

SUPPORT AT HOME IS COMING.

On 1 July 2025, a new Aged Care Act comes into effect.

The new **Support at Home** program will replace what we currently call Home Care Packages.

Support at Home is an outcome of the Royal Commission into Aged Care Quality and Safety.

It is all about helping people to live in their own home for as long as they can.

What's changing?

The Government is changing the way it:

- defines the type of support available to older Australians, and
- the way fees are charged for those services.

Every aged care and homecare provider across the country – including UnitingSA – is impacted by these changes.

What we know is...

The new **Support at Home** program will launch from 1 July 2025.

In very basic terms, **Support at Home** will have three main categories of support:

- Clinical Care, such as nursing and physiotherapy
- Independence, such as help with personal care, showering and respite
- Everyday Living, such as help with cleaning and gardening

Under the new model, fees will be more closely linked to the individual services you use.

The good news is that the Government will cover 100% of all clinical care services.

From 1 July 2025, older Australians will be required to contribute towards non-clinical services. Individual contributions will be based on the type of services used, as well as the person's income and assets.



UNITINGSA

Reliable support at home
just the way you like it.



What does this mean for you?

You will continue to make the same contributions, or lower, than your existing Home Care arrangements if – as at 12 September 2024 – you were:

- already receiving a Home Care Package
- on the National Priority System, or
- assessed as eligible for a package.

What happens next?

We understand that when the Government makes significant changes to programs, it can be confusing.

Rest assured we will keep you updated as more information becomes available.

We'll be able to talk you through any changes that impact you.

We can't – and won't – change your service provision or fees without talking to you.

We're here to help

Support at Home is all about helping you to stay independent for longer and to have more choice about the kind of support you get at home.

With over 75 years of aged care experience, UnitingSA is here to support you every step of the way.

Our dedicated Care Partners will work with you to determine the support you need and what the changes mean for you.

For more information

Call **(08) 8448 6250** or send an email to homecare@unitingsa.com.au to chat to our friendly Care Connect team, or find out more at unitingsa.com.au/support-at-home.

You can also visit unitingsa.com.au/dhac-q&a to view the Department of Health and Aged Care **Support at Home** Q&As.