

1 How much funding will I get and what classification will I be in?

Participants need to plan their budget. Funding depends on care classification. Classification is determined through the Single Assessment System.

2 What services can I pay for?

Support at Home funds a wide range of services including nursing, allied health, personal care, social support, home modifications, assistive technology and end-of-life care.

3 Can I buy big-ticket items like mobility scooters or ramps?

Support at Home budgets can be used for such items and participants can carry over unspent funds (up to \$1,000 or 10 %).

4 Who is eligible and how do I apply?

People aged 65+ (50+ for Indigenous Australians) who live at home and need home care are eligible. Applications are lodged through My Aged Care via phone or online.

5 What happens during the assessment?

A nurse or social worker visits and discusses daily activities; the assessment takes 1-3 hours.

6 How long will it take to receive services?

Wait times are a common concern. Wait times are generally 3–6 months but can be as long as 12 months depending on national demand.

7 What happens if my needs change?

People worry about increasing care needs. Providers should regularly review care plans; if care needs increase significantly, the assessment may be updated and classification adjusted

8 How long can I receive Support at Home?

Support continues as long as it is needed; it ceases if you move into residential aged care or cancel services

9 Can my spouse and I both receive support?

Yes, each spouse can be assessed individually and receive their own allocation. They can pool budgets for shared services

10 Can I self-manage my package?

Self-management is allowed but involves stricter rules and more provider involvement than the current Home Care Package program

11 What governs the program and can I change providers?

The program is governed by the Aged Care Act 2024 and Aged Care Rules. Participants can change providers without exit fees, and unspent funds move with them.

12 What if I'm on a waiting list?

Those on the National Priority System will receive Support at Home when a place becomes available, matching the budget level they were approved for.

13 Can I get urgent support while waiting?

My Aged Care can fast-track applications in urgent cases and people can use the CHSP or pay for private care while waiting.

14 What happens to my budget if I go into hospital or on holiday?

Funds continue to accumulate while services pause; participants still pay the provider's administration fee and subsidies may reduce if services pause for more than 28 days.

15 Does domestic assistance cover hoarding or squalor situations?

No. Light cleaning is covered, but serious hoarding or squalor requires referral to the Commonwealth Home Support Program (CHSP).

16 If I already get continence products through another scheme, can I also claim them under Support at Home?

The answer explains that other schemes should be used first; Support at Home may be used only when those schemes don't meet the need.

17 Do I need a Chronic Disease Management Plan to access allied health?

Participants ask whether they must exhaust Medicare plans before using Support at Home funding; the Support at Home service list guide says other health-system plans should be used first.

18 Does translation support include AUSLAN interpreting?

No. AUSLAN interpreting is funded separately under the National Sign Language Program (NSLP).

19 Is pet care included?

Pet care is excluded. Only cleaning tasks that would be done in a pet-free home (e.g., vacuuming hair or mopping paw prints) are allowed.

20 Can nursing assistants or personal-care workers administer medications?

Registered Nurses can administer medications such as insulin; nursing assistants can administer simple medications under the supervision of a registered nurse; and care workers can assist with self-administration (reminding participants, opening packaging).