

What you need to do   
to prepare to move   
to Support at Home

As referenced in the letter providing information on how to prepare for the Support at Home program, there are a number of activities that the Department of Health and Aged Care and Services Australia are progressing on your behalf. The below checklist outlines steps you can take to prepare for the change.

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| **Activity** | **Time frame** | **Where to find more information** | **Complete** |
| Learn more about the Support at Home program. | Resources available now | Visit the My Aged Care website:  [**www.myagedcare.gov.au**](http://www.myagedcare.gov.au/)  Information includes:   * factsheets * *Support at Home program – Booklet for older people, families and carers.*   You can also ask your provider for these resources. | ☐ |
| Learn about Support at Home fees and contributions. | Resources available now | See the Support at Home program – Booklet for older people, families and carers.  You can talk to your provider about your fees when you move to Support at Home.  There will soon be a fee calculator available on the My Aged Care website to estimate any fees you might pay for Support at Home. | ☐ |
| Expect your provider to contact you to review your care plan and establish a new service agreement (currently known as a Home Care Agreement). | From April/ May 2025 | You can contact the Older Persons Advocacy Network for information about your rights and to request an advocate to support you.  Call **1800 700 600** or visit  [www.opan.org.au](http://www.opan.org.au/). | ☐ |
| Speak to your provider if you want to use  your unspent funds to purchase assistive technology or home modifications.  This can form part of your service agreement discussion. | From April/  May 2025 | Information about the Assistive Technology and Home Modifications scheme is available on the department’s  website ([www.health.gov.au](http://www.health.gov.au/))  You can also ask your provider for information. | ☐ |
| If you are currently paying Income Tested Care Fees, Services Australia will notify you of your Support at Home contribution rate.  You may need to provide income and asset information. | From 1  July 2025 | You, your correspondence nominee and service provider will receive a letter from Services Australia.  Visit My Aged Care to learn about customer protections and what to do if you can’t afford aged care fees. | ☐ |

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| **Activity** | **Time frame** | **Where to find more information** | **Complete** |

Refer to “**Where can I go if I have questions?**” for additional support to complete these activities.

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