



# Support at Home program – self-management

Self-management in aged care is about increasing your choice and control over the services you receive. Self-management involves a range of different activities depending on your needs, preferences and abilities.

## How will self-management work?

Self-management will continue under Support at Home. Self-management can involve:

- coordinating your own services
- scheduling your own services
- choosing your own workers
- managing your budget.

You and your Support at Home provider must agree on your self-management arrangements.

Support at Home has a defined service list. If you are organising your own services, you will only be able to spend your budget on services that are part of your support plan and are on the service list.

## Can I use a third-party worker?

Yes, if your provider agrees you can use a third-party worker as part of self-management. A third-party worker is an aged care worker who is not an employee of the provider but is engaged by the provider to deliver a service to you. This can be on an ad-hoc or ongoing basis.

Under the *Aged Care Act 2024*, there will be changes to how third-party workers are treated. Your provider will need to engage a third-party worker to deliver services to you. The provider may do this directly or through another organisation called an associated provider. Your provider will also be responsible for all aged care workers delivering services to you, even third-party workers.

Your provider must ensure that any third-party workers meet any workforce requirements, for example worker registration. This means that there may be circumstances where the provider cannot agree to particular workers, or third parties being engaged where regulatory requirements or provider obligations cannot be met.

## Will I still get care management support if I self-manage?

Whether you choose to do a lot of self-management or not, you must have a care management provider. If you are receiving ongoing services, 10% of your budget will be deducted for care management each quarter.

## Can my provider charge additional fees for engaging a third-party?

You and your provider will need to agree on the service price for third-party workers that will be charged to your budget.

You should also agree on who will receive and pay for the invoice. You will be required to pay contributions towards the cost (final service price) of non-clinical services delivered by a third-party. Contribution rates will be determined based on the type of service you receive and your income and assets.

You can find out more about contributions in the [Support at Home program handbook](#).

### For more information

To find out more about self-management under Support at Home, visit [www.health.gov.au/our-work/support-at-home](http://www.health.gov.au/our-work/support-at-home)

If you have questions or concerns about your aged care, including Support at Home, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line on 1800 700 600**. Provided by the Older Persons Advocacy Network (OPAN), this free and confidential service is independent of both government and aged care providers, and will connect you with a local advocate in your state or territory.



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## Getting started with aged care

If you need help around the house or are thinking about aged care homes, contacting My Aged Care is the first step.

 Visit [myagedcare.gov.au](http://myagedcare.gov.au)  Phone **1800 200 422**

 Face-to-face by speaking with an Aged Care Specialist Officer (to book an appointment call **1800 227 475** or visit any Services Australia Service Centre).