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| **Home Care Package Services**  **Changes from 1 July 2025** | **A green and white logo  Description automatically generated** |

Dear Home Care Clients,

***As a valued client of OLOC, we would like to take a few moments to share some important updates regarding changes to the Home Care Package (HCP) program from 1 July 2025, as a result of the new Aged Care Act.***

The government has embarked on significant changes to the aged care system aimed at improving the support for all Australians needing care now and in the coming decades as our population ages, particularly supporting older Australians to live in their homes longer. These changes are aimed at improving the quality and accessibility of care, and also ensuring that the aged care system better meets the evolving needs of older Australians.

The government has created a new name for the Home Care Program called ***Support at Home***. The new Support at Home program is scheduled to replace the HCP Program and Short-Term Restorative Care Program from 1 July 2025. ***You do not need to do anything to retain your home care services under Support at Home.*** From 1 July 2025, you will receive a Support at Home budget that aligns to your current HCP package level. You will also retain access to any current HCP unspent funds for use under the Support at Home program.

The government has adopted a “no worse off” principle that allows all current clients to be grandfathered under their current contribution rates when the new Support at Home system starts in July. ***This means you will not need to contribute any more than you currently do under the new system.***

The government is still working on final aspects of the program, and as such all details are not yet known. We will provide more information to you about your transition to Support at Home in the lead up to the new program’s launch on 1 July 2025. If you would like to know more in the meantime, information is available at [https://www.health.gov.au/our-work/support-at home](https://www.health.gov.au/our-work/support-at%20home).

We are committed to supporting you through this change to ensure a seamless transition. Our priority is to ensure that we continue to provide the same level of compassionate care that you have come to expect from us. We will keep an open line of communication with you, to ensure that you are well-informed throughout this transition.

**Where can I go if I have further questions?**

* Please contact your OLOC Care Coordinator directly to discuss the new program.
* Visit the My Aged Care website at [www.myagedcare.gov.au/](http://www.myagedcare.gov.au/)
* Call the My Aged Care contact centre on 1800 200 422
* Book an appointment with a Government Aged Care Specialist Officer on 1800 227 475
* Visit the Department of Health and Aged Care website at [www.health.gov.au/ourwork/hcp/funding/subsidy-increase](http://www.health.gov.au/ourwork/hcp/funding/subsidy-increase)

Thank you for your continued trust and partnership. We are grateful for the opportunity to support you living an active & engaged life.

Yours sincerely,

**Magda Mikhail**

**Home Care & Services Manager**

**25th March 2025**