



Australian Government



myagedcare



# Support at Home program

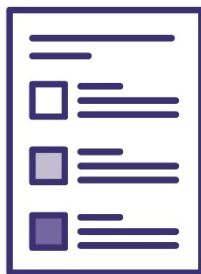
Easy to read version

# How to use this document



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

We wrote this document.



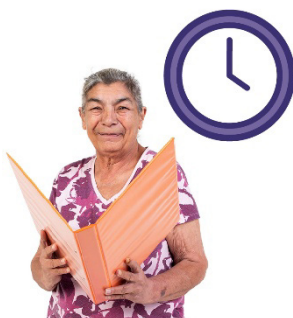
We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **63**.



This is a long document.



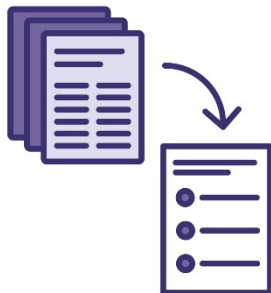
You don't need to read it all at once.

You can take your time.



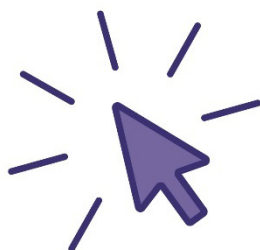
You can ask someone you trust for support to:

- read this document
- find more information.



This is an easy to read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

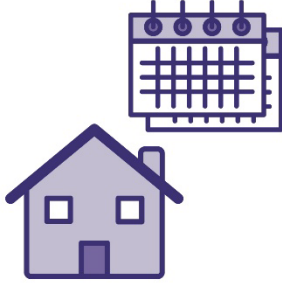
**[www.MyAgedCare.gov.au/Resources](http://www.MyAgedCare.gov.au/Resources)**

## What's in this document?

What is the Support at Home program?	5
Getting an assessment	6
How much do the services cost?	11
How to work out how much you will pay	17
How to use Support at Home services	23
1. Get the decision about your assessment	25
2. Wait for funding	27
3. Find a provider	30
4. Make an agreement	34
5. Manage your services	41
Support at Home program for a short time	43
How to make a complaint	49
Support services	52
Word list	63
Contact us	70



# What is the Support at Home program?

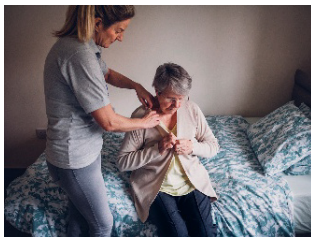


The Support at Home program helps older people to keep living in their own home for longer.

Support at Home services include:



- health supports, like a nurse



- support to do things for yourself, like help to shower and dress

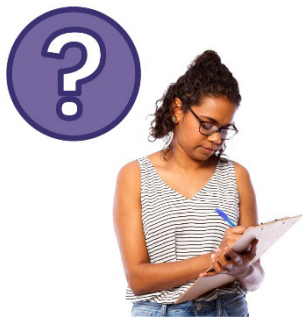


- support with everyday activities, like cleaning your home.

## Getting an assessment

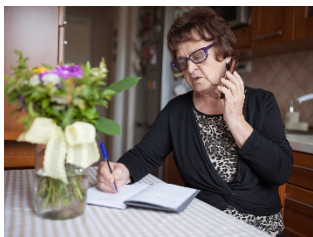


You need a free aged care **assessment** to find out if you can get Support at Home services.



An assessment can help work out:

- what you need
- how services can support you.

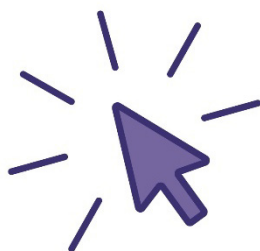


You need to contact My Aged Care to get an assessment.



My Aged Care supports older people to find and use the aged care services they need.

This includes support for their families and carers.



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

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



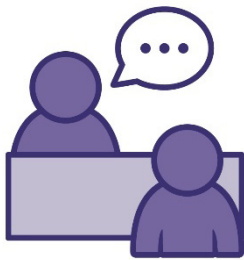
You can also call My Aged Care to apply for an assessment.

1800 200 422

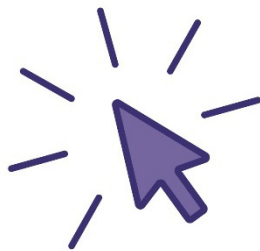


You can call them:

- 8 am to 8 pm on weekdays
- 10 am to 2 pm on Saturday.

