

### Frequently Asked Questions

#### **What is the Support at Home program?**

Support at Home is a new Australian Government program designed to help older people live independently at home for longer. It brings together several in-home aged care programs and provides improved access to services, products, equipment, and home modifications.

#### **When does Support at Home start?**

The program will begin on July 1, 2025, replacing the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Program. The Commonwealth Home Support Program (CHSP) will transition to Support at Home no earlier than July 1, 2027.

#### **What services are available under Support at Home?**

The program offers three main categories of support:

- Clinical care (nursing care, allied health, continence care)
- Independence services (help with showering, dressing, medications, transport, respite care)
- Everyday living services (cleaning, gardening, shopping, meal preparation)

#### **How does Support at Home relate to other aged care reforms?**

Support at Home is being implemented in response to the Royal Commission into Aged Care Quality and Safety and is encompassed within the new Aged Care Act implementation commencing July 1, 2025. The new Act responds to 58 recommendations from the Royal Commission into Aged Care Quality and Safety. In addition to Support at Home, the Act also makes laws about a Statement of Rights for older people, who can access aged care services, funding arrangements, strengthened Aged Care Quality Standards, and stronger powers for the Aged Care Quality and Safety Commission.

#### **I currently have a Home Care Package with ECH - what happens to me?**

You will automatically transition to Support at Home on July 1, 2025, and the government has indicated that you will keep the same level of funding. Your Home Care Package (HCP) will henceforth be called your Support at Home Classification. You won't need a new assessment unless your needs change. If you have unspent funds on July 1, 2025, these will be carried over and managed by Services Australia. These funds must be used before requesting Assistive Technology and Home Modifications (AT-HM) Scheme funding or additional services.

#### **I'm on the National Priority System waiting list - what happens to me?**

You will automatically receive a Support at Home classification when a place becomes available. You won't need a new assessment unless your needs change. If you were in the system on or before September 12, 2024, you won't pay more than you currently contribute under the Government's "no worse off" arrangements.

### **What is the Statement of Rights under Support at Home?**

The Statement of Rights under the new Aged Care Act outlines your rights when receiving aged care services. Providers must deliver care in a way that is compatible with these rights. This includes rights to dignity, respect, control over your care decisions, quality care that meets your needs, and proper handling of any concerns or complaints you may have.

### **How does care management work under Support at Home?**

If you receive ongoing services, 10% of your quarterly budget is set aside for care management. ECH will help coordinate your care and ensure you get the best outcomes from your services.

### **What does care management include?**

Care management includes having a dedicated Care Partner who will work with you to plan services against your quarterly budget, outline your contribution requirements, and review your Support at Home care plan. Your ECH care partner will connect with you at least once a month to discuss your needs, coordinate your services, and help you access any additional supports you might need, such as the AT-HM Scheme, Restorative Care Pathway, or End-of-Life Pathway.

### **What will I need to pay under Support at Home?**

Contribution rates vary based on:

- Type of service received
- Your income and assets
- Pension status
- Whether you hold a Commonwealth Seniors Health Card

Please contact ECH to understand what you will pay.

### **Will I receive statements for my Support at Home services?**

Yes, ECH must generate monthly statements showing services used against your care plan. You will also receive an itemised participant contribution statement that clearly explains what services you've received and any contributions you need to make. These statements will help you track your budget usage and understand your financial obligations.

For more information, contact us:

[www.ech.asn.au/support-at-home](http://www.ech.asn.au/support-at-home) / 1300 275 324

**ECH Support at Home**



OR visit

My Aged Care [www.myagedcare.gov.au/](http://www.myagedcare.gov.au/)