

Grandfathered and Transitional Arrangements Support at Home

This document applies only to people who are grandfathered or transitioning from the Home Care Packages Program into the Support at Home program.

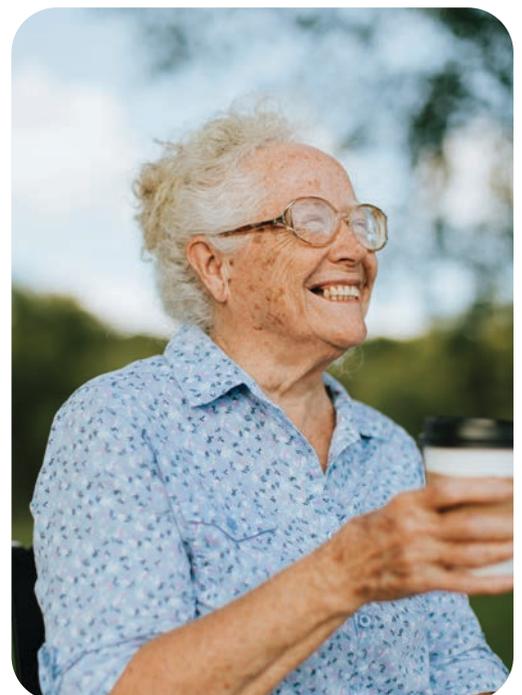
It does not apply to new participants who enter Support at Home for the first time after 1 July 2025.

The purpose of this document is to clearly explain, in plain language but with sufficient detail, how the transition affects care planning, funding, budgets, and fees for grandfathered and transitional participants. It has been written so it can be provided directly to participants and their families, while also meeting the expectations placed on registered providers under the Aged Care Act 2024 and the Support at Home Rules 2025.

For Care Aged Care is a registered aged care provider. We are responsible for ensuring that these arrangements are applied accurately, lawfully, and in a way that protects participants from disadvantage during the transition

This information has been developed to support you and your family during the transition to the Support at Home program. While the aged care system is changing, your individual circumstances, needs, and preferences will continue to be discussed with you as part of your ongoing care planning. Your care and support will always be reviewed in partnership with you, and no changes will occur without discussion and agreement.

This document applies only to people who are grandfathered or transitional participants moving from the Home Care Packages Program into the Support at Home program. It does not apply to people entering Support at Home for the first time after 1 July 2025.





Who is a grandfathered or transitional participant?

Grandfathered Participants

You are considered a grandfathered participant if, as at 12 September 2024, you:

- were already receiving a Home Care Package, or
- were on the National Priority System (waiting list), or
- had been assessed as eligible for a Home Care Package.

Grandfathering exists to protect people who were already in, or approved for, the Home Care Packages Program when the aged care system changed. The government has committed that these participants will not be worse off as a result of moving to Support at Home, particularly in relation to the fees they pay.

Transitional Participants

You are considered a transitional participant if you were assessed for a Home Care Package after 12 September 2024 and before 30 June 2025, or if your assessment occurred before 30 June 2025 but your funding commenced under the Support at Home program.

Transitional participants move into Support at Home under modified transition arrangements. Unlike grandfathered participants, transitional participants are generally subject to the new Support at Home participant contribution framework. However, they are still supported to transition safely and with continuity of care.

This document applies to both grandfathered and transitional participants, but some protections described (such as the 'no worse off' principle) apply only to grandfathered participants.

Updating your Care Plan

Do I need a new care plan to move to Support at Home?

No. You do not need a new care plan just because the program is changing.

Your existing Home Care Package care plan will remain in place when you transition to Support at Home. It will continue to guide your care until your needs, goals, or preferences change, or until your scheduled annual care plan review date.

Your care plan is developed in consultation with you and is person-centred. It documents:

- your personal goals and the strategies used to support you to achieve them;
- the types of services you receive and how often they are delivered;
- your preferences, including care worker preferences, cultural needs, language, and other personal considerations;
- any approved Assistive Technology and Home Modifications (AT-HM);
- review dates; and
- any additional information needed to support culturally safe, trauma-aware, or healing-informed care, where relevant.