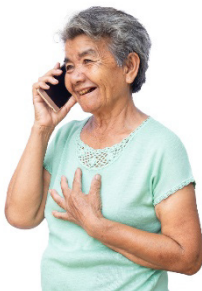


You can visit a Services Australia office for help to apply for an assessment.



You can 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)**



You can also call Services Australia.

1800 227 475

## During your assessment



An aged care **assessor** will ask questions about you during the assessment.

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



They will ask you questions about:

- your daily activities and needs
- what you can do well
- what you want to be able to do.



Your assessor will talk to you about:

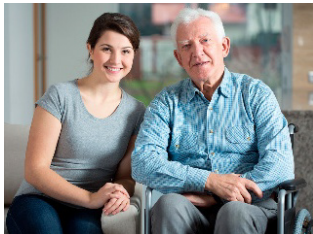
- what supports you need
- how you can or can't use Support at Home services.



## Support during an assessment



You can have a support person at your assessment.



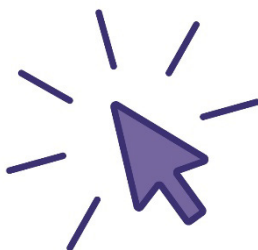
This might be a:

- family member
- friend
- carer.



You can also bring your **registered supporter** to your assessment.

A registered supporter is a person you trust that you've chosen to help you make decisions.

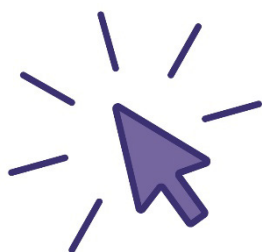


You can find out more about registered supporters on the My Aged Care website.

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



An Elder Care Support worker can come to your assessment if you're an Aboriginal or Torres Strait Islander person.



You can find out more about Elder Care Support on the My Aged Care website.

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



You can also tell your assessor if you need an **interpreter**.



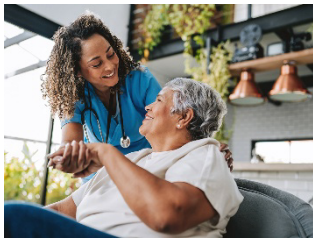
An interpreter is someone who:

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

## How much do the services cost?



You might need to pay for some of the services you receive from the Support at Home program.



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 you pay for services will depend on:

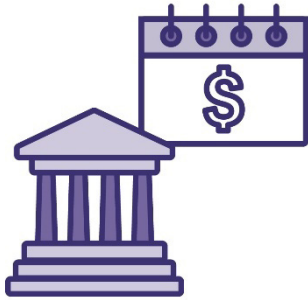


- how much money you earn



- how much the things you own are worth – like your car.

It will also depend on if you:



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

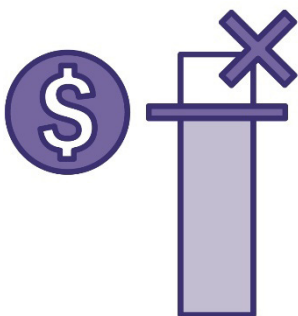


- have a seniors card – a card from the government that lets older people pay less for some services.



You will pay for your aged care services until you reach the **lifetime cap**.

Then you won't pay any more.



A lifetime cap is the highest amount you need to pay for your aged care services.



## If you get a pension

You will have to pay:



- **5%** of the cost for services that help you do things on your own



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

## If you get part of a pension or have a seniors card

The amount you pay for services will depend on:



- how much money you earn



- how much the things you own are worth – like your car.

You will have to pay:



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



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

## If you don't meet the rules to get a pension or seniors card

You will have to pay:



- **50%** of the cost for services that help you do things on your own



- **80%** of the cost for services that help you 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**.

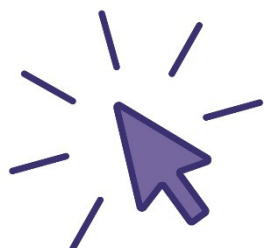


Some people found out they can get a Home Care Package on or before **12 September 2024**.



These people have to pay a different amount to use services from the program.

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



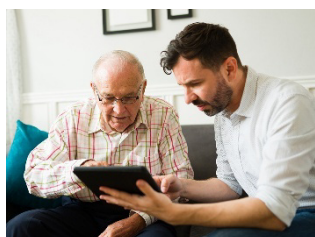
You can find out more about changes to how much people pay on the My Aged Care website.

