

What's Happening with Aged Care?

March 26 2025

Presented by
Liz March: Assistant Director
Department of Health & Aged Care
Bendigo Regional Office



Australian Government
Department of Health and Aged Care

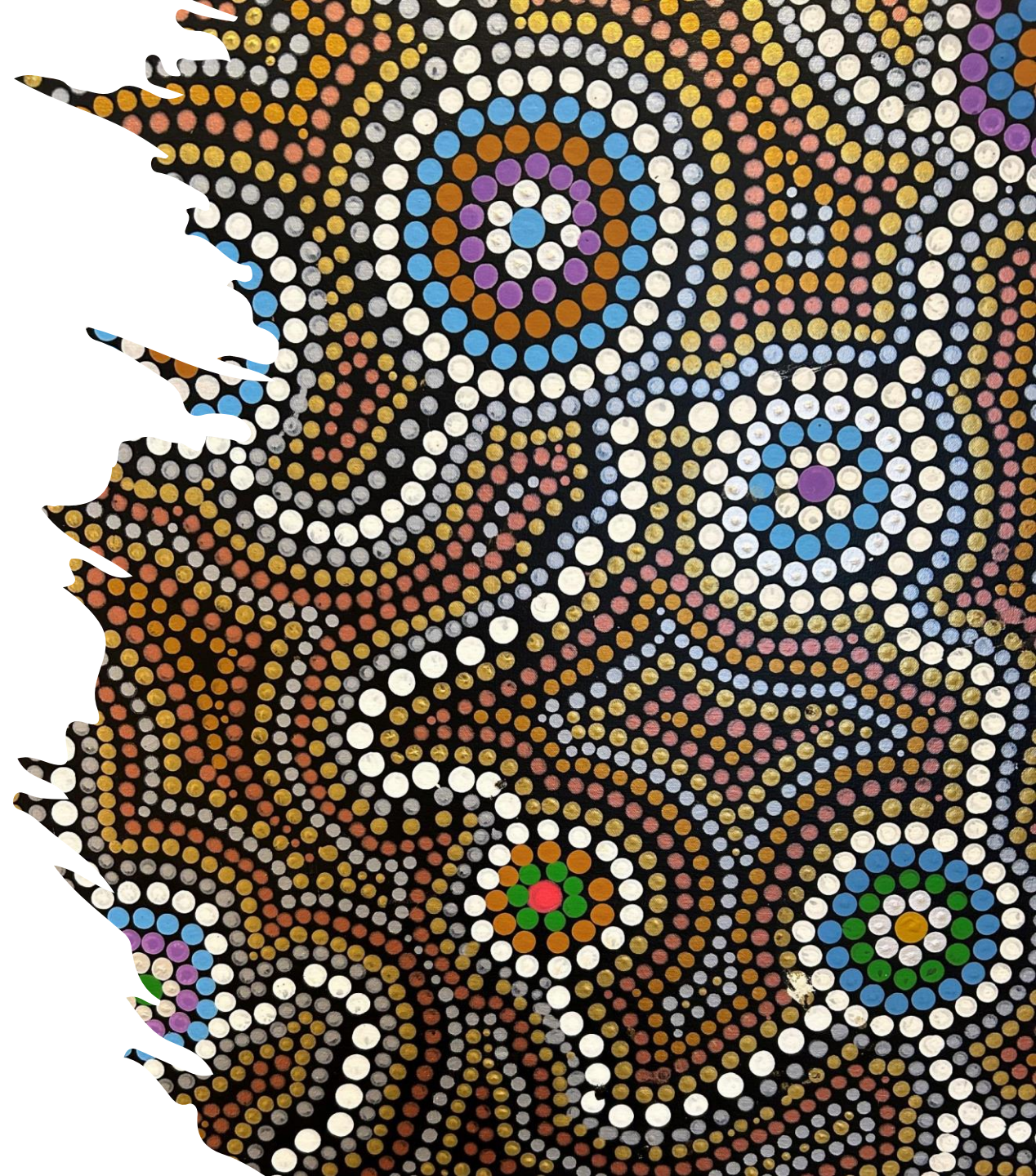
Acknowledgement of Country

‘Walkabout along the waterholes
of promised land’

Lee B

Yorta Yorta

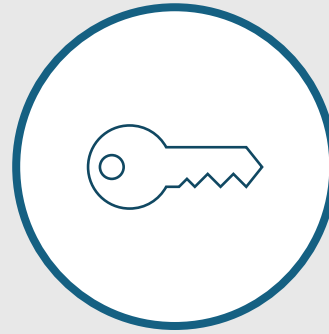
www.thetorch.org.au/shop-2



Benefits of Aged Care Reforms



Aged care reforms will improve the **quality of care** in Australia.



