



Australian Government



myagedcare



# How to use the End-of-Life Pathway in the Support at Home program

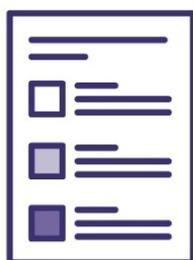
Easy to read version

## How to use this document



We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **46**.



This is a long document.



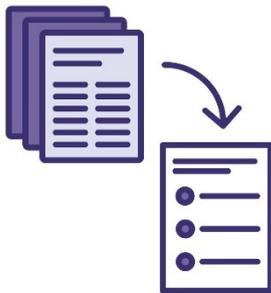
You don't need to read it all at once.

You can take your time.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an easy to read summary of a document.  
It only includes the most important ideas.



You can find the other document on our website.

**[www.MyAgedCare.gov.au/Resources](http://www.MyAgedCare.gov.au/Resources)**

## What's in this document?

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# What is the End-of-Life Pathway?

The End-of-Life Pathway supports older people who:



- have **3 months or less** to live



- want to stay at home.



In this document we just call it the pathway.



The pathway gives an older person **\$25,000** for care at home **over 12 weeks.**



The pathway is part of the Support at Home program.



The Support at Home program helps older people to keep living in their home for longer.

## Who can use the pathway?

You can apply for the pathway for an older person who:

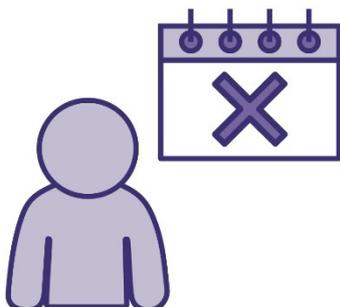


- has a form from a health professional to say they have **3 months or less** to live



- has an **AKPS score** of **40 or less**.

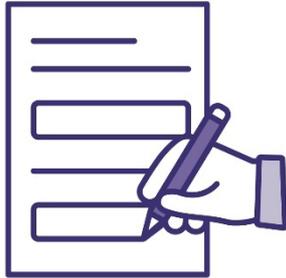
An AKPS score is how doctors measure someone's ability to do daily activities.



The End-of-Life pathway is for anyone who needs it.

Even if you don't already get Support at Home services.

## How to apply for the pathway?



An older person will need to fill out a form to apply for the pathway.



A health professional should help fill out this form.

For example, a doctor or **nurse practitioner**.



A nurse practitioner can do more than a nurse because they have more training.



An older person can choose someone they trust to help them make decisions.

This person is called a **registered supporter**.

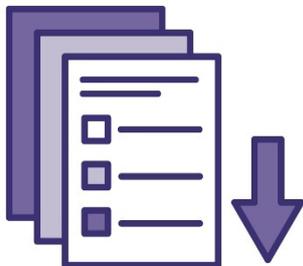


A registered supporter can also help an older person fill out this form.



You can get the form on our website.

**[www.Health.gov.au/Resources/Publications/End-Of-Life-Pathway-Form](http://www.Health.gov.au/Resources/Publications/End-Of-Life-Pathway-Form)**



We explain the different ways an older person can apply for the pathway on the following pages.

## If an older person already uses the Support at Home program



An older person might already have a **provider** for the Support at Home program.

Providers support people by delivering a service.



Their provider can help them find out if they can use the pathway.



The provider will call My Aged Care to let them know the person's support plan needs to change if the older person can use the pathway.



Their provider can also help the older person get support from a health professional.



The provider will send the form to My Aged Care for the older person.

## If an older person doesn't already use the Support at Home program



An older person can apply for the pathway if they don't already use the Support at Home program.



They have 3 options to apply.

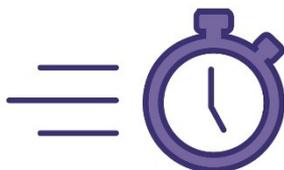
## Option 1



You can ask a health professional to:

- fill out the form
- send the form to us on the My Aged Care website.