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



# How to work out how much you will pay

## Get advice from an expert



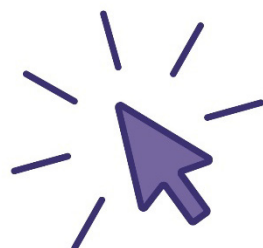
It's a good idea to get advice from an expert about using your money.

They can help you decide how to pay for your aged care services.



How you pay for your services might affect:

- payments you get from the government
- your other aged care services
- your partner's aged care services.



You can get more information about advice on how to use your money on the Services Australia website.

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

## Check how much you need to pay

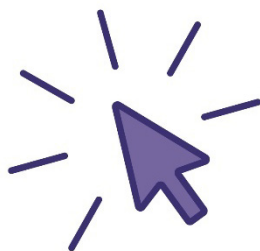


Services Australia will check how much you need to pay.



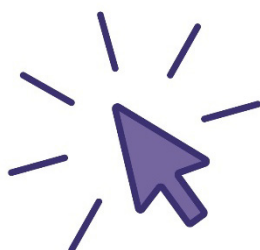
They will ask you to fill out a form with information about:

- how much money you earn
- how much money you have in the bank
- the value of the things you own, like your 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 send 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.



You don't need to ask Services Australia to check how much you need to pay if you already get a pension.



This is because they will use the information they have about you already to check.



Services Australia will send you a letter after they decide how much you will need to pay.

This letter might take **4 weeks** to get to you.



You should call Services Australia if you don't get a letter **after 4 weeks** .

1800 227 475



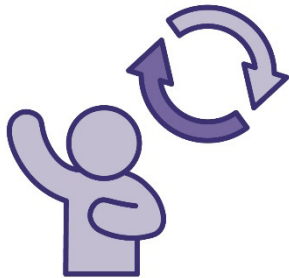
This letter will only last for **120 days** .



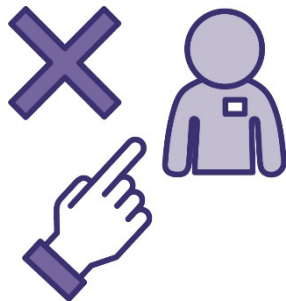
You might have to pay the highest cost for a service if you don't give Services Australia all the information they need.



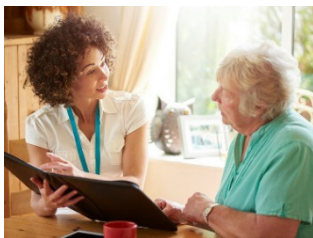
Services Australia will have to check how much you need to pay again if:



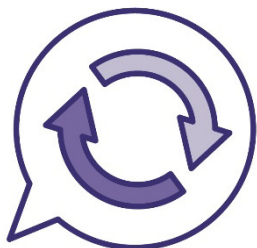
- parts of your life have changed



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



Providers support people by delivering a service.



You must tell Services Australia if something in your life changes.

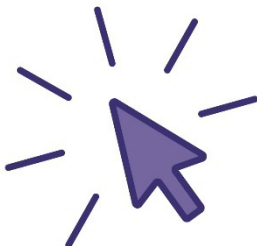
## What your provider can charge you



Your provider can only charge you for services you use.



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



You can use our website to look at prices for different providers.

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



You and your provider must agree on the cost of the services you use.

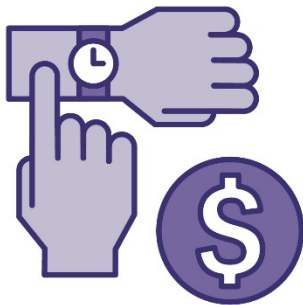
# How to use Support at Home services



There are 5 steps you need to take after your assessment:



1. Get the decision about your assessment



2. Wait for funding



3. Find a provider



4. Make an agreement



5. Manage your services



We explain each step on the following pages.

# 1. Get the decision about your assessment



You will get a letter from My Aged Care about your assessment.

This letter is called a Notice of Decision.



This letter will tell you:

- if you can use Support at Home services
- what Support at Home services you can use.



This letter will also have your support plan.

Your support plan will explain the care you can get.



You should call My Aged Care if you don't get a letter within **4 weeks**.

1800 200 422



The letter will explain what you can do if you're not happy with the decision about your assessment.



You can also call My Aged Care if you are not sure what to do.

