

Support at Home | Key Facts



Accessible, trusted care at every life stage

At Gippsland Lakes Complete Health (GLCH), we've been part of East Gippsland's story for 50 years. We're a local community health organisation committed to helping people stay safe, comfortable and age well at home.

What's happening?

From 1 November 2025, the Federal Government's new Support at Home (SAH) program will replace Home Care Packages (HCP) and Short-Term Restorative Care.

If you're a current Home Care Package client, you don't need to do anything. Your funding, services and unspent balance will automatically transfer to the new program.

Your care continues. Your provider stays the same.

What will stay the same

- ✓ You'll keep receiving our services, your trusted local provider.
- ✓ Your funding level and any unspent funds will carry over.
- ✓ Your Care Manager remains your key contact.
- ✓ Our Duty Care Management Team will continue to provide help when you need it.

We'll keep working with you to ensure your care remains reliable, personal and responsive.

What's changing?

The Government is introducing new service groupings to make it easier to understand your supports:

-  **Health and clinical care:** nursing, physiotherapy, occupational therapy, continence support.
-  **Independence support:** personal care, transport, medication assistance, respite.
-  **Everyday living:** cleaning, gardening, shopping, meal preparation, home maintenance.

These changes are designed to simplify the system and support more Australians to stay at home for longer.

Funding and fees

From 1 November 2025:

- A flat 10% Care Management fee will apply to your total Support at Home funding.
- The cost of running the program will be included in the hourly service rate, so hourly rates will rise.
- Overall, your Care Management fee will be lower than under the current system.

The Government's "No Worse Off" principle means you won't pay more in fees than under your current arrangement.

Locals taking care of locals



Will I have to pay for services?

Your contributions depend on your income and the type of service:

- Clinical Care: Fully funded, no out-of-pocket costs.
- Independence: 5% contribution for full pensioners, and between 5% and 50% for part pensioners and Commonwealth seniors' healthcare cards holders – depending on income and assets. Self-funded retiree – 50%
- Everyday Living Services: 17.5% for full pensioners, between 17.5% and 80% for full pensioners and Commonwealth seniors' healthcare card holders – depending on income and assets. Self-funded retirees 80%

Working with you through the change

Your new Care Plan and budget

Your Care Manager will meet with you to sign a new Support at Home Agreement and create a new Care Plan that reflects your current needs and goals.

Some service names may change, but your supports will continue — helping you stay safe, well and independent at home.

Are funding levels changing?

There are eight new classifications:

Classifications	Quarterly budgets	Annual budgets
Level 1	\$2,682.75	\$10,731.00
Level 2	\$4,008.61	\$16,034.45
Level 3	\$5,491.43	\$21,965.70
Level 4	\$7,424.10	\$29,696.40
Level 5	\$9,924.35	\$39,697.40
Level 6	\$12,028.58	\$48,114.30
Level 7	\$14,537.04	\$58,148.15
Level 8	\$19,526.59	\$78,106.35

If you're waiting for a Home Care Package

If you've already been approved for a Home Care Package before 1 November 2025, you'll automatically move into the Support at Home program when your care starts. No new assessment is required unless your needs have changed.

Supplements and supports

Under Support at Home:

- The Dementia and Cognition Supplement will be included in your quarterly budget.
- A new Diverse Needs Supplement will support veterans, older Aboriginal and Torres Strait Islander people, people at risk of homelessness, and care leavers.

We're here to help

We understand that change can bring questions. Our team is here to support you every step of the way.



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