

Support at Home September update

From the end of September, you will receive a new Client Agreement in the mail as part of the transition to Support at Home. It is a legal requirement to review and sign a new service agreement. The Government has promised you will be 'no worse off'. This means **you will pay the same, or less, under Support at Home** – which begins on November 1.

You cannot spend more than is allocated in your quarterly budget. This means you cannot go into a budget deficit and make it up in the next quarter and **Multicultural Care cannot facilitate an overspend claim in the following quarter.**

If you need to, you can pay privately for services over and above your quarterly budget. You will continue receiving a monthly statement from Multicultural Care with details of the care and services provided to you. From 1 November 2025, **when Support at Home comes into effect, you will be allowed to carry forward \$1000 or 10% of your quarterly budget as unspent funds into the next quarter (whichever is higher).**

These changes are all about simplifying the way we provide good quality, accessible in-home care services for you. We're recruiting experienced support workers every day so you can continue to receive the best culturally tailored care services.

Thank you for being on this journey with us.

**The new Support at Home Service list is on the back of this letter*

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Support at Home Service List

<p>Clinical Supports:</p> <p>Specialised services to maintain or regain functional and/or cognitive capabilities</p>	<p>Nursing, most allied health, nutrition, care management and restorative care management</p>
<p>Independence:</p> <p>Support to manage activities of daily living and loss of skills or function to live independently</p>	<p>Personal care, social support & community engagement, therapeutic services, respite, transport, assistive technology, home modifications</p>
<p>Everyday Living:</p> <p>Support to keep your home in a liveable state and support your independence at home</p>	<p>Domestic assistance, shopping assistance, home maintenance (including light gardening) & home repairs, and meals (preparation and/or delivery)</p>