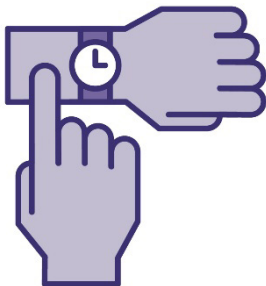
1800 200 422



## 2. Wait for funding



**Funding** is money from the government that pays for services and supports.

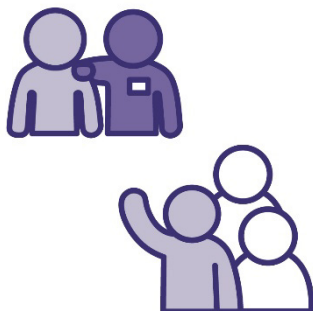


You might have to wait for funding before you can use Support at Home services.



Your name will go onto a waitlist.

Other people who need Support at Home services will also be on this list.



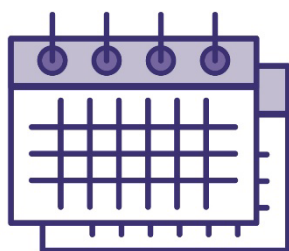
How long you have to wait can depend on:

- the support you need
- how many other people need the same support.



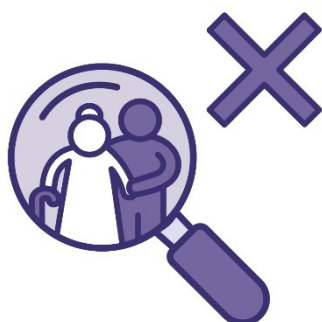
Your assessor might say you need support quickly.

This can mean you won't wait as long to get funding.



But you might have to wait longer.

For example, if other people need support more than you right now.



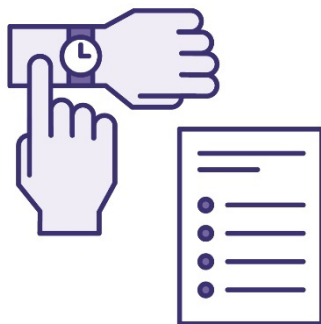
You can tell your assessor if you are not looking for services right now.

This means you won't go on the waitlist yet.



You can call My Aged Care when you decide you're ready to look for services.

1800 200 422

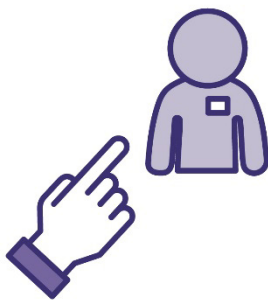


My Aged Care will use your assessment to put you on the waitlist.

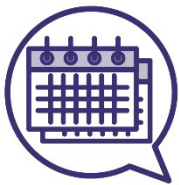
### 3. Find a provider



You will get a letter telling you that you can start using your funding.



You will have **56 days** to choose a Support at Home provider.



You can ask My Aged Care for more time to choose a provider if you need.



You can ask for **28 more days** at a time.



You should think about what is important to you when you choose a provider.

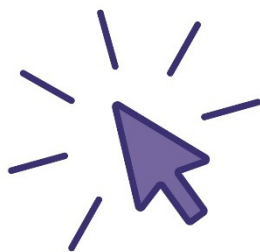


You can also talk to people you trust to help you choose a provider.



For example:

- a family member or friend
- a person in your community.

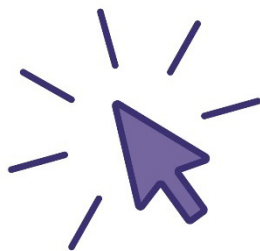


You can also use a tool on the My Aged Care website to help you find a provider in your local area.

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



The Care Finder Program might help you get Support at Home services if you need extra support.



You can visit the My Aged Care website to find support.

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



You can also call My Aged Care for free.

1800 200 422



You can change your provider:

- for free
- anytime.





You should tell your provider:

- when you want to change providers
- who your new provider will be.



All of your funding and the services you use will move to your new provider.

## 4. Make an agreement



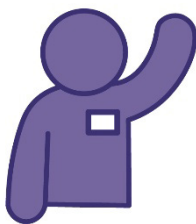
You and your provider must work together to agree on how your services will work.

This is called your service agreement.

Your service agreement is a document that explains:



- how you receive services



- who will provide your care



- how much services cost.



Your service agreement will also explain your **rights**.

Rights are rules that say people must treat you:

- fairly
- equally.



Your provider must follow rules about your services to make sure:

- you're safe
- you get good services.



