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Support at hand to help older Australians stay at home longer

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The Support at Home program commenced in November 2025, replacing the Home Care Package Program, funded by the Australian Government.

There are eight levels of funding available, as well as three additional programs: Restorative Care, Assistive Technology and Home Modifications, and End of Life Care.

The Commonwealth Home Support Program is designed to provide services for older people with less complex needs.

Both Support at Home and the Commonwealth Home Support Program provide services such as cleaning, gardening, shopping, meal preparation, personal care, nursing, physiotherapy, podiatry, massage therapy, social groups and individual social support.

Care and services are co-ordinated and delivered by aged care providers to older adults aged 65 years and over, or over 50 years for First Nations people, across Australia.

Anyone who was on a Home Care Package has automatically transitioned to the Support at Home program, with their previous level of

funding grandfathered.

All clients on a Home Care Package or Support at Home are assigned a Care Partner to help you plan your care and services, to advocate for you if you need more care, and to help you access the three additional funding types, should you need them.

Your care and services are co-designed with your Care Partner and you have the flexibility to adjust your services within your assigned funding as your needs or preferences change. Care Partners can also help you understand the fees you may be asked to pay, depending on your income and assets, as assessed by Services Australia.

Depending on when you were assessed, waiting to be assessed, or commenced receiving services will affect any co-contribution, following the official announcement on September 12, 2024, of the launch of Support at Home by the-then Minister for Aged Care, Annika Wells. Your contribution, if any, will also depend on the type of service delivered.

Clinical care is free for all older Australians under Support at Home, including nursing, physiotherapy, occupational therapy, and speech pathology, and from October 1, assistance with dressing, showering and continence will also have no client contribution.

Services such as social groups, shopping, and meal preparation may have a small cost, while services like cleaning and gardening attract a higher contribution.

To find out if you are eligible for these services, you can start with a call to My Aged Care on 1800 200 422, or you can attend Services Australia for a free appointment with an Aged Care Specialist Officer, by booking on 1800 227 375. ECH is an approved and accredited provider of aged care services, including Support at Home, Commonwealth Home Support, and private health or self-funded care and services.

Allison Speck is ECH Home Care Regional Manager



ECH is an approved and accredited provider of aged care services, including the Support at Home program, which began in November last year.