FAQs for customers – Support at Home

Q: What is Support at Home?

A: Support at Home is the new aged care program introduced by the Australian Government to replace the current Home Care Packages (HCP) program, Commonwealth Home Support Program (CHSP) and Short-Term Restorative Care (STRC).

Q: When will Support at Home start?

A: The Australian Government plans to introduce the Support at Home program from the 1st of July2025.

The first services to transition to the new Support at Home Program will be the Home Care Package (HCP) program. This commences from the 1 July 2025.

The Commonwealth Home Support Program (CHSP) will remain in place for the next 2 years and is due to transition to the new Support at Home Program on 1 July 2027.

Q: What impact will Support at Home have on me and the services I receive?

A: The Support at Home program will continue to provide you with the supports and services you need to help you remain in your home, and connected with your community.

The Department of Health and Aged Care and Services Australia will communicate directly with you about the new Support at Home Program and what the changes will mean for you.

As your aged care support provider, UCWB will continue to provide you with your support services under the Support at Home program.

Q: Will I need to reapply through My Aged Care?

A: If you currently receive a Home Care Package you will not need to reapply and will automatically transition into the new Support at Home program.

UCWB will support you through this transition by assisting you to navigate the changes, providing you updates on pricing changes and ensuring you have a new service agreement in place, so you continue to receive your support services under the new Support at Home program.

Q: Will I still have control over my care choices?

A: Yes. Support at Home is designed to offer more flexibility and personalised care.

You will continue to have input into the services you receive, ensuring they align with your needs and preferences.

Q: What should I do now to prepare for this transition?

A: Continue using your current services as you do now, but, if you would like more information:

- Access key information by checking the Department of Health and Aged Care website. There are several helpful tools and resources. Click on the link to enter the website:  
[Support at Home program | Australian Government Department of Health and Aged Care](https://www.health.gov.au/our-work/support-at-home)

- “Ask Amy” - please reach out to us at UCWB we are here to help! Amy (our Customer Engagement Officer) can be contacted on 08 8245 7196 or via email: <customer@ucwb.org.au>

Q: What services will be available under Support at Home?

A: Support at Home will continue to offer a wide range of home care services.

The program aims to provide customers with needs-based support to help people remain in their homes longer.

Download the [Support at Home Services list](https://www.health.gov.au/resources/publications/support-at-home-service-list?language=en). Alternatively contact us and we can provide you a copy.

Q: Will there be any changes to my service provider?

A: Your service provider can remain the same. UCWB remains committed to continuing to provide you with the high-quality personalised service you have been receiving.

Q: What if I need more or different services than I currently receive?

A: If you need more support in the future, you will require a new assessment under the Support at Home classification system.

A reassessment can be arranged by calling My Aged Care to request a support plan review. As your Aged Care support provider UCWB can also assist you to do this by organising a support plan review on your behalf. Once the referral is received the assessment organisation will determine whether you will require a new assessment or whether a support plan review will suffice.

More information on the assessment process can be found on the My Aged Care Website: [When to get reassessed | My Aged Care](https://www.myagedcare.gov.au/assessment/when-get-reassessed)

Q: How do I find out more information about Support at Home?

A: Stay informed by checking the Department of Health and Aged Care Website:  
[Support at Home program | Australian Government Department of Health and Aged Care](https://www.health.gov.au/our-work/support-at-home)

You can also subscribe to our Support at Home newsletter, which we will send to you via post and email. Contact us to be added to the list 08 8245 7196 or via email: <customer@ucwb.org.au>

Q: Will there be changes to how I pay for services?

A: Under Support at Home the government will fully fund clinical services (such as nursing, physiotherapy etc). This means you will not have a contribution amount if you access these supports.

For other supports you will be required to pay a contribution. The contribution amount will depend on your income and assets and the category of the service. Independence services (e.g. personal care) are moderately funded, reflecting the importance of supporting independence. Everyday Living Services (e.g. cleaning and gardening) will attract higher contribution rates.

If you are already receiving a Home Care Package, assessed as eligible for a package or on the National Priority System as of the *12th of September 2024*, you will be no worse off under the contribution arrangements for Support at Home. You will make the same financial contributions or lower than you currently are.

Q: Who can I contact if I have concerns or questions about my supports during the transition?

A: If you have any concerns or questions, please “Ask Amy”. Many of you would know Amy – she is our Customer Engagement Advisor, and she is here to answer any questions and support you through the transition to Support at Home.

Please contact us during business hours on phone: 08 8245 7196 or via email: [customer@ucwb.org.au](customer@ucwb.org.au%20) and ask for Amy.

You can also contact My Aged Care by calling 1800 200 422 or visit their website, accessible [here.](https://www.myagedcare.gov.au/)