



Australian Government  
Department of Health, Disability and Ageing



# Support at Home Countdown

**CHRISTIAN  
HOME CARE  
NEWSLETTER**



**October 2025**

# WHO TO CALL FOR SUPPORT

## ANCA STAMATESCU



Anca oversees the Care Coordination Team. She is the main point of contact for new enquiries as well as feedback and suggestions.

Phone: (03) 9069 6202

## STIFFANY TOUSSAINT



Call Stiffany for scheduling new services with a caregiver, changing or cancelling scheduled services, and general admin matters.

Phone: (03) 9069 6200, option 1

## DINU STAMATESCU



Call Dinu for any Accounting and Compliance matters that could not be resolved with other members of the team.

Phone: (03) 9069 6201

## JOSHUA TIONG



Joshua is part of our Care Coordination Team. He will be in touch with you for assessments, care plans and service reviews.

Phone: (03) 9069 6200, option 2

## TIMOTHY DRAGAN



Timothy is assisting with Care Coordination: service referrals, purchases, booking events and general Elders' support.

Phone: (03) 9069 6200, option 2

## JULIANNA HORNE



Julianna is assisting with both rostering and care support: service referrals, purchases, booking events and general Elders' support.

Phone: (03) 9069 6200, option 2

## WHAT FAMILIES SAY ABOUT US:

I am always listened to when I ring for help and information. An eye is kept on my spending also. Thank you.

I have peace of mind in putting my trust in you all. Thank you,

Judith

## CELEBRATING OUR COMMUNITY

We would love to highlight the testimonies, stories, special anniversaries or events of the Elders in our community.

If you have anything to share, please email us at [anca@christianhomecare.com.au](mailto:anca@christianhomecare.com.au) and we would love to feature you!

## HAPPY BIRTHDAY TO OUR COMMUNITY MEMBERS



### Elders:

Angela A., Robyn B., Suzanne D., Jennifer E., Patricia G., Val G., Desma H., Maria J., Joy J., Rosemary M., Margaret M., Pauline OC., Joan P. Elaine S., Sakuntal S., Jack T., Shantini T., Coral W., Sau W., Catherine Y.

### Staff and Volunteers:

Dinu S., Risma R., Evi I., Dawt T.T.R.L.

# CHRISTIAN HOME CARE NEWS

Monthly Newsletter



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The Australian Government has been committed for years to support its citizens in old age: Commonwealth Home Support Programme, Home Care Packages, Short-term restorative care, Transition care, Respite care, Residential care are ways to achieve this wonderful goal.

While family, friends, Government and community are doing wonderful things to help, there is another support we get, in young and old age alike: the support we get from our heavenly Father.

***"So do not fear, for I am with you;***

***do not be dismayed, for I am your God.***

***I will strengthen you and help you;***

***I will uphold you with my righteous right hand."***

When you are in need of support and nothing else seems to work, the verses above, from Isaiah 41:10, provide great encouragement. I often read these verses, when I am in trouble and I cannot see a solution.

Support at Home is starting on the 1<sup>st</sup> of November. It promises improvements and we look forward to making it work, as we started the countdown months ago. But beyond this type of support, nothing can surpass the support of God our Father for His children.

As we move together into this new territory named "Support at Home", my encouragement for all of us comes from Proverbs 3:5-6:

***"Trust in the Lord with all your heart, and do not lean on your own understanding. In all your ways acknowledge him, and he will make straight your paths."***

At Christian Home Care, we all trust that, with God's wisdom, we shall achieve great things under Support at Home!

by Dinu Stamatescu



# Support at Home: Key messaging for older people on service agreements

This resource contains key messages on service agreements for Home Care Package care recipients who are transitioning to Support at Home on 1 November 2025.

## About this resource

This resource provides key messages that may assist providers to communicate the service agreement requirements to transitioning HCP care recipients:

## Establishing a service agreement

- As part of your transition to Support at Home, you will need to sign a service agreement.
- Your provider may offer you a whole new agreement or vary your current Home Care Agreement, focussing on the things that have changed, such as the new service list and new prices.
- It's okay to take time to properly review your service agreement to ensure it covers all the information you need to make a decision. This will include:
  - service details
  - service prices.
- Your provider cannot end your services because you have not signed your service agreement.
- Your provider can only end your services in certain circumstances:
  - You can no longer be cared for in the home or community with the resources available to the provider, or
  - Your condition changes to the extent that you no longer need services or an approved needs assessor assesses your needs are more appropriately met through other types of funded aged care services, or
  - You have intentionally caused serious injury to a member of staff or have intentionally infringed the ability of a member of staff to work in a safe environment, or
  - You have not paid any fee or contribution, for a reason within your control, and have not negotiated an alternative arrangement for payment of the fee or contribution, and
  - The provider has given you written notice of their intention to cease delivery.

