



## **Empower your patients with high-quality home care**

Navigate home care funding options with ease

# Government-Subsidised Home Care

The Australian Government subsidises home care through two main programs:

- Commonwealth Home Support Programme (CHSP) for low-level needs
- Home Care Package Program (HCP) for medium to high level needs.
- An individual can only access either CHSP funding or HCP funding – they can't access both.

## Accessing Services

To be eligible for services, people need to register with My Aged Care (MAC) and be aged 65 years or older, or over 50 years and identify as an Aboriginal and Torres Strait Islander. Once an individual has registered with MAC, they need to apply for an assessment. To simplify the process and make it more consistent, RAS and ACAT assessments have become the Single Assessment System.

After applying for an assessment, a triage call will take place to determine whether the person needs a non-clinical assessment (for those with low-level needs) or a clinical assessment (for those with higher, more complex needs). Following this, a home assessment will then take place to identify whether the person is eligible for services, what classification of funding they will receive and create a personalised Support Plan outlining goals, outcomes and recommended services.

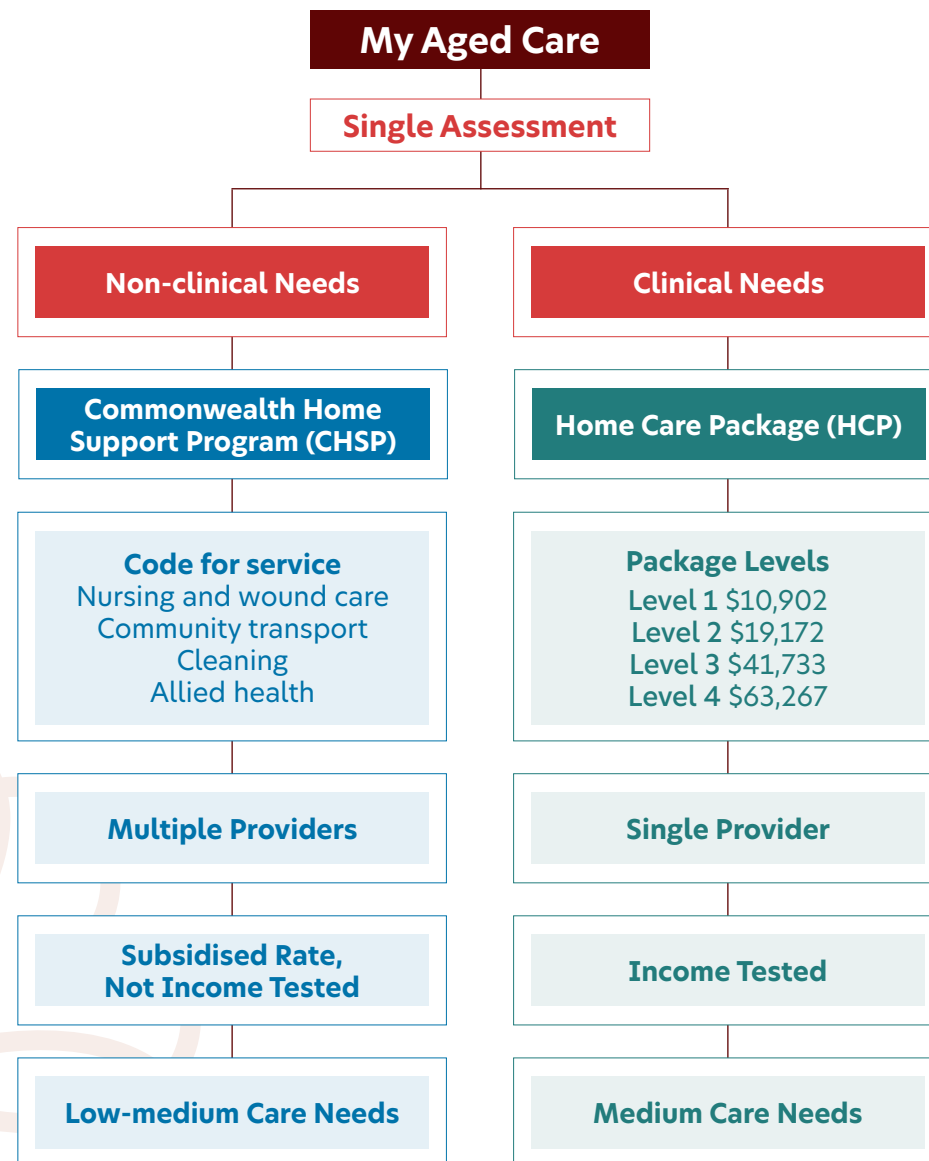
**Dovida is one of the largest Home Care Package providers in Australia, with services including everyday companionship through to dementia and palliative care. CHSP services can be provided privately, and can start immediately with no wait lists.**

## Approved vs Assigned

After an assessment, if an individual is eligible for funding, they will receive an assessment result and also a support plan, which outlines the services they are eligible for.

