



Your guide to ongoing **Support** at Home services





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Your guide to ongoing Support at Home services.

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You can find this product at: **MyAgedCare.gov.au**

This booklet is designed to help you, your family or your friends make important decisions about your care. Although we have tried to make it as comprehensive as possible, you may want to seek more specific information regarding your individual situation to make an informed decision.

Information is current from 1 November 2025.

Is this booklet right for you?

This booklet explains how older people can receive support in their home and daily life through the Support at Home program.

You should read this booklet if an aged care assessor has approved you as eligible for the Support at Home program.

You can also access booklets about the other types of aged care support listed on the next page at **MyAgedCare.gov.au/Resources**.



Is this booklet right for you?

Ongoing care at home

The Support at Home program provides access to care and support services, equipment and home modifications to help older people remain healthy, active and socially connected to their community.

Support at Home provides a higher level of care for those with complex needs who require more help to remain at home.

For more information, visit:

MyAgedCare.gov.au/Support-Home-Program

Entry-level care at home

Ongoing or short-term care and support services through the Commonwealth Home Support Program (CHSP). You can get help with housework, personal care, meals and food preparation, transport, shopping, allied health such as physiotherapy and social support. You can also apply for planned respite, giving your carer a break.

The CHSP will become part of the Support at Home program no earlier than 1 July 2027. Until then, the CHSP will continue for current and new clients with low-level support needs.

Residential aged care

Personal and nursing care in aged care homes if you are unable to live independently in your own home. This also includes residential respite for short stays in an aged care home.

Restorative Care Pathway

The Restorative Care Pathway is a short-term allied health/nursing focused pathway as part of the Support at Home program. Restorative care can help you stay independent for longer and support you in doing the activities you enjoy.

End-of-Life Pathway

The End-of-Life Pathway supports older people who have been diagnosed with 3 months or less to live and wish to remain at home. It is intended to provide additional in-home aged care to complement available services under state or territory-based palliative care schemes. This pathway is part of the Support at Home program.

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Improving Australia's aged care system

Over the last few years, the Australian Government has delivered major changes to aged care in response to the Royal Commission into Aged Care Quality and Safety. These wide-ranging reforms have provided positive change, increasing transparency and improving quality of care provided to older people in Australia.

High-quality care and support should be accessible, whether you choose to remain at home or move to an aged care home.

The *Aged Care Act 2024* is driving further improvements for older people accessing aged care. This includes regulations to ensure a stronger aged care sector, to give older people more trust, control and confidence in their aged care.

What is the Support at Home program?

The Support at Home program provides person-centred, coordinated care to help you live independently at home for longer. It includes ongoing services and short-term pathways.

Ongoing Support at Home services include:

- clinical supports, such as nursing services or occupational therapy
- support for independence, such as help with personal care (showering, dressing, toileting), taking medication, transport or respite care
- everyday living, such as cleaning, gardening, shopping or preparing meals.

During your aged care assessment, your assessor will discuss your current care needs. If you're approved for ongoing services, you'll be assigned one of 8 classifications to best meet your needs, then given a quarterly budget. You and your provider can work together to manage this budget and coordinate the services you need.



Under the Support at Home program, there are also 3 short-term pathways:

- **Restorative Care Pathway** – access up to 16 weeks of intensive allied health and/or nursing support to help you build strength and regain function.
- **Assistive Technology and Home Modifications (AT-HM) scheme** – a scheme to help you access assistive technology or home modifications to make your home safer and help you stay independent. It has 3 funding tiers and is separate to your Support at Home budget.
- **End-of-Life Pathway** – support for people with 3 months or less to live and who wish to remain at home. A total of \$25,000 will be available per eligible participant over a 12-week period, with a total of 16 weeks to use the funds to provide additional flexibility for in-home aged care services.

Your assessor will check if you're eligible for any short-term pathways during your assessment. You can ask to access these pathways while receiving ongoing Support at Home services, but you may not be able to access multiple pathways at the same time. You can read more about short-term pathways on **[MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions](https://myagedcare.gov.au/Support-At-Home-Costs-And-Contributions)**



What can Support at Home funding be used for?

In your aged care assessment, the assessor looks at what you can do by yourself and what you might need help with. You can only spend your Support at Home funding on things you are approved for based on your assessed needs.

Services are in 3 main categories:

- **Clinical supports:** specialised services to help you maintain or regain capabilities. These are delivered by accredited professionals such as nurses or allied health professionals.
 - **Example inclusions** – nursing clinical care, exercise physiologists, occupational therapy, physiotherapy, continence management consumables.
 - **Not included** – services more appropriately funded through the primary health care system such as ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care.
- **Independence:** support to help you do activities needed to live independently.
 - **Example inclusions** – personal care such as showering and using the toilet, accessing social activities, transport, respite care, assistive technology or home modifications to help you stay independent.
 - **Not included** – hairdressing and beauty services, tickets for attractions, personal vehicle running costs.
- **Everyday living:** support to help you maintain your home and stay independent.
 - **Example inclusions** – domestic assistance such as general house cleaning or laundry, basic home maintenance, meal preparation or deliveries.
 - **Not included** – professional cleaning or maintenance such as carpet steaming, pest control, pet care, costs of groceries or food for other household members.

