

# SUPPORT AT HOME FACT SHEET

## ELIGIBILITY AND ASSESSMENT

- You must be 65 years or older (or 50 years or older for Aboriginal and Torres Strait Islander peoples) and live at home.
- A Single Assessment System will evaluate your needs. A nurse or health professional visits your home, reviews your ability to manage everyday tasks and determines which services suit you.
- If eligible, you will receive a Notice of Decision that outlines your classification, quarterly budget and approved services.

## HOW TO ACCESS SUPPORT AT HOME SERVICES

1. Register with My Aged Care via the website or by calling **1800 200 422**. A doctor or health professional may also refer you.
2. Complete the Single Assessment System evaluation.
3. Receive your Notice of Decision outlining your classification, quarterly budget and approved services.
4. Choose a provider. Providers should explain their prices and help you build a care plan that fits your goals.
5. Agree on a care plan and budget. Your provider will manage your budget, coordinate services and send monthly statements.
6. Review your plan. If your needs change, request a reassessment. You can also move to short-term pathways as needed.

## FUNDING & CLASSIFICATIONS

Support at Home has eight ongoing classifications. Each classification comes with a quarterly and annual budget (indexed annually) determined by your care needs.

|   | Quarterly Budget (approx.) | Annual Amount | Typical care needs                                    |
|---|----------------------------|---------------|-------------------------------------------------------|
| 1 | \$2,682.75                 | \$10,731      | Basic support (e.g., help with shopping or cleaning)  |
| 2 | \$4,008.61                 | \$16,034      | Basic needs + occasional personal or clinical support |
| 3 | \$5,491.43                 | \$21,965      | More frequent personal care and allied-health support |
| 4 | \$7,424.10                 | \$29,696      | Moderate care needs, daily personal care              |
| 5 | \$9,924.35                 | \$39,697      | Higher support, multiple services each week           |
| 6 | \$12,028.58                | \$48,114      | Complex care requiring nursing and allied health      |
| 7 | \$14,537.04                | \$58,148      | Very high needs, multidisciplinary support            |
| 8 | \$19,526.59                | \$78,106      | Highest level of ongoing care                         |

### CLINICAL SUPPORTS

- Nursing care
- Allied health and therapeutic services
- Nutrition
- Care management - supplements from health practitioners

### INDEPENDENCE SERVICES

- Personal care
- Social support & community engagement
- Respite
- Transport
- AT-HM

### EVERYDAY LIVING SERVICES

- Domestic assistance
- Home maintenance and repairs
- Meal preparation and pre-prepared meals

## SUPPORT AND CONTACTS

**MY AGED CARE**  
 [myagedcare.gov.au](http://myagedcare.gov.au)  
 1800 200 422

**OLDER PERSONS ADVOCACY NETWORK (OPAN)**  
 1800 700 600

**AGED CARE QUALITY AND SAFETY COMMISSION**  
 [agedcarequality.gov.au](http://agedcarequality.gov.au)  
 1800 951 822

## PARTICIPANT CONTRIBUTIONS

The contribution you pay depends on the type of service, your income and whether you are grandfathered from HCP:

### CLINICAL SUPPORTS

Services like nursing care, care management and restorative care management are fully funded. No co-contributions are required.

### INDEPENDENCE SERVICES

Moderate contributions apply. These services help you maintain autonomy (e.g., personal care, social support, assistive technology).

### EVERYDAY LIVING SERVICES

Higher contributions apply for domestic assistance, home maintenance, and meals.

## SHORT-TERM PATHWAYS

### RESTORATIVE CARE PATHWAY

This pathway provides goal-oriented allied-health services for up to 16 weeks to help you regain independence. You may access up to two episodes per year.

### END-OF-LIFE PATHWAY

Designed for people with a prognosis of less than three months. It includes a separate budget for AT-HM items and can only be used once. A doctor must confirm life expectancy, and your assessment receives high-priority processing.

### ASSISTIVE TECHNOLOGY & HOME MODIFICATIONS (AT-HM) SCHEME

Funding is available in low, medium and high tiers. Equipment and modifications help you maintain independence. Wrap-around prescription services (delivery, setup, training) are considered clinical supports and do not require a participant contribution. Items range from simple aids (grab rails) to larger modifications (bathroom alterations). Assessors determine your tier and funding level.