



Australian Government
Department of Health and Aged Care

Ref No: MC25-003281

Ms Ranee Wilkinson
Chief Executive Officer
HMS Community Ltd
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Dear Ms Wilkinson

I refer to your correspondence of 20 February 2025 to the Minister for Health and Aged Care, the Hon Mark Butler MP, and your correspondence of 21 February 2025 to the Assistant Minister for Ageing, the Hon Kate Thwaites MP, regarding registered paramedics in aged care, home care and community care. This matter has been referred to the Minister for Aged Care, the Hon Anika Wells MP. I am responding on behalf of the Minister. I apologise for the delay in writing to you.

I recognise the contribution of paramedics across the health and community sectors, and the appreciate the wide range of paramedicine services and care they provide to the community. Their expertise and commitment make a vital difference every day in the lives of Australians.

The new Aged Care Act, commencing on 1 July 2025, means older Australians and their loved ones will have access to a better system that puts quality care and safety first. The Support at Home service list, legislated under the new Act, outlines the services and service types eligible for government funding under the Support at Home program and has three categories clinical, independence and everyday living.

The Department of Health and Aged Care engaged with a range of aged care stakeholders to test and refine the Support at Home service list through targeted consultations, a service list survey and various workshops. The list recognises the unique needs of older people as they age, in the context of the broader universal health system, including Medicare.

At this time, registered paramedics do not fall within the eligible services under the Support at Home service list. The Department will establish review processes to consider possible changes to the service list over time and would encourage you to engage with any relevant consultations on this matter.

Thank you for writing on this matter.

Yours sincerely

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Jasmine Snow
A/g Assistant Secretary
Support at Home Policy and Operations Branch
6 May 2025