This list is not exhaustive. Some services are funded or subsidised through state or local government programs and aren't covered by Support at Home.

The Support at Home service list outlines the services you may be able to access, based on your assessed needs:

[Health.gov.au/Support-At-Home-Service-List](https://www.health.gov.au/support-at-home-service-list)

How do I enter the Support at Home program?

You need an aged care assessment to enter the Support at Home program, including for the 3 short-term pathways.

You'll need to be re-assessed or have a Support Plan Review if you're already receiving ongoing services and want to access a short-term pathway.

You should talk to your provider or the organisation that originally assessed you to start this process.

Online

Visit the My Aged Care website **MyAgedCare.gov.au** for more information about assessments and re-assessments.

Visit: **MyAgedCare.gov.au/Apply-Online**

By telephone

Call My Aged Care to discuss your needs over the phone, between 8am to 8pm weekdays and 10am to 2pm Saturday.

Freecall **1800 200 422**

In person

Visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support.

For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat.

Visit: **ServicesAustralia.gov.au/MyAgedCareFaceToFace**

Services Australia service centres are open weekdays from 8am to 5pm.

Freecall **1800 227 475**.

Support at Home costs

You will need to contribute towards the cost of some services, while other services will be free of charge.

How much you are asked to contribute will depend on your ability to pay based on your level of income and assets. Your provider can help you understand your contributions.

You will only be asked to contribute to services you have received. For example, if you receive two hours of personal care, you will pay a contribution towards the total cost.

What you pay depends on the type of service you receive. For example, you won't be asked to contribute to clinical support services like nursing, but you will be asked to contribute to everyday living services like cleaning.

It also depends on your age pension status and if you have a Commonwealth Seniors Health Care Card (CSHC).

This table summarises standard Support at Home contributions:

	Clinical Support	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5% and 50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 17.5% and 80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (eligible for a Commonwealth Seniors Health Care Card – CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

If you would like an estimate of your likely contributions:

- The online 'Fee Estimator' tool can provide you with an estimate of your aged care costs
MyAgedCare.gov.au/Support-At-Home-Fee-Estimator
- Visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFacetoFace** or freecall **1800 227 475**
- Call My Aged Care to discuss your situation, freecall **1800 200 422** between 8am to 8pm weekdays and 10am to 2pm Saturday.

There are different arrangements for people who were receiving or were approved a Home Care Package by 12 September 2024. For more information, visit **MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions**.

Lifetime cap

There is a lifetime cap on contributions. This means you will no longer have to contribute to any Support at Home services once you have contributed \$130,000 (indexed). Even if you move into an aged care home later, any contributions paid for Support at Home services will count towards the cap.

For more information, refer to the 'Support at Home participant contributions' factsheet at **Health.gov.au/Resources/Publications/Support-At-Home-Program-Participant-Contributions**.

How do I get an income and assets assessment?

If you already have a full or part pension from Services Australia or the Department of Veterans' Affairs (DVA), they will use your existing income and asset information to determine your contributions. You'll need to make sure your financial details are up to date before your aged care services start.

If you don't get a pension or are a self-funded retiree, your income and asset assessment will determine your contributions.

Confirm if you should complete a means assessment by going to the Services Australia website: **ServicesAustralia.gov.au/AgedCareCostOfCare**

If you need help to understand or complete the means assessment:

- freecall Services Australia **1800 227 475**, Monday to Friday from 8am to 5pm
- visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

It will take at least 4 weeks from the date you submit your income and assets assessment form to receive a letter about your contributions. If you have not received a letter after 4 weeks, you can contact Services Australia on **1800 227 475** and ask for an update.

After Services Australia works out your contributions, you and your provider will be sent a letter with the contributions you need to pay. If you don't have a provider yet, you'll be sent a letter with your income and assets assessment. This is valid for 120 days. If you don't choose a provider or give it to them within this time, you'll need to do a new income and asset assessment.

If you have not received a letter, you can contact Services Australia on **1800 227 475** and ask for an update on the status of your income and assets assessment.

If your circumstances change, you must tell Services Australia as soon as possible. Your contributions may need to be adjusted as this may change how much you pay towards your aged care costs. Visit **ServicesAustralia.gov.au/Changes-To-Your-Circumstances-And-Aged-Care-Costs**

How will I pay my contributions?

You should talk to your provider about how and when you need to pay any contributions for your services. These can be weekly, fortnightly or monthly – or you can ask your provider for another payment frequency. Your service agreement should also tell you how and when you need to pay.

If you can't afford your contributions for reasons beyond your control, you may be eligible for financial hardship assistance. Read the 'Aged care Hardship' factsheet to learn more at **MyAgedCare.gov.au/Financial-Hardship-Assistance**. You can also go to the *Further Information* section at the end of this booklet.

Financial information and education

It is a good idea to seek independent financial advice before deciding how to pay for your aged care. Also, if both you and your partner need access to aged care, each of your payment methods may impact the other's aged care fees and contributions.