## Participant contributions

- In November, Services Australia will send you a letter with the final advice about your individual contribution.
- You may choose to wait until receiving your letter from Services Australia that advises your individual contribution rate percentage before signing your agreement. If you wish to wait, your services will continue.
- You may also choose to sign your service agreement before receiving this advice from Services Australia.
- Once you and your provider have received your contribution rate from Services Australia, your provider will develop an updated individualised budget that will specify the contribution rate you will need to pay for each service on a per unit basis.

- This budget should include information about the contributions framework, and a statement similar to the below:
  - The *individual agrees to pay any applicable fees or contributions referred to in the Act.*
- Your provider should take the time to help you understand the contributions framework and how it may apply to you. This includes the contribution rates that may apply and amounts you may be asked to pay.
- An online estimator is available to support this conversation: [www.myagedcare.gov.au/upcoming-changes-aged-care-funding-how-they-affect-you#fee-estimator](http://www.myagedcare.gov.au/upcoming-changes-aged-care-funding-how-they-affect-you#fee-estimator).

## Prices

- You may notice that the prices for your services have changed.
  - Under the Home Care Package Program, you are charged for a service (e.g. cleaning) and charged separately for package management (e.g. third-party costs and staff travel).
  - Under Support at Home, the price for each service will include those costs and that is the total price you will pay. Prices may also change if the cost of delivering services to you has changed.
- Your provider cannot charge you new prices if you have not agreed to them in your service agreement. You can agree to the new prices and services while still considering the overall agreement.

## Further information and support

- You can ask for assistance from a registered supporter or an unregistered friend or family member. In addition, you can seek legal and financial advice, or seek the services of the Older Persons Advocacy Network on 1800 700 600 or by visiting [www.opan.org.au](http://www.opan.org.au).
- If you are concerned about the terms of your agreement, speak to your provider and ask them to explain them to you. You can also call the Older Persons Advocacy Network (OPAN). OPAN has an Aged Care Advocacy Line, 1800 700 600, for free and confidential information and advocacy. An OPAN advocate can help you talk to your provider about your pricing or speak to them on your behalf.
- If you are still concerned, you can make a complaint to the Aged Care Quality and Safety Commission. If your provider cannot demonstrate that their prices are reasonable, the Commission can use its regulatory powers.
- If you would like assistance with your complaint, you can contact OPAN who will help you with the process of a complaint and provide you information about your rights.

# SUPPORT AT HOME RATES ADJUSTMENTS

Support at Home starts from the 1st of November 2025 and the Government has changed the fees structure:

Care Management will be reduced to 10% and Package Management will be reduced to \$0.00.

Please see below your annual savings generated by these changes:

Funding	Yearly Subsidy	Current Care Management	Current Package Management	New Care Management Reduced to 10%	New Package Management	Your Overall Yearly SAVINGS
Level 1	\$ 10,986	\$ 1,695	\$ 1,121	\$1,099	NIL	\$1,717
Level 2	\$ 19,319	\$ 2,816	\$ 2,190	\$1,932	NIL	\$ 3,074
Level 3	\$ 42,055	\$ 5,188	\$ 4,875	\$ 4,206	NIL	\$5,858
Level 4	\$ 63,758	\$ 7,561	\$ 7,274	\$ 6,376	NIL	\$ 8,459

From the 1st of November 2025 the Government requires that the costs formerly known as Package Management are to be charged through increased rates on services.

The costs formerly known as Package Management are related to the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. Examples of some of the costs included here are: preparing monthly statements, managing your package funds, compliance and quality assurance activities required for Home Care Packages, to name a few.

In regard to the hourly rate for services provided by our Caregivers, our financial forecasting shows that the hourly rate for normal time (weekdays) needs to increase by \$20 / hour, and the same increase will apply to evening, weekend and public holidays rates, as shown below.

The rates are in line with forecasted national averages provided by the Government and the increase is the minimum required for service providers to remain viable; at the end of the day package management costs cannot just disappear, they are charged differently.

## Updated Caregiving Rates from 1<sup>st</sup> of November:

Normal time:	\$ 99/hour - this rate is most relevant, applying to more than 85% of shifts
Evening:	\$106/hour
Saturday:	\$122/hour
Sunday:	\$138/hour
Public Holiday:	\$147/hour

Overall, the increase in hourly service costs is funded by the savings in Care and Package Management and the change should be neutral (not worse off) for our Elders.

For any questions on these changes please call Dinu on (03) 9069 6201.

# CHRISTIAN HOME CHURCH



Our Christian Home Church gatherings are welcoming you all with love!

You may be our Elder, our Elders' children, grandchildren, neighbours, friends, our staff, volunteers or subcontractors with their children or parents or friends, or you can simply be a friend of CHC.

If you have never joined us and you would like to come and have a peek, just come and see, you will be the guest of honour!

Our next Christian Home Church services and afternoon tea meetings are planned for:

Wednesday 8/10, 22/10 and 19/11.

The church service on 5/11 is replaced by the Salvation Army Concert on Fri 7/11.