Your care plan reflects your assessed needs, your choices, and the level of control you wish to have over how your care and services are delivered.

When will my care plan will be reviewed

Your Care Coordinator will work with you, and others involved in your care if you choose, to review your care plan if:

- your needs, goals, or preferences change;
- your ability to manage daily activities, mental health, cognitive or physical function changes;
- you are approved for a higher Support at Home funding classification;
- you are approved for Assistive Technology or Home Modifications;
- you commence a Restorative Care Pathway or an End-of-Life Pathway;
- you want to change your services or how often you receive them;
- risks emerge or an incident occurs that affects you;
- care or support responsibilities change between family members, carers, or supporters; or
- you request a review at any time.

Under Support at Home, care planning has a stronger focus on wellness, reablement, and maintaining independence wherever possible.

How Funding Works Under Support at Home

Quarterly budgets replace daily subsidies

If you are a grandfathered participant, you will automatically move to Support at Home on 1 July 2025 at the same overall funding level as your current Home Care Package.

The main change is how funding is managed:

- under Home Care Packages, government subsidies are calculated daily;
- under Support at Home, your funding is managed through quarterly budgets.

Your total annual funding remains the same unless you are reassessed and approved for a higher funding level in the future. You will not be reassigned to one of the new Support at Home classification levels just because of the transition.

Your annual funding is divided into four quarterly budgets that, together, equal your existing Home Care Package funding.

What your quarterly budget means for you

Your quarterly budget is designed to last for the entire quarter. This means careful planning is important.

It is important to understand that:

- you cannot spend more than what is allocated in your quarterly budget;
- you cannot go into a budget deficit and make it up in the next quarter;
- your provider cannot delay or withhold an overspend to be claimed in a later quarter;
- you may choose to pay privately for services that sit outside your quarterly budget if you wish.

Unused funds may roll over into the next quarter, but only up to the maximum limits set by the Support at Home program.

You will continue to receive a monthly statement that clearly shows:

- the services you received;
- how much funding has been used; and
- how much funding remains.

We're here to help you live your life, your way.

Our aim is to provide uncompromised quality aged care and support, every step of the way.



Unspent Home Care Package Funds

Any unspent Home Care Package funds you have as at 30 June 2025 will remain available for you under Support at Home. These funds:

- stay with you;
- are not reduced or taken away because of the transition; and
- can only be used for approved services.

Your Care Coordinator will help you understand how these funds are shown in your budget and how they can be used.

What Does the 'No Worse Off' Principle Mean?

The term 'no worse off' is used by the Department of Health and Aged Care to describe how participant fees and contributions are protected for grandfathered participants.

This principle applies only to participants who were receiving a Home Care Package, on the National Priority System, or assessed as eligible for a Home Care Package as at 12 September 2024.

The government has confirmed that these participants will have their fee arrangements carried over into the new system when they transition to Support at Home on 1 July 2025. This means you will not pay more for your care than you currently do.

If you are a grandfathered participant, you will be no worse off financially once you transition to Support at Home in relation to the fees you pay.

What if I Move To a Higher Funding Level in the Future?

If you are already on the National Priority System waiting list for a higher-level package, or if you are formally reassessed and approved for a higher Support at Home funding classification in the future, you remain under the 'no worse off' principle permanently.

This applies regardless of your income or assets. Grandfathered participants who currently pay an income-tested care fee will have special transition rates applied to ensure they are not worse off.

Grandfathered Participants Fees and Contributions

One of the major changes under Support at Home is the introduction of a new participant contributions framework. However, this does not apply to grandfathered participants.

Will I be affected by the new contributions framework?

No. Because you are a grandfathered participant, the new Support at Home participant contribution framework will not apply to you from 1 July 2025.

You will be no worse off financially under the new program.

Current Home Care Package fee arrangements

Under the Home Care Packages Program, there are two types of fees:

1. **Basic Daily Care Fee** This is an optional fee. Most providers do not charge this fee.
2. **Income-Tested Care Fee (ITCF)** This fee is determined by Services Australia based on your income. It is not optional. People receiving a full Age Pension do not pay an income-tested care fee.