The online 'Fee Estimator' tool can provide you with an estimate of your aged care costs

MyAgedCare.gov.au/Support-At-Home-Fee-Estimator

To find out more about aged care fees and contributions, freecall **1800 227 475** to book an appointment with an Aged Care Specialist Officer in selected Services Australia service centres if there's one in your area, or using video chat.

You can also get basic information about managing your finances from the Services Australia Financial Information Service. This free service can help you make informed decisions about investment and financial matters for your current and future needs. Visit **ServicesAustralia.gov.au/Financial-Information-Service**

Can I save up my Support at Home funding? What happens if I overspend?

Your ongoing Support at Home funding is allocated quarterly to spend on your services. You will have separate allocated funding for any home modifications or assistive technology to meet assessed needs through the AT-HM scheme.

Your care partner will help you monitor your budget closely to make sure all your services are covered. It is your provider's responsibility to make sure you don't overspend.

If you don't spend all your ongoing budget by the end of the quarter, up to \$1000 or 10% (whichever is greater) will carry over to the next quarter. This can cover unplanned or emerging needs. This is not applicable for those accessing short-term pathways.

What price does my provider charge?

The price for a Support at Home service is the entire cost of delivering that service to you. This will be the total amount charged to your budget.

Support at Home pricing makes it easy to see exactly how much care you have received and how much of your budget has been spent.

Your budget will only be charged for services that you receive.

You will not have to make a contribution for any clinical care that you receive, which includes care management.

You will be assessed by Services Australia as to how much you will need to contribute for different types of services. See the *What will I need to contribute?* section for more information.

You can see the prices a provider charges by looking them up on the 'Find a provider' tool on the My Aged Care website:

[MyAgedCare.gov.au/Find-A-Provider](https://myagedcare.gov.au/Find-A-Provider)

How do I know my prices are reasonable?

A reasonable price reflects what it costs your provider to deliver the service to you.

The price can include:

- the wages of your aged care workers
- administration and overheads
- transport
- sub-contracting.

The overall price must still be reasonable and justifiable.

Providers can't charge you separate management fees or clinical care costs. They must also explain the prices in your service agreement, including when prices change and why. You don't have to sign an agreement if you don't understand or don't agree with their prices, but you must have an agreement in place to receive Support at Home services.

The Support at Home indicative price list can also help you decide if a provider's prices are reasonable:

[Health.gov.au/Indicative-Support-At-Home-Prices](https://www.health.gov.au/indicative-support-at-home-prices)

You can also use the 'Find a provider' tool on the My Aged Care website to research and compare individual prices:

[MyAgedCare.gov.au/Find-A-Provider](https://www.myagedcare.gov.au/find-a-provider)

Learn more about your rights and protections in the *Consumer protections for Support at Home prices – factsheet for participants*:

[Health.gov.au/Support-At-Home-Prices-Consumer-Protections](https://www.health.gov.au/support-at-home-prices-consumer-protections).

If you want to make a complaint about your prices or get further help, go to the *Further information* section of this resource.

Pathway to accessing Support at Home

This section outlines the most common pathway for people who have been assessed as eligible for ongoing Support at Home services.

- 1** Receive the outcome of your assessment
- 2** Wait to be allocated funding
- 3** Find a Support at Home provider
- 4** Enter into an agreement
- 5** Manage your services



1

Receive the outcome of your assessment

During your assessment, an assessor will talk to you about your needs and work with you to develop a support plan. The support plan includes details about your strengths, challenges, goals and preferences for services.

After your assessment, a delegate at your assessment organisation will decide what services you can access.

You will then receive a Notice of Decision letter, which includes what services you've been approved for. You may be approved for ongoing Support at Home services, or short-term services like the AT-HM scheme or the Restorative Care Pathway. If you have been approved for services, your support plan will be attached to your letter.

If you don't receive a Notice of Decision or a support plan within 4 weeks, freecall My Aged Care on **1800 200 422** or contact your assessment organisation.

If your care needs change at any time, contact My Aged Care or speak to your provider. You may need a support plan review or a new assessment.

The My Aged Care website's 'Receiving your assessment outcome' page has further information at

[MyAgedCare.gov.au/Receiving-Your-Assessment-Outcome](https://myagedcare.gov.au/Receiving-Your-Assessment-Outcome)

What if I have concerns about the assessment or outcome?

For further information about your assessment outcome, you can contact the organisation that conducted your assessment. Their contact details are on your Notice of Decision letter.

Go to the *Further Information* section of this resource to find out how you can ask for a review or make a complaint about your assessment.

After you are approved for ongoing Support at Home services, you may have to wait to be allocated funding to start receiving services. For more information about expected wait times, visit the My Aged Care website.

You might like to start researching providers early, as your preferred provider might not have availability to provide the services you need.

The Support at Home Priority System

There is a national wait list called the Support at Home Priority System. You're automatically placed into this system when you're approved.

If you don't want care when you're assessed, you can still go on the wait list but you'll be marked as 'not seeking services' by your assessor. You won't be allocated funding until you tell them otherwise.