Easier for older people to **access** Australian Government-funded aged care services and support.



Older people, their families and carers will have more **choice and independence**, including more information to make informed decisions about care.





Aged care services



Commonwealth Home Support Programme (CHSP)

Entry-level (basic) aged care



Home Care Packages (HCP) Program

Complex home care



Residential Aged Care (including Residential Respite)

Residential aged care





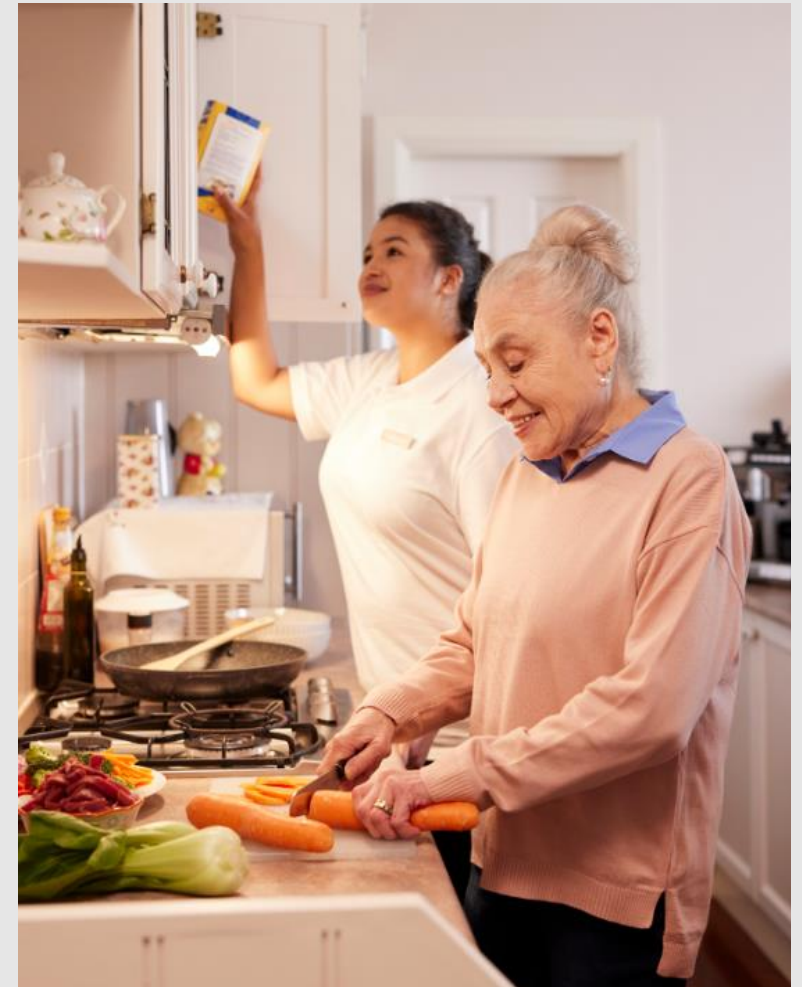
Commonwealth Home Support Program (CHSP)

Services delivered in the community

- Social Support (Individual and Group)
- Transport
- Centre Based and Cottage Respite

Services delivered in the home

- Domestic Assistance
- Personal Care
- Meals
- Nursing
- Home Modifications
- Aids and Equipment
- Allied Health and Therapy
- Flexible Respite





Home Care Packages (HCP) Program



Level 4 Package

Supports people with **high-care** needs

Level 3 Package

Supports people with **intermediate** needs

Level 2 Package

Supports people with **low-level** needs

Level 1 Package

Supports people with **basic** needs





Short-term flexible care

Short-Term Restorative Care Programme

Aims to improve wellbeing and independence, and delay or reverse the need to enter long-term care

Transition Care Programme

Provides short-term care to support independence following discharge from hospital





Respite care

Respite Care can be delivered in the home, in community-based centres and in residential care settings

Emergency Respite

Either community or home based
primary carer faces
unplanned situation
making it difficult to care

