

# Changes for Transitional participants



## Quick summary

When Support At Home begins, the new rules apply along with new personal contribution fees.

Income Tested Fee payees may pay less

Any unspent funds you currently have will remain.

Your annual funding will be split into four quarterly budgets.

Care Management fees may now be up to 10% of your quarterly budget.

Services will be grouped differently and charged based on new categories.

You can only roll over the greater of 10% of your budget or \$1,000, into the next quarter.

Approved for a Home Care Package between 12 September 2024 and 31 October 2025?

You'll transition to the new Support at Home system on 1 November 2025, with some changes to your services to align to the new categories.

## How you may be affected

- You'll still receive the same services and support, but some adjustments may be needed to align with the new service categories. Your provider will help make these changes smoothly.
- You won't pay new fees if you don't already, and if you do, your fees won't increase. However, some providers may adjust their hourly rates to accommodate the new care management fee cap, but it should balance out.
- Your care plan will also be more structured to ensure you receive the right support at the right time, while also considerate of your finances with the new contribution fees.

What you pay will depend on your Income Test and the services you need.

	Clinical Care	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	5-50%	17.5-80%
Self-funded retiree	0%	50%	80%

## New service categories



### Clinical Care

Specialised services to maintain or regain functional and/or cognitive capabilities.

**Includes:**

Nursing, Allied health, Nutrition, Care management, Restorative care management.



### Independence

Support to manage activities of daily living and loss of skills or function to live independently.

**Includes:**

Personal care, social support & community engagement, therapeutic services, respite, transport, assistive technology, home modifications.



### Everyday living

Support to keep your home in a liveable state and support your independence at home.

**Includes:**

Domestic assistance, Home maintenance & repairs, Meal preparation & support.

## Common questions

### 1 What happens when I transition to Support at Home?

On 1 November 2025, your services will move into the new system, but your funding and care will be adjusted to fit Support at Home's service categories. Your provider will help with these changes.

### 2 Will my care costs increase?

Possibly. Any services you need to continue receiving which fall outside the Clinical Care category, will require that you pay contribution fees. The amount you pay will be based on your income.

### 3 How will my funding change?

Your yearly budget will be split into four quarterly payments, and Providers can only charge up to 10% of your quarterly budget for Care Management. You also won't be able to save funds over time, but up to \$1,000 or 10% of your quarterly budget can roll over (whichever is higher).

### 4 What happens to any funds I've saved?

Any existing unspent funds from your Home Care Package will still be available to you. However, after 1 November 2025, you won't be able to save new funds.

### 5 How will my funding change?

Providers can charge up to 10% of your quarterly budget for Care Management, which covers planning and coordinating your care. Package Management fees are no longer separate—they're now included in the cost of hourly services instead.

### 6 Can I get funding for Assistive Technology & Home Modifications?

You can access up to \$15,000 for equipment and home modifications, but first, you'll need to use any unspent Home Care Package funds. You'll also contribute at the same rate as other services in this category.

### 7 What about Restorative Care?

A \$6,000 budget over 12 weeks is available for targeted allied health services.

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