You can ask to be set as 'seeking services' or 'not seeking services' at any time by calling My Aged Care on freecall **1800 200 422**.

How long will I have to wait?

The Support at Home program has wait times for you to start receiving ongoing services.

How long you wait to begin receiving services varies depending on your priority level and the demand for services. The 4 priority levels are urgent, high, medium and standard. Your priority level is determined using information collected during assessment by your aged care assessor. The higher your priority level, the less time you will have to wait to start receiving your approved funding.

If your needs change while you're waiting to receive services, contact My Aged Care or your assessment organisation.

3

Find a Support at Home provider

After you have received a letter telling you that you've been allocated ongoing funding, you will need to find a Support at Home provider to deliver your services.

You have 56 days from when your funding is allocated to find a provider and accept your place by entering into a service agreement and starting services. You can contact My Aged Care for a 28-day extension if you need more time on freecall **1800 200 422**.

If you don't enter a service agreement and start services within 56 days, your funding will be withdrawn. You'll then need to call My Aged Care to re-enter the Support at Home Priority System.

How do I find a provider?

You should consider what's important to you when choosing who will deliver your services. For example:

- Do they have workers that speak my preferred language?
- Do they understand my cultural or religious beliefs? Can they help me participate in cultural or religious activities?
- Will they work with me to develop goals and promote my independence?
- What do they charge for services?
- Can I ask for specific days or times to receive services? Can I choose which workers deliver my services?
- Which parts of my care can I self-manage?

You should also think about if you may want to access short term pathways later, like the Restorative Care Pathway. Not every provider offers these pathways, so you may need to change providers if you want to access the pathway alongside your ongoing Support at Home services.

Try talking to family or people you know who are receiving services through Support at Home and ask them for recommendations.

You can also talk to your GP, local multicultural group or Aboriginal and Torres Strait Islander organisation about providers they're familiar with.

You can also use the 'Find a provider' tool on the My Aged Care website to research and compare providers.

Visit **[MyAgedCare.gov.au/Find-A-Provider](https://myagedcare.gov.au/Find-A-Provider)**

Support options

There can be a lot of information discussed at your meeting with a provider so bringing a support person like a family member, friend or carer with you can be helpful. You can talk to them and the provider about how you want to be supported to make your own decisions, including how to include any supports in your care plan.

Your support person can be your registered supporter – they have duties they must uphold when supporting you in your decision-making.

If you need extra help and don't have a carer or family to support you, you may be able to access the free Care Finder program. These are organisations across Australia that can support you to get Support at Home services or enter aged care. Visit the My Aged Care website at **[MyAgedCare.gov.au/Help-Care-Finder](https://myagedcare.gov.au/Help-Care-Finder)** or freecall **1800 200 422**.

If you're an older Aboriginal or Torres Strait Islander person, the Elder Care Support program can help you understand aged care services, go through the assessment process and choose a provider. They can also help advocate for you and work with providers to meet your needs. Visit **[MyAgedCare.gov.au/Elder-Care-Support-Program](https://myagedcare.gov.au/Elder-Care-Support-Program)**

Once you have chosen a Support at Home provider that best meets your needs, you will need to enter into a service agreement with them.

This service agreement sets out:

- how your services will be provided
- who will provide them
- how much they will cost and your contribution
- your rights and responsibilities.

We encourage you to seek independent advice on your service agreement, especially if you don't fully understand it.

Your service agreement will outline what to do if you or your provider want to make changes such as updating prices or changing what services you get. You may need to agree and sign a new service agreement, or you might need to be reassessed if your needs have changed.

You'll also need to give your provider your income and assets assessment if you have one. See the *How do I get an income and assets assessment?* section earlier in this booklet for more information.

Your goals

When talking about your ageing-related care needs, think about what your goals are and what is most important to you.

Identifying goals will help you design your care and services to best support your needs. A goal might be maintaining a healthy lifestyle, maintaining mobility skills or participating in social activities.

You should also consider your needs and preferences. For example:

- Where and when do I want support?
- Are there religious days or practices I want to observe?
- What support do I need to stay safe?
- What social activities or hobbies do I want support with?
- How does this fit in with the help my carer provides me?

Your care plan

Someone who works with your provider will meet with you to discuss your needs, using your support plan and notice of assessment.

This person is called a care partner – they will support you to coordinate services in line with your goals and help manage your budget. They can also help answer any questions or concerns you may have.

When you and your care partner agree on your services and your goals or preferences, this is documented in a care plan. This is a person-centred document that sets out your choices and the control you have over your services, in line with your needs. Your care partner might ask to talk to your GP or other specialists for more information, with your consent.

Care plans must be reviewed at least every 12 months. You can ask for a review at any time – including if your needs or goals change, if you begin a short-term pathway or if you want to change your services. Your care partner will also let you know if they need to review your care plan.

Monthly statements

Your provider must give you a monthly statement that tells you about your funding. It must include any available funds at the start of the month, an itemised list of care and services delivered, along with any products delivered, contributions on services/products and any funds left over at the end of the month.

