



# An introduction to Support at Home

# What is Support at Home?

The Support at Home program is the new Australian Government program. It will replace the Home Care Packages program and Short-Term Restorative Care program on **1 November 2025**. It aims to create a flexible, personalised, and more supportive system for in-home aged care so that older people can live independently at home for longer.

The new program is in response to the Royal Commission into Aged Care Quality and Safety and includes key updates, such as more funding levels and defined service types you can access.

# Support at Home at a glance

## › Funding classification

There will now be 8 classifications for in-home aged care funding as opposed to the current 4 levels in the Home Care Package program.

People who are transitioning from a Home Care Package will keep their current funding amount.

## › Budget

Your annual funding amount will be split across 4 equal quarters, with a limit on the amount of unspent funds you can carry over each quarter.

## › Service types

Services will be grouped into 3 categories:

- Clinical
- Independence
- Everyday living.

You will be assessed on the services you need by Services Australia, which will be outlined in your support plan.

## › Contributions

Your contribution depends on a range of factors, including the types of services you receive, whether you receive a pension, the date of your means assessment, and your means as assessed by Services Australia.

## › Care Management

Under Support at Home, 10% of your funding will be allocated to Care Management. This is a government-mandated allocation that applies to all individuals under Support at Home.

This document provides our summary of Support at Home and is intended for general purposes only. Please contact My Aged Care for advice on your specific circumstances.

# What is HomeMade?

HomeMade is a registered provider that allows people to manage their aged care funding, with the support of our expert team.

We can:

- Help you understand your funding
- Guide you to get the right support
- Create a personalised care plan.

This way, you can get affordable aged care without compromising on quality. Plus, you can have peace of mind knowing we are compliant with the Aged Care Quality Standards.



# Why HomeMade?



## We make quality care affordable

Get support that suits your needs and budget. With our network of preferred providers, you can find affordable, quality care.



## We make managing funding easier

Take the guesswork out of managing your funding with HomeMade. We help you understand your funding and support options, with personalised care plans and visibility over your budget in real time.



## We're here so you don't have to figure things out alone

Receive guidance and support from our experienced Australia-based team, who are only a phone call away. Plus, we use support notes to help us notice changes to your health and wellbeing.



## We help you get support on your terms

Build a care routine that fits your lifestyle and needs, with the freedom to adjust your schedule whenever it suits you. Choose from HomeMade's network of over 2,500 service providers across Australia.



**Trusted by over 4,000  
customers Australia-wide**



Call us on  
1300 655 688



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