

Navigating Transition, Delivering Quality

Support at Home and Commonwealth Home Support
Program Policy update

Anita McStay, Senior Policy Advisor

10 June 2025



The unseen impact





Outline

Key provisions & policy updates

Sector insights

Working towards: Well designed reform

Questions & comments





Key Provisions: Rights

The Statement of Rights isn't just symbolic — it's legislated and needs to be embedded from the frontline to the boardroom.

Be open to how rights can be enhanced — it's cultural evolution

Describe how your organisation delivers rights.





Key Provisions: Funding and pricing

Year 1 Pricing (Support at Home)

- Aligning to indicative pricing is not a requirement
- Build in contingency - rules still evolving, costs may rise

Post 1 July 2026 - Price CAPS

- Efficiency and consistency in pricing across the sector

Renegotiating pricing can be resource intensive with no guarantee of agreement.





Key Provisions: Agreements – the foundation for quality and compliance

Agreement as a safeguard & shared understanding

Contracting process

- Offer, acceptance & consideration

Considerations for agreement creation

- Detail
- Language – reflected in your policies and procedures
- Purchasing – allow time
- Training – for those who are offering the agreements.





Key Provisions: Agreements - CHSP & HCP providers

CHSP providers

- New obligation
- Review current agreement documents
- Care management and process to offer

HCP providers

- Increased obligations and comprehensive agreements

Post July 2027: Potential for multiple agreements??

All providers must have compliant agreements to offer services after July 2025.