[www.MyAgedCare.gov.au/Health-Professionals](http://www.MyAgedCare.gov.au/Health-Professionals)



This will let My Aged Care know the older person needs an **assessment** quicker than other people.



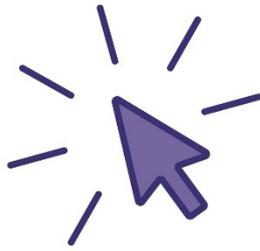
An assessment can help work out:

- what an older person needs
- how to support an older person.



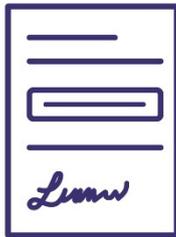
An older person needs a free assessment before they can receive aged care services.

## Option 2



You can apply for an assessment for an older person on the My Aged Care website.

**[www.MyAgedCare.gov.au/Assessment](http://www.MyAgedCare.gov.au/Assessment)**



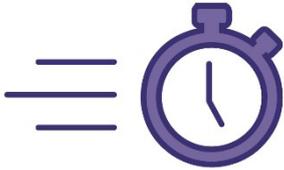
They might already have an End-of-Life Pathway form:

- filled out
- signed by a health professional.



You will need to bring the finished form to their assessment.

## Option 3



You can ask My Aged Care to do the assessment for an older person quickly.



You can call My Aged Care for free.

1800 200 422



You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.

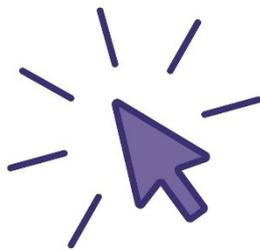


You can call Services Australia for free to make an appointment.



You can call them to find out if there's someone you can talk to close to where you live.

1800 227 475



You can also find an office near you on the Services Australia website.

**[www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services](http://www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services)**

## What happens after they apply?



An aged care **assessor** will check:

- the older person's form
- any other information they share.



An assessor is someone who has the skills and knowledge to do an assessment.



The assessor will let the older person know if they can use the pathway.

They will also tell their:



- provider



- registered supporter.

The assessor will give the older person:



- a letter that explains their decision



- a new support plan.

## How much does the pathway cost?



An older person might need to pay for part of the services they receive from the pathway.



But the government will pay for **clinical supports** that are part of the program.

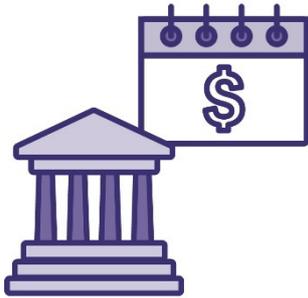
Clinical supports include some supports for a person's health, like nursing care.



The amount an older person pays for services will depend on:

- how much money they earn
- how much money the things they own are worth, like their car.

It will also depend if an older person:



- gets a **pension** – a payment from the government to help with day-to-day living costs



- has a seniors card – a card from the government that lets older people pay less for some services.

## If an older person gets a pension

An older person will have to pay:



- **5%** of the cost for services that help them do things on their own



- **17.5%** of the cost for services that help them with daily activities.

## If an older person gets part of a pension or has a seniors card

An older person will have to pay:



- **between 5% and 50%** of the cost for services that help them do things on their own



- **between 17.5% and 80%** of the cost for services that help them with daily activities.

## If an older person doesn't meet the rules to get a pension or seniors card

An older person will have to pay:



- **50%** of the cost for services that help them do things on their own



- **80%** of the cost for services that help them with daily activities.

## If you could get a Home Care Package by 12 September 2024



Home Care Packages were a way for older people to find and use services to help them at home.

They were replaced by the Support at Home program on **1 November 2025**.

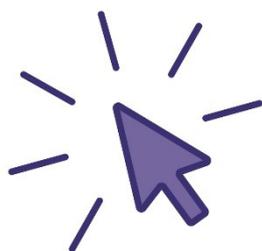


Some people found out they could get a Home Care Package on or before **12 September 2024**.