You might have sent a form to Services Australia to check how much you need to pay for different services.



You should share the letter you got from Services Australia with your provider.

## Your goals



You should think about what you want your Support at Home services to help you do.

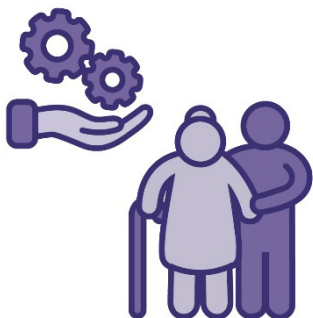
You can think about:



- when and where you want support



- social activities you want support with



- how your support fits with help you get from your carer.



You can use these goals to help you create your care plan.

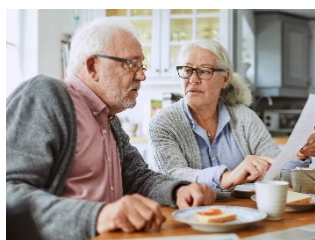


A care plan explains:

- the supports you will get
- what you want to do, like doing your own gardening.

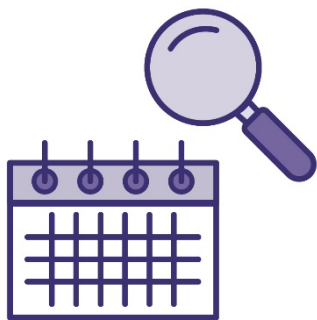


A **care partner** will help you create your care plan.



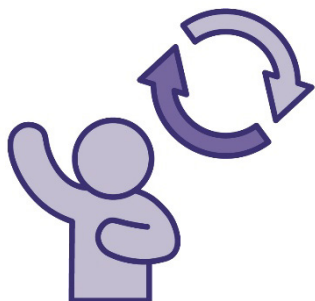
A care partner is someone who:

- helps you understand the services and supports you need
- manages your care
- helps you make decisions.



Your care partner will check your care plan every year.

But you can also ask them to check it anytime.



For example, if your needs change and you want to change your services.

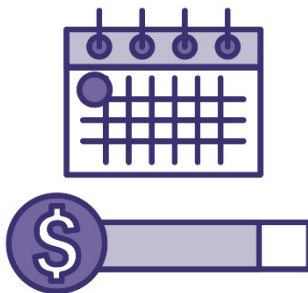


## Checking how much you can spend

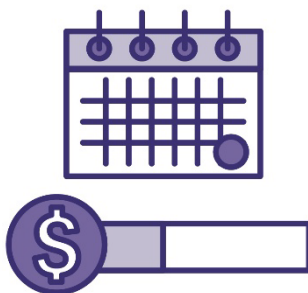


Your provider must give you a letter every month that explains how much funding you've used.

Your letter should include:

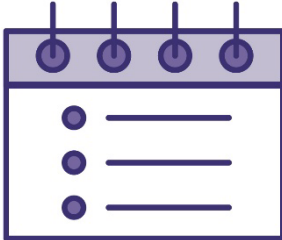


- how much funding you had at the start of the month

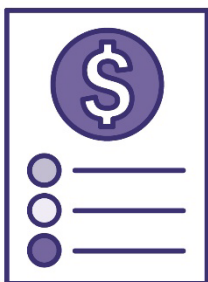


- how much funding is left over at the end of the month.

The letter should also show:



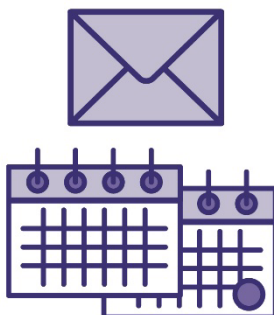
- a list of supports and services you used that month



- how much each support and service costs



- any other costs you had for your care.



Your provider must give you this letter before the end of the next month.

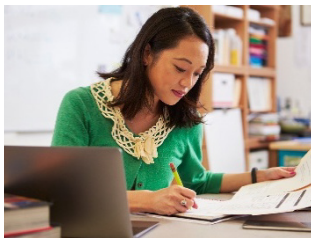
For example, they need to give you your January letter before the end of February.

## 5. Manage your services



Your care partner will manage your services for you.

They will do things like:



- plan your care and services



- manage your funding

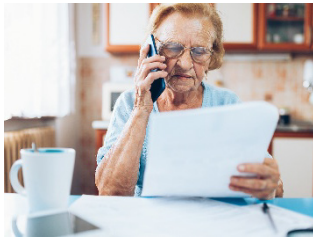


- work with your provider.



