



# The new Support at Home program explained

Did you know that if you are already getting services under a Home Care Package, you'll automatically move to the new Support at Home system on 1 November 2025?

## Things you should know about the new Support at Home program.

- There will be no changes to your package and funds. Any funds you haven't used (unspent funds) from your Home Care Package by 1 November will move with you.
- Your aged care funding will be managed based on a quarterly budget.
- When you have used up any unspent funds, you will only be able to carry over up to \$1,000 of the new funding into the next quarter.
- If you are currently paying any income-tested care fee, your contributions won't change.
- If you currently don't pay an income-tested care fee, you won't be asked to pay any fees in the future.
- Providers like ADEC will no longer charge separate package management or administration fees. Instead, these costs will be included in the rates providers charge for their services, so you can expect these to increase.
- Care management fees will be capped at 10% of your package funds.
- Equipment or home modifications are no longer funded out of your package. These will be provided under a different scheme. However, you must use any unspent funds first.

## How will the new program work?

You may not notice any difference under Support at Home. But if your needs increase and you need more funding to cope at home, you will be assessed by an independent assessor who will approve you for services under some or all of the following three categories:

### Clinical care

- Nursing
- Allied health
  - Physio
  - Dietician
  - Podiatrist etc
- Care management

### Independence

- Personal care
- Social support
- Therapeutic services
- Respite
- Transport

### Everyday living

- Domestic assistance
- Minor home maintenance & repairs
- Gardening
- Meal preparation & support

### At Present: Home Care



### From 1 July 2025: Support at Home



## How we will assist you during the transition

We are here to make Support at Home simple and stress-free, with the same care and expertise you trust.

We will soon arrange to meet with you to discuss the new Support at Home program and how we can help you get the most out of your package.

# Your common questions answered

## Will my Services and Care change under the new system?

If a service you get now is not part of the new list of services, your care plan might need to change. ADEC will help you work out the best plan for your needs.

## How does the Income Tested Care Fee work under the new Support at Home program?

If you're already paying an Income Tested Care Fee with your Home Care Package, there's no need to worry, you won't pay more under Support at Home. If you don't pay an Income Tested Care Fee, you won't be asked to pay any fees in the future.

## What does the "no worse off principle" mean?

"No worse off" only relates to your Income Tested Care Fee (also called the "co-contribution"). It means you won't be asked to pay any more out of pocket. It does not mean that the rates for services won't increase.

## What will my Package and Care Management costs be?

### Package Management

Currently, providers can charge up to 15% of your Home Care Package (HCP) for running their Home Care Program.

Under Support at Home, these costs will be included in the hourly rates for services, so service rates will change.

### Care Management

Under Support at Home, Care Management is a clinical service. This means that Providers will charge an hourly rate for Care Management, but won't be able to charge more than 10% of your package budget.

Care Management is an important service as it helps with planning, organizing, and coordinating your care, as well as managing any risks while you live at home. Care management activity will be shown on your monthly statement.

## Why do I need Care Management?

Care Management is important to help you get the most out of your service plan and to help you stay living in your own home comfortably and safely.

Care Management activities include:

- Assessing your needs, goals, and risks.
- Planning the best supports and services to meet your needs with you (care planning).
- Helping you get the best value out of your package funds.
- Arranging and monitoring the services you need under your care plan (example Physio, gardening etc).
- Helping you adapt to changes in your health or abilities.
- Regularly reviewing your care plan with you and communicating with you and others as necessary about your care and support.

As an ADEC client, you will have a Clinical Care Partner, who is a qualified nurse, to assess your needs and clinical risks and help you plan to meet your goals.

## What other funding is available?

If you need some short-term help, like getting better after being in hospital, or you need palliative care, we can help you apply for extra funding through two new schemes under the Support at Home program called:

- The Restorative Care pathway
- The End of Life pathway

If you need any equipment or major home modifications, we can help you apply for extra funding under the Assistive Technology and Home Modifications (AT-HM) Scheme. However, any unspent funds will have to be used first.

## What Support at Home services are available for people from different cultural backgrounds?

While there is no extra funding for people from multicultural or non-English speaking backgrounds, ADEC will continue to support your cultural and language needs as we always have. This is the reason we are here!

To view this information in other languages please scan the QR code



## Why ADEC?

- ✓ Not-for-profit, over 42 years of serving the community
- ✓ Specialists in supporting ethnic communities
- ✓ Personalised services based on your assessed care needs
- ✓ Bilingual staff and support workers
- ✓ Free interpreter services
- ✓ Serving all areas of Metropolitan Melbourne

# Contact Us



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