They must give this to you before the end of the following month. For example, you must receive a statement for services delivered in January by the end of February.

This is still required even if you're temporarily not receiving services. You can ask your provider or care partner if you don't understand what the statement means.

How your care is delivered

To make sure you're receiving the best care possible, all Australian Government funded aged care providers need to meet quality standards.

Your provider must provide care that complies with the Aged Care Quality Standards. The Quality Standards clearly define what good care should look like and make it easier to check that people receive good care. The Quality Standards reflect the level of care and services you can expect from your provider.

Read more about the Aged Care Quality Standards on the Aged Care Quality and Safety Commission website at **AgedCareQuality.gov.au**



After you sign your service agreement, your Support at Home services can start.

Good care management helps you get care that's appropriate and tailored to your needs and preferences.

If you get ongoing services under Support at Home, 10% of your budget each quarter is used for care management.

Care management refers to things like:

- care and service planning or coordination
- developing, reviewing and evaluating your care budget
- supporting you and your family to make informed decisions about your care or services
- supporting connections to health and other services as needed.

Your care partner often acts as the dedicated point of contact for your provider and carries out management activities on your behalf.

Your care partner will help you review your care plan regularly or if your needs, circumstances or services change. For example, they might help adjust your services after a hospital stay or injury, or help coordinate services to better suit your budget and preferences.

What if I want to manage my own care?

If you're receiving ongoing Support at Home services, you can also self-manage parts of your care. You still need a provider and both of you must agree on how you self-manage your care or budget.

Self-management looks different for everyone, but it can include:

- choosing and coordinating services, according to your needs and budget
- choosing your own suppliers or workers
- scheduling services and rostering workers
- communicating with your provider and workers effectively.

The activities you do will be different depending on your needs and preferences. For example, you may decide which workers come to your home and who they are, but your provider still rosters them. Or you may decide which workers come to your home, who they are, when they come, but your provider still manages claiming from Services Australia.

What if I want to choose a worker who isn't employed by my provider?

If you are self-managing your aged care, you may be able to use your own workers, including people who don't work for your provider. This is called using a third-party worker.

The *Aged Care Act 2024* changes how these workers are treated. Your provider will need to engage the worker as a third party to deliver services to you. The provider may do this by themselves or through an associated provider.

Your provider is responsible for all aged care workers delivering services to you, including third-party workers. Your provider must ensure that any third-party workers meet any workforce-related requirements.

This means that not every provider will be able to support this arrangement, so it's important to consider when choosing a provider.

If you're interested in using a third-party worker, talk to your care partner about this process. They'll explain what you need to do and help you budget or pay for this service. You may have to pay extra costs from your budget to accommodate any extra administration.

How do I pause services or change providers?

You can change who your Support at Home provider is at any time and you can't be charged any exit fees to do this. You should tell them as early as possible, including which provider you're moving to and the exact date you want to stop services. This will help the process go smoothly.

Your budget and what services you're approved for will move with you to your new provider.

You can temporarily stop receiving services because of a hospital stay, holidays or entering residential respite care. You should tell your provider as soon as possible of your plans, so you're not accidentally billed for services you can't receive.

If you go a long time without receiving a service, your provider may send you reminders. If one year (4 consecutive quarters) has passed since the end of the last quarter you had a service delivered or left a provider, your funding will be withdrawn and you will not be able to access it.

If you want to access funding again, you will need to call My Aged Care and ask to have your status changed to 'seeking services'. You will then re-join the Support at Home Priority System and your place will be based on the date you were approved for Support at Home. This means you won't have to wait long to receive your funding again.

Short term pathways

In the Support at Home program, there are 3 pathways that give you short-term support to meet specific needs. You can discuss these pathways with your assessor during your assessment or with your provider, if you have one. Your individual needs assessment and notice of assessment will tell you if you're eligible for these pathways.

The AT-HM scheme

The Assistive Technology and Home Modifications (AT-HM) scheme gives you upfront access to funding for products, equipment or home modifications to meet your assessed needs. Your individual needs assessment or support plan review will tell you the amount of funding available.

Some products need to be prescribed to you by a qualified professional, such as walking frames or adaptive bathing equipment. Other products are best supplied with professional advice and others can be simple products that do not require prescription.

Your provider can help you organise a prescription, ordering, installation or training as needed, and will tell you about any costs involved and how to manage them. Any training or prescription services are considered clinical costs, so you can't be asked to make a contribution for them.

This scheme also covers home modifications such as adding modified door locks, non-slip surfaces or grab bars to make your home safer and more accessible.

The AT-HM list details which products are included and excluded, as well as which products should have a prescription. For more information, visit: **MyAgedCare.gov.au/Assistive-Technology-And-Home-Modifications**

This table has more details about funding tiers:

Funding tier	Funding allocation cap	Funding period
Assistive technology		
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000 ¹ (nominal)	12 months
¹ Participants can access assistive technology over this amount, if a prescription and need can be provided.		
Home modifications		
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000	12 months ²
² Funding may be extended for an additional 12 months to complete complex home modifications (24 months in total) if evidence of progress is provided to Services Australia.		
Other funding		
Assistance dog maintenance	\$2,000 per year	Ongoing ³
³ Funding for assistance dog maintenance will be automatically allocated every 12 months; however, the funding cannot accrue or rollover.		