These people will pay a different amount for services from the pathway.

This is so they don't pay more than they did for their Home Care Package.



You can find out more about how much services from the pathway cost on the My Aged Care website.

**[www.MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions](http://www.MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions)**

# How to work out how much an older person will pay

## Get advice from an expert



It's a good idea to get advice from an expert about using money for aged care services.



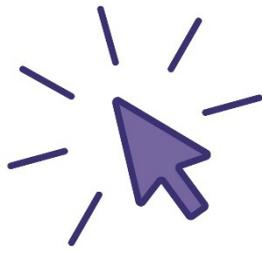
How an older person pays for their services might affect:

- payments they get from the government
- their other aged care services
- their partner's aged care services.



You can get more information and advice on how an older person can use their money on the Services Australia website.

**[www.ServicesAustralia.gov.au/Financial-Information-Service](http://www.ServicesAustralia.gov.au/Financial-Information-Service)**



You can use the Fee Estimator tool on the My Aged Care website to find out how much services cost.

**[www.MyAgedCare.gov.au/Support-At-Home-Fee-Estimator](http://www.MyAgedCare.gov.au/Support-At-Home-Fee-Estimator)**

## Check how much an older person needs to pay

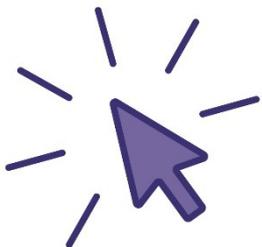


Services Australia checks how much an older person will need to pay.

You will need to fill out a form for an older person with information about:

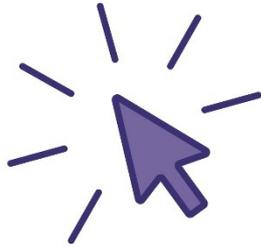


- how much money they earn
- how much money they have in the bank
- the value of the things they own, like their car.



You can find this form on the Services Australia website.

**[www.ServicesAustralia.gov.au/SA369](http://www.ServicesAustralia.gov.au/SA369)**



You will need to log into your **myGov** account to the finished form to Services Australia.

**[www.My.gov.au](http://www.My.gov.au)**



myGov is a website where you can find:

- your tax information
- your medical information
- other government services.



An older person doesn't need to ask Services Australia to do this if they already get a pension.



This is because Services Australia will use the information they already have about the older person to check.



Services Australia will send the older person a letter after they decide how much the older person will need to pay.

This letter might take 4 weeks to get to an older person.



You should call Services Australia for an older person if they don't get a letter after 4 weeks.

1800 227 475



This letter will only last for **120 days**.

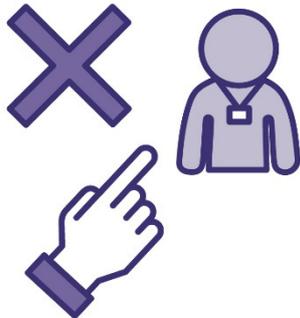


An older person might need to pay the highest cost for a service if Services Australia doesn't check how much the older person needs to pay.

Services Australia will have to check how much an older person needs to pay again if:



- parts of their life change



- they don't pick a provider within **120 days**.



You should call Services Australia if you don't get a letter.

1800 227 475

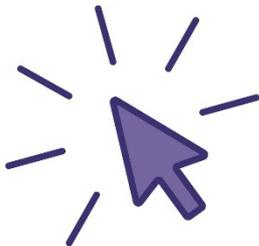
## What providers can charge



Providers can only charge for services an older person uses.



They must explain to you how much their services will cost.



You can visit our website to check the prices of different providers.

**[www.MyAgedCare.gov.au/Find-a-Provider](http://www.MyAgedCare.gov.au/Find-a-Provider)**



The older person and their provider must agree on the cost of the services they use.

## Paying for services



An older person needs to talk to their provider about how and when they will pay for their services.



For example, they might choose to pay:

- every week
- every month.



