

06 September 2025

Dear Client,

Re: Transition from Home Care Packages Program to Support at Home program

As you may remember, I wrote to you in early May about the upcoming changes that the Australian Government is making to in-home aged care. In that letter, we provided information on the transition from the Home Care Packages (HCP) Program to the Support at Home program.

Since then, the Australian Government made the decision to delay the start of the Aged Care Act and the Support at Home program from 1 July to 1 November 2025. With all of this in mind, I am writing to update you about what to expect next.

Your new agreement is coming soon

Under the new Support at Home program, all service providers must provide clients with a new service agreement that reflects the government's changes to in-home care. Mercy Health has been waiting for the government to release the final Rules (or laws) under the new Aged Care Act before finalising your new agreement. We have been advised that the Rules are now set, which means that we can plan accordingly and update you in the coming weeks.

Your new agreement will include the new fees and contributions structure, along with any updates to your care plan that will align with the government's new service categories. I want to reassure you that you will not need to be re-assessed to receive a Support at Home package and you will receive an equivalent level of funding from the government for your home care needs.

Regarding contributions, if you were approved for your HCP on or before 12 September 2024, you will continue to pay the same contributions, or lower, towards your care. If you were approved for a HCP after 12 September 2024, you will transition to the standard Support at Home contribution rates from 1 November 2025 and your contribution will be determined by Services Australia using a new income and assets assessment.

What happens next?

There is nothing you need to do at the moment. We will send you your new service agreement via email or post, in line with your mailing preferences. Your Care Advisor will then be in touch, either via a phone call or visit, to take you through the paperwork and explain the changes to you.

If you have any questions in the meantime, please reach out to your Care Advisor who will be happy to help.

If you would like to find out more about the transition from the Home Care Package program to the Support at Home program, we encourage you to explore the Australian Government's website at <https://www.health.gov.au/our-work/support-at-home>.

Kind regards,

Karlie Keck

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Mercy Health