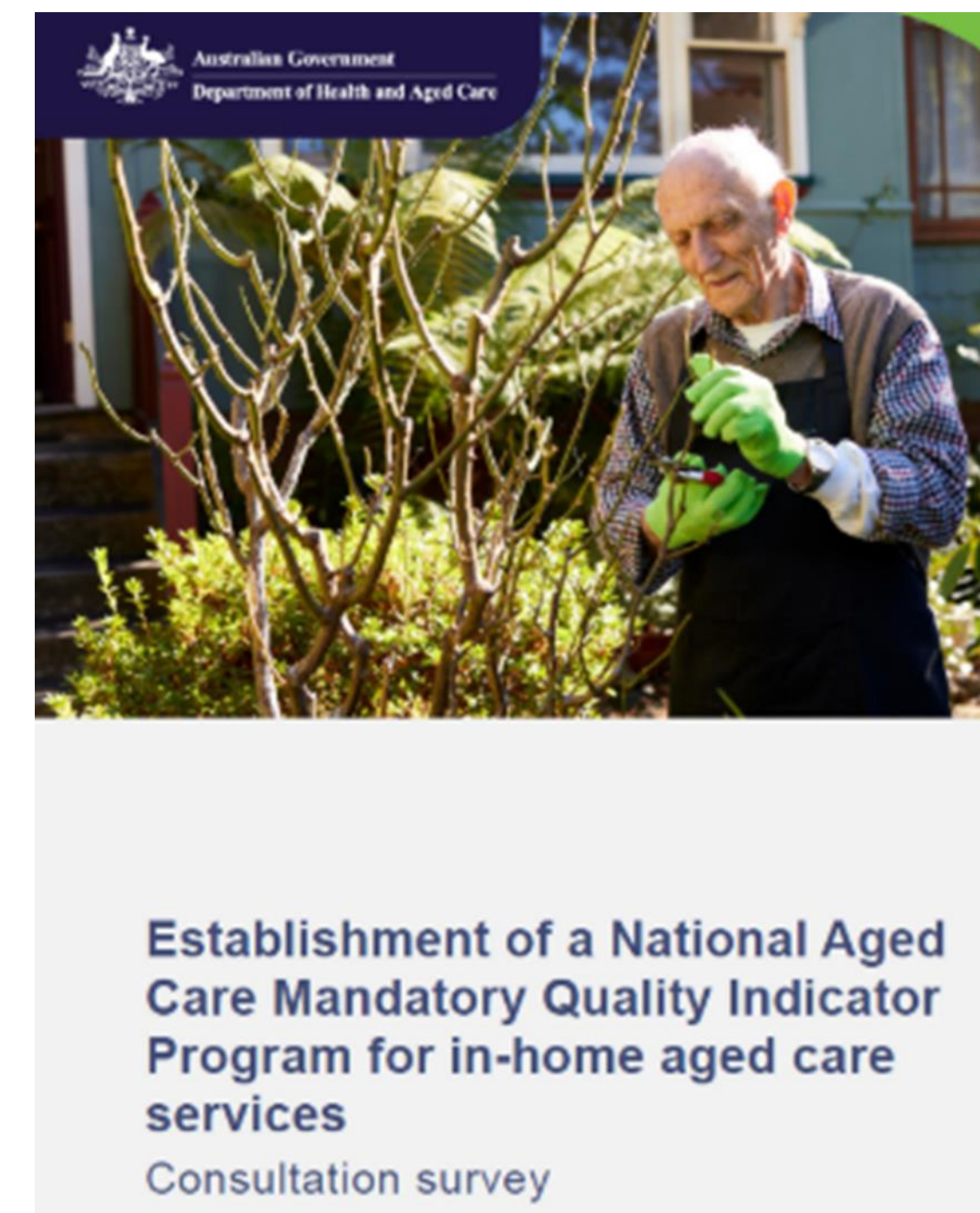
Key Provisions: Measuring quality

Regulator obligations

- Actively 'promoting' and 'encouraging' high-quality care
- Built into legislation
- Rating System - 3-tiered rating system - conformance, non-conformance and major non-conformance

Practicalities of Transition

- The Commission must respond to non-compliance however has discretion in approach
- Continuous Quality Improvement Plans - update





Sector insights: Care management and support staff

The role of Care Managers/Partners

- Pivotal role in delivering person-centred care
- Relationship-based
- Price must match complexity and value
- Consider tasks chargeable to care management





Sector insights: Quality triangle

Time

- Just weeks before commencement

Scope

- Entire service and funding model
- Every area of business

Resources

- Funding
- Staffing

Transition and the future





Working toward: Well-designed reform

- Continued political engagement
- Continued engagement with the Department
- Ongoing engagement with members to ascertain key concerns and for examples/evidence
- Further engagement with subject matter experts on identifying and assessing risks





References

Aged Care Act 2024 (Cth)

[*Aged Care Royal Commission \(Final Report March 2021\) vol 1, 205 - 310.*](#)

[*Explanatory Memorandum, Aged Care Bill 2024* Cth](#)

Population Aged Over 85 to Double in the Next 25 Years, Australian Bureau of Statistics (Web Page, 6 March 2024) <<https://www.abs.gov.au/articles/population-aged-over-85-double-next-25-years>>.

Disability, Ageing and Carers, Australia: Summary of Findings – 2022, Australian Bureau of Statistics (Web Page, 21 October 2023) <<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#older-people>>.

The Hon Anika Wells MP, ‘Once in a Generation Aged Care Reforms Ministers’ (Media Release, Department of Health and Aged Care, 12 September 2024) <<https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/once-in-a-generation-aged-care-reforms>>.

Aged Care Quality and Safety Commission, Sector Performance Report Quarter 1 | July – September 2024 (Report 2025) 7 <<https://www.agedcarequality.gov.au/sites/default/files/media/sector-performance-report-for-quarter-1-july-september-2024.pdf>> (‘*Sector Performance Report*’).

‘Strengthening the Aged Care Quality Standards’, *Department of Health and Aged Care* (Web Page, 19 February 2025) <<https://www.health.gov.au/our-work/strengthening-aged-care-quality-standards/whats-different>>.

‘*Support at Home – Fact sheet*’, *Department of Health and Aged Care* (Fact Sheet, 12 September 2024) 1 <<https://www.health.gov.au/sites/default/files/2024-09/support-at-home-fact-sheet.pdf>> (‘*SaH Fact Sheet*’).

‘Features of the new Support at Home program’, *Department of Health and Aged Care* (Web Page, 2 January 2025) <https://www.health.gov.au/our-work/aged-care-reforms/about>

StewartBrown, *Aged Care Financial Performance Survey – Report: Twelve Months Ended 30 June 2024* (Report 2024) 4 <https://www.stewartbrown.com.au/images/documents/StewartBrown_-_Aged_Care_Financial_Performance_Survey_Report_FY_June_2024.pdf> (‘*Financial Performance Survey*’).

Home Care Packages Program Data Report – 2nd Qtr 2024-25, Department of Health and Aged Care (Report, December 2024) 10. <<https://www.gen-agedcaredata.gov.au/getmedia/c2339cbc-3e13-4893-9d03-9ca43ecd55f/Home-Care-Packages-Program-Data-Report-2nd-Qtr-2024-25>>.

Draft Aged Care Rules – Release 4A (March 2025) <https://www.health.gov.au/sites/default/files/2025-03/draft-aged-care-rules---release-4a.pdf>.