An older person might be able to get help to pay for their services if they can't afford them.



You can find more information about help for an older person to pay for their services on our website.

**[www.MyAgedCare.gov.au/Financial-Hardship-Assistance](http://www.MyAgedCare.gov.au/Financial-Hardship-Assistance)**

# What support can an older person get?



An older person's support plan will explain the services they can use.

This might include:



- care to help them use the toilet or shower



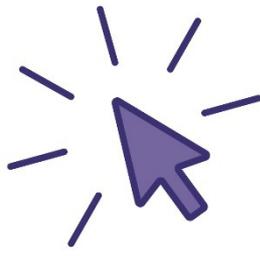
- support to clean their home



- support to prepare meals



- care from a nurse to make them more comfortable.



You can visit the My Aged Care website for a list of supports an older person can get.

**[www.Health.gov.au/Support-At-Home-Service-List](http://www.Health.gov.au/Support-At-Home-Service-List)**

## Palliative care

The pathway works together with **palliative care**.



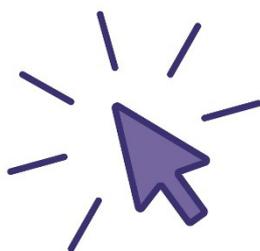
Palliative care is special support for people who are:

- very sick
- near the end of their life.



An older person will need to apply for palliative care from their state or territory government.

You can speak to their doctor for more information.



You can visit the Palliative Care Australia website for more information about palliative care in your state or territory.

**[www.PalliativeCare.org.au/Directory-Of-Services](http://www.PalliativeCare.org.au/Directory-Of-Services)**

## How to manage the services

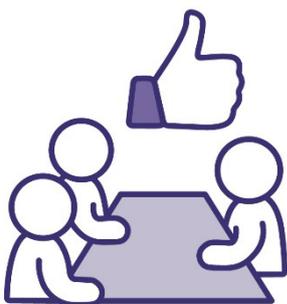


A **care partner** will help manage an older person's services.

A care partner is someone who works for a provider to:



- help an older person understand the services and supports they need
- manage an older person's care
- help an older person to make decisions.



A care partner will work with other people who support the older person to make sure their services work best for them.

This might include their:



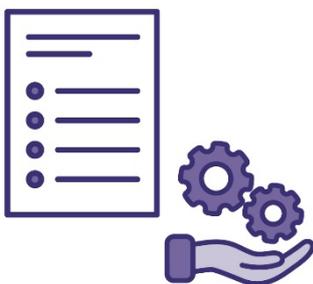
- friends and family



- registered supporter



- doctor.



Care partners will also make a plan to explain:

- what services an older person wants
- the supports an older person will get.

## When does the pathway end?

### If an older person chooses to leave the pathway



An older person can choose to leave the pathway at any time.

This includes:



- if they move to an aged care home



- if their health improves and they don't need the pathway anymore.

## More support after the pathway ends



The pathway goes for **12 weeks**.

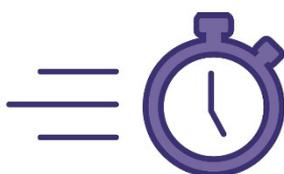


But an older person can keep using any money from the pathway they have left.

They can do this for **4 more weeks**.



They can get more services with the Support at Home program after the pathway ends.



Their care partner will work with My Aged Care to get an assessment quickly.



This will make sure that an older person can keep getting services through the Support at Home program.

## When an older person passes away



An older person can decide if they want to be at home at the end of their life.



A provider will support them to stay home at the end of their life if it's safe.



Someone needs to tell the older person's provider when they die.

For example, their family, friends or carers.



The provider will then tell Services Australia.



The older person's care partner or provider can:

- support their family and friends
- help them understand what to do next.

## Support services

### Support for translating

#### Translating and Interpreting Service (TIS National)



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS National).