Restorative Care Pathway

The Restorative Care Pathway provides up to 16 weeks of intensive allied health and/or nursing services with a \$6,000 budget. This is designed to help you restore function after an incident or illness.

There's no impact on your ongoing Support at Home budget or services, as this pathway has a separate budget. Restorative care services should be clinically focused and different to your Support at Home services.

If you want to access this pathway, you'll need an aged care assessment – they'll look at how intensive short-term services will help and your recovery goals. You'll then establish a goal plan with your restorative care partner, which outlines your needs and your goals and acts as a care plan for this pathway.

Your restorative care partner will help you to develop an exit plan to transition back to your normal care and ensure your ongoing care plan is adjusted accordingly (if relevant). They will provide restorative care management while you go through the Restorative Care Pathway.

Learn more about this pathway at

MyAgedCare.gov.au/Restorative-Care-Pathway

End-of-Life Pathway

The End-of-Life Pathway will support participants who have been diagnosed with 3 months or less to live and wish to remain at home by providing an increase in the level of services available.

A total of \$25,000 will be available per eligible participant over a 12 week period, with a total of 16 weeks to use the funds to provide additional flexibility. A participant can access one episode of the End-of-Life Pathway through the Support at Home program.

The End-of-Life Pathway is available to participants already accessing Support at Home as well as older people who are not currently accessing services through the Support at Home program. This pathway is intended to provide additional in-home aged care services, such as personal care, domestic assistance and general nursing care to complement services available under state and territory-based palliative-care schemes.

An older person is eligible to access the End-of-Life Pathway if they meet the following criteria:

- a medical practitioner or nurse practitioner provides an estimated life expectancy of 3 months or less to live, and
- a score of 40 or less on the Australian-modified Karnofsky Performance Status (AKPS) score, which is a mobility and frailty indicator that is assessed by a medical professional.

The End-of-Life Pathway form is required to be completed and submitted before a participant can be assessed as eligible for the End-of-Life Pathway.

Learn more about this pathway at
MyAgedCare.gov.au/End-Life-Pathway

Your legal rights and responsibilities

Under the *Aged Care Act*, your rights are at the centre of your aged care. If you are receiving aged care services, you should expect to have your rights upheld and your wishes met, whether you are living independently at home or in residential care.

Statement of Rights

The *Aged Care Act 2024* includes a Statement of Rights.

The Statement of Rights puts your rights at the centre of your aged care – so you can make decisions on how and where you live, get the information and support you need, communicate your wishes and have your culture and identity respected. It also ensures those around you, including your family and carers, not only accept but also respect your choices.

You will also have the right to choose who you want to support you in making these decisions.

For more information, visit: **MyAgedCare.gov.au/Know-Your-Rights**

Registered supporters

You may want or need support from another person to help make and communicate your decisions. You can register supporters to help you understand information and communicate your wishes, if you want them to.

The new registered supporter role replaces existing My Aged Care representative relationships and will apply across the aged care system. You do not need to do anything if you want your existing My Aged Care representatives to continue as registered supporters.

To check or update your representatives or to opt out, visit My Aged Care online or freecall **1800 200 422**.

For more information, visit:

MyAgedCare.gov.au/Registering-Supporter

Nominee arrangements for means assessments

You can also appoint a nominee who can enquire or act on your behalf with Services Australia or the Department of Veterans' Affairs (DVA) about your aged care means assessment.

Your nominee will then be able to receive information in relation to your fees, contributions and accommodation costs and update your personal information with Services Australia or DVA on your behalf.

- For Services Australia, complete an Authorising a person or organisation to enquire or act on your behalf (SS313) form: **ServicesAustralia.gov.au/ss313**
- For DVA, complete an Aged Care Request for a nominee for DVA customers (AC019) form: **ServicesAustralia.gov.au/ac019**

Making a complaint about your aged care

If you have a concern about the care that you or someone else is receiving, it's important to talk about it. In the first instance, you should speak to your provider. Under the Aged Care Act, all providers are required to have a complaints management system and process in place.

If you raise a concern with your provider, they must listen and respond quickly and fairly. If they don't, you have the right to raise the issue with the Aged Care Quality and Safety Commission (the Commission) without fear of punishment.

The Commission can help you to resolve your concern or complaint. They can also provide you with information about how to talk directly to your service provider.

Raising a concern is safe and easy. You can choose to make a confidential or anonymous complaint. Making a complaint is not 'being difficult' – it can help improve the quality of care and help other people with the same problem.

You can contact the Commission several ways:

- Visit: **AgedCareQuality.gov.au/Complaints-Concerns**
- Freecall: **1800 951 822**
- Write to: Aged Care Quality and Safety Commission
GPO Box 9819
[Your capital city] [Your state/territory]

Advocacy, information and support

The Australian Government works closely with peak bodies and other groups that represent and advocate for the needs of older people, including for example: the Aged Care Council of Elders, COTA, the National Aged Care Advisory Council and the Older Persons Advocacy Network (OPAN).