For our usual church services we meet on the premises of : St Paul's Anglican Church (also called Mullum Mullum Anglican Church) at

**40 Warrandyte Rd, Ringwood 3134**

and there is ample parking.

We highly recommend that you keep social distancing and wear a mask if concerned about COVID or other infectious diseases.

Please note that we cannot take responsibility for your COVID safety when attending; if you deem attendance as an unacceptable risk to your health, we understand!

**HAVE YOU VISITED OUR CHRISTIAN HOME CHURCH WEBSITE AT [HTTPS://CHRISTIANHOME.CHURCH](https://christianhome.church) ?**

**PLEASE DO SO FOR UPCOMING SERVICE DATES, SERVICES RECORDINGS, PRAYER REQUESTS, ETC.**

Christian Home Church is an ecumenical non-denominational church where we welcome people from any background and hope that irrespective of having been brought up as Catholics or Baptists or Pentecostal, Methodists, Lutherans, Presbyterians and so on, or maybe having no prior connection with church, we will all meet up in unity to bring glory to our God, praise our Saviour and thank our Holy Spirit.

## PSALM OF THE MONTH

### Psalm 54

- 1 Save me, O God, by your name; vindicate me by your might.
- 2 Hear my prayer, O God; listen to the words of my mouth.
- 3 Arrogant foes are attacking me; ruthless people are trying to kill me— people without regard for God.
- 4 Surely God is my help; the Lord is the one who sustains me.
- 5 Let evil recoil on those who slander me; in your faithfulness destroy them.
- 6 I will sacrifice a freewill offering to you; I will praise your name, Lord, for it is good.
- 7 You have delivered me from all my troubles, and my eyes have looked in triumph on my foes.





# Support at Home pricing – FAQ

In March 2025, the Australian Government released [Support at Home pricing guidance](#).

This FAQ provides additional information on pricing in response to common queries.

## Can I only set a single price for each service?

You have the flexibility to set different prices for the same service when it is delivered in different circumstances. A participant's service agreement can reflect different prices for different circumstances. These circumstances could include:

- days of the week and times of the day (for example, normal business hours and non-standard business hours)
- different types of the same service (for example, personal care for a participant with complex care needs and a participant with less complex care needs)
- services delivered in different locations (for example, different areas within the same city to reflect differences in travel times)
- services delivered at the participant's home or at a specialist clinic (for example, a physiotherapist could charge a different price for physiotherapy delivered in a participant's home, and physiotherapy delivered at a clinic)
- different types of meals (for example, a price for a complete meal and prices for individual elements of a meal such as an entrée or dessert).

You can also set prices for units of less than 1 hour (such as 15 minutes, 30 minutes, 45 minutes) and for more than 1 hour (such as 2 hours, 4 hours, sleepover shift, 24 hours, and so on).

All prices you charge must be reasonable and reflect the costs required to deliver the service in different circumstances. You must be able to demonstrate how you arrived at the different costs.

## Do participants still pay for the cost of ingredients for meal services in Support at Home?

Yes, participants who are approved for meal services (such as Meal Delivery or Meal Preparation) will continue to pay privately for the cost of raw food ingredients, as they have on the Home Care Packages Program.

This cost is separate to any contribution the participant may be required to pay for the service.



## Aged Care Subsidies and Supplements

(Rates of payments effective at 20 September 2025)

### Home Care Subsidies and Supplements

These rates are applicable from 1 July 2025

#### Home Care Basic Subsidy Rates

Home care package level	Daily subsidy rates
Level 1	\$29.95
Level 2	\$52.67
Level 3	\$114.65
Level 4	\$173.81

#### Home Care Supplements

##### 1. Dementia and cognition and Veterans' supplement

Home Care Package level	Daily supplement rates
Level 1	\$3.44
Level 2	\$6.06
Level 3	\$13.18
Level 4	\$19.99

##### 2. EACHD Top Up supplement

Eligibility	Daily supplement rate
For consumers who were in receipt of an EACHD package on 31 July 2013	\$3.43

##### 3. Oxygen and Enteral feeding supplements

Supplement	Daily supplement rates
Oxygen supplement	\$14.59
Enteral feeding supplement – Bolus	\$23.13
Enteral feeding supplement – Non-bolus	\$25.98



The Salvation Army

# Melbourne Red Shield Band



Bandmaster: Graham Roper

## **Christian Home Care** invites you to a **Salvation Army Concert** followed by afternoon tea

**Friday 7 November at 1.30pm**

**St. Paul's Anglican Church, 40 Warrandyte Rd, Ringwood**

**Please RSVP by 31 Oct to:**

**[coordination@christianhomecare.com.au](mailto:coordination@christianhomecare.com.au) or (03) 9069 6200, option 4**

**During our Christian Home Care and Christian Home Church services and events we take photos and videos which we may use in our publications such as newsletters, invitations, presentations, websites, streamed church services, etc. By participating to our services and events you give us permission to use such photos and recordings.**