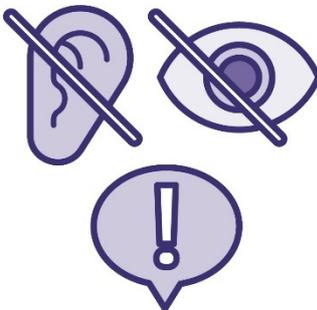
131 450



Ask the interpreter to call My Aged Care for you.

1800 200 422

#### Deaf Connect



You can visit the Deaf Connect website if you:

- are Deaf
- are both Deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

**[www.DeafConnect.org.au](http://www.DeafConnect.org.au)**

## National Relay Service



If you are Deaf, or have a hearing or speech impairment, you can call the National Relay Service.

1300 555 727



You can choose different services on the National Relay Service website.

[www.AccessHub.gov.au/About-The-NRS](http://www.AccessHub.gov.au/About-The-NRS)

## Support for veterans

### Department of Veterans' Affairs



The Department of Veterans' Affairs supports **veterans**.

We call this department DVA.

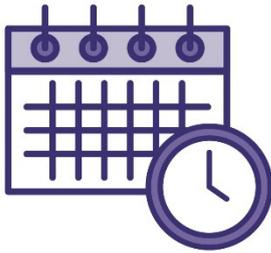


A veteran is a person who served in the military.



If you want support from DVA, you can call them for free.

1800 838 372



You can call DVA from 8 am to 5 pm, Monday to Friday.

## Support for Aboriginal and Torres Strait Islander peoples



My Aged Care can connect you to someone who:

- uses your language
- helps you understand what someone is saying.



You can call My Aged Care.

1800 200 422



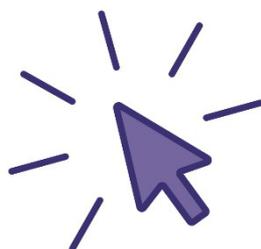
You can also visit the My Aged Care website for a list of the languages they can support you with.

**[www.MyAgedCare.gov.au/Accessible-All](http://www.MyAgedCare.gov.au/Accessible-All)**

## Elder Care Support



Elder Care Support is a program that helps Aboriginal and Torres Strait Islander people find and use aged care services.



You can find out more about Elder Care Support on our website.

**[www.MyAgedCare.gov.au/Elder-Care-Support-Program](http://www.MyAgedCare.gov.au/Elder-Care-Support-Program)**

## Support to speak up

### Older Persons Advocacy Network



You can ask the Older Persons Advocacy Network (OPAN) to support you with your **complaint**.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



The Older Persons Advocacy Network (OPAN) helps older people get the information they need to:

- make decisions
- understand their **rights**
- fix problems.



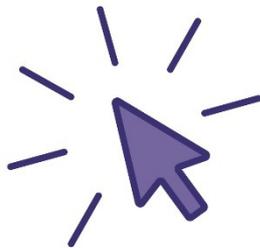
Rights are rules that say people must treat you:

- fairly
- equally.



You can call OPAN.

1800 700 600



You can visit the OPAN website.

**[www.OPAN.org.au](http://www.OPAN.org.au)**

## Support for older people without a carer

### Care Finder Program

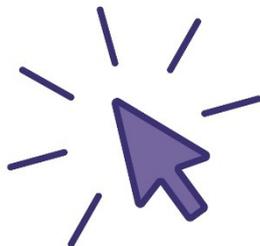
The Care Finder Program supports older people without a carer who need more support to get:



- aged care services



- other supports in the community – like health services.



For more information, you can visit our website.

**[www.MyAgedCare.gov.au/Help-Care-Finder](http://www.MyAgedCare.gov.au/Help-Care-Finder)**

## Support if you have dementia

### The National Dementia Support Program



Dementia Australia runs the National Dementia Support Program.

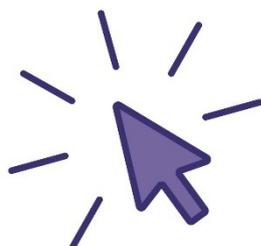


This program supports carers who look after someone who struggles with the way they:

- think or make decisions
- remember
- talk.



