



REPORT  
2025



**Self Advocacy**  
Self advocacy is undertaken by someone with disability who speaks up and represents themselves. We support you to gain the skills you need to self-advocate.



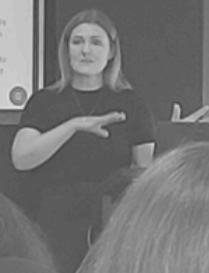
**Systemic Advocacy**  
Involves working for long term social change to ensure the collective rights and interests of people with disability are served through legislation, policies and practices.



**Individual Advocacy**  
Individual advocacy is a one-on-one approach, undertaken by a professional advocate to prevent or address instances of unfair treatment or abuse.



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# Questions Answered from Regional Community Care Forum

06 AUGUST 2025

Western Sydney Community Forum

# BACKGROUND

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Western Sydney Community Forum hosted the regular Regional Community Care Forum on 6 August 2025. The event was attended by frontline workers from Western Sydney's social and community services sector.

This event provided a platform for providers delivering services and supports to older people living independently at home, as well as disability service providers, to consider priorities and solutions across the aged care and disability sectors through collaboration, partnerships and networking with sector colleagues.

A number of providers asked questions at this event, which were taken on notice by the Department of Health, Disability and Ageing. The Department has responded and the answers to these questions are now available.



# QUESTIONS ANSWERED

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## **WILL SERVICES STARTING MID-QUARTER (E.G. 1 NOVEMBER) BE SUBSIDISED?**

Yes. Under the Support at Home program commencing 1 November 2025, subsidies will apply regardless of when in the quarter a participant begins receiving services. Providers are paid subsidies for each eligible person receiving aged care, and supplements may also apply depending on care needs.

Reference: [Aged care subsidies and supplements](#) | [Australian Government Department of Health, Disability and Ageing](#)

## **ARE QUARTERLY BUDGETS BACKDATED OR ADJUSTED FOR MID-QUARTER STARTS?**

Quarterly budgets under Support at Home are not backdated but are pro-rated based on the participant's start date and classification. Unspent funds can be carried over up to \$1,000 or 10% of the quarterly budget.

Reference: [Support at Home ongoing services](#) | [Australian Government Department of Health, Disability and Ageing](#)



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## HOW IS THE INCOME-TESTED CARE FEE ALLOCATED?

The income-tested care fee is determined by Services Australia based on a care recipient's income. It reduces the government subsidy and is paid directly to the provider. The fee varies depending on the care package level and individual financial assessment.

Reference: [Home Care Package fees | Australian Government Department of Health, Disability and Ageing](#).

## WHAT DOES THE “NO WORSE OFF” PRINCIPLE MEAN FOR GRANDFATHERED FEES?

The “no worse off” principle ensures that individuals receiving a Home Care Package as of 12 September 2024 will not pay more under the new Support at Home program. They will retain their existing fee arrangements even if reassessed or transitioned to a new package level.

Reference: [Understanding fees for aged care homes – 1 November 2025 fee arrangements | Australian Government Department of Health, Disability and Ageing](#).





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## HOW DO CLIENT CONTRIBUTIONS AFFECT PENSIONERS BORN OVERSEAS?

Client contributions under the Commonwealth Home Support Program (CHSP) are guided by a framework that considers financial hardship. Providers must have transparent policies and offer hardship provisions for clients unable to pay, including those born overseas.

Reference: [Charging for the Commonwealth Home Support Program \(CHSP\)](#) | [Australian Government Department of Health, Disability and Ageing](#)

## WHAT IS THE 10% CAP AND 2026 PRICE CAP?

From 1 July 2026, the government will introduce price caps for services under Support at Home to ensure affordability and transparency. Providers will no longer set their own prices beyond capped limits. The 10% figure refers to the portion of quarterly budgets that can be carried over or allocated to care management.

Reference: [New Support at Home pricing guidance](#) | [Australian Government Department of Health, Disability and Ageing](#)



## WESTERN SYDNEY COMMUNITY FORUM

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