The government funds OPAN to deliver the National Aged Care Advocacy Program. This program provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care, their families or supporters.

OPAN's aged care advocates can help you to:

- understand and exercise your aged care rights
- find aged care services that meet your needs, and
- resolve issues with your government-funded aged care provider.

If you have questions or concerns, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line** on **1800 700 600**. You will be connected with the aged care advocacy organisation in your state or territory.

Visit: **OPAN.org.au**

Further assistance

Translating and interpreting support

For translating and interpreting services, call:

Translating and Interpreting Service (TIS National) – **131 450**, tell the operator the language you speak and ask them to call My Aged Care on **1800 200 422**.

For Aboriginal and Torres Strait Islander interpreting services, call:

My Aged Care – **1800 200 422** and ask for an interpreter.

See a list of available languages: **MyAgedCare.gov.au/Accessible-All**

For sign language interpreting services, call:

Deaf Connect – **1300 773 803** or
email: **Interpreting@DeafConnect.org.au**

Make contact well in advance to ensure an interpreter is available.

For more information, visit: **DeafConnect.org.au**

If you are Deaf, hard of hearing, or have a speech or communication difficulty, call:

The National Relay Service (NRS) by selecting your preferred call channel on the NRS website. Once selected, ask the NRS to call My Aged Care on **1800 200 422**:

For more information, visit: **AccessHub.gov.au/About-The-NRS**

Dementia support

The Australian Government expects all aged care providers to offer services that meet the needs of people with dementia.

- The **National Dementia Support Program (NDSP)** provides a wide range of support services for people living with dementia, their families, carers and representatives. Services are available over the phone, online and in-person across Australia, and include information, education, counselling, support activities, peer mentoring and advice.

Contact Dementia Australia's National Dementia Helpline – freecall **1800 100 500**, 24 hours a day, 7 days a week.

For more information, visit: **Health.gov.au/NDSP**

- The **Dementia Behaviour Management Advisory Service (DBMAS)** provides individualised support for people when behavioural and psychological symptoms of dementia affect a person's care or quality of life. Trained consultants work in any location or setting to support service providers and individuals caring for people living with dementia.

Contact Dementia Support Australia – freecall **1800 699 799**, 24 hours a day, 7 days a week.

For more information on the DBMAS, visit: **Health.gov.au/DBMAS**

For more information on dementia support visit:

MyAgedCare.gov.au/Living-Memory-Loss-Dementia-Or-Depression

Social support

If you feel lonely or socially isolated, you can request a volunteer through the Aged Care Volunteer Visitors Scheme (ACVVS). Anyone who's receiving Support at Home services or is on the Support at Home Priority System can apply. Your care partner or provider can also help you organise a volunteer visitor.

You can apply for a volunteer visitor here: **Health.gov.au/Our-Work/Aged-Care-Volunteer-Visitors-Scheme-ACVVS/request**

Learn more about ACVVS on the Department of Health, Disability and Ageing website: **Health.gov.au/ACVVS**

Homelessness or hoarding support

Support is available to people:

- living with hoarding behaviour
- living in a squalid environment
- who are at risk of homelessness
- who are unable to receive the aged care supports they need.

Supports include:

- care planning
- links to specialist support services
- one-off clean-ups.

If you are receiving assistance through the care finder program because you are homeless or at risk of homelessness, you may also be eligible to access Commonwealth Home Support Program services.

Contact My Aged Care – freecall **1800 200 422** or visit a Services Australia service centre for assistance.



Support for people with diverse needs

The Australian Government recognises that our society is diverse and people have a wide range of life experiences.

Many programs and services are available to support people with diverse needs to access the help they need. Specialised services may exist in your area that cater specifically to special needs groups. You can find out more through My Aged Care or by asking your aged care assessor.

Service providers should consider, respect and support specific and diverse needs when delivering care and services. No service provider should discriminate against anyone, including:

- Aboriginal and Torres Strait Islander people, including Stolen Generations survivors
- veterans or war widows
- people from culturally, ethnically, and linguistically diverse backgrounds
- financially or socially disadvantaged people
- people experiencing homelessness or at risk of experiencing homelessness
- parents and children who are separated by forced adoption or removal
- adult survivors of institutional child sexual abuse
- Care Leavers, including Forgotten Australians and former child migrants placed in out of home care
- lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientation or are gender diverse or bodily diverse
- individuals with disability or mental ill-health
- neurodivergent people
- Deaf, deafblind, vision impaired or hard of hearing people
- people living in rural, remote or very remote areas.

Elder Care Support assistance

The Elder Care Support workforce helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services to meet their physical and cultural needs. The National Aboriginal Community Controlled Health Organisation delivers this program through their partner organisations across the country.

For more information, visit:

[MyAgedCare.gov.au/Elder-Care-Support-Program](https://myagedcare.gov.au/Elder-Care-Support-Program)

Help from a care finder

Care finders help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them. This includes people who:

- have difficulty communicating because of cognitive or literacy problems
- find it difficult to understand information
- are reluctant to engage with aged care or government
- or are in an unsafe situation if they do not receive services.