**10%** of your funding will go towards managing your services.

## If you want to manage your own care



You can manage parts of your own care if you want to and your provider agrees.

This might include:



- choosing your services to fit your needs and funding



- choosing your own workers.



This could also include planning when you will receive services.



You should talk to your provider about the best ways for you to manage your own services.



## Support at Home program for a short time



There are 3 pathways in the Support at Home program that people can use for a short time.



You can ask your assessor or provider if you can use one of the pathways.



We explain these 3 pathways on the following pages.

## Assistive Technology and Home Modifications (AT-HM) scheme



The **Assistive Technology and Home Modifications (AT-HM)** scheme provides support and equipment that can help older people do things more easily.

This might include:



- walking frames



- non-slip surfaces

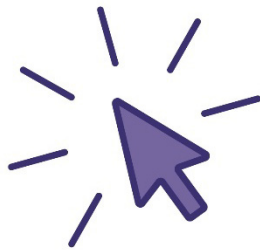


- grab bars.





Your provider can help you find and use these supports.



You can visit our website to check what supports are part of the AT-HM Pathway.

**[www.Health.gov.au/AT-HM-List](http://www.Health.gov.au/AT-HM-List)**

## Restorative Care Pathway

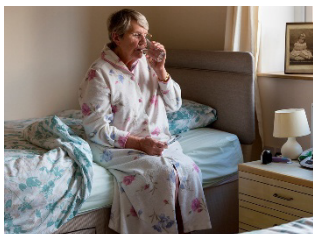


**Restorative care** is short-term care that helps people do things on their own after a setback.

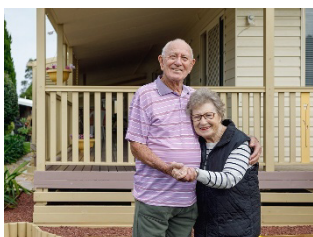


A setback might be if a person has a fall.

For example, restorative care can help people:



- get back to doing daily activities on their own



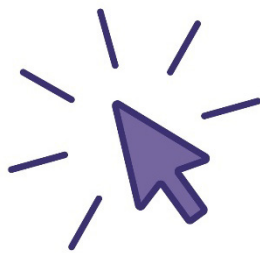
- stay in their own home for longer



- learn how to keep doing things on their own as they get older.



The Restorative Care Pathway can give you up to 16 weeks of care and support.



You can find out more about the Restorative Care Pathway on the My Aged Care website.

**[www.MyAgedCare.gov.au/Restorative-Care-Pathway](http://www.MyAgedCare.gov.au/Restorative-Care-Pathway)**

## End-of-Life Pathway

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



- have 3 months or less to live

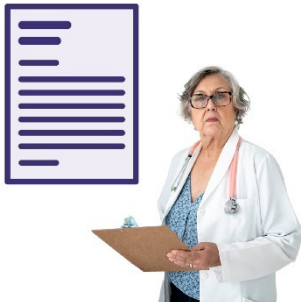


- want to stay at home.



The End-of-Life Pathway gives you **\$25,000** for care at home over **12 weeks**.

You can apply for the End-of-Life pathway if you:

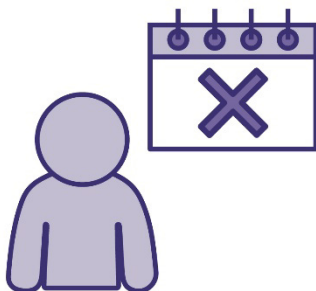


- have a form from a health professional to say you have **3 months or less** to live

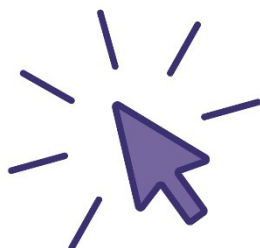


- have an **AKPS score** of **40 or less**.

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.



You can find out more about the End-of-Life Pathway on the My Aged Care website.

**[www.MyAgedCare.gov.au/End-Life-Pathway](http://www.MyAgedCare.gov.au/End-Life-Pathway)**

# How to make a complaint



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.



You can make a complaint to your provider about the care:

- you're getting
- someone else is getting.



Your provider must try to help fix your issue.

And they must treat you fairly and with respect.



If they don't, you can make a complaint to the **Aged Care Quality and Safety Commission (Aged Care Commission)**.

