

Support at Home estimated contribution rate guide for home care providers

September 2025

About this guide

This guide provides you with information and support to discuss Support at Home estimated contribution rates with older people receiving your services.

Estimated contribution rates will help older people understand what they may be asked to contribute to the cost of their care under the Support at Home program. You should use these estimates during discussions about participant contributions as part of service agreement conversations.

This guidance should be reviewed alongside Department of Health, Disability and Ageing [Support at Home service agreement resources](#).

About the Support at Home Estimated Contribution Rate

From 1 October 2025, you'll have the ability to view an estimate of Support at Home contribution rates for eligible home care recipients in the Aged Care Provider Portal (ACPP). Estimated contribution rates will be accessible in the portal until 31 October 2025. They are **indicative only** and are based on information held by Services Australia on the older person as of 26 September 2025.

You can only view estimated contribution rates for people receiving your services, who currently have a Home Care Package and have had their home care fees set on, or before 26 September 2025. You will not be able to see the income or asset information for the older person in the ACPP.

Estimated contribution rates reflect a specific **point in time**. We will not provide an updated estimate, even if the care recipient updates their financial circumstances with Services Australia between 26 September and 31 October 2025.

It's important to note the following:

- The estimate is not an official determination of Support at Home contribution rates.
- The estimates should be used in offering a Support at Home service agreement before 1 November, noting that the rate applied at program commencement may vary from this estimate. You can only view estimates for people receiving your services and who already have their home care fees set.
- Older people who have departed or do not have fees set (including those undergoing pre-entry means assessments), will not have an estimate displayed.

The Department of Health, Disability and Ageing will send letters to older people in early October about their estimated contribution rates. The letter will be based on individual circumstances and will inform the older person about their coverage under the no worse off principle, the financial contribution rates that may apply to them, the upcoming steps, and how they can access more information.

Online guide to view the Support at Home Estimated Contribution Rate

- Estimated contribution rates are available in the Aged Care Provider Portal (ACPP).
- You will need an individual Provider Digital Access (PRODA) ACPP. If you don't have one, you can [register for an individual PRODA account](#).
- You will be able to complete a bulk download of estimated contribution rates for all eligible people receiving your services by selecting Download CSV at Step 2 (a) below.

Step 1

From your homepage, search **Fees and charges** in the **Quick find** menu.

Then select **Go**.


Quick find


Go


Or


Select **Fees and charges** from the **Quick links** menu on the home page.


Quick links


 [Care recipient search](#)


 [Care recipients' itemised payments](#)


 [Care recipients' details](#)

 [Current claim](#)

 [Event search](#)

 [Service payment summary](#)

 [Fees and charges](#)

 [Correspondence search](#)

Step 2

On the **Fees and charges details** screen, view the Support at Home estimated contribution rates information for:

- all eligible care recipients in your care in the *Support at Home individual contribution rate estimate: October 2025 table*

Or

- a) Individual care recipients by entering their care recipient ID in the '**Care recipient ID field**' under the '**Search fees and refund details**' accordion menu

Support at home individual contribution rates estimate: October 2025

Care recipients				Contribution details		
ID	Family name	Given name	Contribution type	Service type	Contribution rate	Contribution reason
413380998	WMMUXLZB-TEST-AUTO	VISDB-CUSTOMER-TEST-AUTO	Home support ongoing	Independence	25.00%	Means not disclosed
				Everyday living	25.00%	Means not disclosed
				Clinical supports	0.00%	Means not disclosed
Download CSV						

Step 3

View information in the *Support at Home individual contribution rate estimate: October 2025* table.

The information includes Contribution type, Service type, Contribution rate (as a percentage) and Contribution reason.

To export the Support at Home rates estimate information as a CSV. file select **Download CSV**.

Contribution details		
Service type	Contribution rate	Contribution reason
Independence	25.00%	Means not disclosed
Everyday living	25.00%	Means not disclosed
Clinical supports	0.00%	Means not disclosed

Download CSV

Contribution reasons which may display depending on an individual's circumstances.

Contribution Reason	Description
Lifetime Cap Reached	Contributions set to 0% as has reached the current lifetime cap
Means Not Disclosed	Contributions set to maximum rates as Services Australia has not been provided income and asset details by the care recipient. 0% (<i>Clinical supports</i>) and 25% (<i>Independence</i> and <i>Everyday living</i>) - Was approved for or receiving a Home Care Package on or before 12 September 2024. 0% (<i>Clinical supports</i>), 50% (<i>Independence</i>) and 80% (<i>Everyday living</i>) - Was not approved for or receiving a Home Care Package on or before 12 September 2024.
Post-2014 Category A	0% for life Was approved for or receiving a Home Care Package on or before 12 September 2024. At time of estimate is only liable to pay the Basic Daily Fee.
Post-2014 Category B	No worse off principle contribution rates between 0-25% Was approved for or receiving a Home Care Package on or before 12 September 2024. At time of estimate is liable to pay \$1 or more of Income Tested Care Fee.
No Contribution Reason Displayed	Indicates a standard contribution rate has been calculated. Care recipient was not approved for or receiving a Home Care Package on or before 12 September 2024.
<i>Note: 'Post-2014' refers to the current Home Care Package framework which was introduced in 2014. Individuals under previous home care schemes were grandparented under the policy introduced in 2014.</i>	

If a home care recipient has reached their Annual Cap under their current plan, that cap will continue to be honoured until the anniversary of when their aged care services started. However, the estimate will display the rates that may apply after the anniversary date.

If a home care recipient has a current financial hardship arrangement, the estimated rate shown does not consider this arrangement. Current hardship arrangements will be honoured after 1 November 2025.