Under the Home Care Packages Program, income-tested care fees are calculated daily and apply regardless of how your package funds are used.

Grandfathered participants who pay an income-tested care fee

If you currently pay an income-tested care fee, you will continue to be protected by the 'no worse off' principle.

You will pay the same or less than you paid under your Home Care Package. Existing recipients who pay income-tested care fees will transition to Support at Home with special discounted contribution arrangements.

Services Australia will notify you and your provider of the grandfathered contribution amount that applies to services delivered under the Independence and Everyday Services categories.

You will only be asked to contribute towards the services you receive and will not be asked to pay for clinical services or allied health supports.



Will my care and services have to change?

The move to Support at Home is designed to protect your funding and, for grandfathered participants, your fees. However, it is important to understand what the transition does and does not cover.

The government's 'no worse off' principle applies to fees and contributions, not to the way services are categorised under the new program. This means that while your financial arrangements are protected (if you are grandfathered), services must still fit within the Support at Home service categories and comply with program rules.

For Care Aged Care is required to review existing services to ensure they align with the Support at Home service list and do not include excluded items. Where a review is required, this will be done in consultation with you, with clear explanation and planning.

This document does not override legislation, assessments, or program rules. It explains how transition protections apply within the boundaries of the Support at Home program.

Interim packages and waiting for higher funding

If you are receiving an interim Home Care Package while waiting for a higher-level package, you will be assigned your approved higher funding level once it becomes available, even if this occurs after 1 July 2025.

You will not be reassigned to a Support at Home classification level if you were already waiting for a higher-level Home Care Package as at 30 June 2025.



What you need to remember

The move to Support at Home does not change who you are as a participant or the fact that your care and funding are protected.

Your existing care plan continues to guide your services. Your total annual funding remains the same, although it is now managed through quarterly budgets rather than daily subsidies. Careful planning is important, as you cannot spend more than the amount allocated to each quarter, and any unused funds are subject to rollover limits set by the program.

You will continue to receive monthly statements that clearly show what services you have received, how your funding has been used, and what remains available. You may choose to pay privately for additional services if you wish, but you will never be required to do so.

Most importantly, your fees are protected under the government's 'no worse off' principle. This means you will not pay more for your care because of the transition to Support at Home.

Your rights and our responsibilities

As a registered provider, For Care Aged Care has a legal responsibility to protect your rights, deliver care that is safe and respectful, and manage your funding and fees accurately and transparently.

We are responsible for ensuring that your care plan reflects your assessed needs and preferences, that your budget is managed in line with Support at Home rules, and that any fees or contributions applied are correct and explained to you. We must support you to understand your choices and involve you in decisions about your care.

If you have questions, concerns, or would like to talk about your care, funding, or services, you are encouraged to contact your Care Coordinator at any time. You also have the right to seek support from an advocate or representative of your choice.

For Care Aged Care is committed to supporting grandfathered and transitional participants through the Support at Home transition with clarity, dignity, and care.



Keeping this information up to date

This document explains how grandfathered and transitional arrangements apply under the Support at Home program based on the legislation and government guidance in place at the time it was prepared.

The aged care system is changing, and from time to time the Australian Government may update legislation, rules, or guidance relating to Support at Home. If changes occur that affect your care, funding, or fees, For Care Aged Care will inform you and explain what the change means for you.

Any updates to this document will be made to improve clarity, reflect changes in law or guidance, or respond to participant feedback. Updates will not be used to reduce your rights or remove protections that apply to you under the Aged Care Act 2024 and the Support at Home Rules 2025.

If you have questions about this document or would like a current copy, you can contact your Care Coordinator at any time.

Who to contact

If you have questions about this document, your care plan, funding, or fees, or if you would like to request a review, please contact your Care Coordinator. Your Care Coordinator is your primary point of contact and will support you to understand your options, discuss any concerns, and arrange reviews where required.