This means that they have been approved for funding and they will join the national priority system to wait for a package to be assigned, which can take between 9-12 months. Once this is assigned, the individual needs to find a provider(s) with capacity to be able to start receiving services.

# Funding Differences



# Support at Home

Due to extensive waiting periods for both assessments and package approvals, the Government is reforming their subsidised care programs:

- From the 1st November 2025, Home Care Packages (HCPs) will become Support at Home classifications.
- The Commonwealth Home Support Programme (CHSP) will remain until 2027.

## Summary of the Support at Home program:

- 8 classifications of support from \$10,700 to \$77,800 per annum
- Participants will receive a quarterly budget
- 3 additional short-term pathways will be available for Assistive Technology and Home Modifications (AT-HM), End-of Life care and Restorative Care (for re-enablement).
- Unspent funds will be capped at \$1,000 or 10% of the quarterly budget
- Contributions will apply for certain service types
- Home Care Package (HCP) recipients will transition into equivalent Support at Home classifications: re-assessment not required.
- The Single Assessment System will be used for new participants to access services under Support at Home.

## Transitioning to Support at Home

From the 1st November 2025, Home Care Packages will begin transitioning to Support at home program.



## How does this affect your patients

The information below provides guidance on what this means for existing HCP participants and those newly entering the Support at Home program.

	Existing HCP Participants (Grandfathered)	Transitional HCP Participants	New Participants
Assessment Date	Assigned a HCP or assessed and on the waitlist for a HCP on or prior to the 12th of September 2024	Assessed for a HCP between the 13th of September 2024 and 30th of June 2025	Assessed and approved from 1st of July 2025
Package	Transitional package (to the same value as currently assessed for)		Assessed and approved for Support at Home funding
Services	Access to all		Can access services assessed as needing
Surplus	Accrued surplus available as per Support at Home guidelines		Can accrue up to \$1,000 or 10% of quarterly budget, whichever is higher
Re-assessment	Re-assessment is not required unless care needs change.		N.A.
Contributions	Nil, or decreased contributions	Will apply	
Clinical Support e.g. nursing	0%	0%	
Independence e.g. personal care and social support	0-25%	5% Full Pension 5-50% Part-Pension 50% Self-Funded	
Everyday Living e.g. domestic assistance and meals	0-25%	17.5% Full Pension 17.5-80% Part-Pension 80% Self-Funded	

## Contributions:

- Contributions vary depending on the care service (e.g Everyday Living services have a higher contribution than Independence services).
- The amount an individual contributes to their service costs is based on their income and assets, which is assessed and determined by Services Australia.
- Contributions will not change for existing HCP Participants to access services.
- Existing and Transitional HCP Participants will be 'no-worse off' under Support at Home. Their contributions will remain the same as under the HCP program, even if reassessed into a higher classification under Support at Home.

## 3 short-term pathways will soon be available under Support at Home:

### Restorative Care

- Up to \$6,000 funding for 16 weeks of intensive allied health or nursing services for a preventative, reablement program to maintain health, wellbeing and function
- Can be accessed up to 2x per year
- Funded alongside the ongoing Support at Home budget

### Assistive Technology and Home Modifications (AT-HM)

- 2 funding tiers of up to \$15,000 each to access both assistive technology and home modifications
- Upfront funding - no 'saving up' of unspent funds
- Implementation of a National Assistive Technology Loans Scheme (AT Loans Scheme) for equipment rental
- Funded alongside the ongoing Support at Home budget

### End-of-Life

- \$25,000 one-off budget over a 12-week period to support end-of-life care needs for those diagnosed with 3 months or less to live
- For those needing additional funding after completion of the Pathway, they can transfer to an ongoing Support at Home budget (for new or existing participants)
- Complements state and territory-based specialist palliative care schemes and replaces ongoing Support at Home funding for existing participants.

## Your Trusted Home Care Partner

Empower your patients to live their life, their way with high-quality, person-centred home care. Through our Circle of Care philosophy, we work in partnership with you to create a holistic support system that places the patient at the centre of everything we do.