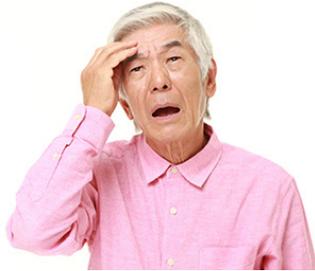
You can call Dementia Australia any time.  
1800 100 500



For more information, you can visit our website.

**[www.Health.gov.au/Our-Work/National-Dementia-Support-Program-NDSP](http://www.Health.gov.au/Our-Work/National-Dementia-Support-Program-NDSP)**

## Dementia Support Australia



Dementia Support Australia supports people who struggle with the way they:

- think or make decisions
- remember
- talk.

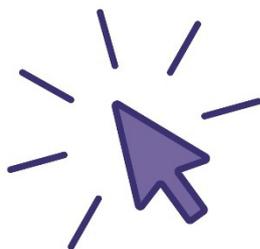


They also support family members and carers.



You can call Dementia Support Australia any time.

1800 699 799



You can also visit their website.

**[www.Dementia.com.au](http://www.Dementia.com.au)**

## Support if you're experiencing elder abuse

### National Elder Abuse



**Elder abuse** is when someone treats an older person badly or hurts them.



If you are worried about elder abuse, you can call National Elder Abuse.

1800 353 374



You can also visit the Compass website.

**[www.Compass.info](http://www.Compass.info)**

## Support for carers

### Carer Gateway



An **unpaid carer**:

- takes care of a family member or friend
- is not paid any money for the care they give.



You can call Carer Gateway:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737



Select 'Option 1' to speak to someone.



You can also visit the Carer Gateway website.

**[www.CarerGateway.gov.au](http://www.CarerGateway.gov.au)**



Carer Gateway provides services and support to unpaid carers.

## Word list

This list explains what the **bold** words in this document mean.



### **AKPS score**

An AKPS score is how doctors measure someone's ability to do daily activities.



### **Assessment**

An assessment can help work out:

- what an older person needs
- how to support an older person.



### **Assessor**

An assessor is someone who has the skills and knowledge to do an assessment.

## Care partner



A care partner is someone who works for a provider to:

- help an older person understand the services and supports they need
- manage an older person's care
- help an older person to make decisions.



## Clinical supports

Clinical supports include some supports for a person's health, like nursing care.



## Complaint

A complaint, you tell someone that something:

- has gone wrong
- isn't working well.



## Elder abuse

Elder abuse is when someone treats an older person badly or hurts them.

## myGov



myGov is a website where you can find:

- your tax information
- your medical information
- other government services.



## Nurse practitioner

A nurse practitioner can do more than a nurse because they have more training.



## Palliative care

Palliative care is special support for people who are:

- very sick
- near the end of their life.



## Pension

Pension is a payment from the government to help with day-to-day living costs.



## Provider

Providers support people by delivering a service.



## Registered supporter

An older person can choose someone they trust to help them make decisions.

This person is called a registered supporter.



## Rights

Rights are rules that say people must treat you:

- fairly
- equally.



## Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money for the care they give.



## Veteran

A veteran is a person who served in the military.

## Contact us



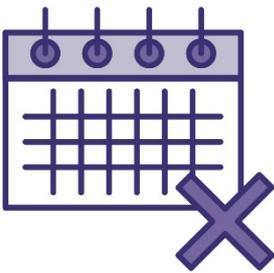
You can call My Aged Care.

1800 200 422



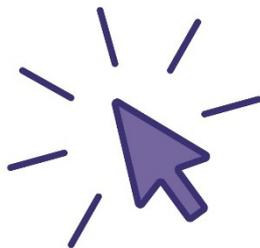
You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



They are not available on:

- national public holidays
- Sunday.



You can visit My Aged Care's website.

**[www.MyAgedCare.gov.au](http://www.MyAgedCare.gov.au)**



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