

Support At Home Program Information Session

Support At Home Program

The **Support at Home Program** is a government-subsidised program that provides approved funding to assist individuals in accessing care services designed to maintain independence and enhance quality of life.

Through this program, participants have the flexibility to choose the type of care and services they receive, how these are delivered, and the level of support that best suits their needs.

Services are available in **Darwin** and **Palmerston**.

Eligibility:

- Indigenous Australians aged 50 years and over
- Non-Indigenous Australians aged 65 years and over

What is Support At Home?

Support at Home is a new national program commencing in **November 2025**.

It replaces the **Home Care Packages** and other existing programs, making aged care simpler, fairer, and easier to understand.

What stays the same?

You will continue to receive support in your own home. It will just be under a new system.

If you were on a **Home Care Package** before **September 2024**, your funding level will remain the same. The government will continue to contribute most of the cost of your care, with fees based on your financial situation.

What is different?

Less confusion, easier to understand what you're eligible for and smoother transitions if your care needs change.

More certainty, less chance of surprise fees and confidence that essential health supports will be covered. You'll be supported to make choices about how care is delivered, giving you more flexibility and control over how much you are supported.

What do you need to do?

- Book a home visit with our team, to discuss your individual circumstances.
- Ask us if anything isn't clear — we're here to help.
- You can also find more details on the My Aged Care website.
- Services Australia will let you know if there are any changes to the amount you need to pay.

Frequently Asked Questions

1 Will I have to pay more under the new Support at Home system?

No. Under the **No Worse Off Principle**, if you had a Home Care Package or were approved for one by **12 September 2024**, you won't pay more under the new system.

2 Will I lose any of my current funding or unspent funds?

No. If you had a **Home Care Package** on **30 June 2025**, your funding and any unspent funds will carry over into your new Support at Home budget.

3 What happens if my care needs increase?

You can move to a higher support level. Your costs won't be higher than they would have been under the old system (if covered by the **No Worse Off Principle**).

4 I'm a full rate pensioner — will I need to pay for services?

If you were assessed before **12 September 2024**, you won't need to pay.

If you were assessed after that date, you may need to contribute depending on your care category.

5 What happens to the Income-Tested Care Fee I was already paying?

If you were paying an **income-tested care fee** under the Home Care Program, you'll move to Support at Home with a **discounted contribution**. You'll be notified of the exact amount.

6 Is there still a cap on how much I might have to pay in my lifetime?

Yes. There is still a lifetime limit on contributions if you are covered by the grandfathered rules.

Where to find more information

- **Talk to your support workers** – they've been learning about the new program and can guide you to the right information.
- **Contact your TeamHEALTH Care Coordinator team** for direct support.
- Visit the **Department of Health, Disability and Aged Care website**: [New Aged Care Act](#) | Australian Government.
- Visit the **My Aged Care website**: [myagedcare.gov.au](#) or call **1800 020 103**.
- Speak to someone in person at your local **Services Australia Centre**.
- Attend **Community Information Session** hosted by **COTA**. The next session is on **Monday 13 October**. Register via their website [cota.org.au](#). You can join the session online or in person.