Visit the My Aged Care website to see a list of care finders in your area.

For more information, visit: **[MyAgedCare.gov.au/Help-Care-Finder](https://myagedcare.gov.au/Help-Care-Finder)**

Federation of Ethnic Communities' Councils Australia

The Federation of Ethnic Communities' Councils Australia (FECCA) is a national peak body representing Australians from culturally and linguistically diverse backgrounds. FECCA works to ensure that nobody is left behind due to cultural or linguistic barriers.

For more information, visit: **[FECCA.org.au](https://fecca.org.au)**

Partners in Culturally Appropriate Care (PICAC)

PICAC are state and territory organisations that help older culturally and linguistically diverse people and their families make informed decisions about their aged care needs.

For more information, visit: **[PICACAlliance.org](https://picacalliance.org)**

Ending the abuse and mistreatment of older people

The abuse of older people is never okay. Abuse can be physical, sexual, psychological or emotional, financial or neglect. It causes harm, distress and a loss of dignity and respect. The abuse and mistreatment of older people is a violation of human rights.

If you are experiencing abuse, or know someone that may be experiencing abuse, there is help and support available.

Speak with someone you trust for information or advice:

- Freecall 1800ELDERHelp or **1800 353 374**
- Visit: **Compass.info** to find out more
- In an emergency, call **000**.

Support for carers

The Carer Gateway provides in person, phone and online services and support nationally to help your carer in their caring role.

- Freecall **1800 422 737**, weekdays between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider
- Visit: **CarerGateway.gov.au** for information, advice and resources
- Visit the My Aged Care website for more resources, services and support groups at **MyAgedCare.gov.au/For-Carers**

CHECKLIST

Find Support at Home providers and work out costs

Once you have been assessed as eligible for Support at Home services, use this checklist to help you look for providers and understand how much you might need to contribute to the cost of your care.

After your aged care needs assessment

- ☐ Receive your notice of decision with your individual support plan.

Create a short list of providers in your local area

- ☐ Use the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider** or freecall 1800 200 422.

Work out contributions

- ☐ Use the Support at Home fee estimator on the My Aged Care website to estimate costs at **MyAgedCare.gov.au/Support-At-Home-Fee-Estimator**
- ☐ If you already receive a means tested income support payment* refer to the section above: 'How do I get an income and assets assessment?'
- ☐ If you do not receive a means tested income support payment, complete an income and assets assessment by going to the Services Australia website at **ServicesAustralia.gov.au/AgedCareCostOfCare**

Contact potential providers and discuss what they can offer and how much they charge

- ☐ Where is the provider located?
- ☐ Do they cater for any special requirements I may have – language, cultural, diversity?
- ☐ Where and when will they provide my support?
- ☐ Who will provide my services?
- ☐ How much will the care and services cost?
- ☐ Can I self-manage parts of my services?
- ☐ What checks do they complete to ensure quality of service?

Enter into a service agreement with your chosen provider

* If you are receiving a means tested income support payment, this information will already be held by Services Australia/DVA so you do not need to arrange an income and asset assessment. If this information is not held and you choose not to have your income assessed, you will be asked to make the maximum contributions.assessment letter.

CHECKLIST

Commencing services

After you receive your funding allocation letter, you can enter into a service agreement with a Support at Home provider and commence services.

Use this checklist to help guide you through this process.

Receive your letter allocating your Support at Home funding

Contact preferred provider

- ☐ Take a copy of your individual support plan and your notice of decision.
- ☐ Take a copy of your income assessment results.
Note: If you have not yet completed an income assessment, you can do this by going to the Services Australia website at **ServicesAustralia.gov.au/AgedCareCostOfCare**
- ☐ Take any relevant medical records.

Enter into your service agreement

- ☐ Agree on your services and prices.
- ☐ Agree when your services will start.
- ☐ Sign your service agreement.

Start and manage your services

- ☐ Develop a care plan and review when required to ensure it is still meeting your needs.
- ☐ Develop an individualised budget.
- ☐ If your needs change, discuss them with your provider or care partner.

CHECKLIST

Changing providers

You can change your Support at Home provider at any time, for any reason – free of charge.

Use this checklist to help guide you through the process of changing providers.

Read your current service agreement

- ☐ Understand any conditions.

Start looking for new providers in your local area

- ☐ Use the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au** or freecall My Aged Care on **1800 200 422**.

Decide on a suitable provider and check they can deliver the services you need within your budget

Agree on an end date for services with your current provider

Note: you must give your former provider an exact exit date. It's also helpful for both your old and new provider to know who you were previously with and exact entry/exit dates.

Enter into a service agreement with your new provider

- ☐ Work with your provider to manage your budget.
- ☐ Agree on the start date to commence with your new provider.
Note: this must be after the end date of services with your current provider.
- ☐ Enter into your new service agreement.

Give your current provider the details of your new provider as soon as possible so they can manage your budget's transfer.

Note: this must occur within 28 days of your agreed end date.





MyAgedCare.gov.au
1800 200 422