Community Based

In home centre-based
day care overnight
or weekend
community access

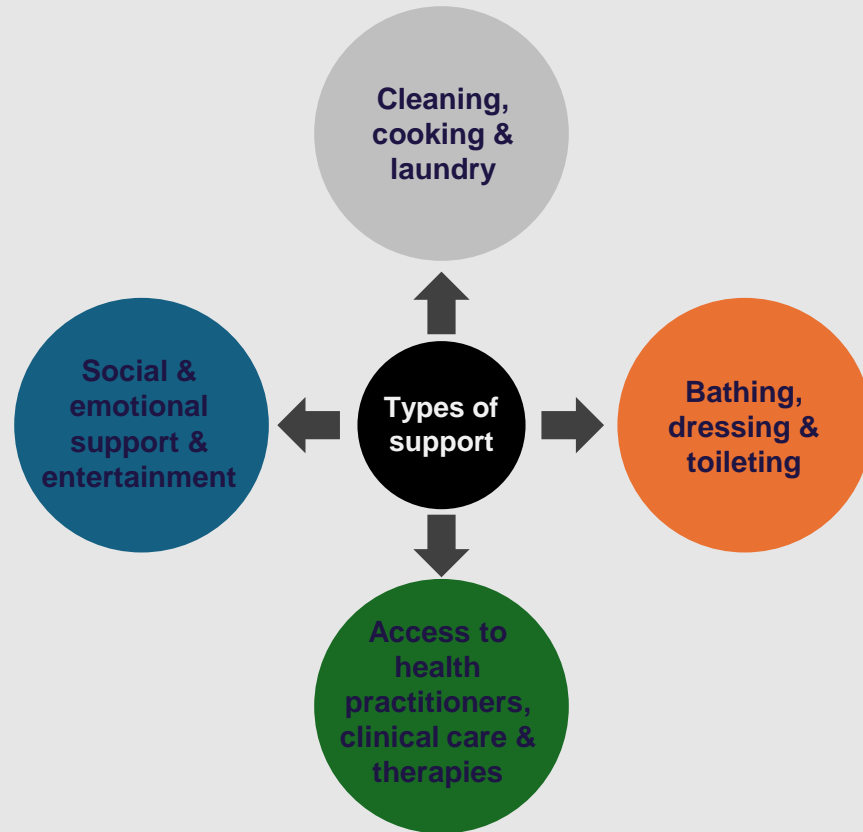
Residential

Can be planned or on an
emergency basis
carer unable to care
for client for a
short-term period





Residential care





Access to My Aged Care



On-line registration and assessment
myagedcare.gov.au/assessment/apply-online



My Aged Care phone contact
1800 200 422



Services Australia Face to Face Support
1800 227 475





My Agent Call is your starting point to access government-funded aged care services.



Major Changes:

New Aged Care Act

**Support at Home
program**





Australian Government

Department of Health and Aged Care

New Aged Care Act

- A key recommendation of the Royal Commission into Aged Care Quality and Safety.
- The Aged Care Bill 2024 was introduced to Parliament on 12 September 2024.
- The new Act will underpin responses to around 60 Royal Commission recommendations.



Features of the new Act

- Statement of Rights
- A single-entry point to the aged care system
- The framework for delivery of a range of aged care services
- Fair co-contributions from those who can afford to contribute to the cost of their aged care
- Mechanisms for the government to fund aged care services
- A new approach to regulating aged care
- A new Ministerially appointed Complaints Commissioner
- Whistleblower protections
- New laws to protect older Australians in aged care.



Support at Home

- Will replace the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme from 1 July 2025.
- The Commonwealth Home Support Programme (CHSP) will become part of the Support at Home Program no earlier than 1 July 2027.



Australian Government

Department of Health and Aged Care

Support at Home will help people to stay at home for longer



Faster access to services



Early intervention to stay independent and prevent decline



Higher levels of care when needs become more complex



What is included?

- Defined Support at Home service list, which describes what is available under the Support at Home program.
- This includes support for:
 - clinical care
 - independence
 - everyday living.
- The government will pay 100 per cent of clinical care services, with individual contributions going towards independence and everyday living costs.



What short-term or additional supports are available?

- Two short-term care pathways under Support at Home:
 - Restorative Care Pathway
 - End-of-Life Pathway.
- The Assistive Technology and Home Modification (AT-HM) Scheme will give older people access to products, equipment and/or home modifications.



Will older people pay more under Support at Home?

- If an older person was receiving a Home Care Package, on the National Priority System or was assessed as eligible for a package on 12 September 2024, they will be **no worse off** under the contribution arrangements for Support at Home.
- They will make the same financial contributions, or lower, than they would under the Home Care Packages Program.
- They can enter residential care under the current fee system, regardless of when they need to enter residential care.