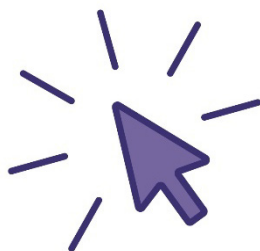


The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



You don't have to share your name when you make a complaint to the Aged Care Commission.



You can make a complaint on the Aged Care Commission website.

**[www.AgedCareQuality.gov.au/Complaints-Concerns](http://www.AgedCareQuality.gov.au/Complaints-Concerns)**



You can call the Aged Care Commission.

1800 951 822



You can write to the Aged Care Commission.

They have a mailbox in each state and territory.



You can send a letter to:

Aged Care Quality and Safety Commission  
GPO Box 9819



Make sure you add your:

- capital city
- state or territory.



# 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).

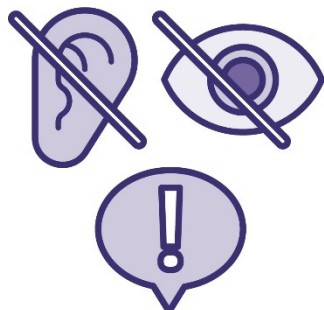
131 450



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.

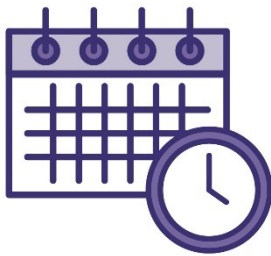


A veteran is a person who served in the military.



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 people



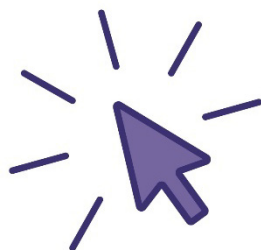
My Aged Care can connect you to someone who:

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



You can call My Aged Care.

1800 200 422



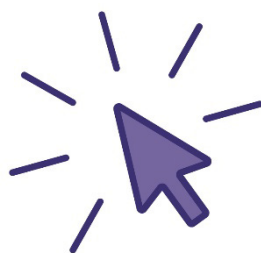
You can also visit the My Aged Care website for a list of the languages they can support you with.

**[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 peoples 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.



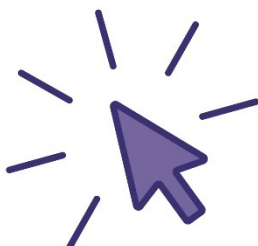
The Older Persons Advocacy Network (OPAN) helps older people get the information they need to:

- make decisions
- understand their rights
- fix problems.



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 or support person

### Care Finder Program

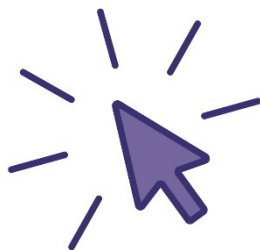
The Care Finder Program supports older people without a carer or support person to get:



- aged care services



- other supports in the community – like health services.

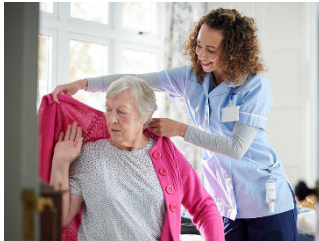


For more information, you can visit our website.

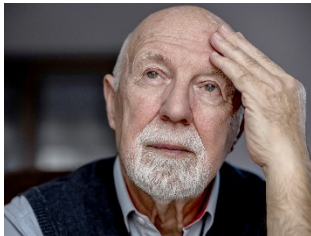
**[www.MyAgedCare.gov.au/Help-Care-Finder](http://www.MyAgedCare.gov.au/Help-Care-Finder)**

## Support if you have dementia

### The National Dementia Support Program



Dementia Australia runs the National Dementia Support Program.

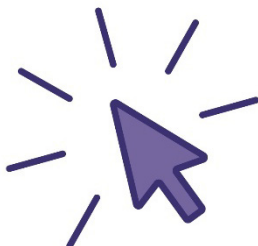


This program supports carers who look after someone who struggles with the way they:

- 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.

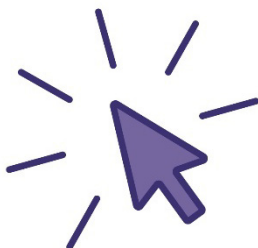


They also support family members and carers.



You can call Dementia Support Australia any time.

1800 699 799



You can also visit their website.

