



How it works, on one page

The short version

- Support at Home is a government program that pays for help so older people can keep living at home.
- It started on 1 November 2025. It replaced the Home Care Packages Program.
- Everyone starts with a free assessment, arranged through My Aged Care.
- Most people pay part of the cost of some services.

Who does what

My Aged Care: the government's starting point.

Assessor: works out what help you need, usually in your home.

Services Australia: works out what you pay, from your income and assets.

Provider: the organisation you choose to deliver your services.

3 kinds of ongoing help

Clinical supports: such as nursing, allied health and personal care.

Independence: such as transport, respite and social support.

Everyday living: such as cleaning, home maintenance and meals.

Short-term help too

- **Assistive Technology and Home Modifications:** equipment and changes to the home.
- **Restorative Care Pathway:** up to 16 weeks of help to get stronger.
- **End-of-Life Pathway:** 12 weeks of extra care at home (up to 16 weeks if funding is still available).

Already get a little help through CHSP (Commonwealth Home Support Program)? It keeps running. It will not move into Support at Home before 1 July 2027.



Call script

Read it out if it helps. Change the words to suit you.

START

“Hello. I’m calling to apply for an aged care assessment for **[name]**. I’m their **[son / daughter / friend]**. They’re here with me and happy for me to help.”

IF THEY ASK WHY

“They’re finding some things harder at home, like **[showering / cleaning / getting to appointments]**. Their goal is to keep living at home safely.”

SUPPORTER

“We’d like to know how to register me as a registered supporter, so I can talk to you for them.”

BEFORE YOU HANG UP, ASK

- “What happens next, and who will call us?”
- “How can we track the application?”
- “Is there anything we should get ready for the assessment?”
- “If things get worse while we wait, what should we do?”

IF YOU NEED HELP NOW

“The situation is urgent. Is there short-term help available before an assessment?” (My Aged Care says some services are available short term before or without an assessment.)

Write the answers on the next page.



A typical day

Fill this in before the assessment. Think of a normal day, and a harder one. Be honest about what is difficult.

Time of day	What happens. What is hard or needs help?
Getting up and morning	
Showering and dressing	
Meals and medicines	
Getting out: shops, appointments	
Housework and garden	
Evening and bedtime	
Overnight	

On a harder day, what changes?

What matters most to stay living at home?
