

Support at Home program

June 2025

Information for clients

The Australian Government is introducing a new in-home aged care program called Support at Home. This will replace the Home Care Package and Short-Term Restorative Care programs from 1 November 2025.

As a valued client of Bolton Clarke, we wanted to share information with you about key changes the program will bring and how we will work with you and support you as the program is introduced.

Importantly, we will continue to deliver the same high-quality care and services from your same local team.

About the program

The table below summarises key features of the new program:

Topic	What stays the same	What will change
Funding budget	<ul style="list-style-type: none"> Your funding will continue at the same level as your current Home Care Package. All your unspent funds as at 31 October will be retained and held in your Services Australia Home Care account. These funds can be used for extra care and services if your quarterly budget is fully used. 	<ul style="list-style-type: none"> We will review your funding budget with you on a quarterly basis instead of annually, and we will work with you to revise your care plan as needed. From 1 November the new program introduces a limit to unspent funds – either 10% of your quarterly budget or \$1,000, whichever amount is higher.
Services list	<ul style="list-style-type: none"> You will continue to receive services from your same local Bolton Clarke team. 	<ul style="list-style-type: none"> Some changes will be introduced to the way your services are described in the information you receive such as your monthly statement. Your services will be grouped into three categories – Clinical Supports, Independence and Everyday Living.
Co-contributions	<ul style="list-style-type: none"> If you were assessed or approved for assistance prior to 12 September 2024 and you currently pay an income tested or daily care fee – you will continue to pay a co-contribution. Your co-contribution will not increase under the new program. 	<ul style="list-style-type: none"> If you were assessed or approved for assistance after 12 September 2024, your co-contribution fee will only be paid for services received instead of a set daily amount. The Government will communicate your fee with you in a letter that will be sent to you.

Topic	What stays the same	What will change
Service prices and fees	<ul style="list-style-type: none"> You will continue to receive monthly statements from Bolton Clarke outlining your services and fees. 	<ul style="list-style-type: none"> There will be no separate package management fee. This will be incorporated into your service prices. You will only be charged for services you have received. 10% of your quarterly budget will be set aside for care management. From September we will share with you an updated Bolton Clarke pricing schedule to reflect these changes.
If your needs change after 1 November 2025	<ul style="list-style-type: none"> An assessment will be arranged through My Aged Care to work through your new needs. 	<ul style="list-style-type: none"> Your new needs will be assessed for funding under the new Support at Home program classifications and/or the short term care funding options.

Next steps


- From September, we will work with you to complete a new services agreement, budget and Care & Service Plan that will reflect these updates.
- From December, your monthly statement will have a new look based on the Support at Home program requirements.
- You can reach out to your Bolton Clarke team member to discuss any questions or concerns you may have or email hello@boltonclarke.com.au

Find out more

- Find out more about the new Support at Home program by visiting the Government website: www.myagedcare.gov.au/improving-australias-aged-care-system

We're here to help

Contact us for more information about our services and options.

 1300 22 11 22

 1300 824 661 (National Language Line)

 boltonclarke.com.au