Aged Care Quality and Safety Commission, Strengthened Aged Care Quality Standards – Draft Audit Methodology Report (Report, January 2024) <https://www.agedcarequality.gov.au/sites/default/files/media/strengthened-aged-care-quality-standards-draft-audit-methodology_0.pdf> (‘*ACQS Draft Audit Methodology*’)

‘What’s Different in the strengthened Quality Standards’, Department of Health and Aged Care, Australian Government (Web Page, 19 February 2025) <<https://www.health.gov.au/our-work/strengthening-aged-care-quality-standards/whats-different>>.

Department of Health and Aged Care (Cth), Aged Care Worker Screening – Proposed Changes for Aged Care Providers from 1 July 2025 (Fact Sheet, February 2025) <https://www.health.gov.au/sites/default/files/2025-02/fact-sheet-for-providers-aged-care-worker-screening-from-1-july-2025.pdf>; Department of Health and Aged Care (Cth), Screening

Requirements for the Aged Care Workforce (Web Page, 24 March 2025) <https://www.health.gov.au/topics/aged-care-workforce/screening-requirements>.

[*The new regulatory model – Guidance for CHSP providers*](#)



References

Parliamentary Joint Committee on Human Rights (Cth), Annual Report (Report, 2024) 3.35, 3.36 https://www.aph.gov.au/-/media/Committees/Senate/committee/humanrights_ctte/annual_reports_from_2020/2024/Annual_Report_2024.pdf.

Deborah Brennan et al, 'The Marketisation of Care: Rationales and Consequences in Nordic and Liberal Care Regimes' (2012) 22(4) *Journal of European Social Policy* 377, 377 <https://doi.org/10.1177/0958928712449772>. ('*The Marketisation of Care*'); World Health Organization, 'WHOQOL - Measuring Quality of Life' (Web Page viewed 4 April 2025) <<https://www.who.int/tools/whoqol>>.

Support at Home program update Department of Health and Aged Care (Webinar, 20 September 2024) 7 <https://www.health.gov.au/sites/default/files/2024-09/support-at-home-program-update-presentation_0.pdf>

Australian Law Reform Commission, Elder Abuse—A National Legal Response (ALRC Report No 131, May 2017) [4.24];

Aged Care Transition Taskforce, *Summary of Fifth Meeting – 5 March 2025* (Meeting Summary, 5 March 2025) New Aged Care Act – Sector Change Plan <https://www.health.gov.au/sites/default/files/2025-03/aged-care-transition-taskforce-summary-of-fifth-meeting-5-march-2025.pdf>.

Patricia Sparrow, 'Support at Home program update for older people, families and carers – Webinar', Department of Health and Aged Care (Webinar, 3 April 2025) <<https://www.health.gov.au/resources/webinars/support-at-home-program-update-for-older-people-families-and-carers-webinar>>.

Department of Health and Aged Care, Final Report of the Aged Care Taskforce (Report, March 2024) https://www.health.gov.au/sites/default/files/2024-03/final-report-of-the-aged-care-taskforce_0.pdf.

The Honourable Jim Chalmers MP Treasurer of the Commonwealth of Australia and Senator the Honourable Katy Gallagher Minister for Finance, Minister for Women, Minister for the Public Service of the Commonwealth of Australia, Budget 2024-25 Mid-Year Economic and Fiscal Outlook 2024–25 <https://archive.budget.gov.au/2024-25/myefo/download/myefo2024-25.pdf>.

Department of Health and Aged Care, Guidance for Setting Support at Home Prices (Fact Sheet, March 2025) https://www.health.gov.au/sites/default/files/2025-03/guidance-for-setting-support-at-home-prices-fact-sheet-for-providers_0.pdf ('*Guidance for Setting SaH Prices*') and Department of Health and Aged Care, Summary of Indicative Support at Home Prices (Fact Sheet, March 2025) <https://www.health.gov.au/sites/default/files/2025-03/summary-of-indicative-support-at-home-prices.pdf>

See eg. Independent Health and Aged Care Pricing Authority (IHACPA), *Pricing Approach for the Support at Home Service List 2025–26 Consultation Paper* <https://www.ihacpa.gov.au/aged-care/home-aged-care/pricing-approach-support-home-service-list-2025-26-consultation-paper>; *Guidance for Setting SaH Prices*, Department of Health and Aged Care (n 54).

Work Health and Safety Act 2011 (Cth)

Draft Aged Care Rules – Release 4A (March 2025) <https://www.health.gov.au/sites/default/files/2025-03/draft-aged-care-rules---release-4a.pdf>.



Questions and Comments

Policy Timing

Scope Risks

Expectations

Statement of rights

Funding Quality

Agreements



Thank you

AgeingAustralia.asn.au