Support At Home Pricing Arrangements

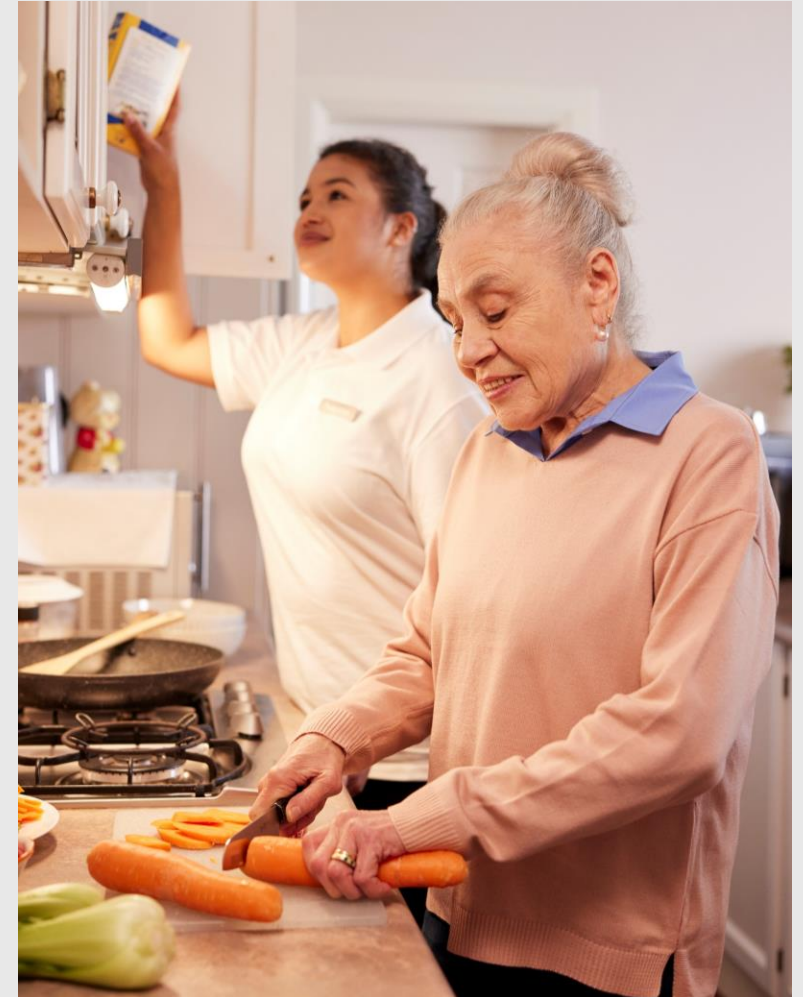
Under Support at Home, participants will **only** pay contributions on the services they have received.

The contribution rate will be based on two factors:

1. The type of service received:

- **no contribution** for services in the clinical supports category
- **moderate contributions** for services in the independence category
- **highest contribution rates** for everyday living services

2. The participant's age-pension status, Commonwealth Seniors Health Card status and means.



Support at Home Contribution Rates

	Clinical supports	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5%-50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 17.5%-80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

*hcp recipients approved on or before 12 September 2024 will pay transition contribution rates.





Australian Government

Department of Health and Aged Care

Let's change aged care together

Website: **agedcareengagement.health.gov.au**

Email: **agedcareenquiries@health.gov.au**

Health and Aged Care consultations line: **1800 318 209**

National Relay Service: **1300 555 727**

Translating and Interpreting Service: **tisonline.nsw.gov.au**

or **131 450**



AgedCareEngagement.health.gov.au



What is available to you

My Aged Care resources:
[MyAgedCare.gov.au/resources](https://myagedcare.gov.au/resources)

Four steps to access services

1 Apply for an assessment of your needs at myagedcare.gov.au/apply-online, by phoning 1800 200 422* or in person at a dedicated Services Australia service centre.

- You will be asked questions to help work out your care needs.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

2 Have an assessment

- My Aged Care may arrange for a trained assessor to conduct the assessment.
- With your consent they will assess your care needs and confirm your eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during the assessment.

3 Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through Services Australia.

4 Find a provider

- The online Find a provider tool can help you find and compare aged care service providers in your area myagedcare.gov.au/find-a-provider
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

Contact Us

Website: myagedcare.gov.au

Call: 1800 200 422*

Weekdays – 8am to 8pm

Saturdays – 10am to 2pm

(closed on Sundays & public holidays)

In person you can visit any Services Australia service centre for general My Aged Care support or book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475*** (Monday-Friday, 8am to 5pm).

If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service can assist you, including with Auslan.

Select your preferred access option at communications.gov.au/accesshub/nrs and ask for 1800 200 422

Translating and Interpreting Service call **131 450**, tell the operator the language you speak and ask them to call 1800 200 422

If you are a veteran or war widow/er you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

Have your say on aged care

We invite senior Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at agedcareengagement.health.gov.au



Australian Government



myagedcare



Find the help you need with My Aged Care

Freecall: 1800 200 422*

Website: myagedcare.gov.au

Visit: your dedicated Service Australia service centre





Australian Government

Department of Health and Aged Care



Thank you
Questions?