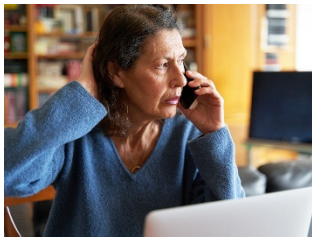
**[www.Dementia.com.au](http://www.Dementia.com.au)**

## Support if you're experiencing elder abuse

### National Elder Abuse

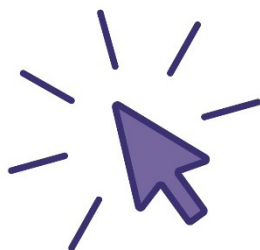


**Elder abuse** is when someone treats an older person badly or hurts them.



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



Carer Gateway provides services and support to **unpaid carers** across Australia:

- in person
- over the phone
- online.



An unpaid carer:

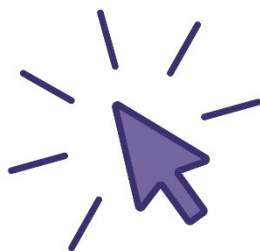
- takes care of a family member or friend
- is not paid any money for the care they give.



Carers can call Carer Gateway for free:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737

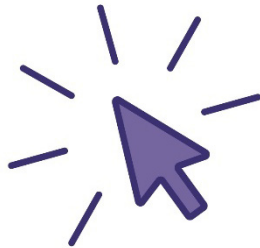


Carers can also visit the Carer Gateway website.

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

## Support for your health

### LiveUp



If you need help to manage your health,  
you can visit the LiveUp website.

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



If you need to talk to someone, you can also  
call LiveUp.

1800 951 971

# 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.



## **Aged Care Quality and Safety Commission (Aged Care Commission)**

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



## **Assessment**

An assessment can help work out:

- what you need
- how to support you.



## Assessor

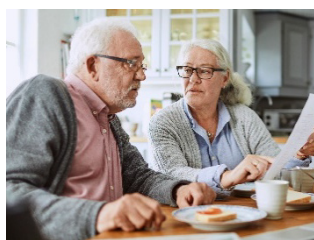
An assessor is someone who has the skills and knowledge to do an assessment.



## Assistive Technology and Home Modifications (AT-HM)

The AT-HM provide support and equipment that can help older people do things more easily.

## Care partner



A care partner is someone who:

- helps you understand the services and supports you need
- manages your care
- helps you make decisions.



## Clinical supports

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



## Complaint

When you make 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.





## Funding

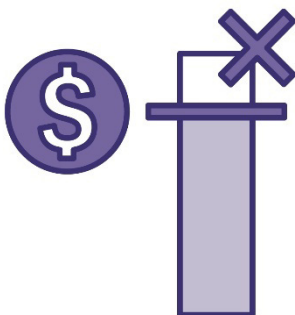
Funding is money from the government that pays for services and supports.

## Interpreter



An interpreter is someone who:

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



## Lifetime cap

A lifetime cap is the highest amount you need to pay for your aged care services.

## myGov



myGov is a website where you can find:

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



## Pension

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



## Provider

Providers support people by delivering a service.



## Registered supporter

A registered supporter is a person you trust that you've chosen to help you make decisions.



## Restorative care

Restorative care is short-term care that helps people do things on their own after a setback.



## Rights

Rights are rules that say people must treat you:

- fairly
- equally.



## Unpaid carers

An unpaid carer:

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



## Veterans

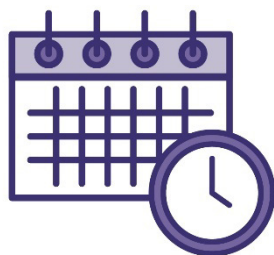
A veteran is a person who served in the military.

## Contact us



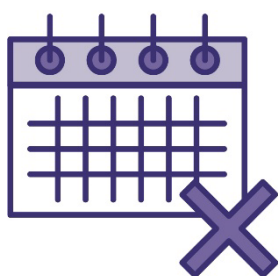
You can call My Aged Care.

1800 200 422



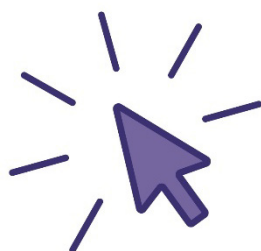
You can call My Aged Care from:

- 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)**



The Information Access Group created this document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit **[www.informationaccessgroup.com](http://www.informationaccessgroup.com)**.  
Quote job number 6489-l.