

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 Support at Home program is a 'user pays' model where **a person only pays for the services they receive**. No one will be required to pay for **clinical supports**, regardless of their income or pension status. You were approved for a Home Care Package after 12 September 2024. This means **from November 1 you will be required to make co-contributions** towards your care services.

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 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.

You can find the **new service categories and co-contribution details** broken down by Full Pensioner, Part-pensioner and Self-funded retiree are on then next pages.

Thank you for being on this journey with us.

Level 2, Suite 2.01
16-24 Elsie St,
Burwood NSW 2134
(02) 9718 6199

clo@mc.org.au
multiculturalcare.com.au

How much will I need to pay under Support at Home?

Full pensioner	The government pays:	You pay:
Clinical Supports (per service)	100%	0%
Independence Supports (per service)	95%	5%
Everyday Living Supports (per service)	82.5%	17.5%
Part pensioner and Commonwealth Seniors Health Card holders	The government pays:	You pay:
Clinical Supports (per service)	100%	0%
Independence Supports (per service)	Between 50% and 95% (depending on income and assets)	Between 5% and 50%
Everyday Living Supports (per services)	Between 20% and 82.5% (depending on income and assets)	Between 17.5% and 80%
Self-funded Retiree	The government pays:	You pay:
Clinical Supports (per service)	100%	0%
Independence Supports (per service)	50%	50%
Everyday Living Supports (per service)	20%	80%

Support at Home Service List

<p>Clinical Supports: 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: 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: 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>