



# Support at Home Program explained

**The Support at Home Program is part of reforms to streamline aged care services and make it easier for older people to access support at home.**

The new Support at Home Program is implementing key recommendations from the Royal Commission into Aged Care Quality and Safety, which will bring community aged care services together into one streamlined service.

This aims to make it easier for older people to access the services they need at home to remain independent and live safely in the community.

People from migrant and refugee communities require culturally and linguistically inclusive support as they age, and ECCV is committed to working with our members and partners, the sector and government to ensure this is a priority in the reform process.

The Support at Home Program will replace the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP), and Short Term Restorative Care (STRC) by creating a single in-home aged care program that is simpler and fairer.

The new program will include upfront supports, such as allied health, assistive technology and home modifications, and feature quarterly budgets, client contributions set by government and new classifications levels to better meet individual needs.

The shift to the streamlined Support at Home program will be implemented by the federal government over the next three years.

The first major change will be the introduction of the Single Assessment System from 1 July 2024, followed by the appointment of new assessment-

services, which will replace the current-two-tiered system that encompasses Aged Care Assessment Services and Regional Assessment Services. A tender is currently underway for new assessment services.

There will be further reforms over the next three years responding to recommendations handed down from the Royal Commission.

**You can find out more information from the Department of Health and Ageing website [here](#)**

*This article was written by ECCV Sector Support and Development Lead, Rosemary Fenech, in collaboration with Australian Multicultural Community Services Manager Access & Engagement, Sinisha Krstov.*

## Key dates

### 1 July 2024

New Single Point Assessment will start.

### 1 July 2025

Support at Home program will replace [Home Care Packages \(HCP\)](#) and the [Short-Term Restorative Care \(STRC\) Programme](#).

### 1 July 2027

The [Commonwealth Home Support Programme \(CHSP\)](#) will transition to the new program no earlier than 1 July 2027.