

Support at Home

What you need to know

What is Support at Home?

The Support at Home program is a major reform in Australia's aged care system, primarily driven by recommendations from the Royal Commission into Aged Care Quality and Safety.

The program aims to streamline and improve how in-home care is accessed, delivered, and managed by replacing several existing programs with a single, unified system:

- The Home Care Package program and the Short-Term Restorative Care program transition from 1 November 2025.
- The Commonwealth Home Support Program (CHSP) will transition no earlier than 1 July 2027.

What services will be provided under Support at Home?

Under Support at Home, you will be assessed for a quarterly budget that allows you to access a tailored mix of services suited to your needs. These services fall into three (3) categories: Clinical Care, Independence and Everyday Living.

Services that Footprints Community will provide include:

- | | | | |
|-------------------|-----------------------|-----------------|-------------|
| • Care Management | • Social Support | • Nursing | • Respite |
| • Personal Care | • Domestic Assistance | • Allied Health | • Transport |



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What if I already have a Home Care Package?

If you are currently receiving a Home Care Package or were on the Home Care Package waitlist as of 12 September 2024, you will be considered a Grandfathered Participant. You will:

- keep your current benefits and funding levels and automatically transition to Support at Home from 1 November 2025
- continue receiving services through your existing provider there is no need to reapply
- be contacted directly about the transition and what it means for you.

Your support will continue during the transition.



What if I am new to aged care?

To begin the process, you need to register with My Aged Care by calling 1800 200 422 or online at www.myagedcare.gov.au.

An assessment will then be arranged to determine the right level of care for you, based upon your assessed needs.

Once assessed, you'll receive a Support at Home classification, a list of approved services and a budget to manage with your provider.

At this stage, we welcome you to contact Footprints Community on 1800 366 877 to start accessing services.



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Do I have to pay?

Your quarterly budget is determined through an aged care assessment. Your contribution toward services will depend on the type of services you receive, your income and assets, and your pension status.

- No financial contribution for clinical care services. They are fully funded by the government.
- Moderate financial contribution for personal and independence services
- Higher financial contribution for everyday living services.

A “no worse off” guarantee ensures you will pay no more than you were under the Home Care Package program, if you were assessed before 12 September 2024. You have peace of mind that your funding will not be reduced during the transition to the new system.

The Support at Home program provides a quarterly budget to access services. If you don’t spend your quarterly budget, you can carry over a portion (maximum of \$1000 or 10% – whichever is higher) of the unspent funds to the next quarter. If you are a current Home Care Package client, your unspent funds will transfer with you to Support at Home in full.

Support at Home funding levels

The Support at Home program introduces eight (8) new funding classifications. These new funding classifications will apply to interim and new participants to the Support at Home program.

The four (4) existing Home Care Package levels still apply if you are a Grandfathered Participant.

Level	Quarterly budget	Annual amount
1	\$2,674.18	\$10,697.72
2	\$3,995.42	\$15,981.68
3	\$5,479.94	\$21,919.77
4	\$7,386.33	\$29,545.33
5	\$9,883.76	\$39,535.04
6	\$11,989.35	\$47,957.41
7	\$14,530.53	\$58,122.13
8	\$19,427.25	\$77,709.00



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Why Choose Footprints Community?

Footprints has been providing support in community for close to 35 years and is a well-known and trusted service provider.

Our dedicated team is committed to listening to your needs and tailoring supports that are right for you and your goals.

We can:

- connect you to a wide range of quality services that are local to you
- explain costs and fees
- help manage your services
- regularly review your services to ensure your needs continue to be met.

Each Footprints carer undergoes National Police Check screening and regular training. We currently deliver Home Care Packages and will assist existing clients to seamlessly transition to Support at Home.



Ready to speak with us?

If you want to learn more about Support at Home, we are here to help you prepare for the changes and support you.

Call us on **1800 366 877** or email **SAH@footprintscommunity.org.au**

