



Support at Home program – care management

Under the Support at Home program, care management will support you to get the best outcomes from your aged care services. This means working with a care partner, a staff member of your service provider, to address your needs.

What is care management?

Your Support at Home provider will provide care management activities, including:

Services	Description
Care planning	<ul style="list-style-type: none">Working with you to identify and assess your needs, goals, preferences and existing supportsDeveloping and reviewing your care plan with youReviewing your service agreement
Service coordination	<ul style="list-style-type: none">Communication and coordination with workers involved in the delivery of your services, and with you and your family or informal carers (if you consent)Budget management and oversightSupporting you if you move to a different kind of care, or from hospital to home
Monitoring, review and evaluation	<ul style="list-style-type: none">Engaging in ongoing care discussions

	<ul style="list-style-type: none"> • Case conferencing • Monitoring and responding to your changing needs and any emerging risks • Evaluating goals, service quality and outcomes
Support and education	<ul style="list-style-type: none"> • Supporting you to make informed decisions • Supporting and integrating reablement approaches • Providing advice, information and resources • Health promotion and education • System navigation and linkage • Problem-solving issues and risks • Ensuring your views, rights and concerns are heard and escalated • Assisting you with providing complaints and feedback

How will care planning work?

A care partner will work with you to identify your aged care needs, goals, preferences and existing supports. This will be documented in a care plan, which will be reviewed annually, and more frequently if required. The care plan is guided by the support plan from your aged care assessment.

How will I receive care management?

Your care partner will be a staff member allocated to you by your provider.

Your care partner will help you understand what services you can use based on your aged care assessment. They will work out with you how your provider will deliver your services.

How much of my budget is for care management?

If you receive ongoing services, we will pay 10% of your Support at Home budget each quarter to your provider for care management.

I have diverse needs - is there any extra support I can get?

If you have diverse needs, we may give your provider a separate amount to give you more intensive care management.

To be eligible you must be:

- referred by the care finder program, and/or
- an older Aboriginal and Torres Strait Islander person, or
- homeless or at risk of homelessness, or
- a care leaver, or
- a veteran who is eligible for the Veterans' Supplement for aged care.

For more information

To find out more about care management under Support at Home, visit health.gov.au/support-at-home-ongoing-services.

If you have questions or concerns about your aged care, including Support at Home, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line on 1800 700 600**. Provided by the Older Persons Advocacy Network (OPAN), this free and confidential service is independent of both government and aged care providers. OPAN will connect you with a local advocate in your state or territory.



Australian Government



Getting started with aged care

If you need help around the house or are thinking about aged care homes, contacting My Aged Care is the first step.



Visit [**myagedcare.gov.au**](https://myagedcare.gov.au)



Phone **1800 200 422**



Face-to-face by speaking with an Aged Care Specialist Officer (to book an appointment call **1800 227 475** or visit any Services Australia Service Centre).