



Australian Government



myagedcare



Support at Home
program

What is Support at Home?

Support at Home helps you live independently at home for longer. It provides services, products, equipment and home modifications to keep you healthy, active and connected to your community.

Support at Home includes:

- 8 ongoing classifications, with a budget for you to access services
- 3 short-term support pathways to help you live more independently at home
- access to assessment and reassessments as your needs change.

Based on your eligibility and assessed care needs, you will have access to an approved list of services. You will get help to choose the services that best fit your needs and budget.

What services are available?

You may be eligible for:

- clinical care such as nursing, occupational therapy and continence care
- help with getting dressed, taking medications, transport or respite care
- modifications to your home including handrails or ramps, and equipment such as walking frames
- help with cleaning, gardening, shopping or meal preparation.

Short-term support

Restorative Care Pathway

Maintain and improve your independence through allied health services. You will have access to up to 16 weeks of restorative care, alongside other Support at Home services you may receive. You may also be able to access assistive technology and home modifications, if approved.

Assistive Technology and Home Modifications (AT-HM) scheme

Access products (equipment such as a wheelchair) and home modifications (such as a shower rail) to meet your assessed needs. If approved, you can receive separate funding to your ongoing services budget for assistive technology, home modifications or both.

End-of-Life Pathway

This pathway helps older people to be at home in their last 3 months of life. An older person can be referred for a high-priority assessment to access the pathway, even if they're not already a Support at Home participant. If approved, they will have urgent access to more funding for in-home aged care services. They may also be approved for assistive technology. Older people can access this pathway along with other state and territory palliative care services.

How much will I have to pay?

Support at Home participants will contribute towards the cost of some services, while other services will be free of charge.

You will only pay for services you receive. Your contribution will vary by the amount and type of services you receive.

- The government will fully fund **clinical care** such as nursing and physiotherapy.
- You will make a moderate contribution for **independence services**, such as personal care.
- You will make a higher contribution for **everyday living services**, like cleaning and gardening.
- You may also contribute to assistive technology and home modifications, depending on your services and funding level.

An assessment of your income and assets, similar to the age pension means test, will be used to determine your contribution rate.

- **Full pensioners** will make the smallest contribution.
- **Part-pensioners** and holders of a Commonwealth Seniors Health Card will make a scaled contribution based on their income and assets assessment.
- **Self-funded retirees** who are not eligible for a Commonwealth Seniors Health Card will make the highest contribution.

Financial hardship assistance may be able to help you if, for reasons beyond your control, you can't afford to contribute.

Accessing Support at Home

If you are not already receiving services through My Aged Care, the first step is to apply for an aged care assessment.

There are 4 ways you can apply for an assessment:

- **Online:** visit the My Aged Care website to apply for an assessment online at MyAgedCare.gov.au/Apply-Online
- **By phone:** freecall My Aged Care on **1800 200 422** weekdays from 8am to 8pm and Saturdays 10am to 2pm
- **In person:** at a Services Australia service centre or book online for a face-to-face appointment for general information and support. For in-depth support, you can 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**
- **Talk to your GP:** if you prefer, your GP can call My Aged Care on your behalf.

Additional support services

Care Finder program – helps older people who need intensive help to access aged care services and other supports in the community. Visit MyAgedCare.gov.au/Help-Care-Finder

Elder Care Support – helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services. Visit MyAgedCare.gov.au/Elder-Care-Support-Program

Support for carers

Carer Gateway – freecall **1800 422 737** weekdays between 8am and 5pm. Visit: CarerGateway.gov.au

Dementia Australia – National Dementia Helpline: freecall **1800 100 500**, 24 hours a day, 7 days a week. Visit: Dementia.org.au

Dementia Support Australia – for personalised support with changes in behaviour: Freecall **1800 699 799**, 24 hours a day, 7 days a week. Visit: Dementia.com.au

Visit the **My Aged Care website** for more resources, services and support groups at MyAgedCare.gov.au/For-Carers

Advocacy, information and support

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.

Visit OPAN.org.au or call **1800 700 600**.

More information

Visit: MyAgedCare.gov.au/Support-Home-Program

Freecall: **1800 200 422**, weekdays from 8 am to 8 pm and Saturdays from 10 am to 2 pm.

In person: book an appointment to talk to an Aged Care Specialist Officer.

Visit ServicesAustralia.gov.au/MyAgedCareFaceToFace or freecall **1800 227 475**.

If you are **Deaf, deafblind or hard of hearing**, contact the National Sign Language Program to make a booking at DeafConnect.org.au/Services/Interpreting

The **National Relay Service** can assist if you find it hard to hear or speak using a phone. Visit AccessHub.gov.au/About-The-NRS and ask for a relay to My Aged Care on **1800 200 422**.

Call the **Translating and Interpreting Service** on **131 450**, tell the operator the language you speak and ask them to call **1800 200 422**.

If you are a veteran or war widow/er, you may also be eligible for Department of Veterans' Affairs (DVA) services or programs. Ask My Aged Care for more information.

You can make a complaint if you feel your rights have not been met. Contact the Aged Care Quality and Safety Commission on freecall **1800 951 822**.