



2nd October 2025

Dear Clients, Friends, and Family,

Support at Home Update: On the 1st of November 2025, your Home Care Package will transition to the new Support at Home program, as planned by the Department of Health, Ageing and Disability. To understand how these changes may affect you and your home care services, we invite you to attend our questions-and-answers session below.

Q&A Session: Support at Home

Wednesday 15th October 2025 11.00 – 12.00 pm

St Louis Estate, Kingsmill Lounge

10 Albert Street, Claremont WA

New Home Care Fees and Agreements: Commencing 1st November 2025

The introduction of Support at Home means how the Australian Government funds home care providers to deliver home care services is changing. The two key changes include.

1. Care Management Fees – currently capped at 20%, will be capped at 10% by the Australian Government from 1st November 2025.
2. Package Administration Fees – currently capped at 15%, will be moved into the home care providers hourly service fees and charges (e.g. a 1-hour cleaning service fee will include 15% of the providers administration cost).

As part of these changes, St Louis Care at Home has reviewed our service fee and charges taking into consideration the reduction of care management fees, administration fees (to be recovered in service rates), plus, Fair Work Commission Award Wage increases for aged care workers commencing in October 2025.





ST LOUIS CARE
AT HOME

CHC HOME AND AGED CARE PTY LTD

ABN 67 161 377 171

P (08) 9385 3406

E homecare@stlouiscareathome.com.au

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Please find enclosed a copy of the new Support at Home fees and charges that include these funding model changes and employee wage increases.

In preparation for these changes, we request your assistance with signing a new Support at Home agreement with St Louis Care at Home, which includes the new fees, Aged Care Act (2024), Statement of Rights and Aged Care Standards. We aim to have your new Support at Home agreement sent to you (via post or email) within the coming weeks.

Please return these signed documents to the Home Care Office, prior to November 1, 2025. If you have any questions about the Support at Home agreement or fee schedule, please contact, your Care Partner or Karena Sherriff on (08) 9385 3406 or email homecare@stlouiscareathome.com.au. We look forward to continuing your home care services under the Support at Home program.

Please Note. St Louis Care at Home must receive and claim for all home care package expenses incurred prior to 31st of October 2025.

Please ensure all invoices and receipts for reimbursement have been submitted to Misa our Accounts Officer, prior to 31st of October 2025.

Invoices or receipts received after this date, will not be covered by your Home Care Package. Misa - account@chcgroup.com.au

Further Support at Home Updates:

Support at Home Webinar: To catch up on what's happening in preparation for Support at Home, please watch the latest webinar linked below, dated 14th of August 2025. <https://www.health.gov.au/resources/webinars/support-at-home-program-update-for-older-people-families-and-carers-webinar-0>





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Support at Home Service List:

<https://www.health.gov.au/resources/publications/support-at-home-program-services?language=en>

Support at Home Participant Contributions: How will your contributions change?

<https://www.health.gov.au/resources/publications/support-at-home-program-participant-contributions?language=en>

Consumer Advisory Committee Meeting: You're invited to attend our next Consumer Advisory Committee meeting. Please join us to contribute to the planning and evaluation of our home care services to improve our services to you and others. Please join us on **Wednesday, 12th November 2025, 10.30 - 11.30 am, at KIORA. RSVP to Freya at 9385 3406 or email homecare@stlouiscareathome.com.au**

National Carers Week 12th- 18th of October 2025: There are more than 3 million Australians who take on extra caring responsibilities for a family member or friend. This means that you are likely either a carer, know a carer or at some point in your life will become a carer. To attend a National Carers Week event, please visit the Carers WA website - <https://www.carerswa.asn.au/carers-week/>



Carers WA offers **Carer Gateway Services**, including information and advocacy, carer support planning, peer support, counselling services, and respite care. The Carer Gateway can be contacted on 1800 422 737, Monday to Friday, 8.00 am to 5.00 pm.

St Louis Care at Home Staff Update: Tanya Birnie, our Administration Officer, will be taking parenting leave in early October, expecting her first child in early November 2025. We wish Tanya all the best with her new parenting role and





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addition to her family. To support the St Louis Care at Home team during Tanya's absence, Freya Lagan has kindly agreed to cover Tanya's parenting leave as our Administration Officer.

Have you booked your Spring clean for this year? You can book a spring clean, carpet and window clean as part of your home care package, if funds are available. Please phone the Home Care Office at (08) 9385 3406. We will gladly assist you with your spring clean booking.

Introducing your St Louis Care at Home Management Team:

- Emma Jenkin, RN Clinical Manager ejenkin@stlouisestate.com.au
- Gabbie Jones, Care Partner gjones@stlouisestate.com.au
- Amanda Troy, Care Partner atroy@stlouisestate.com.au
- Anmol Dhillon, Workforce Coordinator adhillon@stlouisestate.com.au
- Dom Charles, Workforce Coordinator dcharles@stlouisestate.com.au
- Freya Lagan, Administrative Officer flagan@stlouisestate.com.au
- Karena Sherriff, Chief Executive Officer ksherriff@stlouisestate.com.au

Phone: (08) 9385 3406 (Monday to Friday 8.00 am – 3.00 pm)

After Hours: 0411 632 310 (Carer on Duty)

Do you know a Veteran who might benefit from Nursing or Personal Care?

St Louis Care at Home is an approved Department of Veteran Affairs provider offering nursing and personal care services to eligible veterans across the Western Suburbs. If you have a Gold or White Veterans card, please enquire about our veteran services by phoning (08) 9385 3406. We look forward to hearing from you.





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Physiotherapy: Jack Gangemi, is our new Physiotherapist, undertaking our exercise and aqua classes on a Tuesday, Wednesday, and Thursday. All classes cost \$20.00 per person, per class. New members welcome.

Tuesday, 11.15 am Light Exercise – KIORA Wellness Centre

Wednesday, 9.00 am Aqua Class – St Louis Estate Pool

Thursday, 11.15 am Light Exercise – KIORA Wellness Centre

Warm regards,

Karena Sherriff,

Chief Executive Officer