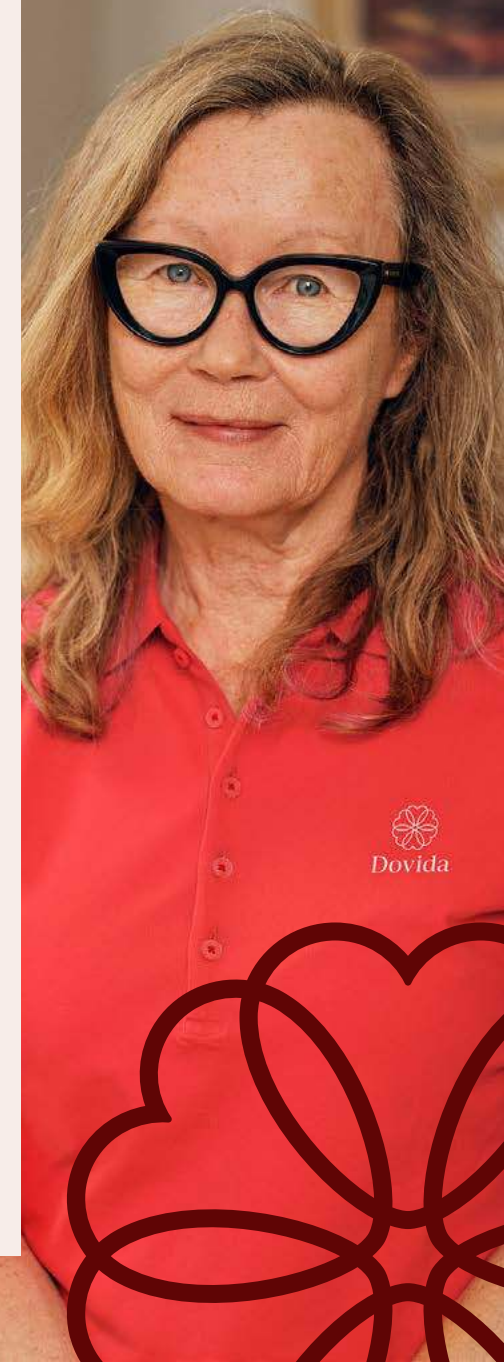
As your trusted advisor, we can provide information and resources about aged care. Together, we can deliver tailored solutions that provide the best outcomes for patients.

### Supporting your team with:

- Over 75's Assessments
- Information about My Aged Care and the transition to the Support at Home program.

### Supporting your patients with:

- Information about Government funding, choosing or changing providers and navigating My Aged Care
- Information and resources to optimise an Aged Care Assessment
- Advice about home care and the services available.



# Frequently Asked Questions

## What do the different codes mean?

When someone is assessed as eligible for CHSP services by My Aged Care, referral codes are issued for each service that the person is eligible for eg. gardening, domestic assistance, transport. Often, multiple CHSP codes are provided to the person requiring services. For those who have been assigned a HCP, they will receive a single, unique referral code for the level of package that has been approved. This should be given to the chosen provider when the package is assigned.

## How long will Services Australia take to assess someone's personal/ financial circumstances?

The processing time for income assessments relating to aged care typically takes around 4-6 weeks.

## Will individuals need to contribute to services and how much?

All clinical services (including nursing and allied health services) will be fully funded by the program with no out-of-pocket costs or contributions required. Services supporting Everyday Living and Independence will be means-tested, with contributions varying based on pension or retirement status. The contributions will range from 17.5% - 80% for Everyday Living and 5% - 50% for Independence services.

## Will this reduce the current HCP package waiting times?

The Australian Government is reforming the current system to reduce the waiting times and make the system more equitable and transparent. By July 2027, the Government is aiming to reduce wait times with funding is expected to begin within three months of approval.

## Is Dovidia ready for Support at Home?

Dovidia have been preparing for these changes for several years and is well-positioned to commence services under Support at Home from November. We recognise that these are significant changes, but our clients, caregivers and office teams have

been regularly informed about the changes. We have been updating the necessary systems to ensure compliance and transparency under Support at Home, and we are waiting on final details to be released by the Government to ensure our care services will be delivered in line with the Program.

## Can I still refer to Dovidia?

Absolutely, we can support clients funded through Home Care Packages or Support at Home (when this funding comes into effect). We can also provide private services immediately with no wait lists, or whilst people are waiting on an assessment or package assignment.

## When will the Government let us (healthcare professionals) know about Support at Home?

Many Primary Health Networks are starting to share information about this in their local area, however, the Government is relying on providers, like Dovidia, to share this information with the healthcare professionals that become an extension of their team.

If you would like more information about the upcoming changes with Support at Home, please speak to your local Dovidia team. We can provide information sessions and resources for your team, which can even count towards CPD points too!



# Together, we create care that centres around the individual

## Our Services

- Dementia Care
- Everyday Companionship
- Home Help
- Hospital to Home
- Live-in Care
- Meal Preparation
- Medication Reminders
- Overnight Care
- Palliative Care
- Personal Care
- Respite Care
- Transport Services

