement and independence
Programs Replaced	HCP, STRC	HCP, STRC, CHSP (by 2027)

Support Levels	Funding Estimate (Annual)	Service Types	Key Features
Level 1	\$4,000	Basic domestic assistance, transport	Quarterly payments, capped admin fees
Level 2	\$8,000	Domestic help, occasional personal care	Needs-based allocation
Level 3	\$12,000	Weekly personal care, mobility aids	Integrated Assessment Tool (IAT)
Level 4	\$18,000	Care coordination, allied health	Responsive funding model
Level 5	\$28,000	Nursing, regular personal care	Includes assistive technology
Level 6	\$42,000	Daily support, complex care	Up to \$15,000 for home modifications
Level 7	\$60,000	High care needs, health support	Quarterly review of needs
Level 8	\$78,000	Specialised and intensive care	Maximum support level